

CERTIFICATION

I, David H. Anderson, certify that:

1. I have reviewed this annual report on Form 10-K for the year ended December 31, 2021 of Northwest Natural Holding Company;
2. Based on my knowledge, this report does not contain any untrue statement of a material fact or omit to state a material fact necessary to make the statements made, in light of the circumstances under which such statements were made, not misleading with respect to the period covered by this report;
3. Based on my knowledge, the financial statements, and other financial information included in this report, fairly present in all material respects the financial condition, results of operations and cash flows of the registrant as of, and for, the periods presented in this report;
4. The registrant's other certifying officer and I are responsible for establishing and maintaining disclosure controls and procedures (as defined in Exchange Act Rules 13a-15(e) and 15d-15(e)) and internal control over financial reporting (as defined in Exchange Act Rules 13a-15(f) and 15d-15(f)) for the registrant and have:
 - (a) Designed such disclosure controls and procedures, or caused such disclosure controls and procedures to be designed under our supervision, to ensure that material information relating to the registrant, including its consolidated subsidiaries, is made known to us by others within those entities, particularly during the period in which this report is being prepared;
 - (b) Designed such internal control over financial reporting, or caused such internal control over financial reporting to be designed under our supervision, to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles;
 - (c) Evaluated the effectiveness of the registrant's disclosure controls and procedures and presented in this report our conclusions about the effectiveness of the disclosure controls and procedures, as of the end of the period covered by this report based on such evaluation; and
 - (d) Disclosed in this report any change in the registrant's internal control over financial reporting that occurred during the registrant's most recent fiscal quarter (the registrant's fourth fiscal quarter in the case of an annual report) that has materially affected, or is reasonably likely to materially affect, the registrant's internal control over financial reporting; and
5. The registrant's other certifying officer and I have disclosed, based on our most recent evaluation of internal control over financial reporting, to the registrant's auditors and the audit committee of the registrant's board of directors (or persons performing the equivalent functions):
 - (a) All significant deficiencies and material weaknesses in the design or operation of internal control over financial reporting which are reasonably likely to adversely affect the registrant's ability to record, process, summarize and report financial information; and
 - (b) Any fraud, whether or not material, that involves management or other employees who have a significant role in the registrant's internal control over financial reporting.

Date: February 25, 2022

/s/ David H. Anderson

David H. Anderson

President and Chief Executive Officer

CERTIFICATION

I, Frank H. Burkhartsmeier, certify that:

1. I have reviewed this annual report on Form 10-K for the year ended December 31, 2021 of Northwest Natural Holding Company;
2. Based on my knowledge, this report does not contain any untrue statement of a material fact or omit to state a material fact necessary to make the statements made, in light of the circumstances under which such statements were made, not misleading with respect to the period covered by this report;
3. Based on my knowledge, the financial statements, and other financial information included in this report, fairly present in all material respects the financial condition, results of operations and cash flows of the registrant as of, and for, the periods presented in this report;
4. The registrant's other certifying officer and I are responsible for establishing and maintaining disclosure controls and procedures (as defined in Exchange Act Rules 13a-15(e) and 15d-15(e)) and internal control over financial reporting (as defined in Exchange Act Rules 13a-15(f) and 15d-15(f)) for the registrant and have:
 - (a) Designed such disclosure controls and procedures, or caused such disclosure controls and procedures to be designed under our supervision, to ensure that material information relating to the registrant, including its consolidated subsidiaries, is made known to us by others within those entities, particularly during the period in which this report is being prepared;
 - (b) Designed such internal control over financial reporting, or caused such internal control over financial reporting to be designed under our supervision, to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles;
 - (c) Evaluated the effectiveness of the registrant's disclosure controls and procedures and presented in this report our conclusions about the effectiveness of the disclosure controls and procedures, as of the end of the period covered by this report based on such evaluation; and
 - (d) Disclosed in this report any change in the registrant's internal control over financial reporting that occurred during the registrant's most recent fiscal quarter (the registrant's fourth fiscal quarter in the case of an annual report) that has materially affected, or is reasonably likely to materially affect, the registrant's internal control over financial reporting; and
5. The registrant's other certifying officer and I have disclosed, based on our most recent evaluation of internal control over financial reporting, to the registrant's auditors and the audit committee of the registrant's board of directors (or persons performing the equivalent functions):
 - (a) All significant deficiencies and material weaknesses in the design or operation of internal control over financial reporting which are reasonably likely to adversely affect the registrant's ability to record, process, summarize and report financial information; and
 - (b) Any fraud, whether or not material, that involves management or other employees who have a significant role in the registrant's internal control over financial reporting.

Date: February 25, 2022

/s/ Frank H. Burkhartsmeier

Frank H. Burkhartsmeier

Senior Vice President and Chief Financial Officer

NORTHWEST NATURAL GAS COMPANY

Certificate Pursuant to Section 906 of Sarbanes – Oxley Act of 2002

Each of the undersigned, DAVID H. ANDERSON, Chief Executive Officer, and FRANK H. BURKHARTSMEYER, the Chief Financial Officer, of NORTHWEST NATURAL GAS COMPANY (the Company), DOES HEREBY CERTIFY that:

1. The Company's Annual Report on Form 10-K for the year ended December 31, 2021 (the Report) fully complies with the requirements of section 13(a) or 15(d) of the Securities Exchange Act of 1934, as amended; and
2. Information contained in the Report fairly presents, in all material respects, the financial condition and results of operations of the Company.

IN WITNESS WHEREOF, each of the undersigned has caused this instrument to be executed this twenty-fifth day of February 2022.

/s/ David H. Anderson

David H. Anderson
President and Chief Executive Officer

/s/ Frank H. Burkhartsmeier

Frank H. Burkhartsmeier
Senior Vice President and Chief Financial Officer

A signed original of this written statement required by Section 906 of the Sarbanes-Oxley Act of 2002 has been provided to Northwest Natural Gas Company and will be retained by Northwest Natural Gas Company and furnished to the Securities and Exchange Commission or its staff upon request.

NORTHWEST NATURAL HOLDING COMPANY

Certificate Pursuant to Section 906 of Sarbanes – Oxley Act of 2002

Each of the undersigned, DAVID H. ANDERSON, Chief Executive Officer, and FRANK H. BURKHARTSMEYER, the Chief Financial Officer, of NORTHWEST NATURAL HOLDING COMPANY (the Company), DOES HEREBY CERTIFY that:

1. The Company's Annual Report on Form 10-K for the year ended December 31, 2021 (the Report) fully complies with the requirements of section 13(a) or 15(d) of the Securities Exchange Act of 1934, as amended; and
2. Information contained in the Report fairly presents, in all material respects, the financial condition and results of operations of the Company.

IN WITNESS WHEREOF, each of the undersigned has caused this instrument to be executed this twenty-fifth day of February 2022.

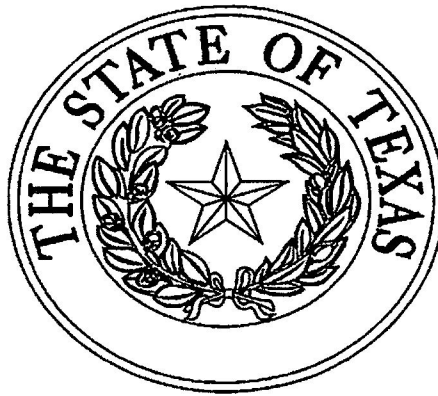
/s/ David H. Anderson

David H. Anderson
President and Chief Executive Officer

/s/ Frank H. Burkhartsmeier

Frank H. Burkhartsmeier
Senior Vice President and Chief Financial Officer

A signed original of this written statement required by Section 906 of the Sarbanes-Oxley Act of 2002 has been provided to Northwest Natural Holding Company and will be retained by Northwest Natural Holding Company and furnished to the Securities and Exchange Commission or its staff upon request.



WATER AND SEWER INVESTOR-OWNED UTILITIES

CLASS B ANNUAL FINANCIAL REPORT

OF

T & W Water Service Company

TO THE

PUBLIC UTILITY COMMISSION OF TEXAS

FOR THE

12 Months Ending December 31, 2020

Check one:

This is an original submission ☒ **[X]**

This is a revised submission ☐ **[]**

Date of submission: 12/7/2021

PUBLIC UTILITY COMMISSION OF TEXAS
1701 N. CONGRESS AVE., PO BOX 13326, AUSTIN, TX 78711-3326

Schedule I

Annual Report for Class B Water and Sewer Utilities

Under the provisions of TWC § 13.136 and 16 Texas Administrative Code §§ 24.127 and 24.129

UTILITY INFORMATION

(Attach additional pages as necessary)

A. Utility Name: T & W Water Service Company

List all assumed names or dba names:

B. Street Address, City or Town & Zip code: P. O. Box 2927, Conroe, TX 77305

County: Montgomery CCN #: 12892

C. List All PWS System names and numbers: 1700700 - Deer Run, 1700895-Deer Pines, 1700777-Emerald Lakes
1460187 - Encino Estates, 1700673-Falls of Wildwood, 1700643-Grand Harbor, 1700682-Harborside,
1013180-Hydies Crossing, 1700675-Millers Crossing, 1460156-Oaks of Trinity, 1700662 Old Mill Lake,
1700604-Riverwalk, 1700778-Rio Vista, 1460153-Splendora Woods, 1460157-Spring Oaks,
1700686-Sunrise Ranch, 1460154-The Ranch, 1700635-Thousand Oaks

D. List All WQ Permitted system names and numbers:
(attach a separate list if necessary)

E. Type of Ownership:
Corporation: X Partnership: Individual: Other:

F. Name of entity and type of form filed for federal tax purposes (1120, 1065, etc).
T & W Water Service Company; Form 1120 included as member of Northwest Natural Holding & Subsidiaries consolidated gr

G. If a corporation, list names of the officers. If an individual or partnership, list the name of the individual or each partner.

Justin Palfreyman	President	503-721-2451	justin.palfreyman@nwnatural.com
Brody Wilson	Treasurer	503-610-7176	brody.wilson@nwnatural.com
Shawn Filippi	Secretary	503-220-2435	shawn.filippi@nwnatural.com
Ron Payne	General Manager	936-756-7400	ron@twwaterservice.com
Jeremy Aird	Director of Accting & Finance	503-593-3967	jeremy.aird@nwnatural.com

H. If the controlling ownership of this utility changed during the last twelve (12) months, state the date of ownership change and the name and address of the prior owner.

March 2, 2020

I. Date the utility was formed or incorporated: 1/19/1979

J. Is the utility commonly owned or controlled by another corporation? Yes
If yes, by whom?
Northwest Natural Water of Texas?

K. List all entities under common control or ownership with this utility by entity name, CCN number, Public Water System (PWS) numbers and names of water systems owned, Water Quality (WQ) Discharge Permit numbers and names of wastewater systems owned and contact information.

L. If the utility owner has multiple CCNs, please list all CCN numbers owned:

PERSON TO CONTACT REGARDING THE INFORMATION SUPPLIED ON THESE FORMS

A. Name and Title: Ronald Payne, General Manager
Deanna Degeyter, Office Manager

B. Street Address, city, zip code PO Box 2927, Conroe, TX 77305-2927

C. Telephone Number with Area Code: 936-756-7400

Cell Phone Number with Area Code: 281-639-9358

Fax Number with Area Code: 866-422-8519

Email address: ron@twwaterservice.com

D. If not an officer, owner or employee, give name of firm employed by:

BALANCE SHEET

(Except for blue cells, the values in this table will populate)

(Attach additional pages as necessary)

	End of Year 12/31/2020	End of Prior Year 12/31/2019
<u>ASSETS</u>		
101 Utility Plant in Service	12,832,958	11,431,581
103 Property held for Future Use	0	0
105 Construction Work In Progress	323,168	323,632
114, 115 Net Utility Plant Acquisition Adjustment	0	0
TOTAL UTILITY PLANT	\$13,156,126	\$11,755,213
108 Less: Accumulated Depreciation	4,550,553	4,205,566
110 Less: Accumulated Amortization		
NET UTILITY PLANT	\$8,605,573	\$7,549,648
<u>CURRENT ASSETS</u>		
131-135 Cash	\$402,386	\$322,280
141-143 Accounts Receivable	330,207	311,705
144 Notes Receivable	0	0
144-145 Accounts Receivable-Affiliates/Common Ownership	0	0
151 Plant Materials and Supplies	97,788	0
162 Prepayments	87,139	0
171-174 Other Current Assets	100,471	68,432
TOTAL CURRENT ASSETS	\$1,017,992	\$702,417
<u>OTHER ASSETS and DEFERRED CHARGE:</u>		
181 Deferred Debt Expense	\$0	\$0
182-186 Deferred Charges/Debits	0	0
190 Accum. Deferred Income Taxes	0	0
AL OTHER ASSETS and DEFERRED CHARGES	\$0	\$0
<u>TOTAL ASSETS</u>	\$9,623,565	\$8,252,064
<u>LIABILITIES & EQUITY</u>		
<u>STOCKHOLDERS' EQUITY</u>		
201 Common Stock	\$1,000	\$1,000
211 Other paid in capital	(1,200,000)	(1,200,000)
215 Retained Earnings	8,517,459	6,340,291
TOTAL STOCKHOLDERS' EQUITY	\$7,318,459	\$5,141,291
<u>LONG-TERM DEBT</u>		
224 Long-term debt, excluding current portion	1,590,526	2,687,105
<u>CURRENT LIABILITY</u>		
Current Portion of Long-term Debt \$0	34,546	70,159
231 Accounts Payable	136,533	187,881
232 Notes Payable	0	0
233, 234 Payables to Affiliates/Common Ov	439,979	0
236 Accrued Taxes	0	0
237 Accrued Interest	4,903	4,953
241.0 Other Current Liabilities	98,620	160,676
TOTAL CURRENT LIABILITIES	\$714,580	\$423,669
<u>OTHER LIABILITIES and DEFERRED CRED:</u>		
252 Advances for Construction	0	0
253 Other Deferred Credits	0	0
255 Deferred Investment Tax Credits	0	0
271-272 Net Contributions in Aid of Constr	0	0
281-283 Accumulated Deferred Inc. Taxes	0	0
TOTAL OTHER LIABILITIES and DEFERRED CREDITS	\$0	\$0
<u>TOTAL LIABILITIES & EQUITY</u>	\$9,623,565	\$8,252,064

Add National Association of Regulatory Utility Commissioners (NARUC) accounts as needed, and if not shown above.

STATEMENT OF REVENUES

(Except for blue cells, the values in this table will populate)

(Attach additional pages as necessary)

(Actual Revenues for the report year)				
Water	Prior Year Reported 2019	Current Reporting Year 2020	Earnings Report adjustments	Adjusted
<u>CUSTOMER CLASS</u>	(a)	(b)	(c)	(d)
Metered Sales:				
5/8"	\$415,163	\$425,472	0	\$425,472
3/4"	0	0	0	0
1"	2,469,203	2,773,365	0	2,773,365
1 1/2"	7,822	8,820	0	8,820
2"	0	0	0	0
List all additional meter sizes:	0	0	0	0
3"	752	5,332	0	5,332
	0	0	0	0
	0	0	0	0
SUB-TOTAL	\$2,892,940	\$3,212,989	\$0	\$3,212,989
Unmetered Sales:				
	\$0	\$0	\$0	\$0
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
List and explain if any rates are set	0	0	0	0
on a basis other than meter size.	0	0	0	0
	0	0	0	0
SUB-TOTAL	\$0	\$0	\$0	\$0
470.0 Late fees - Water	26,320	26,335	0	26,335
471-474 Other Revenue	30,532	31,306	0	31,306
TOTAL WATER REVENUE	\$2,949,792	\$3,270,630	\$0	\$3,270,630
To Statement of Income				
Sewer	Prior Year Reported 2019	Current Reporting Year 2020	Earnings Report adjustments	Adjusted
<u>CUSTOMER CLASS</u>	(1)	(2)	(3)	(4)
Metered (measured) Sales (if any):				
	\$0	\$0	\$0	\$0
	0	0	0	0
	0	0	0	0
	0	0	0	0
TOTAL-METERED SALES	\$0	\$0	\$0	\$0
Unmetered (flat rate) Sales:				
	\$0	\$0	\$0	\$0
	0	0	0	0
	0	0	0	0
	0	0	0	0
TOTAL-UNMETERED SALES	\$0	\$0	\$0	\$0
470.0 Late fees - Sewer	\$0	\$0	\$0	\$0
536 Other Revenue	0	0	0	0
TOTAL SEWER REVENUE	\$0	\$0	\$0	\$0
TOTAL REVENUE	\$2,949,792	\$3,270,630	\$0	\$3,270,630
To Statement of Income				

STATEMENT OF INCOME

(Except for blue cells, the values in this table will populate)

(Attach additional pages as necessary)

	Water Test Year 2020 (a)	Sewer Test Year 2020 (b)	Total - Water and Sewer (c)	Earnings Report adjustments (d)	Adjusted for Earnings Report (e)
1 Total Revenue: 1	\$3,270,630	\$0	\$3,270,630	\$0	\$3,270,630
<u>Operating Expenses:</u>					
2 601.1/701.1 O & M Salaried Labor	\$187,306	\$0	\$187,306	\$0	\$187,306
3 604/704 Employee Benefits	134,570	0	134570	0	134570
4 6/731, 6/735, 6/736 O & M Contract labor	168,755	0	168755	0	168755
5 620/720 Operating/Maint Supplies	0	0	0	0	0
6 610/710 Purchased Water	0	0	0	0	0
7 615/715 Purchased Power	196,994	0	196994	0	196994
8 635/735 Testing Expense	30,352	0	30352	0	30352
9 618/718 Chemicals	84,931	0	84931	0	84931
10 656-659/756-759 Insurance	147,663	0	147663	0	147663
11 601.2/701.2 General Office Salaries	482,584	0	482584	0	482584
12 650/750 Transportation	54,053	0	54053	0	54053
13 675 General Office Expenses	21,888	0	21888	0	21888
14 632, 633, 634 Contract Acctg, legal, Mgmt	91,747	0	91747	0	91747
15 666 Amortization- Rate Case Expense	0	0	0	0	0
16 403 Depreciation Expense	460,519	0	460519	0	460519
17 667-675 Other Misc. Expenses	398,912	0	398912	0	398912
<u>Taxes:</u>					
18 409 Federal Income Tax	246,854	0	246854	0	246854
19 409 State Franchise Tax/Reg Assess.	15,344	0	15344	0	15344
20 408 All Other Taxes	88,456	0	88456	0	88456
21 Total Expenses	\$2,810,928	\$0	\$2,810,928	\$0	\$2,810,928
22 Net Operating Income	\$459,702	\$0	\$459,702	\$0	\$459,702
23 421, 433 Non-Operating Income	156,731	0	156731	0	156731
24 Non-Operating Deductions:					
25 426 Other	54,179	0	54179	0	54179
26 427 Interest	18,235	0	18235	0	18235
27 Net Income	\$544,019	\$0	\$544,019	\$0	\$544,019

1. Carried over from Statements of Revenues

WATER PLANT IN SERVICE

(Except for blue cells, the values in this table will populate)

1. Report the original cost of utility plant in service value by prescribed accounts, and the additions and retirements of such plant during the year. (Attach additional pages as necessary.)
2. Do not include as adjustments, corrections to additions and retirements for the current or preceding year. Corrections for the current year should be included in appropriate Column (c) or (d).
3. Credit adjustments in Column (e) should be shown in red, or in black enclosed in parentheses.
4. Complete the explanation, with individual amounts, for each adjustment included Column (e).

Account No. and Title	Balance Previous Year	Additions	Retirements	Adjustments (+ or -)	Total change during report year	Report year Ending Balance
(a)	(b)	(c)	(d)	(e)	(f)=(c)-(d)+(e)	(g)=(b)+(f)
101.1 INTANGIBLE PLANT	\$13,007	\$0	\$0	\$0	\$0	\$13,007
101.2 SOURCE OF SUPPLY AND PUMPING PLANT	1,763,217	155,989	0	0	155,989	\$1,919,206
101.3 WATER TREATMENT EQUIPMENT	5,938	0	0	0	-	\$5,938
101.4 TRANSMISSION AND DISTRIBUTION PLANT	6,297,294	960,584	3,893	0	956,691	\$7,253,985
101.5 GENERAL PLANT	3,352,125	451,785	163,088	0	288,697	\$ 3,640,822
TOTAL	\$11,431,581	\$1,568,358	\$166,981	\$0	\$1,401,377	\$12,832,958

Explanation of adjustments in column (e):

SEWER PLANT IN SERVICE

(Except for blue cells, the values in this table will populate)

1. Report the original cost of utility plant in service value by prescribed accounts, and the additions and retirements of such plant during the year. (Attach additional pages as necessary.)
2. Do not include as adjustments, corrections to additions and retirements for the current or preceding year. Corrections for the current year should be included in appropriate Column (c) or (d).
3. Credit adjustments in Column (e) should be shown in red, or in black enclosed in parentheses.
4. Complete the explanation, with individual amounts, for each adjustment included Column (e).

Account No. and Title	Balance Previous Year	Additions	Retirements	Adjustments (+ or -)	Total change during report year	Report year Ending Balance
(a)	(b)	(c)	(d)	(e)	(f)=(c)-(d)+(e)	(g)=(b)+(f)
101.1 INTANGIBLE PLANT	\$0	\$0	\$0	\$0	\$0	\$0
101.2 COLLECTION SYSTEM	0	0	0	0	0	0
101.4 TREATMENT and DISPOSAL FACILITIES	0	0	0	0	0	0
101.6 RECLAIMED WATER DISTRIBUTION PLANT	0	0	0	0	0	0
101.7 GENERAL PLANT	0	0	0	0	0	0
TOTAL	\$0	\$0	\$0	\$0	\$0	\$0

Explanation of adjustments in column (e):

CAPITAL STRUCTURE

(Except for blue cells, the values in this table will populate)
(Attach additional pages as necessary)

	Per Books	Adjustments for Earnings Report	Adjusted	Ratio
232.00 Short-Term Debt	\$0	\$0	\$0	0%
224.0 Long-Term Debt	64,067	0	64,067	100%
Common Equity:				
201.0 Common Stock	0	0	0	0%
218.0 Proprietary Capital	0	0	0	0%
211.0 Misc. Paid-in-Capital	0	0	0	0%
215.0 Retained Earnings	0	0	0	0%
216.0 Reacquired Stock	0	0	0	0%
Total Equity	\$0	\$0	\$0	0%
Total Capital	\$64,067	\$0	\$64,067	100%

Debt Detail

Type	Principal Amount	Cost Rates	Interest Expense	
232.0 Short Term Debt:				
(Lender name A)	\$0	0%	\$0	\$0
(Lender name B)	0	0%	0	0
(Lender name C)	0	0%	0	0
Total Short-Term Debt	\$0	0%	\$0	\$0
224.0 Long-Term Debt:				
Ford Credit	\$30,963	0%	\$0	\$0
Toyota Financial Services	11,439	0%	0	0
Toyota Financial Services	11,439	0%	0	0
Toyota Financial Services	10,766	0%	0	0
Total Long-Term Debt	\$64,607	0%	\$0	\$0

Schedule VIb RATE BASE AND EARNINGS CALCULATION

RATE BASE SUMMARY

Description	Water (a)	Sewer (b)	Total (c)=(a) + (b)	Reference (schedule)
1 Additions:				
2 Utility plant	\$12,832,958	\$0	\$12,832,958	Va & Vb
3 Materials and supplies	0	0	0	II
4 Working cash (capital) (attach schedule)	0	0	0	
5 Prepayments	0	0	0	II
6 Other (attach schedule or itemize)	0	0	0	
7 TOTAL ADDITIONS (Add Lines 2 through 6)	\$12,832,958	\$0	\$12,832,958	
8 Deductions:				
9 Reserve for depreciation (Accumulated)	0	0	0	II
10 Advances for construction	0	0	0	II
11 Contributions in aid of construction	0	0	0	II
12 Accumulated deferred income taxes	0	0	0	II
13 Accumulated deferred investment tax credits	0	0	0	II
14 Other (attach schedule or itemize)	0	0	0	II
15 TOTAL DEDUCTIONS (Add lines 9 through 14)	\$0	\$0	\$0	
16 RATE BASE (Line 7, less Line 15)	\$12,832,958	\$0	\$12,832,958	

EARNINGS CALCULATION

17 Return (Note 1)	\$459,702
18 Rate of Return (Line 17/Line 16)	3.58%
19 Earned Return on Ending Equity (Notes 2, 3)	3.61%

Note 1: Schedule 4. *Statements of Income*, line 26 plus line 27.

Note 2: Based on reported capital structure in *Schedule 6. Capital Structure Earnings*.

Note 3: Line 19 (above) will automatically calculate correctly only after *Schedule 4. Statements of Income*,
Schedule 7. Rate of Return, and the above portions of this schedule (tab) have been completed.

*If the company currently has an authorized return on equity (ROE), enter that ROE in column (c)
and provide the docket number in which that ROE was granted here ==>>>>

RATE OF RETURN

(Except for blue cells, the values in this table will populate)

(Attach additional pages as necessary)

	Balance	Capital Structure %	Cost Rates	Weighted Cost of Capital
	(a)	(b)	(c)	(c)=(a) x (b)
224.0 Long-Term Debt	\$64,607	0.88%	0.00%	0.00%
Common Equity*	\$7,318,459	99.12%	0.00%	0.00%
Total	\$7,383,066	100.00%		0.00%

*Company's most recent PUC-authorized rate of return on equity (ROE): 0.00%

Docket number in which PUC authorized the ROE: XXXXX

If company has no authorized ROE, provide estimate of required ROE: 0.00%

CONNECTION COUNT

(Except for blue cells, the values in this table will populate)

METERED CUSTOMERS BY METER SIZE

(Attach additional pages as necessary)

Number of Customers						
(a) Line	(b) Meter	(c) End of	(d) Additions	(e) End of	(f) Meter	(g) Meter
No.	Size	Prior Year	or change	Report Year	Ratios	Equivalencies
Water				(c + d)		(e x f)
	Metered					
1	5/8"	932	4	936	1	936
2	3/4"	0	0	0	1.5	0
3	1"	2,693	261	2,954	2.5	7,385
4	1 1/2"	5	1	6	5	30
5	2"	0	0	0	8	0
6	3"	1	0	1	10	10
7		0	0	0		0
8		0	0	0		0
9	Unmetered	0	0	0		0
10	Total Water	3,631	266	3,897		8,361
	Sewer					
11		0	0	0	1	0
12		0	0	0	1	0
13		0	0	0	1	0
14		0	0	0	1	0
15	Total Sewer	0	0	0		0

Attach a schedule if any customers are charged on any basis other than meter size.

VOLUMETRIC INFORMATION

(Except for blue cells, the values in this table will populate)

	(Report in 1,000 gallons)	Report Year
1	Water Pumped	507,678
2	Purchased Water	0
3	Total Water Produced (1 + 2)	507,678
4	Total Water Sold	468,524
5	Water Lost (3 - 4)	39,154
6	Water Line Lost (percentage)	7.71%

AFFILIATED TRANSACTIONS

(Except for blue cells, the values in this table will populate)

Charges by an Affiliate to the Reporting Utility

Name of Affiliated company: Water of Texas

(Attach additional pages as necessary)

NARUC Account and type of service		Total Affiliated Company	Total Texas	Total for reporting entity
Account #	Account name or type of service	(Dollars transacted)	(Dollars transacted)	(Dollars transacted)
8050	Insurance	\$0	\$68,845	\$0
3025	Fixed Assets	\$0	\$260,599	\$0
8098	Shared Services	\$0	\$179,380	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0

Charges by an Reporting Utility to Affiliates

Name of Affiliated company: _____

NARUC Account and type of service		Total Affiliated Company	Total Texas	Total for reporting entity
Account #	Account name or type of service	(Dollars transacted)	(Dollars transacted)	(Dollars transacted)
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0
		\$0	\$0	\$0

T & W Water Service Company
12 Months Ending December 31, 2020

SYSTEM IMPROVEMENT CHARGE--WATER

Did the reporting entity collect a System Improvement Charge (SIC) in the monitoring period?

NO

(a) provide the amount of the Commission-approved SIC, Docket No., and date of implementation.

N/A

(b) provide the amount of annual revenues collected through the SIC for the reporting period.

N/A

(c) provide the amount of the annual revenues stated in the most recent annual report that was filed in the docket approving the SIC.

N/A

(d) provide the amount of the revenues collected through the SIC during the current monitoring period stated as a percentage of the annual revenues referenced in (c) above.

N/A

(e) provide the cumulative amount of revenues collected through the SIC since implementation as a percentage of the annual revenues referenced in (c) above.

N/A

SYSTEM IMPROVEMENT CHARGE--SEWER

Did the reporting entity collect a System Improvement Charge (SIC) in the monitoring period?

(a) provide the amount of the Commission-approved SIC, Docket No., and date of implementation.

(b) provide the amount of revenues collected through the SIC for the reporting period.

(c) provide the amount of the annual revenues stated in the most recent annual report that was filed in the docket approving the SIC.

(d) provide the amount of the revenues collected through the SIC during the current monitoring period stated as a percentage of the annual revenues referenced in (c) above.

(e) provide the cumulative amount of revenues collected through the SIC since implementation as a percentage of the annual revenues referenced in (c) above.

SIGNATURE PAGE--PUC CLASS B ANNUAL REPORT

I certify that I am the responsible official of the above-named company and that I have examined the foregoing report; that to the best of my knowledge, information, and belief, all statements of fact contained in the said report are true and correct and the said report is a correct statement of the business and affairs of the above-named company with respect to each and every matter set forth therein for the 12 Months Ending December 31, 2020 .

12/7/2021
Date

R. Payne
Signature
GENERAL MANAGER
Title

Asset List

Kinard 4" well - PVC 5 hp submersible 2 - 7 1/2 booster Chlorinator phosphate 20 x 20 wood bldg. 3 x 6, 4 x 4 plastic bldg. 30 k GST 3 k PT 1 mile - 2" PVC 1 mile - 4" PVC .4 mile - 3" valves 13 - 2" valves 3 - 3" valves 3 - 4" valves 5 - 4" valves 4" ck valve 116 - 3/4" meter 1 - 2" meter 300' chain link electrical	Countrywood 4" PVC 200' 6" PVC 200' 5 hp & 7 1/2 hp submersible 2 - 7 1/2 hp booster pumps Regal chlorinator/scale 2019 LMI feed pump - phosphate 20 x 20 block bldg 30 K gal GST 5 K gal PT #1 480 gal PT #2 480 gal PT 1 mile - 2" PVC 1 mile - 3" PVC 1 mile - 4" PVC 13 - 2" valves 5 - 4" valves 1 - 4" automatic valve 1 - 4" check valve air compressor 164 - 3/4" meter 2 - 1" meter 2 - 2" meter 400' - 8' wood frame 250' - 6' chain link electrical	New Forest 4" well PVC 5 hp submersible chlorinator phosphate 3 x 6 plastic bldg. 2 - 900 gal PT 1.4 miles 3" PVC 11 - 2" valves 6 - 3" valves 34 - 3/4" meter 1 - 2" meter 180' chainlink electrical .5 mile - 4" PVC	Breakaway Trails 2 - 6" well PVC 2 - 5 hp submersible chlorinator phosphate 2 - 3 x 6 plastic 3 k gal PT 1.5 miles 2" PVC 7 - 2" valves 2 - 3" valves 49 - 3/4" meters compressor 100' - 6' chainlink electrical	Corbett 4" well PVC 5 hp submersible chlorinator phosphate 3 x 6 plastic bldg. 2 - 900 gal PT 1.5 miles - 2" PVC 9 - 2" valves 2 - 2" valves 60 x 60 - 8" wood fence electrical 25 - 3/4" meter	Claire 4" well - PVC 5 hp submersible 3 x 6 plastic bldg. chlorinator phosphate 2 - 900 gal PT 1 - 525 gal PT 1.8 mile - 2" PVC 2" valve - 9 42- 3/4" meters 1 - 2" meter 100" - 6' chainlink electrical	Timer 4" well - PVC 3 hp submersible chlorinator phosphate arsenic treatment 2 - 3 x 6 plastic bldg. 2 - 525 gal. PT .7 mile - 2" PVC 2" valves - 5 18 - 3/4" meters 2 - 2" meters 100" - 6" chainlink electrical
Riverbend 4" well - PVC 5 hp submersible chlorinator 3 x 6 plastic bldg. 2 - 900 gal PT 1.4 miles - 2" PVC 8 - 2" valves 4 - 3" valves 31 - 3/4" meters 1 - 2" meter 80" - 6" chainlink electrical	Yeager 4" well - PVC 5 hp submersible 3 x 6 plastic bldg. chlorinator 2 - 900 gal PT 1 - 525 PT 1.2 miles - 2" PVC 7 - 2" valve 1 - 3" valve 26 - 2/4" meter 1 - 2" meter 1 - compressors 1020' - 6' chainlink electrical	Dairyland 4" PVC - 500' 5 hp submersible chlorinator phosphate plastic bldg. 3 x 6 3 - 900 gal PT 2 miles - 2" PVC 49 - 3/4" meters 1 - 2" meter 6 - 2" valves 1 - 3" valve electrical	Whispering Pines 4" PVC 500' 5 hp submersible Plastic bldg. 3' x 6' 900 gal. PT 315 gal. PT .6 miles 2" PVC 6 - 2" valves 24 - 3/4" meters 1 - 2" meter 80' - 6' chainlink electrical	Enchanted Forest 4" PVC well/500' 4" PVC well/500' 2 - 5 hp submersible pump 2 - 7 1/2 hp booster pumps chlorinator (scale/gas) chlorinator (liquid) LMI (phosphate) 10 x 20 wood 20 x 30 wood 15 x 15 wood 20 k gal GST 20 k gal GST 5 k gal PT 900 gal PT 2 " PVC 1 mile 2 1/2" PVC 1 mile 3" PVC 4.5 miles 2" valves - 19 3" valves - 8 4" valves - 3 114 - 3/4" meters 2 - 2" meters 15 kW generators 200' - 6' chainlink 2 - air compressors electrical	Northwoods 4" well PVC 10x10 wooden bldg 250' chain link phosphate chlorinator 3 - 3" valves 5 - 2" valves 57 - 3/4" meters 1 mile 3" PVC 1 mile 2" PVC 3x6 plastic building 20k storage tank (not erected) compressor 3k PT electrical	

Att.

9

Part D: Proposed Transaction Details

Total Original Cost of Plant in Service

WNI	1,494,452	from 2009 rate case
Capex	<u>200,000</u>	estimated
Total WNI	1,694,452	

RWC (Kinard)	259,024	from 2011 rate case
Capex	<u>200,000</u>	estimated
Total RWC (Kinard)	459,024	

Total	<u>2,153,476</u>	
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Accumulated Depreciation

WNI		
to 2009	869,504	from 2009 rate case
from 2009-2021	<u>494,969</u>	assumes 2009 NBV is straight line depreciated over another 20yrs
Total WNI	1,364,473	

RWC (Kinard)		
to 2011	54,972	from 2009 rate case
from 2011-2021	<u>134,684</u>	assumes 2009 NBV is straight line depreciated over another 30yrs
Total RWC (Kinard)	189,656	

Total	<u>1,554,129</u>	
-------	------------------	--

Net Book Value

WNI	329,979	
RWC	269,368	
Total	<u>599,347</u>	

**PWS LIST AND TCEQ
COMPLIANCE CORRESPONDENCE**

T & W WATER SERVICE COMPANY

TCEQ Public Water System Information

<u>Name of PWS</u>	<u>Date of TCEQ Inspections</u>	<u>Subdivision Served</u>
Deer Pines	Not Inspected	Deer Pines
Deer Run	6/26/2014	Deer Run
Emerald Lakes	4/21/2016	Emerald Lakes
Encino Estates	Not Inspected	Encino Estates
Falls of Wildwood	8/6/2019	Falls of Wildwood
Gemstone (dissolved and incorporated into Grand Harbor several years ago)	Not Inspected	Gemstone
Grand Harbor	3/28/2014	Grand Harbor
Harborside	3/28/2014	Harborside
Hidden Springs Ranch (dissolved and incorporated into Emerald Lakes several years ago)	Not Inspected	Hidden Springs Ranch
Hydie's Crossing	5/2/2017	Hydie's Crossing
Millers Crossing	7/12/2018	Millers Crossing
Oaks of Trinity	1/31/2019	Oaks of Trinity
Old Mill Lake	5/28/2014	Old Mill Lake
Rio Vista	10/17/2014	Rio Vista
Riverwalk	6/15/2016	Riverwalk
Southwind Ridge	Not Inspected	Southwind Ridge
Splendora Woods	7/16/2019	Splendora Woods and Spring Forest Estates
Spring Oaks	7/16/2019	Spring Oaks
Sunrise Ranch	12/21/2016	Sunrise Ranch
The Ranch	10/20/2015	The Ranch
Thousand Oaks	10/23/2015	Thousand Oaks

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 14, 2014

Mr. Ronald L. Payne, President
T & W Water Service Company
P O Box 2927
Conroe, Texas 77305-2927

Re: Notice of Compliance with Notice of Violation (NOV) dated June 6, 2013:
Deer Run, 10550 Fawn Mist Drive, Conroe, Montgomery County, Texas
Regulated Entity No.: 102673027
TCEQ ID No. 1700700 Investigation No. 1178405

Dear Mr. Payne:

On June 26, 2014, the Texas Commission on Environmental Quality (TCEQ) Houston Region Office received adequate compliance documentation to resolve the alleged violation documented during the investigation of the above-referenced regulated entity conducted on April 26, 2013. Based on the information submitted, no further action is required concerning this investigation.

The Texas Commission on Environmental Quality 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, please feel free to contact Ms. Maggie Wright in the Houston Region Office at (713)767-3650.

Sincerely,

A handwritten signature in black ink, appearing to read "Leticia De Leon".

Leticia De Leon, Team Leader
Public Water Supply
Houston Region Office

LD/mw/kc

Enclosure: *Summary of Investigation Findings*

cc: Montgomery County Environmental Health Services

Summary of Investigation Findings

DEER RUN

Investigation #

1178405

Investigation Date: 06/26/2014

, MONTGOMERY COUNTY,

Additional ID(s): 1700700

ALLEGED VIOLATION(S) NOTED AND RESOLVED

Track No: 501223

30 TAC Chapter 290.39(j)

Alleged Violation:

Investigation: 1086272

Comment Date: 05/13/2013

Examination of Plans and Specifications

Failure to notify the executive director prior to making any significant change or addition to the system's production, treatment, storage, pressure maintenance, or distribution facilities.

Please be aware that all change requests must be in writing and submitted to Austin for approval to the: Texas Commission on Environmental Quality, Technical Review and Oversight Team (MC-159), P.O. Box 13087, Austin, Texas 78711-3087, phone (512)239-4691.

At the time of the inspection, the system was using polyphosphate. The system did not provide the approval letter for the installation of the polyphosphate.

Investigation: 1138736

Comment Date: 12/12/2013

Examination of Plans and Specifications

Failure to notify the executive director prior to making any significant change or addition to the system's production, treatment, storage, pressure maintenance, or distribution facilities.

Please be aware that all change requests must be in writing and submitted to Austin for approval to the: Texas Commission on Environmental Quality, Technical Review and Oversight Team (MC-159), P.O. Box 13087, Austin, Texas 78711-3087, phone (512)239-4691.

At the time of the inspection, the system was using polyphosphate. The system did not provide the approval letter for the installation of the polyphosphate.

As of this date, this violation still exists.

Investigation: 1178405

Comment Date: 06/26/2014

Failure to notify the executive director prior to making any significant change or addition to the system's production, treatment, storage, pressure maintenance, or distribution facilities.

Recommended Corrective Action: Submit a copy of the approval letter for the polyphosphate to verify compliance.

Resolution: An emailed copy of the notification for the usage of polyphosphate was submitted, reviewed, and approved by Plans and Technical Review on 07/23/2013.

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janecka, *Commissioner*
Toby Baker, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

May 20, 2021

Mr. Ronald Payne
General Manager
T & W Water Service Company
Post Office Box 2927
Conroe, Texas 77305-2927

Re: Comprehensive Compliance Investigation at:
Deer Run, 10550 Fawn Mist Drive, Conroe, Montgomery County, Texas
Regulated Entity No.: 102673027 TCEQ ID No.: 1700700 Investigation No.: 1707936

Dear Mr. Payne:

On April 5, 2021, Ms. Katherine Heller of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with the applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation; however, please see the attached Areas of Concern and Additional Issues. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation.

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. Heller in the Houston Region Office at (713) 767-3673.

Sincerely,

A handwritten signature in black ink, appearing to read "NB Nunes".

Nichole Batista Nunes
Water Section Team Leader
Houston Region 12

NBN/KH/es

cc: Montgomery County Environmental Health Services
501 North Thompson Street, Suite 101, Conroe, Texas 77301-2500

Enclosure: Summary of Investigation Findings

Summary of Investigation Findings

DEER RUN

Investigation #

1707936

Investigation Date: 04/05/2021

, MONTGOMERY COUNTY,

Additional ID(s): 1700700

AREA OF CONCERN

Track No: 777200

30 TAC Chapter 290.42(I)

Alleged Violation:

Investigation: 1707936

Comment Date: 05/12/2021

Failure to compile a thorough plant operations manual for operator review and reference. This manual should be of sufficient detail to provide the operator with routine maintenance and repair procedures, with protocols to be utilized in the event of a natural or man-made catastrophe, as well as provide telephone numbers of water system personnel, system officials, and local/state/federal agencies to be contacted in the event of an emergency.

At the time of the investigation, it was noted that the plant operations manual provided for review needed to be updated.

Recommended Corrective Action: Submit compliance documentation to the TCEQ Houston Region Office demonstrating corrective measures have been taken to resolve the alleged violation.

Resolution: This alleged violation was resolved on April 26, 2021 based on documentation submitted via email which indicated that the plant operations manual was updated on April 14, 2021.

Track No: 777201

30 TAC Chapter 290.121(a)

Alleged Violation:

Investigation: 1707936

Comment Date: 05/12/2021

Failure to maintain an up-to-date chemical and microbiological monitoring plan. The monitoring plan shall identify all sampling locations, describe the sampling frequency, and specify the analytical procedures and laboratories that the public water system will use to comply with the monitoring requirements of this subchapter.

At the time of the investigation, it was noted that the monitoring plan provided for review, dated January 31, 2010, was not up-to-date.

Recommended Corrective Action: Submit compliance documentation to the TCEQ Houston Region Office demonstrating corrective measures have been taken to resolve the alleged violation.

Resolution: This alleged violation was resolved on April 26, 2021 based on documentation submitted via email which indicated that the Monitoring Plan was updated on April 14, 2021.

Track No: 777203

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

Alleged Violation:

Investigation: 1707936

Comment Date: 05/12/2021

Failure to inspect the interior of the ground storage tanks to determine the interior coating

systems are continuing to provide adequate protection to all metal surfaces by water system personnel or a contracted inspection service. In addition, the water quality in the tanks should be evaluated to determine that the vents are in place and properly screened, the roof hatches closed and locked, flap valves and gasketing provide adequate protection against insects, rodents, and other vermin, the exterior coating systems are continuing to provide adequate protection to all metal surfaces, and the tank remains in a watertight condition.

At the time of the investigation, it was noted that the exteriors of both ground storage tanks were inspected on December 13, 2020, but the last interior tank inspections were conducted on January 9, 2012 per the inspection forms provided for review.

Recommended Corrective Action: Submit compliance documentation to the TCEQ Houston Region Office demonstrating corrective measures have been taken to resolve the alleged violation.

Resolution: This alleged violation was resolved on April 26, 2021 based on documentation submitted via email which indicated that the interior and exterior of Ground Storage Tanks No.1 and No. 2 were inspected on April 16, 2021 and April 24, 2021, respectively.

Track No: 777204

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

Alleged Violation:

Investigation: 1707936

Comment Date: 05/12/2021

Failure to inspect the interior surface of pressure tanks provided with an inspection port every five years by water system personnel or a contracted inspection service.

At the time of the investigation, it was noted that the exterior of the pressure tank was inspected on December 13, 2020, but the last interior tank inspection was conducted on January 19, 2012 per the inspection form provided for review.

Recommended Corrective Action: Submit compliance documentation to the TCEQ Houston Region Office demonstrating corrective measures have been taken to resolve the alleged violation.

Resolution: This alleged violation was resolved on April 26, 2021 based on documentation submitted via email which indicated that the interior and exterior of the pressure tank was inspected on April 24, 2021.

ADDITIONAL ISSUES

Description

Item #1

Additional Comments

Please be aware of the following:

30 TAC §290.46(j)

It was noted during the investigation that the last customer service inspection (CSI) that needed to be conducted was on October 4, 2004. The form used for the inspection was applicable to the CSI and plumbing restrictions at the time of the inspection, but since 2004 the plumbing restrictions and form requirements have been updated.

If a CSI needs to be conducted for any new construction or for any existing service either when the water purveyor has reason to believe that cross-connections or other potential contaminant hazards exist, or after any material improvement, correction, or addition to the private water distribution facilities, Commission Form 20699 or an approved alternative form must be used.

Item #3

Please be aware of the following:

30 TAC §290.44(h)

30 TAC §290.46(f)(3)(B)(v)

It was noted during the investigation that no backflow prevention assembly test records were provided for review. The system serves only residential connections without identified health hazards as listed in 30 TAC 290.47(f); therefore, annual testing of installed backflow prevention assemblies is not required at this system. The last customer service inspection (CSI) that needed to be conducted was on October 4, 2004. The operator stated that if an assembly needed to be tested upon installation, then it would have occurred at that time.

If any new backflow prevention assemblies are installed to protect against hazards listed in 30 TAC 290.47(f) (including irrigation systems, hose bibs, and swimming pools), they should be tested upon installation by a licensed backflow prevention assembly tester and certified to be operating within specifications. These records should then be retained for at least three years.

Item #4

Please be aware that Mr. Niceforo "Lucio" Ayala's D level water operator license, license number WO0021246, expired on March 16, 2021. An application to renew the license was submitted. On April 26, 2021, Mr. Payne stated via email that Mr. Ayala has been assigned to task not requiring a license until his license has been renewed. An application deficiency letter dated April 27, 2021 was sent to Mr. Ayala because a Water/Wastewater Renewal Eligibility Questionnaire was not completed. On May 10, 2021, Mr. Ayala's D level water license was renewed. The new license will expire on March 16, 2024.

Individuals without a current license may not perform process control duties. Process control duties are defined by 30 TAC §290.38(67). Process control duties--Activities that directly affect the potability of public drinking water, including: making decisions regarding the day-to-day operations and maintenance of public water system production and distribution; maintaining system pressures; determining the adequacy of disinfection and disinfection procedures; taking routine microbiological samples; taking chlorine residuals and microbiological samples after repairs or installation of lines or appurtenances; and operating chemical feed systems, filtration, disinfection, or pressure maintenance equipment; or performing other duties approved by the executive director.

Item #2

Please be aware of the following:

30 TAC §290.46(s)(2)(C)(i)

It was noted during the investigation that a disinfectant residual analyzer verification log was being maintained. The disinfectant residual analyzer being used reads in two ranges, low range and high range, but high range verification was not conducted in the 90 days prior to the investigation. The chlorine residual logs for the 90 days prior to the investigation indicated high range was not used. In the event that a high range reading is needed, verification in high range will need to be done.

Item #5

Please be aware of the following:

30 TAC §290.46(m)

Per 30 TAC §290.46(m), 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.

On April 26, 2021, a tank inspection log dated April 24, 2021 for the pressure tank was submitted for review. It was noted by the inspector, Mr. Ron Payne, that the interior and exterior protective coating was failing. The log noted in the comments section that the regulated entity is in the process scheduling the recoating of the tank. In addition, the pressure gauge and air-water volume device were marked as having problems on the log. The regulated entity should complete maintenance to the pressure tank to correct the deficiencies noted in the tank inspection.

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

May 26, 2016

Mr. Ron Payne, President
T & W Water Service Company
PO Box 2927
Conroe, Texas 77305-2927

Re: Comprehensive Compliance Investigation at:
Emerald Lakes Subdivision, 1505 Emerald Lakes Dr., Willis, Montgomery County, Texas
Regulated Entity No.: 105348932, TCEQ ID No.: 1700777, Investigation No.: 1335957

Dear Mr. Payne:

On April 21, 2016, Ms. Dawn Olivo, of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office, conducted an investigation of the above-referenced facility to evaluate compliance with the applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation.

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. Olivo in the Houston Region Office at (713) 767-3650.

Sincerely,

A handwritten signature in cursive script that reads "Latrichia Spikes".

Latrichia Spikes, Team Leader
Public Water Supply
Houston Region Office

LS/DO/ra

cc: Montgomery County Environmental Health Services

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Toby Baker, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

August 30, 2019

CERTIFIED MAIL #91 7199 9991 7038 7382 1634
ELECTRONIC RECEIPT REQUESTED

Mr. Ronald Payne
President
T&W Water Service Company
Post Office Box 2927
Conroe, Texas 77305-2927

Re: Notice of Violation for the Comprehensive Compliance Investigation at:
Falls of Wildwood, 14619 ½ Majestic Oaks, Pinehurst, Montgomery County, Texas
Regulated Entity No.: 101282895 TCEQ ID No.: 1700673 Investigation No.: 1582216

Dear Mr. Payne:

On August 6, 2019, Ms. Destiny Geppert of the Texas Commission on Environmental Quality (TCEQ) Houston 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, a certain outstanding alleged violation was identified for which compliance documentation is required. In addition, an Additional Issue was noted. Please submit to this office by the compliance due date listed on the Summary of Investigation Findings enclosure, a written description of corrective action taken and the required documentation demonstrating that compliance has been achieved for each of the outstanding alleged violation.

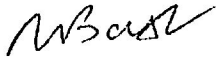
In the listing of the alleged violation, we have cited applicable requirements, including TCEQ rules. Please note that both the rules themselves and the agency brochure entitled *Obtaining TCEQ Rules* (GI 032) are located on our agency website at <http://www.tceq.texas.gov> for your reference. If you would like a hard copy of this brochure mailed to you, you may call and request one from either the Houston Region Office at (713) 767-3650 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 Houston Region Office within 10 days from the date of this letter. At that time, PWS Team Leader, Ms. Nichole Batista Nunes, 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 the contested violation.

Mr. Ronald Payne, President
Page 2
August 30, 2019

If you or members of your staff have any questions, please feel free to contact Ms. Geppert in the Houston Region Office at (713) 767-3729.

Sincerely,



Nichole Batista Nunes
Team Leader
Public Water Supply
Houston Region Office

NBN/DG/sh

cc: Montgomery County Environmental Health Services
501 North Thompson, Suite 101
Conroe, Texas 77301-2500

Enclosure: Summary of Investigation Findings

Summary of Investigation Findings

FALLS OF WILDWOOD

Investigation #

1582216
Investigation Date: 08/06/2019

, MONTGOMERY COUNTY,

Additional ID(s): 1700673

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

Track No: 726659 Compliance Due Date: 11/28/2019

30 TAC Chapter 290.41(c)(3)(A)

Alleged Violation:

Investigation: 1582216

Comment Date: 08/29/2019

Failure to submit a furnished copy of well completion data to executive director for final approval for well No. 2, G1700673B.

At the time of the investigation, it was noted that the system was granted emergency authorization to drill well No. 2, G1700673B, by TCEQ letter dated March 16, 2018. However, the system did not provide a copy of the approval to use letter.

Before placing the well into service, a public water system shall furnish a copy of the well completion data, which includes the following items: the Driller's Log (geological log and material setting report); a cementing certificate; the results of a 36-hour pump test; the results of the microbiological and chemical analyses required by subparagraphs (F) and (G) of this paragraph; a legible copy of the recorded deed or deeds for all real property within 150 feet of the well; a legible copy of the sanitary control easement(s) or other documentation demonstrating compliance with paragraph (1)(F) of this subsection; an original or legible copy of a United States Geological Survey 7.5-minute topographic quadrangle showing the accurate well location to the executive director; and a map demonstrating the well location in relation to surrounding property boundaries. All the documents listed in this paragraph must be approved by the executive director before final approval is granted for the use of the well.

Recommended Corrective Action: Submit compliance documentation demonstrating that corrective measures have been taken to resolve the alleged violation.

ADDITIONAL ISSUES

Description

Additional Comments

Item #2

TAC, §290.42(b)(2)/ 30 TAC, §290.105, §290.118 (SCLs)

Chemical Analysis

Failure to meet the commission's minimum standards noted in the most recent chemical analysis conducted by the certified laboratory which indicates the quality of the water produced by the system for secondary standards.

The most recent chemical analysis for iron was conducted on samples collected on December 4, 2017. The concentration of iron in the samples indicated the constituent is above the SMCL of 0.3 mg/L. The concentration of iron was 0.502 mg/L. The concentration of aluminum in the samples indicated the constituent is above the SMCL of 0.05 to 0.2 mg/L. The concentration of aluminum was 0.694 mg/L.

Consequently, facilities must provide equipment to sequester the iron or to reduce the concentration of the constituent to acceptable levels. Please be aware that if sequestering facilities prove to be ineffective, the agency will require the concentration of the constituent to be reduced. Please be advised that public water systems shall notify the executive director prior to making any change or addition to the system's treatment facilities.

WATERENGINEERS, INC.

WATER & WASTEWATER TREATMENT CONSULTANTS
17230 HUFFMEISTER ROAD, SUITE A ~ CYPRESS, TEXAS 77429-1643
TEL: 281-373-0500 FAX: 281-373-1113

March 12, 2020

Ms. Destiny Geppert
Texas Commission on Environmental Quality
Environmental Investigator
5425 Polk Street, Suite H
Houston, Texas 77023

Re: Falls of Wildwood – PWS ID: 1700673
RN: 101282895; CN: 601363005
Montgomery County, Texas

Dear Ms. Geppert:

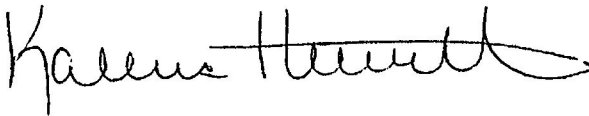
This letter is in response to Falls of Wildwood Water System's outstanding violation from the August 6, 2019 investigation regarding the failure to submit well completion data for Well 2, G1700673B, for approval to use.

The following is the interim progress report outlining the status of the outstanding violation. Prior to being able to submit the well completion data, there were two exceptions that needed to be requested and granted. WaterEngineers, Inc. submitted the exception request on September 18, 2019. On December 17, 2019, the TCEQ granted one of the exceptions, however they requested additional information on the second exception. WaterEngineers, Inc. resubmitted the exception request to the TCEQ on December 26, 2019. There is a 100-day review period for exception requests. A response from the TCEQ is expected mid-April 2020.

Once the exception request has been granted by the TCEQ, the well completion data will be submitted to the TCEQ's Plan View Team for approval to use the well. Therefore, approval to use the water well cannot be obtained until end of June 2020. Upon receiving the approval to use, notification will be sent to the TCEQ Houston regional office.

If you have any questions or would like further information, I can be reached by telephone at 281-373-0500 or by email at Kalena@waterengineers.com.

Sincerely,
WATERENGINEERS, INC.



Kalena Hewitt, P.E.

cc: Ron Payne via email at Ron@twwaterservice.com
TCEQ Region 12 via email to R12PWS@tceq.texas.gov

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janecka, *Commissioner*
Toby Baker, *Executive Director*



PWS_1700673_CO_20210128_Exception

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

January 28, 2021

Mr. Peter T. Gregg
Duboise, Bryant and Campbell
303 Colorado, Suite 2300
Austin, Texas 78701

Re: Falls of Wildwood - PWS ID No. 1700673
Request for an Exception to the Sanitary Control Easement Requirement
Request for an Exception to the Well Location in Unsanitary Surroundings Prohibition
Request for an Exception to the Well Setback Distance to a Storm Sewer Requirement
Proposed Well No. 2 (TCEQ Well ID: G1700673B)
Montgomery County, Texas
RN 101282895 | CN 601363005

Dear Mr. Gregg:

On October 19, 2020, the Texas Commission on Environmental Quality (TCEQ) received your letter of the same date, on behalf of T & W Water Services Company, owner of the Falls of Wildwood public water system (PWS) requesting several exceptions. The following exceptions are requested: an exception to the requirement that all public water supply wells have properly recorded sanitary control easements as specified in Title 30 of the Texas Administrative Code (30 TAC) §290.41(c)(1)(F), an exception to the requirement that all public water supply wells be at least 300-feet from a drainage ditch which contains industrial waste discharges or the wastes from sewage treatment systems as specified in 30 TAC §290.41(c)(1)(B), and an exception to the requirement that all public water supply wells be at least 50-feet from storm sewers as specified in 30 TAC §290.41(c)(1)(A). These requests are for the PWS's proposed Well No. 2 (TCEQ Well ID: G1700673B) which is located at the geographic coordinates of latitude 30°12'36.88"N and longitude 95°41'20.14"W. After further review of the well's location and the subject drainage ditch, the TCEQ determined to evaluate the request under the requirements stated in 30 TAC §290.41(c)(1), for proximity to unsanitary surroundings. Each of the requests are addressed separately below.

Background

Proposed Well No. 2 was drilled on an emergency basis and is in use as an unapproved PWS supply well. Previously, the TCEQ Plan Review Team's (PRT) letter dated March 16, 2018 (Plan Review Log No. P-03152018-110) authorized the construction of proposed Well No. 2 and stated approval of the well for use required the submittal of additional information for the TCEQ's review within two months of the date of the letter (i.e. May 16, 2018). The information was not submitted according to our records. The TCEQ Houston Region 12 office conducted a Comprehensive Compliance Investigation (CCI) in August 2019 which resulted in the PWS receiving a notice of violation for failure to submit a copy of the well completion data for

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proposed Well No. 2 to the TCEQ as required by the March 16, 2018 letter. The PWS is now in the process of obtaining approval for use as a PWS source from the TCEQ.

Sanitary Control Easement Requirement §290.41(c)(1)(F)

The PWS does not own any of the property within 150-foot radius of proposed Well No. 2 and accesses the well via Majestic Oaks Street. The TCEQ reviewed the Montgomery Central Appraisal District online maps which confirms there is no access to proposed Well No. 2 from PWS-owned property. In a previous exception request submittal dated September 18, 2019 from the PWS consultant, Ms. Kalena Hewitt, P.E., it was indicated in the cover letter that owners of 3 tracts of land not owned by the PWS within a 150-foot radius of proposed Well No. 2 were solicited for a sanitary control easement (SCE). Documentation in the form of certified mail receipts for the SCE solicitation correspondence sent to three (3) landowners was provided. Only one of the three solicitations were successfully delivered.

The TCEQ's review of the supporting documentation for the SCE exception determined that the PWS does not own the land where proposed Well No. 2 is constructed. Proposed Well No. 2 is located on a property that is owned by Colin James Custom Homes, Inc. ("CJCH"). The PWS was unable to secure an access agreement to install, operate and maintain the well on the property or secure title to the property due to the owner being incommunicado. Because the property owned by CJCH was not fully transferred before the developer's departure, the PWS has no legal access and therefore poses a unique case for the TCEQ's review of the SCE exception. The PWS proposes the following in lieu of providing the documentation stated in the requirements of 290.41(c)(1)(F):

1. The provided plat, filed on August 31, 2000, indicates the Restricted Reserve B is restricted for water supply purposes. "The plat also reflects that access to the plant is directly from the cul-de-sac of Majestic Oaks, a public road."
2. "T & W and the Community Association has developed a proposed "Dedication of Water Utility Easement (Attachment C, [of the submittal]) to dedicate an easement without warranty in the "Reserve B" tract from the Community Association in favor of T & W for the installation and operation of the water plant, as well as ingress and egress for those purposes. The easement will provide T & W the real property interests in and to the water plant site pursuant to the Community Association's rights under its Declaration of Covenants, Conditions, Restrictions and Easements ("Declaration") to restrict property in the subdivision for purposes of the provision of water utility service."
3. "Further T & W and the Community Association have developed the attached "Sanitary Control Easement" (Attachment D, [of the submittal]) to restrict the property to the north of the water plant pursuant to the Chapter 290 sanitary control easement requirements. Again, that easement without warranty is provided pursuant to the Community Association's authority to restrict property in the subdivision for purposes of the provision of water utility service."
4. The cover letter describing how the Community Association is engaged in activities ordinarily associated with property ownership, such as paying taxes.

After discussions between the TCEQ Legal Division and the PWS, the TCEQ Water Supply Division accepts the proposed alternative. The Community Association allows the T & W PWS to provide a level of sanitary control to the best of the PWS's ability given the circumstances. The TCEQ recognizes that the landowner may return in the future and the PWS could potentially face an issue should access to the well site be restricted. The PWS is encouraged to maintain compliance with the PWS requirements and continue its efforts to reach the owner.

The TCEQ has determined that the inability to secure sanitary control easements indicates that this groundwater source may be susceptible to bacteriological contamination and may result in a risk to public health. In order to allow monitoring of the well to determine if the well has been impacted by the lack of sanitary control, we are granting your exception request until

Mr. Peter T. Gregg
Page 3 of 6
January 28, 2021

January 31, 2024, to the sanitary control easement requirement, under the conditions listed below. This exception applies to all of the property within a 150-foot radius of proposed Well No. 2:

Owner	Property Address	Legal Description
Colin James Custom Homes, Inc.	38103 Cascade Court Magnolia, Texas 77354	Falls of Wildwood, Res A, Acres 4.5273
		Falls of Wildwood, Res B, acres 0.2297
Troy & Tanya Monson	14618 Majestic Oaks Magnolia, Texas 77354	Falls of Wildwood, Block 1, Lot 1
Marcos & Maria Cortez	14610 Majestic Oaks Magnolia, Texas 77354	Falls of Wildwood, Block 1, Lot 2
Road Right of Way Majestic Oaks Street		

In accordance with 30 TAC §290.46(b) and §290.109(d)(4)(E), the PWS is required to fulfill the conditions of approval outlined below.

Condition 1:

- The PWS must comply with all of the requirements and conditions discussed in the exception request to the Well Setback to a Storm Sewer Requirement - 30 TAC §290.41(c)(1)(A).

Condition 2:

- This exception will expire 36 months from the date of this letter (*January 31, 2024*).

Well Location in Unsanitary Surroundings Prohibition - 30 TAC §290.41(c)(1)

In the previous submittal received on December 27, 2019, the PWS's consultant requested the well setback distance exception under 30 TAC §290.41(c)(1)(B), however, no information was provided about the suspected presence of on-site sewage facilities (OSSF) nearby were provided. A completed well pollution hazard survey checklist and site plan provided for Well No. 2 indicated the well is in proximity to a surface water body (a pond) approximately 80-feet away in the southeast direction. The TCEQ is concerned about the risk the pond may attract wildlife and other vectors that could harbor pathogens. Also, the TCEQ requires that certain drainage ditches be located no closer than 300-feet to a PWS supply well. According to an aerial image, the neighboring properties may utilize on-site sewage facilities (OSSF) which may drain toward the pond.

The TCEQ has determined that the inability to maintain a minimum well setback distance indicates that this groundwater source may be susceptible to fecal contamination and may result in a risk to public health. In order to allow monitoring of the well to determine if the well has been impacted by nearby pond suspected use of OSSF, we are **granting your request until January 31, 2024** for an exception to the well setback requirement between PWS wells and a drainage ditch which contains wastes from sewage treatment systems, under the conditions listed below. This exception applies to proposed Well No. 2 (TCEQ Well ID: G1700673B). In accordance with 30 TAC §290.46(b) and §290.109(d)(4)(E), the PWS is required to fulfill the conditions outlined below.

Condition 1:

- The PWS must comply with all of the requirements and conditions discussed in the exception request to the Well Setback to a Storm Sewer Requirement - 30 TAC §290.41(c)(1)(A).

Condition 2:

- This exception will expire 36 months from the date of this letter (*January 31, 2024*).

Well Setback to a Storm Sewer Requirement – 30 TAC §290.41(c)(1)(A)

The TCEQ requires that storm sewers be located no closer than 50-feet to a PWS supply well. The September 18, 2019 submittal included a completed well pollution hazard survey checklist and site plan showing the proximity of a storm water swale within 50-feet of proposed Well No. 2. Stormwater swales convey stormwater for similar durations as stormwater sewers and the TCEQ considers storm sewer swales to be a potential hazard to a PWS well because runoff may be impacted by bacteriological and chemical contaminants. In addition, a perennial surface water body is located approximately 80-feet from proposed Well No. 2 and several residences nearby that may utilize on-site sewage and sanitary facilities (OSSF) which further raises the concerns of bacteriological contamination. The TCEQ reviewed the description of the lithology in the provided State of Texas Well Report for Tracking #481316, well report for proposed Well No. 2. The lithology is characterized by intermittent layers of clay and sand or gravel and indicates two sufficiently thick layers of clay that would be considered to be protective of the groundwater well source. However, with the proximity of the stormwater swale and perennial surface water body, the TCEQ is concerned infiltration of contaminated stormwater may impact the groundwater well.

The TCEQ has determined that the inability to maintain a minimum well setback distance of 50-feet from the stormwater swale indicates that this groundwater source may be susceptible to fecal contamination and may result in a risk to public health. In order to allow monitoring of the well to determine if the well has been impacted by a stormwater swale, we are granting your request for an exception until January 31, 2024 for an exception to the well setback requirement between PWS wells and a stormwater swale under the conditions listed below. This exception applies to proposed Well No. 2 (TCEQ Well ID: G1700673B).

In accordance with 30 TAC §290.46(b) and §290.109(d)(4)(E), the PWS is required to fulfill the conditions of approval outlined below.

Condition 1:

- Starting the date of this letter, PWS must collect two raw water samples per month from Well No. 2. The interval between samples must not be fewer than 10 calendar days. The PWS must submit the samples for bacteriological analysis at a TCEQ-accredited laboratory with a current National Environmental Laboratory Accreditation Program (NELAP) certification.

The sampling procedure should be the same as the one used when collecting routine distribution samples. The sample must be delivered to the laboratory clearly labeled with the proper TCEQ Well ID (G1700673B) and marked "RAW."

After twice per month sampling has been conducted for 24 consecutive months, resulting in forty-eight (48) bacteriological sample results, the TCEQ will evaluate the results and reissue, if appropriate, an exception without an expiration date. Additional monitoring and/or treatment may be required based on the results of the raw water bacteriological samples.

Until notified or directed by the TCEQ, the PWS must continue to collect and analyze the twice-monthly raw water samples as required in this letter for as long as Well No. 2 is used as a

Mr. Peter T. Gregg
Page 5 of 6
January 28, 2021

public water supply well. Please note that at a minimum, a monthly monitoring requirement will remain in effect should an exception without an expiration date be granted following the review of the bacteriological sample results.

For a list of TCEQ-accredited laboratories see our website at:

www.tceq.texas.gov/assets/public/compliance/compliance_support/qa/txnelap_lab_list.pdf

These samples are in addition to the normally required monthly distribution bacteriological samples and must be collected at a point prior to the disinfectant injection point. The sample results should be submitted in the same manner as the results of the monthly distribution bacteriological samples.

If any of the samples yield a positive result, please follow the instructions specified in Enclosure 1: *Instructions for Positive Bacteriological Samples*.

The PWS must update the system's monitoring plan to reflect the monitoring requirements outlined in this letter. The revised monitoring must be mailed to the TCEQ Monitoring Plan Coordinator at the following address:

Monitoring Plan Coordinator (MC 155)
Texas Commission on Environmental Quality
P.O. Box 13087
Austin, TX 78711

Additional information is available in TCEQ's Regulatory Guidance No. 384 (RG-384), *How to Develop a Monitoring Plan for a Public Water System*, or on our website at:

https://www.tceq.texas.gov/drinkingwater/monitoring_plans

All PWS monitoring plans are required to be kept up-to-date and on file at the system at all times and must be presented to TCEQ staff upon request.

Condition 2:

- This exception will expire 36 months from the date of this letter (*January 31, 2024*).

In support of your exception requests, you provided the following information:

From the submittals received on September 18, 2019 and December 27, 2019:

- A general location map and a detailed site map were provided and shows the area within a 150-foot radius around the well including the property boundaries,
- A copy of the State of Texas Well Report for Tracking #481316 for Well No. 2,
- The certified mail receipts for correspondence sent to three (3) owners were provided for properties where SCEs could not be obtained. We note: According to the delivery details available on the United States Postal Service website, the package mailed to Marcos & Maria Cortez was returned to the sender (WaterEngineers, Inc.) because the addressee was not known at place of address and no change-of-address order was on file and the package mailed to Troy & Tanya Monson was also returned to the sender (WaterEngineers, Inc.) because the addressee abandoned or failed to call for mail. The TCEQ determined the attempt to correspond with the owners is sufficient, and
- A statement that sanitary hazards prohibited are not located within a 0.25-mile radius of Well No. 1 with the exception of the named hazards discussed earlier in this letter. We note: the submittal included a copy of the TCEQ.

Mr. Peter T. Gregg
Page 6 of 6
January 28, 2021

A copy of this letter and all related monitoring data must be maintained with the water system's records for as long as these exceptions are in effect. These records must be made available to TCEQ staff upon request. If contamination of a well occurs which is not remediated through treatment, a new properly constructed well may be required at another location and abandonment, proper plugging, and sealing of the abandoned well will be required.

All exceptions are subject to review. If new information indicates that these exceptions compromise the public health or degrades service or water quality, the exceptions may be revoked as specified in 30 TAC §290.39(1)(2). Noncompliance with any condition stated in this exception letter may result in enforcement action as specified in 30 TAC §290.39(1)(5). These exceptions are not intended to waive compliance with any other TCEQ requirement in 30 TAC Chapter 290. These exceptions cannot be used as a defense in any enforcement action resulting from noncompliance with any other requirement of 30 TAC Chapter 290.

If you have questions concerning this letter, or if we can be of additional assistance, please contact Ms. Erin Guerra, P.E. by email at Erin.Guerra@tceq.texas.gov, by telephone at (512) 239-4787, or by correspondence at the following address:

Technical Review and Oversight Team (MC 159)
Texas Commission on Environmental Quality
P.O. Box 13087
Austin, Texas 78711-3087

Sincerely,



Stephanie Escobar, Team Leader
Technical Review and Oversight Team
Plan and Technical Review Section
Water Supply Division
Texas Commission on Environmental Quality

SJE/erg/db

Enclosure 1: *Instructions for Positive Bacteriological Samples*

cc: Mr. Ronald L. Payne, President, T & W Water Service Company, P.O. Box 2927, Conroe, TX 77305-2927
Mr. Paul Baudat, Operator, T & W Water Service Company, P.O. Box 2927, Conroe, TX 77305-2927
Ms. Deanna Degeyter, T & W Water Service Company, P.O. Box 2927, Conroe, TX 77305-2927

Instructions for Positive Bacteriological Samples

If multiple raw water samples are found to be positive for total coliform and negative for *E. coli* and other fecal indicators, a new exception with revised conditions may be required. TCEQ personnel recommend reviewing the sample collection protocol to ensure proper sample collection methods are in place. Personnel also recommend well disinfection according to American Water Works Association (AWWA) well disinfection standards.

If a raw water sample is found to be positive for total coliform and positive for *E. coli* or other fecal indicators, Ground Water Rule requirements include:

- A. Issuance of a Public Notice to water system customers in accordance with 30 TAC §290.122(a) within 24 hours of being notified of the positive result.
- B. Notification to all consecutive systems served by the well within 24 hours of being notified of the positive result.
- C. Notification to TCEQ Drinking Water Assessment Team personnel at 512-239-4691 or GWRdata@tceq.texas.gov within 24 hours of being notified of the positive result.
- D. Implementation of one or more of the Corrective Actions described in 30 TAC §290.116 as indicated by TCEQ Drinking Water Assessment Team personnel.

Additionally, the current exception may be revoked and a new exception with revised conditions may be required

Information on the Ground Water Rule can be found by calling 512-239-4691 and asking to speak to a member of the Drinking Water Assessment Team or at the following website:

http://www.tceq.texas.gov/drinkingwater/microbial/gwr_main.html

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

May 28, 2014

Mr. Thomas L. Baudat, President
T&W Water Service Company
PO Box 2927
Conroe, Texas 77305-2927

Re: Comprehensive Compliance Investigation at:
Grand Harbor W.S., 18984 Ocean Mist Ct., Montgomery County, Texas
Regulated Entity No.: 101179513
TCEQ ID No.: 1700643 Investigation No.: 1163694

Dear Mr. Baudat:

On March 28, 2014, Ms. Elaine Jackson of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with the 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. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation.

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. Elaine Jackson in the Houston Region Office at (713)767-3650.

Sincerely,

A handwritten signature in black ink, appearing to read "Leticia De Leon".

Leticia De Leon, Team Leader
Public Water Supply
Houston Region Office

LD/ej/kc

cc: Montgomery County Environmental Health Services

Enclosure: Summary of Findings

Summary of Investigation Findings

GRAND HARBOR WATER SYSTEM

Investigation #

1163694

Investigation Date: 03/28/2014

, MONTGOMERY COUNTY,

Additional ID(s): 1700643

ALLEGED VIOLATION(S) NOTED AND RESOLVED

Track No: 374881

30 TAC Chapter 290.44(d)

30 TAC Chapter 290.46(r)

Alleged Violation:

Investigation: 767702

Comment Date: 08/27/2009

Failure to design and maintain a water distribution system to provide at all points within the distribution network a minimum pressure of 35 pounds per square inch (psi) at flow rates of at least 1.5 gallons per minute per connection at each service outlet or connection. When the regulated entity is intended to provide fire fighting capability, it must also be designed to maintain a minimum pressure of 20 psi under combined fire and drinking water flow conditions.

Investigation: 1163694

Comment Date: 05/20/2014

Failure to design and maintain a water distribution system to provide at all points within the distribution network a minimum pressure of 35 pounds per square inch (psi) at flow rates of at least 1.5 gallons per minute per connection at each service outlet or connection. When the regulated entity is intended to provide fire fighting capability, it must also be designed to maintain a minimum pressure of 20 psi under combined fire and drinking water flow conditions.

Recommended Corrective Action: Submit photo, work order, receipt to verify compliance.

Resolution: On March 28, 2014, the investigator observed that the pressure in the distribution system was 70 pounds per square inch (psi).

ADDITIONAL ISSUES

Description

Item 2

Additional Comments

Certificate of Convenience and Necessity

Failure, by a retail public utility that possesses a certificate of public convenience and necessity that has reached 85% of its capacity as compared to the most restrictive criteria of the commission's minimum capacity requirements in Chapter 290 T.A.C., to submit to the executive director a planning report that clearly explains how the retail public utility will provide the expected service demands to the remaining areas within the boundaries of its certificated area. The pressure tank capacity has reach 98 % of its capacity.

Compliance Documentation: Submit a planning report within 90 days.

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

June 6, 2014

Mr. Thomas L. Baudat, President
T&W Water Service Company
PO Box 2927
Conroe, Texas 77305- 2927

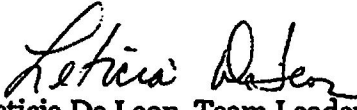
Re: Comprehensive Compliance Investigation at:
Harborside, 18824 Harborside, Montgomery County, Texas
Regulated Entity No.: 101224806
TCEQ ID No.: 1700682, Investigation No.: 1163688

Dear Mr. Baudat:

On March 28, 2014, Ms. Elaine Jackson of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with the 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. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation.

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. Elaine Jackson in the Houston Region Office at (713)767-3650.

Sincerely,


Leticia De Leon, Team Leader
Public Water Supply
Houston Region Office

LD/ej/kc

cc: Montgomery County Environmental Health Services

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janecka, *Commissioner*
Toby Baker, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

August 3, 2021

Mr. Ronald Payne, President
T & W Water Service Company
PO Box 2927
Conroe, Texas 77305-2927

Re: Modified, Off-Site Record Review Investigation at:
Harborside,
Located at 18824 Harborside Blvd., in Montgomery (Montgomery County), Texas
RN101224806; PWS ID No.: 1700682; Investigation No.: 1746500

Dear Mr. Payne:

On July 16, 2021, Mr. Kevin Glanton of the Texas Commission on Environmental Quality (TCEQ) Tyler Regional 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 Mr. Kevin Glanton in the Tyler Regional Office at (903) 535-5133.

Sincerely,

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

Ms. Cara C. Fisher
Team Leader, Water Program
Tyler Regional Office

CCF/RKG/dfy

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

June 16, 2017

Mr. Ron Payne, General Manager
T&W Water Service Company
PO Box 2927
Conroe, Texas 77305-2927

Re: Comprehensive Compliance Investigation at:
Hydies Crossing, 5606 Rhetta Ln, Spring, Harris County, Texas
Regulated Entity No.: 101209625, TCEQ ID No.: 1013180, Investigation No.: 1410235

Dear Mr. Payne:

On May 2, 2017, Mr. David W. Livings, R.S. of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with the applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation.

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. David W. Livings, R.S. in the Houston Region Office at (713) 767-3650.

Sincerely,

A handwritten signature in cursive script that reads "Julia Thorp for".

Julia Thorp, Team Leader
Public Water Supply
Houston Region Office

JT/DW/db

cc: Harris County Public Health and Environmental Services

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

December 1, 2014

Mr. Ronald L. Payne, President
T & W Water Service Company
PO Box 2927
Conroe, Texas 77305-2927

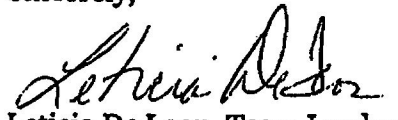
Re: Comprehensive Compliance Investigation at:
Miller's Crossing, 9030 Miller Road, Conroe, Montgomery County, Texas
Regulated Entity No.101274702, TCEQ ID No.1700675, Investigation No. 1204666

Dear Mr. Payne:

On October 30, 2014, Ms. Patricia Blackwell of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with the applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation.

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. Patricia Blackwell in the Houston Region Office at (713) 767-3650.

Sincerely,


Leticia De Leon, Team Leader
Public Water Supply
Houston Region Office

LD/PB/ra

cc: Montgomery County Environmental Health Services

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Toby Baker, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

March 27, 2019

Mr. Ronald L. Payne
President
T & W Water Service Company
Post Office Box 2927
Conroe, Texas 77305-2927

Re: Comprehensive Compliance Investigation at:
Oaks of Trinity Subdivision, ½ Miles South of Kenefick on Highway 1008, Dayton,
Liberty County, Texas
Regulated Entity No.: 101246007 TCEQ ID No.: 1460156
Investigation No.: 1540910

Dear Mr. Payne:

On January 31, 2019, Mr. Charlie Thomas of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with the applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation.

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. Thomas in the Houston Region Office at (713) 767-3569.

Sincerely,

A handwritten signature in black ink that reads "Latrichia Spikes".

Latrichia Spikes
Team Leader
Public Water Supply
Houston Region Office

LS/CT/sh

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 14, 2014

Mr. Ronald L. Payne, President
T & W Water Service Company
PO Box 2927
Conroe, TX 77305-2927


Re: Comprehensive Compliance Investigation at:
Old Mill Lake, 1400 Fishers Cove, Montgomery County, Texas
Regulated Entity No.: 101281012
TCEQ ID No.: 1700662 Investigation No.: 1171227

Dear Mr. Payne:

On May 28, 2014, Ms. Maggie Wright of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with the applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation; however, please see the attached Area of Concern. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation.

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. Maggie Wright in the Houston Region Office at (713)767-3650.

Sincerely,


Leticia De Leon, Team Leader
Public Water Supply
Houston Region Office

LD/mw/kc

cc: Montgomery County Environmental Health Services

Enclosure: Summary of Findings

Summary of Investigation Findings

OLD MILL LAKE	Investigation #
	1171227
, MONTGOMERY COUNTY,	Investigation Date: 05/28/2014
Additional ID(s): 1700662	

AREA OF CONCERN

Track No: 537669

30 TAC Chapter 290.46(s)(1)

Alleged Violation:

Investigation: 1171227

Comment Date: 06/06/2014

Testing Equipment

Failure to calibrate the well meter as required by 30 TAC §290.41(c)(3)(N) according to the manufacturer's specifications at least once every three years.

At the time of the investigation, no calibration report on the flow meter was provided.

Recommended Corrective Action: Submit a copy of the calibration report on the well flow meter to verify compliance.

Resolution: A copy of the calibration report on the flow meter was submitted by email on 05/28/2014.

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janecka, *Commissioner*
Toby Baker, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

July 9, 2021

Mr. Ronald Payne
General Manager
T & W Water Service Company
Post Office Box 2927
Conroe, Texas 77305-2927

Re: Modified Comprehensive Compliance Investigation at:
Old Mill Lake, 14614 Fishers Cove, Pinehurst, Montgomery County, Texas
Regulated Entity No.: 101281012 TCEQ ID No.: 1700662 Investigation No.: 1723817

Dear Mr. Payne:

On June 8, 2021, Ms. Josephine Garcia of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with the applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation. 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. Garcia in the Houston Region Office at (713) 767-3776.

Sincerely,

A handwritten signature in black ink, appearing to read "LaTrichia Spikes".

Ms. LaTrichia Spikes
Water Section Team Leader
Houston Region 12

LS/JG/es

cc: Montgomery County Environmental Health Services
501 North Thompson Street, Suite 101, Conroe, Texas 77301-2500

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 26, 2015

Mr. Ronald L. Payne, General Manager
T & W Water Service Company
P.O. Box 2927
Conroe, Texas 77305-2927

Re: Notice of Compliance with Notice of Violation (NOV) dated September 29, 2014
Rio Vista Subdivision, 17206 Pecos Drive, Splendora, Montgomery County, Texas
Regulated Entity No.: 105347751, TCEQ ID No.: 1700778, Investigation No.: 1215290

Dear Mr. Payne:

On October 17, 2014, the Texas Commission on Environmental Quality (TCEQ) Houston Region Office received adequate compliance documentation to resolve the alleged violations documented during the investigation of the above-referenced regulated entity conducted on July 29, 2014- August 6, 2014. Based on the information submitted, no further action is required concerning this investigation.

The Texas Commission on Environmental Quality 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, please feel free to contact Ms. LaTrichia Spikes, in the Houston Region Office at (713) 767-3650.

Sincerely,

A handwritten signature in black ink, appearing to read "Leticia De Leon".

Leticia De Leon, Team Leader
Public Water Supply
Houston Region Office

LD/LS/mar

Enclosure: Summary of Investigation Findings

cc: Montgomery County Environmental Health Services

Summary of Investigation Findings

RIO VISTA SUBDIVISION

Investigation #

1215290

Investigation Date: 12/11/2014

, COUNTY,

Additional ID(s): 1700778

ALLEGED VIOLATION(S) NOTED AND RESOLVED

Track No: 548093

30 TAC Chapter 290.46(s)(1)

Alleged Violation:

Investigation: 1184269

Comment Date: 09/16/2014

Testing Equipment

Failure by the regulated entity to calibrate the well meter required by 30 TAC 290.41(c)(3)(N) according to the manufacturer's specifications at least once every three years.

At the time of the investigation, the regulated entity did not submit a well meter calibration report.

Investigation: 1215290

Comment Date: 12/11/2014

Testing Equipment

Failure by the regulated entity to calibrate the well meter required by 30 TAC 290.41(c)(3)(N) according to the manufacturer's specifications at least once every three years.

At the time of the investigation, the regulated entity did not submit a well meter calibration report.

Recommended Corrective Action: Submit the well meter calibration report to verify compliance.

Resolution: On October 17, 2014 the regulated entity submitted a copy of the well meter calibration.

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

August 24, 2016

Thomas L. Baudat, P.E., President
T & W Water Service Company
PO Box 2927
Conroe, Texas 77305-2927

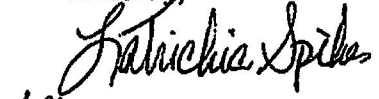
Re: Comprehensive Compliance Investigation at:
Riverwalk Subdivision, 22789 Colorado Dr., Montgomery County, Texas
Regulated Entity No.: 101241677
TCEQ ID No.: 1700604 Investigation No.: 1344204

Dear Mr. Baudat:

On June 15, 2016, Ms. Melody Kirksey, of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with the applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation.

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. Kirksey, in the Houston Region Office at (713) 767-3650.

Sincerely,


Julia Thorp, Team Leader
Public Water Supply
Houston Region Office

JT/MK/mar

cc: Montgomery County Environmental Health Services

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

Regulated Entity/Site Name	Splendora Woods			TCEQ Add. ID No. RN No (optional)	1460153	
Investigation Type	CCI	Contact Made In-House (Y/N)	N	Purpose of Investigation	CCI	
Regulated Entity Contact	Ronald Payne			Telephone No.	936-756-7400	Date Contacted 7/16/2019
	President			FAX #/Email address		FAX/Email date

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 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		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.	
No.	Type ¹	Rule Citation (if known)	Description of Issue
1	AV	290.46(p)(2)	Failure to provide the executive director with a written list on an annual basis of all the operators and operating companies that the public water system employs. During the investigation, it was noted that the water system had not submitted a list to the executive director of all operators employed by Splendora Woods. Fill out the certified operators list and submit a copy to the Executive Director and a copy to the Beaumont Regional Office.
2	AV	290.42(l)	Failure to have an adequate plant operation manual. During the investigation, was noted that the plant operations manual was incomplete. The manual did not include emergency protocols for man-made and natural disasters, federal, local and state contact information. Update the plant operations manual to include emergency protocols for man-made and natural disasters, federal, local and state contact information and submit a copy to the Beaumont Regional Office.
3	AV	290.46(n)(2)	Failure to have a complete distribution map. During the investigation, it was noted that the water system could not provide a complete distribution map. The president stated that they believed the water lines were looped and did not end in dead ends; however, the map did not display this at the following locations: 97 CR 3794, 2930 CR 2790, and 518 CR 379. Update the map and submit copy of the updated sections to the Beaumont Regional Office.
4	AV	290.46(i)	Failure to adopt an adequate customer service agreement. During the investigation, it was noted that the water system did not adopt an adequate customer service agreement permitted in 290.47(b). It was noted that the customer service agreement did not include an enforcement clause and did not include restrictions for the use of pipes and pipe fittings that contain more than 0.25% lead or solders and flux that contain more than 0.2% lead. Update the customer service agreement and submit a signed copy to the Beaumont Regional Office.
5	PV		Please find out if the gas station connected to the water system has a carbonated drink dispenser. If the gas station does have a carbonated drink dispenser without a testable RPBA installed at the meter or behind the machine, install a RPBA and submit the assembly test to the Beaumont Regional Office.

6	AV	290.121(b)(1)	Failure to have a complete monitoring plan. During the investigation, it was noted that the monitoring plan was incomplete the lead and copper section did not have compliance calculations, sample sites, and methods included in the section. Update this section of the monitoring plan and submit a copy to the Beaumont Regional Office. It was also noted that the schematic did not include Well No. 2, the orthophosphate blends chemical injection point, and the second ground storage tank. please note that the president updated this section during the investigation.
7	AV	290.42(f)(1)(E)(ii)	Failure to have secondary containment structures for chemical storage facilities at the plant. During the investigation, it was noted that secondary containment structures were not in place for the 150-gallon hypochlorite solution bulk tank and the 130-gallon orthophosphate blend bulk tank. Install secondary containment for the 150-gallon hypochlorite solution bulk tank and the 130-gallon orthophosphate blend bulk tank and submit photographic documentation to the Beaumont Regional Office.
8	AV	290.42(b)(7)	Failure to have the air release device on Well No. 1 and Well No. 2 covered with 16-mesh or finer corrosion-resistant screening material or an equivalent acceptable to the executive director. During the investigation, it was noted that the air release device on Well No. 1 and 2 did not have 16- mesh or finer corrosion-resistant screening material covering the opening to the atmosphere. Install 16 – mesh screening or finer on the air release devices on Well No. 1 and Well No. 2.
9	AV	290.46(t)	Failure to post an ownership sign at the plant. During the investigation, it was noted that no ownership sign was posted at the plant. Post the ownership sign at the plant and submit photographic documentation to the Beaumont Regional Office.
10	AV	290.43(c)(2)	Failure to have the ground storage tank roof openings designed in accordance with AWWA standards. During the investigation, it was noted that the roof openings of both of the ground storage tanks were only estimated about 18 inches in diameter. Obtain an exception to the rule for the roof hatch opening being less than 30 inches in diameter or when repair or maintenance is performed on the tank the access opening shell be modified to meet the requirements of AWWA standards. When this occurs send photographic documentation to the Beaumont Regional Office.
11	AV	290.46(m)	Failure to maintain the pressure tank, both ground storage tanks, and Well No. 1 sealing block in a good condition and appearance. During the investigation, a significant amount of mildew and potential paint peeling was noted on the pressure tank and both ground storage tanks. Pressure wash the tanks and submit photographic documentation to the Beaumont Regional Office. During the investigation, it was also noted that the sealing block for Well No. 1 has cracked and falling apart a new sealing block will need to be installing to prevent potential contamination of the well. Install new concrete around the well and submit photographic documentation to the Beaumont Regional Office.
12	AV		Failure to maintain plant equipment tight against leakage. During the investigation, it was noted that service pump no. 2 had a leak. Repair the leak and submit photograph documentation to the Beaumont Regional Office.

Note 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 (RE) representative received a copy of this document and associated continuation pages on the date noted. If contact was made by telephone, the document will be sent via FAX or Email to RE; therefore, the RE signature is not required.			
Paige Pritchard	7/16/2019		
Investigator Name (Signed &Printed)	Date	Regulated Entity Representative Name (Signed & Printed)	Date

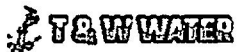
If you have questions about any information on this form, please contact your local TCEQ Regional Office.

Shelley Young

From: Ronald L Payne <ron@rlpcontroller.com>
Sent: Wednesday, April 01, 2020 2:24 PM
To: syoung@waterengineers.com
Subject: FW: TCEQ Exit Interview Form
Attachments: 11883-10805 Fostoria Rd - Item #5.pdf; Customer Service Agreement - Item #4.pdf; Operator Notice Form - Splendor Woods Item # 1.pdf; Splendor Woods - Monitoring Plan - Item #6.doc; Splendor Woods - Operations & Maintenance Manual - Item # 2.docx; Splendor Woods Containment Tanks - Item#7.jpeg; Splendor Woods Email to Engineer - Item #10.pdf; Splendor Woods GST & HYdro Tank - Item #11.jpg; Splendor Woods Hydro Tank - Item #8.jpeg; Splendor Woods New Booster Pump - Item # 12.jpeg; Splendor Woods Sign - Item #9.jpg; Splendor Woods Well #1 - Item #8.jpeg; Splendor Woods Well #2 - Item #8.jpeg; Splendor Woods Well Slab - Item #11.jpg

Responses

Thanks,
Ron Payne
General Manager



12284 FM 3083
Conroe, TX 77301

Office: 936-756-7400 | Cell: 281-639-9358

From: Ronald L Payne <ron@rlpcontroller.com>
Sent: Monday, July 29, 2019 12:39 PM
To: Marissa Peltier <Marissa.Peltier@tceq.texas.gov>
Subject: RE: TCEQ Exit Interview Form

Marissa: I have attached photos & documents to show the corrective actions T&W has completed on the exit interview.

Item 1 – Attached a copy of the Operators Notice Form which was filed with the TCEQ in Austin.

Item 2 – New operations Manual is attached.

Item 3 – We are working on the updated map & flushing log. Will send to you asap.

Item 4 – New agreement is attached.

Item 5 – Letter to gas station is attached.

Item 6 – New Monitoring is attached.

Item 7 – Photo is attached.

Item 8 – Photo is attached.

Item 9 - Photo is attached.

Item 10 – Email to engineer is attached.

Item 11 - Photo is attached.

Item 12 - Photo is attached.

Please let me know if you have any questions or need additional information.

Thanks,

Ron Payne
President



12284 FM 3083
Conroe, TX 77301

Office: 936-756-7400 | Fax: 866-422-8519

From: Marissa Peltier <Marissa.Peltier@tceq.texas.gov>
Sent: Tuesday, July 16, 2019 4:43 PM
To: Ronald L Payne <ron@rlpcontroller.com>
Subject: TCEQ Exit Interview Form

Hey Ron,

I have attached the exit interview form for today's inspection. If you have any documentation that you would like included in the report, you can submit it via email within 14 days or shortly thereafter. Let me know if you have any questions. I will be out of the office July 22-26, 2019 so you can hold your questions until I return July 29, 2019 or you can ask Paige.

Thank you,

Marissa Peltier
Environmental Investigator, Drinking Water
TCEQ Region 10 (Beaumont)



Texas Commission on Environmental Quality
3870 Eastex Freeway, Beaumont, TX 77703
Office: 409-898-3838 / Fax: 409-899-8778
marissa.peltier@tceq.texas.gov
How are we doing? [Comment on our service.](#)

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janecka, *Commissioner*
Toby Baker, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

June 3, 2021

CERTIFIED MAIL 9171 9690 0935 0261 3630 71
RETURN RECEIPT REQUESTED

Mr. Ronald Payne, General Manger
Grand Harbor Water System
PO Box 2927
Conroe, Texas, 77305- 2927

Re: Notice of Violation for Modified, Off-Site Record Review Investigation at:
Grand Harbor Water System,
Located at 12284 FM 3083, in Conroe (Montgomery County), Texas
RN101179513, PWS ID No.: 1700643, Investigation No.: 1722278

Dear Mr. Payne:

On May 14, 2021, Mr. Eric Stadig of the Texas Commission on Environmental Quality (TCEQ) Tyler Regional Office conducted investigations of the above-referenced system to evaluate compliance with applicable requirements for public water systems. 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 a compliance plan by **August 2, 2021**, for the following outstanding alleged violations by track nos.: **778652, 778653, and 778654**. The plan should include the proposed actions to be taken to correct the alleged violations and a schedule for the completion of the corrections. If the violations have already been corrected, please submit compliance documentation, such as photographs, purchase orders, results of analyses, etc., demonstrating what actions were taken.

In the listing of the alleged violation(s), 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.texas.gov> 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 Tyler Regional Office at (903) 535-5100 or the Central Office Publications Ordering Team at (512) 239-0028.

Mr. Ronald Payne, General Manager

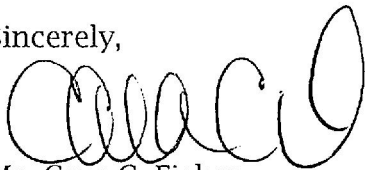
Page 2

June 3, 2021

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 violation(s) documented in this notice. Should you choose to do so, you must notify the Tyler Regional Office within 10 days from the date of this letter. At that time, Mr. Ross B. Morgan, 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 or all of the contested violations.

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. Eric Stadig in the Tyler Regional Office at (903) 535-5176.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cara C. Fisher', with a large, stylized loop at the end.

Ms. Cara C. Fisher
Team Leader, Water Program
Tyler Regional Office

CCF/ERS/dfy

Enclosures: Summary of Investigation Findings

Summary of Investigation Findings

GRAND HARBOR WATER SYSTEM

Investigation #

1722278

Investigation Date: 05/14/2021

, MONTGOMERY COUNTY,

Additional ID(s): 1700643

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

Track No: 778652

Compliance Due Date: To Be Determined

30 TAC Chapter 290.42(f)(1)(E)(ii)

Alleged Violation:

Investigation: 1722278

Comment Date: 06/02/2021

Failure to have secondary containment for bulk chemicals at plant # 2

During the investigation conducted on 05/14/2021, the investigator documented that the water system failed to have secondary containment for bulk chemicals at plant # 2. Of note, the system appeared to have adequate secondary containment provided at plant # 1. According to 30 TAC Subchapter §290.42(f)(1)(E)(ii), "except as provided in this clause, adequate containment facilities shall be provided for all liquid chemical storage tanks".

Recommended Corrective Action: Please submit a compliance plan by 07/30/2021. The plan should include the proposed actions to be taken to correct the alleged violation and a schedule for the completion of the corrections. If this violation has already been corrected, please submit compliance documentation, photographs, purchase orders, results of analyses, etc., demonstrating what actions were taken.

Track No: 778653

Compliance Due Date: To Be Determined

30 TAC Chapter 290.44(h)(1)

Alleged Violation:

Investigation: 1722278

Comment Date: 06/02/2021

Failure to conduct an annual backflow assembly test report for the gas station (previous test was in 2017).

During the investigation conducted on 05/14/2021, the investigator documented that the water system failed to conduct an annual backflow assembly test report for the gas station. The previous tested date was in 2017. According to 30 TAC Subchapter §290.44(h)(1)(B)(i), "an adequate internal cross-connection control program shall include an annual inspection and testing by a licensed backflow prevention assembly tester on all backflow prevention assemblies used for health hazard protection".

Recommended Corrective Action: Please submit a compliance plan by 07/30/2021. The plan should include the proposed actions to be taken to correct the alleged violation and a schedule for the completion of the corrections. If this violation has already been corrected, please submit compliance documentation, photographs, purchase orders, results of analyses, etc., demonstrating what actions were taken.

Track No: 778654

Compliance Due Date: To Be Determined

30 TAC Chapter 290.43(c)(8)

Alleged Violation:

Investigation: 1722278

Comment Date: 06/02/2021

Failure to maintain 84K gallon ground storage tank.

During the investigation conducted on 05/14/2021, the investigator documented that the water system failed to maintain 84K gallon ground storage tank. Per the system's tank inspection document and the photographs submitted, the tank appeared to be in poor condition. According to 30 TAC Subchapter §290.43(c)(8), "all clearwells, ground storage tanks, standpipes, and elevated tanks shall be painted, disinfected, and maintained in strict accordance with current AWWA standards".

Recommended Corrective Action: Please submit a compliance plan by 07/30/2021. The plan should include the proposed actions to be taken to correct the alleged violation and a schedule for the completion of the corrections. If this violation has already been corrected, please submit compliance documentation, photographs, purchase orders, results of analyses, etc., demonstrating what actions were taken.



T & W WATER

July 16, 2021

Texas Commission on Environmental Quality
Ms. Cara C. Fisher
Tyler Regional Office
2916 Teague Drive
Tyler, Texas 75701-3734

Re: Notice of Violation for Modified, Off-Site Record Review Investigation at:
Grand Harbor Water System
RN101179513, PWS 1700643, Investigation No.: 1722278

Dear Ms. Fisher:

T&W Water Service is in receipt of the letter dated June 3, 2021 concerning the alleged violations noted on Investigation # 1722278. Below are our responses for these alleged violations.

Track No. 778652 – Failure to have secondary containment for bulk chemicals at plant #2.

T&W Water Service has contacted our bulk chemical vendor (NAPCO) and have been assured that the containment tanks will be installed by June 30, 2021.

Track No. 778653 – Failure to conduct an annual backflow assembly test report for the gas station
Attached to this response are 2 backflow test conducted on 5-27-2021.

Track No. 778654 – Failure to maintain 84K gallon GST

Our engineers at Cobb Fendly & Associates, Inc. are working on the required engineering to install a larger replacement GST. The engineering is not yet completed but should be completed and filed with Plans & Review at the TCEQ no later than September 30, 2021. When the new GST has been approved and constructed the current GST will be abandoned and demolished.

If you have any additional questions or concerns, please let us know.

Sincerely,

Ron Payne
General Manager

Texas Commission on Environmental Quality
BACKFLOW PREVENTION ASSEMBLY TEST AND MAINTENANCE REPORT

The following form must be completed for each assembly tested. A signed and dated original must be submitted to the public water supplier for recordkeeping *purposes:

NAME OF PWS:	TW Water Services
PWS ID#:	
MAILING ADDRESS:	12284 FM 3083 Conroe, Tx. 77301
CONTACT PERSON:	Jeff
LOCATION OF SERVICE:	16050 Walden Rd. – Walden Xpress Market

The backflow prevention assembly detailed below has been tested and maintained as required by commission regulations and is certified to be operating within acceptable parameters.

TYPE OF ASSEMBLY: ☒ Reduced Pressure Principle ☐ Reduced Pressure Principle-Detector
☐ Double Check Valve ☐ Double Check-Detector
☐ Pressure Vacuum Breaker ☐ Spill-Resistant Pressure Vacuum Breaker

Manufacturer:	Watts	Size:	1"
Model Number:	LF009M2QT	Located At:	Inside – serves ice machine
Serial Number:	226817		

Is the assembly installed in accordance with manufacturer recommendations and/or local codes? ☒ Yes ☐ No

	Reduced Pressure Principle Assembly			Pressure Vacuum Breaker	
	Double Check Valve Assembly		Relief Valve	Air Inlet	Check Valve
	1 st Check	2 nd Check			
Initial Test	Held at 8.1 psid Closed Tight <input checked="" type="checkbox"/> Leaked <input type="checkbox"/>	Held at 2.2 psid Closed Tight <input checked="" type="checkbox"/> Leaked <input type="checkbox"/>	Opened at 3.1 psid Did not open <input checked="" type="checkbox"/>	Opened at ____ psid Did not open <input type="checkbox"/>	Held at ____ psid Leaked <input type="checkbox"/>
Repairs and Materials Used**					
Test After Repair	Held at ____ psid Closed Tight <input type="checkbox"/>	Held at ____ psid Closed Tight <input type="checkbox"/>	Opened at ____ psid	Opened at ____ psid	Held at ____ psid

Test gauge used:

Make/Model:	Midwest 845 - 5	SN:	02181343	Date tested for accuracy:	4/16/2021
Remarks:					
Initial installation					

The above is certified to be true at the time of testing.

Firm Name:	Whitelock Plumbing Co.	Certified Tester Name (Print/Type):	James Whitelock
Firm Address:	11247 Rousseau	Certified Tester Name (Signature):	<i>James Whitelock</i>
Firm Phone #:	281-706-7118	Cert. Tester No.:	BP 2452
		Date of Test:	5/27/2021

* TEST RECORDS MUST BE KEPT FOR AT LEAST THREE YEARS

** USE ONLY MANUFACTURER'S REPLACEMENT PARTS

Texas Commission on Environmental Quality
BACKFLOW PREVENTION ASSEMBLY TEST AND MAINTENANCE REPORT

The following form must be completed for each assembly tested. A signed and dated original must be submitted to the public water supplier for recordkeeping *purposes:

NAME OF PWS:	TW Water Services
PWS ID#:	
MAILING ADDRESS:	12284 FM 3083 Conroe, Tx. 77301
CONTACT PERSON:	Jeff
LOCATION OF SERVICE:	16050 Walden Rd. – Walden Xpress Market

The backflow prevention assembly detailed below has been tested and maintained as required by commission regulations and is certified to be operating within acceptable parameters.

TYPE OF ASSEMBLY: ☒ Reduced Pressure Principle ☐ Reduced Pressure Principle-Detector
☐ Double Check Valve ☐ Double Check-Detector
☐ Pressure Vacuum Breaker ☐ Spill-Resistant Pressure Vacuum Breaker

Manufacturer:	Watts	Size:	2"
Model Number:	LF009M2QT	Located At:	Outside – serves building
Serial Number:	174256		

Is the assembly installed in accordance with manufacturer recommendations and/or local codes? ☒ Yes ☐ No

	Reduced Pressure Principle Assembly			Pressure Vacuum Breaker	
	Double Check Valve Assembly		Relief Valve	Air Inlet	Check Valve
	1 st Check	2 nd Check			
Initial Test	Held at 8.2 psid Closed Tight <input checked="" type="checkbox"/> Leaked <input type="checkbox"/>	Held at 2.6 psid Closed Tight <input checked="" type="checkbox"/> Leaked <input type="checkbox"/>	Opened at 3.2 psid Did not open <input checked="" type="checkbox"/>	Opened at ____ psid Did not open <input type="checkbox"/>	Held at ____ psid Leaked <input type="checkbox"/>
Repairs and Materials Used**					
Test After Repair	Held at ____ psid Closed Tight <input type="checkbox"/>	Held at ____ psid Closed Tight <input type="checkbox"/>	Opened at ____ psid	Opened at ____ psid	Held at ____ psid

Test gauge used:

Make/Model:	Midwest 845 - 5	SN:	02181343	Date tested for accuracy:	4/16/2021
Remarks:					
Initial installation					

The above is certified to be true at the time of testing.

Firm Name:	Whitelock Plumbing Co.	Certified Tester Name (Print/Type):	James Whitelock
Firm Address:	11247 Rousseau	Certified Tester Name (Signature):	<i>James Whitelock</i>
Firm Phone #:	281-706-7118	Cert. Tester No.:	BP 2452
		Date of Test:	5/27/2021

* TEST RECORDS MUST BE KEPT FOR AT LEAST THREE YEARS

** USE ONLY MANUFACTURER'S REPLACEMENT PARTS

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janecka, *Commissioner*
Toby Baker, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

August 20, 2021

CERTIFIED MAIL 9171 9690 0935 0261 7524 79
RETURN RECEIPT REQUESTED

Mr. Ronald Payne, General Manager
Grand Harbor Water System
PO Box 2927
Conroe Texas 77305-2927

Re: Partial Compliance for the File Record Review at:
Grand Harbor Water System,
Located at 12284 FM 3083, in Conroe (Montgomery County), Texas
RN101179513, PWS ID No.: 1700643, Investigation No.: 1747340

Dear Mr. Payne:

The Texas Commission on Environmental Quality (TCEQ) Tyler Regional Office has received the compliance documentation that you submitted on July 19, 2021, for the alleged violations noted during the investigation of the above-referenced facility conducted on May 14, 2021. The compliance documentation was sufficient to resolve two of the three outstanding alleged violations noted during the investigation. Please see the enclosed Summary of Investigation Findings for further details.

Please submit compliance documentation by **June 30, 2022**, for the following outstanding alleged violation by track no.: **778654**. The documentation should demonstrate what actions have been taken to correct the violation and may include photographs, purchase orders, results of analyses, etc.

In the listing of the alleged violation(s), 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.texas.gov> 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 Tyler Regional Office at (903) 535-5100 or the Central Office Publications Ordering Team at (512) 239-0028.

Mr. Ronald Payne, General Manager
Page 2
August 20, 2021

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. Eric Stadig in the Tyler Regional Office at (903) 535-5176.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cara C. Fisher', with a large, stylized initial 'C'.

Ms. Cara C. Fisher
Team Leader, Water Program
Tyler Regional Office

CCF/ERS/dfy

Enclosures: Summary of Investigation Findings

SECRET
[REDACTED]

SECRET
[REDACTED]

[REDACTED]

Summary of Investigation Findings

GRAND HARBOR WATER SYSTEM

Investigation #

1747340

Investigation Date: 07/29/2021

, MONTGOMERY COUNTY,

Additional ID(s): 1700643

ALLEGED VIOLATION(S) NOTED AND RESOLVED

Track No: 778652

30 TAC Chapter 290.42(f)(1)(E)(ii)

Alleged Violation:

Investigation: 1722278

Comment Date: 06/02/2021

Failure to have secondary containment for bulk chemicals at plant # 2

During the investigation conducted on 05/14/2021, the investigator documented that the water system failed to have secondary containment for bulk chemicals at plant # 2. Of note, the system appeared to have adequate secondary containment provided at plant # 1. According to 30 TAC Subchapter §290.42(f)(1)(E)(ii), "except as provided in this clause, adequate containment facilities shall be provided for all liquid chemical storage tanks".

Investigation: 1747340

Comment Date: 07/29/2021

Please see violation comments.

Resolution: The system submitted a compliance plan to have this completed in the future. However, after a phone discussion with the general manager about the compliance deadline, Mr. Payne explained that the water system had already fixed the issue and installed secondary containment for the bulk chemicals.

Track No: 778653

30 TAC Chapter 290.44(h)(1)

Alleged Violation:

Investigation: 1722278

Comment Date: 06/02/2021

Failure to conduct an annual backflow assembly test report for the gas station (previous test was in 2017).

During the investigation conducted on 05/14/2021, the investigator documented that the water system failed to conduct an annual backflow assembly test report for the gas station. The previous tested date was in 2017. According to 30 TAC Subchapter §290.44(h)(1)(B)(i), "an adequate internal cross-connection control program shall include an annual inspection and testing by a licensed backflow prevention assembly tester on all backflow prevention assemblies used for health hazard protection".

Investigation: 1747340

Comment Date: 07/29/2021

Please see violation comments

Resolution: The water system submitted copies of the completed annual backflow assembly test reports.

Track No: 778654

Compliance Due Date: 06/30/2022

30 TAC Chapter 290.43(c)(8)

Alleged Violation:

Investigation: 1722278

Comment Date: 06/02/2021

Failure to maintain 84K gallon ground storage tank.

During the investigation conducted on 05/14/2021, the investigator documented that the water system failed to maintain 84K gallon ground storage tank. Per the system's tank inspection document and the photographs submitted, the tank appeared to be in poor condition. According to 30 TAC Subchapter §290.43(c)(8), "all clearwells, ground storage tanks, standpipes, and elevated tanks shall be painted, disinfected, and maintained in strict accordance with current AWWA standards".

Investigation: 1747340

Comment Date: 07/29/2021

Failure to maintain the 84K gallon ground storage tank.

During the investigation conducted on July 29, 2021, the investigator reviewed a compliance plan submitted by the water system that it's currently working with Cobb Fendly & Associates, Inc. to complete work on the demolition and replacement of their current 84K ground storage tank (GST). The submitted compliance documentation stated the plans would be submitted to TCEQ Plan Review no later than Sept. 30, 2021. The investigator contacted the general manager (Mr. Ron Payne) to discuss further completion timelines of the construction and installation of a new GST. After a conversation between the water system, and the TCEQ Tyler Regional Office, the system estimated that the final completion of the project would be June 30, 2022. Due to the good faith effort to resolve the violation, the system will be granted an compliance extension.

Recommended Corrective Action: Please submit compliance documentation by June 30, 2022. The documentation should demonstrate what actions have been taken to correct the violation and may include photographs, purchase orders, results of analyses, etc.

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janecka, *Commissioner*
Toby Baker, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

March 2, 2022

Mr. Ronald L. Payne
General Manager
T & W Water Service Company
Post Office Box 2927
Conroe, Texas 77305-2927

Re: Notice of Compliance with Notice of Violation (NOV) dated September 12, 2019:
Splendora Woods, 1042 County Road 379, Cleveland, Liberty County, Texas
Regulated Entity No.: 101190239 TCEQ ID No.: 1460153 Investigation No.: 1794561

Dear Mr. Payne:

This letter is to inform you that the Texas Commission on Environmental Quality (TCEQ) Houston Region Office has received adequate compliance documentation on August 25, 2020, to resolve the alleged violations documented during the investigation of the above-referenced regulated entity conducted on July 16, 2019. Based on the information submitted, no further action is required concerning this investigation.

The Texas Commission on Environmental Quality 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, please feel free to contact Ms. Vetricia Morrow in the Houston Region Office at (713) 767-3631.

Sincerely,

A handwritten signature in black ink, appearing to read "N. Nunes".

Nichole Batista Nunes
Water Section Team Leader
Houston Region 12

NBN/VM/es

Enclosure: Summary of Investigation Findings

Summary of Investigation Findings

SPLENDORA WOODS

Investigation #

1794561

Investigation Date: 02/15/2022

, LIBERTY COUNTY,

Additional ID(s): 1460153

ALLEGED VIOLATION(S) NOTED AND RESOLVED

Track No: 725788

30 TAC Chapter 290.44(h)(1)(A)

Alleged Violation:

Investigation: 1582004

Comment Date: 08/23/2019

Failure by T & W Water Service Company – Splendor Woods to provide additional protection at the meter in the form of an air gap or backflow prevention assembly where an actual or potential hazard exists.

During the investigation, it was noted that a backflow prevention assembly had not been installed at all connections where a potential health hazard exists. Stop-N-Shop does not have a backflow prevention assembly at the connection, nor has a Customer Service Inspection (CSI) been conducted which displays an adequate internal cross-connection control program exists at the connection. On July 29, 2019, the water system submitted a letter that they mailed to Stop-N-Shop requesting that they sign a customer service agreement and conduct a CSI. This violation will remain active until the water system installs a backflow prevention assembly device or submits a CSI which displays that no hazard exists at the location.

Investigation: 1794561

Comment Date: 02/15/2022

Failure by T & W Water Service Company - Splendor Woods to provide additional protection at the meter in the form of an air gap or backflow prevention assembly where an actual or potential hazard exists.

Recommended Corrective Action: Install a backflow prevention assembly at the connection meter for Stop-N-Shop, or if the result of a CSI displays an adequate internal cross connection program. Submit photographs of a backflow prevention assembly which has been installed at the meter or the result of a CSI which notes an adequate internal cross connection program to the Beaumont Regional Office.

Resolution: The documentation submitted confirms a CSI was performed and a BPA was installed and tested which complies with 30 TAC Chapter 290.

Track No: 725796

30 TAC Chapter 290.43(c)(2)

Alleged Violation:

Investigation: 1582004

Comment Date: 09/10/2019

Failure by T & W Water Service Company – Splendor Woods to have the ground storage tank roof access openings designed in accordance with AWWA standards.

During the investigation, it was noted that the roof access openings of both of the ground storage tanks were only estimated about 18 inches in diameter. On July 29, 2019, the water system submitted a letter to their engineer asking them to apply for an exception to the roof opening rule.

Investigation: 1794561

Comment Date: 02/15/2022

Failure by T & W Water Service Company - Splendor Woods to have the ground storage

tank roof access
openings designed in accordance with AWWA standards.

Recommended Corrective Action: Obtain an exception to the rule for the roof hatch opening being less than 30 inches in diameter or when repair or maintenance is performed on the tank the access opening shall be modified to meet the requirements of AWWA standards. When this occurs send photographic documentation to the Beaumont Regional Office.

Resolution: The documentation submitted demonstrates the regulated entity was granted an exception by TCEQ Plan Review on February 2, 2020.

Track No: 725800

30 TAC Chapter 290.45(b)(1)(C)(ii)

Alleged Violation:

Investigation: 1582004

Comment Date: 09/10/2019

Failure by T & W Water Service Company- Splendor Woods to provide 200 gallons per connection of total storage capacity.

During the investigation, it was noted that the water system is required to provide 200 gallons for each of the system's 179 connections. The water system provides 0.03356 MG total storage capacity, while 0.0358 MG is required. The water system is 7 % deficient for total storage capacity.

Investigation: 1794561

Comment Date: 02/15/2022

Failure by T & W Water Service Company- Splendor Woods to provide 200 gallons per connection of total storage capacity.

Recommended Corrective Action: Provide 200 gallons of total storage capacity per connection. Submit proof upon the water system providing 200 gallons total storage capacity per connection.

Please note that if any modifications are made to the plant in an effort obtain compliance with this regulation, notification shall be made to TCEQ Water Supply division, Technical Review and Oversight Team, MC 155 PO Box 13087, Austin, Texas 78711-3087; phone (512) 239-4691. Additionally, an exception may be requested regarding this regulation to the address listed above.

Resolution: The documentation submitted indicates the regulated entity meets the minimum ground storage capacity requirements.

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Toby Baker, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

September 5, 2019

**CERTIFIED MAIL {7015 0640 0004 7938 7131}
RETURN RECEIPT REQUESTED**

Mr. Ronald Payne, President
T & W Water Service Company
PO Box 2927
Conroe, Texas 77305

Re: Notice of Violation for Public Water Supply Comprehensive Compliance Investigation at:
Spring Oaks Subdivision, Cleveland (Liberty County), Texas; Regulated Entity No.:
RN101235166, PWS ID No.: 1460157, Investigation No.: 1580002

Dear Mr. Payne:

On July 16, 2019, Marissa Peltier and Paige Pritchard of the Texas Commission on Environmental Quality (TCEQ) Beaumont Region 10 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, some concerns were noted which were alleged noncompliances that have been resolved Areas of Concern based on subsequent corrective action. Based on the information you have provided, the TCEQ has adequate documentation to resolve the alleged violations. Therefore, no further action is required.

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 Beaumont Region 10 Office at 409-898-3838 or the Central Office Publications Ordering Team at 512-239-0028.

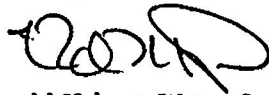
The TCEQ appreciates your assistance in this matter. Please note that the Legislature has granted TCEQ enforcement powers which we may exercise to ensure compliance with environmental regulatory requirements. We anticipate that you will resolve the alleged violations as required in order to protect the 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 Beaumont Region 10 Office within 10 days from the date of this letter. At that time, Ronald Hebert, 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 enclosed Summary of Investigation Findings until an official decision is made regarding the status of any or all of the contested violations.

Mr. Ronald Payne, President
Page 2
September 5, 2019

If you or members of your staff have any questions, please feel free to contact Ms. Peltier in the Beaumont Region 10 Office at 409-898-3838.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ronald Hebert', with a stylized flourish at the end.

Ronald Hebert, Water Section Manager
Beaumont Region 10 Office
Texas Commission on Environmental Quality

RH/MP/cal

Enclosure: Summary of Investigation Findings

Summary of Investigation Findings

SPRING OAKS SUBDIVISION

278 COUNTY ROAD 2800

CLEVELAND, LIBERTY COUNTY, TX 77327

Investigation #

1580002

Investigation Date: 07/16/2019

Additional ID(s): 1460157

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

Track No: 726672

30 TAC Chapter 290.41(c)(3)(Q)

Alleged Violation:

Investigation: 1580002

Comment Date: 08/29/2019

Failure by T&W Water Service Company- Spring Oaks Subdivision to have an air release device covered with 16-mesh or finer.

During the investigation, it was noted that the well air release device did not have 16-mesh screening or finer covering the opening to the atmosphere. Please note this violation is considered a Significant deficiency and could be subject to 40 Code of Federal Regulations (CFR) Subpart S-Groundwater Rule regarding significant deficiencies if not corrected or part of a state approved corrective action plan by the violation deadline.

Recommended Corrective Action: Install 16-mesh screening or finer on the well air release device.

Resolution: On August 15, 2019, the Beaumont Regional Office received a photograph documenting that 16-mesh screening had been installed covering the opening to the atmosphere on the well air release device.

Track No: 726675

30 TAC Chapter 290.42(b)(7)

Alleged Violation:

Investigation: 1580002

Comment Date: 08/29/2019

Failure by T&W Water Service Company- Spring Oaks Subdivision to have an air release device covered with 16-mesh or finer.

During the investigation, it was noted that the 5,000-gallon pressure tank air release device did not have 16-mesh screening or finer covering the opening to the atmosphere. Please note this violation is considered a Significant deficiency and could be subject to 40 Code of Federal Regulations (CFR) Subpart S-Groundwater Rule regarding significant deficiencies if not corrected or part of a state approved corrective action plan by the violation deadline.

Recommended Corrective Action: Install 16-mesh screening or finer on the pressure tank air release device.

Resolution: On August 15, 2019, the Beaumont Regional Office received a photograph documenting that 16-mesh screening had been installed covering the opening to the atmosphere on the pressure tank air release device.

AREA OF CONCERN

Track No: 726666

30 TAC Chapter 290.46(p)(2)

Alleged Violation:

SPRING OAKS SUBDIVISION

Investigation # 1580002

Investigation: 1580002

Comment Date: 08/29/2019

Failure by T&W Water Service Company- Spring Oaks Subdivision to submit a list of all operators employed by the water system to the executive director on an annual basis.

During the investigation, it was noted that the water system has not provided a list of operators employed by the water system to the executive director on an annual basis.

Recommended Corrective Action: Complete a written list of all operators or operating companies employed by the water system and send to the executive director.

Resolution: On July 29, 2019 the Beaumont Regional Office received a copy of a complete Operator Notice Form.

Track No: 726667**30 TAC Chapter 290.42(I)****Alleged Violation:**

Investigation: 1580002

Comment Date: 08/29/2019

Failure by T&W Water Service Company- Spring Oaks Subdivision to have an adequate Plant Operations and Maintenance Manual.

During the investigation, it was noted that the water system did not have an adequate Plant Operations and Maintenance Manual. The manual did not include contact information for local, state, and federal regulating entities or emergency protocols for natural and man-made disasters.

Recommended Corrective Action: Update the Plant Operations and Maintenance Manual to include emergency contact information for the local, state, and federal regulating entities and emergency protocols for natural and man-made disasters.

Resolution: On August 15, 2019, the Beaumont Regional Office an updated Plant Operations and Maintenance Manual that included the appropriate emergency contact information and emergency protocols for natural and man-made disasters.

Track No: 726668**30 TAC Chapter 290.46(I)****Alleged Violation:**

Investigation: 1580002

Comment Date: 08/29/2019

Failure by T&W Water Service Company- Spring Oaks Subdivision to adopt an adequate plumbing ordinance, regulation, or service agreement.

During the investigation, it was noted that the water system's Customer Service Agreement was lacking an enforcement clause and lead limits for pipes, pipe fittings, solder and flux.

Recommended Corrective Action: Update the Customer Service Agreement to include an enforcement clause and lead limits for pipes, pipe fittings, solder and flux.

Resolution: On July 29, 2019, the Beaumont Regional Office received an updated Customer Service Agreement which included an enforcement clause and appropriate lead limits for pipes, pipe fittings, solder and flux.

Track No: 726669**30 TAC Chapter 290.46(I)****Alleged Violation:**

Investigation: 1580002

Comment Date: 08/29/2019

Failure by T&W Water Service Company- Spring Oaks Subdivision to flush all dead-end mains on a monthly basis.

During the investigation, it was noted that the water system has failed to flush all dead-end

SPRING OAKS SUBDIVISION

Investigation # 1580002

mains on a monthly basis. It was noted that the flushing log did not include CR 2802, which was verified by the water system to be a dead-end main line, until March 2019. The line has been flushed monthly since March 2019.

Recommended Corrective Action: Update the monthly flushing log to include CR 2802.

Resolution: During the investigation, the investigators noted that the water system has been adequately flushing the dead-end main at CR 2802 since March 2019.

Track No: 726671**30 TAC Chapter 290.121(b)****Alleged Violation:**

Investigation: 1580002

Comment Date: 08/29/2019

Failure by T&W Water Service Company- Spring Oaks Subdivision to have a complete monitoring plan.

During the investigation, it was noted that the monitoring plan was lacking the following in the lead and copper section: sample sites, methods, and compliance calculations.

Recommended Corrective Action: Update the monitoring plan to include the sample sites, methods, and compliance calculations for the lead and copper section.

Resolution: On August 15, 2019, the Beaumont Regional Office received a copy of the updated monitoring plan that included the sample sites, methods, and compliance calculations for the lead and copper section.

Track No: 726673**30 TAC Chapter 290.46(m)****Alleged Violation:**

Investigation: 1580002

Comment Date: 08/29/2019

Failure by T&W Water Service Company- Spring Oaks Subdivision to perform maintenance and housekeeping practices used by a public water system to ensure the good working condition and general appearance of the system's facilities and equipment.

During the investigation, it was noted that the sealing block of the well had two large cracks.

Recommended Corrective Action: Repair the sealing block of the well.

Resolution: On July 29, 2019, the Beaumont Regional Office received a photograph documenting that the cracks had been repaired by filling them with concrete.

Track No: 726674**30 TAC Chapter 290.46(m)****Alleged Violation:**

Investigation: 1580002

Comment Date: 08/29/2019

Failure by T&W Water Service Company- Spring Oaks Subdivision to perform maintenance and housekeeping practices used by a public water system to ensure the good working condition and general appearance of the system's facilities and equipment.

During the investigation, it was noted that the 21,591-gallon ground storage tank and 5,000-gallon pressure tank needed to be cleaned of mildew.

Recommended Corrective Action: Clean the ground storage tank and pressure tank of mildew.

Resolution: On July 29, 2019, the Beaumont Regional Office received photographs documenting that the 21,591-gallon ground storage tank and 5,000-gallon pressure tank had been cleaned of mildew.

ADDITIONAL ISSUES

Description
Item #10**Additional Comments**

During the investigation, it was noted that the water system was operating at 87.1% total storage capacity. A retail public utility that possesses a certificate of public convenience and necessity that has reached 85% of its capacity as compared to most restrictive criteria of the commission's minimum capacity requirements in 30 TAC Chapter 290 shall submit to the executive director, a planning report that clearly explains how the retail public utility will provide the expected service demands to the remaining areas within the boundaries of its certified area.

The report should be submitted in writing and should contain the following:

- (i) a brief description of the overall utility system and service area
- (ii) an analysis of the plant capacity
- (iii) details on how the retail public utility will provide service to the remaining areas within the boundaries of its certificated area. This includes projections of cost and expected design and installation dates for additional facilities.

Please submit a detailed planning report to the Beaumont Regional Office within 90 days.

WATERENGINEERS, INC.
WATER & WASTEWATER TREATMENT CONSULTANTS
17230 HUFFMEISTER ROAD, SUITE A ~ CYPRESS, TEXAS 77429-1643
TEL: 281-373-0500 FAX: 281-373-1113

May 18, 2020

Mr. Ronald Herbert
TCEQ – Beaumont Regional Office
3870 Eastex Freeway
Beaumont, Texas 77703-1830

Re: Spring Oaks Subdivision Water System – PWS ID: 1460157
Planning Report
RN: 101235166; CN: 601363005; Investigation No.: 1580002
Liberty County, Texas

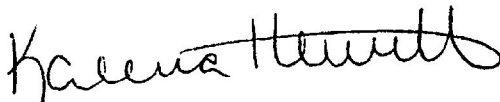
Dear Mr. Herbert:

Please find herewith the Planning Report and associated attachments for the Spring Oaks Subdivision Water System located in Liberty County.

1. Plan Review Form
2. TCEQ Correspondence
3. Capacity Rating Calculations

If you have any questions or would like further information, I can be reached by telephone at 281-373-0500 or by email at Kalena@waterengineers.com.

Sincerely,
WATERENGINEERS, INC.

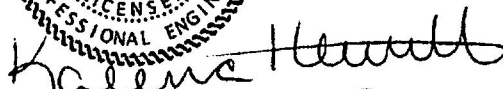


Kalena Hewitt, P.E.

Enclosures: As Noted

cc: Ronald Payne via email to ron@twwaterservice.com
Marissa Peltier via email to Marissa.Peltier@TCEQ.Texas.gov
Vera Poe, P.E. via email to Vera.Poe@TCEQ.Texas.gov
TCEQ Region 12 via email to R12PWS@tceq.texas.gov

WATERENGINEERS, INC.
TBPE FIRM No. 2066


05-18-2020

SECTION 1

PLANNING REPORT

SPRING OAKS SUBDIVISION WATER SYSTEM PWS: 1460157

OWNER:
T & W WATER SERVICES COMPANY
12284 FM 3083
CONROE, TEXAS 77301

PREPARED BY:

 **WATERENGINEERS, INC.**
Water & Wastewater Treatment Consultants
17230 HUFFMEISTER RD., SUITE A
CYPRESS, TEXAS 77429
TEL: 281-373-0500
FAX: 281-373-1113

WATERENGINEERS, INC.
TBPE FIRM No. 2066



Kalena Hewitt
05-18-2020

MAY 2020

PLANNING REPORT SPRING OAKS SUBDIVISION WATER SYSTEM

1.0 General

T & W Water Services Company (OWNER) owns the existing Spring Oaks Subdivision Water System (PWS 1460157), which is currently supplying water to 94 residential connections in Liberty County, Texas. There is a total of 119 residential lots within the service area. The OWNER has retained WaterEngineers, Inc. to provide planning data regarding the ability to meet the TCEQ requirements related to a water system exceeding 85% capacity.

This report describes the existing and proposed facility ratings and how they meet the most recent revision of the TCEQ Rules and Regulations for Public Water System, TAC 30 Chapter 290 Subchapter D for providing public water supply.

2.0 Minimum Public/Potable Water System Requirements

The Spring Oaks Subdivision Water System currently supplies water to 94 active connections. Water system requirements according to the TCEQ Rules and Regulations for Public Water System, TAC 30 §290.45 (b)(1)(C) were used to calculate the minimum capacity requirements as follows:

- i. Well capacity of 0.6 gpm per connection;
- ii. Total storage capacity of 200 gallons per connection;
- iii. Two or more pumps having a total capacity of 2 gpm per connection; and
- iv. Pressure tank capacity of 20 gallons per connection.

Well Capacity:
94 connections * 0.6 gpm/ESFC = 56.4 gpm

Storage Tank Capacity:
94 connections * 200 gpm/ESFC = 18,800 gpm

Booster Pump Capacity:
94 connections * 2.0 gpm/ESFC = 188 gpm

Pressure Tank Capacity:
94 connections * 20 gpm/ESFC = 1,880 gpm

The facility ratings for the Spring Oaks Subdivision Water System are included in Section 4.

3.0 Existing Water Plant Facilities

3.1 Water Well

The existing Well No. 1 is a 6-inch steel cased well with a capacity of 202 gpm. The existing well is adequate to serve 337 connections.

3.2 Ground Storage Tank

There is an existing 21,591 gallon ground storage tank located at the water plant site. The existing tank is capable of serving 108 ESFC based on a storage capacity of 200 gallons/ESFC.

A proposed 21,951 gallon fiberglass ground storage tank is to be installed at the water plant site once the service area reaches 108 existing connections. The proposed tank will be capable of serving an additional 108 ESFC, for a total of 216 ESFC based on a storage capacity of 200

gallons/ESFC. Plans and specifications for the proposed ground storage tank will be submitted to the TCEQ's Plant Review Team for approval prior to construction.

3.3 Booster Pumps

There are two existing 5 HP booster pumps at the water plant site. Each 5 HP booster pump has a capacity of 150 gpm at 95 feet TDH. The existing pumps are capable of serving 150 residential connections, based on 2.0 gallons/connection.

3.4 Hydropneumatic Pressure Tank

One 5,000 gallon hydropneumatic tank is installed at the water plant site. This existing hydropneumatic tank is capable of serving 250 residential connections, based on 20 gallons/connection.

4.0 Future Modifications

The only modification currently planned is to install the proposed ground storage tank once the water system reaches 108 connections. Once the ground storage tank is installed the water system will be capable of serving a total of 150 connections.

SECTION 2

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Toby Baker, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

September 5, 2019

**CERTIFIED MAIL {7015 0640 0004 7938 7131}
RETURN RECEIPT REQUESTED**

Mr. Ronald Payne, President
T & W Water Service Company
PO Box 2927
Conroe, Texas 77305

Re: Notice of Violation for Public Water Supply Comprehensive Compliance Investigation at:
Spring Oaks Subdivision, Cleveland (Liberty County), Texas; Regulated Entity No.:
RN101235166, PWS ID No.: 1460157, Investigation No.: 1580002

Dear Mr. Payne:

On July 16, 2019, Marissa Peltier and Paige Pritchard of the Texas Commission on Environmental Quality (TCEQ) Beaumont Region 10 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, some concerns were noted which were alleged noncompliances that have been resolved Areas of Concern based on subsequent corrective action. Based on the information you have provided, the TCEQ has adequate documentation to resolve the alleged violations. Therefore, no further action is required.

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 Beaumont Region 10 Office at 409-898-3838 or the Central Office Publications Ordering Team at 512-239-0028.

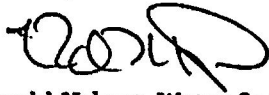
The TCEQ appreciates your assistance in this matter. Please note that the Legislature has granted TCEQ enforcement powers which we may exercise to ensure compliance with environmental regulatory requirements. We anticipate that you will resolve the alleged violations as required in order to protect the 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 Beaumont Region 10 Office within 10 days from the date of this letter. At that time, Ronald Hebert, 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 enclosed Summary of Investigation Findings until an official decision is made regarding the status of any or all of the contested violations.

Mr. Ronald Payne, President
Page 2
September 5, 2019

If you or members of your staff have any questions, please feel free to contact Ms. Peltier in the
Beaumont Region 10 Office at 409-898-3838.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ronald Hebert', with a stylized flourish at the end.

Ronald Hebert, Water Section Manager
Beaumont Region 10 Office
Texas Commission on Environmental Quality

RH/MP/cal

Enclosure: Summary of Investigation Findings

Summary of Investigation Findings

SPRING OAKS SUBDIVISION

278 COUNTY ROAD 2800

CLEVELAND, LIBERTY COUNTY, TX 77327

Investigation #

1580002

Investigation Date: 07/16/2019

Additional ID(s): 1460157

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

Track No: 726672

30 TAC Chapter 290.41(c)(3)(Q)

Alleged Violation:

Investigation: 1580002

Comment Date: 08/29/2019

Failure by T&W Water Service Company- Spring Oaks Subdivision to have an air release device covered with 16-mesh or finer.

During the investigation, it was noted that the well air release device did not have 16-mesh screening or finer covering the opening to the atmosphere. Please note this violation is considered a Significant deficiency and could be subject to 40 Code of Federal Regulations (CFR) Subpart S-Groundwater Rule regarding significant deficiencies if not corrected or part of a state approved corrective action plan by the violation deadline.

Recommended Corrective Action: Install 16-mesh screening or finer on the well air release device.

Resolution: On August 15, 2019, the Beaumont Regional Office received a photograph documenting that 16-mesh screening had been installed covering the opening to the atmosphere on the well air release device.

Track No: 726675

30 TAC Chapter 290.42(b)(7)

Alleged Violation:

Investigation: 1580002

Comment Date: 08/29/2019

Failure by T&W Water Service Company- Spring Oaks Subdivision to have an air release device covered with 16-mesh or finer.

During the investigation, it was noted that the 5,000-gallon pressure tank air release device did not have 16-mesh screening or finer covering the opening to the atmosphere. Please note this violation is considered a Significant deficiency and could be subject to 40 Code of Federal Regulations (CFR) Subpart S-Groundwater Rule regarding significant deficiencies if not corrected or part of a state approved corrective action plan by the violation deadline.

Recommended Corrective Action: Install 16-mesh screening or finer on the pressure tank air release device.

Resolution: On August 15, 2019, the Beaumont Regional Office received a photograph documenting that 16-mesh screening had been installed covering the opening to the atmosphere on the pressure tank air release device.

AREA OF CONCERN

Track No: 726666

30 TAC Chapter 290.46(p)(2)

Alleged Violation:

Summary of Investigation Findings

Page 1 of 4

0390

SPRING OAKS SUBDIVISION**Investigation # 1580002****Investigation: 1580002****Comment Date: 08/29/2019**

Failure by T&W Water Service Company- Spring Oaks Subdivision to submit a list of all operators employed by the water system to the executive director on an annual basis.

During the investigation, it was noted that the water system has not provided a list of operators employed by the water system to the executive director on an annual basis.

Recommended Corrective Action: Complete a written list of all operators or operating companies employed by the water system and send to the executive director.

Resolution: On July 29, 2019 the Beaumont Regional Office received a copy of a complete Operator Notice Form.

Track No: 726667**30 TAC Chapter 290.42(I)****Alleged Violation:****Investigation: 1580002****Comment Date: 08/29/2019**

Failure by T&W Water Service Company- Spring Oaks Subdivision to have an adequate Plant Operations and Maintenance Manual.

During the investigation, it was noted that the water system did not have an adequate Plant Operations and Maintenance Manual. The manual did not include contact information for local, state, and federal regulating entities or emergency protocols for natural and man-made disasters.

Recommended Corrective Action: Update the Plant Operations and Maintenance Manual to include emergency contact information for the local, state, and federal regulating entities and emergency protocols for natural and man-made disasters.

Resolution: On August 15, 2019, the Beaumont Regional Office an updated Plant Operations and Maintenance Manual that included the appropriate emergency contact information and emergency protocols for natural and man-made disasters.

Track No: 726668**30 TAC Chapter 290.46(I)****Alleged Violation:****Investigation: 1580002****Comment Date: 08/29/2019**

Failure by T&W Water Service Company- Spring Oaks Subdivision to adopt an adequate plumbing ordinance, regulation, or service agreement.

During the investigation, it was noted that the water system's Customer Service Agreement was lacking an enforcement clause and lead limits for pipes, pipe fittings, solder and flux.

Recommended Corrective Action: Update the Customer Service Agreement to include an enforcement clause and lead limits for pipes, pipe fittings, solder and flux.

Resolution: On July 29, 2019, the Beaumont Regional Office received an updated Customer Service Agreement which included an enforcement clause and appropriate lead limits for pipes, pipe fittings, solder and flux.

Track No: 726669**30 TAC Chapter 290.46(I)****Alleged Violation:****Investigation: 1580002****Comment Date: 08/29/2019**

Failure by T&W Water Service Company- Spring Oaks Subdivision to flush all dead-end mains on a monthly basis.

During the investigation, it was noted that the water system has failed to flush all dead-end

SPRING OAKS SUBDIVISION**Investigation # 1580002**

mains on a monthly basis. It was noted that the flushing log did not include CR 2802, which was verified by the water system to be a dead-end main line, until March 2019. The line has been flushed monthly since March 2019.

Recommended Corrective Action: Update the monthly flushing log to include CR 2802.

Resolution: During the investigation, the investigators noted that the water system has been adequately flushing the dead-end main at CR 2802 since March 2019.

Track No: 726671**30 TAC Chapter 290.121(b)****Alleged Violation:****Investigation: 1580002****Comment Date: 08/29/2019**

Failure by T&W Water Service Company- Spring Oaks Subdivision to have a complete monitoring plan.

During the investigation, it was noted that the monitoring plan was lacking the following in the lead and copper section: sample sites, methods, and compliance calculations.

Recommended Corrective Action: Update the monitoring plan to include the sample sites, methods, and compliance calculations for the lead and copper section.

Resolution: On August 15, 2019, the Beaumont Regional Office received a copy of the updated monitoring plan that included the sample sites, methods, and compliance calculations for the lead and copper section.

Track No: 726673**30 TAC Chapter 290.46(m)****Alleged Violation:****Investigation: 1580002****Comment Date: 08/29/2019**

Failure by T&W Water Service Company- Spring Oaks Subdivision to perform maintenance and housekeeping practices used by a public water system to ensure the good working condition and general appearance of the system's facilities and equipment.

During the investigation, it was noted that the sealing block of the well had two large cracks.

Recommended Corrective Action: Repair the sealing block of the well.

Resolution: On July 29, 2019, the Beaumont Regional Office received a photograph documenting that the cracks had been repaired by filling them with concrete.

Track No: 726674**30 TAC Chapter 290.46(m)****Alleged Violation:****Investigation: 1580002****Comment Date: 08/29/2019**

Failure by T&W Water Service Company- Spring Oaks Subdivision to perform maintenance and housekeeping practices used by a public water system to ensure the good working condition and general appearance of the system's facilities and equipment.

During the investigation, it was noted that the 21,591-gallon ground storage tank and 5,000-gallon pressure tank needed to be cleaned of mildew.

Recommended Corrective Action: Clean the ground storage tank and pressure tank of mildew.

Resolution: On July 29, 2019, the Beaumont Regional Office received photographs documenting that the 21,591-gallon ground storage tank and 5,000-gallon pressure tank had been cleaned of mildew.

ADDITIONAL ISSUES

Description
Item #10**Additional Comments**

During the investigation, it was noted that the water system was operating at 87.1% total storage capacity. A retail public utility that possesses a certificate of public convenience and necessity that has reached 85% of its capacity as compared to most restrictive criteria of the commission's minimum capacity requirements in 30 TAC Chapter 290 shall submit to the executive director, a planning report that clearly explains how the retail public utility will provide the expected service demands to the remaining areas within the boundaries of its certified area.

The report should be submitted in writing and should contain the following:

- (i) a brief description of the overall utility system and service area
- (ii) an analysis of the plant capacity
- (iii) details on how the retail public utility will provide service to the remaining areas within the boundaries of its certificated area. This includes projections of cost and expected design and installation dates for additional facilities.

Please submit a detailed planning report to the Beaumont Regional Office within 90 days.

SECTION 3

SPRING OAKS WATER SYSTEM CAPACITY RATING

		Existing Facility Rating			Proposed Facility Rating		
	Location	Units	TCEQ Std- ESFC/Unit	ESFC	Units	TCEQ Std- ESFC/Unit	ESFC
<u>Source Water Supply</u>							
Water Plant No. 1 - Well # 1, gpm	SOWP # 1	202	0.6	337	202	0.6	337
WaterPlant No. 1 - Well # 2, gpm	SOWP # 2 (FUTURE)		0.6	0	0	0.6	0
Total System Water Supply Capacity, gpm		202		337	202		337
<u>Ground Storage</u>							
Water Plant No. 1 - GST #1 Volume, gal	SOWP # 1	21,591	200	108	21,591	200	108
Water Plant No. 1 - GST #2 Volume, gal	SOWP # 2 (FUTURE)		200	0	21,591	200	108
Total System GST Volume, gal		21,591		108	43,182		216
<u>Booster Pumping Capacity</u>							
Water Plant No. 1 - BP # 1, gpm	SOWP # 1	150	2	75	150	2	75
Water Plant No. 1 - BP # 2, gpm	SOWP # 1	150	2	75	150	2	75
Water Plant No. 1 - BP # 1, gpm					0	3	0
Water Plant No. 1 - BP # 1, gpm	SOWP # 2 (FUTURE)		2	0	0	2	0
Total System Booster Pumping Capacity, gpm		300		150	300		150
<u>Hydropneumatic Tank</u>							
Water Plant No. 1 - HPT # 1 Volume, gal	SOWP # 1	5,000	20	250	5,000	20	250
Water Plant No. 2 - HPT # 1 Volume, gal	SOWP # 2 (FUTURE)		20	0	0	20	0
Total System Hydropneumatic Tank Volume, gal		5,000		250	5,000		250
Rated Water System Connection Capacity, ESFC				108	150		
ESFC at 85% Capacity				92	128		
Customer Count				94			
Vacant Lots				25			

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

April 6, 2017

Mr. Ronald Payne, President
T & W Water Service Company
PO Box 2927
Conroe, Texas 77305-2927

Re: Comprehensive Compliance Investigation at:
Sunrise Ranch, Sunrise Ranch Drive, Conroe, Montgomery County, Texas
Regulated Entity No.: RN101238616
TCEQ ID No.: 1700686 Investigation No.: 1382427

Dear Mr. Payne:

On December 21, 2016, Ms. Faith Cotton of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with the applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation.

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. Faith Cotton in the Houston Region Office at (713) 767-3689.

Sincerely,

A handwritten signature in cursive script that reads "LaTrichia Spikes".

LaTrichia Spikes, Team Leader
Public Water Supply
Houston Region Office

LS/FC/dp

cc: Montgomery County Environmental Health Services

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janecka, *Commissioner*
Toby Baker, *Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

July 29, 2021

Mr. Ronald Payne
General Manager
T & W Water Service Company
Via E-Mail

Re: Modified Comprehensive Compliance Investigation at:
Sunrise Ranch, Sunrise Ranch Road, Montgomery, Montgomery County, Texas
Regulated Entity No.: 101238616 TCEQ ID No.: 1700686 Investigation No.: 1737493

Dear Mr. Payne:

On July 9, 2021, Ms. Josephine Garcia of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with the applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation. 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. Garcia in the Houston Region Office at (713) 767-3776.

Sincerely,

A handwritten signature in black ink that reads "LaTrichia Spikes".

LaTrichia Spikes
Water Section Team Leader
Houston Region 12

LS/JG/tj

cc: Montgomery County Environmental Health Services, 501 North Thompson Street, Suite 101, Conroe, Texas 77301-2500

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

October 27, 2015

Ronald Payne, General Manager
T & W Water Service Company
P.O. Box 2927
Conroe, Texas 77305-2927

Re: Comprehensive Compliance Investigation at:
The Ranch Subdivision, 129A Cr 4401, Liberty County, Texas
Regulated Entity No.: 101200905
TCEQ ID No.: 1460154

Investigation No.: 1275373

Dear Mr. Payne:

On October 20, 2015, Ms. Alethea Seals, of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced facility to evaluate compliance with the applicable requirements for public water supply systems. No violations are being alleged as a result of the investigation. In addition, please be advised that a violation could be issued upon further review of your system's records or self-reported documentation.

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. Seals, in the Houston Region Office at (713) 767-3595.

Sincerely,

A handwritten signature in black ink, appearing to read "Julia Thorp".

Julia Thorp, Team Leader
Public Water Supply
Houston Region Office

JT/AS/mar

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

December 16, 2015

Mr. Ron Payne, President
T & W Water Service Company
PO Box 2927
Conroe, Texas 77305-2927

Re: Notice of Compliance with Notice of Violation (NOV) dated August 11, 2015:
Thousand Oaks, 33301 Acorn Court, Magnolia, Montgomery County, Texas
Regulated Entity No.: 101233021
TCEQ ID No.: 1700635

Investigation No.: 1295177

Dear Mr. Payne:

On October 23, 2015, the Texas Commission on Environmental Quality (TCEQ) Houston Region Office received adequate compliance documentation to resolve the alleged violation documented during the investigation of the above-referenced regulated entity conducted on July 8, 2015. Based on the information submitted, no further action is required concerning this investigation.

The Texas Commission on Environmental Quality 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, please feel free to contact Ms. Olivo, in the Houston Region Office at (713) 767-3650.

Sincerely,

A handwritten signature in cursive script that reads "Julia Thorp".

JT Julia Thorp, Team Leader
Public Water Supply
Houston Region Office

JT/DO/mar

Enclosure: Summary of Investigation Findings

cc: Montgomery County Environmental Health Services