



Control Number: 43355

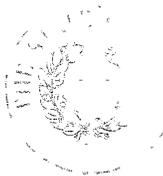


Item Number: 3

Addendum StartPage: 0

House Bill (HB) 1600 and Senate Bill (SB) 567 83rd
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.

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



Bear Springs Water Co., Inc.
P.O. Box 18078
Sugar Land, TX 77496-8078

43355

Attachment 2
Question 17
Instruction 7

Explanation: TCEQ Violation ltr (2/3/13); e-mail responses w/Don White (TCEQ rep.) & TCEQ Resolution ltr. (9/24/13)

RECEIVED
2014 SEP 25 PM 3:06
PUBLIC UTILITY COMMISSION
FILINGS CLERK

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

February 4, 2013

CERTIFIED MAIL NO: 91 7199 9991 7031 3432 2856
RETURN RECEIPT REQUESTED

Ms. Vicky Steere, Vice President
Bear Springs Water Co., Inc.
P.O. Box 18078
Sugar Land, Texas 77496

Re: Notice of Violation for the Comprehensive Compliance Investigation at:
Bear Springs Trails, East of Pipe Creek, Bandera County, Texas
RN101281467, TCEQ ID No.: 0100076, Investigation No. 1053338

Dear Ms. Steere:

On November 29, 2012, Mr. Don White of the Texas Commission on Environmental Quality (TCEQ) San Antonio Region Office conducted an investigation of the above-referenced regulated entity to evaluate compliance with applicable requirements for public water supply. Enclosed is a summary which lists the investigation findings. During the investigation certain outstanding alleged violations were identified for which compliance documentation is required. Please submit to this office by May 4, 2013 a written description of corrective action taken and the required documentation demonstrating that compliance has been achieved for each of the outstanding alleged violations.

In the listing of the alleged violations, we have cited applicable requirements, including TCEQ rules. Please note that both the rules themselves and the agency brochure entitled *Obtaining TCEQ Rules* (GI 032) are located on our agency website at <http://www.tceq.state.tx.us> for your reference. If you would like a hard copy of this brochure mailed to you, you may call and request one from either the San Antonio Region Office at 210-490-3096 or the Central Office Publications Ordering Team at 512-239-0028.

The TCEQ appreciates your assistance in this matter. Please note that the Legislature has granted TCEQ enforcement powers which we may exercise to ensure compliance with environmental regulatory requirement. We anticipate that you will resolve the alleged violations as required in order to protect the State's environment. If you have additional information that we are unaware of, you have the opportunity to contest the violation documented in this notice. Should you choose to do so, you must notify the San Antonio Region Office within 10 days from the date of this letter. At that time, Water Section Manager, Ms. Lynn Bumguardner will schedule a violation review meeting to be conducted within 21 days of the date of this letter.

3

Ms. Vicky Steere
February 4, 2013
Page 2

However, please be advised that if you decide to participate in the violation review process, the TCEQ may still require you to adhere to the compliance schedule included in the enclosed Summary of Investigation Findings until an official decision is made regarding the status of any or all of the contested violations.

If you or members of your staff have any questions, please feel free to contact Mr. Don White in the San Antonio Region Office at 210-403-4054.

Sincerely,



Joy Thurston-Cook
Water Section Work Leader
San Antonio Region Office

JTC/DCW/eg

Enclosure: Summary of Investigation Findings

Summary of Investigation Findings

BEAR SPRINGS TRAILS SUBDIVISION

Investigation #

1053338
Investigation Date: 11/29/2012

, BANDERA COUNTY,

Additional ID(s): 0100076

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

Track No: 487482 Compliance Due Date: 05/04/2013

30 TAC Chapter 290.110(c)(4)(A)

Alleged Violation:

Investigation: 1053338

Comment Date: 01/09/2013

Failure to consistently test for and record the free chlorine residual at representative locations in the distribution system at least once every seven days.

290.110(c)(4)(A) - Public water systems that use groundwater or purchased water sources only and serve fewer than 250 connections and fewer than 750 people daily, must monitor the disinfectant residual at representative locations in the distribution system at least once every seven days.

Recommended Corrective Action: Begin immediately testing the distribution system for the free chlorine residual at least once every seven days. We have provided you with a sample TCEQ Monthly Operations Report that you may use for documenting these required test results. Records of these tests are required to be retained for a minimum of three years.

Please submit to this Office by the Compliance Due Date, copies of your weekly free chlorine tests from the distribution system for the months of February, March and April 2013.

Track No: 487483 Compliance Due Date: 05/04/2013

30 TAC Chapter 290.46(f)(3)(A)(ii)(III)

Alleged Violation:

Investigation: 1053338

Comment Date: 01/09/2013

Failure to consistently record the gallons of water produced and treated from the well each week.

290.46(f)(3)(A)(ii)(III) - Systems that serve fewer than 250 connections, serve fewer than 750 people, and use only groundwater or purchase water shall maintain a record of the amount of water treated each week.

Recommended Corrective Action: Begin immediately recording the gallons of water produced from the well and treated each week. We have provided you with a sample TCEQ Monthly Operations Report that you may use for recording this information. This information is required to be retained for a minimum of two years.

Please submit to this Office by the Compliance Due Date, copies of your weekly water production data for the months of February, March and April 2013.

Track No: 487484 Compliance Due Date: 05/04/2013

30 TAC Chapter 290.46(f)(3)(A)(i)(III)

Alleged Violation:

Investigation: 1053338

Comment Date: 01/09/2013

Failure to consistently record the amount (gallons) of chemicals added to the water system

each week.

290.46(f)(3)(A)(i)(III) - Systems that serve fewer than 250 connections, serve fewer than 750 people, and use only groundwater or purchase water shall maintain a record of the amount of each chemical used each week.

Recommended Corrective Action: Begin immediately recording the gallons of chemicals added to the water system each week. We have provided you with a sample TCEQ Monthly Operations Report that you may use for recording this required information. This data is required to be retained for a minimum of two years.

Please submit to this Office by the Compliance Due Date, copies of your weekly chemical usage data for the months of February, march and April 2013.

David and Vicky Steere

From: "Donald White" <donald.c.white@tceq.texas.gov>
To: <dandvsteere@comcast.net>
Sent: Wednesday, December 05, 2012 3:27 PM
Attach: FLUORIDE.LAG.docx; MOR GW.250.word.doc
Subject: FW: Monthly Operating Report and Mandatory Fluoride Language

From: Donald White
Sent: Wednesday, December 05, 2012 10:40 AM
To: 'dandzsteere@comcast.net'
Subject: Monthly Operating Report and Mandatory Fluoride Language

Hi Vicky,

Please find attached in this e-mail an electronic copy of a standard Monthly Operating Report that you should fill out weekly with the well production reading, gallons of sodium hypochlorite used and the tested free chlorine residual from one of the four or five locations in the distribution system as described on your Monitoring Plan. These three items are TCEQ requirements. You do not need to send these completed reports to TCEQ in Austin, but keep them in your records for a minimum of five years. The next TCEQ inspection will be in three years and the TCEQ investigator will want to see these at that time.

Also attached is the Mandatory Fluoride Notification language. Fill in the 2.4 mg/l fluoride concentration where it requests you to. You can add anything else you would like to it but it must at a minimum have this mandatory language.

I am sending you the scanned exit interview form and a scanned copy of the most recent fluoride test results in a second e-mail. If you can provide me proof that you have sent out the fluoride notification to your customers in the next two to three weeks then I will not write it up as a violation, but you'll need to send me some type of proof that you sent it out. You need to do this annually.

Thanks
Don White
TCEQ San Antonio Region Office
210-403-4054

INSTRUCTIONS

Per PWS Rule No. 290.46(f), water systems must maintain a record of water works operations and maintenance activities. The records must be organized, copies must be kept on file or stored electronically, and they must be accessible for viewing during inspections. These MONTHLY OPERATIONS REPORTS constitute a valuable source of data on water quality characteristics, yields, usage rates and treatment practices.

- (1) Name of water system.
 - (1a) TCEQ PWS ID Number of water system (seven (7) digits).
- (2) Weekly sub-total of production from all wells in thousands of gallons per day (GPD).
- (3) Weekly sub-total of treated water purchased from others, either directly or through storage facilities, in thousands of GPD.
- (4) Overall weekly sub-total, columns 2 and 3 added together. At the end of the month, add the overall weekly sub-totals and show a grand total in the TOTAL box at the bottom of the column. Divide the grand total by the number of days in the month to get the daily average. Show the daily average in the AVG box below the TOTAL box.
- (5) Chlorine used for disinfection in pounds of gas chlorine or gallons of liquid used per week.
- (6) Amount and type of other treatment chemicals used per week.
- (7) Results of weekly free chlorine residual tests in distribution system in mg/L.
- (8) Location of weekly chlorine residual tests. Must use bacteriological test sites on a rotating basis.
- (9) Name or initials of person that conducted the chlorine residual tests.
- (10) Total number of active water connections during month. Note: apartments and mobile home lots each count as a connection.
- (11) Date and type (minerals, metals, VOC, SOC, RC) of last chemical analysis sample collected by TRWA.
- (12) Dates and results of distribution and/or untreated raw water bacteriological samples.
- (13) Date if reservoirs or tanks were cleaned during month.
- (14) Date and number of dead-end mains flushed during the month, if any.
- (15) Remarks regarding new construction completed, major repairs, or any other pertinent information.
- (16) Person completing report.
- (17) Operator certification number of person completing report, if any.

TCEQ MONTHLY OPERATIONS REPORT
Ground Water Systems under 250 Connections

(1) Name of System _____ County _____

(1a) Water System I.D. No. _____ Month of _____ 20____

DAY OF MONTH	(2) WELL PRODUCTION	(3) PURCHASED FROM OTHERS	(4) TOTAL PRODUCTION	(5) AMOUNT OF CHLORINE USED	(6) OTHER CHEMICALS USED	(7) CHLORINE RESIDUAL	(8) RESIDUAL LOCATION	(9) RESIDUAL TESTER NAME
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30								
31								
TOTAL								
AVG.								

(10) No. of connections _____ (11) Date/type of chemical samples _____

(12) Dates/ results of distribution and/or raw bacteriological samples _____

(13) Date reservoirs or tanks cleaned _____

(14) Date and number of dead ends flushed _____

(15) General remarks _____

Mandatory Health Effects Language: Fluoride

Many public water systems are required by federal regulation to routinely analyze for fluoride levels in the drinking water they provide to consumers. Analyses of the drinking water in your community have found ()mg/l of fluoride. The U.S. Environment Protection Agency (EPA) has set a standard for fluoride at 2.0 mg/l to minimize the occurrence of objectionable dental fluorosis.

Fluoride at the appropriate levels in the drinking water of children up to age of nine, reduces cavities. However, children exposed to levels of fluoride greater than 1.0 to 2.0 mg/l may develop dental fluorosis in their permanent teeth. Dental fluorosis, in its moderate and severe forms, is a discoloration (brown staining) and pitting of teeth. Individuals with children under the age of nine are encouraged to seek other sources of drinking water for their children.

For further information, contact: (Water system officials)

David and Vicky Steere

From: "Donald White" <donald.c.white@tceq.texas.gov>
To: <dandvsteere@comcast.net>
Sent: Wednesday, December 05, 2012 3:28 PM
Attach: 1482_001.pdf
Subject: FW: Exit Interview Form and Fluoride Analysis

From: Donald White
Sent: Wednesday, December 05, 2012 10:47 AM
To: 'dandzsteere@comcast.net'
Subject: Exit Interview Form and Fluoride Analysis

Here's the rest of the story, you will be receiving a Notice of Violation Letter for the three violations described on the exit interview form, we will give you three months to begin testing and recording the required data and submit proof to our office that you are in compliance. Then we can write you a letter resolving the violations.

Thanks
Don

TCEQ EXIT INTERVIEW FORM: Potential Violations and/or Records Requested

Regulated Entity/Site Name		<i>REAL SPRINGS TRAILS SUBDIVISION</i>		TCEQ Add. ID No. RN No. (optional)	<i>0100076</i>
Investigation Type	<i>CCI</i>	Contact Made In-House (Y/N)	<i>Y</i>	Purpose of Investigation	<i>ROUTINE > 3 YEARS</i>
Regulated Entity Contact	<i>VICKY STEENE</i>	Telephone No.	<i>281-615-7189</i>	Date Contacted	
Title	<i>VICE PRESIDENT</i>	Fax No.		Date Faxed	

NOTICE: The information provided in this form is intended to provide clarity to issues that have arisen during the investigation process between the TCEQ and the regulated entity named above and *does not represent final TCEQ findings related to violations*. Any potential or alleged violations discovered after the date on this form will be communicated by telephone to the regulated entity representative prior to the issuance of a notice of violation or enforcement. Conclusions drawn from this investigation, including additional violations or potential violations discovered (if any) during the course of this investigation, will be documented in a final investigation report.

Issue		Description of Issue
No.	Type ¹	
<p>For Records Request: identify the necessary records, the company contact and date due to the agency. For Alleged and Potential Violation issues: include the rule in question with the clearly described potential problem. Other type of issues: fully describe.</p>		
1	AV	<i>FAILURE TO DOCUMENT THE GATIONS OF CHEMICALS ADDED TO THE WATER SYSTEM EACH WEEK (EVERY SEVEN DAYS)</i>
2	AV	<i>FAILURE TO TEST FOR DISTRIBUTION FREE CHLORINE RESIDUAL EACH WEEK (EVERY SEVEN DAYS)</i>
3	AV	<i>FAILURE TO DOCUMENT THE GATIONS OF WATER PRODUCED FROM THE WELL EACH WEEK (EVERY SEVEN DAYS)</i>

¹ Issue Type Can Be One or More of: AV (Alleged Violation), PV (Potential Violation), O (Other), or RR (Records Request)

Did the TCEQ document the regulated entity named above operating without proper authorization?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did the investigator advise the regulated entity representative that continued operation is not authorized?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Document Acknowledgment. Signature on this document establishes only that the regulated entity (company) representative received a copy of this document and associated continuation pages on the date noted. If contact was made by telephone, document will be faxed to regulated entity; therefore, signature not required.

<i>Dawn C. White, Dawn C. White</i>	<i>12/6/2012</i>	<i>SUMMER'S COMMUNITY TO VICKY STEENE</i>	<i>12/15/2012</i>
Investigator Name (Signed & Printed)	Date	Regulated Entity Representative Name (Signed & Printed)	Date

If you have questions about any information on this form, please contact your local TCEQ Regional Office. Individuals are entitled to request and review their personal information that the agency gathers on its forms. They may also have any errors in their information corrected. To review such information, call 512-239-3282.

Texas Department of State Health Services
Laboratory Services Section

***SINGLE MINERAL
Analysis Report**

Submitter Identification Number: 0100076

BEAR SPRINGS TRAILS SUBDIVISION
C/O VICKY STEERE VICE PRESIDENT
PO BOX 18078
SUGAR LAND, TX 77496-8078

Date Reported: 10/06/2009

Lab Sample ID# : AB11996
Sample Priority : ROUTINE
TCEQ ID#(s) : 0901155

Water Source : GROUND
Entry Point(s) : 001

Date Collected : 09/29/2009 14:17
Date Received : 09/30/2009

Sample Cond. : Acceptable

Analyte	Result	Unit	Method	Date/Time Analyzed	Analyst
Fluoride	2.40	mg/L	EPA 300.0	10/01/2009 16:43	MD

Comments:

Unless otherwise noted, the test results on this report relate only to the sample identified on this report and meets all NELAC requirements.

Authorized by Team Lead LARCHER on 10/05/2009

2009 OCT 19 PM 1:33
"RECEIVED TCEQ"
SAN ANTONIO
REGION 1

David and Vicky Steere

From: "Donald White" <donald.c.white@tceq.texas.gov>
To: "David and Vicky Steere" <dandvsteere@comcast.net>
Sent: Tuesday, December 11, 2012 3:30 PM
Subject: RE: Monthly Operating Report and Mandatory Fluoride Language

Hi Vicky,

Your fluoride notification letter looks good, please let me know when it is to be mailed out so I can give you credit for it and next year if you want you can just include the language in your Consumer Confidence Report(CCR). Concerning your need for a weekly licensed operator. If Carl or Ray are unlicensed water operators, they cannot touch the chlorine feed system, they cannot add chemicals or adjust feed rates but they can test for and document the free chlorine residual in the distribution system in accordance with the Monitoring Plan. Only a licensed operator can increase or decrease the chlorine feed rate. Carl and Ray, being unlicensed, can document the weekly well production data and the gallons of chemicals (bleach) used, but once again they are not allowed to adjust the chemical feed unless they are a licensed operator and they cannot collect the monthly microbiological sample. I hope this helps.

Thanks

Don White
 210-403-4054

From: David and Vicky Steere [mailto:dandvsteere@comcast.net]
Sent: Monday, December 10, 2012 10:55 AM
To: Donald White
Subject: Re: Monthly Operating Report and Mandatory Fluoride Language

Would you please review the attached Fluoride Notice I prepared from the language you sent me last week? I have added one paragraph (the third one) that I hope meets with your approval. I also changed "Environment" to "Environmental" in the first paragraph and added "the" between "of" and "age" in the first line of paragraph two. My contact information is then added to the last paragraph.

I will e-mail a copy of one of the bills and the attached notice tomorrow.

I will probably call you within the next couple of days with a few additional questions I have about getting Carl and or Ray to test the system weekly, etc. Barbara at Kerr Country Pump seems to be under the impression that TCEQ is going to require Bear Springs Water Co., Inc. to contract with KCP on a weekly basis. I have not responded to her yet - just want to get everything lined out first. I'm sure Carl will also want/need to talk with you concerning the forms if he agrees to do this extra work. Will Carl and or Ray be approved to respond to any elevation shown on the weekly tests, or will they have to call KCP to come out and service the system? Also, can Carl or Ray flush the system on a monthly basis (or is that an issue to raise with Greg Howard)?

As always, you are a wealth of information and a help to me when greatly needed.

Vicky Steere
 Bear Springs Water Co., Inc.
 281-615-7189

From: Donald White
Sent: Wednesday, December 05, 2012 10:40 AM
To: 'dandvsteere@comcast.net'
Subject: Monthly Operating Report and Mandatory Fluoride Language

Hi Vicky,

Please find attached in this e-mail an electronic copy of a standard Monthly Operating Report that you should fill out

weekly with the well production reading, gallons of sodium hypochlorite used and the tested free chlorine residual from one of the four or five locations in the distribution system as described on your Monitoring Plan. These three items are TCEQ requirements. You do not need to send these completed reports to TCEQ in Austin, but keep them in your records for a minimum of five years. The next TCEQ inspection will be in three years and the TCEQ investigator will want to see these at that time.

Also attached is the Mandatory Fluoride Notification language. Fill in the 2.4 mg/l fluoride concentration where it requests you to. You can add anything else you would like to it but it must at a minimum have this mandatory language.

I am sending you the scanned exit interview form and a scanned copy of the most recent fluoride test results in a second e-mail. If you can provide me proof that you have sent out the fluoride notification to your customers in the next two to three weeks then I will not write it up as a violation, but you'll need to send me some type of proof that you sent it out. You need to do this annually.

Thanks
Don White
TCEQ San Antonio Region Office
210-403-4054

David and Vicky Steere

From: "Donald White" <donald.c.white@tceq.texas.gov>
To: "David and Vicky Steere" <dandvsteere@comcast.net>
Sent: Tuesday, December 11, 2012 4:02 PM
Subject: RE: Monthly Operating Report and Mandatory Fluoride Language
Vicky,

After reviewing some slightly vague process control duty descriptions in our rules and regulations, I must change part of my response to you from the previous e-mail. Only a licensed operator can be taking the weekly free chlorine residual tests. There could be some additional debate on this issue here at the office, if anything changes I will get back to you. So Carl and Ray can record the well production reading weekly and can record the gallons of chemicals used weekly, but are not supposed to make any adjustments to anything without being licensed.

Thanks
Don

From: David and Vicky Steere [mailto:dandvsteere@comcast.net]
Sent: Monday, December 10, 2012 10:55 AM
To: Donald White
Subject: Re: Monthly Operating Report and Mandatory Fluoride Language

Would you please review the attached Fluoride Notice I prepared from the language you sent me last week? I have added one paragraph (the third one) that I hope meets with your approval. I also changed "Environment" to "Environmental" in the first paragraph and added "the" between "of" and "age" in the first line of paragraph two. My contact information is then added to the last paragraph.
I will e-mail a copy of one of the bills and the attached notice tomorrow.

I will probably call you within the next couple of days with a few additional questions I have about getting Carl and or Ray to test the system weekly, etc. Barbara at Kerr Country Pump seems to be under the impression that TCEQ is going to require Bear Springs Water Co., Inc. to contract with KCP on a weekly basis. I have not responded to her yet - just want to get everything lined out first. I'm sure Carl will also want/need to talk with you concerning the forms if he agrees to do this extra work. Will Carl and or Ray be approved to respond to any elevation shown on the weekly tests, or will they have to call KCP to come out and service the system? Also, can Carl or Ray flush the system on a monthly basis (or is that an issue to raise with Greg Howard)?

As always, you are a wealth of information and a help to me when greatly needed.

Vicky Steere
Bear Springs Water Co., Inc.
281-615-7189

From: Donald White
Sent: Wednesday, December 05, 2012 10:40 AM
To: 'dandvsteere@comcast.net'
Subject: Monthly Operating Report and Mandatory Fluoride Language

Hi Vicky,

Please find attached in this e-mail an electronic copy of a standard Monthly Operating Report that you should fill out weekly with the well production reading, gallons of sodium hypochlorite used and the tested free chlorine residual from one of the four or five locations in the distribution system as described on your Monitoring Plan. These three items are TCEQ requirements. You do not need to send these completed reports to TCEQ in Austin, but keep them in your records for a minimum of five years. The next TCEQ inspection will be in three years and the TCEQ investigator will want to see

these at that time.

Also attached is the Mandatory Fluoride Notification language. Fill in the 2.4 mg/l fluoride concentration where it requests you to. You can add anything else you would like to it but it must at a minimum have this mandatory language.

I am sending you the scanned exit interview form and a scanned copy of the most recent fluoride test results in a second e-mail. If you can provide me proof that you have sent out the fluoride notification to your customers in the next two to three weeks then I will not write it up as a violation, but you'll need to send me some type of proof that you sent it out. You need to do this annually.

Thanks
Don White
TCEQ San Antonio Region Office
210-403-4054

David and Vicky Steere

From: "David and Vicky Steere" <dandvsteere@comcast.net>
To: "Donald White" <donald.c.white@tceq.texas.gov>
Cc: "Gem Childress" <gembc1029@gmail.com>
Sent: Thursday, December 13, 2012 11:54 AM
Attach: TCEQFLUORIDELEVEL2012.pdf
Subject: Fluoride Level Notification - Bear Springs Water Co., Inc. (#0100076)
Don,

Please find attached a copy of a water bill mailed yesterday to one of the customers of Bear Springs Water Co., Inc. with the notation at the bottom of the bill to see the attached notice (2nd page of attachment) concerning the fluoride level for the water company. Nineteen total bills were mailed to customers with the notice included.

As always, your guidance and support is greatly appreciated. We will talk soon about the monitoring issues we have been discussing and decide how to address them moving forward.

Vicky Steere
Bear Springs Water Co., Inc.
281-615-7189

STAGE 3 WATER RATIONING IN EFFECT - BEGAN 8/30/11
NO OUTSIDE WATERING EXCEPT FOR LIVESTOCK

BEAR SPRINGS WATER CO., INC.
P.O. Box 18078
Sugar Land, Texas 77496-8078

Due date: 12/28/12

BURN BAN LIFTED - PLEASE CONTINUE TO USE CAUTION IF BURNING

Current Billing Summary

Ernie & Edna Bubenik
505 Bear Springs Trail
Pipe Creek, TX 78063

Billing: (281) 615-7189
Repairs: (830) 257-4107
Emergency: (830) 257-4107

Meter # 65869482

Residential Water: Fee Schedule
\$20.00 - Includes 5,000 gallons
\$ 2.00 per 1,000 gallons thereafter
Regulatory assessment - 1.0% of retail monthly bill
Returned check charge - \$10.00
Non-payment of bill - \$25.00
Customer request for disconnect - \$25.00
Transfer fee - \$10.00
Late Fee: \$5.00

Previous Bill Amount: \$20.20
Last payment received on: 11/23/12 (Check #5595) Amount: \$20.20
Balance remaining after last payment -0-
Usage from: 11/01/12 to 11/30/12 2270 gallons
Bill Date: December 11, 2012

<u>Category:</u>	<u>Current Reading</u>	<u>Previous Reading</u>	<u>Usage</u>	<u>Amount</u>
Residential Water	137110	134840	= 2270*	\$20.00

*For billing purposes: Rounded down to lower 1,000 gallons used if over 5,000 used/month.

Total Charges Current Period: \$20.00
Regulatory Assessment (1% of bill) .20

Amount Due Now	\$20.20
-----------------------	----------------

Late Fee After December 28, 2012 5.00

Amount Due After December 28, 2012 \$25.20

PLEASE NOTE ATTACHED NOTICE FOR FLUORIDE LEVEL

December 11, 2012

TO: ALL CURRENT CUSTOMERS OF BEAR SPRINGS WATER CO., INC.

Many public water systems are required by federal regulation to routinely analyze for fluoride levels in the drinking water they provide to consumers. Analyses of the drinking water in your community have found 2.4 mg/l of fluoride. The U.S. Environmental Protection Agency (EPA) has set a standard for fluoride at 2.0 mg/l to minimize the occurrence of objectionable dental fluorosis.

Fluoride at the appropriate levels in the drinking water of children up to the age of nine, reduces cavities. However, children exposed to levels of fluoride greater than 1.0 to 2.0 mg/l may develop dental fluorosis in their permanent teeth. Dental fluorosis, in its moderate and severe forms, is a discoloration (brown staining) and pitting of teeth. Individuals with children under the age of nine are encouraged to seek other sources of drinking water for their children.

No treatment of the water system is indicated according to Texas Commission on Environmental Quality representatives other than the notice for children up to the age of nine. Somewhat elevated levels of fluoride are often found in "hill country" water systems.

For further information, contact: Bear Springs Water Co., Inc., Vicky Steere, at P. O. Box 18078, Sugar Land, TX 77496-8078 or by phone at 281-693-4710.

David and Vicky Steere

From: "Donald White" <donald.c.white@tceq.texas.gov>
To: "David and Vicky Steere" <dandvsteere@comcast.net>
Sent: Tuesday, February 05, 2013 10:58 AM
Subject: RE: Report
Hi Vicky,

I believe the letter to you went out in the mail yesterday, it will be sent as a certified letter which is just routine for any type of a Notice of Violation Letter.

Thanks
Don

From: David and Vicky Steere [mailto:dandvsteere@comcast.net]
Sent: Tuesday, February 05, 2013 9:07 AM
To: Donald White
Cc: GEM CHILDRESS
Subject: Report

Just checking on the status of your report following your inspection of Bear Springs Water Co., Inc. system in late November 2012. As we have discussed, there are a few violations that we need to correct, and we are ready to review the report and begin the correction process.

Please call me (281-615-7189) or reply to this e-mail if you have any questions.

Vicky Steere
Bear Springs Water Co., Inc.
P.O. Box 18078
Sugar Land, TX 77496-8078

David and Vicky Steere

From: "Donald White" <donald.c.white@tceq.texas.gov>
To: "David and Vicky Steere" <dandvsteere@comcast.net>
Sent: Wednesday, March 27, 2013 12:30 PM
Subject: RE: Monthly Operations Report - Feb. 2013 - Bear Springs Water Co., Inc.
Hi Vicky,

This is an improvement but does not meet the letter of the law, well production should be monitored once per week (they missed monitoring the second week), free chlorine residual and the specific location in distribution it was tested at should be documented once per week (looks like they missed the second week and only noted the location in distribution that they collected the free chlorine sample from once the entire month. The chemical usage data is Ok if no additional quantities of bleach were added during that week. So it's a good start but not quite meeting the TCEQ Rules and Regulations.

Thanks
Don

From: David and Vicky Steere [mailto:dandvsteere@comcast.net]
Sent: Monday, March 25, 2013 2:13 PM
To: Donald White
Cc: Gem Childress
Subject: Monthly Operations Report - Feb. 2013 - Bear Springs Water Co., Inc.

I received the first report from Kerr Country Pump late last week for Bear Springs Water Co., Inc. relating to the violations reported in your inspection late November 2012. Would you please review the attached report and let me know if it is in order per your instructions? If not, I need to have KCP correct the necessary areas asap (really March is almost completed), so we just have April to complete and forward to you by early May. Hopefully, everything is in order, and we have made the necessary corrections to have the three violations removed before preparing the Consumer Confidence Report in June.

As always, thank you for your continued help and support.

Vicky Steere
Bear Springs Water Co., Inc.
PWS #0100076

PH: 281-615-7189 (c) or 281-693-4710 (o)

David and Vicky Steere

From: "Donald White" <donald.c.white@tceq.texas.gov>
To: "David and Vicky Steere" <dandvsteere@comcast.net>
Sent: Friday, April 05, 2013 10:17 AM
Subject: RE: Bear Springs Trails Monthly Report March
 Vicky,

Please review the NOV Letter that we sent you and the Corrective Action Section of the violation we cited. I will be glad to give you a verbal 30 day extension from the original Compliance Due Date to get me the MOR's.

Thank You,

Don White
 TCEQ San Antonio Regional Office
 210-403-4054

From: David and Vicky Steere [mailto:dandvsteere@comcast.net]
Sent: Friday, April 05, 2013 9:08 AM
To: Donald White
Cc: Gem Childress
Subject: Fw: Bear Springs Trails Monthly Report March

I sincerely hope Kerr County Pump is making progress on completing the monthly report correctly. I realize Bear Springs Water Co., Inc. was granted a 3-month period in which to correct the violations noted on the inspection performed in late November 2012. Will you let me know the status of how this progresses now since February was not totally completed correctly? Can the compliance period be extended to cover May in order for the violations not to be included on the CCR? Or is the continuing progress in this matter taken into account?

Thank you for your help - again.

Vicky Steere
 281-693-4710
 PWS 0100076

----- Original Message -----

From: Kerr Country Pump
To: 'David and Vicky Steere'
Sent: Wednesday, April 03, 2013 3:50 PM
Subject: Bear Springs Trails Monthly Report March

Hope you can understand this - our new guy has put on spread sheet call if you have questions

**Bear
 Spring
 Trails**

March 2013					System ID #
Well Master	Well (gpm)	Cl2.Res	Cl2 added	Cl tank level	Sample Site
1					
2					
3					
4					
5					
6					
7					
8	1108870 53 gpm	1.76		30 gal	3

9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31

11113902 50 1.40
gpm

27 gal 4

11150200 1.25

25 gal 2

11045500 50 1.05
gpm

23 gal 1

Flushed BAC.T
blk 1 lot lot 1 blk
4 2

Notes

Site Sample

- 1) Lot 1 blk 2
- 2) Lot 12 blk 1
- 3) Lot 8 blk 1
- 4) Lot 6 blk 2
- 5) Lot 15 blk 1

David and Vicky Steere

From: "Donald White" <dona1d.c.white@tceq.texas.gov>
To: "David and Vicky Steere" <dandvsteere@comcast.net>
Sent: Monday, May 06, 2013 9:41 AM
Subject: RE: Copy of Water Systems Spreadsheet April Bear Springs
 Hi Vicky,

You are absolutely correct, the location of where the free chlorine test was taken should be entered into the Sample Site column, although we could accept the data in its current form. Also another column has been removed from our standard form and that is the name or at least the initials of the individual who ran the free chlorine test. This information is required and they need to add and complete that column or address it on their form in some method.

Thanks
 Don

From: David and Vicky Steere [mailto:dandvsteere@comcast.net]
Sent: Monday, May 06, 2013 8:51 AM
To: Donald White
Cc: Gem Childress
Subject: Fw: Copy of Water Systems Spreadsheet April Bear Springs

Please find below the latest (and hopefully greatest) monthly operating report for Bear Springs Water Co., Inc. (PWS# 0100076). I am still at a complete loss as to why completing this report correctly has been such an adjustment for Greg Howard's group at Kerr County Pump. Greg is licensed by the state of Texas as a water operator, and it seems (to me) that this report would be "standard operating procedure" as such.

My review seems to indicate that the listing of "Site 2", "Site 1", etc. should be listed under the "Sample Site" column, not under the "Cl2.Res" column. Don, please let me know your thoughts on this item.

Your e-mail from April 5, 2013 stated: "I will be glad to give you a verbal 30 day extension from the original Compliance Due Date to get me the MOR's." This extension would include the month of May, and Bear Springs Water Co., Inc. gladly accepts this extension.

With best regards,

Vicky Steere

----- Original Message -----
From: Kerr Country Pump
To: 'David and Vicky Steere'
Sent: Thursday, May 02, 2013 9:35 AM
Subject: FW: Copy of Water Systems Spreadsheet April Bear Springs

Bear Spring Trails

April 2013	Well Master	Well (gpm)	Cl2.Res	Cl2 added	Cl tank level	Sample Site	System ID #	010
1								
2								
3								
4	11194200	54 gpm	1.1 Site 2		22 gal			
5								
6								
7								
8								
9								
10								
11								
12	11224600	55 gpm	1.5 Site 1		19 gal			
13								
14								
15		11238000	55 gpm	3.5 Site 3	17.5 gal			
16								
17								
18								

19						
20						
21						
22						
23						
24		11271000	54 gpm 0.9 Site 1	14 gal	Bac.T 142 Bear Springs	
25						
26						
27						
28						
29						
30						
31		11297700	55 gpm 1.2 Site 5	11 gal		
TOTAL		103,500				
Notes	Flushed 4/24 142 Bear Springs					Site
						Lot 1. 142 bear spring
						Lot 2. 657 twisted oaks
						Lot 3. 1154 bear springs
						Lot 4. 1667 bear springs
						Lot 5. 180 twisted oaks

David and Vicky Steere

From: "Donald White" <donald.c.white@tceq.texas.gov>
To: "David and Vicky Steere" <dandvsteere@comcast.net>
Sent: Monday, June 10, 2013 2:53 PM
Subject: RE: MOR for May 2013 - PWS #0100076
Vicky,

Could you scan and e-mail the MOR Report, or Fax it to me at 210/545-4329 and note it to my attention. It is not revealing itself to me clearly embedded in your e-mail.

Thanks
Don

From: David and Vicky Steere [mailto:dandvsteere@comcast.net]
Sent: Monday, June 10, 2013 2:23 PM
To: Donald White
Cc: GEM CHILDRESS
Subject: MOR for May 2013 - PWS #0100076

The MOR for May just sent to you a moment ago for the above referenced water system, shows "April" in the upper left hand corner. I have sent a request to KCP asking that this be corrected to May.

Vicky Steere
Bear Springs Water Co., Inc.

David and Vicky Steere

From: "Donald White" <donald.c.white@tceq.texas.gov>
To: "David and Vicky Steere" <dandvsteere@comcast.net>
Sent: Tuesday, June 11, 2013 1:50 PM
Subject: RE: May 2013
Vicky,

This format looks good, they are recording all of the data we want to see on the report. Unfortunately it appears that they missed the first week of sampling. I need you to send me three months of data (monthly reports) before I can resolve the violations.

Thanks
Don

From: David and Vicky Steere [mailto:dandvsteere@comcast.net]
Sent: Monday, June 10, 2013 4:42 PM
To: Donald White
Cc: GEM CHILDRESS
Subject: Fw: May 2013

Don,
Barbara said this one might work for you. If not, let me know and I will scan a copy here in my office and send to you tomorrow morning. I have been working on water bills all afternoon.

Vicky

----- Original Message -----

From: Kerr Country Pump
To: 'David and Vicky Steere'
Sent: Monday, June 10, 2013 2:39 PM
Subject: May 2013

This might be easier to forward on if you want

David and Vicky Steere

From: "Donald White" <donald.c.white@tceq.texas.gov>
To: "David and Vicky Steere" <dandvsteere@comcast.net>
Sent: Wednesday, June 12, 2013 3:48 PM
Subject: RE: 3 months of MORs - PWS #0100076 - Bear Springs Water Co., Inc.
Hi Vicky,

No you do not need to describe the three violations in the CCR and if you are doing a separate notification for fluorides annually you do not need to describe the mandatory high fluoride language again on the CCR.

Also I believe that I now have the necessary compliance documentation to resolve the three violations. Please keep up the good work.

Thanks
Don

From: David and Vicky Steere [mailto:dandvsteere@comcast.net]
Sent: Wednesday, June 12, 2013 2:47 PM
To: Donald White
Cc: GEM CHILDRESS
Subject: 3 months of MORs - PWS #0100076 - Bear Springs Water Co., Inc.

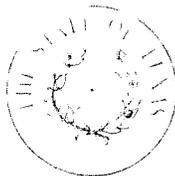
Please find attached the MORs for March, April and May 2013 per your request. I believe Kerr Country Pump is finally understanding the procedure required, and therefore, I awaited your review of the reports and decision regarding the dismissal of violations incurred at the inspection conducted in November 2012. **If not removed, do I need to include these three violations on the CCR and explain that KCP is working toward correcting these deficiencies?**

I have printed out the CCR for the system and do not see any violations on the provided report from TCEQ. I realize that I must add some additional information (chlorine information, a paragraph about the Source Water Assessment status, contact information, etc.). This year the report has already included the copper and lead testing and the fluoride testing from 2012. **Do I need to type the paragraph somewhere on the CCR that you provided me several months ago (copy attached) about the fluoride when I mailed a separate information sheet to all the water customers about this regulated contaminant?**

As always, your continued help and support is greatly appreciated.

Vicky Steere
Bear Springs Water Co., Inc.
281-693-4710

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

September 25, 2013

Ms. Vicky Steere, Vice President
Bear Springs Water Co., Inc.
P.O. Box 18078
Sugar Land, Texas 77496

Re: Notice of Compliance with Notice of Violation (NOV) dated February 4, 2013:
Bear Springs Trails Subdivision, On Bear Springs Trail Rd., Bandera County, Texas
RN101281467, TCEQ ID No.: 0100076, Investigation No. 1114535

Dear Ms. Steere:

This letter is to inform you that the Texas Commission on Environmental Quality (TCEQ) San Antonio Region Office has received adequate compliance documentation on June 12, 2013 to resolve the alleged violations documented during the investigation of the above-referenced regulated entity conducted on November 29, 2012. Based on the information submitted, no further action is required concerning this investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment and the Public's health. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Don White in the San Antonio Region Office at (210) 403-4054.

Sincerely,

A handwritten signature in cursive script that reads "Joy Thurston-Cook".

Joy Thurston-Cook
Water Section Team Leader
San Antonio Region Office

JTC/DCW/eg