



LCRA Environmental Laboratory Services
3505 Montopolis Drive
Austin, TX 78744
Phone (512)730-6022
Fax (512)730-6021

Quality Control Results

QC Batch: OVOL/6642
Preparation Method: E524.2 Volatiles by GC/MS
Associated Lab IDs: Q2403594001, Q2403594002, Q2403594003, Q2403594004, Q2403594005, Q2403594006, Q2403594007

Analysis Method: E524.2 Volatiles by GC/MS

Parameter	Units	Spiked Amount	Spike Result	%Spike Recovery	Control Limits %	Duplicate Result	%Duplicate Recovery	RPD	RPD Limit	Qualifier
4-Methyl-2-pentanone	ug/L	20.0	18.6	93.0	70 - 130	17.7	88.5	4.96	30	
Toluene	ug/L	20.0	18.9	94.6	70 - 130	18.4	92.2	2.68	30	
trans-1,3-Dichloropropene	ug/L	20.0	19.2	96.0	70 - 130	17.5	87.4	9.26	30	
Ethyl methacrylate	ug/L	20.0	19.4	96.8	70 - 130	18.0	89.8	7.49	30	
1,1,2-Trichloroethane	ug/L	20.0	18.9	94.6	70 - 130	17.5	87.6	7.69	30	
Tetrachloroethene	ug/L	20.0	18.3	91.6	70 - 130	18.1	90.6	1.1	30	
1,3-Dichloropropane	ug/L	20.0	18.3	91.6	70 - 130	17.2	86.2	6.2	30	
2-Hexanone	ug/L	20.0	18.2	90.8	70 - 130	16.5	82.6	9.8	30	
Dibromochloromethane	ug/L	20.0	19.6	98.0	70 - 130	18.4	91.8	6.32	30	
Chlorobenzene	ug/L	20.0	18.4	92.2	70 - 130	17.9	89.4	2.75	30	
1,1,1,2-Tetrachloroethane	ug/L	20.0	19.9	99.7	70 - 130	20.1	100.0	1.0	30	
Ethyl Benzene	ug/L	20.0	18.9	94.6	70 - 130	18.5	92.6	2.14	30	
m,p-Xylene	ug/L	40.0	38.0	95.0	70 - 130	37.2	93.0	2.13	30	
o-Xylene	ug/L	20.0	18.9	94.7	70 - 130	18.9	94.5	0.0	30	
Styrene	ug/L	20.0	19.1	95.6	70 - 130	18.6	93.2	2.65	30	
Bromoform	ug/L	20.0	20.6	103.0	70 - 130	19.1	95.4	7.56	30	
Isopropylbenzene (Cumene)	ug/L	20.0	18.9	94.7	70 - 130	19.0	94.8	0.528	30	
1,1,2,2-Tetrachloroethane	ug/L	20.0	19.0	95.2	70 - 130	18.3	91.4	3.75	30	
Bromobenzene	ug/L	20.0	18.4	92.2	70 - 130	17.8	89.2	3.31	30	
1,2,3-Trichloropropane	ug/L	20.0	18.5	92.3	70 - 130	17.3	86.6	6.7	30	
n-Propylbenzene	ug/L	20.0	18.7	93.5	70 - 130	18.5	92.6	1.08	30	
2-Chlorotoluene	ug/L	20.0	18.4	92.1	70 - 130	18.5	92.4	0.542	30	
1,3,5-Trimethylbenzene	ug/L	20.0	19.0	95.2	70 - 130	19.0	95.0	0.0	30	
tert-Butylbenzene	ug/L	20.0	18.7	93.7	70 - 130	18.5	92.4	1.08	30	
1,2,4-Trimethylbenzene	ug/L	20.0	18.8	94.0	70 - 130	18.9	94.6	0.531	30	
sec-Butylbenzene	ug/L	20.0	18.6	92.9	70 - 130	18.6	92.8	0.0	30	
1,3-Dichlorobenzene	ug/L	20.0	18.4	92.1	70 - 130	18.0	89.9	2.2	30	
4-Isopropyltoluene	ug/L	20.0	18.7	93.7	70 - 130	18.6	93.2	0.536	30	
1,4-Dichlorobenzene	ug/L	20.0	18.0	89.8	70 - 130	17.6	88.0	2.25	30	
n-Butylbenzene	ug/L	20.0	18.2	91.2	70 - 130	18.0	90.0	1.1	30	
1,2-Dichlorobenzene	ug/L	20.0	18.3	91.6	70 - 130	18.2	90.8	0.548	30	
1,2,4-Trichlorobenzene	ug/L	20.0	18.4	92.2	70 - 130	18.0	90.2	2.2	30	
Hexachlorobutadiene	ug/L	20.0	18.1	90.4	70 - 130	17.2	85.8	5.1	30	
Naphthalene	ug/L	20.0	18.5	92.6	70 - 130	18.2	91.1	1.63	30	

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T&W 000900

Quality Control Results

QC Batch: OVOL/6642 Analysis Method: E524.2 Volatiles by GC/MS
Preparation Method: E524.2 Volatiles by GC/MS
Associated Lab IDs: Q2403594001, Q2403594002, Q2403594003, Q2403594004, Q2403594005, Q2403594006, Q2403594007

Parameter	Units	Spiked Amount	Spike Result	%Spike Recovery	Control Limits %	Duplicate Result	%Duplicate Recovery	RPD	RPD Limit	Qualifier
1,2,3-Trichlorobenzene	ug/L	20.0	18.4	92.1	70 - 130	18.0	90.0	2.2	30	

Method Reporting Limit Check (2026796)

Parameter	Units	Spiked Amount	Spike Result	Spike Recovery%	Control Limits %	Qualifier
Dichlorodifluoromethane	ug/L	0.5	0.49	98.0	50 - 150	
Chloromethane	ug/L	0.5	0.53	106.0	50 - 150	
Vinyl chloride	ug/L	0.5	0.52	104.0	50 - 150	
Bromomethane	ug/L	0.5	0.53	106.0	50 - 150	
Chloroethane	ug/L	0.5	0.55	110.0	50 - 150	
4-Chlorotoluene	ug/L	0.5	0.53	106.0	50 - 150	
Trichlorofluoromethane	ug/L	0.5	0.54	108.0	50 - 150	
1,1-Dichloroethene	ug/L	0.5	0.58	116.0	50 - 150	
Acetone	ug/L	5.0	4.8	96.0	50 - 150	
Methyl iodide	ug/L	0.5	0.56	112.0	50 - 150	
Carbon disulfide	ug/L	0.5	0.53	106.0	50 - 150	
Methylene chloride	ug/L	0.5	0.51	102.0	50 - 150	
trans-1,2-Dichloroethene	ug/L	0.5	0.55	110.0	50 - 150	
Acrylonitrile	ug/L	5.0	4.95	99.0	50 - 150	
tert-Butyl methyl ether (MTBE)	ug/L	0.5	0.54	108.0	50 - 150	
1,1-Dichloroethane	ug/L	0.5	0.54	108.0	50 - 150	
2,2-Dichloropropane	ug/L	0.5	0.54	108.0	50 - 150	
2-Butanone	ug/L	5.0	4.57	91.4	50 - 150	
cis-1,2-Dichloroethene	ug/L	0.5	0.54	108.0	50 - 150	
Bromochloromethane	ug/L	0.5	0.55	110.0	50 - 150	
Tetrahydrofuran	ug/L	5.0	4.8	96.0	50 - 150	
Chloroform	ug/L	0.5	0.57	114.0	50 - 150	
1,1,1-Trichloroethane	ug/L	0.5	0.52	104.0	50 - 150	
1,1-Dichloropropene	ug/L	0.5	0.55	110.0	50 - 150	
Carbon tetrachloride	ug/L	0.5	0.5	100.0	50 - 150	
1,2-Dichloroethane	ug/L	0.5	0.51	102.0	50 - 150	
Benzene	ug/L	0.5	0.56	112.0	50 - 150	
Trichloroethene	ug/L	0.5	0.51	102.0	50 - 150	
1,2-Dichloropropane	ug/L	0.5	0.54	108.0	50 - 150	
Methyl methacrylate	ug/L	5.0	4.48	89.6	50 - 150	
Dibromomethane	ug/L	0.5	0.51	102.0	50 - 150	



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Parameter	Units	Spiked Amount	Spike Result	Spike Recovery%	Control Limits %	Qualifier
Bromodichloromethane	ug/L	0.5	0.49	98.0	50 - 150	
cis-1,3-Dichloropropene	ug/L	0.5	0.46	92.0	50 - 150	
4-Methyl-2-pentanone	ug/L	5.0	4.5	90.0	50 - 150	
Toluene	ug/L	0.5	0.51	102.0	50 - 150	
trans-1,3-Dichloropropene	ug/L	0.5	0.43	86.0	50 - 150	
Ethyl methacrylate	ug/L	5.0	4.65	93.0	50 - 150	
1,1,2-Trichloroethane	ug/L	0.5	0.51	102.0	50 - 150	
Tetrachloroethene	ug/L	0.5	0.53	106.0	50 - 150	
1,3-Dichloropropane	ug/L	0.5	0.48	96.0	50 - 150	
2-Hexanone	ug/L	5.0	4.42	88.4	50 - 150	
Dibromochloromethane	ug/L	0.5	0.46	92.0	50 - 150	
Chlorobenzene	ug/L	0.5	0.5	100.0	50 - 150	
1,1,1,2-Tetrachloroethane	ug/L	0.5	0.49	98.0	50 - 150	
Ethyl Benzene	ug/L	0.5	0.49	98.0	50 - 150	
m,p-Xylene	ug/L	1.0	0.98	98.0	50 - 150	
o-Xylene	ug/L	0.5	0.48	96.0	50 - 150	
Styrene	ug/L	0.5	0.48	96.0	50 - 150	
Bromoform	ug/L	0.5	0.42	84.0	50 - 150	
Isopropylbenzene (Cumene)	ug/L	0.5	0.5	100.0	50 - 150	
1,1,2,2-Tetrachloroethane	ug/L	0.5	0.53	106.0	50 - 150	
Bromobenzene	ug/L	0.5	0.49	98.0	50 - 150	
1,2,3-Trichloropropane	ug/L	0.5	0.52	104.0	50 - 150	
n-Propylbenzene	ug/L	0.5	0.51	102.0	50 - 150	
2-Chlorotoluene	ug/L	0.5	0.53	106.0	50 - 150	
1,3,5-Trimethylbenzene	ug/L	0.5	0.5	100.0	50 - 150	
tert-Butylbenzene	ug/L	0.5	0.49	98.0	50 - 150	
1,2,4-Trimethylbenzene	ug/L	0.5	0.53	106.0	50 - 150	
sec-Butylbenzene	ug/L	0.5	0.48	96.0	50 - 150	
1,3-Dichlorobenzene	ug/L	0.5	0.54	108.0	50 - 150	
4-Isopropyltoluene	ug/L	0.5	0.49	98.0	50 - 150	
1,4-Dichlorobenzene	ug/L	0.5	0.54	108.0	50 - 150	
n-Butylbenzene	ug/L	0.5	0.54	108.0	50 - 150	
1,2-Dichlorobenzene	ug/L	0.5	0.55	110.0	50 - 150	
1,2,4-Trichlorobenzene	ug/L	0.5	0.6	120.0	50 - 150	
Hexachlorobutadiene	ug/L	0.5	0.52	104.0	50 - 150	

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Parameter	Units	Spiked Amount	Spike Result	Spike Recovery%	Control Limits %	Qualifier
Naphthalene	ug/L	0.5	0.6	120.0	50 - 150	
1,2,3-Trichlorobenzene	ug/L	0.5	0.55	110.0	50 - 150	

Surrogates

Parameter	Units	Spike Recovery%	Control Limits %	Qualifier
1,2-Dichlorobenzene-d4 (S)	%	101	50 - 150	
4-Bromofluorobenzene (S)	%	99.40	50 - 150	

Laboratory Reagent Blank(2026797)

Parameter	Units	Results	MRL	LOD	Qualifier
Dichlorodifluoromethane	ug/L	<0.500	0.5	0.25	
Chloromethane	ug/L	<0.500	0.5	0.25	
Vinyl chloride	ug/L	<0.500	0.5	0.25	
Bromomethane	ug/L	<0.500	0.5	0.25	
Chloroethane	ug/L	<0.500	0.5	0.25	
4-Chlorotoluene	ug/L	<0.500	0.5	0.25	
Trichlorofluoromethane	ug/L	<0.500	0.5	0.25	
1,1-Dichloroethene	ug/L	<0.500	0.5	0.25	
Acetone	ug/L	<5.00	5.0	2.5	
Methyl iodide	ug/L	<0.500	0.5	0.25	
Carbon disulfide	ug/L	<0.500	0.5	0.25	
Methylene chloride	ug/L	<0.500	0.5	0.25	
trans-1,2-Dichloroethene	ug/L	<0.500	0.5	0.25	
Acrylonitrile	ug/L	<5.00	5.0	2.5	
tert-Butyl methyl ether (MTBE)	ug/L	<0.500	0.5	0.25	
1,1-Dichloroethane	ug/L	<0.500	0.5	0.25	
2,2-Dichloropropane	ug/L	<0.500	0.5	0.25	
2-Butanone	ug/L	<5.00	5.0	2.5	
cis-1,2-Dichloroethene	ug/L	<0.500	0.5	0.25	
Bromochloromethane	ug/L	<0.500	0.5	0.25	
Tetrahydrofuran	ug/L	<5.00	5.0	2.5	
Chloroform	ug/L	<1.00	1.0	0.5	
1,1,1-Trichloroethane	ug/L	<0.500	0.5	0.25	
1,1-Dichloropropene	ug/L	<0.500	0.5	0.25	
Carbon tetrachloride	ug/L	<0.500	0.5	0.25	
1,2-Dichloroethane	ug/L	<0.500	0.5	0.25	



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Associated Lab IDs: Q2403594001, Q2403594002, Q2403594003, Q2403594004, Q2403594005, Q2403594006, Q2403594007

Parameter	Units	Results	MRL	LOD	Qualifier
Benzene	ug/L	<0.500	0.5	0.25	
Trichloroethene	ug/L	<0.500	0.5	0.25	
1,2-Dichloropropane	ug/L	<0.500	0.5	0.25	
Methyl methacrylate	ug/L	<5.00	5.0	2.5	
Dibromomethane	ug/L	<0.500	0.5	0.25	
Bromodichloromethane	ug/L	<1.00	1.0	0.5	
cis-1,3-Dichloropropene	ug/L	<0.500	0.5	0.25	
4-Methyl-2-pentanone	ug/L	<5.00	5.0	2.5	
Toluene	ug/L	<0.500	0.5	0.25	
trans-1,3-Dichloropropene	ug/L	<0.500	0.5	0.25	
Ethyl methacrylate	ug/L	<5.00	5.0	2.5	
1,1,2-Trichloroethane	ug/L	<0.500	0.5	0.25	
Tetrachloroethene	ug/L	<0.500	0.5	0.25	
1,3-Dichloropropane	ug/L	<0.500	0.5	0.25	
2-Hexanone	ug/L	<5.00	5.0	2.5	
Dibromochloromethane	ug/L	<1.00	1.0	0.5	
Chlorobenzene	ug/L	<0.500	0.5	0.25	
1,1,1,2-Tetrachloroethane	ug/L	<0.500	0.5	0.25	
Ethyl Benzene	ug/L	<0.500	0.5	0.25	
m,p-Xylene	ug/L	<1.00	1.0	0.5	
o-Xylene	ug/L	<0.500	0.5	0.25	
Styrene	ug/L	<0.500	0.5	0.25	
Bromoform	ug/L	<1.00	1.0	0.5	
Isopropylbenzene (Cumene)	ug/L	<0.500	0.5	0.25	
1,1,2,2-Tetrachloroethane	ug/L	<0.500	0.5	0.25	
Bromobenzene	ug/L	<0.500	0.5	0.25	
1,2,3-Trichloropropane	ug/L	<0.500	0.5	0.25	
n-Propylbenzene	ug/L	<0.500	0.5	0.25	
2-Chlorotoluene	ug/L	<0.500	0.5	0.25	
1,3,5-Trimethylbenzene	ug/L	<0.500	0.5	0.25	
tert-Butylbenzene	ug/L	<0.500	0.5	0.25	
1,2,4-Trimethylbenzene	ug/L	<0.500	0.5	0.25	
sec-Butylbenzene	ug/L	<0.500	0.5	0.25	
1,3-Dichlorobenzene	ug/L	<0.500	0.5	0.25	
4-Isopropyltoluene	ug/L	<0.500	0.5	0.25	
1,4-Dichlorobenzene	ug/L	<0.500	0.5	0.25	

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T&W 000904

Quality Control Results

QC Batch: OVOL/6642 Analysis Method: E524.2 Volatiles by GC/MS
Preparation Method: E524.2 Volatiles by GC/MS
Associated Lab IDs: Q2403594001, Q2403594002, Q2403594003, Q2403594004, Q2403594005, Q2403594006, Q2403594007

Parameter	Units	Results	MRL	LOD	Qualifier
n-Butylbenzene	ug/L	<0.500	0.5	0.25	
1,2-Dichlorobenzene	ug/L	<0.500	0.5	0.25	
1,2,4-Trichlorobenzene	ug/L	<0.500	0.5	0.25	
Hexachlorobutadiene	ug/L	<0.500	0.5	0.25	
Naphthalene	ug/L	<0.500	0.5	0.25	
1,2,3-Trichlorobenzene	ug/L	<0.500	0.5	0.25	

Surrogates

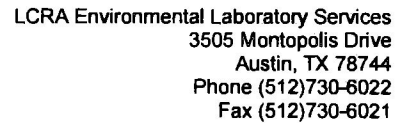
Parameter	Units	Spike Recovery%	Control Limits %	Qualifier
1,2-Dichlorobenzene-d4 (S)	%	99	70 - 130	
4-Bromofluorobenzene (S)	%	94.10	70 - 130	



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QC Cross Reference

Lab ID	Sample ID	Prep Batch	Prep Method
OVOL/6642 - E524.2 Volatiles by GC/MS			
Q2403594001	W012889-01		
Q2403594002	W012889-02		
Q2403594003	W012889-03		
Q2403594004	W012889-04		
Q2403594005	W012889-05		
Q2403594006	W012889-06		
Q2403594007	W012889-07		



Q24035a4
W 012889

ICFO - (Rev. 6/13)	Vehicle Operation	Yellow Box	Print Collection Code
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T&W 000907

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janecka, *Commissioner*
Kelly Keel, *Interim Executive Director*



PWS_1000061_CO_20230913_Status
CN601363005
RN101250850

9489 0090 0027 6517 0406 96

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

September 13, 2023

New owner/new owner ltr only/1000061

CERTIFIED MAIL

DEANNA DEGEYTER
T & W WATER SERVICE COMPANY
PO BOX 2927
CONROE, TX 77305-2927

RECEIVED

SEP 20 2023

Subject: **Information for a New Owner of an Active Public Water System**
COUNTRYWOOD WATER SYSTEM - PWS ID 1000061
HARDIN County, Texas

TCEQ CENTRAL FILE ROOM

Dear Water System Official:

The Texas Commission on Environmental Quality (TCEQ) Drinking Water Special Functions Section has received documentation indicating that you are the new owner of the above-referenced active public water system (PWS), serving 15 connections or 25 people per 30 Texas Administrative Code (30 TAC) Chapter 290.38(71). As the owner of an active public water system, you are required to comply with the Title 30 TAC, Chapter 290 *Subchapter D: Rules and Regulations for Public Water Systems* and *Subchapter F: Drinking Water Standards Governing Drinking Water Quality and Reporting Requirements for Public Water Systems*.

All PWS are required to submit monthly bacteriological samples from the distribution portion of the system. The number of samples submitted is based on the number of customers your system serves. Additionally, all PWS must report disinfectant residual levels on a quarterly basis. Finally, all PWSs are required to perform chemical monitoring at their system. Some of this monitoring must be conducted by the system and some will be conducted by a third-party sample collection contractor. Chemical monitoring conducted by the system includes lead and copper tap samples and water quality parameter samples for community and non transient, non community systems. For monitoring conducted by a third-party contractor, your system will be contacted directly to schedule a time to collect the required samples. Your system should work with this contractor to coordinate sampling. Your compliance monitoring schedule is viewable on Texas Drinking Water Watch (DWW) at: <https://dww2.tceq.texas.gov/DWW/>.

Water systems that provide service to more than one person and have overnight accommodations may need to submit an Emergency Preparedness Plan (EPP). If you are unable to locate or need to update the EPP for your system, you can contact the program at PDWEPP@tceq.texas.gov. Details on EPP requirements can be found here: https://www.tceq.texas.gov/drinkingwater/homeland_security/disasterprep.

Public water systems in Texas can receive free, on-site help with financial, managerial, and technical topics. The TCEQ's Financial, Managerial, and Technical (FMT) Assistance Program utilizes qualified contractors to assist public water systems with understanding TCEQ rules, avoiding rule compliance violations, achieving adequate disinfection, and submitting monthly operating reports. Additional or follow-up on-site FMT assistance may be requested at any time and at no cost to the system. Please email FMT@tceq.texas.gov or call (512) 239-4691 and ask to speak to an FMT coordinator for more information, including a list of available assistance topics, or to request FMT assistance.

If your water system inventory or ownership information is incorrect, documentation concerning data or legal ownership must be submitted to the Drinking Water Special Functions Section inventory group by email address at PWSINVEN@tceq.texas.gov.

To ensure that you are aware of requirements for a PWS, we have prepared this letter which includes links to information on design, operation, and maintenance for public water supplies.

General links:

- TCEQ Home Page: <https://www.tceq.texas.gov/>
- Rules and Regulations for Public Water Systems:
https://www.tceq.texas.gov/drinkingwater/pdw_rules.html
- TCEQ Drinking Water Watch (DWW), used to view data currently stored by TCEQ for a PWS:
<https://dww2.tceq.texas.gov/DWW/>
- Instructions for Texas Drinking Water Watch, provides instructions on navigating DWW and how to update your system's information:
<https://www.tceq.texas.gov/drinkingwater/instructions-for-texas-drinking-water-watch>
- Location map/contact information for TCEQ Regional offices:
<https://www.tceq.texas.gov/agency/directory/region>
- Sign up to receive courtesy reminders about important compliance deadlines for Public Water Systems: <https://www.tceq.texas.gov/goto/pws-subscribe>

Design

- Information for Requesting an Exception to Rules and Regulations for Public Water Systems:
<https://www.tceq.texas.gov/drinkingwater/trot/exception>
- Submit Public Water System Plans for Review to the Plans & Technical Review Section:
<https://www.tceq.texas.gov/drinkingwater/planrev.html>

Operation

- TCEQ Central Registry, used to search your customer and regulated entity as well as any permits you may have: <http://www15.tceq.texas.gov/crpub/>
- Environmental Laboratory Accreditation:
https://www.tceq.texas.gov/agency/qa/env_lab_accreditation.html or
<https://www.tceq.texas.gov/downloads/compliance/labs/tx-nelap-lab-list.docx/>
- Public Water System Monitoring Plan:
http://www.tceq.texas.gov/drinkingwater/monitoring_plans/monitoring_plans.html
- Residual Disinfectant Reporting for Public Water Systems:
http://www.tceq.texas.gov/drinkingwater/disinfection/dl_qor
- Public Notices, provides instructions and language for providing public notices to customers: https://www.tceq.texas.gov/drinkingwater/chemicals/public_notices

Maintenance

- Managing Small Public Water Systems (RG-501), guidance on the management or operation of a small public water system including asset management:
<https://www.tceq.texas.gov/assistance/water/managing-small-public-water-systems-rg-501>

DEANNA DEGEYTER

Page 3

September 13, 2023

Please review this information carefully. If you would like any assistance regarding the requirements for your system, please contact the Water Supply Division at (512) 239-4691, or by email at PDWS@tceq.texas.gov.

Sincerely,

A handwritten signature in black ink, appearing to read 'Steven Swierenga', with a long horizontal line extending to the right.

Steven Swierenga, Manager
Drinking Water Special Functions Section
Water Supply Division
Texas Commission on Environmental Quality

SS/DS/av

bcc: TCEQ Field Operations Division, Region 10
TCEQ FMT, Response and Capacity Development Team, FMT@tceq.texas.gov
TCEQ EPP, Resiliency and Preparedness Team, PDWEPP@tceq.texas.gov

PWS_1000062_CP_20230323_INVESTIGATION.pdf
Texas Commission on Environmental Quality
Investigation Report

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

Customer: T & W Water Service Company
Customer Number: CN601363005

Regulated Entity Name: NEW FOREST ESTATES WATER SYSTEM

Regulated Entity Number: RN102686474

Investigation # 1887664

Investigator: VANESSA STANSBURY

Conducted: 03/23/2023 -- 03/23/2023

Program(s): PUBLIC WATER SYSTEM/SUPPLY

Investigation Type: Compliance Investigation

Additional ID(s): 1000062

Address: 1020 N MAIN ST,
VIDOR, TX , 77662

Incident Numbers

Site Classification GW <=50 CONNECTION

SIC Code: 4941

Location: HWY 69 ABOUT 6 MILES NORTH OF
LUMBERTON

Local Unit: REGION 10 - BEAUMONT

Activity Type(s): PWSCCIGWCM - CCI GW PURCHASE
- COMMUNITY MANDATORY

Principal(s):

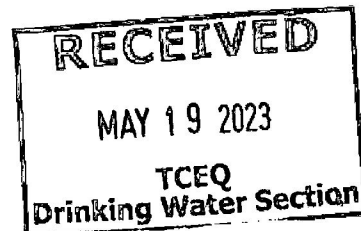
Role

RESPONDENT

Name

T & W WATER SERVICE COMPANY

Contact(s):



RECEIVED

JUN 06 2023

TCEQ CENTRAL FILE ROOM

RECEIVED
MAY 17 2023
AUSTIN

NEW FOREST ESTATES WATER SYSTEM - VIDOR**3/23/2023 Inv. # - 1887664****Page 2 of 10**

Role	Title	Name	Phone	
REGULATED ENTITY CONTACT	GENERAL MANAGER	MR RONALD PAYNE	Work Work	(281) 639-9358 (936) 756-7400
NOV CONTACT	GENERAL MANAGER	MR RONALD PAYNE	Work Work	(936) 756-7400 (281) 639-9358
PARTICIPATED IN	OPERATOR	MRS HAILEY SIRMON	Office	(409) 673-7091
REGULATED ENTITY MAIL CONTACT	GENERAL MANAGER	MR RONALD PAYNE	Work Work	(281) 639-9358 (936) 756-7400
REGULATED ENTITY CONTACT	TRAINING GENERAL MANAGER	MS DEANNA DEGEYTER	Fax Work	(866) 422-8519 (936) 756-7400
PARTICIPATED IN	ENVIRONMENTAL SPECIALIST	MS KARIN WARREN	Cell Work Work Work Fax Work	(409) 673-9041 (409) 785-3006 (409) 842-0458 (409) 246-2440 (409) 861-4836 (409) 880-3731
REGULATED ENTITY CONTACT	ENVIRONMENTAL SPECIALIST	MS KARIN WARREN	Work Work Work Alt Phone Cell Work Fax	(409) 842-0458 (409) 880-3731 (409) 246-2440 (409) 673-9041 (409) 673-9041 (409) 785-3006 (409) 861-4836

Other Staff Member(s):

Role	Name
Supervisor	RONALD HEBERT JR
QA Reviewer	JILL PICKETT
Investigator	PHYLLIS LACAZE

Associated Check List

<u>Checklist Name</u>	<u>Unit Name</u>
PWS EPP	EPP
WATER EQUIPMENT	EQ
PWS STANDARD FIELD	PWS 1

Investigation Comments:**INTRODUCTION**

New Forest Estates Water System (WS) was investigated by Ms. Vanessa Stansbury, Environmental Investigator, on March 23, 2023 to determine compliance with applicable public water system regulations. Ms. Karin Warren, Operator, was contacted on March 13, 2023 to schedule the Comprehensive Compliance Investigation (CCI) for March 23, 2023. An investigative request was e-mailed to Ms. Warren on January 5, 2023. (See Attachment No. 1 - Investigative Request Letter.)

NEW FOREST ESTATES WATER SYSTEM - VIDOR

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A copy of the TCEQ Exit Interview Form and a link to the TCEQ Customer Survey Form was emailed to the water system on March 3, 2023. (See Attachment No. 2 for Exit Interview Form.)

A Notice of Violation (NOV) Letter was mailed to the water system.

GENERAL FACILITY AND PROCESS INFORMATION

- System Type: Community
- Retail Connections: 19
- Retail Population: 57 (Provided by the Water System)
- Wholesale Connections: 0
- Wholesale Population: 0
- Average Daily Demand: 0.002 Million-Gallons Daily (MGD) from January 1, 2022 through December 31, 2022

The water system operates as one pressure plane, which is served by one plant with one well (G1000062A). The plant consists of Well No. 1, which was tested to produce 96 gallons per minute (gpm), polyphosphate (NAPCO 214) for sequestration of iron and manganese, hypochlorite for disinfection, and two 900-gallon pressure tanks.

For additional facility information, see Attachment No. 3- Water System Schematic, SDWIS Printout, and Capacity Sheet.

On August 6, 2021, the water system was granted an exception to the sanitary control easement and pressure cementing method requirements for Well No. 1 (G1000062A). The exception is contingent upon the continuing submission of raw water bacteriological samples from the well on a monthly basis in addition to the normally required monthly bacteriological samples.

Please note that the official date of sale from Water Necessities Inc. to T & W Water Service Company (Blue Topaz) was December 1, 2022.

The water system employs the following operators:

Charles "Charlie" W Adams Jr., Class B Surface Water Treatment, Water License No. WS0000698, expires 08/12/2023.

Karin K Warren, Class D Water Operator, License No. WO0047437, expires 02/08/2025; Backflow Prevention Assembly Tester, License No. BP0018424, expires 05/11/2024.

Hailey M Sirmons, Class D Water Operator, License No. WO0046885, expires 12/11/2023.

Niceforo Ayala, Class D Water Operator, License No. WO0021246, expires 03/16/2024.

Kevin J Maloney, Class C Ground Water Treatment, License No. WG0016921, expires 07/23/2024.

Jordan W Davis, Class C Ground Water Treatment, License No. WG0012850, expires 08/23/2025.

Harry Bradford, Class D Water Operator, License No. WO0048974, expires 12/17/2024.

Tyler E Schneider, Class D Water Operator, License No. WO0051772, expires 01/27/2026.

Nathan Clark, Class D Water Operator, License No. WO0046989, expires 02/01/2024.

BACKGROUND

The last Comprehensive Compliance Investigation (CCI) for this water system was conducted on November 6, 2020, and the following alleged violations were noted as a result of the investigation: failure to provide a map of 150' sanitary easement around well inclusive of Highway 69 and adjacent property to the west of Highway 69 and provide a written easement for Highway 69 and property to the west of Highway 69; failure to maintain a day tank to minimize the possibility of severely overfeeding liquid chemicals from bulk storage facilities; and failure

NEW FOREST ESTATES WATER SYSTEM - VIDOR

3/23/2023 Inv. # - 1887664

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maintain adequate containment facilities for all liquid chemical storage tanks. An additional issue was also noted regarding the water system needing to submit a planning report regarding pressure capacity due to the water system being at 89% capacity.

There are no alleged violations that remain outstanding at this time.

A search of the Consolidated Compliance and Enforcement Data System (CCEDS) showed that no complaints have been filed against the water system since the last CCI.

A search of CCEDS showed that there are no open enforcement cases for this water system that contain alleged violations noted by the Beaumont Regional Office.

ADDITIONAL INFORMATION

On March 23, 2023, the investigators met with Ms. Warren and Ms. Sirmons, Operator, to conduct the CCI.

The following records were reviewed: connection counts, customer service agreement, sanitary control easements, deeds and maps, customer service inspections, backflow inspection forms, monthly operating reports, records for the amount of chemicals used, monthly flushing records, disinfectant residual sampling records, a distribution map, drought contingency plan, exception documentation, monitoring plan, tank inspection forms, Boil Water Notice documentation, well meter calibration records, chlorine analyzer accuracy check records, American National Standards Institute/National Sanitation Foundation (ANSI/NSF) verifications for all chemicals, the Revised Total Coliform Rule (RTCR) Sample Siting Plan and Map, and the bacteriological sampling records for the previous twelve months.

During the investigation, the water system was unsure if Blue Topaz Utilities personnel had submitted a completed copy of the TCEQ Operator Notice Form to the Austin Central Office. Please note that the water system will need to submit a completed copy of the TCEQ Operator Notice Form to the Water Supply Division before the end of 2023. This will be noted as an additional issue.

During the investigation, it was noted that the Boil Water Notice (BWN) language included in the Plant Operations Manual was out of date and did not include all of the language listed in the current BWN mandatory language template, including the listed examples of water consumption, the warning regarding children, seniors, and persons with weakened immune systems being particularly vulnerable, the statement regarding the BWN being rescinded in a manner similar to how it was issued, and the paragraph encouraging customers to share the BWN information to people who drink the water, especially people who may not receive the BWN directly. On April 10, 2023, the water system submitted documentation showing that the water system now maintains a copy of the most up-to-date BWN language in the Plant Operations Manual. It is suggested that the water system ensures that the entire mandatory BWN language is provided when issuing any future BWNs for the water system. This will be noted as an additional issue and may result in future alleged violations.

During the investigation, it was noted that the new owners of the water system had not been provided with a copy of the August 6, 2021 Review of the Sanitary Control Easement and Pressure Cementing Method Exceptions was not provide when they purchased the water system. A copy of the August 6, 2021 Exception Letter was provided to the water system on March 24, 2023. The water system will need to maintain a copy of this exception letter for at least a period of five years after the exception is no longer valid. This will be noted as an additional issue and may result in future alleged violations.

During the investigation, it was noted that the December 2019, December 2020, and December 2021 tank inspection forms from the previous owner marked "N/A" for the pressure tanks' operational statuses. Please note that this should be part of the water system's inspection of each pressure tank. This will be noted as an additional issue and may result in future alleged violations.

During the investigation, it was noted that the water system exceeded the seven-day requirement for monitoring the disinfectant residual in the distribution from January 9 to January 17, 2023. It was also noted that the water system has collected disinfectant residuals from the distribution system at least once every seven days since January 17, 2023.

During the investigation, it was noted that the water system did not record the amount of NAPCO 214 used from

NEW FOREST ESTATES WATER SYSTEM - VIDOR

3/23/2023 Inv. # - 1887664

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December 26, 2022 to January 9, 2023. It was also noted that the water system had maintained a record of the amount of NAPCO 214 was used on a weekly basis since January 9, 2023.

During the investigation, it was noted that the routine coliform and distribution disinfectant residual sample sites had not been updated to reflect a sample site location (3524 New Forest) that had to be changed due to the original sample site no longer having water service. The new sample site was noted to be 3521 New Forest. The water system replaced 3524 New Forest with 3521 New Forest at that time. It was also noted that the distribution disinfectant residual section stated that these samples are collected weekly when they are required to be collected at least once every seven days. The water system updated this information at that time. It was noted that the lead and copper sampling section did not include information regarding which accredited laboratory would be used for this type of testing. The water system added The Eastex Environmental Laboratory to this section at that time. It was noted that the monitoring plan did not include a plant schematic. On April 10, 2023, the water system submitted a copy of a plant schematic to the Beaumont Regional Office. The water system clarified that this plant schematic had been attached to the monitoring plan, which was adequate in resolving the alleged violation.

During the investigation, it was noted that the water system updated the monitoring plan to replace 3524 New Forest with 3521 New Forest as a routine coliform sample site location. Please note that the water system will need to revise the water system's Revised Total Coliform Rule (RTCR) Sample Siting Plan and Map to include 3521 New Forest and the new upstream and downstream sample site locations. This will be noted as an additional issue and may result in future alleged violations.

Operation and maintenance- During the investigation, an evaluation of the water production and distribution system was conducted.

During the investigation, it was noted that the water system did not provide 16-mesh, corrosion-resistant screening material on the openings from the two air release devices on Well No. 1. This will be noted as a significant deficiency. The water system covered the openings of the two air release devices on Well No. 1 at that time.

During the investigation, it was noted that the conduit tubing covering the wiring for Well No. 1's pressure switch was detached from the pressure switch's housing. Because of this, the pressure switch's electrical wiring was exposed. The water system stated that the water system plans to have an electrician come to the water treatment plant to ensure that all water system electrical wiring is properly installed. On April 10, 2023, the water system submitted a copy of a work order showing that one had been created to repair or replace the exposed wires that were noted at the water treatment plant.

During the investigation, it was noted that there was a gap in the top of the Azone 15 sodium hypochlorite solution container between its cap and the chemical injection line. On April 10, 2023, the water system submitted a copy of a work order showing that one had been created to install grommets on the chemical barrels maintained at the water treatment plant to seal the openings to the atmosphere.

During the investigation, it was noted that the middle strand of barbed wire along the top of the back-left section of the fence was broken and that the three strands of barbed wire along the top of the back side of the fence was loose and tangled. Due to investigative oversight, photographic documentation cannot be provided regarding the broken, loose, and tangled strands of barbed wire located along the top of the back side of the fence. It was also noted the following sections of the fence either had a large gap under the fence or were loose enough that the bottom could be pulled upward and potentially allow entry into the water treatment plant: the left-back side, the middle-back to right-back side, the back-right side, and the front-middle to front-right side. Please note that there was one strand of barbed wire blocking the gaps under the back side of the fence, two strands of barbed wire blocking the gaps under the left side of the fence, and no strands of barbed wire under the front-middle to front-right side of the fence. The water system stated that they are currently planning to repair the intruder resistant fence at the water treatment plant. On April 10, 2023, the water system submitted a copy of a work order showing that one had been created to repair the fence at the water treatment plant.

Capacity- During the investigation, the water system's capacity was evaluated (See Attachment No. 3- Water System Schematic, SDWIS Printout, and Capacity Sheet).

The water system is required to provide the following: 1.5 gallons per minute (gpm) multiplied by (x) 19 connections equals (=) 48 gpm, while the water system supplies 96 gpm. The water system provides 0.0018 MG of

NEW FOREST ESTATES WATER SYSTEM - VIDOR

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pressure capacity while 0.00095 MG is required.

Sampling- During the investigation, a free chlorine residual and pressure test were conducted at 3565 New Forest after flushing for approximately three minutes. The investigator obtained a free chlorine residual of 1.47 milligrams per liter (mg/L) and a pressure reading of 47 pounds per square inch (psi).

List of Attachments:

Attachment No. 1- Investigative Request Letter

Attachment No. 2- Exit Interview Form

Attachment No. 3- Water System Schematic, SDWIS Printout, and Capacity Sheet

Attachment No. 4- Investigation Photographs

Attachment No. 5- Water System Documentation

NOV Date 03/23/2023 **Method** AREA OF CONCERN

NOV Date 05/17/2023 **Method** WRITTEN

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

Track Number: 841953

Compliance Due Date: 07/17/2023

Violation Start Date: 3/23/2023

30 TAC Chapter 290.46(v)

Alleged Violation:

Investigation: 1887664

Comment Date: 04/26/2023

Failure by Blue Topaz Utilities - New Forest Estates Water System to install all water system electrical wiring in compliance with a local or national electrical code.

During the investigation, it was noted that the conduit tubing covering the wiring for Well No. 1's pressure switch was detached from the pressure switch's housing. Because of this, the pressure switch's electrical wiring was exposed. The water system stated that the water system plans to have an electrician come to the water treatment plant to ensure that all water system electrical wiring is properly installed. On April 10, 2023, the water system submitted a copy of a work order showing that one had been created to repair or replace the exposed wires that were noted at the water treatment plant.

Recommended Corrective Action: Repair or replace conduit tubing covering the wiring for Well No. 1's pressure switch so it is securely attached to the pressure switch's housing. Submit photographic documentation of the repaired conduit tubing to the Beaumont Regional Office.

Track Number: 841954

Compliance Due Date: 06/16/2023

Violation Start Date: 3/23/2023

30 TAC Chapter 290.42(e)(5)

Alleged Violation:

Investigation: 1887664

Comment Date: 04/26/2023

Failure by Blue Topaz Utilities - New Forest Estates Water System to completely cover the top of the hypochlorination solution to prevent the entrance of dust, insects, and other contaminants.

NEW FOREST ESTATES WATER SYSTEM - VIDOR

3/23/2023 Inv. # - 1887664

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During the investigation, it was noted that there was a gap in the top of the Azone 15 sodium hypochlorite solution container between its cap and the chemical injection line. On April 10, 2023, the water system submitted a copy of a work order showing that one had been created to install grommets on the chemical barrels maintained at the water treatment plant to seal the openings to the atmosphere.

Recommended Corrective Action: Seal the gap in the top of the Azone 15 sodium hypochlorite solution container between its cap and the chemical injection line. Submit photographic documentation to the Beaumont Regional Office.

Track Number: 841956

Compliance Due Date: 06/16/2023

Violation Start Date: 3/23/2023

30 TAC Chapter 290.46(m)

Alleged Violation:

Investigation: 1887664

Comment Date: 04/27/2023

Failure by Blue Topaz Utilities - New Forest Estates Water System to maintain all plant equipment and facilities in a good working condition and appearance.

During the investigation, it was noted that the middle strand of barbed wire along the top of the back-left section of the fence was broken and that the three strands of barbed wire along the top of the back side of the fence was loose and tangled. It was also noted the following sections of the fence either had a large gap under the fence or were loose enough that the bottom could be pulled upward and potentially allow entry into the water treatment plant: the left-back side, the middle-back to right-back side, the back-right side, and the front-middle to front-right side. Please note that there was one strand of barbed wire blocking the gaps under the back side of the fence, two strands of barbed wire blocking the gaps under the left side of the fence, and no strands of barbed wire under the front-middle to front-right side of the fence. The water system stated that they are currently planning to repair the intruder resistant fence at the water treatment plant. On April 10, 2023, the water system submitted a copy of a work order showing that one had been created to repair the fence at the water treatment plant.

Recommended Corrective Action: Repair all fence issues noted above. Submit photographic documentation of each repaired issue to the Beaumont Regional Office.

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

Track Number: 841952

Resolution Status Date: 4/26/2023

Violation Start Date: 3/23/2023

Violation End Date: 3/23/2023

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

Alleged Violation:

Investigation: 1887664

Comment Date: 04/26/2023

Failure by Blue Topaz Utilities - New Forest Estates Water System to cover all openings to the atmosphere with 16-mesh or finer, corrosion-resistant screening material or an acceptable equivalent.

During the investigation, it was noted that the water system did not provide 16-mesh, corrosion-resistant screening material on the openings from the two air release devices on Well No. 1.

This violation is subject to 40 CFR Part 141 Subpart S-Groundwater Rule regarding significant deficiencies and is

NEW FOREST ESTATES WATER SYSTEM - VIDOR

3/23/2023 Inv. # - 1887664

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defined in 30 TAC Chapter 290. Significant deficiencies must be corrected or be part of a state approved corrective action plan documented in a Notice of Violation.

Recommended Corrective Action: Cover all openings to the atmosphere with 16-mesh or finer, corrosion-resistant screening material or an acceptable equivalent.

Resolution: During the investigation, the water system covered the openings of the two air release devices on Well No. 1.

AREA OF CONCERN

Track Number: 841928

Resolution Status Date: 4/26/2023

Violation Start Date: 3/23/2023

Violation End Date: 3/23/2023

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

Alleged Violation:

Investigation: 1887664

Comment Date: 04/26/2023

Failure by Failure by Blue Topaz Utilities - New Forest Estates Water System to monitor the disinfectant residual at representative locations in the distribution system at least once every seven days.

During the investigation, it was noted that the water system exceeded the seven-day requirement for monitoring the disinfectant residual in the distribution from January 9 to January 17, 2023.

Recommended Corrective Action: Monitor the disinfectant residual at representative locations in the distribution system at least once every seven days.

Resolution: During the investigation, it was noted that the water system has collected disinfectant residuals from the distribution system at least once every seven days since January 17, 2023.

Track Number: 841941

Resolution Status Date: 4/26/2023

Violation Start Date: 3/23/2023

Violation End Date: 3/23/2023

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

Alleged Violation:

Investigation: 1887664

Comment Date: 04/26/2023

Failure by Blue Topaz Utilities - New Forest Estates Water System to maintain a record of the amount of each chemical was used each week.

During the investigation, it was noted that the water system did not record the amount of NAPCO 214 used from December 26, 2022 to January 9, 2023.

Recommended Corrective Action: Maintain a record of the amount of each chemical was used each week.

Resolution: During the investigation, it was noted that the water system had maintained a record of the amount of NAPCO 214 was used on a weekly basis since January 9, 2023.

Track Number: 841947

Resolution Status Date: 4/26/2023

Violation Start Date: 3/23/2023

Violation End Date: 3/23/2023

NEW FOREST ESTATES WATER SYSTEM - VIDOR

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30 TAC Chapter 290.121(a)
30 TAC Chapter 290.121(b)
30 TAC Chapter 290.121(b)(1)(A)
30 TAC Chapter 290.121(b)(1)(C)
30 TAC Chapter 290.121(b)(2)
30 TAC Chapter 290.121(b)(5)

Alleged Violation:

Investigation: 1887664

Comment Date: 04/26/2023

Failure by Blue Topaz Utilities - New Forest Estates Water System to maintain a complete and up-to-date monitoring plan.

During the investigation, it was noted that the routine coliform and distribution disinfectant residual sample sites had not been updated to reflect a sample site location (3524 New Forest) that had to be changed due to the original sample site no longer having water service. The new sample site was noted to be 3521 New Forest. The water system replaced 3524 New Forest with 3521 New Forest at that time. It was also noted that the distribution disinfectant residual section stated that these samples are collected weekly when they are required to be collected at least once every seven days. The water system updated this information at that time. It was noted that the lead and copper sampling section did not include information regarding which accredited laboratory would be used for this type of testing. The water system added The Eastex Environmental Laboratory to this section at that time. It was noted that the monitoring plan did not include a plant schematic.

Recommended Corrective Action: Revise the monitoring plan to fix all of the issues noted above.

Resolution: On April 10, 2023, the water system submitted a copy of a plant schematic to the Beaumont Regional Office. The water system clarified that this plant schematic had been attached to the monitoring plan.

Additional Issues

Description Item #1

Additional Comments

During the investigation, the water system was unsure if Blue Topaz Utilities personnel had submitted a completed copy of the TCEQ Operator Notice Form to the Austin Central Office. Please note that the water system will need to submit a completed copy of the TCEQ Operator Notice Form to the Water Supply Division before the end of 2023.

Description Item #2

Additional Comments

During the investigation, it was noted that the Boil Water Notice (BWN) language included in the Plant Operations Manual was out of date and did not include all of the language listed in the current BWN mandatory language template, including the listed examples of water consumption, the warning regarding children, seniors, and persons with weakened immune systems being particularly vulnerable, the statement regarding the BWN being rescinded in a manner similar to how it was issued, and the paragraph encouraging customers to share the BWN information to people who drink the water, especially people who may not receive the BWN directly. On April 10, 2023, the water system submitted documentation showing that the water system now maintains a copy of the most up-to-date BWN language in the Plant Operations Manual. It is suggested that the water system ensures that the entire mandatory BWN language is provided when issuing any future BWNs for the water system. This may result in future alleged violations.

Description Item #3

Additional Comments

During the investigation, it was noted that the new owners of the water system had not been provided with a copy of the August 6, 2021 Review of the Sanitary Control Easement and Pressure Cementing Method Exceptions was not provide when they purchased the water system. A copy of the August 6, 2021 Exception Letter was provided to the water system on March 24, 2023. The water system will need to maintain a copy of this exception letter for at least a period of five years after the exception is no longer valid. This may result in future alleged violations.

NEW FOREST ESTATES WATER SYSTEM - VIDOR

3/23/2023 Inv. # - 1887664

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Description Item #4

Additional Comments

During the investigation, it was noted that the December 2019, December 2020, and December 2021 tank inspection forms from the previous owner marked "N/A" for the pressure tanks' operational statuses. Please note that this should be part of the water system's inspection of each pressure tank. This may result in future alleged violations.

Description Item #8

Additional Comments

During the investigation, it was noted that the water system updated the monitoring plan to replace 3524 New Forest with 3521 New Forest as a routine coliform sample site location. Please note that the water system will need to revise the water system's Revised Total Coliform Rule (RTCR) Sample Siting Plan and Map to include 3521 New Forest and the new upstream and downstream sample site locations. This may result in future alleged violations.

Signed 
Environmental Investigator

Date 5/16/23

Signed  for Ronald Hobert
Supervisor

Date 5/16/2023

Attachments: (in order of final report submittal)

☐ Enforcement Action Request (EAR)

☒ Letter to Facility (specify type) : NOV

☐ Investigation Report

☐ Sample Analysis Results

☐ Manifests

☐ Notice of Registration

☒ Maps, Plans, Sketches

☒ Photographs

☒ Correspondence from the facility

☒ Other (specify) :

See attachments

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janecka, *Commissioner*
Erin E. Chancellor, *Interim Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

May 17, 2023

**CERTIFIED MAIL {7021 2720 0003 0094 1693}
RETURN RECEIPT REQUESTED**

Mr. Ron Payne, General Manager
Blue Topaz Utilities
P.O. Box 2927
Conroe, Texas 77305-2927

Re: Notice of Violation for Public Water Supply Comprehensive Compliance Investigation at:
New Forest Estates Water System, Kountze (Hardin County), Texas
Regulated Entity No.: 102686474, PWS ID No.: 1000062; Investigation No.: 1887664

Dear Mr. Payne:

On March 23, 2023, Ms. Vanessa Stansbury of the Texas Commission on Environmental Quality (TCEQ) Beaumont 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, concerns were noted which were alleged noncompliance's that have been resolved as Areas of Concern based on subsequent corrective action. In addition, certain outstanding alleged violations were identified for which compliance documentation is required. Please submit to this office by **July 17, 2023**, a written description of corrective actions taken and the required documentation demonstrating that compliance has been achieved for each of the outstanding alleged violations.

In the listing of the alleged violations, we have cited applicable requirements, including TCEQ rules. Please note that both the rules themselves and the agency brochure entitled *Obtaining TCEQ Rules* (GI 032) are located on our agency website at <http://www.tceq.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 Beaumont Region 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 Office within 10 days from the date of this letter. At that time, Mr. 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.

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

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

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T&W 000922

Mr. Ron Payne
Page 2
May 17, 2023

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

Sincerely,

A handwritten signature in black ink, appearing to read "Ron Hebert". The signature is fluid and cursive, with the first name "Ron" being more prominent than the last name "Hebert".

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

RH/VS/pl

Enclosure: Summary of Investigation Findings

cc: Mr. Charlie Adams, Operating Manager, P.O. Box 2076, Silsbee, Texas 77656-2076

Summary of Investigation Findings

NEW FOREST ESTATES WATER SYSTEM

**1020 N MAIN ST
VIDOR, HARDIN COUNTY, TX 77662**

Investigation #

**1887664
Investigation Date: 03/23/2023**

Additional ID(s): 1000062

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

**Track No: 841953 Compliance Due Date: 07/17/2023
30 TAC Chapter 290.46(v)**

Alleged Violation:

Investigation: 1887664

Comment Date: 04/26/2023

Failure by Blue Topaz Utilities - New Forest Estates Water System to install all water system electrical wiring in compliance with a local or national electrical code.

During the investigation, it was noted that the conduit tubing covering the wiring for Well No. 1's pressure switch was detached from the pressure switch's housing. Because of this, the pressure switch's electrical wiring was exposed. The water system stated that the water system plans to have an electrician come to the water treatment plant to ensure that all water system electrical wiring is properly installed. On April 10, 2023, the water system submitted a copy of a work order showing that one had been created to repair or replace the exposed wires that were noted at the water treatment plant.

Recommended Corrective Action: Repair or replace conduit tubing covering the wiring for Well No. 1's pressure switch so it is securely attached to the pressure switch's housing. Submit photographic documentation of the repaired conduit tubing to the Beaumont Regional Office.

**Track No: 841954 Compliance Due Date: 06/16/2023
30 TAC Chapter 290.42(e)(5)**

Alleged Violation:

Investigation: 1887664

Comment Date: 04/26/2023

Failure by Blue Topaz Utilities - New Forest Estates Water System to completely cover the top of the hypochlorination solution to prevent the entrance of dust, insects, and other contaminants.

During the investigation, it was noted that there was a gap in the top of the Azone 15 sodium hypochlorite solution container between its cap and the chemical injection line. On April 10, 2023, the water system submitted a copy of a work order showing that one had been created to install grommets on the chemical barrels maintained at the water treatment plant to seal the openings to the atmosphere.

Recommended Corrective Action: Seal the gap in the top of the Azone 15 sodium hypochlorite solution container between its cap and the chemical injection line. Submit photographic documentation to the Beaumont Regional Office.

**Track No: 841956 Compliance Due Date: 06/16/2023
30 TAC Chapter 290.46(m)**

Alleged Violation:

Investigation: 1887664

Comment Date: 04/27/2023

Failure by Blue Topaz Utilities - New Forest Estates Water System to maintain all plant equipment and facilities in a good working condition and appearance.

During the investigation, it was noted that the middle strand of barbed wire along the top of the back-left section of the fence was broken and that the three strands of barbed wire along the top of the back side of the fence was loose and tangled. It was also noted the following sections of the fence either had a large gap under the fence or were loose enough that the bottom could be pulled upward and potentially allow entry into the water treatment plant: the left-back side, the middle-back to right-back side, the back-right side, and the front-middle to front-right side. Please note that there was one strand of barbed wire blocking the gaps under the back side of the fence, two strands of barbed wire blocking the gaps under the left side of the fence, and no strands of barbed wire under the front-middle to front-right side of the fence. The water system stated that they are currently planning to repair the intruder resistant fence at the water treatment plant. On April 10, 2023, the water system submitted a copy of a work order showing that one had been created to repair the fence at the water treatment plant.

Recommended Corrective Action: Repair all fence issues noted above. Submit photographic documentation of each repaired issue to the Beaumont Regional Office.

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

Track No: 841952

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

Alleged Violation:

Investigation: 1887664

Comment Date: 04/26/2023

Failure by Blue Topaz Utilities - New Forest Estates Water System to cover all openings to the atmosphere with 16-mesh or finer, corrosion-resistant screening material or an acceptable equivalent.

During the investigation, it was noted that the water system did not provide 16-mesh, corrosion-resistant screening material on the openings from the two air release devices on Well No. 1.

This violation is subject to 40 CFR Part 141 Subpart S-Groundwater Rule regarding significant deficiencies and is defined in 30 TAC Chapter 290. Significant deficiencies must be corrected or be part of a state approved corrective action plan documented in a Notice of Violation.

Recommended Corrective Action: Cover all openings to the atmosphere with 16-mesh or finer, corrosion-resistant screening material or an acceptable equivalent.

Resolution: During the investigation, the water system covered the openings of the two air release devices on Well No. 1.

AREA OF CONCERN

Track No: 841928

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

Alleged Violation:

Investigation: 1887664

Comment Date: 04/26/2023

Failure by Failure by Blue Topaz Utilities - New Forest Estates Water System to monitor the disinfectant residual at representative locations in the distribution system at least once every seven days.

During the investigation, it was noted that the water system exceeded the seven-day requirement for monitoring the disinfectant residual in the distribution from January 9 to January 17, 2023.

Recommended Corrective Action: Monitor the disinfectant residual at representative locations in the distribution system at least once every seven days.

Resolution: During the investigation, it was noted that the water system has collected disinfectant residuals from the distribution system at least once every seven days since January 17, 2023.

Track No: 841941

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

Alleged Violation:

Investigation: 1887664

Comment Date: 04/26/2023

Failure by Blue Topaz Utilities - New Forest Estates Water System to maintain a record of the amount of each chemical was used each week.

During the investigation, it was noted that the water system did not record the amount of NAPCO 214 used from December 26, 2022 to January 9, 2023.

Recommended Corrective Action: Maintain a record of the amount of each chemical was used each week.

Resolution: During the investigation, it was noted that the water system had maintained a record of the amount of NAPCO 214 was used on a weekly basis since January 9, 2023.

Track No: 841947

30 TAC Chapter 290.121(a)

30 TAC Chapter 290.121(b)

30 TAC Chapter 290.121(b)(1)(A)

30 TAC Chapter 290.121(b)(1)(C)

30 TAC Chapter 290.121(b)(2)

30 TAC Chapter 290.121(b)(5)

Alleged Violation:

Investigation: 1887664

Comment Date: 04/26/2023

Failure by Blue Topaz Utilities - New Forest Estates Water System to maintain a complete and up-to-date monitoring plan.

During the investigation, it was noted that the routine coliform and distribution disinfectant residual sample sites had not been updated to reflect a sample site location (3524 New Forest) that had to be changed due to the original sample site no longer having water service. The new sample site was noted to be 3521 New Forest. The water system replaced 3524 New Forest with 3521 New Forest at that time. It was also noted that the distribution disinfectant residual section stated that these samples are collected weekly when they are required to be collected at least once every seven days. The water system updated this information at that time. It was noted that the lead and copper sampling section did not include information regarding which accredited laboratory would be used for this type of testing. The water system added The Eastex Environmental Laboratory to this section at that time. It was noted that the monitoring plan did not include a plant schematic.

Recommended Corrective Action: Revise the monitoring plan to fix all of the issues noted above.

Resolution: On April 10, 2023, the water system submitted a copy of a plant schematic to the Beaumont Regional Office. The water system clarified that this plant schematic had been attached to the monitoring plan.

ADDITIONAL ISSUES

Description

Additional Comments

Item #1	During the investigation, the water system was unsure if Blue Topaz Utilities personnel had submitted a completed copy of the TCEQ Operator Notice Form to the Austin Central Office. Please note that the water system will need to submit a completed copy of the TCEQ Operator Notice Form to the Water Supply Division before the end of 2023.
Item #2	During the investigation, it was noted that the Boil Water Notice (BWN) language included in the Plant Operations Manual was out of date and did not include all of the language listed in the current BWN mandatory language template, including the listed examples of water consumption, the warning regarding children, seniors, and persons with weakened immune systems being particularly vulnerable, the statement regarding the BWN being rescinded in a manner similar to how it was issued, and the paragraph encouraging customers to share the BWN information to people who drink the water, especially people who may not receive the BWN directly. On April 10, 2023, the water system submitted documentation showing that the water system now maintains a copy of the most up-to-date BWN language in the Plant Operations Manual. It is suggested that the water system ensures that the entire mandatory BWN language is provided when issuing any future BWNs for the water system. This may result in future alleged violations.
Item #3	During the investigation, it was noted that the new owners of the water system had not been provided with a copy of the August 6, 2021 Review of the Sanitary Control Easement and Pressure Cementing Method Exceptions was not provide when they purchased the water system. A copy of the August 6, 2021 Exception Letter was provided to the water system on March 24, 2023. The water system will need to maintain a copy of this exception letter for at least a period of five years after the exception is no longer valid. This may result in future alleged violations.
Item #4	During the investigation, it was noted that the December 2019, December 2020, and December 2021 tank inspection forms from the previous owner marked "N/A" for the pressure tanks' operational statuses. Please note that this should be part of the water system's inspection of each pressure tank. This may result in future alleged violations.
Item #8	During the investigation, it was noted that the water system updated the monitoring plan to replace 3524 New Forest with 3521 New Forest as a routine coliform sample site location. Please note that the water system will need to revise the water system's Revised Total Coliform Rule (RTCR) Sample Siting Plan and Map to include 3521 New Forest and the new upstream and downstream sample site locations. This may result in future alleged violations.

Texas Commission on Environmental Quality



Attachment 1

New Forest Estates Water System

PWS ID No. 1000062

Investigation No. 1887664

Investigative Request Letter

Vanessa Stansbury

From: Vanessa Stansbury
Sent: Monday, March 13, 2023 3:45 PM
To: [REDACTED]
Subject: New Forest Estates WS and Diaryland Heights WS (PWS ID Nos. 1000062 and 1000065)
Attachments: 1000062 and 1000065_New Forest Estates WS and Diaryland Heights_Investigation Request Form.pdf

Good afternoon,

Attached to this email is a copy of the TCEQ Investigation Request Form for the New Forest Estates WS and Diaryland Heights WS (PWS ID Nos. 1000062 and 1000065) CCI's that are currently scheduled for Thursday, March 23, 2023 at 8:30 AM.

Please let me know if you have any questions.

Vanessa Stansbury

Environmental Investigator, Public Water Supply
TCEQ Region 10 (Beaumont)



Texas Commission on Environmental Quality
3870 Eastex Freeway, Beaumont, TX 77703
Office: 409-898-3838 / Fax: 409-899-8778
vanessa.stansbury@tceq.texas.gov
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FAX/E-MAIL TRANSMITTAL

DATE: 03/13/2023

NUMBER OF PAGES (including this cover sheet):

5

TO: Name Karin Warren
Organization New Forest Estates WS (PWS ID No. 1000062) and Dairyland Heights WS (PWS ID No. 1000065)
Email/ Fax [REDACTED]

FROM: TEXAS COMMISSION ON ENVIRONMENTAL QUALITY
Name Vanessa Stansbury
Division/Region Beaumont / 10
Telephone Number (409) 898-3838
FAX Number (409) 899-8778

NOTES:

1. Please have the applicable records from the attached list available for the inspection of your water system scheduled for:

Date: Thursday, March 23, 2023
Time: Approximately 8:30 AM
Location: Meet at Main Office (1443 Hwy 69 S)

2. We highly encourage you to do a self-inspection of your system, paying special attention to items noted in the last inspection report.

New Forest Estates WS (PWS ID No. 1000062):

The last Comprehensive Compliance Investigation (CCI) for this water system was conducted on February 26, 2020, and the following alleged violations were noted as a result of the investigation: failure to provide a map of 150' sanitary easement around well inclusive of Highway 69 and adjacent property to the west of Highway 69 and provide a written easement for Highway 69 and property to the west of Highway 69; failure to maintain a day tank to minimize the possibility of severely overfeeding liquid chemicals from bulk storage facilities; and failure maintain adequate containment facilities for all liquid chemical storage tanks.

An additional issue was also noted regarding the water system needing to submit a planning report regarding pressure capacity due to the water system being at 89% capacity.

There are no alleged violations that remain outstanding at this time.

Dairyland Heights WS (PWS ID No. 1000065):

The last Comprehensive Compliance Investigation (CCI) for this water system was

conducted on November '16, 2020, and the following alleged violations were noted as a result of the investigation: failure to provide a total well production capacity of 1.5 gpm per connection; failure to maintain records of exception letters granted to the water system; and failure to maintain the 16-mesh vent or finer on Well No. 1.

The following alleged violations that remain outstanding at this time: Failure to properly rescind a Boil Water Notice.

3. In addition, the elimination of easily fixed minor deficiencies, such as missing vent screens, hatch locks, wellhead caulking, etc. prior to the inspection will reduce your administrative load since the correction of each item in our reports must be documented with some proof, such as photographs of the corrected item or copies of documents.

RECORDS REQUIRED TO BE AVAILABLE AT TIME OF INSPECTIONS OF PUBLIC WATER SYSTEMS

I. Water System Information

a. General Information

- i. Legally Responsible Official (President, Owner, etc.)
- ii. Contact Information for Responsible Official(s)
- iii. Physical Location of plant
- iv. Mailing Address

II. Records

a. Groundwater Systems

1. Number of total connections, total number of meters in the ground (active or inactive), population served
 - a. Please refer to additional information regarding connection counts
 - b. Number of pressure planes (with connection counts per pressure plane)
2. Wholesale and purchase water contract(s)
 - a. Specify maximum purchase rate
3. Certified Operator list
 - a. Include Legal Name, Type of License, Expiration Date
 - b. Include Operators, Customer Service Inspectors, and Backflow Testers
4. Well completion Information
 - a. Sanitary control easement(s)
 - b. Deed and map(s)

- c. Interim approval letter for well(s)
- 5. TCEQ Plan Review Approval Letters
 - a. Including, but not limited to: new wells, booster stations, ground storage tanks, pressure tanks, pumps, etc.
- 6. Verification of ANSI/NSF Standard 60 and 61 for direct and indirect additives
- 7. Plant Operations and Maintenance Manual
- 8. Copies of Exceptions or approved Alternative Capacity Requirements (ACR)
- 9. Annual Tank Inspection Forms (three years)
- 10. Distribution System map (showing flush valves/ mains)
- 11. Customer complaint records
- 12. Copy of Customer Service Agreement/ Plumbing Code Ordinance
- 13. Customer Service Inspection forms
- 14. Backflow Test and Maintenance forms
 - a. Information regarding backflow assemblies will need to include physical location
 - b. Three years of records for backflow devices
- 15. Well Meter calibration records
- 16. Equipment Records
 - a. Including but not limited to:
 - i. dates of replacement of pumps (with gallon per minute)
 - ii. Chlorine meter calibration records
 - iii. Equipment capacities
 - 1. Well pumps (gallons per minute)
 - 2. Service/filter/transfer pumps
 - 3. Ground and elevated storage
 - 4. Pressure tanks
- 17. Copy of Public Notices
 - a. Including but not limited to Boil Water Notices
- 18. Operational Records:
 - a. Disinfection Residual Monitoring records
 - b. Flushing records
 - c. Amount of chemicals used
 - d. Ground water rule compliance records

e. Chloramine Effectiveness Sampling records

19. Monthly Reports of Monthly Water Works Operation

- a. Average Amount of daily water usage for past twelve-month period (include period of record).
- b. Maximum day water usage from past twelve-month period (include the maximum daily usage and corresponding date).

20. Monitoring Plan

- a. Including but not limited to:
 - i. RTCR Sample Siting Plan & Map
 - ii. Nitrification Action Plan (for systems distributing chloraminated water)

21. Last twelve months of Bacteriological sample results

22. Drought Contingency Plan

23. Emergency Preparedness Plan (EPP)

III. Field (physical) Inspection

- a. A plant walk through will occur on the inspection. During this time, the investigator will conduct a physical inspection from the point source(s) to treatment of the water, and the distribution system. For surface water plants, be advised a filter backwash cycle may be requested during the inspection.

*****This information will be useful in determining connection counts for community public water systems.*****

§290.38(14) Connection—A single family residential unit or each commercial or industrial establishment to which drinking water is supplied from the system. As an example, the number of service connections in an apartment complex would be equal to the number of individual apartment units. When enough data is not available to accurately determine the number of connections to be served or being served, the population served divided by three will be used as the number of connections for calculating system capacity requirements. Conversely, if only the number of connections is known, the connection total multiplied by three will be the number used for population served.

-Apartments will count as multiple connections based on the number of apartment units that make up the apartment complex.

-Nursing homes will count as one commercial connection.

-Motels and hotels will count as one connection regardless of the number of rooms.

-An RV Park will count as multiple commercial connections based on the total number of RV spots.

-Each mobile home would count as a connection because it is a single-family residence.

-Correctional facilities (prisons). The number of connections will equal the number of prisoners and employees and dividing by three.

Texas Commission on Environmental Quality



Attachment 2

New Forest Estates Water System

PWS ID No. 1000062

Investigation No. 1887664

Exit Interview Form

Vanessa Stansbury

From: Vanessa Stansbury
Sent: Friday, March 24, 2023 1:46 PM
To: [REDACTED]
Subject: New Forest Estates WS (PWS ID No. 1000062) Exit Interview Forms
Attachments: 1000062_New Forest Estates__Exit Interview Form.pdf; 20210806_SCE Exception Review_New Forest Estates_.pdf

Good afternoon Karin,

I have attached a copy of the New Forest Estates Water System(PWS ID No. 1000062) Exit Interview Forms to this email, which includes information regarding the alleged violations, additional issues, and records requests noted during the CCI. **Please confirm that you have received the Exit Interview Forms.** I have also attached a copy of the August 6, 2021 Sanitary Control Easement and Pressure Cementing Method Exception Letter and will email you a copy of the Exit Interview Forms for Dairyland Heights once they are complete.

The following is a link to the TCEQ Customer Satisfaction Survey: <https://www.tceq.texas.gov/customersurvey>. I would really appreciate it if you would take a moment to let us know how I did during my investigation. The comment section towards the end is also a useful tool that the TCEQ uses to help the investigator and organization improve, so please also feel free to include any comments you may have about my performance or the TCEQ in general.

Please let me know if you have any questions.

Vanessa Stansbury

Environmental Investigator, Public Water Supply
TCEQ Region 10 (Beaumont)



Texas Commission on Environmental Quality
3870 Eastex Freeway, Beaumont, TX 77703
Office: 409-898-3838 / Fax: 409-899-8778
vanessa.stansbury@tceq.texas.gov
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TCEQ EXIT INTERVIEW FORM: Potential Violations and/or Records Request

Regulated Entity/Site Name	New Forest Estates			TCEQ Add. ID No.	1000062
Investigation Type	CCI	Contact Made In-House (Y/N)	N	Purpose of Investigation	
Regulated Entity Contact				Telephone No.	Date Contacted
				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	AI	Additional Issue	During the investigation, the water system was unsure if Blue Topaz Utilities personnel had submitted a completed copy of the TCEQ Operator Notice Form to the Austin Central Office. Please note that the water system will need to submit a completed copy of the TCEQ Operator Notice Form to the Water Supply Division before the end of 2023.
2	AI	Additional Issue	During the investigation, it was noted that the Boil Water Notice (BWN) language included in the Plant Operations Manual was out of date and did not include all of the language listed in the current BWN mandatory language template, including the listed examples of water consumption, the warning regarding children, seniors, and persons with weakened immune systems being particularly vulnerable, the statement regarding the BWN being rescinded in a manner similar to how it was issued, and the paragraph encouraging customers to share the BWN information to people who drink the water, especially people who may not receive the BWN directly. It is suggested that the water system ensures that the entire mandatory BWN language is provided when issuing any future BWNs for the water system. This may result in future alleged violations.
3	AI	Additional Issue	During the investigation, it was noted that the new owners of the water system had not been provided with a copy of the August 6, 2021 Review of the Sanitary Control Easement and Pressure Cementing Method Exceptions was not provide when they purchased the water system. A copy of the August 6, 2021 Exception Letter was provided to the water system on March 24, 2023. The water system will need to maintain a copy of this exception letter for at least a period of five years after the exception is no longer valid. This may result in future alleged violations.

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.		
Vanessa Stansbury	3/24/2023	
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.

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

Regulated Entity/Site Name	New Forest Estates			TCEQ Add. ID No. RN No (optional)	1000062
Investigation Type	CCI	Contact Made In-House (Y/N)	N	Purpose of Investigation	
Regulated Entity Contact				Telephone No.	
				FAX #/Email address	
				Date Contacted	
				FAX/Email date	

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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
4	AI	Additional Issue	During the investigation, it was noted that annual tank inspections were conducted for the two 900 gallon pressure tanks during 2019, 2020, and 2021; however, the water system did not maintain a tank inspection form for the 2022 tank inspection forms. Please note that the date of official sale for this water system as December 1, 2022. The water system also stated that Blue Topaz Utilities conducted evaluations of the storage tanks in 2022 prior to them purchasing the water system; however, they did not have access to that information during the investigation. Based on this information, this will not be noted as an alleged violation. Please note that the water system will need to conduct tank inspections for each pressure tank before the end of 2023. This may result in future alleged violations.
5	AI	Additional Issue	During the investigation, it was noted that the December 2019, December 2020, and December 2021 tank inspection forms marked "N/A" for the pressure tanks' operational statuses. Please note that this should be part of the water system's inspection of each pressure tank. This may result in future alleged violations.
6	AV	290.110(c)(4)(A) (Noted and Resolved)	Failure by Failure by Blue Topaz Utilities – New Forest Estates to monitor the disinfectant residual at representative locations in the distribution system at least once every seven days. During the investigation, it was noted that the water system exceeded the seven-day requirement for monitoring the disinfectant residual in the distribution from January 9 to January 17, 2023. During the investigation, it was noted that the water system has collected disinfectant residuals from the distribution system at least once every seven days since January 17, 2023.

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.		
Vanessa Stansbury	3/24/2023	
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.

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

Regulated Entity/Site Name	New Forest Estates			TCEQ Add. ID No. RN No (optional)	1000062
Investigation Type	CCI	Contact Made In-House (Y/N)	N	Purpose of Investigation	-
Regulated Entity Contact				Telephone No.	
				FAX #/Email address	
				Date Contacted	
				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
7	AV	290.46(f)(3)(A)(i)(III) (Noted and Resolved)	Failure by Blue Topaz Utilities – New Forest Estates to maintain a record of the amount of each chemical was used each week. During the investigation, it was noted that the water system did not record the amount of phosphate used from December 26, 2022 to January 9, 2023. During the investigation, it was noted that the water system had maintained a record of the amount of phosphate was used on a weekly basis since January 9, 2023.
8	AV	290.121(a) 290.121(b) 290.121(b)(1)(A) 290.121(b)(1)(C) 290.121(b)(2) 290.121(b)(5) (Outstanding)	Failure by Blue Topaz Utilities – New Forest Estates to maintain a complete and up-to-date monitoring plan. During the investigation, it was noted that the routine coliform and distribution disinfectant residual sample sites had not been updated to reflect a sample site location (3524 New Forest) that had to be changed due to the original sample site no longer having water service. The new sample site was noted to be 3521 New Forest. The water system replace 3524 New Forest with 3521 New Forest at that time. It was also noted that the distribution disinfectant residual section stated that these samples are collected weekly when they are required to be collected at least once every seven days. The water system updated this information at that time. It was noted that the lead and copper sampling section did not include information regarding which accredited laboratory would be used for this type of testing. The water system added East Texas Environmental Lab to this section at that time. It was noted that the monitoring plan did not include a plant schematic. This alleged violation will remain outstanding until the water system submits documentation showing that a plant schematic that includes all water pumps, flow meters, unit processes, chemical feed points, and chemical monitoring points.

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.		
Vanessa Stansbury	3/24/2023	
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.

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

Regulated Entity/Site Name	New Forest Estates			TCEQ Add. ID No. RN No (optional)	1000062
Investigation Type	CCI	Contact Made In-House (Y/N)	N	Purpose of Investigation	
Regulated Entity Contact				Telephone No.	
				FAX #/Email address	
				Date Contacted	
				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
9	AI	Additional Issue	During the investigation, it was noted that the water system updated the monitoring plan to replace 3524 New Forest with 3521 New Forest as a routine coliform sample site location. Please note that the water system will need to revise the water system's Revised Total Coliform Rule (RTCR) Sample Siting Plan and Map to include 3521 New Forest and the new upstream and downstream sample site locations. This may result in future alleged violations.
10	AV	290.41(c)(3)(Q) (Significant Deficiency) (Noted and Resolved)	Failure by Blue Topaz Utilities – New Forest Estates to cover all openings to the atmosphere with 16-mesh or finer, corrosion-resistant screening material or an acceptable equivalent. During the investigation, it was noted that the water system did not provide 16-mesh, corrosion-resistant screening material on the openings from the two air release devices on Well No. 1. During the investigation, the water system covered the openings of the two air release devices on Well No. 1.
11	AV	290.46(v) (Outstanding)	Failure by Blue Topaz Utilities – New Forest Estates to install all water system electrical wiring in compliance with a local or national electrical code. During the investigation, it was noted that the conduit tubing covering the wiring for Well No. 1's pressure switch was detached from the pressure switch's housing. Because of this, the pressure switch's electrical wiring was exposed. The water system stated that the water system plans to have an electrician come to the water treatment plant to ensure that all water system electrical wiring is properly installed.

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.			
Vanessa Stansbury		3/24/2023	
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.

TCEQ EXIT INTERVIEW FORM: Potential Violations and/or Records Request							
Regulated Entity/Site Name		New Forest Estates			TCEQ Add. ID No. RN No (optional)		1000062
Investigation Type		CCI	Contact Made In-House (Y/N)	N	Purpose of Investigation		
Regulated Entity Contact					Telephone No.		Date Contacted
					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
12	AV	290.42(e)(5) (Outstanding)	Failure by Blue Topaz Utilities – New Forest Estates to completely cover the top of the hypochlorination solution to prevent the entrance of duct, insects, and other contaminants. During the investigation, it was noted that there was a gap in the top of the Azone 15 sodium hypochlorite solution container between its cap and the chemical injection line.
13	AV	290.46(m)	Failure by Blue Topaz Utilities – New Forest Estates to maintain all plant equipment and facilities in a good working condition and appearance. During the investigation, it was noted that the middle strand of barbed wire along the top of the back-left section of the fence was broken and that the three strands of barbed wire along the top of the back side of the fence was loose and tangled. It was also noted the following sections of the fence either had a large gap under neath the fence-or were loose enough that the bottom could be pulled upward and potentially allow entry into the water treatment plant: the left-back side, the middle-back to right-back side, the back-right side, and the front-middle to front-right side. Please note that there was one strand of barbed wire blocking the gaps under the back side of the fence, two strands of barbed wire blocking the gaps under the left side of the fence, and no barbed wire under the front-middle to front-right side of the fence. The water system stated that they are currently planning to repair the intruder resistant fence at the water treatment plant.
14	RR	Records Request	Submit the following documentation to the Beaumont Regional Office within 14 days from today: the 2022 tank evaluations conducted by Blue Topaz Utilities prior to the purchase of the water system.

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.			
Vanessa Stansbury		3/24/2023	
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.

Texas Commission on Environmental Quality



Attachment 3

New Forest Estates Water System

PWS ID No. 1000062

Investigation No. 1887664

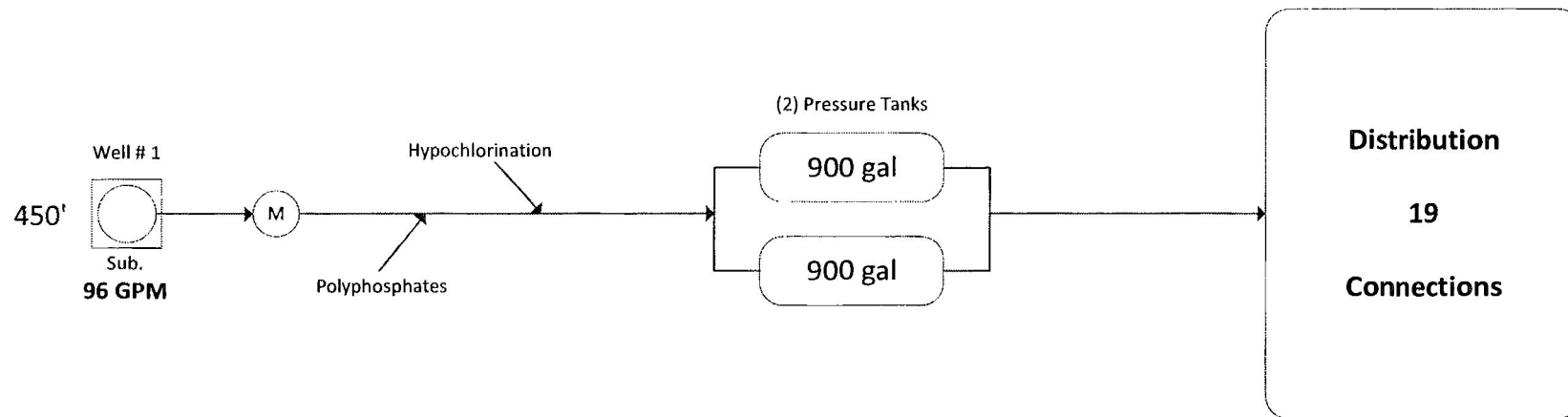
Water System Schematic, SDWIS Printout, and Capacity Sheet

New Forests Estates Water System

PWS ID#: 1000062

Vanessa Stansbury 03/23/2023

G1000062A



5/10/2023

TCEQ DWW Water System Summary Sheet

PWS IDPWS NameCentral Reg RN

TX1000062

NEW FOREST ESTATES WATER SYSTEM

RN102686474

Organization / CustomerCentral Reg CN

WATER NECESSITIES INC

CN602444515

TX1000062

All Water System Contacts

WATER NECESSITIES INCADDR1 PO BOX 62JOBTITLE

VIDOR

TX

77670-0062

POCTYPEPURPOSE_CODEPHONE_NUMBEREXT

OW

BREWER, LARRYADDR1 PO BOX 62JOBTITLE

PRESIDENT

VIDOR

TX

77670-0062

POCTYPEPURPOSE_CODEPHONE_NUMBEREXT

AC

BUS

409-769-9030

PAYNE, RONALD, LADDR1 PO BOX 2927JOBTITLE

GENERAL MANAGER

CONROE

TX

77305-2927

POCTYPEPURPOSE_CODEPHONE_NUMBEREXT

PWS

BUS

936-756-7400

PWS

FAX

866-422-8519

PWS

MOB

281-639-9358

DEGEYTER, DEANNAADDR1 PO BOX 2927JOBTITLE

OFFICE MANAGER

CONROE

TX

77305-2927

POCTYPEPURPOSE_CODEPHONE_NUMBEREXT

ECS

BUS

936-756-7400

ECS

MOB

281-455-5676

ECS

FAX

866-422-8519

PAYNE, RONALD, LADDR1 PO BOX 2927JOBTITLE

GENERAL MANAGER

CONROE

TX

77305-2927

POCTYPEPURPOSE_CODEPHONE_NUMBEREXT

EC

MOB

281-639-9358

EC

BUS

936-756-7400

EC

FAX

866-422-8519

OWNER TYPE

Investor Owned

TX1000062

<u>Population Type</u>	<u>Population Served</u>	<u># of Connections</u>
Residential	57	19
TOTAL	57	19

INTERCONNECTIONS

TX1000062

Purchases (Buys From)Wholesales (Sells To)

<u>WATERTYPE</u>	GW	<u>PURCHASEFLAG</u>	
<u>SYSTEM TYPE</u>	COMMUNITY	<u>ACTIVITY STATUS</u>	A
<u>TOTAL PRODUCT</u>	<u>AVG DAILY USG</u>	<u>MAX DAILY DMD</u>	<u>TOT STORG MSR</u>
0.138	0.002		
<u>UNITS</u>	<u>UNITS</u>	<u>UNITS</u>	<u>UNITS</u>
MGD	MGD		
<u>TOTL ELEV STORG</u>	<u>SERV PUMP CAP</u>	<u>MAX PURCH CAP FLOW RATE</u>	<u>TOTAL PRES TANK CAP</u>
			0.002
<u>UNITS</u>	<u>UNITS</u>	<u>UNITS</u>	<u>UNITS</u>
			MG

Number of Treatment Plants 1

ACTIVE SOURCES

<u>Source Number</u>	<u>SOURCE NAME</u>	<u>Activity Status</u>	<u>Oprtnl Status</u>	<u>SOURCE TYPE</u>	<u>WELL DEPTH</u>	<u>TESTED FLOW RATE</u>	<u>RATED FLOW RATE</u>
G1000062A	1 - HWY 69 N / NEXT TO VFD	A	P	G	450	96 GPM	80 GPM
<u>Drill Date</u>	<u>SOURCE SUMMATION</u>				<u>Plant Num</u>	<u>TYPE</u>	<u>CODE</u>
01/01/1913	EVANGELINE				TP5060	WL	
<u>GPS Latitude</u>	<u>GPS Longitude</u>	<u>GPS ELEVATION</u>		<u>GPS DATE</u>	<u>SELLER PWS ID</u>		
30.308147	-94.247032	63		08/29/2006	Not Purchasing		

TREATMENT PLANT

<u>ENTRY PNT</u>	<u>EP Name, Source, Status</u>	<u>Plant Name & Status</u>	<u>Plant Num</u>
EP001	TRT-TAP / Ground Water / A	PLANT (A)	TP5060
parts in red are hard coded			
<u>Chemical Mon Type</u>	<u>Chemical Sample Point</u>	<u>Distribution Mon Type</u>	<u>Distribution Sample Point</u>
	NO		NO

TREATMENTS

<u>TRAIN</u>		Unnamed		<u>PLANT NUM</u>	TP5060
<u>Disinfection Zone</u>	<u>Treatment Sequence</u>	<u>OBJ CD</u>	<u>OBJECTIVE</u>	<u>Process</u>	<u>Treatment</u>
null	null	D	DISINFECTION	423	HYPOCHLORINATION, PRE
null	null	F	IRON REMOVAL	680	SEQUESTRATION

INACTIVE / OFFLINE SOURCES

<u>SOURCE ID</u>	<u>SOURCE NAME</u>	<u>TYPE</u>	<u>STATUS</u>	<u>AVAIL - ABILITY</u>	<u>FACID</u>	<u>WATER TYPE</u>

PUMPS

<u>PUMP_ID</u>	<u>PUMP_NAME</u>	<u>FACILITY</u>	<u>ACTIVITY</u>	<u>AVAIL</u>	<u>FLOW</u>	<u>TESTED</u>	<u>TESTED</u>
		<u>TYPE</u>	<u>STATUS</u>	<u>ABILITY</u>	<u>RATE</u>	<u>FLOW</u>	<u>UOM</u>
					<u>NAME</u>		

STORAGE TANKS

<u>TANK_ID</u>	<u>TANK_NAME</u>	<u>TANK</u>	<u>ACTIVITY</u>	<u>AVAIL</u>	<u>STOR</u>	<u>CON STR</u>	<u>MEASURE</u>	<u>UOM</u>	<u>MEASURE</u>
		<u>TYPE</u>	<u>STATUS</u>	<u>ABILITY</u>	<u>AGE</u>	<u>MATRL</u>	<u>QUANTITY</u>		<u>NAME</u>
				<u>CODE</u>	<u>TYPE</u>	<u>TP</u>			
ST6396	PLANT - 900 GAL - HD	ST	A	P	HD	ST	900.000	GAL	CAP
ST6397	PLANT - 900 GAL - HD	ST	A	P	HD	ST	900.000	GAL	CAP

END OF REPORT

Community Systems (Groundwater)**Fill in green cells only****System Name:** New Forest Estates Water System

PWS ID: 1000062

Inv. No.: 1887664

Community (Y/N) MHP (≥ 8 units/ac) or Apts? (Y/N) CCN? (Y/N) Number of Connections Population Maximum Daily Demand (MDD): MGDAverage Daily Demand (ADD): 290.38(41)MDD Date (mm/dd/yyyy): ADD Dates (mm/dd/yyyy): to

	Rate	Units	Conn.	Required	Units	Provided	85% Rule	% Short	Sufficient?(Y/N)
Prod. Capacity:	1.5	gpm/conn	19	28.5	gpm	96	30%	N/A	Y
Production ACR:		gpm/conn							
Pressure Storage (HD):	50	gal/conn	19	0.00095	MG	0.0018	53%	N/A	Y
HD ACR:		gal/conn							
Elevated Storage (EL):	0	gal/conn	19	0	MG		N/A	N/A	N/A
EL ACR:		gal/conn			0				
Ground Storage (GR):									
Total Storage*:	N/A	gal/conn	19	0	MG	0	N/A	N/A	N/A
Tot. Storage ACR:		gal/conn							
*Total Storage = GR + EL + ST									
SP Capacity:	0	gpm/conn	19	0	gpm		N/A	N/A	N/A
SP ACR:		gpm/conn							
SP Capacity:	(w/largest pump out of service)				gpm				
SP Peaking Factor:	N/A	-	19	0	gph	0	N/A		N/A

Bacti Samples:Wholesale Contract? (Y/N) Maximum Purchase Rate? MGD

Required Submitted

Distribution Raw

Revised 07/23/2015

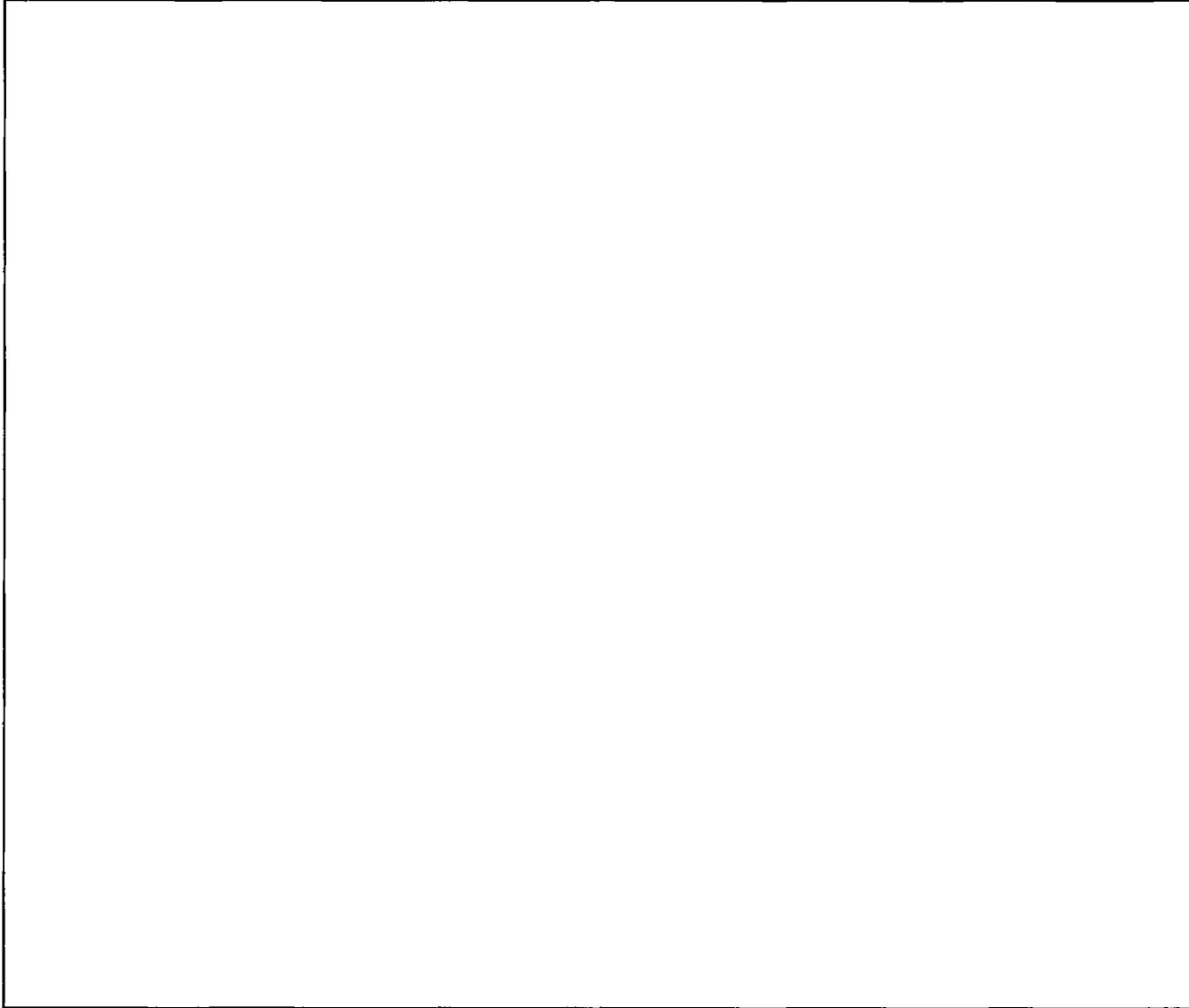
T&W 000947

System Name: New Forest Estates Water System

PWS ID: 1000062

Inv. No.: 1887664

Additional Comments:

A large, empty rectangular box with a black border, intended for additional comments. It occupies the majority of the page below the header information.

Revised 07/23/2015

T&W 000948

Texas Commission on Environmental Quality



Attachment 4

New Forest Estates Water System

PWS ID No. 1000062

Investigation No. 1887664

Investigation Photographs

Regulated Entity: New Forest Estates Water System

PWS ID: 1000062



Photograph documenting one of the two air release devices on Well No. 1 that did not have their openings covered with 16-mesh corrosion-resistant screening material.



Photograph documenting the second air release device on Well No. 1 that did not have its opening covered with 16-mesh corrosion-resistant screening material.

Regulated Entity: New Forest Estates Water System

PWS ID: 1000062



Photograph documenting the two air releases on Well No. 1 after the water system covered their openings with 16-mesh corrosion-resistant screening material.



Photograph documenting the wiring for Well No. 1's pressure switch, which was detached from the pressure switch's housing. Because of this, the pressure switch's electrical wiring was exposed.

Regulated Entity: New Forest Estates Water System

PWS ID: 1000062



Photograph documenting a closer view of the wiring for Well No. 1's pressure switch, which was detached from the pressure switch's housing. Because of this, the pressure switch's electrical wiring was exposed.



Photograph documenting the gap in the top of the Azone 15 sodium hypochlorite solution container between its cap and the chemical injection line.

Regulated Entity: New Forest Estates Water System

PWS ID: 1000062



Photograph documenting the large gap under the middle-back to right-back side of the water treatment plant's fence that were loose enough that the bottom could be pulled upward and potentially allow entry into the water treatment plant. Please note that there was one strand of barbed wire blocking the gaps under the back side of the fence.



Photograph documenting the large gap under the back-right side of the water treatment plant's fence that were loose enough that the bottom could be pulled upward and potentially allow entry into the water treatment plant. Please note that there were two strands of barbed wire blocking the gaps under the left side of the fence.

Regulated Entity: New Forest Estates Water System

PWS ID: 1000062



Photograph documenting the large gap under the front-middle to front-right side of the water treatment plant's fence that were loose enough that the bottom could be pulled upward and potentially allow entry into the water treatment plant. Please note that there were no strands of barbed wire under the front-middle to front-right side of the fence.



Photograph documenting the large gap under the left-back side of the water treatment plant's fence that were loose enough that the bottom could be pulled upward and potentially allow entry into the water treatment plant. Please note that there was one strand of barbed wire blocking the gaps under the back side of the fence.

Regulated Entity: New Forest Estates Water System

PWS ID: 1000062



Photograph documenting the free chlorine residual that was documented at 3565 New Forest after flushing for approximately three minutes.



Photograph documenting the pressure reading that was documented at 3565 New Forest.

Texas Commission on Environmental Quality



Attachment 5

New Forest Estates Water System

PWS ID No. 1000062

Investigation No. 1887664

Water System Documentation

COPY

I. Water System Information

a. General Information

- i. Legally Responsible Official (President, Owner, etc.)
Ronald L Payne, General Manager
- ii. Contact Information for Responsible Official(s)
Ronald Payne, 936-756-7400
PO Box 2927, Conroe, TX 77305-2927
- iii. Physical Location of plant
120 Yeager
- iv. Mailing Address
PO Box 2927, Conroe, TX 77305-2927

II. Records

	<u>Connections</u>	<u>Popl</u>	<u>Usage</u> <u>Average</u>	<u>Max</u>	<u>Date</u>
New Forest	19	57	0.002 MGD	0.123	12/26/26
Dairyland	41	123	0.005 MGD	0.007	1/10/22

T&W Water Service Company

List of Licensed Operators

Licensed Operators

Lucio Ayala	D Water	WO0021246
Kevin Maloney	C Water	WG0016921
Jordan Davis	C Water	WG0012850
Harry Bradford	D Water	WO0048974
Tyler Schneider	D Water	WO0051772
Nathan Clark	D Water	WO0046989
	C Wastewater	WW0069590
Charlie Adams	B Surface Water	WS0000698
	A Wastewater	WW0009104
Karin Warren	D Water	WO0047437
	A Wastewater	WW009104
	Backflow BPAT	BP0018424

CSI & Plumbing Inspector

Harold Seale
CI0005025
ICC 5221114

Current Operators, 2023

Blue Topaz/T & W :

- Kevin Maloney WG0016921 C Water 7-23-24
- Jordan Davis WG0012850 C Water 8-23-25
- Niceforo Ayala WO0021246 D Water 3-16-24
- Harry Bradford WO0048974 D Water 12-17-24
- Harold Seale(contractors BP0010527 5-8-25 Backflow & 1-15-24 CSI

Utility Innovations:

Charlie Adams WS0000698 B Surface Water 8-12-23

Hailey Sirmons WO0046885 D Water 12-11-23

Tyler Winn CI0010606 CSI 4-4-25

Karin Warren WO0047437 D Water 2-8-25

WATER NOTIFICATION REQUIREMENTS

enclosed from TCEQ Rule and Regulations on when to issue a notice and the format of the notice

Boil water notification

New Forest Estates

Due to conditions, which have occurred recently in the water system the Texas Commission on Environmental Quality has required the system to notify all customers to boil their water prior to consumption.

To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to consumption. The water should be brought to a vigorous rolling boil and then boiled for two minutes. In lieu of boiling, you may purchase bottle water or obtain water from some other suitable source. When it is no longer necessary to boil the water, water system officials will notify you.

If you have questions regarding this matter you may contact T&W Water Service, dba Blue Topaz Utilities at 936-756-7400.

INSTRUCTIONS

List more than one utility official and phone number. Do not list the commission as the primary contact. If a customer wishes to call the commission, please have them call 512-239-6020.

Storage Level	
Grounds	✓
Booster Rotation	N/A

Storage Level
Grounds
Booster Rotation

Date	2-14-23
Master Meter 1	15993.7
Master Meter 2	N/A
* Residual 3524 New Forest	0.98
Cl2 Used	.5
Cl2 Left	19
Cl2 Pump	1.75
Phosphate Used	
Phosphate Left	10
Phosphate Pump	40/75
Pressure	45
Air Level	
Storage Level	
Grounds	✓
Booster Rotation	N/A

Date
Master Meter 1
Master Meter 2
Residual
Cl2 Used
Cl2 Left
Cl2 Pump
Phosphate Used
Phosphate Left
Phosphate Pump
Pressure
Air Level
Storage Level
Grounds
Booster Rotation

Date	2-21-23
Master Meter 1	16046.3

Flush
3404

D. DISTRIBUTION SYSTEM SAMPLING

Chlorine is applied to raw water prior to storage. It is stored in multiple pressure tanks. The water then goes out to the distribution system.

1. Coliform samples

a. Frequency: Once a month.

b. Location: The sample is taken from an outside faucet on the following addresses:

1) 3536 NEW FOREST DRIVE

2) 3524 NEW FOREST DRIVE

3) 3630 NEW FOREST DRIVE

4) 3453 NEW FOREST DRIVE

5) 3404 NEW FOREST DRIVE

*change to 3521 New Forest
2/14/2023*

c. Method: Coliform samples are taken to a nearby lab:

Sabine River Authority
1895 Owens Illinois Road
Orange, Texas 77632

*2023 CA
AUP OR EASTEX ENVIRONMENTAL
35 Eastex Ln
Coldspring, TX 77331*

d. Compliance calculations: The system is in compliance if:

No routine samples are coliform positive.

No repeat samples are coliform positive.

DISTRIBUTION BYPRODUCTS (DBPs) - TTHM and HAAS

system is 0.2 mg/l. The system is in compliance with the maximum residual requirement if the running annual average of all samples taken in the distribution system is 4.0 mg/l or less.

G. LAB APPROVAL FORM

A copy of our laboratory approval form is attached as an appendix to this monitoring plan.

H. LEAD & COPPER SAMPLING SITES

- a. Frequency: Sampled every 3 year
- b. Locations: see attachment A1
- c. Asbestos: The TCEQ has assessed our system and determined that we have no asbestos concrete pipe.
- d. Methods: Samples are taken at sample sites and submitted to lab
- e. Compliance calculation: Lead 0.15 mg/l Copper 1.3 mg/l

Vanessa Stansbury

From: [REDACTED]
Sent: Monday, April 10, 2023 10:48 AM
To: Vanessa Stansbury
Cc: 'Deanna Degeyter'; 'Ron Payne'; 'Karla Langreder'; 'Marty Adams'
Subject: New Forest, PWS1000062
Attachments: Tank Insp_2022.pdf; 2-rtcr-ssp-form-20900_new forest.pdf; Lead and Copper lab_monitoring plan.pdf; WO_fence.pdf; WO_barrel grommets.pdf; WO_conduit_wiring.pdf; BWN_insert to O&M.pdf; Plant Schematic.pdf

Vanessa,

I hope you had a Happy Easter.

I have attached some of the items you requested and additional information as a result of the Water inspection. The tank inspection we completed during the initial walk through of the facilities with Blue Topaz and Kelly Brewer. I attached pictures with the date of the walk through. We are also working on the additional issues you noted. I have attached one on the boil water language.

Let me know if you have any questions.

Thank you,
Karin

Karin Warren
Utility Innovations
c. 409-673-9041
o. 409-246-2440
[REDACTED]

POTABLE WATER STORAGE TANK Inspection Form

Section 290.46(f)(3)(D)(ii) of the Texas Commission on Environmental Quality's *Rules and Regulations for Public Water Systems* requires documentation of annual ground, elevated, and pressure storage tank maintenance inspections. [See also 290.46(m)(1) and 290.46(m)(2)]

	Location: <u>New Forest</u>
Description: <u>900 Gal Pressure Tank #1</u>	
Date & Material of Exterior Coating System: <u>Galvanized</u>	
Date & Material of Interior Coating System:	

Exterior of Tank

O.K.	Problem	NA	Description
✓			Foundation: settling, cracks, deterioration
✓			Protective Coating: rust, pitting, corrosion, leaks
		✓	Water Level Indicator: operable, cable access operable
		✓	Overflow Pipe: flap valve cover accessible, operable
		✓	Access Ladder: loose bolts or rungs
		✓	Roof: low spots for ponding water, holes along seams
		✓	Air Vents: proper design, screened, sealed edges
		✓	Cathodic Protection Anode Plates: secured and accessible
		✓	Roof Hatch: proper design, locked, hinge bolts secure
✓			Pressure Tank Operational Status: pressure release device, pressure gauge, air-water volume device



Interior of Tank

O.K.	Problem	NA	Description
		✓	Water Quality: insects, floating debris, sediment on the bottom
		✓	Protective Coating: rust, corrosion, scaling

Date:	Last Inspection of Pressure Tank Interior
-------	---

Comments

<u>Exterior needs to be washed,</u> <u>Replace wedges</u>
Name of Inspector: <u>Karin Warren & Charlie Adams</u>
Date of Inspection: <u>10-24-22</u>

POTABLE WATER STORAGE TANK Inspection Form

Section 290.46(f)(3)(D) of the Texas Commission on Environmental Quality's *Rules and Regulations for Public Water Systems* requires documentation of annual ground, elevated, and pressure storage tank maintenance inspections. [See also 290.46(m)(1) and 290.46(m)(2)]

	Location: <u>New Forest</u>
Description: <u>900 Gal Pressure Tank #2</u>	
Date & Material of Exterior Coating System: <u>Galvanized</u>	
Date & Material of Interior Coating System:	

Exterior of Tank

O.K.	Problem	NA	Description
✓			<i>Foundation:</i> settling, cracks, deterioration
✓			<i>Protective Coatings:</i> rust, pitting, corrosion, leaks
		✓	<i>Water Level Indicator:</i> operable, cable access opening protected
		✓	<i>Overflow Pipe:</i> flap valve cover accessible, operable, sealed
		✓	<i>Access Ladders:</i> loose bolts or rungs
		✓	<i>Roof:</i> low spots for ponding water, holes along seams, rust
		✓	<i>Air Vents:</i> proper design, screened, sealed edges and seams
		✓	<i>Cathodic Protection - Anode Plates:</i> secured and sealed
		✓	<i>Roof Hatch:</i> proper design, locked, hinge bolts secured, gasket
✓			<i>Pressure Tank Operational Status:</i> pressure release device, pressure gauge, air-water volume device

Interior of Tank

O.K.	Problem	NA	Description
		✓	<i>Water Quality:</i> insects, floating debris, sediment on the bottom
		✓	<i>Protective Coatings:</i> rust, corrosion, scaling
Date:		Last Inspection of Pressure Tank Interior	

Comments

Name of Inspector: <u>Karin Warren and Charlie Adams</u>
Date of Inspection: <u>10-24-22</u>



Sample Siting Plan

Revised Total Coliform Rule

Instructions

In accordance with the Revised Total Coliform Rule (RTCR) and 30 Texas Administrative Code (TAC) §290.109(d), every public water system (PWS) must develop a Sample Siting Plan (SSP). The SSP is a coliform monitoring plan and schedule used to complete routine and additional microbial monitoring. The SSP is also a required component of your system's Monitoring Plan. Additional guidance including requirements based on the population you serve is available in How to Develop a Monitoring Plan for a Public Water System (RG-384) and Coliform Monitoring, Analyzing, and Reporting Guide (RG-421). The SSP includes:

- a map of the distribution system,
- a coliform sampling schedule,
- routine distribution coliform sample sites,
- repeat sample sites for each routine site, and
- groundwater wells.

The PWS must develop a SSP and maintain it as part of their monitoring plan. The SSP and map must be revised as needed. A copy of up-to-date documents must be available at the PWS for inspection purposes.

The SSP template, distribution map example, guidance on coliform sample collection, and other guidance documents can be found at the Revised Total Coliform Rule¹ webpage.

For questions concerning the SSP, distribution map, or RTCR compliance, please contact the TCEQ RTCR Program at (512) 239-4691 or at TCRDATA@tceq.texas.gov.

Public Water System Information

Public Water System Name:	NEW FOREST
Public Water System ID:	1000062
PWS Representative Name:	Deanna Degeyter
Title:	Manager
Phone Number:	936-756-7400
Email:	
Date:	3/30/23

¹ www.tceq.texas.gov/drinkingwater/revised-total-coliform-rule

Developing your SSP

Select Coliform Sample Sites

The PWS is encouraged to identify coliform sample sites with the following features:

- free of leaks,
- a downward-facing outlet at least 12 inches above the floor or ground,
- constructed of material that can be properly disinfected,
- free of obstructions such as tall grass or shrubbery,
- free of any attachments or point of use devices such as a water hose, water softener, or aerator, and
- at a customer's residence, dedicated sampling tap, or other active service connections.

Generate the Distribution System Map

The PWS must include a map of the distribution system. The map must be clearly labeled and identify each of the following:

- routine distribution coliform sample sites,
- distribution water main locations and sizes,
- locations at which treated water enters the distribution system,
- water storage facilities locations and capacities (if applicable), and
- pressure plane boundaries (if applicable).

Monthly Coliform Sampling Schedule

The PWS must collect routine coliform samples at regular time intervals throughout the month. A PWS using only purchased or groundwater and serves less than 4,900 people may collect all required routine samples on a single day. Samples should be collected early in the week and early in the month to allow time for collection of repeat or replacement samples.

In the boxes below, indicate the required number of monthly coliform samples and the PWS coliform sample schedule.

For example: If the PWS is required to collect 40 monthly samples, the PWS collects 10 samples on Tuesday each week. If the PWS is required to collect 1 monthly sample, the PWS collects the sample on the 2nd Monday of each month.

Required Number of Monthly Coliform Samples:	1
--	---

Coliform Sampling Schedule
First week of every month.

Repeat Sampling Requirements

When a PWS is notified by the laboratory of a routine total coliform-positive (TC+) sample, a set of three repeat samples must be collected within 24 hours. The three repeat samples include,

- One repeat sample from the original routine TC+ sample site.
- One repeat sample at a site within 5 connections upstream of routine TC+ sample site.
- One repeat sample at a site within 5 connections downstream of routine TC+ sample site.

Routine and Repeat Coliform Sampling Sites

The PWS must identify sample sites with an address and/or physical location. Repeat monitoring is only required at one upstream and one downstream site. The SSP should include as many upstream/downstream options as possible to ensure repeat samples can be collected.

In the following tables, enter the address or physical location for each ROUTINE SAMPLE SITE. For each routine sample site enter the address or location for five "Repeat Upstream" and "Repeat Downstream" repeat sample locations.

ROUTINE SAMPLE SITE 1 3536 NEW FOREST DRIVE	
Repeat Upstream	Repeat Downstream
1: 3562 New Forest	1: 3496 New Forest
2: 3580 New Forest	2: 3452 New Forest
3: 3614 New Forest	3: 3404 New Forest
4: 3630 New Forest	4:
5: 3680 New Forest	5:

ROUTINE SAMPLE SITE 2 3521 NEW FOREST DRIVE	
Repeat Upstream	Repeat Downstream
1: 3536 New Forest	1: 3496 New Forest
2: 3562 New Forest	2: 3452 New Forest
3: 3580 New Forest	3: 3404 New Forest
4: 3614 New Forest	4:
5: 3630 New Forest	5:

ROUTINE SAMPLE SITE 3 3630 NEW FOREST DRIVE	
Repeat Upstream	Repeat Downstream
1: 3680 New Forest	1: 3630 New Forest
2:	2: 3580 New Forest
3:	3: 3562 New Forest
4:	4: 3536 New Forest
5:	5: 3524 New Forest

ROUTINE SAMPLE SITE 4 3453 NEW FOREST DRIVE	
Repeat Upstream	Repeat Downstream
1: 3475 New Forest	1: 3423 New Forest
2: 3495 New Forest	2:
3: 3521 New Forest	3:
4: 3565 New Forest	4:
5: 3609 New Forest	5:

ROUTINE SAMPLE SITE 5 3404 NEW FOREST DRIVE	
Repeat Upstream	Repeat Downstream
1: 3452 New Forest	1: dead end tap
2: 3496 New Forest	2:
3: 3521 New Forest	3:
4: 3536 New Forest	4:
5: 3562 New Forest	5:

ROUTINE SAMPLE SITE 6 click or tap here to enter text	
Repeat Upstream	Repeat Downstream
1:	1:
2:	2:
3:	3:
4:	4:
5:	5:

ROUTINE SAMPLE SITE 7 click or tap here to enter text	
Repeat Upstream	Repeat Downstream
1:	1:
2:	2:
3:	3:
4:	4:
5:	5:

ROUTINE SAMPLE SITE 8 click or tap here to enter text	
Repeat Upstream	Repeat Downstream
1:	1:
2:	2:
3:	3:
4:	4:
5:	5:

ROUTINE SAMPLE SITE 9 click or tap here to enter text	
Repeat Upstream	Repeat Downstream
1:	1:
2:	2:
3:	3:
4:	4:
5:	5:

ROUTINE SAMPLE SITE 10 click or tap here to enter text	
Repeat Upstream	Repeat Downstream
1:	1:
2:	2:
3:	3:
4:	4:
5:	5:

Triggered Source Monitoring

When a PWS using groundwater wells is notified of a routine total coliform-positive (TC+) sample, a raw well sample must be collected at each active well within 24 hours. These are referred to as triggered source monitoring (TSM) samples.

If a groundwater system uses only one well and serves 1,000 people or less, the TSM sample can also be used as a repeat sample.

If the PWS purchases groundwater from a wholesaler, the PWS must notify the wholesale system(s) within 24 hours of being notified of the TC+ routine distribution sample. A wholesale groundwater system that receives notice of a TC+ must collect a TSM sample from each of its groundwater sources within 24 hours of the notification.

Groundwater Wells		
Assigned Source ID (Ex. G#PWSID#A)	Sample Location (Physical location of well)	Repeat Sample Site? (Y/N) (ONLY IF 1 well system serving ≤1,000)
G1000062	8743 HWY 69	Yes
Click here to Source ID.	Click here to enter well location.	

Alternative Repeat Sampling SOP (Optional)

A PWS may choose to specify alternative repeat locations or criteria for selecting repeat sampling sites in a written standard operating procedure (SOP).

If the PWS elects to propose an Alternative Repeat Sampling SOP, attach it to this document along with the RTCR Distribution System Map.

The PWS's Alternative Repeat Sampling SOP must identify repeat sampling locations that best verify and determine the extent of potential contamination relative to the initial TC+ location.

Coliform Laboratory:

Laboratory Name:	EASTEX ENVIRONMENTAL
City, State, Zip	COLDSPRING, TX 77331
Phone & Ext.	936-653-3249
Fax:	936-653-3172

Lead and Copper Laboratory:

Laboratory Name:	EASTEX ENVIRONMENTAL
City, State, Zip	COLDSPRING, TX 77331
Phone & Ext.	936-653-3249
Fax:	936-653-3172

Other Laboratory (Specify):

Laboratory Name:	
City, State, Zip	
Phone & Ext.	
Fax:	

As mentioned in the inorganics, organics, and radionuclides section, samples collected by TCEQ contractors will be sent to a NELAP accredited compliance laboratory. The samples will be sent to either the Department of State Health Services (DSHS) or Lower Colorado River Authority (LCRA) for analysis, except for asbestos samples which are sent to Crisp Analytical. Information for these laboratories can be found below.

Department of State Health Services	Lower Colorado River Authority	Crisp Analytical
Laboratory Services Section, MC 1947 1100 W. 49th Street Austin, TX 78756-3199	Environmental Lab Services 3505 Montopolis Drive Austin, TX 78744	1929 Old Denton Road Carrollton, TX 75007
Phone: (512)776-7318 Fax: (512)776-7294	Phone: (512)730-6022	Phone: (972)242-2754 Fax: (972)242-2798

Work Order

No: _____

Date: 3-30-23

System or Job: New Forest

Address Of Work: Water Well Plant, Hwy 69

Contact Person: Karin Warren Phone Number 409-673-9041

Ticket #: _____

Work Request:

Repair loose perimeter fence.

Description of Work:

Materials:

Date of Completion: _____

Completed by: _____

Work Order

No: _____

Date: 3-30-23

System or Job: New Forest

Address Of Work: Water Well Plant, Hwy 69

Contact Person: Karin Warren Phone Number 409-673-9041

Ticket #: _____

Work Request:

Install grommets on chemical barrels to seal off openings.

Description of Work:

Materials:

Date of Completion: _____

Completed by: _____

Work Order

No: _____

Date: 3-30-23

System or Job: New Forest

Address Of Work: Water Well Plant, Hwy 69

Contact Person: Karin Warren Phone Number 409-673-9041

Ticket #: _____

Work Request:

Repair/replace exposed wire within conduit.

Description of Work:

Materials:

Date of Completion: _____

Completed by: _____

BOIL WATER NOTIFICATION REQUIREMENTS

See enclosed from TCEQ Rule and Regulations on when to issue a notice and the format of the notice. Note: Updates to the mandatory language can be found at [Public Notice Language for Drinking Water Compliance - Texas Commission on Environmental Quality - www.tceq.texas.gov](http://www.tceq.texas.gov)

Boil Water Notice for Community Public Water Systems

<Date>

Due to <See **Instruction 1**>, the Texas Commission on Environmental Quality has required the <See **Instruction 2**> public water system to notify all customers to boil their water prior to consumption (e.g., washing hands/face, brushing teeth, drinking, etc). Children, seniors, and persons with weakened immune systems are particularly vulnerable to harmful bacteria, and all customers should follow these directions).

To ensure destruction of all harmful bacteria and other microbes, water for drinking, cooking, and ice making should be boiled and cooled prior to use for drinking water or human consumption purposes. The water should be brought to a vigorous rolling boil and then boiled for two minutes.

In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes.

When it is no longer necessary to boil the water, the public water system officials will notify customers that the water is safe for drinking water or human consumption purposes.

Once the boil water notice is no longer in effect, the public water system will issue a notice to customers that rescinds the boil water notice in a manner similar to this notice.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have questions concerning this matter, you may contact <See **Instruction 3**> at <See **Instruction 4**>. <See **Instruction 5**> **Instructions:** Delete instructions below on copy given to customers. This is the mandatory language for your "Boil Water Notice".

Instructions:

Please replace all of the above referenced <See **Instruction**> numbers with the information as follows:

<1> A description of the conditions that require a "Boil Water Notice" to be issued for the public water system that may include but are not limited to: reduced distribution system pressure, line break, low disinfection residuals, etc.

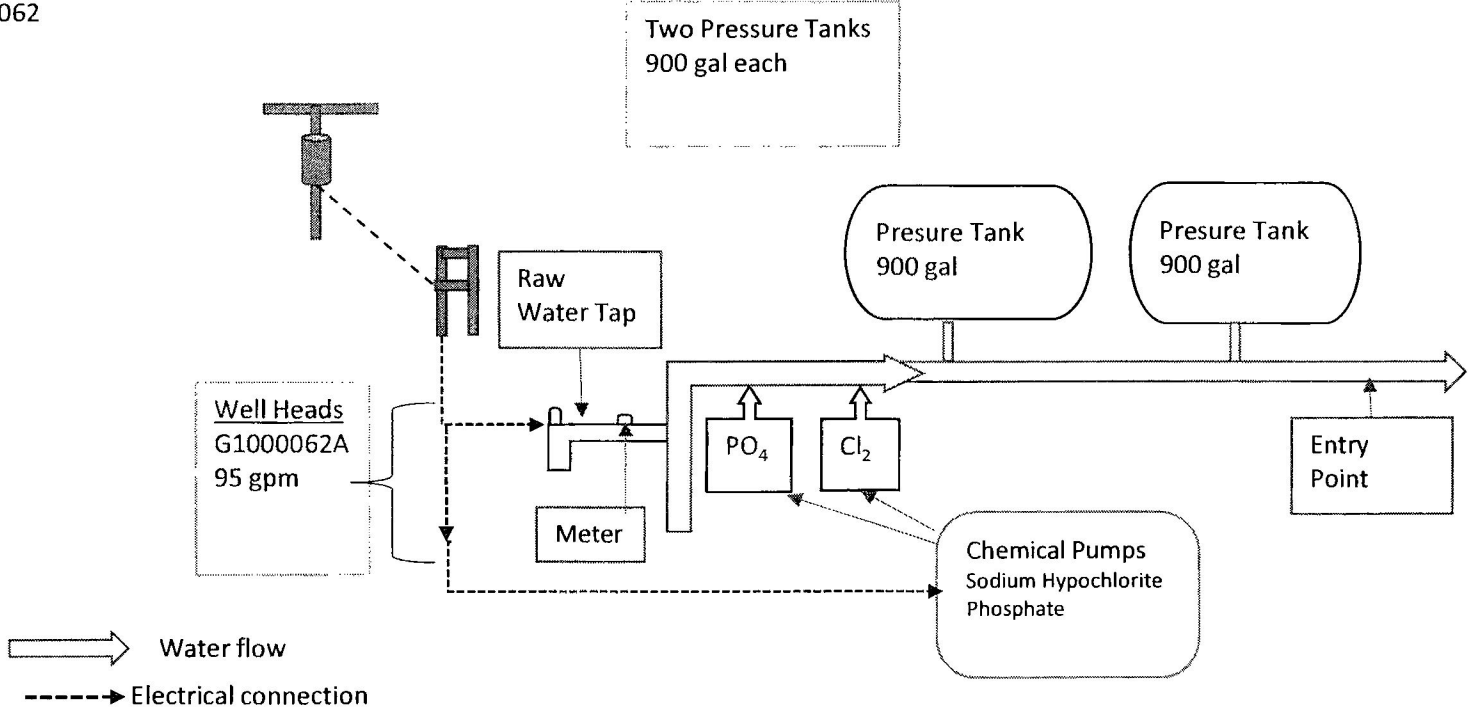
<2> Public Water System Name / Public Water System Identification Number

<3> Name of public water system official and any other primary contact names. **(Do not list TCEQ as the primary contact.)**

<4> Public water system official(s) phone number, business address, and any other useful contact numbers. Where appropriate, provide a telephone number or address where consumers may obtain a translated copy of the notice or assistance in the appropriate language.

<5> Public water systems may add optional language here concerning the actions they have taken to address the boil water notice situation. The public water system customers and the executive director shall be able to reach the public water system at one of the numbers listed in this notice. If a customer, individual, or employee wishes to contact the executive director, please call (512) 239-4691.

New Forest
PWS1000062



Vanessa Stansbury

From: [REDACTED]
Sent: Wednesday, April 26, 2023 2:32 PM
To: Vanessa Stansbury
Cc: 'Deanna Degeyter'; 'Ron Payne'; 'Karla Langreder'; 'Marty Adams'
Subject: RE: New Forest, PWS1000062

Vanessa,

Yes it with the monitoring plan – just trying to save on space.

Karin Warren
Utility Innovations
c. 409-673-9041
o. 409-246-2440
[REDACTED]

From: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>
Sent: Wednesday, April 26, 2023 1:27 PM
To: [REDACTED]
Cc: 'Deanna Degeyter' [REDACTED]; 'Ron Payne' [REDACTED]; 'Karla Langreder' [REDACTED]; 'Marty Adams' <utilityinnovations@gmail.com>
Subject: RE: New Forest, PWS1000062

Good afternoon Karin,

Just to clarify, the plant schematic attached to your previous email is now attached to the water system's monitoring plan, correct?

Vanessa Stansbury
Environmental Investigator, Public Water Supply
TCEQ Region 10 (Beaumont)



Texas Commission on Environmental Quality
3870 Eastex Freeway, Beaumont, TX 77703
Office: 409-898-3838 / Fax: 409-899-8778
vanessa.stansbury@tceq.texas.gov
How are we doing? Comment on our service.

From: [REDACTED] >
Sent: Monday, April 10, 2023 10:48 AM
To: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>
Cc: 'Deanna Degeyter' [REDACTED]; 'Ron Payne' [REDACTED]; 'Karla Langreder' [REDACTED]; 'Marty Adams' <utilityinnovations@gmail.com>
Subject: New Forest, PWS1000062

Vanessa,

I hope you had a Happy Easter.

I have attached some of the items you requested and additional information as a result of the Water inspection. The tank inspection we completed during the initial walk through of the facilities with Blue Topaz and Kelly Brewer. I attached pictures with the date of the walk through. We are also working on the additional issues you noted. I have attached one on the boil water language.

Let me know if you have any questions.

Thank you,
Karin

Karin Warren
Utility Innovations
c. 409-673-9041
o. 409-246-2440
[REDACTED]

PWS_1000065_CP_20230323_INVESTIGATION.pdf
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: T & W Water Service Company
Customer Number: CN601363005

Regulated Entity Name: DAIRYLAND HEIGHTS WATER SYSTEM

Regulated Entity Number: RN101245504

Investigation # 1887692

Investigator: VANESSA STANSBURY

Conducted: 03/23/2023 -- 03/23/2023

Program(s): PUBLIC WATER SYSTEM/SUPPLY

Investigation Type: Compliance Investigation

Additional ID(s): 1000065

Address: ,
, ,

Incident Numbers

Site Classification GW <=50 CONNECTION

SIC Code: 4941

Location: OFF HWY 92, LEFT ON HICKS DAIRY RD,
RIGHT ON WHITHEAD, LEFT ON SIMMON, LEFT
ON BEASLEY

Local Unit: REGION 10 - BEAUMONT

Activity Type(s): PWSCCIGWCM - CCI GW PURCHASE
- COMMUNITY MANDATORY

Principal(s):

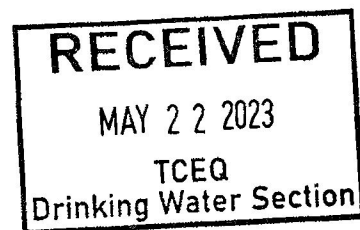
Role

RESPONDENT

Name

T & W WATER SERVICE COMPANY

Contact(s):



RECEIVED

JUN 06 2023

TCEQ CENTRAL FILE ROOM

DAIRYLAND HEIGHTS WATER SYSTEM - VIDOR**3/23/2023 Inv. # - 1887692****Page 2 of 13**

Role	Title	Name	Phone	
REGULATED ENTITY CONTACT	GENERAL MANAGER	MR RONALD PAYNE	Work Work	(936) 756-7400 (281) 639-9358
REGULATED ENTITY MAIL CONTACT	GENERAL MANAGER	MR RONALD PAYNE	Work Work	(281) 639-9358 (936) 756-7400
PARTICIPATED IN	OPERATOR	MRS HAILEY SIRMON	Office	(409) 673-7091
REGULATED ENTITY CONTACT	TRAINING GENERAL MANAGER	MS DEANNA DEGEYTER	Work Fax	(936) 756-7400 (866) 422-8519
REGULATED ENTITY CONTACT	ENVIRONMENTAL SPECIALIST	MS KARIN K WARREN	Work Work Work Cell Fax	(409) 785-3006 (409) 880-3731 (409) 842-0458 (409) 673-9041 (409) 861-4836
PARTICIPATED IN	ENVIRONMENTAL SPECIALIST	MS KARIN K WARREN	Work Fax Work Work	(409) 842-0458 (409) 861-4836 (409) 785-3006 (409) 880-3731

Other Staff Member(s):

Role	Name
Investigator	PHYLLIS LACAZE
Supervisor	RONALD HEBERT JR
QA Reviewer	JILL PICKETT

Associated Check List

<u>Checklist Name</u>	<u>Unit Name</u>
PWS GENERIC VIOLATIONS	PWS 2
PWS STANDARD FIELD	PWS 1
WATER EQUIPMENT	EQ

Investigation Comments:**INTRODUCTION**

Dairyland Heights Water System (WS) was investigated by Ms. Vanessa Stansbury, Environmental Investigator, on March 23, 2023 to determine compliance with applicable public water system regulations. Ms. Karin Warren, Operator, was contacted on March 13, 2023 to schedule the Comprehensive Compliance Investigation (CCI) for March 23, 2023. An investigative request was e-mailed to Ms. Warren on January 5, 2023. (See Attachment No. 1 - Investigative Request Letter.)

A copy of the TCEQ Exit Interview Form and a link to the TCEQ Customer Survey Form was emailed to the water system on March 29, 2023. (See Attachment No. 2 for Exit Interview Form.)

A Notice of Violation (NOV) Letter was mailed to the water system.

GENERAL FACILITY AND PROCESS INFORMATION

- System Type: Community

DAIRYLAND HEIGHTS WATER SYSTEM - VIDOR

3/23/2023 Inv. # - 1887692

Page 3 of 13'

- Retail Connections: 41
- Retail Population: 123 (Provided by the Water System)
- Wholesale Connections: 0
- Wholesale Population: 0
- Average Daily Demand: 0.005 Million-Gallons Daily (MGD) from January 1, 2022 through December 31, 2022

The water system operates as one plant and one pressure plane. The plant is supplied by Well No. 1 (G1000065A), which was tested to provide 83 gallons per minute (gpm). It also consists of polyphosphate for sequestration, sodium hypochlorite for disinfection, and three 900-gallon pressure tanks.

In letter dated June 30, 2000, the water system was granted an exception to the rule requiring sanitary control easements for wells. The exception is contingent upon one raw water bacteriological sample per month from the well for bacteriological analysis in addition to the normally required distribution system monthly bacteriological samples.

In letter dated June 6, 2001, the water system was granted an exception to the rule requiring the local offices within 20 miles of the utility's service area, as stated in 30 Texas Administrative Code (TAC) 290.81(d). The exception was approved because CCN No. 12243 has a toll-free telephone number for customers and because the office is no more than approximately 30 miles from all customers. This letter authorizes Mr. Kelly Brewer and Mr. Larry Brewer to operate one office located in Vidor to serve the customers of CCN Nos. 12243 and 12400. Please note that Mr. Kelly Brewer and Mr. Larry Brewer no longer own this water system.

Please note that the official date of sale from Water Necessities Inc. to T & W Water Service Company (Blue Topaz) was December 1, 2022.

The water system employs the following operators:

Charles "Charlie" W Adams Jr., Class B Surface Water Treatment, Water License No. WS0000698, expires 08/12/2023.

Karin K Warren, Class D Water Operator, License No. WO0047437, expires 02/08/2025; Backflow Prevention Assembly Tester, License No. BP0018424, expires 05/11/2024.

Hailey M Sirmons, Class D Water Operator, License No. WO0046885, expires 12/11/2023.

Niceforo Ayala, Class D Water Operator, License No. WO0021246, expires 03/16/2024.

Kevin J Maloney, Class C Ground Water Treatment, License No. WG0016921, expires 07/23/2024.

Jordan W Davis, Class C Ground Water Treatment, License No. WG0012850, expires 08/23/2025.

Harry Bradford, Class D Water Operator, License No. WO0048974, expires 12/17/2024.

Tyler E Schneider, Class D Water Operator, License No. WO0051772, expires 01/27/2026.

Nathan Clark, Class D Water Operator, License No. WO0046989, expires 02/01/2024.

BACKGROUND

The last Comprehensive Compliance Investigation (CCI) for this water system was conducted on November 16, 2020, and the following alleged violations were noted as a result of the investigation: failure to provide a total well production capacity of 1.5 gpm per connection; failure to maintain records of exception letters granted to the water system; and failure to maintain the 16-mesh vent or finer on Well No. 1. One of the alleged violations was resolved before the completion of the report, and a NOV Letter was mailed to the water system on January 7, 2021.

A file record review was conducted on March 5, 2021, and the two outstanding alleged violations were resolved as a result of the investigation. An additional issue was noted regarding the water system operating at 90%

DAIRYLAND HEIGHTS WATER SYSTEM - VIDOR

3/23/2023 Inv. # - 1887692

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production capacity, which required the water system to submit a planning report. Please note that this water system no longer meets the 85% rule and is no longer required to submit a planning report at this time.

A search of the Consolidated Compliance and Enforcement Data System (CCEDS) showed that one complaint has been filed against the water system since the last CCI. The complaint was investigated on March 15, 2021. One alleged violation was noted as a result of the investigation, and an NOV Letter was mailed to the water system on May 13, 2021.

The following alleged violations that remain outstanding at this time: failure to properly rescind a Boil Water Notice. This alleged violation will be further discussed in this report.

A search of CCEDS showed that there is one open enforcement case for this water system that contains alleged violations noted by the Beaumont Regional Office. All of the alleged violations noted in Enforcement Case No. 3044 (TCEQ Docket No. 96-09200) have been resolved, but the case remains open at this time.

ADDITIONAL INFORMATION

On March 23, 2023, the investigators met with Ms. Warren and Ms. Sirmons, Operator, to conduct the CCI.

The following records were reviewed: connection counts, customer service agreement, sanitary control easements, deeds and maps, customer service inspections, backflow inspection forms, monthly operating reports, records for the amount of chemicals used, monthly flushing records, disinfectant residual sampling records, a distribution map, drought contingency plan, exception documentation, monitoring plan, tank inspection forms, Boil Water Notice documentation, well meter calibration records, chlorine analyzer accuracy check records, American National Standards Institute/National Sanitation Foundation (ANSI/NSF) verifications for all chemicals, the Revised Total Coliform Rule (RTCR) Sample Siting Plan and Map, the bacteriological sampling records for the previous twelve months, and the Emergency Preparedness Plan (EPP).

During the 2021 Complaint Investigation, it was noted that the water system issued and rescinded the Boil Water Notice on February 17, 2021; however, the bacteriological sample results that were collected were dated as being collected on February 18, 2021 and relinquished to the Sabine River Authority Laboratory on February 19, 2021, which are dated after the Boil Water Notice was rescinded by the water system. During the 2023 CCI, it was noted that T & W Water Service Company (Blue Topaz) officially purchased the water system from Water Necessities Inc. on December 1, 2022. This alleged violation will be resolved based on a change in ownership.

During the investigation, the water system was unsure if Blue Topaz Utilities personnel had submitted a completed copy of the TCEQ Operator Notice Form to the Austin Central Office. Please note that the water system will need to submit a completed copy of the Operator Notice Form to the TCEQ Water Supply Division before the end of 2023.

During the investigation, it was noted that the Boil Water Notice (BWN) language included in the Plant Operations Manual was out of date and did not include all of the language listed in the current BWN mandatory language template, including the listed examples of water consumption, the warning regarding children, seniors, and persons with weakened immune systems being particularly vulnerable, the statement regarding the BWN being rescinded in a manner similar to how it was issued, and the paragraph encouraging customers to share the BWN information to people who drink the water, especially people who may not receive the BWN directly. It is suggested that the water system ensures that the entire mandatory BWN language is provided when issuing any future BWNs for the water system. This will be noted as an additional issue and may result in future alleged violations.

During the investigation, it was noted that the December 2019, December 2020, and December 2021 tank inspection forms from the previous owner marked "N/A" for the foundation and protective coating items. Please note that this should be part of the water system's inspection of each pressure tank. This will be noted as an additional issue and may result in future alleged violations.

During the investigation, it was noted that the October 24, 2022 tank inspection forms did not include the results on the Interior of Tank section for Pressure Tank Nos. 2 and 3, which was before the water system's official change in ownership on December 1, 2022. All three pressure tanks for this water system are each rated to have a capacity of 900-gallons, meaning they are not required to be equipped with internal inspection ports. The water system

DAIRYLAND HEIGHTS WATER SYSTEM - VIDOR

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should still ensure that they completely fill out each item on all tank inspection forms. This will be noted as an additional issue and may result in future alleged violations.

During the investigation, it was noted that the water system exceeded the seven-day requirement for monitoring the disinfectant residual in the distribution from January 2 to January 13, 2023. It was also noted that the water system has collected disinfectant residuals from the distribution system at least once every seven days since January 13, 2023.

During the investigation, it was noted that the water system did not record the amount of NAPCO 201D used from December 19, 2022 to January 13, 2023. It was also noted that the water system had maintained a record of the amount of NAPCO 201D was used on a weekly basis since January 13, 2023.

During the investigation, it was noted that the 2166 Alexander Flush Valve has not been flushed since January 31, 2023. The note on the flushing record stated that the flush valve could not be opened. On April 14, 2023, the water system submitted documentation showing that the 2166 Alexander Flush Valve was exercised and flushed on March 14, 2023. On May 1, 2023, the water system submitted the April 2023 flushing records, which noted that the water system flushed the end of Alexander on April 4, 2023. In the comments section, the water system corrected the 2166 Alexander address to 2250 Alexander. The record stated that 2250 Alexander was closer to the flush valve location.

During the investigation, it was noted that the lead and copper sampling section did not include information regarding which accredited laboratory would be used for this type of testing. The water system added East Texas Environmental Lab to this section at that time. It was noted that the monitoring plan did not include a plant schematic. On April 14, 2023, the water system submitted photographic documentation of the plant schematic that they attached to the monitoring plan.

During the investigation, it was noted that the February 6, 2023 routine bacteriological sample was collected at 2018 Alexander, which is not a sample site listed in the monitoring plan and Revised Total Coliform Rule (RTCR) Sample Siting Plan and Map. It is suggested that the water system only use the routine bacteriological sample sites listed within the monitoring plan and Revised Total Coliform Rule (RTCR) Sample Siting Plan and Map or update these two documents accordingly. This will be noted as an additional issue and may result in future alleged violations.

During the investigation, it was noted that the December 23, 2022 water outage customer complaint record for 2159 Whitehead Road stated that Amanda Russ, Ashley Viator, and Gina Lee also reported issues with the water in Dairyland Heights. On May 4, 2023, the water system provided emails and handwritten documentation regarding the three additional customer complaints that included the individual who made the complaint, their account number and/or location, and nature of their complaints. Please note that the water system should ensure that they maintain a record of each customer complaint record they receive that includes the date, location, nature of the complaint, and the subsequent actions taken by the water system. This will be noted as an additional issue and may result in future alleged violations.

Operation and maintenance- During the investigation, an evaluation of the water production and distribution system was conducted.

During the investigation, it was noted that the 16-mesh, corrosion-resistant screening material on the two openings of the air release device on Well No. 1 had holes in it. The water system covered the two openings of the air release device on Well No. 1. On May 1, 2023, the water system submitted photographic documentation showing that the air release device was replaced so that there was only one opening; however, there were gaps in the sides of the 16-mesh screening material covering the device's opening due to it not being fully secured. On May 2, 2023, the water system submitted photographic documentation showing that the opening of the air release device was fully covered by a 16-mesh screening material.

During the investigation, it was noted that the conduit tubing covering the electrical wiring for the chemical storage room was disconnected at the top of the electrical box located behind the chemical container housing. Because of this, the electrical wiring located at the top of the electrical box was exposed. The water system stated that the water system plans to have an electrician come to the water treatment plant to ensure that all water system electrical wiring is properly installed. On April 19, 2023, the water system submitted photographic documentation showing that the conduit tubing covering the electrical wiring for the chemical storage room is

DAIRYLAND HEIGHTS WATER SYSTEM - VIDOR

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now connected to the top of the electrical box located behind the chemical container housing.

During the investigation, it was noted that there was a gap in the top of the sodium hypochlorite solution container between its cap and the chemical injection line. On April 19, 2023, the water system submitted photographic documentation showing that the water system had obtained new caps for the chemical storage tanks at the water treatment plant, and the water system stated that the hole in this cap was reduced in size to fit the chemical injection line tubing. Please note, however, that no photographic documentation was provided to show that the new cap had been installed on the sodium hypochlorite storage container. On May 2, 2023, the water system submitted photographic documentation of the top of the sodium hypochlorite storage container; however, it was noted that the water system changed the second cap on top of the storage container, not the storage container with the chemical injection line. On May 4, 2023, the water system submitted photographic documentation showing that they used plastic washers to seal the gap between the cap and chemical injection line for the sodium hypochlorite container.

During the investigation, it was noted that there was a gap in the top of the NAPCO 201D solution container between its cap and the chemical injection line. It is suggested that the water system seals the noted gap to ensure that dust, insects, and other contaminants do not contaminate the water system's supply of NAPCO 201D. On April 19, 2023, the water system submitted photographic documentation showing that the water system had obtained new caps for the chemical storage tanks at the water treatment plant, and the water system stated that the hole in this cap was reduced in size to fit the chemical injection line tubing. Please note, however, that no photographic documentation was provided to show that the new cap had been installed on the NAPCO 201D storage container. This will be noted as an additional issue.

During the investigation, it was noted that there was a slow leak in the crease of the gate valve located near Pressure Tank No. 1 between the pressure tank and Well No. 1.

Capacity- During the investigation, the water system's capacity was evaluated (See Attachment No. 3- Water System Schematic, SDWIS Printout, and Capacity Sheet).

The water system is required to provide the following: 1.5 gallons per minute (gpm) multiplied by (x) 41 connections equals (=) 61.5 gpm, while the water system supplies 83 gpm. The water system provides 0.0027 MG of pressure capacity while 0.00205 MG is required.

Sampling- During the investigation, a free chlorine residual and pressure test were conducted at 2124 Whitehead after flushing for approximately three minutes. The investigator obtained a free chlorine residual of 2.4 milligrams per liter (mg/L) and a pressure reading of 42 pounds per square inch (psi).

Before the on-site visit on March 23, 2023, the investigator checked for potential corrosivity using the Tetra Tech Model and the chemical analysis information provided on the DWW website. Tetra Tech is an indicator model that can be used to identify PWSs that may have corrosive water. To identify potential corrosivity, the model utilizes four different indices namely: pH, Langelier Index, Ryzner Index, and Aggressiveness Index. The water is considered potentially corrosive if any of the two occur: pH is less than 7.0, Langelier Index is -1.0 or less, Ryzner Index is 8.5 or more, and Aggressiveness Index is less than 10. The model identified Dairyland Heights Water System to have the following for Entry Point No. 1: pH is 7.5, Langelier Index is -1.17, Ryzner Index is 9.84, and Aggressiveness Index is 10.46. The result of the model indicated that the water is potentially corrosive. Because of this, a pH analysis was conducted at Entry Point No. 1 during this investigation due to it being noted as potentially corrosive. The pH noted at Entry Point No. 1 was 6.43 standard units (s.u.), which will be noted as an alleged violation.

List of Attachments:

Attachment No. 1- Investigative Request Letter

Attachment No. 2- Exit Interview Form

Attachment No. 3- Water System Schematic, SDWIS Printout, and Capacity Sheet

Attachment No. 4- Investigation Photographs

Attachment No. 5- Water System Documentation

<u>NOV Date</u>	03/23/2023	<u>Method</u>	AREA OF CONCERN
<u>NOV Date</u>	05/19/2023	<u>Method</u>	WRITTEN

DAIRYLAND HEIGHTS WATER SYSTEM - VIDOR

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

Track Number: 842496

Compliance Due Date: 06/19/2023

Violation Start Date: 3/23/2023

30 TAC Chapter 290.46(m)(4)

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to maintain all water treatment units, storage and pressure maintenance facilities, distribution system lines, and related appurtenances in a watertight condition.

During the investigation, it was noted that there was a slow leak in the crease of the gate valve located near Pressure Tank No. 1 between the pressure tank and Well No. 1.

Recommended Corrective Action: Repair the leak in the crease of the gate valve located near Pressure Tank No. 1 between the pressure tank and Well No. 1. Submit photographic documentation to the Beaumont Regional Office.

Track Number: 842498

Compliance Due Date: 08/17/2023

Violation Start Date: 3/23/2023

30 TAC Chapter 290.118(b)

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to to comply with the Secondary Constituent Level of 7.0 s.u. for pH.

Before the on-site visit on March 23, 2023, the investigator checked for potential corrosivity using the Tetra Tech Model and the chemical analysis information provided on the DWW website. Tetra Tech is an indicator model that can be used to identify PWSs that may have corrosive water. To identify potential corrosivity, the model utilizes four different indices namely: pH, Langelier Index, Ryzner Index, and Aggressiveness Index. The water is considered potentially corrosive if any of the two occur: pH is less than 7.0, Langelier Index is -1.0 or less, Ryzner Index is 8.5 or more, and Aggressiveness Index is less than 10. The model identified Dairyland Heights Water System to have the following for Entry Point No. 1: pH is 7.5, Langelier Index is -1.17, Ryzner Index is 9.84, and Aggressiveness Index is 10.46. The result of the model indicated that the water is potentially corrosive. Because of this, a pH analysis was conducted at Entry Point No. 1 during this investigation due to it being noted as potentially corrosive. The pH noted at Entry Point No. 1 was 6.43 standard units (s.u.), which will be noted as an alleged violation.

Please note that the noted pH reading is lower than the Secondary Constituent Level of 7.0 s.u. It is suggested that the water system take precautionary measures, including but not limited to, performing a corrosivity control study to ensure subsequent issues do not arise because of corrosion. For additional information, please refer to the Environmental Protection Agency (EPA's) guidance titled "Optimal Corrosion Control Treatment Evaluation Technical Recommendations for Primacy Agencies and Public Water Systems". Please be aware that pH and corrosivity are secondary constituents and do not pose a direct health threat to the consumer.

DAIRYLAND HEIGHTS WATER SYSTEM - VIDOR

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Recommended Corrective Action: Perform an assessment to determine what operational or design modification(s) is/are required to meet the secondary constituent level for pH at Entry Point No. 1. If either chemical or equipment addition is required, notify and obtain approval from the TCEQ Plan Review Team by email at PTRS@tceq.texas.gov or by mail at Plan and Technical Review Section; Water Supply Division MC-159; TCEQ; P.O. Box 13087; Austin, Texas 78711-3087. Submit compliance documentation to the Beaumont Regional Office.

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

Track Number: 775132

Resolution Status Date: 5/4/2023

Violation Start Date: 4/28/2021

Violation End Date: 12/1/2022

**30 TAC Chapter 290.46(q)(6)
30 TAC Chapter 290.46(q)(6)(E)**

Alleged Violation:

Investigation: 1706240

Comment Date: 04/28/2021

Failure by Water Necessities Inc - Dairyland Heights Water System to properly rescind a Boil Water Notice.

During the investigation, it was noted that the water system issued and rescinded the Boil Water Notice on February 17, 2021; however, the bacteriological sample results that were collected were dated as being collected on February 18, 2021 and relinquished to the Sabine River Authority Laboratory on February 19, 2021, which are dated after the Boil Water Notice was rescinded by the water system.

Investigation: 1887692

Comment Date: 05/04/2023

This alleged violation will be resolved due to a change in ownership.

Recommended Corrective Action: Ensure that the water system collects bacteriological samples and receives a negative result prior to rescinding Boil Water Notices. Develop a Standard Operating Procedure that outlines how the water system will ensure that the water system will adequately rescind Boil Water Notices and submit a copy to the Beaumont Regional Office.

Resolution: During the 2023 CCI, it was noted that T & W Water Service Company (Blue Topaz) officially purchased the water system from Water Necessities Inc. on December 1, 2022. This alleged violation will be resolved based on a change in ownership.

AREA OF CONCERN

Track Number: 842484

Resolution Status Date: 5/4/2023

Violation Start Date: 3/23/2023

Violation End Date: 3/23/2023

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

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to monitor the disinfectant residual at representative locations in the distribution system at least once every seven days.

During the investigation, it was noted that the water system exceeded the seven-day requirement for monitoring

DAIRYLAND HEIGHTS WATER SYSTEM - VIDOR

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the disinfectant residual in the distribution from January 2 to January 13, 2023.

Recommended Corrective Action: Monitor the disinfectant residual at representative locations in the distribution system at least once every seven days.

Resolution: During the investigation, it was noted that the water system has collected disinfectant residuals from the distribution system at least once every seven days since January 13, 2023.

Track Number: 842486

Resolution Status Date: 5/4/2023

Violation Start Date: 3/23/2023

Violation End Date: 3/23/2023

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

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to maintain a record of the amount of each chemical was used each week.

During the investigation, it was noted that the water system did not record the amount of NAPCO 201D used from December 19, 2022 to January 13, 2023.

Recommended Corrective Action: Maintain a record of the amount of each chemical was used each week.

Resolution: During the investigation, it was noted that the water system had maintained a record of the amount of NAPCO 201D was used on a weekly basis since January 13, 2023.

Track Number: 842487

Resolution Status Date: 5/4/2023

Violation Start Date: 3/23/2023

Violation End Date: 5/1/2023

30 TAC Chapter 290.46(l)

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to flush all dead-ends on a monthly basis.

During the investigation, it was noted that the 2166 Alexander Flush Valve has not been flushed since January 31, 2023. The note on the flushing record stated that the flush valve could not be opened.

Recommended Corrective Action: Flush all dead-end flush valves on a monthly basis.

Resolution: On April 14, 2023, the water system submitted documentation showing that the 2166 Alexander Flush Valve was exercised and flushed on March 14, 2023. On May 1, 2023, the water system submitted the April 2023 flushing records, which noted that the water system flushed the end of Alexander on April 4, 2023. In the comments section, the water system corrected the 2166 Alexander address to 2250 Alexander. The record stated that 2250 Alexander was closer to the flush valve location.

Track Number: 842489

Resolution Status Date: 5/4/2023

Violation Start Date: 3/23/2023

Violation End Date: 4/14/2023

30 TAC Chapter 290.121(a)

30 TAC Chapter 290.121(b)

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30 TAC Chapter 290.121(b)(1)(A)
30 TAC Chapter 290.121(b)(2)
30 TAC Chapter 290.121(b)(5)

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to maintain a complete and up-to-date monitoring plan.

During the investigation, it was noted that the lead and copper sampling section did not include information regarding which accredited laboratory would be used for this type of testing. The water system added East Texas Environmental Lab to this section at that time. It was noted that the monitoring plan did not include a plant schematic.

Recommended Corrective Action: Maintain a complete and up-to-date monitoring plan.

Resolution: On April 14, 2023, the water system submitted photographic documentation of the plant schematic that they attached to the monitoring plan.

Track Number: 842490

Resolution Status Date: 5/4/2023

Violation Start Date: 3/23/2023

Violation End Date: 5/2/2023

30 TAC Chapter 290.46(m)

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to maintain all equipment in a good working condition and appearance.

During the investigation, it was noted that the 16-mesh, corrosion-resistant screening material on the two openings of the air release device on Well No. 1 had holes in it. The water system covered the two openings of the air release device on Well No. 1. On May 1, 2023, the water system submitted photographic documentation showing that the air release device was replaced so that there was only one opening; however, there were gaps in the sides of the 16-mesh screening material covering the device's opening due to it not being fully secured.

Recommended Corrective Action: Repair the 16-mesh screening material so that it is fully secured over the opening of the pressure release device on Well No. 1.

Resolution: On May 2, 2023, the water system submitted photographic documentation showing that the opening of the air release device was fully covered by a 16-mesh screening material.

Track Number: 842491

Resolution Status Date: 5/4/2023

Violation Start Date: 3/23/2023

Violation End Date: 4/19/2023

30 TAC Chapter 290.46(v)

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to install all water system electrical wiring in compliance with a local or national electrical code.

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During the investigation, it was noted that the conduit tubing covering the electrical wiring for the chemical storage room was disconnected at the top of the electrical box located behind the chemical container housing. Because of this, the electrical wiring located at the top of the electrical box was exposed. The water system stated that the water system plans to have an electrician come to the water treatment plant to ensure that all water system electrical wiring is properly installed.

Recommended Corrective Action: Maintain all electrical wiring in compliance with a local or national electrical code.

Resolution: On April 19, 2023, the water system submitted photographic documentation showing that the conduit tubing covering the electrical wiring for the chemical storage room is now connected to the top of the electrical box located behind the chemical container housing.

Track Number: 842494

Resolution Status Date: 5/4/2023

Violation Start Date: 3/23/2023

Violation End Date: 3/23/2023

30 TAC Chapter 290.42(e)(5)

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to completely cover the top of the hypochlorination solution to prevent the entrance of dust, insects, and other contaminants.

During the investigation, it was noted that there was a gap in the top of the sodium hypochlorite solution container between its cap and the chemical injection line. On April 19, 2023, the water system submitted photographic documentation showing that the water system had obtained new caps for the chemical storage tanks at the water treatment plant, and the water system stated that the hole in this cap was reduced in size to fit the chemical injection line tubing. Please note, however, that no photographic documentation was provided to show that the new cap had been installed on the sodium hypochlorite storage container. On May 2, 2023, the water system submitted photographic documentation of the top of the sodium hypochlorite storage container; however, it was noted that the water system changed the second cap on top of the storage container, not the storage container with the chemical injection line.

Recommended Corrective Action: Seal the gap in the top of the sodium hypochlorite solution container in a way where there is no space between its cap and the chemical injection line.

Resolution: On May 4, 2023, the water system submitted photographic documentation showing that they used plastic washers to seal the gap between the cap and chemical injection line for the sodium hypochlorite container.

Additional Issues

Description Item #1

Additional Comments

During the investigation, the water system was unsure if Blue Topaz Utilities personnel had submitted a completed copy of the TCEQ Operator Notice Form to the Austin Central Office. Please note that the water system will need to submit a completed copy of the Operator Notice Form to the TCEQ Water Supply Division before the end of 2023.

Description Item #2

Additional Comments

DAIRYLAND HEIGHTS WATER SYSTEM - VIDOR

3/23/2023 Inv. # - 1887692

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During the investigation, it was noted that the Boil Water Notice (BWN) language included in the Plant Operations Manual was out of date and did not include all of the language listed in the current BWN mandatory language template, including the listed examples of water consumption, the warning regarding children, seniors, and persons with weakened immune systems being particularly vulnerable, the statement regarding the BWN being rescinded in a manner similar to how it was issued, and the paragraph encouraging customers to share the BWN information to people who drink the water, especially people who may not receive the BWN directly. It is suggested that the water system ensures that the entire mandatory BWN language is provided when issuing any future BWNs for the water system. This may result in future alleged violations.

Description Item #3

Additional Comments

During the investigation, it was noted that the December 2019, December 2020, and December 2021 tank inspection forms from the previous owner marked "N/A" for the foundation and protective coating items. Please note that this should be part of the water system's inspection of each pressure tank. This may result in future alleged violations.

Description Item #4

Additional Comments

During the investigation, it was noted that the October 24, 2022 tank inspection forms did not include the results on the Interior of Tank section for Pressure Tank Nos. 2 and 3, which was before the water system's official change in ownership on December 1, 2022. All three pressure tanks for this water system are each rated to have a capacity of 900-gallons, meaning they are not required to be equipped with internal inspection ports. The water system should still ensure that they completely fill out each item on all tank inspection forms. This may result in future alleged violations.

Description Item #9

Additional Comments

During the investigation, it was noted that the February 6, 2023 routine bacteriological sample was collected at 2018 Alexander, which is not a sample site listed in the monitoring plan and Revised Total Coliform Rule (RTCR) Sample Siting Plan and Map. It is suggested that the water system only use the routine bacteriological sample sites listed within the monitoring plan and Revised Total Coliform Rule (RTCR) Sample Siting Plan and Map or update these two documents accordingly. This may result in future alleged violations.

Description Item #13

Additional Comments

During the investigation, it was noted that there was a gap in the top of the NAPCO 201D solution container between its cap and the chemical injection line. It is suggested that the water system seals the noted gap to ensure that dust, insects, and other contaminants do not contaminate the water system's supply of NAPCO 201D. On April 19, 2023, the water system submitted photographic documentation showing that the water system had obtained new caps for the chemical storage tanks at the water treatment plant, and the water system stated that the hole in this cap was reduced in size to fit the chemical injection line tubing. Please note, however, that no photographic documentation was provided to show that the new cap had been installed on the NAPCO 201D storage container.

Description Item #16

Additional Comments

During the investigation, it was noted that the December 23, 2022 water outage customer complaint record for 2159 Whitehead Road stated that Amanda Russ, Ashley Viator, and Gina Lee also reported issues with the water in Dairyland Heights. On May 4, 2023, the water system provided emails and handwritten documentation regarding the three additional customer complaints that included the individual who made the complaint, their account number and/or location, and nature of their complaints. Please note that the water system should ensure that they maintain a record of each customer complaint record they receive that includes the date, location, nature of the complaint, and the subsequent actions taken by the water system. This may result in future alleged violations.

DAIRYLAND HEIGHTS WATER SYSTEM - VIDOR

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Signed [Signature] Date 5-17-23
Environmental Investigator

Signed [Signature] Date 5-17-23
Supervisor

Attachments: (in order of final report submittal)

☐ Enforcement Action Request (EAR)
☒ Letter to Facility (specify type) : NOV
Investigation Report
☐ Sample Analysis Results
☐ Manifests
☐ Notice of Registration

☐ Maps, Plans, Sketches
☒ Photographs
☒ Correspondence from the facility
☐ Other (specify) : 9

Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janicka, *Commissioner*
Erin E. Chancellor, *Interim Executive Director*



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

May 19, 2023

**CERTIFIED MAIL [7021 2720 0003 0094 1723]
RETURN RECEIPT REQUESTED**

Mr. Ron Payne, General Manager
Blue Topaz Utilities
P.O. Box 2927
Conroe, Texas 77305-2927

Re: Notice of Violation for Public Water Supply Comprehensive Compliance Investigation at:
Dairyland Heights Water System, Silsbee (Hardin County), Texas
Regulated Entity No.: 101245504, PWS ID No.: 1000065; Investigation No.: 1887692

Dear Mr. Payne:

On March 23, 2023, Ms. Vanessa Stansbury of the Texas Commission on Environmental Quality (TCEQ) Beaumont 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, concerns were noted which were alleged noncompliance's that have been resolved as Areas of Concern based on subsequent corrective action. In addition, certain outstanding alleged violations were identified for which compliance documentation is required. Please submit to this office by **August 17, 2023**, a written description of corrective actions taken and the required documentation demonstrating that compliance has been achieved for each of the outstanding alleged violations.

In the listing of the alleged violations, we have cited applicable requirements, including TCEQ rules. Please note that both the rules themselves and the agency brochure entitled *Obtaining TCEQ Rules* (GI 032) are located on our agency website at <http://www.tceq.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 Beaumont Region 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 Office within 10 days from the date of this letter. At that time, Mr. 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.

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

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

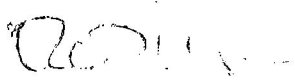
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T&W 000993

Mr. Ron Payne
Page 2
May 19, 2023

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

Sincerely,



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

RH/VS/pl

Enclosure: Summary of Investigation Findings

cc: Mr. Charlie Adams, Operating Manager, P.O. Box 2076, Silsbee, Texas 77656-2076

Summary of Investigation Findings

DAIRYLAND HEIGHTS WATER SYSTEM

Investigation #

, HARDIN COUNTY,

1887692
Investigation Date: 03/23/2023

Additional ID(s): 1000065

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

Track No: 842496 Compliance Due Date: 06/19/2023
30 TAC Chapter 290.46(m)(4)

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to maintain all water treatment units, storage and pressure maintenance facilities, distribution system lines, and related appurtenances in a watertight condition.

During the investigation, it was noted that there was a slow leak in the crease of the gate valve located near Pressure Tank No. 1 between the pressure tank and Well No. 1.

Recommended Corrective Action: Repair the leak in the crease of the gate valve located near Pressure Tank No. 1 between the pressure tank and Well No. 1. Submit photographic documentation to the Beaumont Regional Office.

Track No: 842498 Compliance Due Date: 08/17/2023
30 TAC Chapter 290.118(b)

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to to comply with the Secondary Constituent Level of 7.0 s.u. for pH.

Before the on-site visit on March 23, 2023, the investigator checked for potential corrosivity using the Tetra Tech Model and the chemical analysis information provided on the DWW website. Tetra Tech is an indicator model that can be used to identify PWSs that may have corrosive water. To identify potential corrosivity, the model utilizes four different indices namely: pH, Langelier Index, Ryzner Index, and Aggressiveness Index. The water is considered potentially corrosive if any of the two occur: pH is less than 7.0, Langelier Index is -1.0 or less, Ryzner Index is 8.5 or more, and Aggressiveness Index is less than 10. The model identified Dairyland Heights Water System to have the following for Entry Point No. 1: pH is 7.5, Langelier Index is -1.17, Ryzner Index is 9.84, and Aggressiveness Index is 10.46. The result of the model indicated that the water is potentially corrosive. Because of this, a pH analysis was conducted at Entry Point No. 1 during this investigation due to it being noted as potentially corrosive. The pH noted at Entry Point No. 1 was 6.43 standard units (s.u.), which will be noted as an alleged violation.

Please note that the noted pH reading is lower than the Secondary Constituent Level of 7.0 s.u. It is suggested that the water system take precautionary measures, including but not limited to, performing a corrosivity control study to ensure subsequent issues do not arise because of corrosion. For additional information, please refer to the Environmental Protection Agency (EPA's) guidance titled "Optimal Corrosion Control Treatment Evaluation Technical Recommendations for Primacy Agencies and Public Water Systems". Please be aware that pH and corrosivity are secondary constituents and do not pose a direct health threat to the consumer.

Recommended Corrective Action: Perform an assessment to determine what operational or design modification(s) is/are required to meet the secondary constituent level for pH at Entry

Point No. 1. If either chemical or equipment addition is required, notify and obtain approval from the TCEQ Plan Review Team by email at PTRS@tceq.texas.gov or by mail at Plan and Technical Review Section; Water Supply Division MC-159; TCEQ; P.O. Box 13087; Austin, Texas 78711-3087. Submit compliance documentation to the Beaumont Regional Office.

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

Track No: 775132

30 TAC Chapter 290.46(q)(6)

30 TAC Chapter 290.46(q)(6)(E)

Alleged Violation:

Investigation: 1706240

Comment Date: 04/28/2021

Failure by Water Necessities Inc - Dairyland Heights Water System to properly rescind a Boil Water Notice.

During the investigation, it was noted that the water system issued and rescinded the Boil Water Notice on February 17, 2021; however, the bacteriological sample results that were collected were dated as being collected on February 18, 2021 and relinquished to the Sabine River Authority Laboratory on February 19, 2021, which are dated after the Boil Water Notice was rescinded by the water system.

Investigation: 1887692

Comment Date: 05/04/2023

This alleged violation will be resolved due to a change in ownership.

Recommended Corrective Action: Ensure that the water system collects bacteriological samples and receives a negative result prior to rescinding Boil Water Notices. Develop a Standard Operating Procedure that outlines how the water system will ensure that the water system will adequately rescind Boil Water Notices and submit a copy to the Beaumont Regional Office.

Resolution: During the 2023 CCI, it was noted that T & W Water Service Company (Blue Topaz) officially purchased the water system from Water Necessities Inc. on December 1, 2022. This alleged violation will be resolved based on a change in ownership.

AREA OF CONCERN

Track No: 842484

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

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to monitor the disinfectant residual at representative locations in the distribution system at least once every seven days.

During the investigation, it was noted that the water system exceeded the seven-day requirement for monitoring the disinfectant residual in the distribution from January 2 to January 13, 2023.

Recommended Corrective Action: Monitor the disinfectant residual at representative locations in the distribution system at least once every seven days.

Resolution: During the investigation, it was noted that the water system has collected disinfectant residuals from the distribution system at least once every seven days since January 13, 2023.

Track No: 842486

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

Alleged Violation:

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to maintain a record of the amount of each chemical was used each week.

During the investigation, it was noted that the water system did not record the amount of NAPCO 201D used from December 19, 2022 to January 13, 2023.

Recommended Corrective Action: Maintain a record of the amount of each chemical was used each week.

Resolution: During the investigation, it was noted that the water system had maintained a record of the amount of NAPCO 201D was used on a weekly basis since January 13, 2023.

Track No: 842487**30 TAC Chapter 290.46(l)****Alleged Violation:**

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to flush all dead-ends on a monthly basis.

During the investigation, it was noted that the 2166 Alexander Flush Valve has not been flushed since January 31, 2023. The note on the flushing record stated that the flush valve could not be opened.

Recommended Corrective Action: Flush all dead-end flush valves on a monthly basis.

Resolution: On April 14, 2023, the water system submitted documentation showing that the 2166 Alexander Flush Valve was exercised and flushed on March 14, 2023. On May 1, 2023, the water system submitted the April 2023 flushing records, which noted that the water system flushed the end of Alexander on April 4, 2023. In the comments section, the water system corrected the 2166 Alexander address to 2250 Alexander. The record stated that 2250 Alexander was closer to the flush valve location.

Track No: 842489**30 TAC Chapter 290.121(a)****30 TAC Chapter 290.121(b)****30 TAC Chapter 290.121(b)(1)(A)****30 TAC Chapter 290.121(b)(2)****30 TAC Chapter 290.121(b)(5)****Alleged Violation:**

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to maintain a complete and up-to-date monitoring plan.

During the investigation, it was noted that the lead and copper sampling section did not include information regarding which accredited laboratory would be used for this type of testing. The water system added East Texas Environmental Lab to this section at that time. It was noted that the monitoring plan did not include a plant schematic.

Recommended Corrective Action: Maintain a complete and up-to-date monitoring plan.

Resolution: On April 14, 2023, the water system submitted photographic documentation of the plant schematic that they attached to the monitoring plan.

Track No: 842490**30 TAC Chapter 290.46(m)****Alleged Violation:**

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to maintain all equipment in a good working condition and appearance.

During the investigation, it was noted that the 16-mesh, corrosion-resistant screening material on the two openings of the air release device on Well No. 1 had holes in it. The water system covered the two openings of the air release device on Well No. 1. On May 1, 2023, the water system submitted photographic documentation showing that the air release device was replaced so that there was only one opening; however, there were gaps in the sides of the 16-mesh screening material covering the device's opening due to it not being fully secured.

Recommended Corrective Action: Repair the 16-mesh screening material so that it is fully secured over the opening of the pressure release device on Well No. 1.

Resolution: On May 2, 2023, the water system submitted photographic documentation showing that the opening of the air release device was fully covered by a 16-mesh screening material.

Track No: 842491**30 TAC Chapter 290.46(v)****Alleged Violation:**

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to install all water system electrical wiring in compliance with a local or national electrical code.

During the investigation, it was noted that the conduit tubing covering the electrical wiring for the chemical storage room was disconnected at the top of the electrical box located behind the chemical container housing. Because of this, the electrical wiring located at the top of the electrical box was exposed. The water system stated that the water system plans to have an electrician come to the water treatment plant to ensure that all water system electrical wiring is properly installed.

Recommended Corrective Action: Maintain all electrical wiring in compliance with a local or national electrical code.

Resolution: On April 19, 2023, the water system submitted photographic documentation showing that the conduit tubing covering the electrical wiring for the chemical storage room is now connected to the top of the electrical box located behind the chemical container housing.

Track No: 842494**30 TAC Chapter 290.42(e)(5)****Alleged Violation:**

Investigation: 1887692

Comment Date: 05/04/2023

Failure by Blue Topaz Utilities - Dairyland Heights Water System to completely cover the top of the hypochlorination solution to prevent the entrance of dust, insects, and other contaminants.

During the investigation, it was noted that there was a gap in the top of the sodium hypochlorite solution container between its cap and the chemical injection line. On April 19, 2023, the water system submitted photographic documentation showing that the water system had obtained new caps for the chemical storage tanks at the water treatment plant, and the water system stated that the hole in this cap was reduced in size to fit the chemical injection line tubing. Please note, however, that no photographic documentation was provided to show that the new cap had been installed on the sodium hypochlorite storage container. On May 2, 2023, the water system submitted photographic documentation of the top of the sodium hypochlorite storage container; however, it was noted that the water system changed the second cap on top of the storage container, not the storage container with the chemical injection line.

Recommended Corrective Action: Seal the gap in the top of the sodium hypochlorite solution container in a way where there is no space between its cap and the chemical injection line.

Resolution: On May 4, 2023, the water system submitted photographic documentation showing that they used plastic washers to seal the gap between the cap and chemical injection line for the sodium hypochlorite container.

ADDITIONAL ISSUES

Description

Item #2

Additional Comments

During the investigation, it was noted that the Boil Water Notice (BWN) language included in the Plant Operations Manual was out of date and did not include all of the language listed in the current BWN mandatory language template, including the listed examples of water consumption, the warning regarding children, seniors, and persons with weakened immune systems being particularly vulnerable, the statement regarding the BWN being rescinded in a manner similar to how it was issued, and the paragraph encouraging customers to share the BWN information to people who drink the water, especially people who may not receive the BWN directly. It is suggested that the water system ensures that the entire mandatory BWN language is provided when issuing any future BWNs for the water system. This may result in future alleged violations.

Item #3

During the investigation, it was noted that the December 2019, December 2020, and December 2021 tank inspection forms from the previous owner marked "N/A" for the foundation and protective coating items. Please note that this should be part of the water system's inspection of each pressure tank. This may result in future alleged violations.

Item #4

During the investigation, it was noted that the October 24, 2022 tank inspection forms did not include the results on the Interior of Tank section for Pressure Tank Nos. 2 and 3, which was before the water system's official change in ownership on December 1, 2022. All three pressure tanks for this water system are each rated to have a capacity of 900-gallons, meaning they are not required to be equipped with internal inspection ports. The water system should still ensure that they completely fill out each item on all tank inspection forms. This may result in future alleged violations.

Item #1

During the investigation, the water system was unsure if Blue Topaz Utilities personnel had submitted a completed copy of the TCEQ Operator Notice Form to the Austin Central Office. Please note that the water system will need to submit a completed copy of the Operator Notice Form to the TCEQ Water Supply Division before the end of 2023.