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DOCKET NO. 57368

COMPLAINT OF DENNIS AND PEGGY	§	PUBLIC UTILITY COMMISSION
BOYKEN AGAINST ONCOR	§	
ELECTRIC DELIVERY COMPANY	§	OF TEXAS
LLC	§	

ORDER NO. 4
FINDING APPLICATION INSUFFICIENT, CONTINUING ABATEMENT AND
SETTING A DEADLINE

This Order addresses the December 2, 2024 complaint of Dennis and Peggy Boyken against Oncor Electric Delivery Company LLC regarding home and appliance damages caused by power surges for which Oncor is allegedly responsible. This complaint was filed under 16 Texas Administrative Code (TAC) § 22.242 and is available on the Commission's Interchange webpage at <https://interchange.puc.texas.gov>.

In Order No. 2 filed on January 9, 2025, Dennis and Peggy Boyken were ordered to file proof that they presented their complaint to the City of Tyler and proof of the response from Tyler. Specifically, the Boykens were ordered to file either Tyler's response to their complaint or a statement that no response was provided within 30 days of submitting the complaint. The administrative law judge (ALJ) abated the proceeding to give the Boykens time to complete the process of submitting their complaint to the city and obtaining a response.

On January 20, 2025, the Boykens filed proof that they submitted their complaint to Tyler. The Boykens have not filed a copy of any response from Tyler or a statement that no response was provided by Tyler.

On May 1, 2025, Commission Staff filed a supplemental statement of position. Commission Staff recommended that the Boykens be given more time to provide either proof that Tyler responded to the complaint or a statement indicating that no response was received.

The ALJ finds that the application is insufficient.

By May 19, 2025, Dennis and Peggy Boyken must file proof of Tyler's response to their complaint. If Tyler provided any written response to the complaint, the Boykens must file that

response in this docket. If Tyler has not provided any written response to their complaint, the Boykens must file a short statement to that effect in this docket.

This case remains abated until further court order.

Signed at Austin, Texas on the 2nd day of May 2025.

PUBLIC UTILITY COMMISSION OF TEXAS



AARON HAAS

ADMINISTRATIVE LAW JUDGE