

## Summary of Investigation Findings

CHINA SPRING WATER

Investigation #

1294089

Investigation Date: 11/19/2015

, MCLENNAN COUNTY,

Additional ID(s): 1550021

### AREA OF CONCERN

Track No: 589005

30 TAC Chapter 290.43(d)(3)

**Alleged Violation:**

Investigation: 1294089

Comment Date: 12/03/2015

Failure to equip the air injection line connected to the pressure tank with an air filter.

Facilities shall be provided for maintaining the air-water-volume at the design water level and working pressure. Air injection lines must be equipped with filters or other devices to prevent compressor lubricants and other contaminants from entering the pressure tank. A device to readily determine air-water-volume must be provided for all tanks greater than 1,000 gallon capacity. Galvanized tanks which are not provided with the necessary fittings and which were installed before July 1, 1988 shall be exempt from this requirement.

During the November 19, 2015 investigation, it was noted that the air injection line connecting the air compressor to the pressure tank at the Ranch Plant was not equipped with an air filter.

**Resolution:** On November 24, 2015, photographic documentation was received at the TCEQ Waco Regional Office demonstrating that the noted air injection line at the Ranch Plant is now equipped with an air filter.

Track No: 589011

30 TAC Chapter 290.46(m)

**Alleged Violation:**

Investigation: 1294089

Comment Date: 12/03/2015

Failure to perform maintenance and housekeeping practices at Well Site No. 1.

The maintenance and housekeeping practices used by a public water system shall ensure the good working condition and general appearance of the system's facilities and equipment. The grounds and facilities shall be maintained in a manner so as to minimize the possibility of the harboring of rodents, insects, and other disease vectors, and in such a way as to prevent other conditions that might cause the contamination of the water.

During the November 19, 2015 investigation, it was noted that part of the old electrical post was leaning, creating a potential hazard of destruction to the well or the fence surrounding the well site.

**Resolution:** On November 24, 2015, photographic documentation was received at the TCEQ Waco Regional Office demonstrating that the majority of the old electrical post has been cut down.

*Dickie*

Bryan W. Shaw, Ph.D., *Chairman*  
Buddy Garcia, *Commissioner*  
Carlos Rubinstein, *Commissioner*  
Mark R. Vickery, P.G., *Executive Director*



## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

March 30, 2012

**CERTIFIED MAIL {7011 2000 0000 8799 8183}  
RETURN RECEIPT REQUESTED**



Mr. Steve Blackhurst, Environmental Compliance Manager  
Aqua Texas, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, Texas 78723

Re: Additional Compliance Documentation Needed for: Cedar Point Water System, Polk County, Texas, PWS ID No.: 1870155, Investigation No.: 993914

Dear Mr. Blackhurst:

The Texas Commission on Environmental Quality (TCEQ) Beaumont Region Office has received the compliance documentation that was submitted March 8, 2012, for the alleged violations noted during the investigation of the above-referenced facility conducted on November 1, 2011. The compliance documentation contained in the response appears to indicate that some of the problems documented during the investigation have been corrected. However, information is still needed for the alleged violation listed in the enclosed summary. Please submit to our office by **April 30, 2012** a written description of corrective action taken and the required compliance documentation demonstrating that these remaining alleged violations have been resolved.

The Texas Commission on Environmental Quality appreciates your assistance in this matter and your compliance efforts to protect the State's environment. We look forward to receiving your response for the remaining alleged violations. Please note that the Legislature has granted TCEQ enforcement powers which we may exercise to ensure compliance with environmental regulatory requirements.

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

Sincerely,

A handwritten signature in dark ink, appearing to read "Alex Crank".

Alex Crank  
Water Section Work Leader  
Beaumont Region Office

AC/DB/bd

Enclosure: Summary of Unresolved Investigation Findings

TCEQ Region 10 • 3870 Eastex Fwy. • Beaumont, Texas 77703-1830 • 409-898-3838 • Fax 409-892-2119

Austin Headquarters: 512-239-1000 • [www.tceq.texas.gov](http://www.tceq.texas.gov) • How is our customer service? [www.tceq.texas.gov/goto/customersurvey](http://www.tceq.texas.gov/goto/customersurvey)

printed on recycled paper using soy-based ink

Mr. Steve Blackhurst  
Page 2  
March 30, 2012

cc: Mr. Larry Mitchell, Environmental Compliance Manager, Aqua Texas, Inc., 1106 Clayton Lane, Suite 400W, Austin, Texas 78723

## Summary of Investigation Findings

CEDAR POINT

Investigation # 993914

CEDAR POINT RD

Investigation Date: 03/12/2012

ONALASKA, POLK COUNTY, TX 77360

Additional ID(s): 1870155

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

Track No: 451694

Compliance Due Date: 04/30/2012

30 TAC Chapter 290.44(h)(4)

#### Alleged Violation:

Investigation: 963863

Comment Date: 11/17/2011

Failure to test the backflow prevention assembly at the wastewater treatment plant.

During the investigation, a review of the water system's backflow prevention assembly test and maintenance reports indicate the assembly was last tested in 2009. The operator did not know if it had been tested in 2010 or 2011.

Investigation: 993914

Comment Date: 03/28/2012

On March 8, 2012, the Beaumont Region Office received a copy of a backflow prevention assembly test and maintenance report indicating testing of the assembly at the wastewater plant, identified as a health hazard per 290.47(i). However, a statement from the water system, included with the backflow assembly report, indicates an SOP is not necessary as there is no other assembly in the system and the water system intends to improve oversight of this issue to ensure devices are tested annually. The Beaumont Region Office acknowledges the statement; however, the alleged violation remains unresolved as the corrective action specifically requires the compilation of an SOP, in addition to testing the device, to prevent operator oversight in the required annual testing of the assembly.

**Recommended Corrective Action:** Compile a standard operating procedure (SOP) regarding annual testing of any backflow prevention assemblies in the distribution system and attach a copy of the SOP to the plant operations manual. Test the backflow prevention assembly at the wastewater treatment plant and submit a copy of the SOP and the backflow prevention assembly test and maintenance report to the Beaumont Region Office.

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

Track No: 451711

30 TAC Chapter 290.46(s)(1)

#### Alleged Violation:

Investigation: 963863

Comment Date: 12/01/2011

Failure to calibrate the well meters at both plants.

During the investigation, it was noted that the well meter accuracy check records were dated October 26, 2008, thus expiring on October 26, 2011 (Well meters are required to be calibrated every three years).

Investigation: 993914

Comment Date: 03/12/2012

The water system checked the accuracy of the well meters.

**Recommended Corrective Action:** Conduct an accuracy check on the well meter. If the percent error is greater than plus or minus five percent, the meter must be calibrated. Provide a

copy of the accuracy check which must include the instrument used for the accuracy check, percent error, results and date. If the meter is calibrated, please submit a copy of the calibration certification. If replaced with a new meter, please send a copy of the purchase receipt and calibration certification from the manufacturer. Submit the required documentation to the Beaumont Region Office.

**Resolution:** On March 8, 2012, the Beaumont Region Office received accuracy checks of the well meters displaying an acceptable percent error.

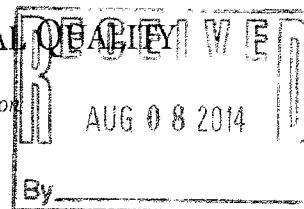
*Decker*

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*



August 4, 2014

Mr. Scot W Foltz, Compliance Manager  
Aqua Texas, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, Texas 78723

Re: Public Water Supply Comprehensive Compliance Investigation at:  
Cinnamon Ridge, Denton County, Texas  
RN 102689247, PWS ID No. 0610209, Investigation No. 1184903

Dear Mr. Foltz:

On June 18, 2014, Dan Atambo of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Regional Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Atambo in the D/FW Regional Office at (817) 588-5803.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Program  
D/FW Regional Office

CM/oda

*plc/le*

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*

July 7, 2014

Mr. Scot W Foltz, Compliance Manager  
Aqua Texas, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, Texas 78723

Re: Public Water Supply Comprehensive Compliance Investigation at:  
Chisholm Springs, Hwy. 287 & Chisholm Springs Blvd, Wise County, Texas  
RN 102678554, PWS ID No. 2490060, Investigation No. 1178085

Dear Mr. Foltz:

On May 22, 2014, Dan Atambo of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Regional Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Atambo in the D/FW Regional Office at (817) 588-5803.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Program  
D/FW Regional Office

CM/oda

*Gary*

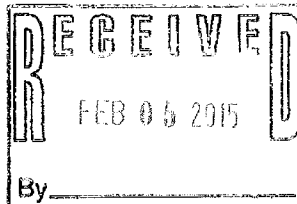
Bryan W. Shaw, Ph.D., P.E., *Chairman*  
Toby Baker, *Commissioner*  
Zak Covar, *Commissioner*  
Richard A. Hyde, P.E., *Executive Director*



## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

February 2, 2015



Mr. Scot W Foltz, Regulatory Compliance Mgr.  
Aqua Texas Inc.  
1106 Clayton Ln, Suite 400 W  
Austin, Texas 78723

Re: Comprehensive Compliance Investigation at:  
Clear Lakes, 119 CR 2131, E of SH 37, S of Quitman (Wood Co.), Texas  
RN102680154, TCEQ Additional ID: 2500017, Investigation No. 1221368

Dear Mr. Foltz:

On January 8, 2015, Samantha Smith of the Texas Commission on Environmental Quality (TCEQ) Tyler Region Office conducted an investigation of the above-referenced system to evaluate compliance with applicable requirements for public water systems. No violations are being alleged as a result of this investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Samantha Smith in the Tyler Region Office at (903) 535-5159.

Sincerely,

A handwritten signature in black ink, appearing to read "Cara C. Fisher".

Cara C. Fisher  
Work Leader, PWS Program  
Tyler Region Office

CCF/SSS



*Diakie*

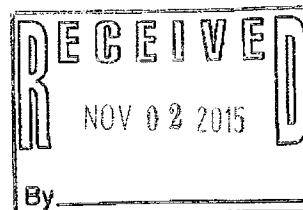
Bryan W. Shaw, Ph.D., P.E., *Chairman*  
Toby Baker, *Commissioner*  
John N. Mann, *Commissioner*  
Richard A. Hyde, P.E., *Executive Director*



## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

October 30, 2015



Mr. Scot W. Foltz, Compliance Manager  
Aqua Utilities Inc.  
1106 Clayton Lane Ste. 400W  
Austin, TX 78723-2476

Re: Public Water Supply Comprehensive Compliance Investigation at:  
Cottonwood Hills, Brindle Bit Trail, Fort Worth, Tarrant County, Texas  
RN 102685641, PWS ID No. 2200045, Investigation No. 1276813

Dear Mr. Foltz:

On August 14, 2015, Mr. Daniel Hernandez of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Regional Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation, however, please see the enclosed Additional Issue.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Hernandez in the D/FW Regional Office at (817)588-5844.

Sincerely,

A handwritten signature in dark ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Program  
D/FW Regional Office

CM/dh

Enclosure: Additional Issue

## Summary of Investigation Findings

COTTONWOOD HILLS ESTATES

Investigation #

1276813

Investigation Date: 08/14/2015

, TARRANT COUNTY,

Additional ID(s): 2200045

No Violations Associated to this Investigation

### ADDITIONAL ISSUES

#### Description

Item 1

#### Additional Comments

Please ensure that the pressure tank at pump station #1 is maintained, so that the paint is not peeling.

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



*Dan Long*  
RECEIVED

AUG 24 2013

AQUA TEXAS

## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

August 22, 2013

Steve Blackhurst, Environmental Compliance Manager  
Aqua Utilities, Inc.  
1106 Clayton Lane, Suite 400 W  
Austin, Texas 78723

Re: Comprehensive Compliance Evaluation Investigation at: Country Wood Estates, Hunt County,  
Texas  
TCEQ ID No.: 1160093, Inv. No. 1104001, RN102681723

Dear Mr. Blackhurst:

On July 31, 2013, Dan Long of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Region Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply. No violations are being alleged as a result of the investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Dan Long in the D/FW Region Office at (817) 588-5859.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Section  
D/FW Regional Office

CM/dml

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*

April 13, 2015

Mr. Scot Foltz, Environmental Compliance Manager  
Aqua Utilities Inc.  
1106 Clayton Ln. Ste. 400 W  
Austin, Texas 78723

RECEIVED

APR 15 2015

TX ADMIN-AUSTIN

Re: Incident No. 210024

Dear Mr. Foltz:

On February 10, 2015, the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Region Office received a complaint alleging poor water quality from your Crazy Horse Subdivision public water supply facility. The complaint was investigated by Environmental Investigator, Mr. Steve Zawrotny.

The enclosed report describes the findings that were noted during the investigation.

The TCEQ appreciates your interest in protecting the quality of our environment. If you have any questions concerning these findings, or if we can be of further assistance, please contact Mr. Zawrotny directly at (817) 588-5859 or the D/FW Region Office at (817) 588-5800.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Program  
Texas Commission on Environmental Quality  
D/FW Regional Office

CM/sz

Enclosure: Investigation Report No. 1240733



PWS/1160067/CO/03-24-15/CMPL

**Texas Commission on Environmental Quality  
Investigation Report**

The TCEQ is committed to accessibility. If you need assistance in accessing this document, please contact oee@teeq.texas.gov

**Customer: Aqua Utilities, Inc.  
Customer Number: CN602787509**

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**Regulated Entity Name: CRAZY HORSE SUBDIVISION**

**Regulated Entity Number: RN102671971**

<b>Investigation #</b> 1240733	<b>Incident Numbers</b> 210024
<b>Investigator:</b> STEVE ZAWROTNY	<b>Site Classification</b> GW 51-250 CONNECTION
<b>Conducted:</b> 03/11/2015 -- 03/24/2015	<b>SIC Code:</b> 4941
<b>Program(s):</b> PUBLIC WATER SYSTEM/SUPPLY	
<b>Investigation Type:</b> Compliance Invest File Review	<b>Location:</b> APPROXIMATELY 1 MI N OF HWY 276 IN CR 2153
<b>Additional ID(s):</b> 1160067	
<b>Address:</b> , , ,	<b>Local Unit:</b> REGION 04 - DFW METROPLEX <b>Activity Type(s):</b> PWSCMPL - PWS Complaint

**Principal(s):**

<b>Role</b>	<b>Name</b>
RESPONDENT	AQUA UTILITIES INC

COPY

**Contact(s):**

Role	Title	Name	Phone	
Regulated Entity Contact	FIELD SUPERVISOR	MR GARY DOUGLAS	Work	(903) 849-2050
Regulated Entity Mail Contact	ENVIRONMENTAL COMPLIANCE MANAGER	MR SCOT W FOLTZ	Work	(512) 670-7625

**Other Staff Member(s):**

<b>Role</b>	<b>Name</b>
Supervisor	CHARLES MARSHALL
QA Reviewer	CHARLES MARSHALL

**Associated Check List**

<b><u>Checklist Name</u></b> PWS COMPLAINT INVESTIGATION	<b><u>Unit Name</u></b> 1160067 CMPL
---	---

**Investigation Comments:**

INTRODUCTION

On February 10, 2015, the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW)

## CRAZY HORSE SUBDIVISION - QUINLAN

3/11/2015 to 3/24/2015 Inv. # - 1240733

Page 2 of 3

Region Office received a complaint from a customer of Crazy Horse Subdivision (Crazy Horse) Public Water System alleging poor water quality, which was corroding appliances. The complaint, Incident Number (No.) 210024, was assigned to Environmental Investigator Mr. Steve Zawrotny for investigation.

An in-house complaint investigation of Crazy Horse was conducted from March 11, through 24, 2015, by Mr. Zawrotny. No violations were alleged and a general compliance letter was mailed to the system as a result of the investigation.

### GENERAL FACILITY AND PROCESS INFORMATION

Crazy Horse is a community groundwater system, which serves 171 connections and an approximate population of 513 people, based upon three persons per connection. Crazy Horse operates four wells through one water plant, on one pressure plane.

For additional facility and process information, see Investigation No. 1103840.

No exceptions to the rule or alternate capacity requirements have been granted to the water system.

### BACKGROUND

The most recent CCI, Investigation No. 1103840, was conducted on July 31, 2013. No violations were alleged.

No complaints have been filed against Crazy Horse within the last five years.

### ADDITIONAL INFORMATION

On February 10, and 12, 2015, Mr. Zawrotny spoke to the complainant about the allegations of poor water quality. The complainant said the water has always been corrosive. The water causes premature deterioration of appliances and fixtures. White deposits are often seen on fixtures and other metal appliances. Recently, the complainant changed their hot water heater and they were surprised to find a buildup of metallic flakes. The complainant said the flakes do not ever come out of the faucets. Mr. Zawrotny suggested this was most likely the result of naturally occurring elements and minerals in the groundwater servicing their residence.

From March 11, through 24, 2015, Mr. Zawrotny evaluated groundwater chemical test results listed on Texas Drinking Water Watch (TDWW) and reviewed publications about aquifer characteristics in North Texas. It was noted that the groundwater serving customers of Crazy Horse is sourced from the Nacatoch Aquifer. The Texas Water Development Board's website states that the Nacatoch Aquifer's groundwater is characterized as being soft, high in alkalinity, and high in total dissolved solids. This characterization is consistent with the chemical data listed on DWW, which showed low hardness, high alkalinity, and a total dissolved solids concentration very close to the Maximum Contaminant Level (MCL) of 1000 milligrams per liter (mg/L). Sulfur concentrations exceeded the MCL of 300 mg/L. Groundwater with these chemical characteristics, when placed in a high temperature environment such as a hot water heater, is often associated with aesthetic concerns and is a likely explanation for the aesthetic concerns raised by the complainant.

### Investigation Findings

Crazy Horse receives groundwater from the Nacatoch Aquifer, which is high in total dissolved solids, sulfur, and alkalinity. Chemical reactions occurring in the high temperature environment of the hot water heater have likely lead to the metallic flakes in the hot water heater. No violations were alleged against the water system.

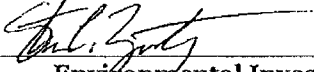
**No Violations Associated to this Investigation**

CRAZY HORSE SUBDIVISION - QUINLAN

3/11/2015 to 3/24/2015 Inv. # - 1240733

Page 3 of 3

Signed



Environmental Investigator

Date

4-6-15

Signed



Supervisor

Date

4/10/15

**Attachments: (in order of final report submittal)**

☐ Enforcement Action Request (EAR)

☒ Letter to Facility (specify type) : COMPLIANT

☐ Investigation Report

☐ Sample Analysis Results

☐ Manifests

☐ Notice of Registration

☐ Maps, Plans, Sketches

☐ Photographs

☐ Correspondence from the facility

☐ Other (specify) :

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



10/10/10

*Mary*

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



PWS/1580016/CO/10-23-2015/CMPL & FOCUS

## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

December 28, 2015

RECEIVED

DEC 28 2015

TX ADMIN-AUSTIN

Mr. Scot Foltz, Environmental Compliance Manager  
Aqua Texas Inc.  
1106 Clayton Ln, Ste 400W  
Austin, TX 78723-1066

Re: Notice of Violation for the Complaint / Focused Investigations at:  
Crestwood Water Co,  
Located in Crestwood Subdivision (Marion Co.), TX  
RN102677812; PWS ID No.: 1580016; Investigation No. 1299816

Dear Foltz:

On October 22 and 23, 2015, Mr. Kevin Glanton of the Texas Commission on Environmental Quality (TCEQ) Tyler Region Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable construction storm water regulations. During the investigation, the investigator notified you of some apparent instances of noncompliance. You have provided us with information which appears to indicate that these problems have been corrected. No further response from you is necessary concerning this investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Ms. Fisher in the Tyler Region Office at 903-535-5144.

Sincerely,

A handwritten signature in cursive script, appearing to read "Cara C. Fisher".

Ms. Cara C. Fisher, Water Work Leader  
Tyler Region Office

CCF/RKG

Enclosure: Summary of Investigation Findings

## Summary of Investigation Findings

CRESTWOOD WATER

Investigation # 1299816

, MARION COUNTY,

Investigation Date: 10/22/2015

Additional ID(s): 1580016

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

Track No: 590890

30 TAC Chapter 290.46(d)(2)

#### Alleged Violation:

Investigation: 1299816

Comment Date: 12/14/2015

Failure to maintain the residual disinfectant concentration in the far reaches of the distribution system at a minimum of 0.2 mg/L free chlorine or 0.5 mg/L of total chlorine as per agency regulations. Field tests conducted during this survey revealed that these levels are not being maintained throughout the system. As a result of these tests, the system must inject enough chlorine to achieve breakpoint chlorination.

During the investigation on 10/22/2015, the investigator documented that the disinfectant residual (in mg/L) at the following locations was below the minimum level: Jefferson Avenue flush valve, 0.15; Monica flush valve, 0.24; and Crestwood flush valve, 0.38.

**Resolution:** On 10/23/2015, the total chlorine disinfectant residual levels were restored to levels at or above the minimum level as follows (in mg/L): Jefferson Avenue flush valve, 1.53; Monica flush valve, 1.66; and Crestwood flush valve, 0.59.

### ADDITIONAL ISSUES

#### Description

Item 1

#### Additional Comments

Residents on Beene Lane stated that they would like for the operators of Crestwood Water Co to flush the flush valve on Beene Lane each month, or as necessary, in order to maintain water quality. TCEQ recommends that Crestwood Water Co continue to work with the residents in order to flush the flush valve.

*Dickie*

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*

January 14, 2015

Mr. Scot Foltz, Environmental Compliance Manager  
Aqua Utilities, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, Texas 78723-2476

**RECEIVED**  
JAN 19 2015

BY:.....

Re: Public Water Supply Comprehensive Compliance Investigation at:  
Decatur Acres Water System, 109B Peach Tree Lane, Decatur, Wise County, Texas  
RN102692480, PWS ID No. 2490030, Investigation No. 1216863

Dear Mr. Foltz:

On December 3, 2014, Ms. Crystal Watkins of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Regional Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Ms. Crystal Watkins in the D/FW Regional Office at (817) 588-5804.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Program  
D/FW Regional Office

CM/cdw

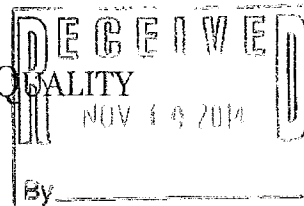
*Seiki*

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*



November 6, 2014

Mr. Scot W Foltz, Compliance Manager  
Aqua Texas, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, Texas 78723

Re: Public Water Supply Comprehensive Compliance Investigation at:  
Deer Butte Subdivision, Springtown, Parker County, Texas  
RN 102694122, PWS ID No. 1840037, Investigation No. 1204289

Dear Mr. Foltz:

On September 18, 2014, Dan Atambo of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Regional Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Atambo in the D/FW Regional Office at (817) 588-5803.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Program  
D/FW Regional Office

CM/oda

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

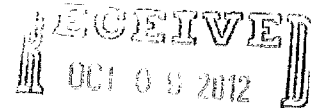


## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

October 5, 2012

Mr. Steve Blackhurst, Environmental Compliance Manager  
Aqua Texas, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, Texas 78723



BY: .....

Re: Compliance Evaluation Investigation at:  
Diamond Ridge, PR 4732, Rhome, Wise County, Texas  
RN102692829, TCEQ Additional ID 2490052, Investigation No. 1031108

Dear Mr. Blackhurst:

On September 12, 2012, Mr. Steven Mindt of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth Region Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply. No violations are being alleged as a result of the investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Steven Mindt in the Dallas/Fort Worth Region Office at (817) 588-5843.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall".

Charles Marshall, Team Leader  
Dallas/Fort Worth Region Office

CM/sm

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 28, 2016

RECEIVED

Scot W. Foltz, Environmental Compliance Manager  
Aqua Utilities, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, TX 78723

X ADMIN-AUSTIN

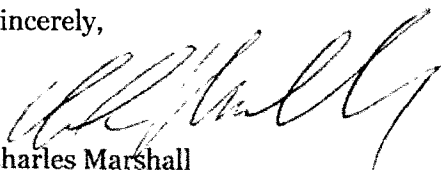
Re: Public Water Supply Comprehensive Compliance Investigation at:  
Country Meadows Subdivision, Country Meadows Cr., Granbury, Hood County, Texas  
RN 102672391, PWS ID No. 1110089, Investigation No. 1313661

Dear Mr. Foltz:

On February 11, 2016, Mr. Steve Zawrotny of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Regional Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Zawrotny in the D/FW Regional Office at (817) 588-5859.

Sincerely,



Charles Marshall  
Team Leader, Public Water Supply Program  
Texas Commission on Environmental Quality  
D/FW Regional Office

CM/sz

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

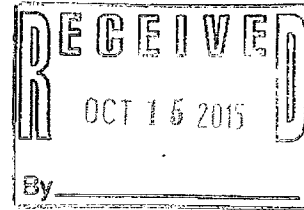


PWS\_2490052\_CO\_20151007\_Inactive Ltr  
PWS\_2490036\_CO\_20151007\_Inactive Ltr

## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

October 7, 2015



Scot W. Foltz, Compliance Manager  
Aqua Utilities Inc.  
1106 Clayton Ln. Ste. 400W  
Austin, TX 78723-2476

Subject: Approval to Inactivate Public Water System (PWS):  
Diamond Ridge - PWS ID 2490052 (Receiving Entity), Wise County  
Old Chisolm Estates - PWS ID 2490036 (Providing Entity), Wise County

Dear Mr. Foltz:

The Texas Commission on Environmental Quality (TCEQ) has received documentation indicating that the Diamond Ridge public water system is receiving water for human consumption from the Old Chisolm Estates public water system. The TCEQ has also received your request to inactivate the Diamond Ridge public water system. Based on our review, the Diamond Ridge public water system has been inactivated in accordance with Title 30 Texas Administrative Code (TAC), Sections 290.38(66) and 290.102(a)(1)-(5). As a result of this regulatory status change, the Diamond Ridge is not required to implement state and federal drinking water standards and rule requirements.

The TCEQ is responsible for ensuring that public water systems provide the public with safe and adequate drinking water in compliance with state and federal drinking water standards and rule requirements. If the regulatory status of your facility changes, you must notify the TCEQ so that it may be re-evaluated for compliance purposes.

On September 1, 2014, the TCEQ transferred responsibility for the water utility rate, Sale, Transfer, and Merger and Certificate of Convenience and Necessity (CCN) programs to the Public Utility Commission (PUC) of Texas. This transfer was required by the PUC's 2013 Sunset legislation (House Bill 1600). After the transfer, the PUC will be responsible for the regulation of submetered or allocated utility service. If an owner intends to bill tenants for submetered or allocated utility service, the owner must register with the PUC. For information on how to register as a submetered or allocated utility provider, please go to: <http://www.puc.texas.gov/industry/water/watersystems/submeter.aspx>. You may also contact the PUC by phone at (512) 936-7405.

For your convenience, you can review the system's regulatory status and associated data at the following TCEQ website:

*Texas Drinking Water Watch (DWW)* – <http://dww2.tceq.texas.gov/DWW/>.



Mr. Foltz  
Page 2  
October 7, 2015

The TCEQ appreciates your assistance in this matter. If you have any further questions or need additional assistance, please contact James Beauchamp of the Water Supply Division, Public Drinking Water Section at [James.Beauchamp@tceq.texas.gov](mailto:James.Beauchamp@tceq.texas.gov), or at (512) 239-6174.

Sincerely,



Gary Chauvin, Manager  
Public Drinking Water Section  
Water Supply Division  
Texas Commission on Environmental Quality

GC/JB/av

cc: Scot W. Foltz, Compliance Manager, Aqua Utilities Inc., 1106 Clayton Ln. Ste. 400W,  
Austin, TX 78723-2476  
TCEQ Region 4, Jeff Tate, Charles Marshall

Dickens

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

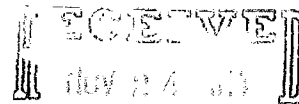


## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

November 21, 2014

Mr. Scot Foltz, Environmental Compliance Manager  
Aqua Utilities, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, Texas 78723-2476



Re: Public Water Supply Comprehensive Compliance Investigation at:  
Dove Hollow Water System, 25357 Williams Drive, Justin, Denton County, Texas  
RN102690922, PWS ID No. 0610210, Investigation No. 1209006

Dear Mr. Foltz:

On October 9, 2014, Ms. Crystal Watkins of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Regional Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Ms. Crystal Watkins in the D/FW Regional Office at (817) 588-5804.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Program  
D/FW Regional Office

CM/cdw

*Long*

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



## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

June 26, 2015

RECEIVED

JUN 29 2015

TX ADMIN-AUSTIN

Mr. Scot Foltz, Environmental Compliance Manager  
Aqua Texas Inc.  
1106 Clayton Ln, Ste 400W  
Austin, TX 78723-1066

Re: Comprehensive Compliance Investigation at:  
Eagles Bluff Water System,  
Plant located on CR 187, S of FM 344 in Cherokee County, Texas  
RN101179240; PWS ID No.: 0370052; Investigation No. 1253684

Dear Mr. Foltz:

On April 30, 2015, Mr. Kevin Glanton of the Texas Commission on Environmental Quality (TCEQ) Tyler Region Office conducted an investigation of the above-referenced system to evaluate compliance with applicable requirements for public water systems. No violations were documented during the investigation. However, an Additional Issue was noted, which requires your attention.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Kevin Glanton in the Tyler Region Office at (903) 535-5133.

Sincerely,

A handwritten signature in black ink, appearing to read "Cara C. Fisher".

Ms. Cara C. Fisher  
Water Work Leader  
Tyler Region Office

CCF/rkg

Enclosures: Summary of Investigation Findings

## Summary of Investigation Findings

EAGLES BLUFF

Investigation # 1253684

, CHEROKEE COUNTY,

Investigation Date: 04/30/2015

Additional ID(s): 0370052

No Violations Associated to this Investigation

### ADDITIONAL ISSUES

#### Description

Item 1

#### Additional Comments

The smaller ground storage tank had some corrosion around the vent, which was already scheduled for maintenance. Please submit documentation demonstrating that this issue has been addressed within 30 days of completion.

Dickie

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



## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

September 1, 2015

RECEIVED

Mr. Scot W. Foltz, Compliance Manager  
Aqua Utilities Inc.  
1106 Clayton Lane Ste. 400W  
Austin, TX 78723-2476

EX. ADMIN-AUSTIN

Re: Public Water Supply Comprehensive Compliance Investigation at:  
Eagle Nest, Lechner Rd, Fort Worth, Tarrant County, Texas  
RN 102692696, PWS ID No. 2200185, Investigation No. 1267472

Dear Mr. Foltz:

On July 22, 2015, Mr. Daniel Hernandez of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Regional Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Hernandez in the D/FW Regional Office at (817)588-5844.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Program  
D/FW Regional Office

CM/dh

*Handwritten signature*

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*

April 2, 2013

RECEIVED  
APR 04 11 11

Steve Blackhurst, Regional Environmental Compliance Manager **BY:.....**  
Aqua Texas, Inc.  
1106 Clayton Lane, Suite 400 W  
Austin, Texas 78723

Re: Public Water Supply Comprehensive Compliance Investigation at:  
Eastwood Village, Granbury, Hood County, Texas  
RN 102683059, PWS ID No. 1110052, Investigation No. 1076002

Dear Mr. Blackhurst:

On February 7, 2013, Ms. Merissa Ludwig of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Regional Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation, however please see the attached Additional Issue.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Ms. Ludwig in the D/FW Regional Office at (817) 588-5846.

Sincerely,

A handwritten signature in dark ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Program  
D/FW Regional Office  
Texas Commission on Environmental Quality

CM/ml

Enclosure: Summary of Investigation Findings

## Summary of Investigation Findings

EASTWOOD VILLAGE

Investigation #

1076002

Investigation Date: 02/07/2013

, HOOD COUNTY,

Additional ID(s): 1110052

No Violations Associated to this Investigation

### ADDITIONAL ISSUES

#### Description

Item 1

#### Additional Comments

Following the investigation, it was noted that the alternative capacity requirement issued to the public water system on March 12, 2009, is contingent on the collection of daily usage data and the maintenance of records. Please ensure that the amount of water treated is recorded on a daily basis to comply with the terms of the alternative capacity requirement.

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



*Dickie*  
RECEIVED  
OCT 18 2013  
AQUA TEXAS

## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

October 16, 2013

Mr. Steve Blackhurst, P.E., Regional Environmental Compliance Manager  
Aqua Texas, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, TX 78723

Re: Comprehensive Compliance Investigation at:  
Flat Rock Estates, Azle, Parker County, Texas  
TCEQ ID No.:1840035, RN No. 102676913, Investigation No. 1116132

Dear Mr. Blackhurst:

On September 26, 2013, Mr. Robert E. Ferry of the Texas Commission on Environmental Quality (TCEQ), DFW Region Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Ferry in the DFW Region Office at (817) 588-5814.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Section  
DFW Regional Office

CM/ref



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



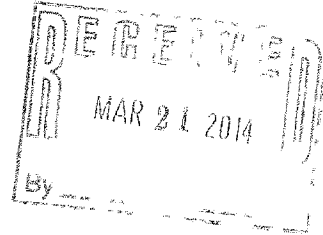
*Gray*  
PWS/2120045/CO/02-27-2014/CCI

## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

March 19, 2014

Mr. Larry Mitchell, Assistant Compliance Manager  
Aqua Development Inc.  
1106 Clayton Ln, Ste. 400W  
Austin, TX 78723-1066



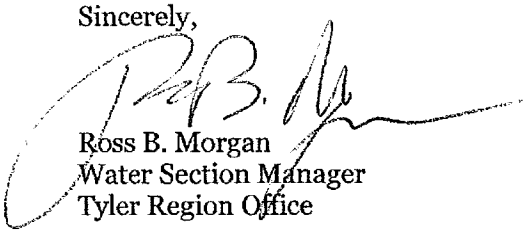
Re: Comprehensive Compliance Investigation at:  
Enchanted Lakes Water System, CR 455, 1.7 mi W of CR 484, N of Lindale (Smith Co.),  
Texas, RN102689783; PWS ID No. 2120045; Investigation No. 1152527

Dear Mr. Mitchell:

On February 27, 2014, Miss Samantha Smith of the Texas Commission on Environmental Quality (TCEQ) Tyler Region Office conducted an investigation of the above-referenced system to evaluate compliance with applicable requirements for public water systems. No violations were documented during the investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Miss Smith in the Tyler Region Office at (903) 535-5159.

Sincerely,

  
Ross B. Morgan  
Water Section Manager  
Tyler Region Office

RBM/SSS

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



## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

March 11, 2016

Mr. Scot Foltz, Regional Environmental Compliance Manager  
Aqua Utilities, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, Texas, 78723-2476

Re: Incident No. 228067

Dear Mr. Foltz:

On February 19, 2016, the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Region Office received a complaint alleging several boil water notices had been issued recently by Forest Acres Graders. The complaint was investigated by Environmental Investigator, Ms. Daniela Hill.

The enclosed report describes the findings that were noted during the investigation.

The TCEQ appreciates your interest in protecting the quality of our environment. If you have any questions concerning these findings, or if we can be of further assistance, please contact Ms. Hill directly at (817) 588-5810 or the D/FW Region Office at (817) 588-5800.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Program  
D/FW Regional Office  
Texas Commission on Environmental Quality

RECEIVED

TX ADMIN-AUSTIN

CM/dh

Enclosure: Investigation Report No. 1313663 (without attachments)



PWS\_2200186\_CO\_20160219\_CMPL

**Texas Commission on Environmental Quality  
Investigation Report**

The TCEQ is committed to accessibility. If you need assistance in accessing this document, please contact oce@tceq.texas.gov

**Customer: Aqua Utilities, Inc.  
Customer Number: CN602787509**

---

**Regulated Entity Name: FOREST ACRES GARDENS**

**Regulated Entity Number: RN101217925**

**Investigation #** 1313663

**Incident Numbers**

228067

**Investigator:** DANIELA HILL

**Site Classification** GW 51-250 CONNECTION

**Conducted:** 02/22/2016 -- 02/22/2016

**NAIC Code:** 221310

**SIC Code:** 4941

**Program(s):** PUBLIC WATER SYSTEM/SUPPLY

**Investigation Type:** Compliance Invest File Review

**Location:** 5 MI W OF MANSFIELD 287S CORNER  
OF GARDEN ACRES RD AND TEAGUE RD

**Additional ID(s):** 2200186

**Address:** ,  
, ,

**Local Unit:** REGION 04 - DFW METROPLEX

**Activity Type(s):** PWSCMPL - PWS Complaint

**Principal(s):**

<b>Role</b>	<b>Name</b>
RESPONDENT	AQUA UTILITIES INC

**Contact(s):**

<b>Role</b>	<b>Title</b>	<b>Name</b>	<b>Phone</b>
PARTICIPATED IN	SUPERVISOR	MS NOLA FARRIS	Work (817) 367-1407
REGULATED ENTITY CONTACT	SUPERVISOR	MS NOLA FARRIS	Work (817) 367-1407
REGULATED ENTITY MAIL CONTACT	COMPLIANCE MANAGER	MR SCOT FOLTZ	Work (512) 990-4400

**Other Staff Member(s):**

<b>Role</b>	<b>Name</b>
QA Reviewer	CHARLES MARSHALL
Supervisor	CHARLES MARSHALL

**Associated Check List**

**Checklist Name**  
PWS COMPLAINT INVESTIGATION

**Unit Name**  
CMPL 2200186

## FOREST ACRES GARDENS - MANSFIELD

2/22/2016 Inv. # - 1313663

Page 2 of 3

### Investigation Comments:

#### INTRODUCTION

On February 19, 2016, the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Regional Office received a complaint by e-mail, from a concerned citizen, regarding several boil water notices that were recently issued by the Forest Acres Gardens Public Water System (PWS). The complaint, identified as Incident Number 228067, was assigned to Environmental Investigator Ms. Daniela Hill for further investigation.

An in-house complaint investigation of the Forest Acres Gardens PWS was conducted on February 22, 2016. No violations were noted during the complaint investigation and a copy of the investigation report was mailed to the public water system and the complainant as a result of the investigation.

#### GENERAL FACILITY AND PROCESS INFORMATION

Forest Acres Gardens is a community groundwater system that serves a total of 135 connections and an approximate population of 405 individuals, based on three persons per connection. The water system consists of two groundwater wells, one water plant, and one pressure plane.

For additional facility and process information, see Investigation Number 1132396.

#### BACKGROUND

One complaint has been filed against the public water system within the past five years. Incident Number 199882, received on June 16, 2014, alleged the water system experienced a water outage. No violations were issued in response to the complaint allegations.

The most recent comprehensive compliance investigation, Investigation Number 1132396, was conducted on November 13, 2013. Two alleged violations were cited during the investigation and have since been resolved.

#### ADDITIONAL INFORMATION

##### Complaint Investigation

On February 19, 2016, the TCEQ D/FW Regional Office received a complaint from a customer of the water system alleging the Forest Acres Gardens PWS issued several boil water notices in recent months in the area of the complainant's residence.

On February 22, 2016, Ms. Hill contacted the complainant to discuss the complainant's concern. Ms. Hill concurred that the water system issued three boil water notices within the past three months. The boil water notices were issued due to distribution main repairs on December 7 and 15, 2015, and January 21, 2016, respectively. The boil water notices were rescinded on December 10 and 18, 2015, and February 2, 2016, respectively. The water system also notified the TCEQ D/FW Regional Office of the boil water notices issued by Forest Acres Gardens. The complainant stated that the complainant's concern was with the puddles with the oil looking sheen near the complainant's residence and not the boil water notices issued by the water system. Ms. Hill stated that this part of the complaint had been referred to the Railroad Commission for investigation. The complainant also stated that the complainant was pleased with the new water system and its services.

On February 22, 2016, Ms. Hill contacted Ms. Nola Farris, Water System Supervisor, to inform her that the TCEQ Region office received a complaint against Forest Acres Gardens. The nature of the complaint, the area of the complainant's residence, and the outcome of the investigation was discussed during the conversation.

The Administrative Code Title 30 (30 TAC) §290.46(q) states special precautions must be instituted by the water system owner or responsible official in the event of low distribution pressures (below 20 pounds per square inch (psi)), water outages, microbiological samples found to contain *Escherichia coli* or fecal coliform organisms, failure to maintain adequate chlorine residuals, elevated finished water turbidity levels, or other conditions which indicate that the potability of the drinking water supply has been compromised.

**FOREST ACRES GARDENS - MANSFIELD**

**2/22/2016 Inv. # - 1313663**

**Page 3 of 3**

The Administrative Code Title 30 (30 TAC) §290.46(q)(1) states boil water notifications must be issued to the customers within 24 hours using the prescribed notification format as specified in §290.47(c) of this title. A copy of this notice shall be provided to the executive director. Bilingual notification may be appropriate based upon local demographics. Once the boil water notification is no longer in effect, the customers must be notified in a manner similar to the original notice.

**Investigation Findings**

The Forest Acres Gardens PWS appears to be operating within regulatory guidelines. No violations were alleged as a result of the investigation.

**No Violations Associated to this Investigation**

**Signed**

*Daniela Hill*

**Environmental Investigator**

**Date** 02-24-16

**Signed**

*[Signature]*

**Supervisor**

**Date** 3/9/16

**Attachments: (in order of final report submittal)**

☐ Enforcement Action Request (EAR)

☒ Letter to Facility (specify type) : COMPLAINT

☐ Investigation Report

☐ Sample Analysis Results

☐ Manifests

☐ Notice of Registration

☐ Maps, Plans, Sketches

☐ Photographs

☐ Correspondence from the facility

☐ Other (specify) :  
\_\_\_\_\_  
\_\_\_\_\_



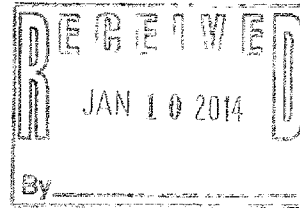
Bryan W. Shaw, Ph.D., *Chairman*  
Carlos Rubinstein, *Commissioner*  
Toby Baker, *Commissioner*  
Zak Covar, *Executive Director*



## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

December 20, 2013



Mr. Steven Blackhurst  
Regulatory and Compliance Manager  
Aqua Texas Inc.  
1421 Wells Branch Parkway, Ste 105  
Pflugerville, TX 78660

Re: Comprehensive Compliance Investigation at:  
Forest Lake Subdivision, 0.25 Miles North of FM 1844, Gregg County, Texas  
RN101202455, PWS ID No.: 0920026, Investigation No. 1133406

Dear Mr. Blackhurst:

On November 15, 2013, Tom Erny of the Texas Commission on Environmental Quality (TCEQ) Tyler Region Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply. During the investigation no violations were noted.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Tom Erny in the Tyler Region Office at (903) 535-5142.

Sincerely,

  
Ross Morgan, Water Section Manager  
Tyler Region Office

RBM/the

(Rev. 01/05/09)

TCEQ Region 5 • 2916 Teague Dr. • Tyler, Texas 75701-3734 • 903-535-5100 • Fax 903-595-1562

Austin Headquarters: 512-239-1000 • [tceq.texas.gov](http://tceq.texas.gov) • How is our customer service? [tceq.texas.gov/customersurvey](http://tceq.texas.gov/customersurvey)

printed on recycled paper using soy based ink



*D. Hill*

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



RECEIVED

DEC 02 2015

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY ~~TX~~ADMIN-AUSTIN

*Protecting Texas by Reducing and Preventing Pollution*

November 30, 2015

**E SIGNATURE CONFIRMATION # 91 3499 9991 7030 0270 8637**

Mr. Scot Foltz, Regional Environmental Compliance Manager  
Aqua Utilities Inc.  
1106 Clayton Lane, Suite 400W  
Austin, Texas, 78723-2476

Re: Notice of Violation for Public Water Supply Comprehensive Compliance Investigation at:  
Foxbane Combined Water System, Justin, Denton County, Texas  
RN 102675485, PWS ID No. 0610164, Investigation No. 1289676

Dear Mr. Foltz:

On October 29, 2015, Ms. Daniela Hill of the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Regional 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 **December 30, 2015**, 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 D/FW Regional Office at (817) 588-5800 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 requirements. 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 violations documented in this notice. Should you choose to do so, you must notify the D/FW Regional Office within 10 days from the date of this letter. At that time, Mr. Jeff Tate, Water Section Manager, will schedule a violation review meeting to be conducted within 21 days from the date of this letter. 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 attached Summary of Investigation Findings until an official decision is made regarding the status of any of the contested violations.

Mr. Foltz, Regional Environmental Compliance Manager  
Page 2  
November 30, 2015

If you or members of your staff have any questions, please feel free to contact Ms. Daniela Hill in the D/FW Regional Office at (817) 588-5810.

Sincerely,

A handwritten signature in black ink, appearing to read 'Charles Marshall', with a stylized, cursive script.

Charles Marshall  
Team Leader, Public Water Supply Program  
D/FW Regional Office

CM/dh

Enclosure: Summary of Investigation Findings

## Summary of Investigation Findings

FOXBANE ESTATES PWS

17865B MARY POLK RD  
JUSTIN, DENTON COUNTY, TX 76247

Investigation #

1289676

Investigation Date: 10/29/2015

Additional ID(s): 0610164

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

Track No: 587897 Compliance Due Date: 12/30/2015

30 TAC Chapter 290.46(m)(1)(B)

#### Alleged Violation:

Investigation: 1289676

Comment Date: 11/09/2015

Failure to inspect the interior surface of the pressure tanks every five years.

During the comprehensive compliance investigation on October 29, 2015, Mr. Smethers stated that the interior surface of the pressure tanks at all four water plants had not been inspected within the last five years.

30 TAC 290.46(m)(1)(B) states pressure tank inspections must determine that the pressure release device and pressure gauge are working properly, the air-water ratio is being maintained at the proper level, the exterior coating systems are continuing to provide adequate protection to all metal surfaces, and the tank remains in watertight condition. Pressure tanks provided with an inspection port must have the interior surface inspected every five years.

**Recommended Corrective Action:** Inspect the interior surface of the pressure tanks at all four water plants. Submit a letter and description of the actions taken to the TCEQ D/FW Region Office to document that the alleged violation has been corrected.

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*

July 7, 2014

Mr. Steve Blackhurst, P.E., Regional Environmental Compliance Manager  
Aqua Texas, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, TX 78723

Re: Comprehensive Compliance Investigation at:  
FRF Water Systems, Cooke County, Texas  
TCEQ ID No.: 0490042, RN No. 102681855, Investigation No. 1170388

Dear Mr. Blackhurst:

On May 22, 2014, Mr. Robert E. Ferry of the Texas Commission on Environmental Quality (TCEQ), DFW Region Office conducted an investigation of the above-referenced facility to evaluate compliance with applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation.

The TCEQ appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions regarding these matters, please feel free to contact Mr. Ferry in the DFW Region Office at (817) 588-5814.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall", is written over a horizontal line.

Charles Marshall  
Team Leader, Public Water Supply Section  
DFW Regional Office

CM/ref

*Adrian*

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



## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

September 8, 2015

RECEIVED

Mr. Steve Blackhurst, Environmental Compliance Manager  
Aqua Texas, Inc.  
1106 Clayton Lane, Suite 400W  
Austin, Texas 78723

TX ADMIN-AUSTIN

Re: Incident No. 214535

Dear Mr. Blackhurst:

On May 20, 2015, the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Region Office received a complaint alleging chlorine fluctuations at your FRF Water Systems facility. The complaint was investigated by Environmental Investigator, Mr. Steve Zawrotny.

The enclosed report describes the findings that were noted during the investigation.

The TCEQ appreciates your interest in protecting the quality of our environment. If you have any questions concerning these findings, or if we can be of further assistance, please contact Mr. Zawrotny directly at (817) 588-5859 or the D/FW Region Office at (817) 588-5800.

Sincerely,

A handwritten signature in black ink, appearing to read "Charles Marshall".

Charles Marshall  
Team Leader, Public Water Supply Program  
Texas Commission on Environmental Quality  
D/FW Regional Office

CM/sz

Enclosure: Investigation Report No. 1273320 (w/o attachments)



PWS/0490042/CO/07-03-15/CMPL

**Texas Commission on Environmental Quality  
Investigation Report**

The TCEQ is committed to accessibility. If you need assistance in accessing this document, please contact [oce@tceq.texas.gov](mailto:oce@tceq.texas.gov)

**Customer: Aqua Utilities, Inc.  
Customer Number: CN602787509**

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**Regulated Entity Name: FRF WATER SYSTEMS 1 3 4 5 6 7 8  
Regulated Entity Number: RN102681855**

<b>Investigation #</b> 1273320	<b>Incident Numbers</b> 214535
<b>Investigator:</b> STEVE ZAWROTNY	<b>Site Classification</b> GW 51-250 CONNECTION
<b>Conducted:</b> 06/19/2015 -- 07/03/2015	<b>SIC Code:</b> 4941
<b>Program(s):</b> PUBLIC WATER SYSTEM/SUPPLY	
<b>Investigation Type:</b> Compliance Investigation	<b>Location:</b> Lone Oak & JI Dr, Ft. Worth 76272
<b>Additional ID(s):</b> 0490042	

<b>Address:</b> , , ,	<b>Local Unit:</b> REGION 04 - DFW METROPLEX <b>Activity Type(s):</b> PWSCMPL - PWS Complaint
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**Principal(s):**

<b>Role</b>	<b>Name</b>
RESPONDENT	AQUA UTILITIES INC

**Contact(s):**

Role	Title	Name	Phone
REGULATED ENTITY CONTACT	FIELD SUPERVISOR	MR DICKIE SMETHERS	Work (817) 367-3625
			x. 57109
			Fax (817) 367-1626
			Work (817) 579-9573
			Work (817) 367-1409
PARTICIPATED IN	CONTRACT OPERATOR	MR Tom Ledbetter	Cell (817) 822-2507
			Work (817) 367-1404
REGULATED ENTITY MAIL CONTACT	REGULATORY AND COMPLIANCE MANAGER	MR STEVE BLACKHURST	Phone (512) 670-7625
			Cell (512) 844-6475
			Fax (512) 989-9891

**Other Staff Member(s):**

<b>Role</b>	<b>Name</b>
QA Reviewer	CHARLES MARSHALL
Supervisor	CHARLES MARSHALL

### Associated Check List

**Checklist Name**

PWS COMPLAINT INVESTIGATION

PWS INVESTIGATION - EQUIPMENT

MONITORING AND SAMPLING revised 06/2013

**Unit Name**

0490042 CMPL

0490042 EMS

**Investigation Comments:**

**INTRODUCTION**

On May 20, 2015, the Texas Commission on Environmental Quality (TCEQ) Dallas/Fort Worth (D/FW) Region Office received a complaint by phone, alleging the water system had no way of controlling the chlorine levels, from a customer of FRF Water Systems (FRF). The complaint, Incident Number (No.) 214535 was assigned to Environmental Investigator Mr. Steve Zawrotny for investigation.

From June 19, to July 3, 2015, Mr. Zawrotny conducted a complaint investigation at FRF. No violations were alleged and a copy of the investigation report was mailed to the water system and the complainant following the investigation.

**GENERAL FACILITY AND PROCESS INFORMATION**

FRF is a community groundwater system, which serves 93 connections and a population of 279, based on three persons per connection. FRF is supplied by two groundwater wells, which are treated at two water plants. Groundwater from each well is disinfected with sodium hypochlorite solution prior to entering a ground storage tank. Water is pumped to distribution by service pumps and pressure is maintained by hydro-pneumatic pressure tanks.

For additional facility and process information, see Investigation No. 1170388.

**BACKGROUND**

The most recent Comprehensive Compliance Investigation (CCI), No. 1170388, was conducted on May 22, 2014. No violations were alleged.

No complaints have been filed against the water system in the last five years.

**ADDITIONAL INFORMATION**

On May 20, 2015, a complainant called the Region 4 Office and alleged that the chlorine levels in their water were fluctuating from very high to imperceptibly low. The complainant stated that they contacted the water system and were told that FRF had no way of controlling the chlorine concentration. The complainant stated that they were told calcium hypochlorite tablets were being thrown into the ground storage tank, initially giving off an intense chlorine odor and eventually tapering off to no chlorine at all.

The investigator contacted the water system and spoke to Mr. Tom Ledbetter, Contract Operator with Aqua Texas Inc. Mr. Ledbetter explained that FRF received several calls about the chlorine levels and the operators were regularly monitoring the chlorine and making adjustments on the dosage pump, as needed. At both water plants, FRF uses sodium hypochlorite solution as their primary disinfectant and the pump draws from a 55 gallon barrel. Because of the volume of water that is treated at FRF, a 55 gallon barrel can last for several months and during this time the chlorine concentration decreases. Environmental factors, such as temperature and humidity, affect the rate at which the concentration decreases and operators must regularly make adjustments to the dosage pump to compensate for the change.

Mr. Ledbetter told the investigator that there have not been any repairs or maintenance concerns which would require the use of batch chlorination with calcium hypochlorite. The disinfection facilities at both water plants have been online and functional all year. Mr. Ledbetter explained that the water system changed out the



**FRF WATER SYSTEMS 1 3 4 5 6 7 8 - FORT WORTH**

**6/11/2015 to 7/3/2015 Inv. # - 1273320**

**Page 3 of 4**

disinfectant barrel near the end of March 2015. Operators turned down the dosage pump when the new barrel of sodium hypochlorite was placed in service, but the distribution residual still increased.

On July 1, 2015, the investigator conducted a site visit and monitored the disinfectant residual and measured the distribution pressure at 795 JL Dr. The disinfectant residual measured 0.81 milligrams per liter (mg/L) free chlorine and the pressure measured 43 pounds per square inch.

Mr. Ledbetter provided monthly operating reports (MORs) for the months of April, May, and June, 2015. The investigator noted that in April, the free chlorine concentration measured in the distribution system was 2.00 mg/L, 2.10 mg/L, 2.00 mg/L, and 1.60 mg/L. In May, the free chlorine concentration was 1.50 mg/L, 2.50 mg/L, 1.90 mg/L, and 1.00 mg/L. In June, the free chlorine concentration was 1.10 mg/L, 0.99 mg/L, 0.86 mg/L, 0.84 mg/L, and 0.86 mg/L. The monthly averages for April, May, and June are 1.92 mg/L, 1.72 mg/L, and 0.93 mg/L. The months of April and June have consistent disinfectant residual concentrations, but the month of May had free chlorine concentrations which fluctuated from a minimum of 1.00 mg/L to a maximum of 2.50 mg/L.

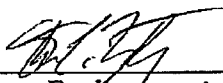
Texas Administrative Code Title 30 (30 TAC) §290.110(b)(4) states that the disinfectant residual concentration in the water within the distribution system shall be at least 0.2 mg/L free chlorine and 30 TAC §290.110(b)(5) states that the running annual average of the free chlorine in the water within the distribution system shall not exceed a maximum residual disinfectant level of 4.0 mg/L. The investigator noted that all disinfectant residual concentrations were within these limits.

**Investigation Findings**

All disinfectant residual concentrations were found to be compliant with applicable regulations. FRF appears to be operating their water plant within regulatory limits and is responding to the chlorine fluctuations. No violations were issued as a result of the investigation.

**No Violations Associated to this Investigation**

Signed



Environmental Investigator

Date

8-24-15

Signed



Supervisor

Date

9/1/15

**Attachments: (in order of final report submittal)**

☐ Enforcement Action Request (EAR)

☒ Letter to Facility (specify type) : COMPLIANT

☐ Investigation Report

☐ Sample Analysis Results

☐ Manifests

☐ Notice of Registration

☐ Maps, Plans, Sketches

☐ Photographs

☒ Correspondence from the facility

☐ Other (specify) :  
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\_\_\_\_\_