Control Number: 54565

Item Number: 997

TO: PUC DOCKET NO 54565

RECEIVED
2023 FEB 21 AM 11:30
PUBLIC UTILITY COMMISSION
FILING CLERK

I WOULD LIKE TO SUBMIT THESE INVESTIGATION REPORTS DONE BY TCEQ SHOWING THAT CSWR of TEXAS HAS SEVERAL VIOLATIONS THAT IS MY UNDERSTANDING HAVE NOT BEEN COMPLETELY ADDRESS.

HOW CAN CSWR REQUEST A NEARLY 300% RATE INCREASE WHEN THEY MAY NOT BE IN TOTAL COMPLIANCE WITH THE STATE of TEXAS REQUIREMENTS FOR A WATER COMPANY.

SINCERELY

2/16/23

ADDRESS
2919 CR 3990
WINNSBORO, TX 75494

997

PWS_2500019_CP_20211101_Investigation

Texas Commission on Environmental Quality
Investigation Report

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

Customer: CSWR-TEXAS UTILITY OPERATING COMPANY, LLC
Customer Number: CN605844786

Regulated Entity Name: BIG WOOD SPRINGS WATER SYSTEM
Regulated Entity Number: RN101192847

Investigation # 1781829

Investigator: KEVIN GLANTON

Conducted: 10/14/2021 -- 11/01/2021

Program(s): PUBLIC WATER SYSTEM/SUPPLY

Investigation Type: Compliance Investigation

Additional ID(s): 2500019

Incident Numbers
371717

Site Classification GW 51-250 CONNECTION

NAIC Code: 221310
SIC Code: 4941

Location: LOCATED 13 MI E OF QUITMAN ON FM 2088 IN WOOD CO

Address: 1604 PR 8692,
WINNSBORO, TX , 75494

Local Unit: REGION 05 - TYLER

Activity Type(s): PWSCMPL - PWS Complaint
PWSRECON - PWS Recon- Reconnaissance investigation for surface water and groundwater facilities.

Principal(s):

Role	Name
RESPONDENT	ESTATE OF PATETREEN PETTY
RESPONDENT	CSWR-TEXAS UTILITY OPERATING COMPANY LLC

Contact(s):

Role	Title	Name	Phone	
REGULATED ENTITY MAIL CONTACT	CO-OWNER	MR DAVID PETTY	Cell Work Cell Fax	(903) 217-2221 (903) 994-4200 (903) 217-2221 (903) 994-2747
REGULATED ENTITY MAIL CONTACT	PRESIDENT	MR JOSIAH COX	Work	(314) 736-4672
PARTICIPATED IN	OPERATIONS MANAGER	MR ANDREW R MOORE	Work Cell	(903) 429-3008 (903) 818-8412

Other Staff Member(s):

Role	Name
Supervisor	CARA FISHER
Investigator	BUFORD LESSLEY
QA Reviewer	CARA FISHER

Associated Check List

Checklist Name	Unit Name
PWS GENERIC VIOLATIONS	GV
PWS COMPLAINT INVESTIGATION	CPT

Investigation Comments:

INTRODUCTION

TCEQ Tyler Region Investigators, Mr. Kevin Glanton and Mr. Buford Lessley, conducted complaint and reconnaissance investigations at Big Wood Springs Water System (PWS ID No. 2500019) between 10/14/2021 and 11/01/2021. The water system is located 13 mi. E of Quitman on FM 2088 in Wood County, Texas. The water system was sold within one or two weeks prior to the investigation. The former Organization/Customer listed with TCEQ and PUC was the Estate of Patetreen Petty and the new purchaser is CSWR-Texas Utility Operating Company LLC (314-380-8533, 1650 Des Peres Rd, Ste 303, Des Peres, MO 63131-1853). CSWR contracts with Patterson Water Group, a water operations company (903-429-3008, 9963 Hwy 377, Collinsville, TX 76233). Mr. Andrew Moore, Operations Manager (903-818-8412) was the contact person with Patterson during the investigation.

GENERAL FACILITY AND PROCESS INFORMATION

According to Investigation No. 1664811, "Big Wood Springs water system is a ground water system that consists of one remote well with hypo chlorination, 0.022 MG high level ground storage tank, booster pumps, pressure tanks, housing, fencing and distribution. The water system serves approximately 75 connections. Of those connections, 3 are served by a booster pump and 86 gallon bladder pressure tank. Another 9 connections are served by a booster pump and (1) 86 gallon and (1) 81 gallon pressure tanks."

BACKGROUND

The TCEQ Tyler Region Office received a complaint on 10/12/2021, alleging that there was a water outage and there was difficulty contacting a representative with the water system. The water is supplied by a public water supply in Wood County.

ADDITIONAL INFORMATION

In response to the complaint, on 10/12/2021, Mr. Glanton called CSWR and was told a supervisor would call him back. On 10/13/2021, Mr. Fred Kriess, Regional Manager, CSWR (623-910-9074), called Mr. Glanton and they discussed the need to issue a boil water notice (BWN) due to the outage. Mr. Kriess said he would have a contract operator call Mr. Glanton to discuss the cause of the outage. On 10/13/2021, Mr. Glanton contacted Mr. Andrew Moore after getting his contact information from a complainant. Mr. Moore provided some background on the recent purchase of the water system and explained that the well had lost communication with the plant, which led to the storage tank being drained. Later in the day Mr. Moore said they had started running the well manually, but the tank was still not maintaining water. Therefore, he and Patterson operators were looked for closed valves or leaks. On the morning of 10/14/2021, Mr. Moore informed Mr. Glanton that had found a leak where it appeared that a compression coupling had come loose. After the repair, he said the tank was filling and the system was starting to repressurize. Later on 10/14/2021, Mr. Glanton and Mr. Lessley met Patterson staff at the Big Woods plant. They walked through the plant and the booster pump stations. They observed pressure readings of 35 PSI at one booster station adjacent to plant, 37 PSI at a flush valve off PR 8692 near the lake, 29 PSI on the suction side of the second booster station, 43 PSI on the boosted side of the second booster station, and 43 PSI on the flush valve on CR 3990. They measured the disinfectant residual as 1.56 mg/L of free chlorine at the flush valve on CR 3990. The minimum is 0.2 mg/L. Mr. Glanton and Mr. Lessley left pressure recorders on both of these flush valves for recording pressure readings once every minute until 11/01/2021. Meanwhile the BWN that was issued on 10/12/2021 remained effective until bacteriological samples passed.

On 11/01/2021, Mr. Glanton retrieved the two pressure recorders. Mr. Glanton had to reinstall the pressure recorder on CR 3990, because the one that was initially installed stopped recording on 10/14/2021. A separate investigation report is forthcoming. The recorder on the flush valve off PR 8692 near the lake showed pressure readings cycling between about 28 psi and 43 psi throughout each day that it was installed (a graph is attached). The minimum normal operating pressure is 35 PSI. This has been noted as a violation. This and the following other violations were noted during the investigations:

798871 inadequate distribution pressure
798872 inadequate line size
798873 unburied water main
798874 no automatic cut-off for booster pumps
798875 pressure tank not maintained

Responsible Official: Mr. Josiah Cox, President, CSWR-Texas Utility Operating Company LLC, (314) 736-4672, 1650 Des Peres Rd, Ste 303, Des Peres, MO 63131-1853.

NOV Date	01/10/2022	Method	WRITTEN

OUTSTANDING ALLEGED VIOLATION(S)

ASSOCIATED TO A NOTICE OF VIOLATION

Track Number: 798871 **Compliance Due Date: To Be Determined**

Violation Start Date: 11/1/2021

30 TAC Chapter 290.44(d)
30 TAC Chapter 290.46(r)

Alleged Violation:

Investigation: 1781829 Comment Date: 12/18/2021

Failure to maintain normal operating pressure of at least 35 psi. 30 TAC 290.44(d) Minimum pressure requirement states, "The system must be designed to maintain a minimum pressure of 35 psi at all points within the distribution network at flow rates of at least 1.5 gallons per minute per connection. When the system 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." 30 TAC 290.46(r) Minimum pressures states, "All public water systems shall be operated to provide a minimum pressure of 35 psi throughout the distribution system under normal operating conditions. The system shall also be operated to maintain a minimum pressure of 20 psi during emergencies such as firefighting. As soon as safe and practicable following the occurrence of a natural disaster, a public water system that is an affected utility shall maintain a minimum of 35 psi throughout the distribution system during an extended power outage."

During the investigation conducted between 10/14/2021 and 11/01/2021, the investigator installed a pressure recorder for recording pressure once every minute on a flush valve off PR 8692 near the lake. A graph is attached that shows pressure readings cycling between about 28 psi and 43 psi throughout each day that it was installed.

Recommended Corrective Action: Please submit a compliance plan by 02/09/2022. 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 Number: 798872 **Compliance Due Date: To Be Determined**

Violation Start Date: 11/1/2021

30 TAC Chapter 290.44(c)

Alleged Violation:

Investigation: 1781829 Comment Date: 12/18/2021

Failure to provide minimum waterline sizes. The minimum waterline sizes are for domestic flows only and do

not consider fire flows. Larger pipe sizes shall be used when the licensed professional engineer deems it necessary. It should be noted that the required sizes are based strictly on the number of customers to be served and not on the distances between connections or differences in elevation or the type of pipe. No new waterline under two inches in diameter will be allowed to be installed in a public water system distribution system. These minimum line sizes do not apply to individual customer service lines. The maximum number of connections / minimum line size are as follows: 10 / 2", 25 / 2.5", 50 / 3", 100 / 4", 150 / 5", 250 / 6", >250 / 8" and larger.

During the investigation conducted between 10/14/2021 and 11/01/2021, the investigator documented that a one-inch line was serving about 13 connections. This was the line where a leaking compression fitting was repaired while trying to repressurize the distribution system after the water outage. The operators provided a photo of the one-inch line.

Recommended Corrective Action: Please submit a compliance plan by 02/09/2022. 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 Number: 798873 **Compliance Due Date: To Be Determined**

Violation Start Date: 11/1/2021

30 TAC Chapter 290.44(a)(4)

Alleged Violation:

Investigation: 1781829 Comment Date: 12/18/2021

Failure to have all water mains buried at the minimum depth of least 24" below ground surface. 30 TAC 290.44(a)(4) states, "Water transmission and distribution lines must be installed in accordance with the manufacturer's instructions. However, the top of the waterline must be located below the frost line and in no case shall the top of the waterline be less than 24 inches below ground surface."

During the investigation conducted between 10/14/2021 and 11/01/2021, the investigator documented that the one-inch line that had been repaired while trying to repressurize the distribution system after the water outage was not buried at least 24" below ground surface. The operators indicated that it was exposed.

Recommended Corrective Action: Please submit a compliance plan by 02/09/2022. 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 Number: 798874 **Compliance Due Date: To Be Determined**

Violation Start Date: 11/1/2021

30 TAC Chapter 290.44(d)(2)

Alleged Violation:

Investigation: 1781829 Comment Date: 12/18/2021

Failure to equip booster pumps with automatic pressure cut-off devices so that the pumping units become inoperative at a suction pressure of less than 20 psi. 30 TAC 290.44(d)(2) states, "When service is to be provided to more than one pressure plane or when distribution system conditions and demands are such that low pressures develop, the method of providing increased pressure shall be by means of booster pumps taking suction from storage tanks. If an exception to this requirement is desired, the designing engineer must furnish for the executive director's review all planning material for booster pumps taking suction from other than a

storage tank. The planning material must contain a full description of the supply to the point of suction, maximum demands on this part of the system, location of pressure recorders, safety controls, and other pertinent information. Where booster pumps are installed to take suction directly from the distribution system, a minimum residual pressure of 20 psi must be maintained on the suction line at all times. Such installations must be equipped with automatic pressure cut-off devices so that the pumping units become inoperative at a suction pressure of less than 20 psi. In addition, a continuous pressure recording device may be required at a predetermined suspected critical pressure point on the suction line in order to record the hydraulic conditions in the line at all times. If such a record indicates critical minimum pressures, less than 20 psi, adequate storage facilities must be installed with the booster pumps taking suction from the storage facility. Fire pumps used to maintain pressure on automatic sprinkler systems only for fire protection purposes are not considered as inline booster pumps."

During the investigation conducted between 10/14/2021 and 11/01/2021, the investigator observed that no cut-off devices were provided on either set of booster pumps.

Recommended Corrective Action: Please submit a compliance plan by 02/09/2022. 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 Number: 798875 **Compliance Due Date: To Be Determined**

Violation Start Date: 11/1/2021

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

Alleged Violation:

Investigation: 1781829 Comment Date: 12/18/2021

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

During the investigation conducted between 10/14/2021 and 11/01/2021, the investigator observed that the pressure tank at the main plant was seriously corroded at a weld seam.

Recommended Corrective Action: Please submit a compliance plan by 02/09/2022. 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.

Additional Issues

Description Item 1

Additional Comments

Other items may be evaluated in a subsequent investigation, such as in-line booster pump plans and approvals and elevated storage capacity (based on elevations of highest customer and high-level ground storage tank).

Description Item 2

Additional Comments

TCEQ had to reinstall the pressure recorder on CR 3990, because the one that was initially installed stopped recording on 10/14/2021. A separate investigation report is forthcoming.

Signed Kevin Glanton **Date** 12/20/21

Environmental Investigator

Signed [signature] **Date** 12/23/2021

Supervisor

Attachments: (in order of final report submittal)

____Enforcement Action Request (EAR)

____Letter to Facility (specify type) : _____

Investigation Report

____Sample Analysis Results

____Manifests

____Notice of Registration

____Maps, Plans, Sketches

____Photographs

____Correspondence from the facility

____Other (specify) :

_____

_____

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

January 14, 2022

Mr. Bob Herrera
12402 Trenton Dr.
Dallas, TX 75243

Re: Investigation Request at:
Big Wood Springs Water System,
Complaint located on CR 3990, in (Wood County), Texas
Investigation No.: 372339
Incident No.: 1782777

Dear Mr. Herrera:

The Texas Commission on Environmental Quality (TCEQ) Tyler Regional Office has completed a final investigation in response to your concern regarding water quality at the above referenced facility. Enclosed is a copy of the investigation report.

For more information about our complaint process, you may access the publication GI-278: *Do You Want to Make an Environmental Complaint? Do You Have Information or Evidence?* on our website at www.tceq.texas.gov.

We appreciate your concern in bringing this matter to our attention. If we can be of further assistance, please contact Mr. Kevin Glanton at the Tyler Regional Office at (903) 535-5133.

Sincerely,

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

CCF/RKG/dfy

Enclosures: TCEQ Investigation Report 1782777
TCEQ Investigation Report 1781829

PWS_2500019_CP_20211119_Investigation

Texas Commission on Environmental Quality
Investigation Report

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

Customer: CSWR-TEXAS UTILITY OPERATING COMPANY, LLC
Customer Number: CN605844786

Regulated Entity Name: BIG WOOD SPRINGS WATER SYSTEM
Regulated Entity Number: RN101192847

Investigation # 1782777

Incident Numbers
372339

Investigator: KEVIN GLANTON

Site Classification GW 51-250 CONNECTION

Conducted: 11/08/2021 -- 11/19/2021

NAIC Code: 221310
SIC Code: 4941

Program(s): PUBLIC WATER SYSTEM/SUPPLY

Investigation Type: Compliance Investigation

Location: LOCATED 13 MI E OF QUITMAN ON FM 2088 IN WOOD CO

Additional ID(s): 2500019

Address: 1604 PR 8692,
WINNSBORO, TX , 75494

Local Unit: REGION 05 - TYLER

Activity Type(s): PWSCMPL - PWS Complaint
PWSRECON - PWS Recon- Reconnaissance investigation for surface water and groundwater facilities.

Principal(s):

Role	Name
RESPONDENT	ESTATE OF PATETREEN PETTY
RESPONDENT	CSWR-TEXAS UTILITY OPERATING COMPANY LLC

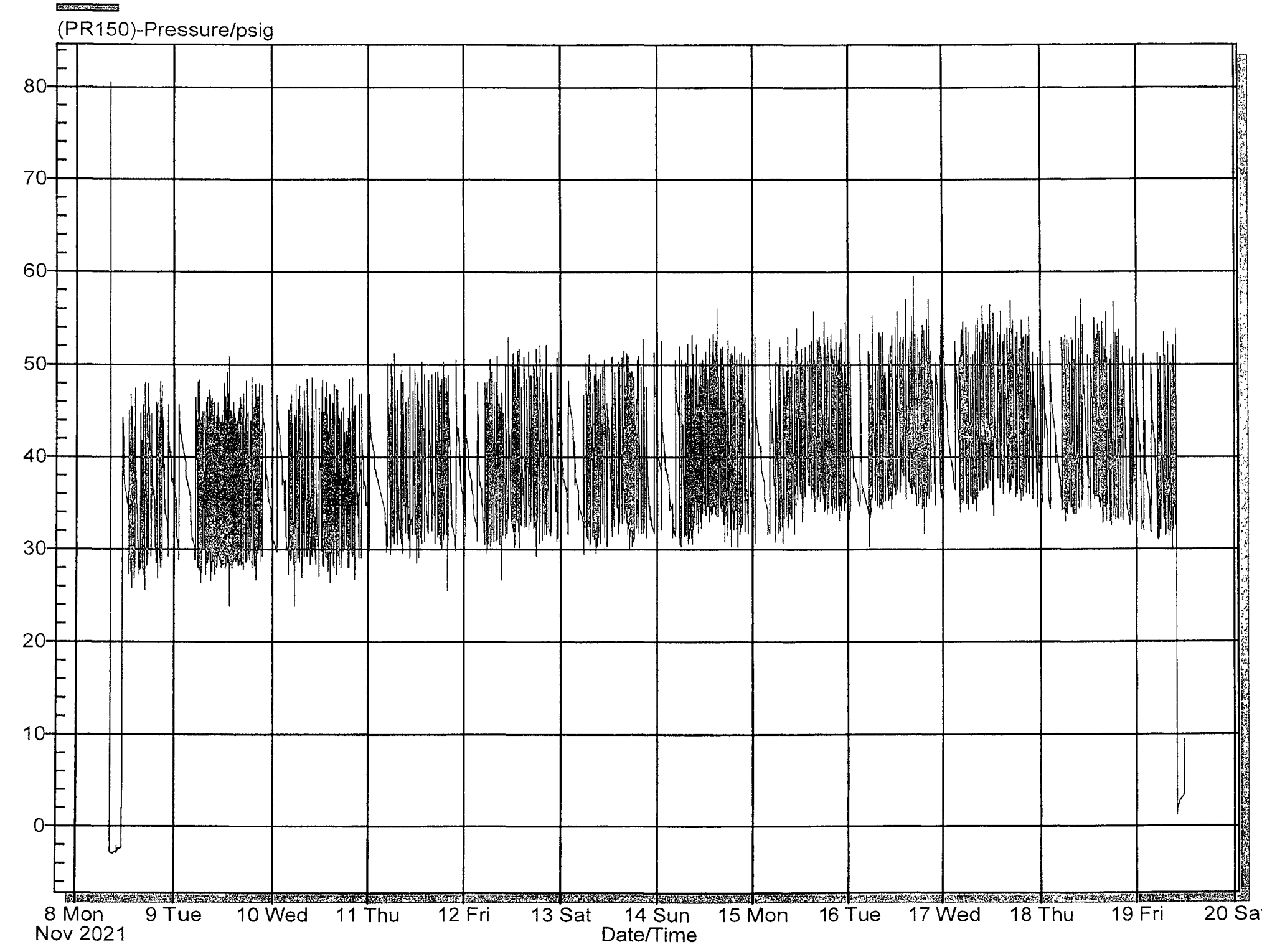
Contact(s):

Role	Title	Name	Phone	
REGULATED ENTITY MAIL CONTACT	CO-OWNER	MR DAVID PETTY	Fax Cell Work Cell	(903) 994-2747 (903) 217-2221 (903) 994-4200 (903) 217-2221
REGULATED ENTITY MAIL CONTACT	PRESIDENT	MR JOSIAH COX	Work	(314) 736-4672
PARTICIPATED IN	OPERATIONS MANAGER	MR ANDREW R MOORE	Work Cell	(903) 429-3008 (903) 818-8412

Other Staff Member(s):

Role	Name
QA Reviewer	CARA FISHER
Supervisor	CARA FISHER
Investigator	BUFORD LESSLEY

Downloaded Data - Friday, November 19, 2021



Associated Check List

Checklist Name	Unit Name
PWS COMPLAINT INVESTIGATION	CPT

Investigation Comments:

INTRODUCTION

TCEQ Tyler Region Investigators, Mr. Kevin Glanton and Mr. Buford Lessley, conducted complaint and reconnaissance investigations at Big Wood Springs Water System (PWS ID No. 2500019) between 11/08/2021 and 11/19/2021. The water system is located 13 mi. E of Quitman on FM 2088 in Wood County, Texas. The water system was sold within one or two weeks prior to the investigation. The former Organization/Customer listed with TCEQ and PUC was the Estate of Patetreen Petty and the new purchaser is CSWR-Texas Utility Operating Company LLC (314-380-8533, 1650 Des Peres Rd, Ste 303, Des Peres, MO 63131-1853). CSWR contracts with Patterson Water Group, a water operations company (903-429-3008, 9963 Hwy 377, Collinsville, TX 76233). Mr. Andrew Moore, Operations Manager (903-818-8412) was the contact person with Patterson during the investigation.

GENERAL FACILITY AND PROCESS INFORMATION

According to Investigation No. 1664811, "Big Wood Springs water system is a ground water system that consists of one remote well with hypo chlorination, 0.022 MG high level ground storage tank, booster pumps, pressure tanks, housing, fencing and distribution. The water system serves approximately 75 connections. Of those connections, 3 are served by a booster pump and 86 gallon bladder pressure tank. Another 9 connections are served by a booster pump and (1) 86 gallon and (1) 81 gallon pressure tanks."

BACKGROUND

The TCEQ Tyler Region Office received a complaint on 10/12/2021, alleging that there was a water outage and there was difficulty contacting a representative with the water system. The water is supplied by a public water supply in Wood County.

ADDITIONAL INFORMATION

Investigation Report 1781829 provides the details of Mr. Glanton's and Mr. Lessley's initial responses to the complaint (the report is attached). That investigation was conducted between 10/14/2021 and 11/01/2021. On 11/01/2021, Mr. Glanton retrieved two pressure recorders, one which had been installed off PR 8692 near the lake. Mr. Glanton had to reinstall the pressure recorder that had been installed on CR 3990 at the same time as the other one, because the one that was initially installed on CR 3990 stopped recording on 10/14/2021. Therefore, a subsequent investigation was conducted separately from Investigation 1781829, and its findings are included in this report.

The recorder on the flush valve on CR 3990 (at the end of the water main) showed pressure readings cycling between about 28 psi and 50 psi throughout each day that it was installed (during the latter part of the time the pressure cycled higher than the first few days—a graph is attached). The minimum normal operating pressure is 35 PSI. This has been noted as a violation.

Responsible Official: Mr. Josiah Cox, President, CSWR-Texas Utility Operating Company LLC, (314) 736-4672, 1650 Des Peres Rd, Ste 303, Des Peres, MO 63131-1853.

NOV Date 01/14/2022 **Method** WRITTEN

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

Track Number: 799487 **Compliance Due Date: To Be Determined**

Violation Start Date: 11/19/2021

30 TAC Chapter 290.44(d)
30 TAC Chapter 290.46(r)

Alleged Violation:

Investigation: 1782777 Comment Date: 01/04/2022

Failure to maintain normal operating pressure of at least 35 psi. 30 TAC 290.44(d) Minimum pressure requirement states, "The system must be designed to maintain a minimum pressure of 35 psi at all points within the distribution network at flow rates of at least 1.5 gallons per minute per connection. When the system 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." 30 TAC 290.46(r) Minimum pressures states, "All public water systems shall be operated to provide a minimum pressure of 35 psi throughout the distribution system under normal operating conditions. The system shall also be operated to maintain a minimum pressure of 20 psi during emergencies such as firefighting. As soon as safe and practicable following the occurrence of a natural disaster, a public water system that is an affected utility shall maintain a minimum of 35 psi throughout the distribution system during an extended power outage."

During the investigation conducted between 11/08/2021 and 11/19/2021, the investigator installed a pressure recorder for recording pressure once every minute on a flush valve on CR 3990. A graph is attached that shows pressure readings cycling between about 28 psi and 43 psi throughout each day that it was installed (during the latter part of the time the pressure cycled higher than the first few days—a graph is attached).

Recommended Corrective Action: Please submit a compliance plan by 02/13/2022. 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.

Signed Kevin Hinton **Date** 1/4/22
Environmental Investigator

Signed [signature] **Date** 1/10/2022
Supervisor

Attachments: (in order of final report submittal)

___Enforcement Action Request (EAR)
___Letter to Facility (specify type) : _____
Investigation Report
___Sample Analysis Results
___Manifests
___Notice of Registration
___Maps, Plans, Sketches
___Photographs
___Correspondence from the facility
___Other (specify) :
_____
_____