

Item #9

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.

Item #16

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.

Item #13

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.

Texas Commission on Environmental Quality



Attachment 1

Dairyland Heights Water System

PWS ID No. 1000065

Investigation No. 1887692

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) CCLs 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
How are we doing? Comment on our service.



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

Dairyland Heights Water System

PWS ID No. 1000065

Investigation No. 1887692

Exit Interview Form

Vanessa Stansbury

From: Vanessa Stansbury
Sent: Wednesday, March 29, 2023 1:02 PM
To: [REDACTED]
Subject: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form
Attachments: 1000065_Dairyland Heights_Exit Interview Form.pdf; DSCN0704.JPG

Good afternoon Karin,

I have attached a copy of the Dairyland Heights Water System(PWS ID No. 1000065) 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.** Please note that there are two items noted in green that either required additional information or is an additional note. For one of these items, please see the attached photograph. What happened to the top of the pressure release device on Well No. 1? Is this pressure release device completely sealed on top and working properly?

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)



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Office: 409-898-3838 / Fax: 409-899-8778
vanessa.stansbury@tceq.texas.gov
How are we doing? Comment on our service.

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

Regulated Entity/Site Name	Dairyland Heights			TCEQ Add. ID No.	1000065	
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	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 the to 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 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.

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	3/29/2023		
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	Dairyland Heights			TCEQ Add. ID No.	1000065	
Investigation Type	CCI	Contact Made In-House (Y/N)	N	Purpose of Investigation		
Regulated Entity Contact				Telephone No.		Date Contacted
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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	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 three 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	AV	290.110(c)(4)(A) (Noted and Resolved)	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. 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.
6	AV	290.46(f)(3)(A)(i)(III) (Noted and Resolved)	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. 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.

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

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Vanessa Stansbury	3/29/2023		
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	Dairyland Heights			TCEQ Add. ID No.	1000065
				RN No (optional)	
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

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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		
7	AV	290.46(l)	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 record stated that the flush valve could not be opened.		
8	AV	290.121(a) 290.121(b) 290.121(b)(1)(A) 290.121(b)(2) 290.121(b)(5) (Outstanding)	Failure by Blue Topaz Utilities – Dairyland Heights Water System to maintain a complete and up-to-date monitoring plan. 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.		
9	AI	Additional Issue	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.		

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

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Vanessa Stansbury	3/29/2023	
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	Dairyland Heights			TCEQ Add. ID No. RN No (optional)	1000065
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

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No.	Type ¹	Rule Citation (if known)	Description of Issue
9	AV	290.46(m) (Noted and Resolved)	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 water system did not provide 16-mesh, corrosion-resistant screening material on the two openings of the air release device on Well No. 1. During the investigation, the water system covered the two openings of the air release device on Well No. 1. (What was wrong with top of air release? See attachment.)
10	AV	290.46(v) (Outstanding)	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 wiring located 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.
11	AV	290.42(e)(5) (Outstanding)	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.

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
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Vanessa Stansbury	3/29/2023	
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	Dairyland Heights			TCEQ Add. ID No. RN No (optional)	1000065
Investigation Type	CCI	Contact Made In-House (Y/N)	N	Purpose of Investigation	
Regulated Entity Contact				Telephone No.	
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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	Rule Citation (if known)	Description of Issue
12	AI	Additional Issue	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.
13	AV	290.46(m)(4)	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.
14	PV	290.118(b) (Potential Violation)	Failure by Blue Topaz Utilities – Dairyland Heights Water System to to comply with the Secondary Constituent Level of 7.0 s.u. for pH. Still need to speak with the TCEQ Water Supply Division regarding the low pH that was documented at EP001.
15	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 and the customer complaint records for Amanda Russ, Ashley Viator, and Gina Lee, who were noted to have also reported issues with the water in Dairyland Heights according to the December 23, 2022 customer complaint record for 2159 Whitehead Road. Please note that this documentation was not available for review during the investigation.

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
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Vanessa Stansbury	3/29/2023		
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

Dairyland Heights Water System

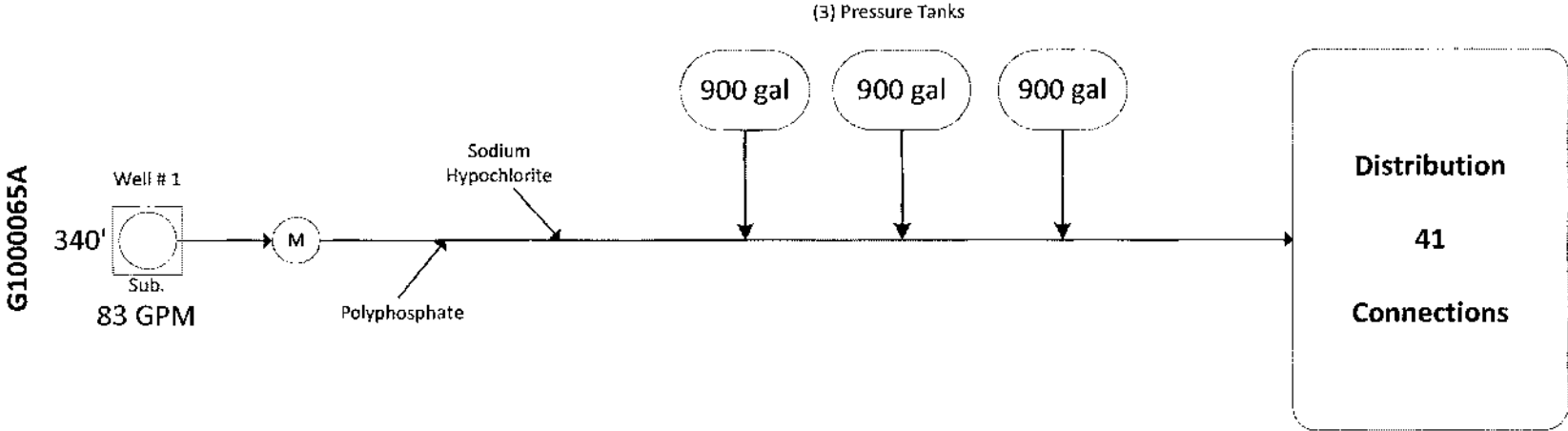
PWS ID No. 1000065

Investigation No. 1887692

Water System Schematic, SDWIS Printout, and Capacity Sheet

Dairyland Heights Water System
PWS ID#: 1000065

Vanessa Stansbury 3/23/2023



5/10/2023

TCEQ DWW Water System Summary Sheet

PWS IDPWS NameCentral Reg RN

TX1000065

DAIRYLAND HEIGHTS WATER SYSTEM

RN101245504

Organization / CustomerCentral Reg CN

WATER NECESSITIES INC

CN602444515

TX1000065

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

FAX

866-422-8519

PWS

BUS

936-756-7400

PWS

MOB

281-639-9358

DEGEYTER, DEANNAADDR1 PO BOX 2927JOBTITLE

OFFICE MANAGER

CONROE

TX

77305-2927

POCTYPEPURPOSE_CODEPHONE_NUMBEREXT

ECS

FAX

866-422-8519

ECS

BUS

936-756-7400

ECS

MOB

281-455-5676

PAYNE, RONALD, LADDR1 PO BOX 2927JOBTITLE

GENERAL MANAGER

CONROE

TX

77305-2927

POCTYPEPURPOSE_CODEPHONE_NUMBEREXT

EC

MOB

281-639-9358

EC

FAX

866-422-8519

EC

BUS

936-756-7400

OWNER TYPE

Investor Owned

TX1000065

INTERCONNECTIONS

Population TypePopulation Served# of Connections

Residential

123

41

TOTAL

123

41

TX1000065

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>
0.12	0.005		
<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>
			2700
<u>UNITS</u>	<u>UNITS</u>	<u>UNITS</u>	<u>UNITS</u>
			GAL

Number of Treatment Plants

1

ACTIVE SOURCES

<u>Source Number</u>	<u>SOURCE NAME</u>	<u>Activity Status</u>	<u>Opntl Status</u>	<u>SOURCE TYPE</u>	<u>WELL DEPTH</u>	<u>TESTED FLOW RATE</u>	<u>RATED FLOW RATE</u>
G1000065A	1 - HICKS DAIRY RD	A	P	G	340	83 GPM	81 GPM
<u>Drill Date</u>	<u>SOURCE SUMMATION</u>				<u>Plant Num</u>	<u>TYPE CODE</u>	
01/01/1913	CHICOT				TP5061	WL	
<u>GPS Latitude</u>	<u>GPS Longitude</u>	<u>GPS ELEVATION</u>		<u>GPS DATE</u>	<u>SELLER PWS ID</u>		
30.39077	-94.180618	84		04/21/2006	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- BEASLEY RD (A)	TP5061
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>	<u>Unamed</u>	<u>PLANT NUM</u>	<u>TP5061</u>
<u>Disinfection Zone</u>	<u>Treatment Sequence</u>	<u>OBJ CD</u>	<u>OBJECTIVE</u>
Process	Treatment		
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>TYPE</u>	<u>ACTIVITY</u> <u>STATUS</u>	<u>AVAIL</u> <u>ABILITY</u>	<u>FLOW</u> <u>RATE</u> <u>NAME</u>	<u>TESTED</u> <u>FLOW</u>	<u>TESTED</u> <u>UOM</u>
----------------	------------------	--------------------------------	----------------------------------	--------------------------------	---	------------------------------	-----------------------------

STORAGE TANKS

<u>TANK ID</u>	<u>TANK NAME</u>	<u>TANK</u> <u>TYPE</u>	<u>ACTIVITY</u> <u>STATUS</u>	<u>AVAIL</u> <u>ABILITY</u> <u>CODE</u>	<u>STOR</u> <u>AGE</u> <u>TYPE</u>	<u>CON STR</u> <u>MATRL</u> <u>TP</u>	<u>MEASURE</u> <u>QUANTITY</u>	<u>UOM</u>	<u>MEASURE</u> <u>NAME</u>
ST6398	PLANT - 0.0009 MG - HD	ST	A	P	HD	ST	900.000	GAL	CAP
ST6399	PLANT - 0.0009 MG - HD	ST	A	P	HD	ST	900.000	MG	CAP
ST6400	PLANT - 0.0009 MG - HD	ST	A	P	HD	ST	900.000	GAL	CAP

END OF REPORT

Community Systems (Groundwater)**Fill in green cells only**System Name: **Diaryland Heights Water System**PWS ID: **1000065**Inv. No.: **1887692**Community (Y/N) **Y**MHP (≥ 8 units/ac) or Apts? (Y/N) **N**CCN? (Y/N) **Y**Number of Connections **41**Population **123**Maximum Daily Demand (MDD): **N/A** MGDAverage Daily Demand (ADD): **0.0050** 290.38(41)MDD Date (mm/dd/yyyy): **N/A**ADD Dates (mm/dd/yyyy): **1/1/2022** to **12/31/2023**

	Rate	Units	Conn.	Required	Units	Provided	85% Rule	% Short	Sufficient?(Y/N)
Prod. Capacity:	1.5	gpm/conn	41	61.5	gpm	83	74%	N/A	Y
Production ACR:		gpm/conn							
Pressure Storage (HD):	50	gal/conn	41	0.00205	MG	0.0027	76%	N/A	Y
HD ACR:		gal/conn							
Elevated Storage (EL):	0	gal/conn	41	0	MG		N/A	N/A	N/A
EL ACR:		gal/conn			0				
Ground Storage (GR):									
Total Storage*:	N/A	gal/conn	41	0	MG	0	N/A	N/A	N/A
Tot. Storage ACR:		gal/conn							
*Total Storage = GR + EL + ST									
SP Capacity:	0	gpm/conn	41	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	-	41	0	gph	0	N/A		N/A

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

Required Submitted

Distribution **1** **1**Raw **1** **1**

Revised 07/23/2015

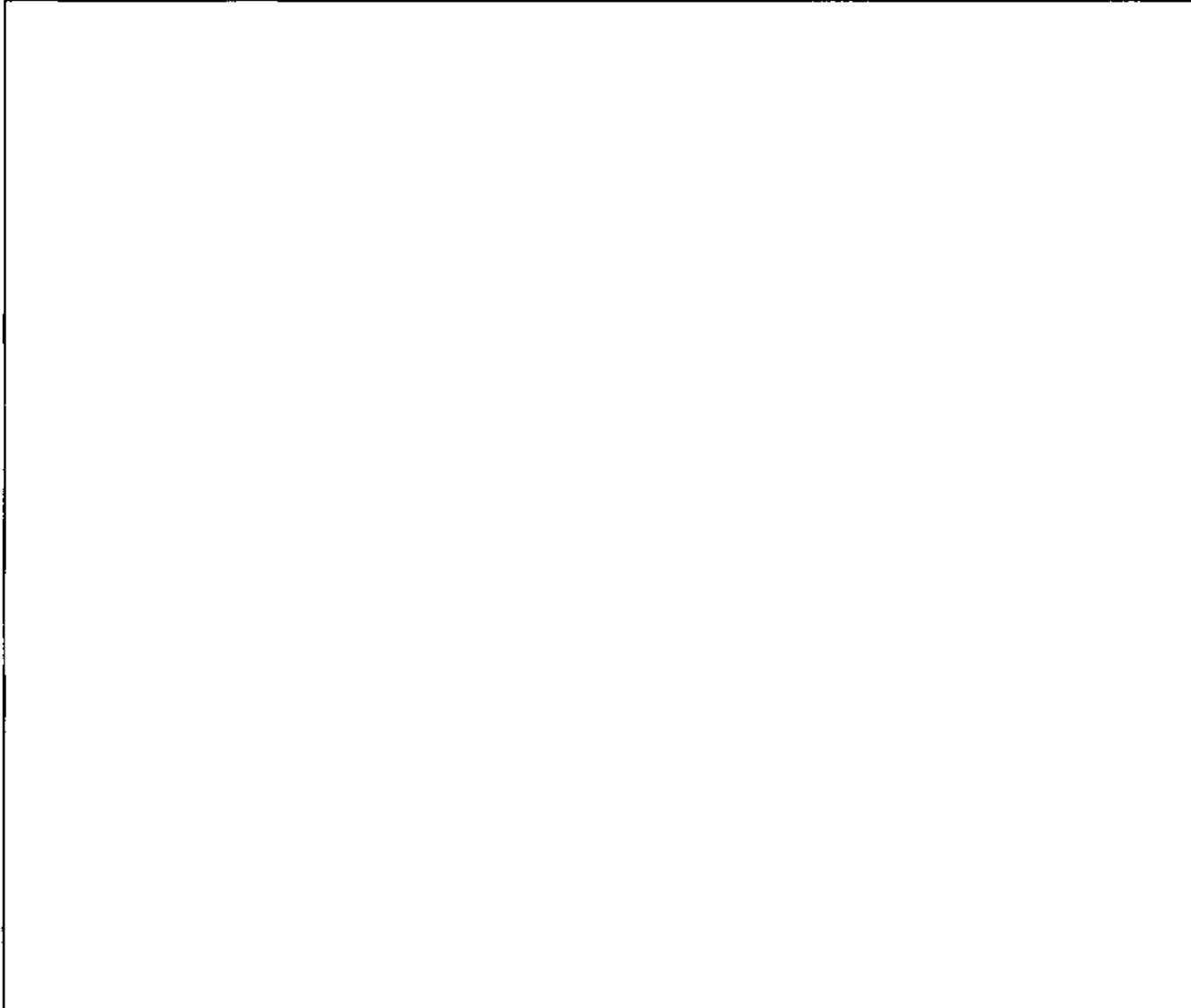
T&W 001020

System Name: Diaryland Heights Water System

PWS ID: 1000065

Inv. No.: 1887692

Additional Comments:

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

Revised 07/23/2015

Texas Commission on Environmental Quality



Attachment 4

Dairyland Heights Water System

PWS ID No. 1000065

Investigation No. 1887692

Investigation Photographs

Regulated Entity: Dairyland Heights Water System

PWS ID: 1000065



Photograph documenting one of the holes in the 16-mesh screening material attached to the air release device for Well No. 1.



Photograph documenting the recently replaced well meter for Well No. 1.

Regulated Entity: Dairyland Heights Water System

PWS ID: 1000065



Photograph documenting the conduit tubing covering the electrical wiring for the chemical storage room, which was disconnected at the top of the electrical box located behind the chemical container housing.



Photograph documenting the conduit tubing covering the electrical wiring for the chemical storage room, which was disconnected at the top of the electrical box located behind the chemical container housing.

Regulated Entity: Dairyland Heights Water System

PWS ID: 1000065



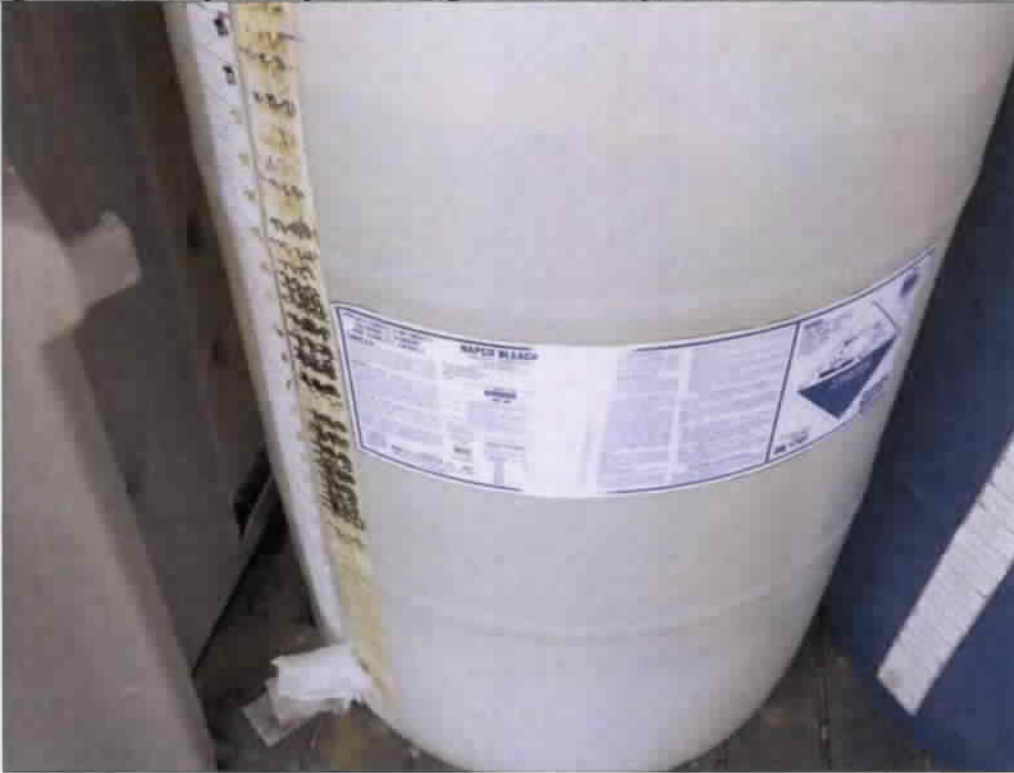
Photograph documenting the conduit tubing covering the electrical wiring for the chemical storage room, which was disconnected at the top of the electrical box located behind the chemical container housing.



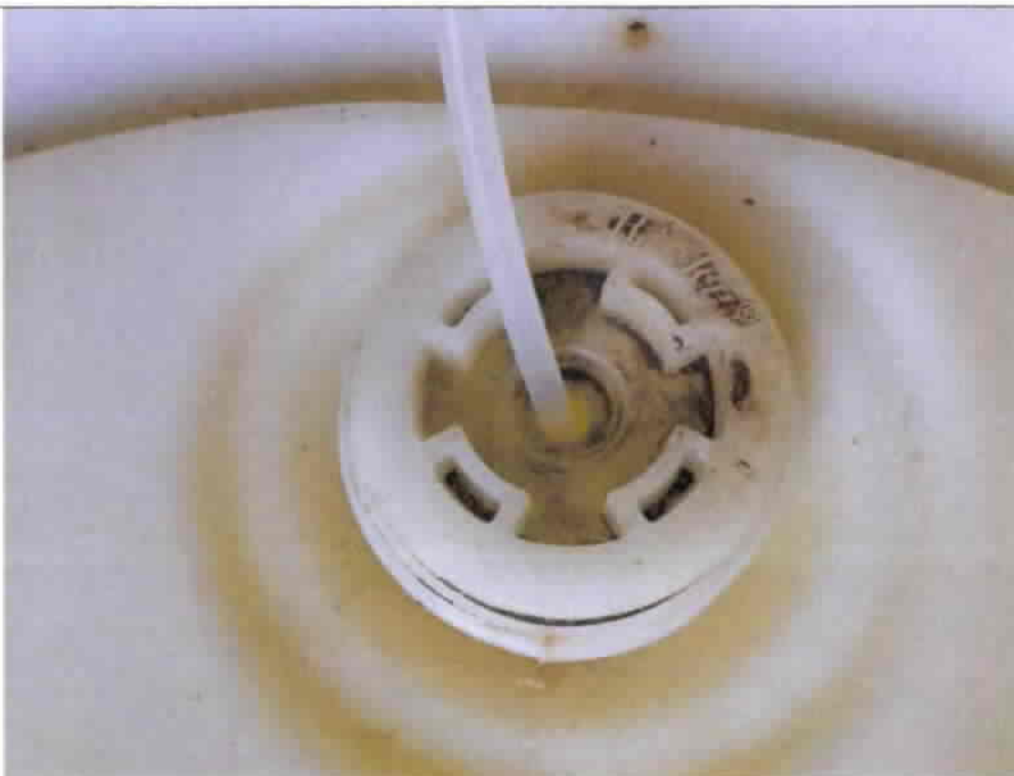
Photograph documenting the pH that was documented at Entry Point No. 1.

Regulated Entity: Dairyland Heights Water System

PWS ID: 1000065



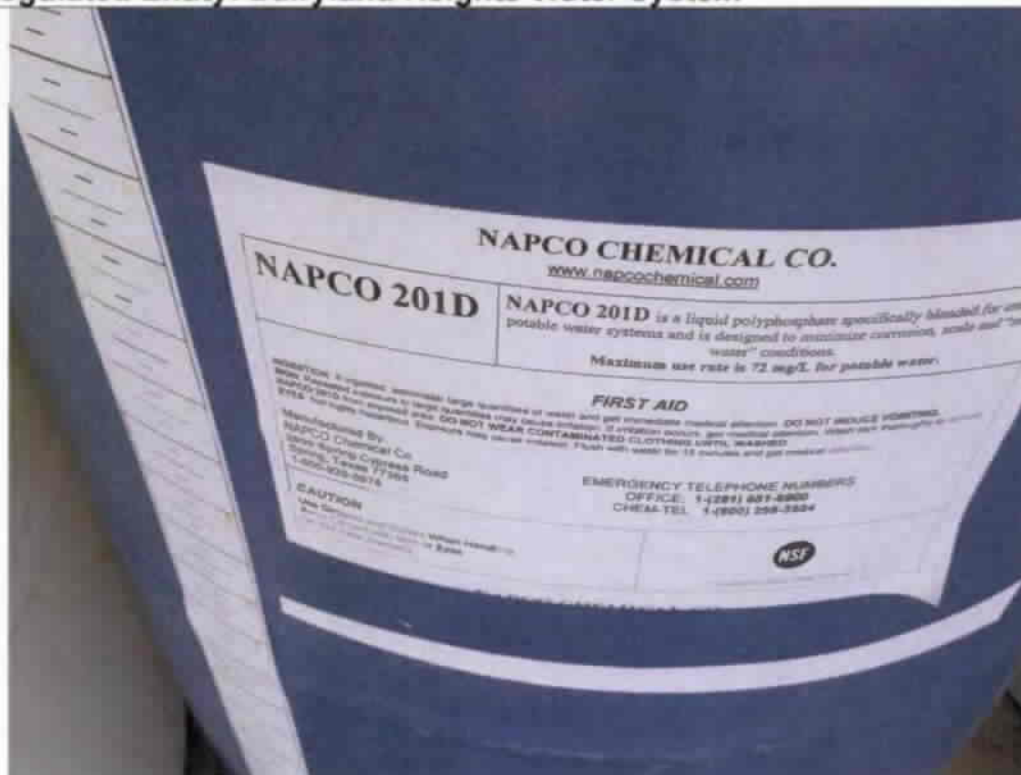
Photograph documenting the sodium hypochlorite storage container.



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

Regulated Entity: Dairyland Heights Water System

PWS ID: 1000065



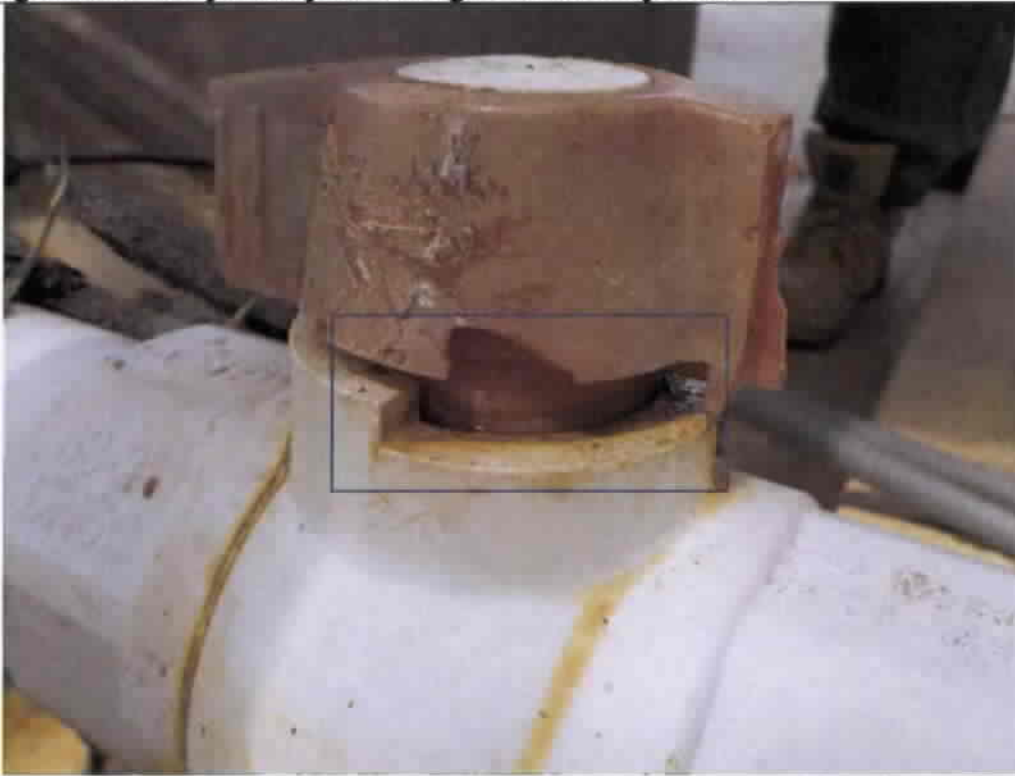
Photograph documenting secondary containment for the NAPCO 201D storage container.



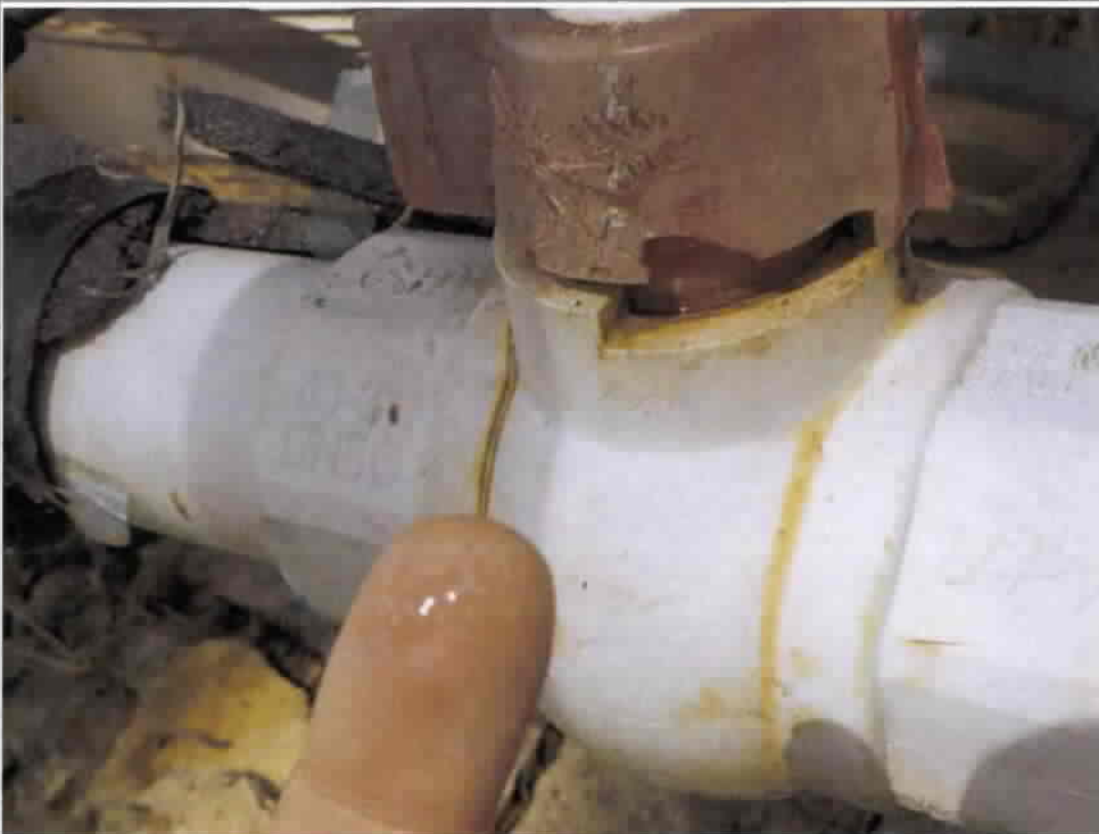
Photograph documenting the gap in the top of the NAPCO 201D storage container between its cap and the chemical injection line.

Regulated Entity: Dairyland Heights Water System

PWS ID: 1000065



Photograph documenting the leak in the crease of the gate valve located near Pressure Tank No. 1 between the pressure tank and Well No. 1.



Photograph documenting the leak in the crease of the gate valve located near Pressure Tank No. 1 between the pressure tank and Well No. 1.

Regulated Entity: Dairyland Heights Water System

PWS ID: 1000065



Photograph documenting the free chlorine residual that was noted at 2124 Whitehead after flushing for approximately three minutes.



Photograph documenting the pressure reading that was documented at 2124 Whitehead.

Texas Commission on Environmental Quality



Attachment 5

Dairyland Heights Water System

PWS ID No. 1000065

Investigation No. 1887692

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 Average</u>	<u>Max</u>	<u>Date</u>
New Forest	19	57	0.002 MGD	0.123	12/26/25
Dairyland	41	123	0.005 MGD	0.007	1/10/27

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(contractor 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

Vanessa Stansbury

From: [REDACTED]
Sent: Friday, April 14, 2023 11:44 AM
To: Vanessa Stansbury
Cc: 'Marty Adams'; 'Deanna Degeyter'; 'Karla Langreder'
Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form
Attachments: Dairyland pr valve new.pdf; Dairyland_RR response 4-13-23.pdf

Vanessa,

Please find requested information and corrected items. I will also provide you more by Tuesday.

Let me know if you have any questions about the items.

Have a great weekend.

Karin

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

From: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>
Sent: Wednesday, March 29, 2023 1:02 PM
To: [REDACTED]
Subject: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

Good afternoon Karin,

I have attached a copy of the Dairyland Heights Water System(PWS ID No. 1000065) 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.** Please note that there are two items noted in green that either required additional information or is an additional note. For one of these items, please see the attached photograph. What happened to the top of the pressure release device on Well No. 1? Is this pressure release device completely sealed on top and working properly?

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
How are we doing? Comment on our service.

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

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.

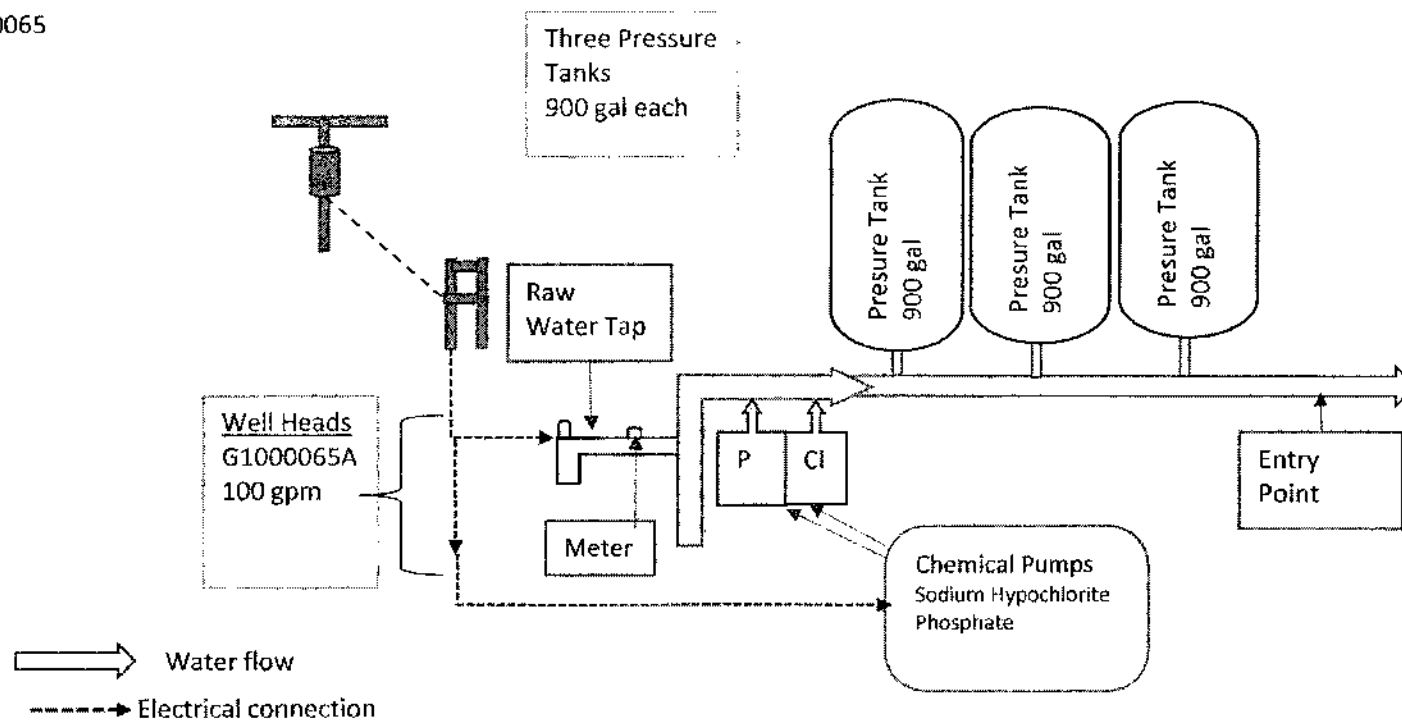
<5> Public water systems may add optional language here concerning the actions they have taken to address the boil water notice situation. The public water system customers and the executive director shall be able to reach the public water system at one of the numbers listed in this notice. If a customer,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

2166 Alexander valve exercised and is able to flush.

Flushed on March 14th

Flush Site	Date	Residual	OP	Date	Residual	OP	Date	Residual	OP
1 2166 Alexander	1/31	0.87					3/14	2.03	SG
2 1985 Whitehead	1/31	0.93					3/14	2.06	SG
3 2271 Beasley	1/31	0.88					3/14	2.15	SG
4 2161 Whitehead	1/31	0.94					3/21	2.6	SG
5 7941 Hicks Dairy	1/31	0.91					3/28	2.8	SG

DairyLand
PWS1000065



POTABLE WATER STORAGE TANK Inspection Form

Section 290.46(a)(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(a)(1) and 290.46(a)(2)).

Description: 900 Gal Pressure Tank #3	Location: Dairy land
Date & Material of Exterior Coating System: Galvanized	
Date & Material of Interior Coating System:	

Exterior of Tank

O.K.	Problem	NA	Description
✓			<i>Foundation:</i> settling, cracks, deterioration
✓			<i>Protective Coating:</i> rust, pitting, corrosion, leaks
		✓	<i>Water Level Indicator:</i> operable, cable access open
		✓	<i>Overflow Pipe:</i> flap valve cover accessible, operable
		✓	<i>Access Ladder:</i> loose bolts or rungs
		✓	<i>Roof:</i> low spots for ponding water, holes along seal
		✓	<i>Air Vents:</i> proper design, screened, sealed edges at
		✓	<i>Cathodic Protection Anode Plates:</i> secured and set
		✓	<i>Roof Hatch:</i> proper design, locked, hinge bolts sec
✓			<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 Coating:</i> rust, corrosion, scaling
Date:			Last Inspection of Pressure Tank Interior

Comments

<p>Name of Inspector: Kevin Warren, Charlie Adams</p> <p>Date of Inspection: 10-24-22</p>

POTABLE WATER STORAGE TANK Inspection Form

Section 290.405-1(a)(3) of the Texas Commission on Environmental Quality's *Design and Regulations for Public Water Systems* requires documentation of annual ground, elevated, and pressure storage tank maintenance inspections. [See also 290.406(a)(1) and 290.406(a)(2).]

Location:	<u>Daisyland</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
<input checked="" type="checkbox"/>			<i>Foundation:</i> settling, cracks, deterioration
<input checked="" type="checkbox"/>			<i>Protective Coatings:</i> rust, pitting, corrosion, leaks
		<input checked="" type="checkbox"/>	<i>Water Level Indicator:</i> operable, cable access opening protected
		<input checked="" type="checkbox"/>	<i>Overflow Pipe:</i> flap valve cover accessible, operable, sealed
		<input checked="" type="checkbox"/>	<i>Access Ladders:</i> loose bolts or rungs
		<input checked="" type="checkbox"/>	<i>Roof:</i> low spots for ponding water, holes along seams, rust
		<input checked="" type="checkbox"/>	<i>Air Vents:</i> proper design, screened, sealed edges and seams
		<input checked="" type="checkbox"/>	<i>Cathodic Protection (Anode Plates):</i> secured and sealed
		<input checked="" type="checkbox"/>	<i>Roof Hatch:</i> proper design, locked, hinge bolts secured,asket
<input checked="" type="checkbox"/>			<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>KW & CA</u>
Date of Inspection:	<u>10-24-22</u>

POTABLE WATER STORAGE TANK Inspection Form

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

Location:	<u>Dairyland</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
✓			<i>Foundation:</i> settling, cracks, deterioration
✓			<i>Protective Coating:</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 Ladder:</i> loose bolts or rungs
		✓	<i>Roofs:</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 Coating:</i> rust, corrosion, scaling
Date:		Last Inspection of Pressure Tank Interior	

Comments

<p align="center">Comments</p>	
Name of Inspector:	<u>KW JCA</u>
Date of Inspection:	<u>10-24-22</u>

Dairyland

Pressure relief valve replaced.



Vanessa Stansbury

From: [REDACTED]
Sent: Wednesday, April 19, 2023 2:14 PM
To: Vanessa Stansbury
Cc: deanna.dunseith@tceq.texas.gov; 'Karla Langreder'; 'Marty Adams'
Subject: Dairyland
Attachments: DL_electrical conduit.pdf

Vanessa,

I have some pictures of the electrical conduits.

Karin

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

DAIRY LAND

Electrical conduit fixed to eliminate any exposed wires.





Cap on drums – hole reduced to fit tubing. Looking into cover as well.



Vanessa Stansbury

From: [REDACTED]
Sent: Monday, May 1, 2023 10:47 AM
To: Vanessa Stansbury
Cc: 'Marty Adams'; 'Deanna Degeyter'; 'Karla Langreder'
Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form
Attachments: johnsonoffice@gt.rr.com_20230501_101652.pdf

Vanessa,

Here is April's flushing.

Karin

From: "Vanessa Stansbury"
To: [REDACTED]
Cc: "Marty Adams", "Deanna Degeyter", "Karla Langreder"
Sent: Monday May 1 2023 10:29:58AM
Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

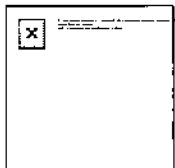
Good morning,

Two consecutive months of flush logs are required to show that all flush valves are now being flushed on a monthly basis. The March 2023 flush logs have been submitted if the water system has the complete April 2023 flushing records available for submittal.

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: Friday, April 14, 2023 11:44 AM
To: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>
Cc: 'Marty Adams' <utilityinnovations@gmail.com>; 'Deanna Degeyter' [REDACTED]; 'Karla Langreder' [REDACTED]
Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

Vanessa,

Please find requested information and corrected items. I will also provide you more by Tuesday.

Let me know if you have any questions about the items.

Have a great weekend.

Karin

Karin Warren

Utility Innovations

c. 409-673-9041

o. 409-246-2440

From: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>
Sent: Wednesday, March 29, 2023 1:02 PM
To: [REDACTED]
Subject: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

Good afternoon Karin,

I have attached a copy of the Dairyland Heights Water System(PWS ID No. 1000065) 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.** Please note that there are two items noted in green that either required additional information or is an additional note. For one of these items, please see the attached photograph. What happened to the top of the pressure release device on Well No. 1? Is this pressure release device completely sealed on top and working properly?

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

How are we doing? Comment on our service.

POOR QUALITY ORIGINAL

	Dairyland, Silsbee	Description	Date	Residual	OP
1	2166 Alexander	2250 Alexander <i>Stasento</i>	4/4/23	2.12	HS
2	2271 Beasley		4/17/23	2.00	SG
3	1985 Whitehead		4/18	1.73	SG
4	2161 Whitehead		4/18	1.72	SG
5	7941 Hicks Dairy		4/25	2.03	SG

	Whispering Pines	Description	Date	Residual	OP
--	------------------	-------------	------	----------	----

Vanessa Stansbury

From: [REDACTED]
Sent: Tuesday, May 2, 2023 11:52 AM
To: Vanessa Stansbury
Cc: 'Marty Adams'; 'Deanna Degeyter'; 'Karla Langreder'
Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form
Attachments: DL_drum_screen_pics.pdf

Vanessa,

The screen was repositioned pictures of it and the drum are attached.

Thanks,
Karin

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

From: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>
Sent: Monday, May 1, 2023 11:35 AM
To: karin@gt.rr.com
Cc: 'Marty Adams' <utilityinnovations@gmail.com>; 'Deanna Degeyter' [REDACTED]; 'Karla Langreder' [REDACTED]
Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

Hi Karin,

Okay, I will keep an eye out for any additional submitted documentation in the morning.

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, May 1, 2023 10:34 AM
To: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>
Cc: 'Marty Adams' <utilityinnovations@gmail.com>; 'Deanna Degeyter' [REDACTED]; 'Karla

Langreder' [REDACTED] >

Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

Good morning,

Nothing was wrong with the pressure release valve but it was decided to go ahead and replace it with a new one. I will get you the photograph when I get back to office in the morning, just an oversight.

Karin

From: "Vanessa Stansbury"

To: [REDACTED]"

Cc: "Marty Adams", "Deanna Degeyter", "Karla Langreder"

Sent: Monday May 1 2023 10:05:02AM

Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

Good morning,

You submitted photographic documentation on April 14, 2023 that showed the pressure release device on Well No. 1 for Dairyland Heights was replaced. What was wrong with the top of the one that was attached to Well No. 1 during the investigation? Was the previous pressure release device functioning properly at the time of the investigation despite its top cap not being attached? (See attached photographic documentation of the pressure release device for Well No. 1 that was documented at the time of the investigation.)

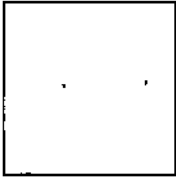
Also, you stated in the attachment of your April 19, 2023 email that the caps on the sodium hypochlorite drums were reduced to fit the chemical injection line tubing; however, provided photographic documentation did not show the top of the sodium hypochlorite tank being completely sealed. Please note that photographic documentation will need to be submitted showing that the gaps in the top of the sodium hypochlorite storage tank are now fully sealed in order to resolve the alleged violation.

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

How are we doing? [Comment on our service.](#)

From: [REDACTED]

Sent: Friday, April 14, 2023 11:44 AM

To: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>

Cc: 'Marty Adams' <utilityinnovations@gmail.com>; 'Deanna Degeyter' <[REDACTED]>; 'Karla Langreder' <[REDACTED]>

Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

Vanessa,

Please find requested information and corrected items. I will also provide you more by Tuesday.

Let me know if you have any questions about the items.

Have a great weekend.

Karin

Karin Warren

Utility Innovations

c. 409-673-9041

o. 409-246-2440



From: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>
Sent: Wednesday, March 29, 2023 1:02 PM
To: [REDACTED]
Subject: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

Good afternoon Karin,

I have attached a copy of the Dairyland Heights Water System(PWS ID No. 1000065) 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.** Please note that there are two items noted in green that either required additional information or is an additional note. For one of these items, please see the attached photograph. What happened to the top of the pressure release device on Well No. 1? Is this pressure release device completely sealed on top and working properly?

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Vanessa Stansbury

Environmental Investigator, Public Water Supply

TCEQ Region 10 (Beaumont)



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Office: 409-898-3838 / Fax: 409-899-8778

vanessa.stansbury@tceq.texas.gov

How are we doing? [Comment on our service.](#)

DAIRYLAND

Cap on chemical drum and screen on vent.



Vanessa Stansbury

From: [REDACTED]
Sent: Thursday, May 4, 2023 9:32 AM
To: Vanessa Stansbury
Cc: 'Marty Adams'; 'Deanna Degeyter'; 'Karla Langreder'
Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form
Attachments: Dairyland_Chlorine barrel.pdf

Vanessa,

Here is a new picture that shows washers used to seal the chlorine barrel.

Karin

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

From: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>
Sent: Monday, May 1, 2023 11:35 AM
To: [REDACTED]
Cc: 'Marty Adams' <utilityinnovations@gmail.com>; 'Deanna Degeyter' [REDACTED]; 'Karla Langreder' [REDACTED]
Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

Hi Karin,

Okay, I will keep an eye out for any additional submitted documentation in the morning.

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



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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, May 1, 2023 10:34 AM
To: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>
Cc: 'Marty Adams' <utilityinnovations@gmail.com>; 'Deanna Degeyter' [REDACTED]; 'Karla Langreder' [REDACTED]
Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

Good morning,

Nothing was wrong with the pressure release valve but it was decided to go ahead and replace it with a new one. I will get you the photograph when I get back to office in the morning, just an oversight.

Karin

From: "Vanessa Stansbury"

To: [REDACTED]

Cc: "Marty Adams", "Deanna Degeyter", "Karla Langreder"

Sent: Monday May 1 2023 10:05:02AM

Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

Good morning,

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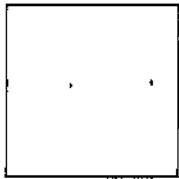
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Please let me know if you have any questions.

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

How are we doing? Comment on our service.

From: [REDACTED] <[REDACTED]>

Sent: Friday, April 14, 2023 11:44 AM

To: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>

Cc: 'Marty Adams' <utilityinnovations@gmail.com>; 'Deanna Degeyter' [REDACTED]; 'Karla Langrede' [REDACTED]

Subject: RE: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

Vanessa,

Please find requested information and corrected items. I will also provide you more by Tuesday.

Let me know if you have any questions about the items.

Have a great weekend.

Karin

Karin Warren

Utility Innovations

c. 409-673-9041

o. 409-246-2440



From: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>
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To: [REDACTED]
Subject: Dairyland Heights Water System (PWS ID No. 1000065) Exit Interview Form

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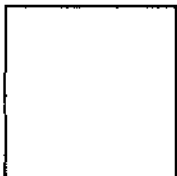
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Vanessa Stansbury

Environmental Investigator, Public Water Supply

TCEQ Region 10 (Beaumont)



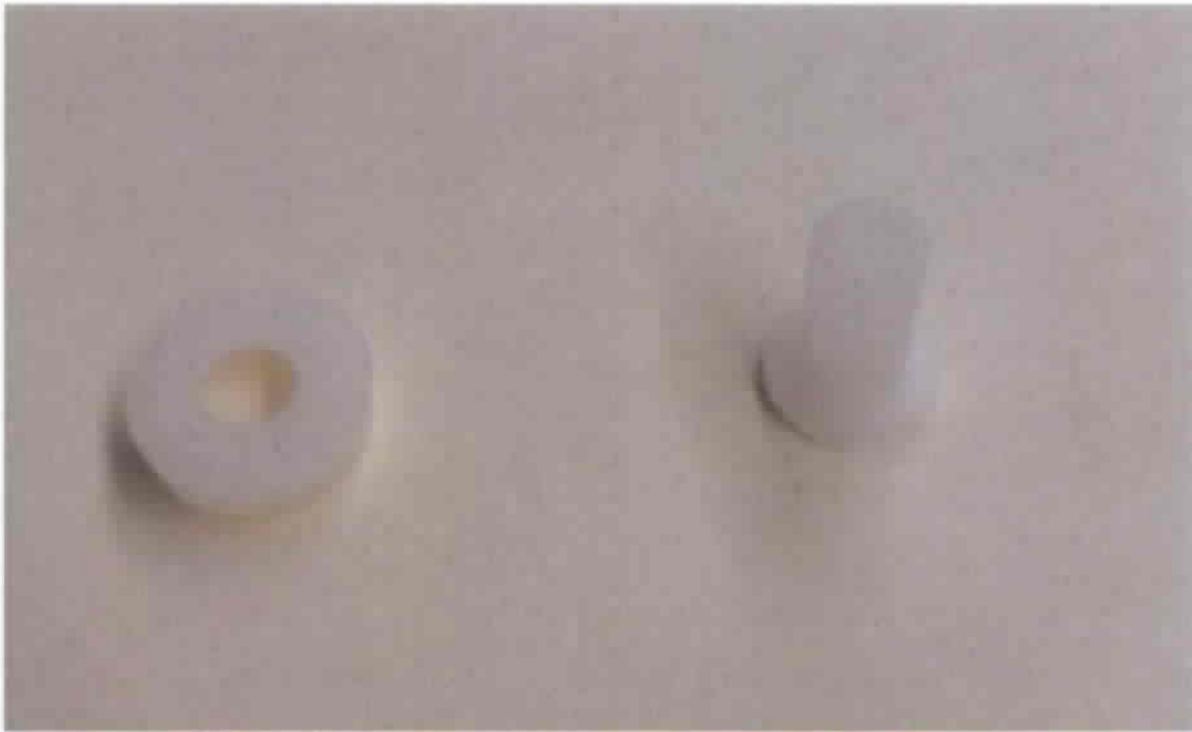
Texas Commission on Environmental Quality

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Office: 409-898-3838 / Fax: 409-899-8778

vanessa.stansbury@tceq.texas.gov

How are we doing? Comment on our service.





Vanessa Stansbury

From: Karla Langreder [REDACTED]
Sent: Thursday, May 4, 2023 4:56 PM
To: [REDACTED] Vanessa Stansbury
Cc: 'Marty Adams'; Deanna Degeyter
Subject: RE: [Ext] FW: Customer Complaint Records
Attachments: DAIRY Low No Work Orders 12-23-22.pdf; 12-23-22 documentation.pdf; Dairyland emails 12-23-22 outage issues.pdf

Hello Ms. Stansbury,

I've attached the requested customer complaint documentation for PWS 1000065 Dairyland Heights. Please find my work orders and handwritten logs from December 23, 2022. I also included information from our answering service advising that they were inundated with calls on that date due to the severe weather, which caused customers to not be able to reach us as quickly as normal.

I created one work order for the one issue in Dairyland on that date. We had many calls and our answering service (and myself) had trouble keeping up with the various weather related issues, during that hectic time. To not cause confusion for Utility Innovations and their team I elected to issue only one workorder for Dairyland.

I will be happy to answer any other questions regarding the customer complaints for Dairyland.

Kindest Regards,

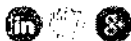
Karla Langreder



Blue Topaz

UT TIE -

936-756-7400
409-770-4296 cell
12884 FM 3083
Conroe, TX 77301
www.bluetopazutilities.com



From: [REDACTED]
Sent: Thursday, May 4, 2023 9:44 AM
To: Deanna Degeyter [REDACTED]; Karla Langreder [REDACTED]
Cc: 'Marty Adams' <utilityinnovations@gmail.com>
Subject: [Ext] FW: Customer Complaint Records

CAUTION: This email originated from outside NW Natural Water. Please DO NOT CLICK LINKS OR OPEN ATTACHMENTS unless you recognize the sender and know the content is safe.

Please see below.

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

From: Vanessa Stansbury <Vanessa.Stansbury@tceq.texas.gov>
Sent: Thursday, May 4, 2023 9:11 AM
To: [REDACTED]
Subject: Customer Complaint Records

Good morning Karin,

I have not received any customer complaint records for Amanda Russ, Ashley Viator, and Gina Lee, who were noted to have also reported issues with the water in Dairyland Heights according to the December 23, 2022 customer complaint record for 2159 Whitehead Road. Do you have any updates regarding the complaints made by these three individuals and if there are any associated customer complaint records other than the December 23, 2022 customer complaint record for 2159 Whitehead Road?

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.

BLUE TOPAZ UTILITIES

Work Order No: 000000033468

Category : LOW-NO Water Pressure

Information Assigned by Office

Name:	KATHY VAUGHT	Phone:	409 - 223-2771
Location No.:	2159WHITEHEADRD	Issue Date & Time:	12/23/22 7:59 am
Customer No.:	33964	Scheduled Date & Time:	12/23/22 1:49 am
Address:	2159 WHITEHEAD RD	Requested By:	
	SILSBEE, Texas 77656	Assigned To:	Utility Innovations
Route:	DAIRY	Assigned By:	Karla Langreder

Service Order Information

Comments :

PLEASE CHECK WATER PLANT; customer reporting no water- says a neighbor is without water too, modular home on a slab
Amanda Russ, Ashley Viator, Gina Lee also reporting issues with water in DAIRY

Task Information From the Field

Note:

Service Order Code	LOW	Description :	LOW - NO PRESSURE
Meter No.	33432368	Meter Reading	_____
Meter Size :	5/8 METER	Meter Location:	_____
Transmitter No	_____		
Previous Meter Reading :	1,440.00	Previous Meter Read Date :	4/21/2023

Service Order Completion Information

Work Completed By:	_____	Completion Date	: 1/6/2023
		Completion Time	: 13:32:00

Notes :

UI Invoice #1440 Dairyland-No Water-Upon arrival found pipes and meter frozen, thawed out piping, gasket blew on meter, gathered parts and returned to repair. _____

EMAILS: ## 2-22-22 ##

④ K Vaughn - DAIRY # 33964 2159 Whitehead
① J. Mand Russ - DAIRY - Outage email: 109
33684 (KNOWN) 409-656-9933 223-2771
- MARTY - Silsbee

② A. Vilator 409-377-1595 DAIRY
C. Ledesma - low pressure but better now
CWOOD 544 CWOOD - (Brooke = wife)
low/high pressure Back
A. Toman - 200 Claire - need req on website

West Park:
— * check on Mr Welch : — *

used
dr

③ Linalee - DAIRY water gushing from well
no water - didn't provide address 409 201 5458

* * - Jordan call customer

left VM

* * U1 @ DAIRY 5424

33920

~~16052~~ 9022

Siv. also 1

U1 -
workline on
Lance 3
DAIRY

TCEQ Interoffice Memorandum

To: Memo to the File

From: MH Megan Hamilton, Manager
Enforcement Division

Date: February 8, 2023

Subject: Administrative Resolution Case
WATER NECESSITIES, INC.; RN101229847
Enforcement Case No.62973; Docket No. 2022-1220-UTL-E

FEB 15 2023

TO: [REDACTED]
FROM: [REDACTED]

The EAR referenced above was screened for enforcement action on September 23, 2022. It is being administratively resolved because Violation Tracking No. 824291 regarding the failure to have an Emergency Preparedness Plan was returned to compliance on October 12, 2022, before a proposed agreed order could be mailed.

cc: Manager, Water Section, Beaumont Regional Office
Manager, Drinking Water Special Functions Section, Water Supply Division, MC 155
Carlos Flores, Coordinator, Enforcement Division, R-6
Central Records, MC 213, Building E, 1st Floor
PWS_1000069_CP_20230208_Enforcement
Enforcement Division Electronic Reader File

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



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

January 8, 2024

CERTIFIED MAIL # 9489 0090 0027 6331 9906 65
RETURN RECEIPT REQUESTED

Ms. Deanna Degeyter
General Manager
T & W Water Service Company
Post Office Box 2927
Conroe, Texas 77305-2927

Re: Notice of Violation for the Modified Comprehensive Compliance Investigation at:
Splendora Woods, 1042 County Road 379, Liberty County, Texas
Regulated Entity No.: 101190239, TCEQ ID No.: 1460153, Investigation No.: 1937032

Dear Ms. Degeyter:

On November 1, 2023, Mr. Razja Legington of the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted an investigation of the above-referenced regulated entity to evaluate compliance with applicable requirements for public water supply. Enclosed is a summary which lists the investigation findings. During the investigation, certain outstanding alleged violations and an additional issue were identified for which compliance documentation is required. Please submit to this office by the dates listed in the Summary of Investigation Findings a written description of corrective action taken and the required documentation demonstrating that compliance has been achieved for each of the outstanding alleged violations.

In the listing of the alleged violation, we have cited applicable requirements, including TCEQ rules. Please note that both the rules themselves and the agency brochure entitled *Obtaining TCEQ Rules* (GI 032) are located on our agency website at <https://www.tceq.texas.gov> for your reference. If you would like a hard copy of this brochure mailed to you, you may call and request one from either the Houston Region Office at (713) 767-3500 or the Central Office Publications Ordering Team at 512-239-0028.

The TCEQ appreciates your assistance in this matter. Please note that the Legislature has granted TCEQ enforcement powers which we may exercise to ensure compliance with environmental regulatory requirements. We anticipate that you will resolve the alleged violations as required in order to protect the State's environment. If you have additional information that we are unaware of, you have the opportunity to contest the violations documented in this notice. Should you choose to do so, you must notify the Houston Region Office within 10 days from the date of this letter. At that time, a PWS Team Leader 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.

Ms. Deanna Degeyter

Page 2

January 8, 2024

If you or members of your staff have any questions, please feel free to contact Mr. Legington in the Houston Region Office at (713) 767-3617.

Sincerely,

A handwritten signature in black ink that reads "Miranda Jordan". The signature is fluid and cursive, with the first name "Miranda" and last name "Jordan" clearly distinguishable.

Miranda Jordan
Water Section Team Leader
Houston Region Office
Texas Commission on Environmental Quality

MJ/RL/es

cc: Ms. Karla Langreder, Office Manager, Blue Topaz Utilities
Via email

Enclosure: Summary of Investigation Findings

Summary of Investigation Findings

SPLENDORA WOODS

Investigation #

1937032

Investigation Date: 11/01/2023

, LIBERTY COUNTY,

Additional ID(s): 1460153

OUTSTANDING ALLEGED VIOLATION(S)

Track No: 866337 Compliance Due Date: 02/04/2024

30 TAC Chapter 290.46(m)

Alleged Violation:

Investigation: 1937032

Comment Date: 01/04/2024

Failure to properly maintain the good working condition and general appearance of the system's facilities and equipment.

At the time of the investigation, it was noted that Ground Storage Tank 1 and Ground Storage Tank 2 appeared to have mildew collecting on the outside of both tanks. Rusty ladders were also noted on both tanks, as well as rusty bolts on the silt release devices of both storage tanks. Mildew also was found building up on the outside of the pressure tank.

Recommended Corrective Action: Submit work compliance documentation to the TCEQ's Houston Region Office indicating that the rust and mildew have been removed, demonstrating corrective measures have been taken to resolve the alleged violation.

Track No: 866338 Compliance Due Date: 02/04/2024

30 TAC Chapter 290.46(m)(4)

Alleged Violation:

Investigation: 1937032

Comment Date: 01/04/2024

Failure to maintain all water storage facilities in a watertight condition and free of excessive solids. In this connection, the leaking ground storage tank located at the silt release device must be repaired.

At the time of the investigation, it was noted that Ground Storage Tank 1 appeared to be dripping water and puddling under the manway from rusty bolts.

Recommended Corrective Action: Submit compliance documentation to the TCEQ's Houston Region Office indicating that the manway has been repaired or replaced and the leak has been fixed, demonstrating corrective measures have been taken to resolve the alleged violation.

ADDITIONAL ISSUES

Description

Item 3

Additional Comments

Please be aware that the water system must maintain a fine-graded well site at Well G1460153A and Well G1460153B, ensuring that water on the surface of the concrete sealing block drains away. At the time of the investigation, it was noted that there was moisture on the sealing block, but no active ponding was occurring.

Texas Commission on Environmental Quality Investigation Report

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

Customer: T & W Water Service Company
Customer Number: CN601363005
Regulated Entity Name: SPLENDORA WOODS
Regulated Entity Number: RN101190239

Investigation # 1937032

Investigator: RAZJA LEGINGTON

Conducted: 11/01/2023 -- 11/01/2023

Program: PUBLIC WATER SYSTEM/SUPPLY

Incident Numbers

Site Classification GW 51-250 CONNECTION

No Industry Code Assigned

Investigation Type : Compliance Investigation

Location : MORGAN CEMETERY RD OFF FOSTORIA RD

Additional ID 1460153

Address: ; City , State Zip

Local Unit : REGION 12 - HOUSTON

Activity Type: PWSCCICMOD - A modified investigation (sanitary survey) of a community system to determine compliance with applicable regulations. This activity code should only be used at management direction for fulfilling the federal requirements during periods with declared disas

Principal(s):

Role RESPONDENT

Name T & W WATER SERVICE COMPANY

Contact(s):

Role NOTIFIED
Title OFFICE MANAGER

Name MS KARLA LANGREDER

Phone Number for Office is (936) 756-7400
Phone Number for Work is (409) 770-4296
End of record for this contact

Role PARTICIPATED
IN
Title OFFICE MANAGER

Name MS KARLA LANGREDER

Phone Number for Work is (409) 770-4296
Phone Number for Office is (936) 756-7400
End of record for this contact

Role REGULATED
ENTITY
CONTACT
Title OFFICE MANAGER

Name MS KARLA LANGREDER

Phone Number for Office is (936) 756-7400
Phone Number for Work is (409) 770-4296
End of record for this contact

Role REGULATED
ENTITY MAIL
CONTACT
Title GENERAL MANAGER

Name MS DEANNA DEGEYTER

Phone Number for Office is (936) 756-7400
Phone Number for Work is (281) 455-5676
Phone Number for Fax is (866) 422-8519
End of record for this contact

Role PARTICIPATED
IN
Title OPERATOR

Name MR JORDAN DAVIS

Phone Number for Office is (936) 756-7400
Phone Number for Work is (281) 639-9169
End of record for this contact

Other Staff Member(s):

Role QA Reviewer

Name CHRISTINA BERNAL

Role Supervisor

Name MIRANDA JORDAN

Associated Check List

Checklist Name PWS GENERIC VIOLATIONS

Unit Name Violations

Checklist Name WATER EQUIPMENT

Unit Name Equipment

Checklist Name PWS MODIFIED CCI

Unit Name Investigation

Investigation Comments:

INTRODUCTION

A Modified Comprehensive Compliance Investigation (Mod CCI) was conducted at Splendora Woods, Public Water Supply (PWS) ID 1460153, on November 1, 2023, by Texas Commission on Environmental Quality (TCEQ) Environmental Investigator (EI) Razja Legington, to determine compliance with applicable PWS regulations. The Mod CCI was coordinated with Ms. Karla Langreder, Office Manager with Blue Topaz Utilities, on October 20, 2023, via telephone.

The on-site investigation was conducted with Mr. Jordan Davis, Operator with T & W Water Service Company.

The exit interview was conducted on November 1, 2023, and the TCEQ Exit Interview Form was provided to Ms. Langreder on December 4, 2023, via email. (Attachment No. 1).

The investigation included portions of the source water, treatment, distribution system, finished water storage, pumps, monitoring and reporting, management and operations, and operator compliance.

A Notice of Violation letter was mailed to the water system. A detailed description of the alleged violations listed in the exit interview form can be found in the Summary of Investigation Findings.

BACKGROUND

The most recent CCI was conducted on July 16, 2019. See Investigation No. 1582004 for more information. Thirteen alleged violations were cited as a result of the investigation, all of which have since been resolved.

The TCEQ Houston Region Office has not received a complaint against Splendor Woods within the five years preceding this investigation.

GENERAL FACILITY AND PROCESS INFORMATION

Splendor Woods is a community PWS. The water system maintains one water plant which supplies water to one pressure plane. This system serves 179 total connections, with an estimated population of 537. The water plant serves Splendor Woods Subdivision. For a detailed description of the water plant, see the PWS System Flow Diagram (Attachment No. 2).

As of the site visit on November 1, 2023, the system meets the minimum capacity requirements for systems with 50 to 250 connections. Splendor Woods does not have interconnects with other water systems at this time. For more detailed information see the Drinking Water Watch Summary Sheet and the water system capacity calculations spreadsheet (Attachment Nos. 3 & 4).

The water system employs the following operators:

Mr. Davis has a level C groundwater treatment operator license, license number WG0012850, which expires on August 23, 2025.

Mr. Kevin Maloney has a level C groundwater treatment operator license, license number WG0016921, which expires on July 23, 2024.

Ms. Ayla Niceforo has a level D water treatment operator license, license number WO0021246, which expires on March 16, 2024.

The operators have the appropriate levels of certification for the system. See Attachment 5.

Emergency Preparedness Plan (EPP):

Regulated entities are required to submit an Emergency Preparedness Plan (EPP). Senate Bill 3 (SB3), 87th Legislature, 2021 passed on June 8, 2021, effective immediately. Under SB3, the definition of "affected utility" expanded to include retail public utilities not affected by the existing definition in Texas Water Code (TWC) Section 13.1395. Affected utilities must prepare, submit, and implement an emergency preparedness plan (EPP).

Splendor Woods has implemented their approved EPP of having an automatically starting auxiliary generator. The facility is compliant with the emergency power requirements.

Field Monitoring Activities:

At the time of the field investigation, the disinfectant residual concentration and distribution pressure were monitored at the intersection of 3795 County Road and 3794 A County Road. The location had a 2.3 milligrams per Liter (mg/L) free chlorine residual concentration (Attachment 6, Photograph 14) and a pressure of 74 pounds per square inch (psi). The pressure and chlorine readings were compliant.

ADDITIONAL INFORMATION

Ms. Langreder submitted copies of the chlorine residual monitoring records, chemical usage records, flushing logs, general system information, monitoring plan, distribution map, list of operators, DLQORs, EPP, and Customer Service Inspection reports via email on October 27, 2023 (Attachment 7).

On December 21, 2023, EI Legington contacted Ms. Langreder via telephone requesting the most recent tank inspection reports for Ground Storage Tanks (GR) 1, 2, and 3, along with the most recent pressure tank inspection at the water plant. Documentation was received for all GR inspections and the pressure tank inspection on December 21, 2023. The most recent inspection for all GRs and the pressure tank was on January 30, 2023.

Ms. Langreder also submitted a work order in regard to general maintenance of the pressure tank and both GR 1 and GR 2. See Attachment 8.

Additional photographs of the general facilities taken during the onsite investigation can be found in Attachment 6.

Issues:

At the time of the investigation, Ground Storage Tanks 1 and 2 had mildew building up on the outside of both tanks, along rusted ladders, and rusted bolts causing leaks on both silt release devices (Attachment 6, Photographs 7-11). This issue is further discussed in the Summary of Investigation Findings section of this report.

At the time of the investigation, mildew was found collecting on the outside of the pressure tank (Attachment 6, Photographs 12 and 13). This issue is further discussed in the Summary of Investigation Findings section of this report.

At the time of the investigation, it was noted that there was moisture on the sealing block, but no active ponding was occurring. This was cited as an additional issue.

SUMMARY

Two alleged violations were cited, and one additional issue was noted as a result of this investigation.

See the Summary of Investigation Findings for more information. **OUTSTANDING ALLEGED VIOLATION(S)**

Track Number: 866337 **Compliance Due Date:** 02/04/2024
Violation Start Date: Unknown

Citations include TAC or T. A. C. which stands for Texas Administrative Code
Citation 30 TAC Chapter 290.46(m)

No or N. O. stands for Number and Pg or P. G. stands for page.
Req or R. E. Q. stands for requirements

Alleged Violation:

Investigation: 1937032

Comment Date: 01/04/2024

Failure to properly maintain the good working condition and general appearance of the system's facilities and equipment.

At the time of the investigation, it was noted that Ground Storage Tank 1 and Ground Storage Tank 2 appeared to have mildew collecting on the outside of both tanks. Rusty ladders were also noted on both tanks, as well as rusted bolts on the silt release devices of both storage tanks. Mildew also was found building up on the outside of the pressure tank.

Recommended Corrective Action: Submit work compliance documentation to the TCEQ's Houston Region Office indicating that the rust and mildew have been removed, demonstrating corrective measures have been taken to resolve the alleged violation.

Track Number: 866338 **Compliance Due Date:** 02/04/2024
Violation Start Date: Unknown

Citations include TAC or T. A. C. which stands for Texas Administrative Code
Citation 30 TAC Chapter 290.46(m)(4)

No or N. O. stands for Number and Pg or P. G. stands for page.
Req or R. E. Q. stands for requirements

Alleged Violation:**Investigation: 1937032**

Comment Date: 01/04/2024

Failure to maintain all water storage facilities in a watertight condition and free of excessive solids. In this connection, the leaking ground storage tank located at the silk release device must be repaired.

At the time of the investigation, it was noted that Ground Storage Tank 1 appeared to be dripping water and puddling under the manway from rusting bolts.

Recommended Corrective Action: Submit compliance documentation to the TCEQ's Houston Region Office indicating that the manway has been repaired or replaced and the leak has been fixed, demonstrating corrective measures have been taken to resolve the alleged violation.

Additional Issues**Description** Item 3**Additional Comments**

Please be aware that the water system must maintain a fine-graded well site at Well G1460153A and Well G1460153B, ensuring that water on the surface of the concrete sealing block drains away. At the time of the investigation, it was noted that there was moisture on the sealing block, but no active ponding was occurring.

Signature lines for Environmental Investigator and supervisor with dates

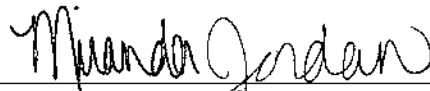
Signed



Environmental Investigator

Date 01/08/2024

Signed



Supervisor

Date 01/08/2024

Checklist for different types of attachments

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 List of Attached Files

List of Attached files

Merged Attachments.pdf

Flow Diagram 2023.doc

**Texas Commission on Environmental Quality
Investigation Report
Splendora Woods
RN: 101190239, PWS ID: 1460153
Investigation No.: 1937032
Modified Comprehensive Compliance Investigation
Conducted on November 1, 2023**

LIST OF ATTACHMENTS

ATTACHMENT 1	Exit Interview Form
ATTACHMENT 2	Flow Diagram
ATTACHMENT 3	DWW Summary
ATTACHMENT 4	Capacity Calculation
ATTACHMENT 5	Operator information
ATTACHMENT 6	Field Photographs
ATTACHMENT 7	Documentation provided by the Regulated Entity
ATTACHMENT 8	Documentation provided by the Regulated Entity

Attachment 1

From: Razja Legington
To: Karla Langreder
Subject: Exit Interview Form (EIF): Splendora Woods PWS ID: 1460153
Date: Monday, December 4, 2023 3:37:00 PM
Attachments: E.IF.pdf

Good evening Ms. Langreder,

Please find the attached Exit Interview Form (EIF) , relating to the Modified Comprehensive Compliance Investigation conducted on November 1, 2023, at the above referenced facility.

The EIF: Alleged Violations, Potential Violations, and/or Records Request is being provided as an attachment to this email. The following are being provided as attachments to this email:

- TCEQ Exit Interview Form

The investigation is considered ongoing until the final approval letter is delivered to you. Having mentioned that, anything that is found by reviewing all the paperwork will be noted on the investigation report. This EIF is not final. If there are questions about the information contained in the form, contact me as soon as possible.

Please reply to this email, with the attachment, to indicate your receipt.

Thank you,

Razja Legington

Environmental Investigator | TCEQ-Public Water Supply |

Houston-Region 12 | 5425 Polk Street Houston, TX 77023, Ste H |

Phone:713-767-3617 | Razja.Legington@tceq.texas.gov

The TCEQ has Inspected your business

https://www.tceq.texas.gov/assets/public/comm_excc/pubs/rg/rg-344.pdf

How is our customer service? www.tceq.texas.gov/customersurvey

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

Regulated Entity/Site Name	Splendora Woods			TCEQ Add. ID No. RN No. (optional)	1460153
Investigation Type	MODCCI	Contact Made In-House (Y/N)	Y	Purpose of Investigation	Compliance Investigation
Regulated Entity Contact	Karla Langreder			Telephone No.	9367567400
Title	Office Manager			Fax No.	N/A
				Date Contacted	10/20/2023
				Date Faxed	N/A


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

Issue		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	PV/AV	290.46(m)	Failure to maintain Ground Storage Tank 1 and 2. Mildew building up on the outside of both tanks,
	-		rusted ladders on both GST 1 and 2, and rusted bolts on both GST 1 and 2 silt release devices
2	PV/AV	290.46(m)	Failure to maintain Pressure tank, mildew collecting on the outside of the pressure tank.
3	PV/AV	290.43(c)(6)	Failure to maintain Ground Storage Tank 1 tight against leakage, water was found
	-		dripping and puddling under the silt release device.
4	PV/AV	290.41(c)(3)(I)	Failure to maintain fine-graded well site at Well G1460153A and Well G1460153B,
	-		ensuring that water on the surface of the concrete sealing block drains away

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

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

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

 Investigator Name (Signed & Printed)	12/04/2023 Date	Regulated Entity Representative Name (Optional)	Date
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If you have questions about any information on this form, please contact your local TCEQ Regional Office.

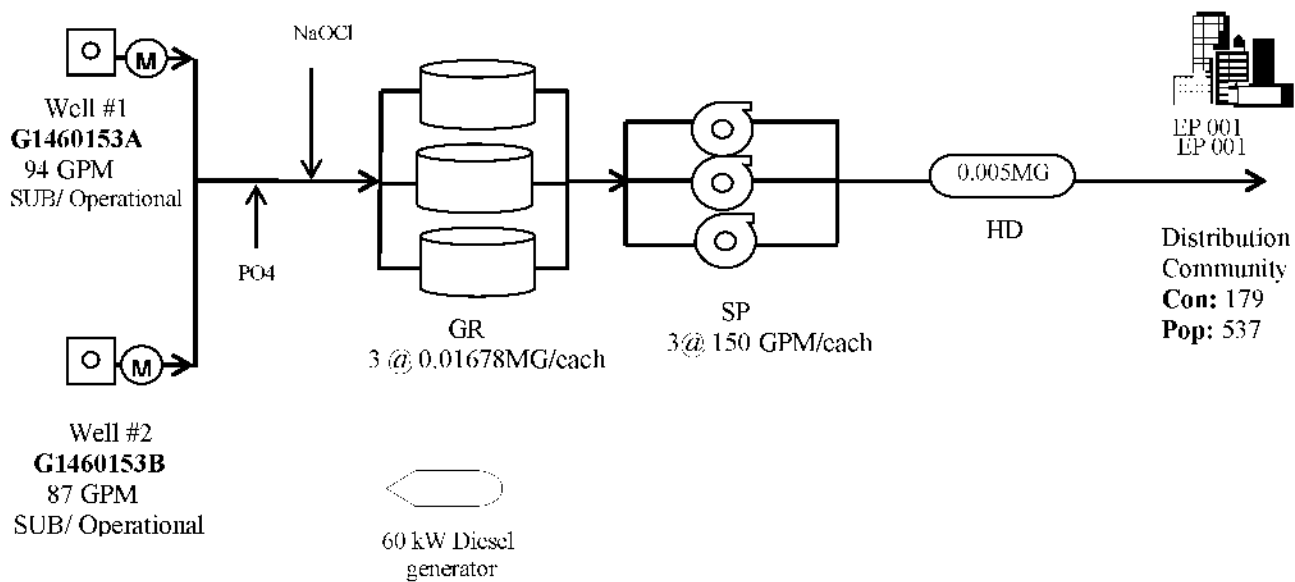
Individuals are entitled to request and review their personal information that the agency gathers on its forms. They may also have any errors in their information corrected. To review such information, call 512-239-3282.

Attachment 2

PWS - SYSTEM FLOW DIAGRAM

Name of System:	Splendora Woods		Additional ID	1460153
Investigation #	1937032	Investigation Date:	11/1/2023	
Description of Sources, Treatment, Entry Points and Distribution Labeling: owner's source names and TCEQ wtrsrc code designation, types of treatment and chemicals, entry points to distribution, entry point sample taps, booster disinfection, distribution connections and layout (if possible).				

Plant location
1042 CR 379, Cleveland



Attachment 3

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Attachment 4

Capacity Calculations Worksheet

Community Systems (Groundwater)**Fill in green cells only****System Name:** Splendor Woods

PWS ID: 1460153

Inv. No.: 1937032

Community (Y/N) Y

MHP (≥ 8 units/ac) or Apts? (Y/N) N

CCN? (Y/N) Y

Number of Connections 179

Population 537

Maximum Daily Demand (MDD): 0.1293 MGD

Average Daily Demand (ADD): 0.0284 290.38(43)

MDD Date (mm/dd/yyyy): 6/17/2023

ADD Dates (mm/dd/yyyy): 1/1/2023 to 11/30/2023

	Rate	Units	Conn.	Required	Units	Provided	85% Rule	% Short	Sufficient?(Y/N)
Prod. Capacity:	0.6	gpm/conn	179	107.4	gpm	181	59%	N/A	Y
Production ACR:		gpm/conn							
Pressure Storage (HD):	20	gal/conn	179	0.00358	MG	0.005	72%	N/A	Y
HD ACR:		gal/conn							
Elevated Storage (EL):	0	gal/conn	179	0	MG		N/A	N/A	Meets HD req.
EL ACR:		gal/conn							
Ground Storage (GR):						0.0503			
Total Storage*:	200	gal/conn	179	0.0358	MG	0.0503	71%	N/A	Y
Tot. Storage ACR:		gal/conn							
*Total Storage = GR + EL + ST									
SP Capacity:	2	gpm/conn	179	358	gpm	450	80%	N/A	Y
SP ACR:		gpm/conn							
SP Capacity:	(w/largest pump out of service)				gpm				
SP Peaking Factor:	N/A	-	179	0	gph	0	N/A		N/A

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

	Required	Submitted
Distribution	2	2
Raw	0	0

Capacity Calculations Worksheet

System Name: Splendora Woods

PWS ID: 1460153

Inv. No.: 1937032

Additional Comments:

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Attachment 5

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

Attachment 6

Investigation Photographs

Splendora Woods

1042 CR 379

Cleveland, Liberty County, Texas

Regulated Entity No: 101190239

TCEQ PWS ID No: 1460153

Investigation Date: November 1, 2023



PHOTOGRAPH #1

Description: This photograph taken by Razja Legington, shows the general area of Well 1, Source ID No. G1460153A. (Angle no. 1)

Photograph taken by: Razja Legington

Investigation Photographs

Splendora Woods

1042 CR 379

Cleveland, Liberty County, Texas

Regulated Entity No: 101190239

TCEQ PWS ID No: 1460153

Investigation Date: November 1, 2023



PHOTOGRAPH #2

Description: This photograph taken by Razja Legington, shows the general area of Well 1, Source ID No. G1460153A. (Angle no. 2)

Photograph taken by: Razja Legington

Investigation Photographs

Splendora Woods

1042 CR 379

Cleveland, Liberty County, Texas

Regulated Entity No: 101190239

TCEQ PWS ID No: 1460153

Investigation Date: November 1, 2023



PHOTOGRAPH #3

Description: This photograph taken by Razja Legington, shows the general area of Well 1, Source ID No. G1460153B. (Angle no. 1)

Photograph taken by: Razja Legington

Investigation Photographs

Splendora Woods

1042 CR 379

Cleveland, Liberty County, Texas

Regulated Entity No: 101190239

TCEQ PWS ID No: 1460153

Investigation Date: November 1, 2023



PHOTOGRAPH #4

Description: This photograph taken by Razja Legington, shows the general area of Well 1, Source ID No. G1460153B. (Angle no. 2)

Photograph taken by: Razja Legington

Investigation Photographs

Splendora Woods

1042 CR 379

Cleveland, Liberty County, Texas

Regulated Entity No: 101190239

TCEQ PWS ID No: 1460153

Investigation Date: November 1, 2023



PHOTOGRAPH #5

Description: This photograph, taken by Investigator Razja Legington, shows the interior of the hypochlorination and Polyphosphate treatment facility. Both had secondary containment at the time of the investigation.

Photograph taken by: Razja Legington

Investigation Photographs

Splendora Woods

1042 CR 379

Cleveland, Liberty County, Texas

Regulated Entity No: 101190239

TCEQ PWS ID No: 1460153

Investigation Date: November 1, 2023



PHOTOGRAPH #6

Description: This photograph, taken by Investigator Razja Legington, shows the general area around the service pumps.

Photograph taken by: Razja Legington

Investigation Photographs

Splendora Woods

1042 CR 379

Cleveland, Liberty County, Texas

Regulated Entity No: 101190239

TCEQ PWS ID No: 1460153

Investigation Date: November 1, 2023



PHOTOGRAPH #7

Description: This photograph, taken by Investigator Razja Legington, shows the Ground Storage Tank No. 1 and No. 2. Both GSTs appear to have mildew building up on their exteriors.

Photograph taken by: Razja Legington

Investigation Photographs

Splendora Woods

1042 CR 379

Cleveland, Liberty County, Texas

Regulated Entity No: 101190239

TCEQ PWS ID No: 1460153

Investigation Date: November 1, 2023



PHOTOGRAPH #8

Description: This photograph, taken by Investigator Razja Legington, shows Ground Storage Tank No. 1's access manway leaking along with rusting bolts on the device.

Photograph taken by: Razja Legington

Attachment 7