



Control Number: 43173



Item Number: 2

Addendum StartPage: 0

House Bill (HB) 1600 and Senate Bill (SB) 567 83<sup>rd</sup>  
Legislature, Regular Session, transferred the functions  
relating to the economic regulation of water and sewer  
utilities from the TCEQ to the PUC effective  
September 1, 2014.

RECEIVED  
2014 SEP 19 PM 2:28

**B & D ENVIRONMENTAL, INC.**  
P.O. BOX 500264  
AUSTIN, TEXAS 78750  
PHONE NO. (512) 264-9124  
FAX NO. (512) 692-1967

EMAIL: [bretfenner@yahoo.com](mailto:bretfenner@yahoo.com)

April 14, 2014

**RECEIVED**  
APR 15 2014  
UTILITIES & DISTRICTS  
SECTION

Ms. Mary Damron  
Texas Commission on Environmental Quality  
Utilities & Districts Section, MC 153  
Water Supply Division  
P.O. Box 13087  
Austin, Texas 78711-3087

Re: Water Rate/Tariff Change Application for North Orange Water and Sewer, LLC d.b.a. Longford Place Water and Sewer System (Longford Place), Certificate of Convenience and Necessity (CCN) Nos. 11511 in Orange County; Application No. 37818-R

Re: Water Rate/Tariff Change Application for North Orange Water and Sewer, LLC d.b.a. Longford Place Water and Sewer System, Certificate of Convenience and Necessity (CCN) Nos. 20548-R in Orange County; Application No. 37819-R

Dear Ms. Damron:

Per you're accepted for filing letter of February 27, 2014 please find the following information requested:

1. Copies of Longford Place's Water and Wastewater Utility Annual Reports for the calendar years 2009 through 2012.
2. Documentation demonstrating that any deficiencies with the last inspection report for PWS No. 1810015 has been corrected.
3. Documentation demonstrating that any deficiencies with the last inspection report for TECQ Discharge No. WQ0014709001 has been corrected.
4. The 1% Regulatory Assessment Fee for the year 2012 was paid with Check #1552 in the amount of \$1,346.22 and cleared the bank on February 19, 2014

Should you have any further questions concerning this application, please do not hesitate to contact me at (512) 264-9124.

Sincerely,



Bret W. Fenner, P.E.  
B & D Environmental, Inc.

Enclosures

2

**B & D ENVIRONMENTAL, INC.**

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AUSTIN, TEXAS 78750  
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SECTION**

Ms. Mary Damron  
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Utilities & Districts Section, MC 153  
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P.O. Box 13087  
Austin, Texas 78711-3087

Re: Water Rate/Tariff Change Application for North Orange Water and Sewer, LLC d.b.a. Longford Place Water and Sewer System (Longford Place), Certificate of Convenience and Necessity (CCN) Nos. 11511 in Orange County; Application No. 37818-R

Re: Water Rate/Tariff Change Application for North Orange Water and Sewer, LLC d.b.a. Longford Place Water and Sewer System, Certificate of Convenience and Necessity (CCN) Nos. 20548-R in Orange County; Application No. 37819-R

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Should you have any further questions concerning this application, please do not hesitate to contact me at (512) 264-9124.

Sincerely,



Bret W. Fenner, P.E.  
B & D Environmental, Inc.

Enclosures

# WATER AND WASTEWATER UTILITIES

## ANNUAL REPORT

**RECEIVED**  
APR 15 2014

UTILITIES & DISTRICTS  
SECTION

*of*  
NORTH CRANGE WATER & SEWER, LLC  
LONGFORD PLACE WATER & SEWER  
Exact Legal Name of Utility/Respondent

11511/20548  
Certificate of Convenience and Necessity (CCN) No.

*Submitted to the*

**State of Texas**



**Texas Commission on Environmental Quality**

*for the*

**Calendar Year Ended December 31, 2009**

**Section 1: Utility Information**

Utility Name NORTH ORANGE WATER + SEWER, LLC - Longford Place  
Water + Sewer

Address 10404 N. Hwy 87, Suite 102  
Orange, TX 77632

Please check this box if your Official Address, which is noted on the enclosed letter, has changed.

Telephone Number 409-746-9640 Fax Number 409-746-9643

E-mail Address NOWSHWY87@yahoo.com

Contact Person Cammie VINICENT Title Sec. - Treas.

Check the business ownership entity of the utility as filed with the Internal Revenue Service

Individual     Partnership     Corporation     NonProfit Association

**Section 2: Utility Background**

Water CCN No. 11511      Number of PWSs 1  
PWS ID No. 1810015  
PWS ID No. \_\_\_\_\_  
(if the Utility has more PWS ID  
Nos., please indicate in Section 10)

Sewer CCN No. 20548      Number of Wastewater Systems 1

Discharge Permit No. 11155-001  
Discharge Permit No. \_\_\_\_\_  
(if the Utility has more Discharge Permit  
Nos., please indicate in Section 10)

### Section 3: Revenues

	Water	Wastewater	Total Water + Wastewater
<b>OPERATING REVENUES:</b>			
Utility Service/Sales	50,041.63	68,117.48	118,159.11
Fees (Tap, Reconnection, etc.)	1,040.00	1,040.00	2,080.00
<b>OTHER REVENUES:</b>			
Please Identify:			
<b>TOTAL REVENUES</b>	<b>51,081.63</b>	<b>69,157.48</b>	<b>120,239.11</b>

### Section 4: Expenses

	Water	Wastewater	Total Water + Wastewater
Salaries & Wages	10,505.98	10,505.97	21,011.95
Contract Labor	657.25	657.28	1,314.53
Purchased Water	0	0	0
Chemicals for Treatment	3,281.75	1,316.93	4,598.68
Utilities (electricity)	3,731.95	10,764.67	14,496.62
Repairs/Maintenance/Supplies	16,765.71	11,451.70	28,217.41
Office Expenses	3,377.23	3,377.30	6,754.53
Professional Fees (Accounting, Legal)	9.38	9.38	18.76
Insurance	4,478.00	4,628.08	9,106.08
Depreciation & Amortization	4,688.07	4,688.07	9,376.14
Miscellaneous (describe in remarks below)	4.07	2,836.29	2,840.36
<b>Subtotal</b>	<b>47,499.39</b>	<b>50,235.67</b>	<b>97,735.06</b>
<b>Taxes:</b>			
Federal Income Taxes			
Property and Other Taxes (Payroll, etc.)	3,423.92	1,325.29	4,749.21
Regulatory Expenses (Rate Case, Permits)	175.00	0	175.00
Other (describe in remarks below)	912.26	769.16	1,681.42
<b>TOTAL EXPENSES</b>	<b>52,010.57</b>	<b>52,330.12</b>	<b>104,340.69</b>

Remarks:	Other: Penalties
	Miscellaneous; Services; Licenses

## Section 5: Operating Items

### Debt Information:

Annual interest expense on long and/or short term debt?	\$ <u>9,461.73</u>
Annual principal payment on debt?	\$ <u>63,876.48</u>
Annual interest rate on debt?	<u>Various %</u>
Annual debt principal and interest?	\$ <u>73,338.21</u>
Principal balance on outstanding debt at end of this reporting period?	\$ <u>41,660.36</u>

### Regulatory Assessment Fee:

What was the Regulatory Assessment fee amount submitted to TCEQ for the Calendar Year 2009? \$ 1,322.37

### Rate Change:

What was the effective date of the last Rate Change? 10/01/08

## Section 6: Customer Information

Connection Type	Number of Connections at	
	Beginning of Calendar Year 2009	End of Calendar Year 2009
<b>Water</b>		
Total	100	101

Connection Type	Number of Connections at	
	Beginning of Calendar Year 2009	End of Calendar Year 2009
<b>Wastewater</b>		
Total	100	101

## Section 7: Water Production & Consumption

- |   |  |                           |
|---|--|---------------------------|
| A | What is the total amount of water produced/pumped? | <u>11,645,000</u> gallons |
| B | What is the total amount of water sold/billed?     | <u>6,452,000</u> gallons  |
| C | How much water was lost?                           | <u>1,203,000</u> gallons  |
|   | What is the total percent of water loss?           | <u>10</u> %               |

To calculate the above, please reference the attached document Water and Wastewater Utilities Annual Report Instructions

Comments? ESTIMATED 360,000 GALLONS USED IN LINE FLUSHING  
W/W PLANT USAGE AND LEAKS.

## Section 8: Wastewater Treated

What is the total amount of wastewater treated? 6,452,000 gallons

Comments? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Section 9: Utility Management & Operations Assessment

### Utility Policy and Procedures

- |  |   |  |
|--|---|--|
| Do you have an Application Form or Formal Process for New Customers?                             | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have a copy of your approved tariff and drought contingency plan for customers to review? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have Written Operating Procedures for Routine Operations?                                 | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have Written Emergency Actions Plan(s)?   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have Written Personnel Procedures?  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have Risk Management & Safety Policies?   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have Customer Service Policies? (including billing & collection)?                         | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have a Written Budget? (normally updated annually)?                                       | <input type="checkbox"/> Yes            | <input checked="" type="checkbox"/> No |



Did you or any utility staff attend the annual Water Supply Division Conference/Trade Fair or any other utility/business related conferences this year? If so, please list them in Section 10.

Yes  No

Do you record complaints or keep a complaint log?

Yes  No

Is a customer service representative, water system employee, or answering service accessible by phone at all times to all customers?

Yes  No

### Rules and Regulations

If you own/operate a public water system, do you have a copy of 30 TAC Chapter 290?

Yes  No

If you own/operate a sewer system, do you have a copy of 30 TAC 314?

Yes  No

Do you have a copy of the Utility Regulation TAC 30 Rule, Chapter 291?

Yes  No

Do you have a copy of the Texas Water Code Chapter 13?

Yes  No

### Administrative Information

Do you notify customers prior to shutting down the system for repairs?

Yes  No  Sometimes  Only if greater than 2 hours

How do you keep your customers informed?

Billing Statements  Newsletter  Meetings

Other Flyers - Hand Delivered

Are water records kept separate from other business and personal records?

Yes  No

Are records kept for additions to fixed assets?

Yes  No

Is the financial position of the system reviewed at least quarterly?

Yes  No

Are accounting records for water and wastewater kept separately?

Yes  No

### Utility Assistance

If your answer to any question above is "No", would you be receptive to financial, managerial or technical assistance at no cost to the utility?

Yes  No

**Section 10: Remarks (please feel free to attach additional pages if necessary)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Section 11: Sworn Statement**

I HEREBY CERTIFY THAT THE INFORMATION PROVIDED IN THIS REPORT IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

(This document MUST be signed by the President or Owner of the Utility)

This 9<sup>th</sup> Day of July, 2010

President or Owner:

\_\_\_\_\_  
(Signature)

BOBBY MANSHACK

(Printed Name)

PRESIDENT

(Title)

**WATER AND WASTEWATER UTILITIES**

**ANNUAL REPORT**

**RECEIVED**  
APR 15 2014

UTILITIES & DISTRICTS  
SECTION

*of*  
NORTH ORANGE WATER & SEWER, LLC  
LONGFORD PLACE WATER & SEWER  
Exact Legal Name of Utility/Respondent

11511/20548  
Certificate of Convenience and Necessity (CCN) No.

*Submitted to the*

**State of Texas**



**Texas Commission on Environmental Quality**

*for the*

**Calendar Year Ended December 31, 2010**

### Section 1: Utility Information

Utility Name NORTH ORANGE WATER + SEWER, LLC - LONGFORD PLACE  
WATER + SEWER

Address 10404 N. Hwy 87, Suite 102  
ORANGE, TX 77632

Please check this box if your Official Address, which is noted on the enclosed letter, has changed.

Telephone Number 409-746-9640 Fax Number 409-746-9643

E-mail Address NEWS HWY 87@YAHOO.COM

Contact Person Cammie Vincent Title Sec./Treas.

Check the business ownership entity of the utility as filed with the Internal Revenue Service

Individual     Partnership     Corporation     NonProfit Association

### Section 2: Utility Background

Water CCN No. 11511      Number of PWSs 1  
PWS ID No. 1810015  
PWS ID No. \_\_\_\_\_  
(if the Utility has more PWS ID Nos., please indicate in Section 10)

Sewer CCN No. 20548      Number of Wastewater Systems 1

Discharge Permit No. 11155-001  
Discharge Permit No. \_\_\_\_\_  
(if the Utility has more Discharge Permit Nos., please indicate in Section 10)

### Section 3: Revenues

	Water	Wastewater	Total Water + Wastewater
<b>OPERATING REVENUES:</b>			
Utility Service/Sales	45450.35	63093.36	108543.71
Fees (Tap, Reconnection, etc.)	966.20	966.19	1932.39
<b>OTHER REVENUES:</b>			
Please Identify:			
Interest Income	796.82 1514.51	796.82 1514.52	1593.64 3029.03
<b>TOTAL REVENUES</b>	<b>48727.88</b>	<b>66370.89</b>	<b>115098.77</b>

### Section 4: Expenses

	Water	Wastewater	Total Water + Wastewater
Salaries & Wages	15905.10	15905.10	31810.20
Contract Labor	1267.78	2730.78	3998.56
Purchased Water	0	0	0
Chemicals for Treatment	5315.66	1133.88	6449.54
Utilities (electricity)	3606.66	7799.41	11406.07
Repairs/Maintenance/Supplies	9906.08	23985.54	33891.62
Office Expenses	3424.39	3421.13	6845.52
Professional Fees (Accounting, Legal)	744.85	1437.65	2182.50
Insurance	4272.28	4272.32	8544.60
Depreciation & Amortization	3669.96	4307.83	7977.79
Miscellaneous (describe in remarks below)	75.10	75.10	150.20
Subtotal	48187.86	65068.74	113256.60
<b>Taxes:</b>			
Federal Income Taxes			
Property and Other Taxes (Payroll, etc.)	6459.10	4286.34	10745.44
Regulatory Expenses (Rate Case, Permits)	175.00	1250.00	1425.00
Other (describe in remarks below)	1325.66	1379.06	2704.72
<b>TOTAL EXPENSES</b>	<b>56147.62</b>	<b>71984.14</b>	<b>128131.76</b>

Remarks: Miscellaneous: License, Permit, Dues, Subscrip  
Seminars  
Other: Interest Expense, Penalties

## Section 5: Operating Items

### Debt Information:

Annual interest expense on long and/or short term debt?	\$ 3078.84
Annual principal payment on debt?	\$ 5381.01
Annual interest rate on debt?	VARIOUS %
Annual debt principal and interest?	\$ 8459.85
Principal balance on outstanding debt at end of this reporting period?	\$ 36279.35

### Regulatory Assessment Fee:

What was the Regulatory Assessment fee amount submitted to TCEQ for the Calendar Year 2010? \$ 1364.93

### Rate Change:

What was the effective date of the last Rate Change? 10/01/08

## Section 6: Customer Information

Connection Type	Number of Connections at	
	Beginning of Calendar Year 2010	End of Calendar Year 2010
<b>Water</b>		
Total	100	101

Connection Type	Number of Connections at	
	Beginning of Calendar Year 2010	End of Calendar Year 2010
<b>Wastewater</b>		
Total	100	101

## Section 7: Water Production & Consumption

A	What is the total amount of water produced/pumped?	11,880,000 gallons
B	What is the total amount of water sold/billed?	5,907,000 gallons
C	How much water was lost?	1,303,000 gallons
	What is the total percent of water loss?	10 %

To calculate the above, please reference the attached document Water and Wastewater Utilities Annual Report Instructions.

Comments? ESTIMATED 360,000 Gallons used for  
line flushing.  
WASTEWATER PLANT USAGE AND LEAKS.

## Section 8: Wastewater Treated

What is the total amount of wastewater treated? \_\_\_\_\_ gallons

Comments? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Section 9: Utility Management & Operations Assessment

### Utility Policy and Procedures

- |  |   |  |
|--|---|--|
| Do you have an Application Form or Formal Process for New Customers?                             | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have a copy of your approved tariff and drought contingency plan for customers to review? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have Written Operating Procedures for Routine Operations?                                 | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have Written Emergency Actions Plan(s)?   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have Written Personnel Procedures?  | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have Risk Management & Safety Policies?   | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have Customer Service Policies (including billing & collection)?                          | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No            |
| Do you have a Written Budget (normally updated annually)?  | <input type="checkbox"/> Yes            | <input checked="" type="checkbox"/> No |

Did you or any utility staff attend the annual Water Supply Division Conference/Trade Fair or any other utility/business related conferences this year? If so, please list them in Section 10.

Yes  No

Do you record complaints or keep a complaint log?

Yes  No

Is a customer service representative, water system employee, or answering service accessible by phone at all times to all customers?

Yes  No

### Rules and Regulations

If you own/operate a public water system, do you have a copy of or have access to 30 TAC Chapter 290?

Yes  No

If you own/operate a sewer system, do you have a copy of or have access to 30 TAC 30 Subchapter J, 30 TAC 217, 30 TAC 308, and 30 TAC 309?

Yes  No

Do you have a copy of or have access to the Utility Regulation TAC 30 Rule, Chapter 291?

Yes  No

Do you have a copy of or have access to Texas Water Code Chapter 13?

Yes  No

### Administrative Information

Do you notify customers prior to shutting down the system for repairs?

Yes  No  Sometimes  Only if greater than 2 hours

How do you keep your customers informed?

Billing Statements  Newsletter  Meetings

Other Flyers - HAND Delivered

Are water records kept separate from other business and personal records?

Yes  No

Are records kept for additions to fixed assets?

Yes  No

Is the financial position of the system reviewed at least quarterly?

Yes  No

Are accounting records for water and wastewater kept separately?

Yes  No

### Utility Assistance

If your answer to any question above is "No", would you be receptive to financial, managerial or technical assistance at no cost to the utility?

Yes  No



**Section 10: Remarks (please feel free to attach additional pages if necessary)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_

**Section 11: Sworn Statement**

I HEREBY CERTIFY THAT THE INFORMATION PROVIDED IN THIS REPORT IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

(This document MUST be signed by the President or Owner of the Utility)

This 12<sup>th</sup> Day of April, 2011.

President or Owner: \_\_\_\_\_

(Signature)

BOBBY MANSHACK

(Printed Name)

PRESIDENT

(Title)

**WATER AND WASTEWATER UTILITIES**

**ANNUAL REPORT**

**RECEIVED**  
APR 15 2014

UTILITIES & DISTRICTS  
SECTION

*NORTH Orange* <sup>of</sup> *Water + Sewer, LLC*  
*LONGFORD PLACE Water + Sewer*  
Exact Legal Name of Utility/Respondent

11511 / 20548  
Certificate of Convenience and Necessity (CCN) No.

*Submitted to the*

**State of Texas**



**Texas Commission on Environmental Quality**

*for the*

**Calendar Year Ended December 31, 2011**

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Utility Name NORTH ORANGE WATER & SEWER, LLC - Longford Place  
WATER & SEWER

Address 10404 N. Hwy 87, Suite 102  
ORANGE, TX 77632

Please check this box if your Official Address, which is noted on the enclosed letter, has changed.

Telephone Number 409-746-9640 Fax Number 409-746-9643

E-mail Address NowS Hwy 87 @ yahoo.com

Contact Person Cammie VINCENT Title Sic / Treas.

Check the business ownership entity of the utility as filed with the Internal Revenue Service

Individual     Partnership     Corporation     NonProfit Association

### Section 2: Utility Background

Water CCN No. 11511      Number of PWSs 1  
PWS ID No. 1810015  
PWS ID No. \_\_\_\_\_  
(if the Utility has more PWS ID Nos., please indicate in Section 10)

Sewer CCN No. 20548      Number of Wastewater Systems 1

Discharge Permit No. 11155-001  
Discharge Permit No. \_\_\_\_\_  
(if the Utility has more Discharge Permit Nos., please indicate in Section 10)

### Section 3: Revenues

	Water	Wastewater	Total Water + Wastewater
<b>OPERATING REVENUES:</b>			
Utility Service/Sales	47513.44	64794.93	112308.37
Fees (Tap, Reconnection, etc.)	715.15	715.16	1430.31
<b>OTHER REVENUES:</b>			
Please Identify:	69.82	69.83	139.65
<b>TOTAL REVENUES</b>	<b>48298.41</b>	<b>65579.92</b>	<b>113878.33</b>

### Section 4: Expenses

	Water	Wastewater	Total Water + Wastewater
Salaries & Wages	30194.62	30194.62	60389.24
Contract Labor	1625.89	1162.53	2788.42
Purchased Water	0	0	0
Chemicals for Treatment	3825.81	1027.69	4853.50
Utilities (electricity)	4293.12	11024.13	15317.25
Repairs/Maintenance/Supplies	4912.84	9613.77	14526.61
Office Expenses	3672.11	3672.07	7344.18
Professional Fees (Accounting, Legal)	311.71	311.71	623.42
Insurance	3498.33	3498.33	6996.66
Depreciation & Amortization	3064.20	3064.20	6128.40
Miscellaneous (describe in remarks below)	1285.01	1301.21	2586.22
<b>Subtotal</b>	<b>56683.70</b>	<b>64870.26</b>	<b>121553.96</b>
<b>Taxes:</b>			
Federal Income Taxes			
Property and Other Taxes (Payroll, etc.)	4337.03	4348.57	8685.60
Regulatory Expenses (Rate Case, Permits)	1425.00	0	1425.00
Other (describe in remarks below)	1847.22	1784.71	3631.93
<b>TOTAL EXPENSES</b>	<b>64292.95</b>	<b>71003.54</b>	<b>135296.49</b>

<p>Remarks: <u>Miscellaneous: Licenses, Engineering,</u>  <u>Advertising</u></p> <p><u>Other: Interest Expense, Penalties</u></p>
---

## Section 5: Operating Items

### Debt Information:

Annual interest expense on long and/or short term debt?	\$ <u>3543.75</u>
Annual principal payment on debt?	\$ <u>4284.70</u>
Annual interest rate on debt?	<u>VARIOUS %</u>
Annual debt principal and interest?	\$ <u>7828.45</u>
Principal balance on outstanding debt at end of this reporting period?	\$ <u>31,108.01</u>

### Regulatory Assessment Fee:

What was the Regulatory Assessment fee amount submitted to TCEQ for the Calendar Year 2011? \$ 1378.37

### Rate Change:

What was the effective date of the last Rate Change? 10/01/08

## Section 6: Customer Information

Connection Type <b>Water</b>	Number of Connections at	
	Beginning of Calendar Year 2011	End of Calendar Year 2011
Total	101	101

Connection Type <b>Wastewater</b>	Number of Connections at	
	Beginning of Calendar Year 2011	End of Calendar Year 2011
Total	101	101

## Section 7: Water Production & Consumption

A What is the total amount of water produced/pumped?

12,389,000 gallons

B What is the total amount of water sold/billed?

6,686,000 gallons

C How much water was lost?

1,303,000 gallons

What is the total percent of water loss?

10 %

To calculate the above, please reference the attached document Water and Wastewater Utilities Annual Report Instructions.

Comments? Estimated 360,000 Gallons used for line  
flushing. WASTEWATER PLANT USAGE AND LEAKS.

## Section 8: Wastewater Treated

What is the total amount of wastewater treated? \_\_\_\_\_ gallons

Comments? \_\_\_\_\_

## Section 9: Utility Management & Operations Assessment

### Utility Policy and Procedures

Do you have an Application Form or Formal Process for New Customers?

Yes  No

Do you have a copy of your approved tariff and drought contingency plan for customers to review?

Yes  No

Do you have Written Operating Procedures for Routine Operations?

Yes  No

Do you have Written Emergency Actions Plan(s)?

Yes  No

Do you have Written Personnel Procedures?

Yes  No

Do you have Risk Management & Safety Policies?

Yes  No

Do you have Customer Service Policies (including billing & collection)?

Yes  No

Do you have a Written Budget (normally updated annually)?

Yes  No

Did you or any utility staff attend the annual Water Supply Division Conference/Trade Fair or any other utility/business related conferences this year? If so, please list them in Section 10.

Yes  No

Do you record complaints or keep a complaint log?

Yes  No

Is a customer service representative, water system employee, or answering service accessible by phone at all times to all customers?

Yes  No

### Rules and Regulations

If you own/operate a public water system, do you have a copy of or have access to 30 TAC Chapter 290?

Yes  No

If you own/operate a sewer system, do you have a copy of or have access to 30 TAC 30 Subchapter J, 30 TAC 217, 30 TAC 308, and 30 TAC 309?

Yes  No

Do you have a copy of or have access to the Utility Regulation TAC 30 Rule, Chapter 291?

Yes  No

Do you have a copy of or have access to Texas Water Code Chapter 13?

Yes  No

### Administrative Information

Do you notify customers prior to shutting down the system for repairs?

Yes  No  Sometimes  Only if greater than 2 hours

How do you keep your customers informed?

Billing Statements  Newsletter  Meetings

Other Flyers - Hand Delivered

Are water records kept separate from other business and personal records?

Yes  No

Are records kept for additions to fixed assets?

Yes  No

Is the financial position of the system reviewed at least quarterly?

Yes  No

Are accounting records for water and wastewater kept separately?

Yes  No

### Utility Assistance

If your answer to any question above is "No", would you be receptive to financial, managerial or technical assistance at no cost to the utility?

Yes  No

**Section 10: Remarks (please feel free to attach additional pages if necessary)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

**Section 11: Sworn Statement**

I HEREBY CERTIFY THAT THE INFORMATION PROVIDED IN THIS REPORT IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

(This document MUST be signed by the President or Owner of the Utility)

This 6<sup>th</sup> Day of June, 2012.

President or Owner: \_\_\_\_\_

(Signature)

BOBBY MANSHACK

(Printed Name)

PRESIDENT

(Title)



**WATER AND WASTEWATER UTILITIES**

**RECEIVED**  
APR 15 2014

**ANNUAL REPORT**

**UTILITIES & DISTRICTS  
SECTION**

*of*  
NORTH ORANGE WATER + SEWER, LLC  
LONGFORD PLACE WATER + SEWER  
Exact Legal Name of Utility/Respondent

11511 / 20548  
Certificate of Convenience and Necessity (CCN) No.

*Submitted to the*

**State of Texas**



**Texas Commission on Environmental Quality**

*for the*

**Calendar Year Ended December 31, 2012**

### Section 1: Utility Information

Utility Name NORTH ORANGE WATER + SEWER, LLC - Longford Place Water + Sewer

Address 10404 N. Hwy 87, Suite 102  
ORANGE, TX 77632

Please check this box if your Official Address, which is noted on the enclosed letter, has changed.

Telephone Number 409-746-9640 Fax Number 409-746-9643

E-mail Address NOOSHwy87@yahoo.com

Contact Person Cammie Vincent Title Sec/Treas.

Check the business ownership entity of the utility as filed with the Internal Revenue Service

Individual     Partnership     Corporation     NonProfit Association

### Section 2: Utility Background

Water CCN No. 11511      Number of PWSs 1  
PWS ID No. 1810015  
PWS ID No. \_\_\_\_\_  
(if the Utility has more PWS ID Nos., please indicate in Section 10)

Sewer CCN No. 20548      Number of Wastewater Systems 1

Discharge Permit No. 11155-001  
Discharge Permit No. \_\_\_\_\_  
(if the Utility has more Discharge Permit Nos., please indicate in Section 10)

### Section 3: Revenues

	Water	Wastewater	Total Water + Wastewater
<b>OPERATING REVENUES:</b>			
Utility Service/Sales	50411.92	70505.19	120917.11
Fees (Tap, Reconnection, etc.)	1289.03	1288.99	2578.02
<b>OTHER REVENUES:</b>			
Please Identify: <i>Interest Income</i>	.16	.16	.32
<b>TOTAL REVENUES</b>	<b>51701.11</b>	<b>71794.34</b>	<b>123495.45</b>

### Section 4: Expenses

	Water	Wastewater	Total Water + Wastewater
Salaries & Wages	18936.88	18936.88	37873.76
Contract Labor	3246.94	3246.94	6493.88
Purchased Water	0	0	0
Chemicals for Treatment	2800.41	567.08	3367.49
Utilities (electricity)	3098.40	10185.58	13283.98
Repairs/Maintenance/Supplies	8588.81	22983.91	31572.72
Office Expenses	3153.21	3210.03	6363.24
Professional Fees (Accounting, Legal)	498.75	498.75	997.50
Insurance	68.23	68.23	136.46
Depreciation & Amortization	2330.85	2330.85	4661.70
Miscellaneous (describe in remarks below)	31.50	31.50	1563.00
Subtotal	42753.98	62059.75	106313.73
<b>Taxes:</b>			
Federal Income Taxes			
Property and Other Taxes (Payroll, etc.)	4940.94	2946.10	7887.04
Regulatory Expenses (Rate Case, Permits)	1425.00	0	1425.00
Other (describe in remarks below)	2090.36	5294.87	7385.23
<b>TOTAL EXPENSES</b>	<b>51210.28</b>	<b>70300.72</b>	<b>123011.00</b>

#### Remarks:

Miscellaneous: Licenses, Engineering  
 Other: Interest Expense, Penalties

## Section 5: Operating Items

### Debt Information:

Annual interest expense on long and/or short term debt?	\$ 3554.29
Annual principal payment on debt?	\$ 3860.58
Annual interest rate on debt?	VARIOUS %
Annual debt principal and interest?	\$ 7414.87
Principal balance on outstanding debt at end of this reporting period?	\$ 30,664.79

### Regulatory Assessment Fee:

What was the Regulatory Assessment fee amount submitted to TCEQ for the Calendar Year 2012?  
 \$ 1346.22

### Rate Change:

What was the effective date of the last Rate Change? 10/01/08

## Section 6: Customer Information

Connection Type	Number of Connections at	
	Beginning of Calendar Year 2012	End of Calendar Year 2012
<b>Water</b>		
Total	101	101

Connection Type	Number of Connections at	
	Beginning of Calendar Year 2012	End of Calendar Year 2012
<b>Wastewater</b>		
Total	101	101

Bryan W. Shaw, Ph.D. *Chairman*  
Carlos Rubinstein, *Commissioner*  
Toby Baker, *Commissioner*  
Zak Covar, *Executive Director*

## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

January 9, 2014

**RECEIVED**  
APR 15 2014  
UTILITIES & DISTRICTS  
SECTION

**CERTIFIED MAIL {No. 7013 1090 0000 2436 8356}  
RETURN RECEIPT REQUESTED**

Mr. Bobby Manshack, President  
North Orange Water & Sewer LLC  
10404 Highway 87 N STE 102  
Orange, Texas 77632-0525

Re: Unresolved Alleged Violations for Public Water Supply Comprehensive Compliance  
Investigation at: Longford Place Water System, Orange County, Texas, PWS ID  
No.:1810015, Investigation No.:1123959

Dear Mr. Manshack:

The Texas Commission on Environmental Quality (TCEQ) Beaumont Region Office has previously requested that you submit compliance documentation for the alleged violations noted during the investigation of the above-referenced facility conducted on February 29, 2013. We have received acceptable compliance documentation from you for all of the alleged violations except the one listed in the enclosed summary. Please be advised that you are responsible for correcting the remaining problem. This unresolved alleged violation will be placed in your file to be evaluated during any subsequent investigation.

If you or members of your staff have any questions regarding this matter, please feel free to contact Mrs. Eburn Broomes in the Beaumont Region Office at (409)898-3838.

Sincerely,



Ronald Hebert  
Water Section manager  
Beaumont Region Office

RH/EB/pj

Enclosure: Summary of Investigation Findings

## Summary of Investigation Findings

LONGFORD PLACE  
6602 LANCASTER DR  
ORANGE, ORANGE COUNTY, TX 77632

Investigation #  
1123959  
Investigation Date: 10/16/2013

Additional ID(s): 1810015

### OUTSTANDING ALLEGED VIOLATION(S) ASSOCIATED TO A NOTICE OF VIOLATION

Track No: 495771      Compliance Due Date: 06/07/2013  
30 TAC Chapter 290.43(c)(3)

**RECEIVED**  
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**Alleged Violation:**

Investigation: 1076402

Comment Date: 04/02/2013

**UTILITIES & DISTRICTS  
SECTION**

Failure by the Longford Place WS to maintain smaller than 1/16 inch gap on the gravity hinged weighted cover on the overflow for the 24,000 gallon ground storage tank.

During the investigation, a gap greater than 1/16 inch was noted on the overflow of the 24,000 gallon ground storage tank. It was also noted that the tip of the overflow was rusty.

Investigation: 1123959

Comment Date: 10/16/2013

Compliance documentation for this alleged violation has not yet been received.

**Recommended Corrective Action:** Install the appropriate overflow or repair the current overflow cover on the 24,000 gallon ground storage tank. Submit photographic documentation to the Beaumont Region Office once this has been achieved.

### ALLEGED VIOLATION(S) NOTED AND RESOLVED ASSOCIATED TO A NOTICE OF VIOLATION

Track No: 495772  
30 TAC Chapter 290.43(d)(2)

**Alleged Violation:**

Investigation: 1076402

Comment Date: 03/28/2013

Failure by the Longford Place WS to have a pressure release device on the 750 gallon pressure tank.

During the investigation it was noted that the 750 gallon pressure tank did not have a pressure release device.

Investigation: 1123959

Comment Date: 12/09/2013

The water system has installed a pressure release device on the 750 gallon pressure tank.

**Recommended Corrective Action:** Install a pressure release device on the 750 gallon pressure tank. Submit photographic documentation of the pressure release device to the Beaumont Region Office.

**Resolution:** On June 7, 2013, the Beaumont Region Office received photographic documentation which displayed that the pressure release device has been installed on each of the pressure tanks.

Track No: 495773  
30 TAC Chapter 290.46(m)(4)

**Alleged Violation:**

Investigation: 1076402

Comment Date: 04/02/2013

Failure by the water system to keep all water treatment units, storage and pressure maintenance facilities, distribution system lines, and related appurtenances in a water tight condition.

During the investigation, it was noted that the suction inlet pipe for the booster pump 1 (95 gpm) is leaking.

Investigation: 1123959

Comment Date: 10/16/2013

The water system repaired the suction inlet pipe.

**Recommended Corrective Action:** Repair or replace the suction inlet pipe for booster pump 1 to maintain a watertight condition. Submit photographic documentation to the Beaumont Region Office.

**Resolution:** On June 7, 2013, the Beaumont Region Office received photographic documentation of the repaired suction inlet pipe for booster pump 1.

---

**Track No:** 495775**30 TAC Chapter 290.46(m)****Alleged Violation:**

Investigation: 1076402

Comment Date: 03/28/2013

Failure by the Longford Place WS to maintain good housekeeping practices at the water plant.

During the investigation, it was noted that the pump room was not clean. The floor was wet. There were also insulation materials on the floor. It was also noted that a corner outside of the pump room was flooded due to rain fall.

Investigation: 1123959

Comment Date: 10/16/2013

The water system cleaned the pump room.

**Recommended Corrective Action:** Clean the pump room. Submit photographic documentation displaying that the pump room is clean.

**Resolution:** On June 7, 2013, the Beaumont Region Office received photographic documentation which displayed that the pump room had been cleaned.

---

**Track No:** 496082**30 TAC Chapter 290.46(f)(3)(A)(iii)****Alleged Violation:**

Investigation: 1076402

Comment Date: 04/04/2013

Failure by the Longford Place WS to maintain records of the date, location, and nature of water quality, pressure or outage complaints received by the water system and the results of any subsequent complaint investigation.

During the investigation, it was noted that the water system maintained records of customer complaints, but did not record the results of any subsequent investigation.

Investigation: 1123959

Comment Date: 10/16/2013

The water system has begun maintaining complaint records.

**Recommended Corrective Action:** Develop a standard operating procedure for maintaining records of complaints received including the results of any subsequent investigations. Begin maintaining the records of complaints received including the results of any subsequent investigations. Submit the standard operating procedure and two months copy of the complaint records to the Beaumont Region Office.

**Resolution:** On June 7, 2013, the Beaumont Region Office received a copy of the complaint records.

**WITHDRAWN VIOLATION(S)  
ASSOCIATED TO A NOTICE OF VIOLATION**

Track No: 495759      Compliance Due Date: 06/07/2013  
30 TAC Chapter 290.39(j)

**Alleged Violation:**

Investigation: 1076402

Comment Date: 04/02/2013

Failure by the Longford Place WS to notify TCEQ prior to making any significant change or addition to the water system's production, treatment, storage, pressure maintenance, or distribution facilities.

During the investigation, it was noted that the water system reduced the service pump capacity without notifying TCEQ. The two 125 GPM service pumps were replaced with two 95 GPM service pumps.

Investigation: 1123959

Comment Date: 01/06/2014

The water system submitted a letter that stated that the operator provided the wrong service pump capacity for the investigator. The two 125 gpm service pumps were never replaced with service pumps of lower capacities.

**Recommended Corrective Action:** Notify the TCEQ of the change in service pump capacity. Notifications shall be sent to TCEQ Water Supply division, Technical Review and Oversight Team, MC 155 PO Box 13087, Austin, Texas 78711-3087; phone (512) 239-4691.

Submit the approval letter to the Beaumont Region Office.

**Withdrawal Comments:** The water system submitted a letter which displayed that there was no significant change in service pump capacity.



**NORTH ORANGE WATER & SEWER, LLC**  
**10404 N. HWY 87, SUITE 102**  
**ORANGE, TEXAS 77632**  
**(409) 746-9640**

January 24, 2014

TCEQ  
3870 Eastex Freeway  
Beaumont, TX 77703


Re: Longford Water System  
PWD 1810015  
Investigation No. 1123959

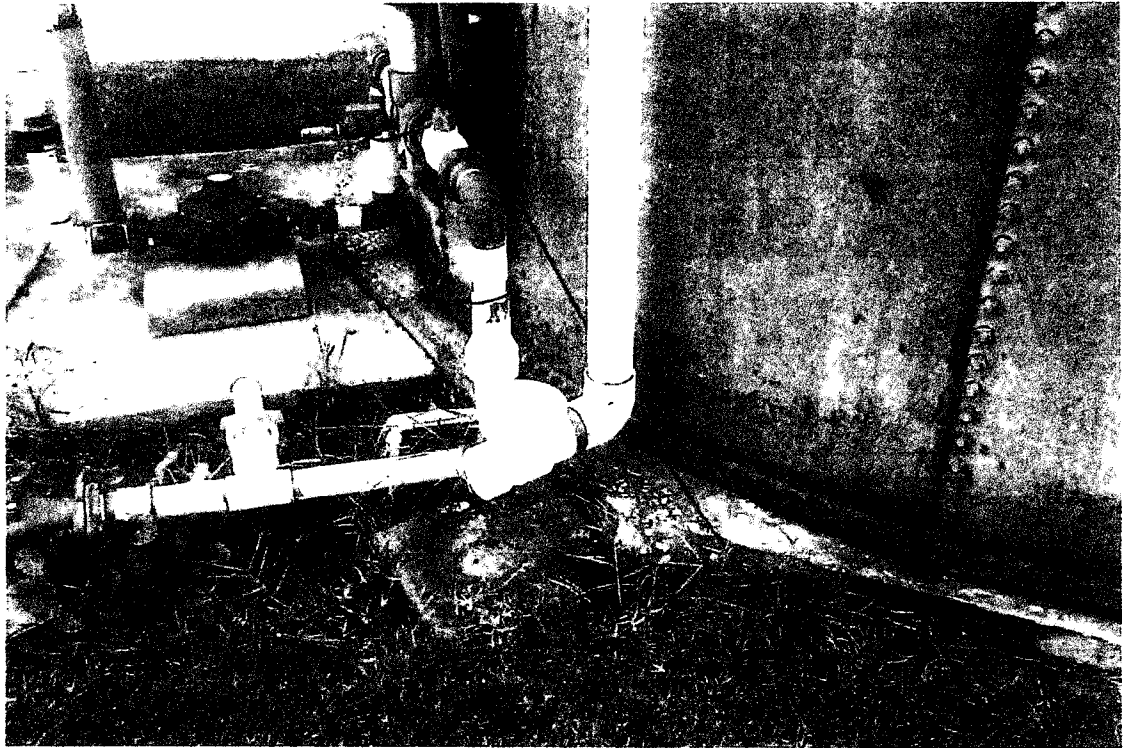
Dear Sirs:

Attached are the resolutions regarding Investigation No. 1123959:

Track No: 495771      Please find the attached photograph showing the  
appropriate overflow on the ground storage tank. .

Sincerely,

  
Buford Mooney  
North Orange Water & Sewer



Bryan W. Shaw, Ph.D., *Chairman*  
Carlos Rubinstein, *Commissioner*  
Toby Baker, *Commissioner*  
Zak Covar, *Executive Director*

## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

October 1, 2013

**CERTIFIED MAIL {No. 7012 3050 0001 1259 3414}  
RETURN RECEIPT REQUESTED**

**RECEIVED**  
APR 15 2014

**UTILITIES & DISTRICTS  
SECTION**

Mr. Bobby Manshack, Board President  
North Orange Water & Sewer, LLC  
10406 Highway 87 North  
Orange, Texas 77632

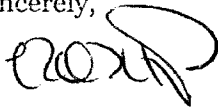
Re: Unresolved Alleged Violations for: Wastewater Comprehensive Compliance Investigation at: Longford Place Wastewater Treatment Plant Located at: the intersection of Waterford and Lancaster, Orange (Orange County); TCEQ ID No.: WQ0011155001, Investigation No. 1120380

Dear Mr. Manshack:

The Texas Commission on Environmental Quality (TCEQ) Beaumont Region Office has previously requested that you submit compliance documentation for the alleged violations noted during the investigation of the above-referenced facility conducted on March 21, 2013. We have received acceptable compliance documentation from you for all of the alleged violations except those listed in the enclosed summary. Please be advised that you are responsible for correcting these remaining problems. These unresolved alleged violations will be placed in your file to be evaluated during any subsequent investigation.

If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Chris Vidrine in the Beaumont Region Office at (409) 898-3838.

Sincerely,



Ronald Hebert  
Water Section Manager  
Beaumont Region Office

RH/CV/pj

Enclosure: Summary of Unresolved Investigation Findings

Summary of Investigator Findings

LONGFORD PLACE  
10406 HIGHWAY 87 N  
ORANGE, ORANGE COUNTY, TX 77632

Investigation #  
1120380  
Investigation Date: 09/11/2013

Additional ID(s): WQ0011155001

OUTSTANDING ALLEGED VIOLATION(S)  
ASSOCIATED TO A NOTICE OF VIOLATION

Track No: 499999 Compliance Due Date: 09/04/2013

RECEIVED  
APR 15 2014

PERMIT WQ0011155001, OpR 1  
Operational Requirements, Page 9, No. 1

UTILITIES & DISTRICTS  
SECTION

**Alleged Violation:**

Investigation: 1074256

Comment Date: 04/29/2013

Failure by North Orange Water & Sewer, LLC to properly operate and maintain all units of collection, treatment, and disposal.

During the investigation on 03/21/2013, corrosion was noted in the clarifiers that needed removal.

Investigation: 1120380

Comment Date: 09/12/2013

On 09/06/2013, written documentation was submitted that indicated the corrosion was not yet removed from the clarifiers. The documentation also indicated that possible replacement of the clarifier could occur. Be advised that any replacement of treatment units requires prior approval by the TCEQ Water Quality Applications and Permits Team (MC 148), PO Box 13087, Austin, TX 78711-3087 before the any treatment unit is replaced.

This alleged violation remains unresolved.

**Recommended Corrective Action:** Remove the corrosion from the clarifiers. Submit photographic documentation to the TCEQ Beaumont Office.

ALLEGED VIOLATION(S) NOTED AND RESOLVED  
ASSOCIATED TO A NOTICE OF VIOLATION

Track No: 497279

PERMIT WQ0011155001, PC 1(a)  
Permit Conditions, Page 7, No. 1(a)

**Alleged Violation:**

Investigation: 1074256

Comment Date: 04/11/2013

Failure by North Orange Water & Sewer, LLC to accurately complete the discharge monitoring report (DMR).

During the investigation on 03/21/2013, it was noted that the 06/2011DMR was not correctly completed. The pH and dissolved oxygen (DO) were incorrectly recorded on the chain of custody for the samples collected on 06/15/2011; they were switched. The DO was recorded as the pH and the pH as the DO.

Investigation: 1120380

Comment Date: 09/11/2013

The 06/2011 DMR was revised and submitted to the TCEQ Enforcement Division.

**Recommended Corrective Action:** Revise the chain of custody form for 06/15/2011 and the 06/2011 DMR. Re-submit the 06/2011 DMR and submit it to the TCEQ Enforcement Division.

Submit a copy of the revised DMR to the TCEQ Beaumont Office.

**Resolution:** On 08/16/2013, documentation was submitted that indicated the 06/2011 DMR was revised and submitted to the TCEQ Enforcement Division.

---

Track No: 497291

**PERMIT WQ0011155001, OpR 1**  
Operational Requirements, Page 9, No. 1

**Alleged Violation:**

Investigation: 1074256

Comment Date: 04/11/2013

Failure by North Orange Water & Sewer, LLC to properly operate and maintain all units collection, treatment, and disposal.

During the investigation on 03/21/2013, the wet well of the Influent Lift Station had an excessive amount of grease that needed removal.

Investigation: 1120380

Comment Date: 09/11/2013

The grease was removed from the Influent Lift Station.

**Recommended Corrective Action:** Remove the grease from the Influent Lift Station and submit photographic documentation to the TCEQ Beaumont Office.

**Resolution:** On 09/06/2013, written and photographic documentation was submitted that indicated the grease was removed from the Influent Lift Station.

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Track No: 497304

**PERMIT WQ0011155001, OpR 1**  
Operational Requirements, Page 9, No. 1

**Alleged Violation:**

Investigation: 1074256

Comment Date: 04/11/2013

Failure by North Orange Water & Sewer, LLC to properly operate and maintain all units of collection, treatment, and disposal.

During the investigation on 03/21/2013, it was noted that the ventilation fan inside the chlorine building was not operational.

Investigation: 1120380

Comment Date: 09/11/2013

The ventilation fan was repaired.

**Recommended Corrective Action:** Repair the fan and submit documentation to the TCEQ Beaumont Office.

**Resolution:** On 09/06/2013, written and photographic documentation was submitted that indicated the ventilation fan was repaired.

---

Track No: 497310

**PERMIT WQ0011155001, OpR 1**  
Operational Requirements, Page 9, No. 1

**Alleged Violation:**

Investigation: 1074256

Comment Date: 04/11/2013

Failure by North Orange Water & Sewer, LLC to properly operate and maintain all units of collection, treatment, and disposal.

During the investigation on 03/21/2013, the chlorine contact chamber (CCC) contained one foot of sludge. Some sludge was noted on top of a submerged cross bar structure inside the

CCC.

Investigation: 1120380

Comment Date: 09/11/2013

The sludge was removed from the CCC.

**Recommended Corrective Action:** Remove all sludge from the CCC. Submit documentation to the TCEQ Beaumont Office that indicates the sludge has been removed.

**Resolution:** On 09/06/2013, submitted written and photographic documentation that indicated the sludge was removed from the CCC.

---

**Track No:** 497332**PERMIT WQ0011155001, PC 1(a)**

Permit Conditions, Page 7, No. 1(a)

**Alleged Violation:**

Investigation: 1074256

Comment Date: 04/11/2013

Failure by North Orange Water & Sewer, LLC to accurately complete the discharge monitoring report (DMR).

During the file review prior to the investigation on 03/21/2013, it was noted that the maximum pH was not reported on the 09/2012 DMR. The DMR was reviewed during the investigation and it was confirmed that the maximum pH was not reported.

Investigation: 1120380

Comment Date: 09/11/2013

The 09/2012 DMR was revised and submitted to the TCEQ Enforcement Division.

**Recommended Corrective Action:** Revise the 09/2012 DMR to include the maximum pH and submit it to the TCEQ Enforcement Division. Submit a copy of the revision to the TCEQ Beaumont Office.

**Resolution:** On 08/16/2013, documentation was submitted that indicated the 09/2012 DMR was revised and submitted to the TCEQ Enforcement Division.

---

**Track No:** 497346**PERMIT WQ0011155001, MRR 7(c)**

Monitoring and Reporting Requirements, Page 6, No. 7(c)

**Alleged Violation:**

Investigation: 1074256

Comment Date: 04/11/2013

Failure by North Orange Water & Sewer, LLC to report in writing any effluent violation that deviates from the permitted effluent limitation by more than 40% within five working days of becoming aware of the noncompliance.

During a file review prior to the investigation on 03/21/2013, it was noted that several effluent violations required written reports because they were greater than 40%, but none were submitted.

The TSS daily average loading permit limit of 5.3 pounds per day (lbs/day) was exceeded in 03/2012 (16.28 lbs/day). The daily average E. coli permit limit of 126 colony forming units per 100 milliliters (cfu/100 mL) was exceeded in 11/2010 (>4,838 cfu/100 mL) and 05/2011 (>4,838 cfu/100 mL). The single grab permit limit of 394 cfu/100 mL was exceeded in 11/2010 (>4,838 cfu/100 mL) and 05/2011 (>4,838 cfu/100 mL).

Investigation: 1120380

Comment Date: 09/11/2013

An SOP was developed for reporting noncompliances greater than 40%.

**Recommended Corrective Action:** Develop a standard operating procedure (SOP) for reporting all effluent violations that are greater than 40% of the permit limit within five working days of becoming aware of the effluent violation. Submit the SOP to the TCEQ Beaumont Office.

**Resolution:** On 09/06/2013, a copy of the developed SOP for reporting greater than 40% noncompliances was submitted.

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**Track No:** 497351

**PERMIT WQ0011155001, MRR 2(a)**

Monitoring and Reporting Requirements, Page 4, No. 2(a)

**Alleged Violation:**

Investigation: 1074256

Comment Date: 04/29/2013

Failure by North Orange Water & Sewer, LLC to comply with test procedures specified in 30 TAC 319.11 - 319.12.

During the investigation on 03/21/2013, it was noted that secondary standards used to check to the colorimeter were expired.

Investigation: 1120380

Comment Date: 09/11/2013

New secondary standards were purchased.

**Recommended Corrective Action:** Obtain current secondary standards and submit documentation to the TCEQ Beaumont Office.

**Resolution:** On 09/06/2013, documentation was submitted that indicated the purchase of current secondary standards.

WITHDRAWN VIOLATIONS  
ASSOCIATED TO A NOTICE OF VIOLATION

---

**Track No:** 497288

**Compliance Due Date:** 09/04/2013

**PERMIT WQ0011155001, OT 6**

Other Requirements, Page 23, No. 6

**Alleged Violation:**

Investigation: 1074256

Comment Date: 04/11/2013

Failure by North Orange Water & Sewer, LLC submit the Annual Sludge Report (ASR).

During a file review prior to the investigation on 03/21/2013, it was noted that the 2010 ASR was not submitted to the TCEQ Regional Office.

Investigation: 1120380

Comment Date: 09/25/2013

On 09/06/2013, documentation was submitted that indicated the 2010 ASR was timely submitted to the TCEQ Beaumont Office. A copy of the 2010 ASR was also submitted.

**Recommended Corrective Action:** Submit a copy of the 2010 ASR to the TCEQ Beaumont Office.

**Withdrawal Comments:** On 09/06/2013, documentation was submitted that indicated the 2010 ASR was timely submitted to the TCEQ Beaumont Office. A copy of the 2010 ASR was also submitted.

Did you or any utility staff attend the annual Water Supply Division Conference/Trade Fair or any other utility/business related conferences this year? If so, please list them in Section 10.

Yes  No

Do you record complaints or keep a complaint log?

Yes  No

Is a customer service representative, water system employee, or answering service accessible by phone at all times to all customers?

Yes  No

**Rules and Regulations**

If you own/operate a public water system, do you have a copy of or have access to 30 TAC Chapter 290?

Yes  No

If you own/operate a sewer system, do you have a copy of or have access to 30 TAC 30 Subchapter J, 30 TAC 217, 30 TAC 308, and 30 TAC 309?

Yes  No

Do you have a copy of or have access to the Utility Regulation TAC 30 Rule, Chapter 291?

Yes  No

Do you have a copy of or have access to Texas Water Code Chapter 13?

Yes  No

**Administrative Information**

Do you notify customers prior to shutting down the system for repairs?

Yes  No  Sometimes  Only if greater than 2 hours

How do you keep your customers informed?

Billing Statements  Newsletter  Meetings

Other Flyers - Hand Delivered

Are water records kept separate from other business and personal records?

Yes  No

Are records kept for additions to fixed assets?

Yes  No

Is the financial position of the system reviewed at least quarterly?

Yes  No

Are accounting records for water and wastewater kept separately?

Yes  No

**Utility Assistance**

If your answer to any question above is "No", would you be receptive to financial, managerial or technical assistance at no cost to the utility?

Yes  No



**Section 10: Remarks (please feel free to attach additional pages if necessary)**

[Empty box for remarks]

**Section 11: Sworn Statement**

I HEREBY CERTIFY THAT THE INFORMATION PROVIDED IN THIS REPORT IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

(This document MUST be signed by the President or Owner of the Utility)

This 15<sup>th</sup> Day of May, 2013.

President or Owner: \_\_\_\_\_  
(Signature)

Bobby Manshack  
(Printed Name)

President  
(Title)

## 7: Water Production & Consumption

What is the total amount of water produced/pumped?	7,304,000 gallons
What is the total amount of water sold/billed?	6,210,000 gallons
C How much water was lost?	734,000 gallons
What is the total percent of water loss?	10 %

To calculate the above, please reference the attached document Water and Wastewater Utilities Annual Report Instructions. Comments?

Estimated 360,000 Gallons used for line flushing.

## Section 8: Wastewater Treated

What is the total amount of wastewater treated?	_____ gallons
Comments?	

## Section 9: Utility Management & Operations Assessment

<u>Utility Policy and Procedures</u>	
Do you have an Application Form or Formal Process for New Customers?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Do you have a copy of your approved tariff and drought contingency plan for customers to review?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Do you have Written Operating Procedures for Routine Operations?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Do you have Written Emergency Actions Plan(s)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Do you have Written Personnel Procedures?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Do you have Risk Management & Safety Policies?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Do you have Customer Service Policies (including billing & collection)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Do you have a Written Budget (normally updated annually)?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Bryan W. Shaw, Ph.D., P.E., *Chairman*  
Toby Baker, *Commissioner*  
Zak Covar, *Commissioner*  
Richard A. Hyde, P.E., *Executive Director*



## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

March 18, 2014

Mr. Bret W. Fenner, P.E.  
B & D Environmental, Inc.  
P.O. Box 500264  
Austin, Texas 78750

Re: Water Rate/Tariff Change Application for North Orange Water & Sewer L.L.C. dba Longford Place Water & Sewer, Certificate of Convenience and Necessity (CCN) No. 11511; in Orange County, Application No. 37818-R

Sewer Rate/Tariff Change Application for North Orange Water & Sewer L.L.C. dba Longford Place Water & Sewer, CCN No. 20548; in Orange County, Application No. 37819-R

CN: 600678098; RN: 101451078 (water) 102078896 (sewer)

Dear Mr. Fenner:

Your rate/tariff change applications for North Orange Water & Sewer L.L.C. dba Longford Place Water & Sewer (Utility), received on December 30, 2013, have been accepted for filing and assigned Application No. 37818-R & 37819-R for water and sewer respectively. Please refer to these numbers in future correspondence.

**Your new rates may go into effect on March 3, 2014.** Your effective date must be at least 60 days following the date your completed application is mailed to TCEQ and correct notice is mailed or delivered to the customers. The effective date of the new rates must be the first day of the billing period, and the new rates may not apply to service provided before the effective date of the new rates.

The application will be scheduled for a hearing if:

- the Texas Commission on Environmental Quality (TCEQ) receives complaints from at least 10% of the ratepayers within 90 days of the effective date of the rate increase, or
- TCEQ staff protests the application on its own motion.

You will be notified if a hearing is scheduled. If, during the course of a hearing, rates are set which are different from the rates charged by the Utility, you may be required to refund or credit future bills. The refund or credit will include all sums collected during the pendency of the rate proceeding in excess of the rate finally ordered, plus interest, as determined by the TCEQ.

<b>Utility Name:</b> <u>North Orange Water &amp; Sewer L.L.C dba</u> <u>Longford Place Water &amp; Sewer</u> <b>Deposit User Report:</b> <u>n/a</u>	<b>Admin Review No.</b> <u>R-001-14</u> <b>Application Nos.:</b> <u>37818-R</u> <u>37819-R</u>
<b>Administrative Review - Rate - Water &amp;/or Sewer</b>	
<b>Date received By Program Area:</b> <u>1/2/2014</u> <b>Subdivisions:</b> <u>Longford Place Water System (1810015)</u> <u>Longford Place Treatment Facility</u> <u>(WQ0011155001)</u>	<b>Effective Date:</b> <u>3/3/2014</u> <b>Renoticed (Y/N):</b> <u>N</u> <b>County(ies):</b> _____
<b>Contact Person:</b> <u>Bret W. Fenner, P.E.</u> <b>Address:</b> <u>P.O. Box 500264</u> <u>Austin, TX 78750</u>	<b>CCN No(s):</b> <u>11511 &amp; 20548</u> <b>Total Gallons Billed:</b> <u>62,100,000</u> <b>Total Gallons Treated:</b> <u>5,919,996</u> <b>Customer Number:</b> <u>100 (water &amp; sewer)</u> <b>Test Year:</b> <u>CY 2012</u> <b>Pass thru application:</b> <u>Pass through was noticed and is already included in the current tariff.</u>

**Current Rates - WATER**

**Proposed Rates WATER**

Residential	Gal Incl	Base Rate	Gal. Rate	Residential	Gal Incl	Base Rate	Gal. Rate
5/8" x 3/4"	0	\$28.31	see below	5/8" x 3/4"	0	\$30.15	see below
1"	0	\$70.78	see below	1"	0	\$75.38	see below
1 1/2"	0	\$141.55	see below	1 1/2"	0	\$150.75	see below
2"	0	\$226.48	see below	2"	0	\$241.20	see below
3"	0	\$424.65	see below	3"	0	\$425.25	see below
4"	0	\$707.75	see below	4"	0	\$753.75	see below
				5"	0	\$1,507.50	see below
				6"	0	\$2,412.00	see below
<b>Gallonge Charge (tiered rates)</b>				<b>Gallonge Charge</b>			
		\$2.15	p/1,000 gallons			\$2.95	p/1,000 gallons

**Current Rates - SEWER**

**Proposed Rates -SEWER**

Residential	Gal Incl	Base Rate	Gal. Rate	Residential	Gal Incl	Base Rate	Gal. Rate
5/8" x 3/4"	0	\$41.79	see below	5/8" x 3/4"	0	\$44.26	see below
1"	0	\$104.48	see below	1"	0	\$110.65	see below
1 1/2"	0	\$208.95	see below	1 1/2"	0	\$221.30	see below
2"	0	\$334.32	see below	2"	0	\$354.08	see below
3"	0	\$626.85	see below	3"	0	\$663.90	see below
	0	\$1,044.75	see below	4"	0	\$1,106.50	see below
				5"	0	\$2,213.00	see below
				6"	0	\$3,540.80	see below
<b>Gallonge Charge (tiered rates)</b>				<b>Gallonge Charge</b>			
		\$2.95	p/1,000 gallons			\$2.95	p/1,000 gallons

**Regulatory Assessment Fees Paid - (Y/N):** N      **Filing Fees Paid - (Y/N):** n/a  
**Annual Report Current** N  
**Deficiencies:** 2012 RAF. 2008 Annual Report was last one received

**All Pages of Application Complete and Correct- (Y/N):** Y

**Deficiencies:**  
Need current CCI's for water system and ww system

**Notice Correct (Y/N):** Y      **Annual Rev. Increase (Y/N):** Y      **In City Limits:** N

**Customer Notice Dates:** 12/31/2013      **Other Deficiencies:** none  
**Forms of Payment:** cash, check, money order  
**Late Charge:** 10%  
**Revenues Recomputed:** Yes      **Rate of Return Requested:** 11.00%  
**Rejection Letter Date:** n/a      **Acceptance Letter Date:** 01/29/14  
**File Assignment Date:** n/a  
**File Assigned To - Auditor:** Mary Damron      **Engineer:** Kamal Adhikari  
**Name of Reviewer:** Elizabeth Flores      **Date Admin Review Complete:** 1/29/2014