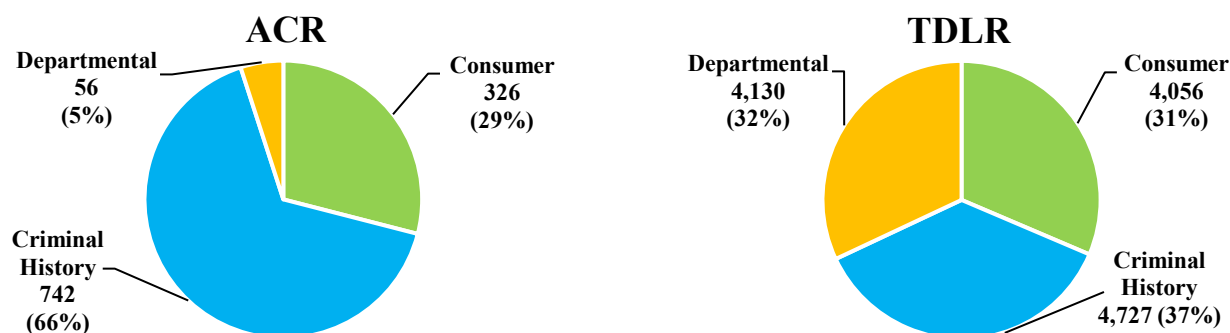


## Air Conditioning and Refrigeration (ACR)

Key Statistics	ACR Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	60,552	1,019,176
<b>Complaints Received by Source</b>	<b>16,908</b>	<b>134,663</b>
Consumer complaints	791	12,216
Department initiated complaints	59	4,096
Criminal History Records reviewed for licensure	16,058	118,351
<b>Cases Opened</b>	<b>1,124</b>	<b>12,913</b>
Consumer	326	4,056
Departmental	56	4,130
Criminal History	742	4,727
<b>Cases Closed</b>	<b>1,128</b>	<b>12,694</b>
Consumer	338	4,467
Departmental	36	3,487
Criminal History	754	4,740
<b>Average Time to Close (days)</b>	<b>194.85</b>	<b>206.68</b>
% of Cases Resolved Within 6 Months	68.97%	64.46%
% of Cases Resulting in Disciplinary Action	11.79%	12.94%
% of Cases Not Resulting in Disciplinary Action	88.21%	87.06%
<b>Open Cases Pending at End of Fiscal Year</b>	<b>673</b>	<b>7,651</b>
Cases Referred to SOAH	8	133
Contested Cases Heard at SOAH	4	62
Formal Case Outcomes	ACR Fiscal Year 2025	TDLR Fiscal Year 2025
<b>Final Orders</b>	<b>133</b>	<b>1,643</b>
Agreed Orders	36	918
Commission Orders	2	20
Default Orders	84	602
Denied by Operation of Law	2	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	9	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$3,493.85	\$3,095.17
<b>Total Penalties Assessed</b>	<b>\$426,250</b>	<b>\$4,769,650</b>
<b>Total Penalties Collected</b>	<b>\$86,625</b>	<b>\$1,783,085</b>
<b>Total Disciplinary Suspensions and Revocations</b>	<b>4</b>	<b>171</b>
Licenses Revoked (Disciplinary)	4	162
Licenses Suspended (Disciplinary)	0	9
Licenses Denied/Suspended/Revoked (Criminal History)	24	206
Restricted Licenses Granted	0	4
<b>Enforcement cases that resulted in District Court Filing</b>	<b>0</b>	<b>5</b>
Other Case Actions	ACR Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$32,821.60	\$808,739.25
Other Cases Closed without Disciplinary Actions	757	4,993
Informally Resolved	39	526
Insufficient Evidence	119	2,516
Warning Letters	68	2,939
Withdrawn by Complainant	12	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

### Cases Opened Fiscal Year 2025



### Top ACR Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Criminal history	742
Mechanical integrity code issue	218
Contracted without a license	94
Misrepresented services	68
Failed to have license or improper license number on vehicle	26
Adverted without a license	22
Failed to comply with an order	11
Failed to have company or improper company name on vehicle	9
Failed to pay dishonored check	8
Failed to have required information on proposal or invoice	7
Failed to have license number on invoice	7
Failed to obtain permit	7

### Top ACR Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Contracted without a license	70
Criminal history	24
Mechanical integrity code issue	16
Failed to cooperate with the Department	7
Made fraudulent statement	7
Misrepresented services	6
Failed to obtain permit	4
Failed to have required information on proposal or invoice	3
Failed to comply with an order	3
Refused or interfered with an inspection or investigation	1
Performed work outside endorsement	1
Hired unlicensed technician	1
Failed to furnish records to the Department	1