

Investigation Photographs

Emerald Lakes Subdivision
1500 block of Citron Court
Willis (Montgomery County), Texas
Regulated Entity No: 105348932
TCEQ PWS ID No: 1700777
Investigation Date: April 4, 2023



PHOTOGRAPH #1

Description: At the time of Investigation free Chlorine residual reading was 1.47 mg/L

Photograph taken by Razja Legington

Investigation Photographs

Emerald Lakes Subdivision
1500 block of Citron Court
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Regulated Entity No: 105348932
TCEQ PWS ID No: 1700777
Investigation Date: April 4, 2023



PHOTOGRAPH #2

Description: At the time of Investigation Manganese residual reading was 0.04 mg/L

Photograph taken by Razja Legington

Investigation Photographs

Emerald Lakes Subdivision
1500 block of Citron Court
Willis (Montgomery County), Texas
Regulated Entity No: 105348932
TCEQ PWS ID No: 1700777
Investigation Date: April 4, 2023



PHOTOGRAPH #3

Description: At the time of investigation, Pressure reading read 61 psi

Photograph taken by Razja Legington

Investigation Photographs

**Emerald Lakes Subdivision
1500 block of Citron Court
Willis (Montgomery County), Texas
Regulated Entity No: 105348932
TCEQ PWS ID No: 1700777
Investigation Date: April 4, 2023**



PHOTOGRAPH #4

Description: At the time of the investigation, Samples were taken from hydrant at distribution point. HACH Color Wheel Test Kit read between 5 and 10 Color Units (CU).

Photograph taken by Razja Legington

Investigation Photographs

**Emerald Lakes Subdivision
1500 block of Citron Court
Willis (Montgomery County), Texas
Regulated Entity No: 105348932
TCEQ PWS ID No: 1700777
Investigation Date: April 4, 2023**



PHOTOGRAPH #5

Description: : At the time of the investigation, Samples were taken from hydrant at distribution point in preparation for HACH Color Wheel Test

Photograph taken by: Razja Legington

Attachment 3

From: Karla Langreder
To: Razja Legington
Subject: RE: [Ext] TCEQ Complaint Investigation (Email Confirmation & Records Request)
Date: Wednesday, May 3, 2023 12:24:05 PM
Attachments: image001.png
image002.png
image003.png
image004.png
image005.png
Emerald Lakes work orders Jan thru March 2023.pdf

Hi Razja,

I double checked our system and only found two calls from customers reporting low pressure. No other water quality issues were reported to our office.

Hope this helps and have a great day!

Kindest Regards,

Karla Langreder



Blue Topaz
UTILITIES™

936-756-7400
12884 FM 3083
Conroe, TX 77301
www.bluetopazutilities.com



From: Razja Legington <Razja.Legington@tceq.texas.gov>

Sent: Tuesday, April 4, 2023 1:50 PM

To: Karla Langreder [REDACTED]

Subject: RE: [Ext] TCEQ Complaint Investigation (Email Confirmation & Records Request)

Awesome! Thank you again. Everything was compliant so I will go ahead and get this squared away.



Razja Legington
Razja Legington

TCEQ - Region 12
PWS Environmental Investigator II
5425 Polk Street
Houston, TX 77023, Ste H
PH:713-767-3617
Razja.Legington@tceq.texas.gov

From: Karla Langreder
Sent: Tuesday, April 4, 2023 1:42 PM
To: Razja Legington <Razja.Legington@tceq.texas.gov>
Subject: RE: [Ext] TCEQ Complaint Investigation (Email Confirmation & Records Request)

That would have been Jordan W Davis WG0012850

Kindest Regards,

Karla Langreder



936-756-7400
12884 FM 3083
Conroe, TX 77301
www.bluetopazutilities.com



From: Razja Legington <Razja.Legington@tceq.texas.gov>
Sent: Tuesday, April 4, 2023 1:37 PM
To: Karla Langreder [REDACTED]
Subject: RE: [Ext] TCEQ Complaint Investigation (Email Confirmation & Records Request)

Hello Karla,

Thank you very much for submitting the documentation. Also, I forgot to take down the name of the operator on-site during the investigation, may you send me his first and last name please.



Razja Legington
Razja Legington
TCEQ - Region 12

PWS Environmental Investigator II
5425 Polk Street
Houston, TX 77023, Ste H
PH:713-767-3617
Razja.Legington@tceq.texas.gov

From: Karla Langreder

Sent: Tuesday, April 4, 2023 1:27 PM

To: Razja Legington <Razja.Legington@tceq.texas.gov>

Cc: Ron Payne

Kevin Maloney

Deanna Degeyter

Subject: RE: [Ext] TCEQ Complaint Investigation (Email Confirmation & Records Request)

Hello Razja,

I've attached the distribution map, flushing logs, and chlorine residual documentation as requested. We do not have record of any customer complaints for the time frame you requested. Fortunately for us, we also do not have record of any main breaks or work done at the water plant.

Please let us know if anything further is needed.

Kindest Regards,

Karla Langreder



936-756-7400

12884 FM 3083

Conroe, TX 77301

www.bluetopazutilities.com



From: Razja Legington <Razja.Legington@tceq.texas.gov>

Sent: Monday, April 3, 2023 3:44 PM

To: Karla Langreder

Subject: [Ext] TCEQ Complaint Investigation (Email Confirmation & Records Request)

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.

Ms. Langeder,

Thank you for taking my call earlier today regarding the alleged discolored water complaint at the Emerald Lakes Subdivision (PWS: 1700777)

Per our conversation, our office has received a discolored water complaint at the above PWS, near the 1700 block of Opal Trail, Willis, TX.

The complainant mentioned that this occurred on March 21, 2023 and mentioned brown-colored water coming out from their tap. As such, we will need to visit the distribution point at the PWS **with an operator**, in order to test the residuals, color, and distribution pressure of the water.

Complaint Investigation is scheduled to be conducted on agreed upon location, day, and time, Entry Point 1 (EP001) 1505 Emerald Lakes drive, Willis, TX, on April 04, 2023, at 10:00AM

In the meantime, may you provide the following records and documentations of the water system for review: (dating back for the past 3-4 months)

- Flushing logs
- Distribution map
- Complaint Logs
- Any maintenance logs for water main breaks or work at the water plant
- Distribution chlorine residual records (and the chloramine effectiveness sampling record, if applicable)

Please do not hesitate to contact me by phone or email should you have any questions about the above.

Many thanks,
Razja Legington



Razja Legington

Razja Legington
TCEQ - Region 12
PWS Environmental Investigator II
5425 Polk Street
Houston, TX 77023, Ste H
PH:713-767-3617
Razja.Legington@tceq.texas.gov

The TCEQ has Inspected your business
https://www.tceq.texas.gov/assets/public/comm_exec/pubs/rg/rg-344.pdf
How is our customer service? www.tceq.texas.gov/customersurvey

Attachment 4

EMERALD LAKES
OF
NO. 10000 LAKES DRIVE, A-100, CLARK
COUNTY, TEXAS

EXHIBIT DRAWING
OF
SECTIONS ONE AND TWO

EXHIBIT DRAWING

TOTAL - ALL 3 SPECIES
275 LOTS
2000

11 = 200

x, x', y, y'

[illegible]

THIS DRAWING IS THE PROPERTY OF ADAMS, INCORPORATED AND MAY NOT BE REPRODUCED OR USED IN ANY MANNER WITHOUT THE WRITTEN CONSENT OF ADAMS, INCORPORATED AND ASSOCIATES.

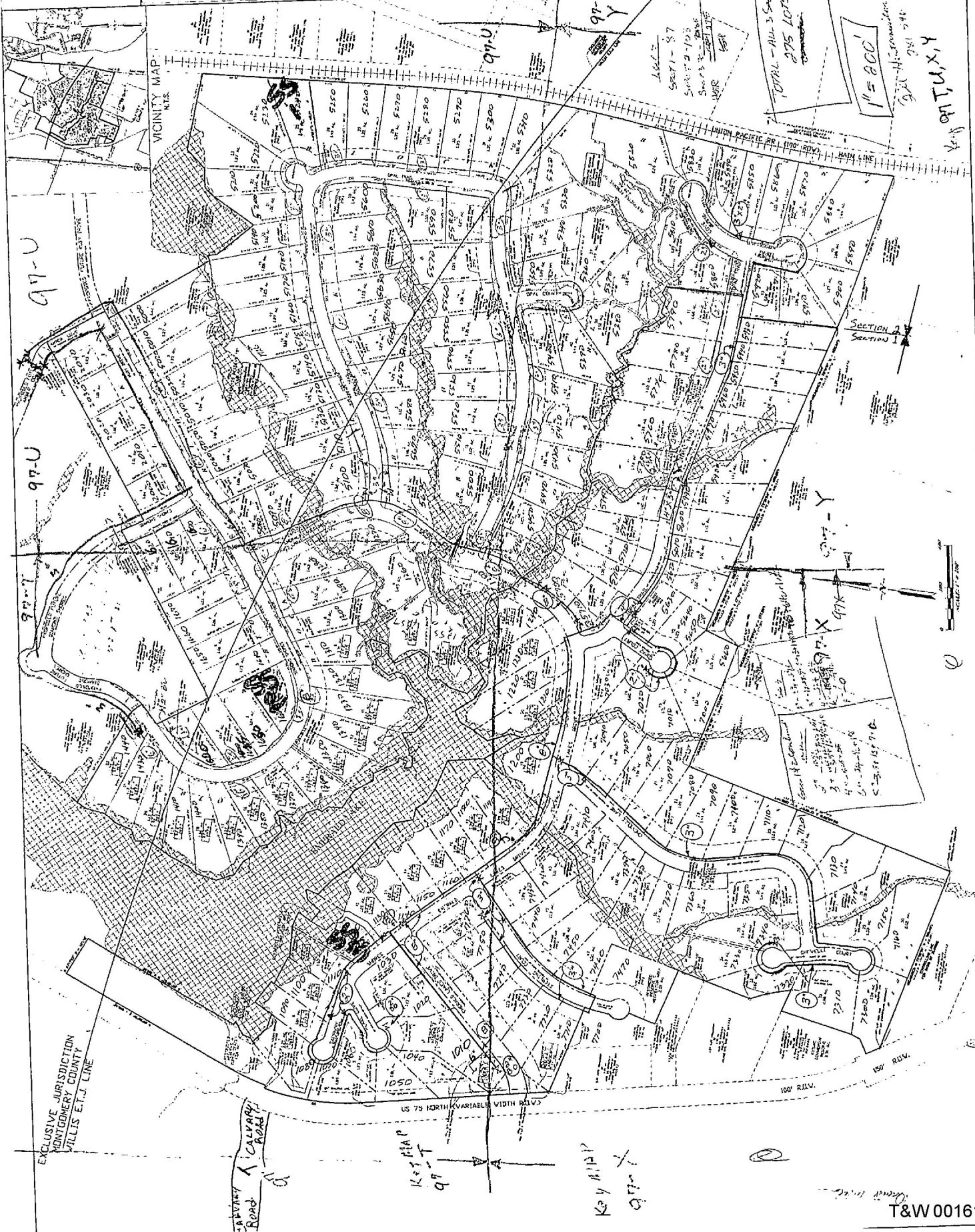
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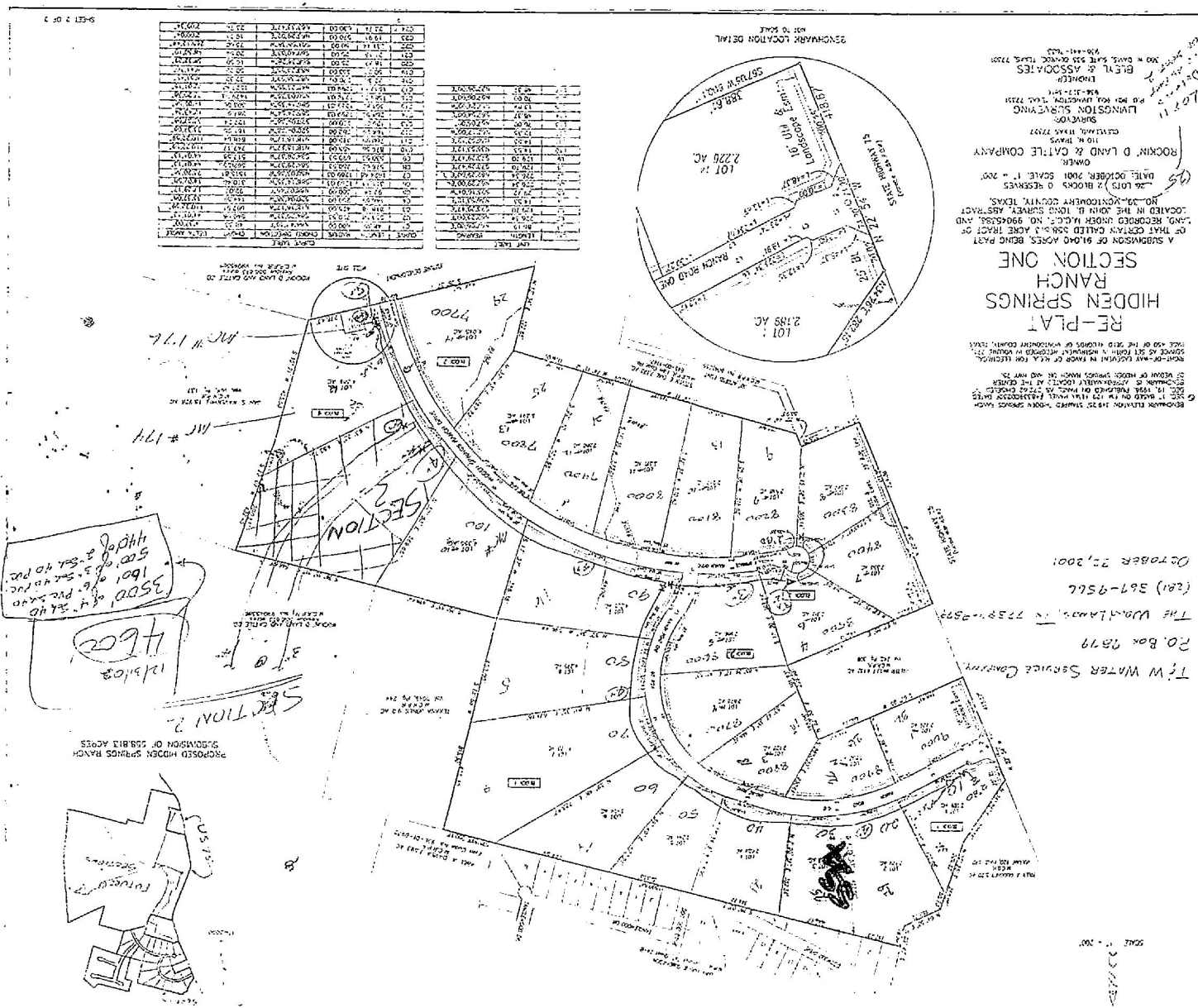
ENGINEERS, SURVEYORS, PLANNERS
(CONSULTANTS, MANAGERS)

2651 TEXAS AVE. SUITE A
HOUSTON, TEXAS 77002

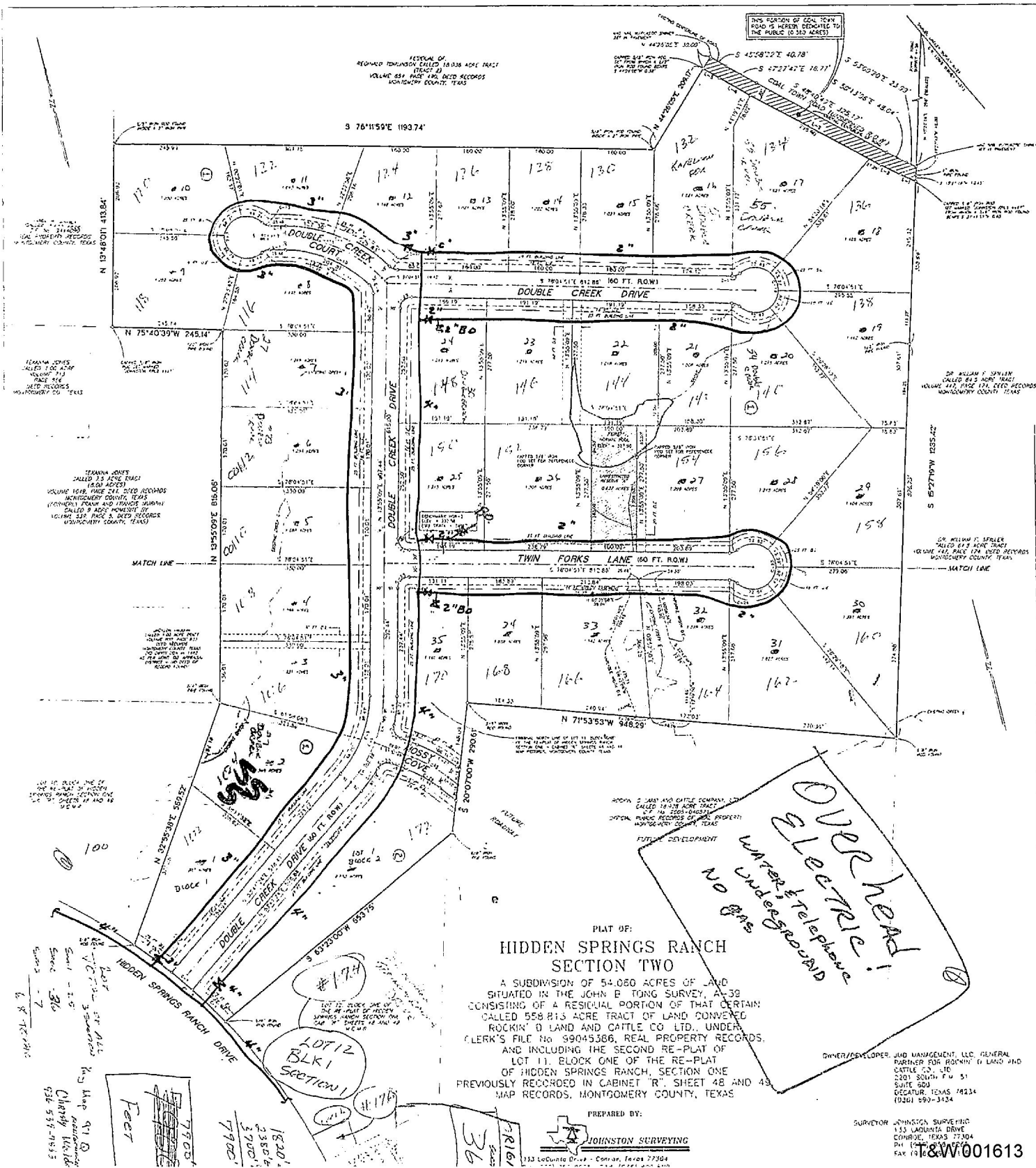
TEL (713) 659-5550 FAX (713) 659-5552
E-MAIL: model@adams.com



SVG
ON

[illegible]

17 WINTER SONGS
P.O. Box 9879
THE WOODLANDS, TX 75067
(281) 567-9566
OCTOBER 22, 2001



Facility	Day	FlushTotalMinutes
HSRAN FP Twin	01/04/2023	32
HSRAN FP	01/04/2023	40
HSRAN DE Twin	01/04/2023	30
HSRAN FP Hidden	01/04/2023	20
EMERA DE	01/04/2023	14
EMERA DE	01/04/2023	14
EMERA DE	01/04/2023	20
EMERA DE Topaz	01/04/2023	15
EMERA DE 1511	01/05/2023	20
EMERA DE 14618	01/05/2023	25
EMERA DE	01/05/2023	40
EMERA DE	01/05/2023	50
EMERA DE	01/05/2023	24
EMERA DE	01/05/2023	15
EMERA DE 14647	01/05/2023	18
EMERA DE Citron	01/05/2023	15
EMERA DE	01/05/2023	12
EMERA DE	01/05/2023	15
Max		50
Min		12
Avg		23
Sum		419
Count		18

Facility	Day	FlushTotalMinutes
HSRAN FP Hidden	02/09/2023	120
HSRAN FP Ranch	02/09/2023	33
HSRAN DE Hidden	02/14/2023	37
HSRAN DE Twin	02/14/2023	20
HSRAN FP Twin	02/14/2023	20
HSRAN FP	02/14/2023	56
HSRAN FP Hidden	02/14/2023	10
HSRAN FP Ranch	02/14/2023	12
EMERA DE	02/14/2023	3
EMERA DE	02/14/2023	7
EMERA DE	02/14/2023	12
EMERA DE 1511	02/14/2023	8
EMERA DE Topaz	02/14/2023	9
EMERA DE 14618	02/14/2023	13
EMERA DE	02/14/2023	30
EMERA DE	02/14/2023	21
EMERA DE	02/16/2023	10
EMERA DE	02/16/2023	12
EMERA DE 14647	02/16/2023	10
EMERA DE Citron	02/16/2023	45
EMERA DE	02/16/2023	6
EMERA DE	02/16/2023	4
Max		120
Min		3
Avg		23
Sum		498
Count		22

Facility	Day	FlushTotalMinutes
HSRAN DE Hidden	03/06/2023	15
HSRAN DE Twin	03/06/2023	15
HSRAN FP Twin	03/06/2023	15
HSRAN FP	03/06/2023	25
HSRAN FP Hidden	03/06/2023	22
HSRAN FP Ranch	03/06/2023	25
EMERA DE	03/06/2023	4
EMERA DE	03/07/2023	5
EMERA DE	03/07/2023	10
EMERA DE 1511	03/07/2023	12
EMERA DE Topaz	03/07/2023	9
EMERA DE 14618	03/07/2023	28
EMERA DE	03/07/2023	31
EMERA DE	03/07/2023	25
EMERA DE	03/07/2023	7
EMERA DE	03/07/2023	12
EMERA DE 14647	03/07/2023	9
EMERA DE Citron	03/07/2023	16
EMERA DE	03/07/2023	15
EMERA DE	03/07/2023	4
Max		31
Min		4
Avg		15
Sum		304
Count		20

Disinfectant Residual Worksheet for MRDL Calculation Groundwater or Purchased Water PWSs

System Name: Emerald Lakes **PWS ID:** 1700777
Month: January **Year:** 2023

Date	Time	Sample Site	Residual	Less than MIN?
1	9:42 AM	EMERA SP5 7 Double Creek - Free	1.4	No
2	10:02 AM	EMERA SP1 1686 Opal Trail - Free	1.16	No
3	12:59 PM	EMERA SP2 14602 Diamond Shores - Free	1.32	No
4	12:23 PM	EMERA SP3 1417 Sapphire Shores - Free	1.19	No
5	11:38 AM	EMERA SP4 25 Ranch Road 1 - Free	1.22	No
6	10:04 AM	EMERA SP5 7 Double Creek - Free	1.3	No
7	1:48 PM	EMERA SP1 1686 Opal Trail - Free	0.7	No
8	1:18 PM	EMERA SP2 14602 Diamond Shores - Free	1.37	No
9	10:47 AM	EMERA SP3 1417 Sapphire Shores - Free	1.33	No
10	11:13 AM	EMERA SP4 25 Ranch Road 1 - Free	1.26	No
11	12:32 PM	EMERA SP5 7 Double Creek - Free	1.31	No
12	12:53 PM	EMERA SP1 1686 Opal Trail - Free	0.9	No
13	12:18 PM	EMERA SP2 14602 Diamond Shores - Free	1.4	No
14	1:58 PM	EMERA SP3 1417 Sapphire Shores - Free	1.18	No
15	1:44 PM	EMERA SP4 25 Ranch Road 1 - Free	1.37	No
16	1:17 PM	EMERA SP5 7 Double Creek - Free	1.39	No
17	10:21 AM	EMERA SP1 1686 Opal Trail - Free	1.33	No
18	12:50 PM	EMERA SP2 14602 Diamond Shores - Free	1.32	No
19	10:52 AM	EMERA SP3 1417 Sapphire Shores - Free	1.31	No
20	1:28 PM	EMERA SP4 25 Ranch Road 1 - Free	1.33	No
21	12:06 PM	EMERA SP5 7 Double Creek - Free	1.1	No
22	11:57 AM	EMERA SP1 1686 Opal Trail - Free	1.46	No
23	9:28 AM	EMERA SP2 14602 Diamond Shores - Free	0.89	No
24	10:56 AM	EMERA SP3 1417 Sapphire Shores - Free	1.6	No
25	11:32 AM	EMERA SP4 25 Ranch Road 1 - Free	0.92	No
26	12:37 PM	EMERA SP5 7 Double Creek - Free	0.72	No
27	3:39 PM	EMERA SP1 1686 Opal Trail - Free	0.64	No
28	3:27 PM	EMERA SP2 14602 Diamond Shores - Free	0.65	No
29	8:40 AM	EMERA SP3 1417 Sapphire Shores - Free	0.45	No
30	10:53 PM	EMERA SP4 25 Ranch Road 1 - Free	0.48	No
31	12:58 PM	EMERA SP5 7 Double Creek - Free	0.72	No

Monthly Summary

Samples	Average	Highest Reading	Lowest Readings	# Below MIN	# with No Residual
31	1.12	1.6	0.45	0	0

Disinfectant Residual Worksheet for MRDL Calculation Groundwater or Purchased Water PWSs

System Name: Emerald Lakes **PWS ID:** 1700777
Month: February **Year:** 2023

Date	Time	Sample Site	Residual	Less than MIN?
1	11:52 AM	EMERA SP1 1686 Opal Trail - Free	0.67	No
2	9:26 AM	EMERA SP2 14602 Diamond Shores - Free	0.93	No
3	10:35 AM	EMERA SP3 1417 Sapphire Shores - Free	0.77	No
4	1:08 PM	EMERA SP4 25 Ranch Road 1 - Free	0.73	No
5	1:32 PM	EMERA SP5 7 Double Creek - Free	0.82	No
6	1:03 PM	EMERA SP1 1686 Opal Trail - Free	0.72	No
7	1:25 PM	EMERA SP2 14602 Diamond Shores - Free	1.18	No
8	11:49 AM	EMERA SP3 1417 Sapphire Shores - Free	1.14	No
9	11:20 AM	EMERA SP4 25 Ranch Road 1 - Free	1.03	No
10	10:55 AM	EMERA SP5 7 Double Creek - Free	1.22	No
11	11:54 AM	EMERA SP1 1686 Opal Trail - Free	1.21	No
12	3:27 PM	EMERA SP2 14602 Diamond Shores - Free	1.26	No
13	4:27 PM	EMERA SP3 1417 Sapphire Shores - Free	1.11	No
14	10:44 AM	EMERA SP4 25 Ranch Road 1 - Free	0.96	No
15	10:20 AM	EMERA SP5 7 Double Creek - Free	1.13	No
16	1:53 PM	EMERA SP1 1686 Opal Trail - Free	1.25	No
17	9:16 AM	EMERA SP2 14602 Diamond Shores - Free	1.26	No
18	10:23 AM	EMERA SP3 1417 Sapphire Shores - Free	1.19	No
19	10:11 AM	EMERA SP4 25 Ranch Road 1 - Free	0.95	No
20	2:33 PM	EMERA SP5 7 Double Creek - Free	1.2	No
21	9:12 AM	EMERA SP1 1686 Opal Trail - Free	1.23	No
22	11:27 AM	EMERA SP2 14602 Diamond Shores - Free	1.34	No
23	9:41 AM	EMERA SP3 1417 Sapphire Shores - Free	1.37	No
24	10:45 AM	EMERA SP4 25 Ranch Road 1 - Free	1.07	No
25	2:25 PM	EMERA SP5 7 Double Creek - Free	1.47	No
26	1:23 PM	EMERA SP1 1686 Opal Trail - Free	1.48	No
27	2:44 PM	EMERA SP2 14602 Diamond Shores - Free	1.42	No
28	12:48 PM	EMERA SP3 1417 Sapphire Shores - Free	1.41	No

Monthly Summary

Samples	Average	Highest Reading	Lowest Readings	# Below MIN	# with No Residual
28	1.13	1.48	0.67	0	0

Disinfectant Residual Worksheet for MRDL Calculation Groundwater or Purchased Water PWSs

System Name: Emerald Lakes **PWS ID:** 1700777
Month: March **Year:** 2023

Date	Time	Sample Site	Residual	Less than MIN?
1	11:14 AM	EMERA SP4 25 Ranch Road 1 - Free	1.47	No
2	10:19 AM	EMERA SP5 7 Double Creek - Free	0.52	No
3	12:03 PM	EMERA SP1 1686 Opal Trail - Free	1.38	No
4	2:20 PM	EMERA SP2 14602 Diamond Shores - Free	1.35	No
5	1:30 PM	EMERA SP3 1417 Sapphire Shores - Free	1.23	No
6	1:32 PM	EMERA SP4 25 Ranch Road 1 - Free	1.04	No
7	11:06 AM	EMERA SP5 7 Double Creek - Free	1.4	No
8	1:59 PM	EMERA SP1 1686 Opal Trail - Free	1.43	No
9	1:38 PM	EMERA SP2 14602 Diamond Shores - Free	1.42	No
10	10:24 AM	EMERA SP3 1417 Sapphire Shores - Free	0.85	No
11	2:11 PM	EMERA SP4 25 Ranch Road 1 - Free	1.27	No
12	2:19 PM	EMERA SP5 7 Double Creek - Free	1.36	No
13	12:06 PM	EMERA SP1 1686 Opal Trail - Free	1.33	No
14	12:55 PM	EMERA SP2 14602 Diamond Shores - Free	1.15	No
15	10:19 AM	EMERA SP3 1417 Sapphire Shores - Free	1.33	No
16	11:35 AM	EMERA SP4 25 Ranch Road 1 - Free	1.32	No
17	10:49 AM	EMERA SP5 7 Double Creek - Free	1.15	No
18	11:00 AM	EMERA SP1 1686 Opal Trail - Free	1.44	No
19	3:10 PM	EMERA SP2 14602 Diamond Shores - Free	1.4	No
20	8:53 AM	EMERA SP3 1417 Sapphire Shores - Free	1.66	No
21	11:59 AM	EMERA SP4 25 Ranch Road 1 - Free	1.53	No
22	3:28 PM	EMERA SP5 7 Double Creek - Free	1.46	No
23	10:45 AM	EMERA SP1 1686 Opal Trail - Free	1.4	No
24	12:08 PM	EMERA SP2 14602 Diamond Shores - Free	1.4	No
25	5:37 PM	EMERA SP3 1417 Sapphire Shores - Free	1.15	No
26	1:35 PM	EMERA SP4 25 Ranch Road 1 - Free	1.34	No
27	2:45 PM	EMERA SP5 7 Double Creek - Free	1.43	No
28	1:45 PM	EMERA SP1 1686 Opal Trail - Free	1.37	No
29	11:31 AM	EMERA SP2 14602 Diamond Shores - Free	1.38	No
30	10:46 AM	EMERA SP3 1417 Sapphire Shores - Free	1.32	No
31	11:51 AM	EMERA SP4 25 Ranch Road 1 - Free	1.31	No

Monthly Summary

Samples	Average	Highest Reading	Lowest Readings	# Below MIN	# with No Residual
31	1.31	1.66	0.52	0	0

Attachment 5

From: [Karla Langreder](#)
To: [Razja Legington](#)
Subject: RE: [Ext] TCEQ Complaint Investigation (Email Confirmation & Records Request)
Date: Wednesday, May 3, 2023 12:24:05 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
Emerald Lakes work orders Jan thru March 2023.pdf

Hi Razja,

I double checked our system and only found two calls from customers reporting low pressure. No other water quality issues were reported to our office.

Hope this helps and have a great day!

Kindest Regards,

Karla Langreder



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12884 FM 3083
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www.bluetopazutilities.com



From: Razja Legington <Razja.Legington@tceq.texas.gov>

Sent: Tuesday, April 4, 2023 1:50 PM

To: Karla Langreder [REDACTED]

Subject: RE: [Ext] TCEQ Complaint Investigation (Email Confirmation & Records Request)

Awesome! Thank you again. Everything was compliant so I will go ahead and get this squared away.



Razja Legington
Razja Legington

BLUE TOPAZ UTILITIES

Work Order No: 000000034443

Category : LOW-NO Water Pressure

Information Assigned by Office

Name:	KRISTINA CARMICHAEL	Phone:	832 - 414-8645
Location No.:	1402SAPPHIRESHO	Issue Date & Time:	
Customer No.:	21692	Scheduled Date & Time:	1/5/23 7:43 pm
Address:	1402 SAPPHIRE SHORES	Requested By:	
	WILLIS, Texas 77378	Assigned To:	Tyler Schneider
Route:	EMERA	Assigned By:	Karla Langreder

Service Order Information

Comments :

Tina Carmichael called

Task Information From the Field

Note:

Service Order Code : LOW

Description : LOW - NO PRESSURE

Meter No. : 212293048

Meter Reading :

Transmitter No 15687573

Meter Size : 1 METER

Meter Location:

Previous Meter Reading : 414.00

Previous Meter Read Date : 4/24/2023

Service Order Completion Information

Work Completed By: _____

Completion Date : 1/5/2023

Completion Time : 19:43:00

Notes :

Tyler flushing Emerald Lakes

BLUE TOPAZ UTILITIES

Work Order No: 000000034442

Category : LOW-NO Water Pressure

Information Assigned by Office

Name:	TAMMY HAYES	Phone:	310 - 683-9049
Location No.:	148090TURQUOISE	Issue Date & Time:	
Customer No.:	17951	Scheduled Date & Time:	1/5/23 7:39 pm
Address:	14809 TURQUOISE TRAIL	Requested By:	
	WILLIS, Texas 77378	Assigned To:	Tyler Schneider
Route:	EMERA	Assigned By:	Karla Langreder

Service Order Information

Comments :

Tammy Hayes calling about low pressure

Task Information From the Field

Note:

Service Order Code : LOW

Description : LOW - NO PRESSURE

Meter No. : Meter Reading : Transmitter No

Meter Size : Meter Location:

Service Order Completion Information

Work Completed By: Completion Date : 1/5/2023

Completion Time : 19:39:00

Notes :

advised Tyler was flushing down the street @ blow off

Texas Commission on Environmental Quality Investigation Report

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

Customer: T & W Water Service Company

Customer Number: CN601363005

Regulated Entity Name: DEER PINES SUBDIVISION

Regulated Entity Number: RN110750361

Investigation # 1874302

Investigator: OBIAGELI NWOSU

Conducted: 02/01/2023 -- 02/01/2023

Program: PUBLIC WATER SYSTEM/SUPPLY

Incident Numbers

Site Classification GW 51-250 CONNECTION

No Industry Code Assigned

Investigation Type : Compliance Invest File Review

Location : East of intersection of Adcock Acres Drive and S. Williams Road in Conroe, TX

Additional ID 1700895

Address: ; City , State Zip

Local Unit : REGION 12 - HOUSTON

Activity Type: PWSFRR - PWS NOV Record Review

Principal(s):

Role RESPONDENT

Name T & W WATER SERVICE COMPANY

Contact(s):

Role PARTICIPATED
IN

Title OFFICE MANAGER

Name MS DEANNA DEGEYTER

Phone Number for Work is (936) 756-7400

Phone Number for Fax is (866) 422-8519

End of record for this contact

Role REGULATED
ENTITY MAIL
CONTACT

Title GENERAL MANAGER

Name MR RONALD PAYNE

Phone Number for Work is (936) 756-7400

Phone Number for Cell is (281) 639-9358

End of record for this contact

Role PARTICIPATED
IN

Title WATER OPERATOR

Name MR KEVIN MALONEY

Phone Number for Work is (936) 756-7400

End of record for this contact

Role PARTICIPATED
IN

Title

Name MR DANNY PARKS

Phone Number for Phone is (909) 260-7213

End of record for this contact

Other Staff Member(s):

Role Supervisor
Role QA Reviewer

Name JONATHAN BENNETT
Name DESTINY GEPPERT

Associated Check List

Checklist Name PWS GENERIC VIOLATIONS
Unit Name Investigation

Investigation Comments:

INTRODUCTION

Ms. Obiageli Nwosu Environmental Investigator for the Texas Commission on Environmental Quality (TCEQ) Houston Region Office conducted a Public Water Supply record review (RR) investigation of Deer Pines subdivision, Additional ID No. 1700895. A TCEQ Environmental Investigator Josephine Garcia contacted Mr. Ronald Payne, General Manager of T & W Water Service Company regarding this violation on August 4, 2022 (Attachment 1). The regulated entity has provided documentation regarding the alleged violation on August 15, 2022 (Attachment 2). Based on the information provided, the outstanding alleged violation has been resolved.

BACKGROUND

On May 31, 2022, a Complaint Investigation, was conducted (TCEQ Consolidated Compliance and Enforcement Data System (CCEDS) Investigation No. 1818770, and a Notice of Violation (NOV) letter was subsequently mailed to the facility on August 10, 2022. During the investigation, a concern was noted which was an alleged violation which remained outstanding.

GENERAL FACILITY AND PROCESS INFORMATION

General facility and process information were documented during the Complaint Investigation conducted on May 31, 2022.

ADDITIONAL INFORMATION

On August 15, 2022, documentation was received by email from Danny Parks. General manager of T & W Water Company, which contained completion data on Well No.2 as well as the provision of records showing the well completion data and receipt of final approval for the use of Well No. 2 from the executive director at the Deer Pines Subdivision (Attachment 2). This documentation appears to resolve violation track nos. 820310. The system has received approval for use based on the TCEQ plan review letter dated October 12, 2022, resolving the alleged violation (Attachment 3).

ALLEGED VIOLATION(S) NOTED AND RESOLVED

Track Number: 820310**Resolution Status Date:** 2/6/2023**Violation Start Date:** Unknown**Violation End Date:** 8/15/2022

Citations include TAC or T. A. C. which stands for Texas Administrative Code

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

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: 1818770**

Comment Date: 08/09/2022

Failure to furnish a copy of the well completion data and receive final approval for the use of Well Two from the

T&W 001625

executive director.

Plant No. 1 and Well One and Two were approved for construction in a TCEQ letter dated May 7, 2019.

At the time of the complaint on-site investigation, Well Two was being constructed. Well Two was completed on June 14, 2022 and after three samples, the well was placed in use on June 17, 2022, per email received on June 30, 2022 from Ms. Degeyter. A TCEQ letter approving the source for use was not located in the system's file at the region. Per telephone conversation on August 4, 2022, the well completion data is being gathered.

Investigation: 1874302

Comment Date: 02/06/2023

Failure to furnish a copy of the well completion data and receive final approval for the use of Well Two from the executive director.

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

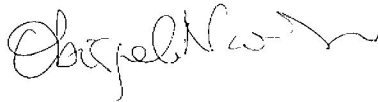
Resolution:

Violation track number 820310 appears to be resolved due to the documentation submitted by Mr. Danny Parks, the General Manager of T& W Water Company via email on August 15, 2022. The documentation submitted demonstrating corrective measures have been taken to resolve the alleged violation (Attachment 1). The corrective measures include the completion data on Well No.2 as well as the provision of records showing the well completion data and receipt of final approval for the use of Well No. 2 from the executive director at the Deer Pines Subdivision. The system has received approval for use based on the TCEQ plan review letter dated October 12, 2022, resolving the alleged violation (Attachment 2)

A Final Compliance letter was sent to the facility.

Signature lines for Environmental Investigator and supervisor with dates

Signed



Date 02/24/2023

Environmental Investigator

Signed



Date 02/24/2023

Supervisor

Checklist for different types of attachments

Attachments: (in order of final report submittal)

___ Enforcement Action Request (EAR)

___ Maps, Plans, Sketches

___ Letter to Facility (specify type) : _____

___ Photographs

___ Investigation Report

___ Correspondence from the facility

___ Sample Analysis Results

___ Other (specify) : _____

___ Manifests

___ Notice of Registration

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



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

February 24, 2023

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

Re: Notice of Compliance with Notice of Violation (NOV) dated August 10, 2022
1-Guadalupe Street Montgomery County Texas
Regulated Entity No.:110750361, TCEQ ID No.:1700985, Investigation No.: 1874302

Dear Mr. Payne:

This letter is to inform you that the Texas Commission on Environmental Quality (TCEQ) Houston Region Office has received adequate compliance documentation on August 15, 2022, to resolve the alleged violation documented during the investigation of the above-referenced regulated entity conducted on May 31, 2022. Based on the information submitted, no further action is required concerning this investigation.

The Texas Commission on Environmental Quality appreciates your assistance in this matter and your compliance efforts to ensure protection of the State's environment. If you or members of your staff have any questions, please feel free to contact Ms. Obiageli Nwosu in the Houston Region Office at (713) 767-3713.

Sincerely,

A handwritten signature in black ink that reads "Jonathan Bennett".

Jonathan Bennett
Water Section Team Leader
Houston Region 12

JB/ON/es

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

Enclosure: Summary of Investigation Findings

Summary of Investigation Findings

DEER PINES SUBDIVISION

Investigation #

1874302
Investigation Date: 02/01/2023

, MONTGOMERY COUNTY,

Additional ID(s): 1700895

ALLEGED VIOLATION(S) NOTED AND RESOLVED

Track No: 820310

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

Alleged Violation:

Investigation: 1818770

Comment Date: 08/09/2022

Failure to furnish a copy of the well completion data and receive final approval for the use of Well Two from the executive director.

Plant No. 1 and Well One and Two were approved for construction in a TCEQ letter dated May 7, 2019.

At the time of the complaint on-site investigation, Well Two was being constructed. Well Two was completed on June 14, 2022 and after three samples, the well was placed in use on June 17, 2022, per email received on June 30, 2022 from Ms. Degeyter. A TCEQ letter approving the source for use was not located in the system's file at the region. Per telephone conversation on August 4, 2022, the well completion data is being gathered.

Investigation: 1874302

Comment Date: 02/06/2023

Failure to furnish a copy of the well completion data and receive final approval for the use of Well Two from the executive director.

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

Resolution:

Violation track number 820310 appears to be resolved due to the documentation submitted by Mr. Danny Parks, the General Manager of T& W Water Company via email on August 15, 2022. The documentation submitted demonstrating corrective measures have been taken to resolve the alleged violation (Attachment 1). The corrective measures include the completion data on Well No.2 as well as the provision of records showing the well completion data and receipt of final approval for the use of Well No. 2 from the executive director at the Deer Pines Subdivision. The system has received approval for use based on the TCEQ plan review letter dated October 12, 2022, resolving the alleged violation (Attachment 2)
A Final Compliance letter was sent to the facility.

**Texas Commission on Environmental Quality
Investigation Report
Deer Pines Subdivision
RN: 110750361, PWS ID: 1700895
Investigation No.:1874302
Record Review Investigation
Conducted on February 1, 2023**

LIST OF ATTACHMENTS

- | | |
|---------------------|--|
| ATTACHMENT 1 | Letter sent to entity sent on August 4, 2022 |
| ATTACHMENT 2 | Facility correspondence received on August 15, 2022 |
| ATTACHMENT 3 | TCEQ Plan Review Correspondence sent on October 12, 2022 |

Attachment 1

Josephine Garcia

From: Ron Payne [REDACTED]
Sent: Thursday, August 4, 2022 1:56 PM
To: Josephine Garcia; Deanna Degeyter
Subject: RE: [Ext] Deer Pines Subdivision, PWS 1700895, TCEQ Exit Interview
Attachments: July Birdnest Log.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Josephine, I have attached the operators log for July in Deer Pines. The log shows that he recorded well#2 gpm's of 364gpm on 7/25 & 360gpm on 7/29. As I mentioned on the telephone this morning we are gathering the completion data from the well driller and the engineer will be submitting that data to the TCEQ asap. We will copy you on that filing.

Ron Payne
General Manager



12284 FM 3083
Conroe, TX 77301
Office: 936-756-7400 | Cell: 281-639-9358

From: Josephine Garcia <Josephine.Garcia@Tceq.Texas.Gov>
Sent: Thursday, August 4, 2022 10:11 AM
To: Ron Payne [REDACTED]; Deanna Degeyter [REDACTED]
Subject: [Ext] Deer Pines Subdivision, PWS 1700895, TCEQ Exit Interview

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.

Good morning,

Potential Violations and/or Records Request are being provided as an attachment to this email to ensure that the issues were communicated clearly via telephone on August 4, 2022. If there are questions about the information contained in the form, or if a meeting at the TCEQ regional office is requested to discuss the contents of the Exit Interview Form, contact me as soon as possible. Please reply to this email, with the attachment, to indicate your receipt.

Exit Interview Form Additional Information
ITEM 1

During the last Modified CCI, Investigation No. 1789801, NOV letter dated March 24, 2022, an alleged violation (Track No. 806391) was noted for *“failure to furnish a copy of the well completion data and receive final approval for the use of Well No. 1 from the executive director.”*

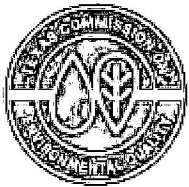
Plant No. 1 and Well Nos. 1 and 2 were approved for construction in a TCEQ letter dated May 7, 2019. Well 1 was approved for use in a letter dated May 17, 2022. During the on-site, well two was being constructed. The well was completed on June 14, 2022 and after three samples, the well was placed in use on June 17, 2022, per email received on June 30, 2022. A TCEQ letter approving the source for use was not located in the system's file at the region. Per telephone conversation on August 4, 2022, the well completion data is being gathered. The violation remains outstanding.

ITEM 2

Per telephone conversation on August 4, 2022, well two produces 360 gpm. Provide documentation of the gallons per minute for well two.

Please review the TCEQ EIF, let me know if you have any questions.

Kind regards,



Josephine Garcia
Environmental Investigator
TCEQ Houston Region 12 | Public Water Supply
5425 Polk Street, Suite H, Houston TX 77023
Phone: 713-767-3776
Email: josephine.garcia@tceq.texas.gov

How is our customer service? Fill out our online customer satisfaction survey at www.tceq.texas.gov/customersurvey.

The TCEQ has Inspected your business/Customer service -
https://www.tceq.texas.gov/assets/public/comm_exec/pubs/rg/rg-344.pdf

Logsheet for DPINE WTP#1

Date	Time	Mins Elapsed	User	Well #1 Flow	Well #1 Pumpage	Well #2 Flow	Well #2 Pumpage	Sys PSI	BP #1 Status	BP #2 Status	HPT #1 % Air	GST #1 lvl	CL2 Res	Bleach lvl Inch	Bleach Inches Used	Well #1 GPM	Well #2 GPM
7/1/2022	10:04 AM	0	Kevin Maloney	13,125	0	1,563	0	67	Standby_Auto	Standby_Auto	50	17.3	0.98	22.75	1.50		
7/2/2022	11:36 AM	0	Jordan Davis	13,125	0	1,584	21	63	Standby_Auto	Standby_Auto	50	20.0	1.09	21.00	1.75		
7/3/2022	12:19 PM	0	Jordan Davis	13,125	0	1,584	0	62	Standby_Auto	Standby_Auto	50	20.0	1.04	19.00	2.00		
7/4/2022	8:17 AM	0	Lucio Ayala	13,125	0	1,584	0	62	Standby_Auto	Standby_Auto	50	19.0	0.97	17.25	1.75		
7/5/2022	11:30 AM	0	Kevin Maloney	13,125	0	1,584	0	59	Standby_Auto	Standby_Auto	50	18.5	1.02	15.00	2.25		
7/6/2022	11:55 AM	0	Kevin Maloney	13,125 (R0)	(N/A) 0	1,584 (R193)	(N/A) 0	67	Standby_Auto	Standby_Auto	50	19.0	0.82	12.50	2.50		
7/7/2022	5:17 PM	0	Jordan Davis	0	0	412	219	57	Standby_Auto	Standby_Auto	50	19.6	0.86	10.00	2.50		
7/8/2022	1:16 PM	0	Kevin Maloney	0	0	589	177	61	Standby_Auto	Standby_Auto	50	20.5	0.87	8.00	2.00		
7/9/2022	12:49 PM	0	Kevin Maloney	0	0	780	191	68	Standby_Auto	Standby_Auto	50	20.5	1.63	8.00	(R43.25) (N/A) 0.00		
7/10/2022	1:20 PM	0	Kevin Maloney	0	0	962	182	60	Standby_Auto	Standby_Auto	50	18.0	1.63	43.25	0.00		
7/11/2022	2:28 PM	0	Kevin Maloney	0	0	1,195	233	70	Standby_Auto	Standby_Auto	50	19.5	1.03	41.50	1.75		
7/12/2022	3:36 PM	0	Kevin Maloney	0	0	1,341	146	66	Standby_Auto	Standby_Auto	50	18.5	0.73	40.00	1.50		
7/13/2022	11:49 AM	0	Kevin Maloney	0	0	1,530	189	58	Standby_Auto	Standby_Auto	50	20.0	1.01	38.25	1.75		
7/14/2022	12:12 PM	0	Kevin Maloney	0	0	1,704	174	59	Standby_Auto	Standby_Auto	50	19.5	0.92	36.75	1.50		
7/15/2022	12:11 PM	0	Kevin Maloney	0	0	1,892	188	59	Standby_Auto	Standby_Auto	50	20.5	0.82	35.00	1.75		364
7/16/2022	10:48 AM	0	Harry Bradford	0	0	2,010	118	70	Standby_Auto	Standby_Auto	50	20.5	0.74	33.75	1.25		
7/17/2022	4:46 PM	0	Harry Bradford	0	0	2,164	154	56	Standby_Auto	Standby_Auto	50	16.1	0.78	32.50	1.25		
7/18/2022	9:47 AM	0	Kevin Maloney	0	0	2,322	158	64	Standby_Auto	Standby_Auto	50	18.5	0.70	30.75	1.75		

Created using BirdNest.com

T&W 001633

7/19/2022 8:52 AM 0	Kevin Maloney	0	0	2,487 165	62	Standby_Auto	Standby_Auto	50	19.5	0.74	29.50	1.25	
7/20/2022 11:01 AM 0	Kevin Maloney	0	0	2,702 215	65	Standby_Auto	Standby_Auto	50	19.5	1.03	26.50	3.00	
7/21/2022 11:02 AM 0	Kevin Maloney	0	0	2,890 188	63	Standby_Auto	Standby_Auto	50	18.5	1.03	24.50	2.00	
7/22/2022 11:06 AM 0	Kevin Maloney	0	0	3,150 260	66	Standby_Auto	Standby_Auto	50	17.3	0.98	21.50	3.00	
7/23/2022 8:22 AM 0	Lucio Ayala	0	0	3,267 117	68	Standby_Auto	Standby_Auto	50	19.0	0.87	20.00	1.50	
7/24/2022 10:56 AM 0	Lucio Ayala	0	0	3,405 138	67	Standby_Auto	Standby_Auto	50	17.0	0.94	18.25	1.75	
7/25/2022 1:17 PM 0	Kevin Maloney	0	0	3,596 191	60	Standby_Auto	Standby_Auto	50	19.6	0.81	17.00	1.25	
7/26/2022 11:20 AM 0	Kevin Maloney	0	0	3,748 152	62	Standby_Auto	Standby_Auto	50	18.5	0.84	14.25	2.75	
7/27/2022 10:58 AM 0	Kevin Maloney	0	0	3,929 181	62	Standby_Auto	Standby_Auto	50	17.5	0.54	12.00	2.25	
7/28/2022 9:21 AM 0	Kevin Maloney	0	0	4,088 159	60	Standby_Auto	Standby_Auto	50	19.0	0.31	10.00	2.00	
7/29/2022 10:53 AM 0	Kevin Maloney	0	0	4,268 180	56	Standby_Auto	Standby_Auto	50	17.5	1.58	10.00	(R46.00) (N/A) 0.00	360
7/30/2022 11:48 AM 0	Jordan Davis	0	0	4,471 203	59	Standby_Auto	Standby_Auto	50	17.3	1.47	43.50	2.50	
7/31/2022 12:28 PM 0	Jordan Davis	0	0	4,653 182	55	Standby_Auto	Standby_Auto	50	18.5	1.40	41.25	2.25	

• Special and Contruction samples are NOT FOR COMPLIANCE | Lab Rejected Code (LR) · Document Reason:

Attachment 2

Josephine Garcia

From: [REDACTED]
Sent: Monday, August 15, 2022 7:25 AM
To: Josephine Garcia
Cc: 'Ron Payne'
Subject: FW: Deer Pines Subdivision Water System (PWS ID: 1700895) - Well No. 2 Completion
Attachments: 00 - Deer Pines Subdivision - Well No. 2 Completion.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

Good Morning Ms. Garcia,

Please see the attached sent to TCEQ regarding the Well No. 2 Completion at Deer Pines Subdivision.

Plans were submitted on August 9, 2022.



Districts

Maps

Documents

Reports

WDD Main

? Document for DEER PINES SUBDIVISION

Document Type

Name: WATER SYSTEM PLAN REVIEW

Description: WATER SYSTEM PLAN REVIEW

Document Status: Plans Not Picked Up

Values

LOG-NUM	P-08102022-080
DESCRIPTION	[FS] WELL NO.2 COMPLETION
REFERENCE LOG NUMBERS	
REVIEW PLANS TYPE CODE	2
PE COVER LETTER	08/09/2022
CODE	
TCDP/O.R.C.A. NUMBER	0
PLAN REVIEWER ASSIGNED DATE	
STATUS (APPROVED/DISAPPROVED)	
LETTERHEAD DATE	
PTT CODE	
REQUEST PWS ID DATE	
ASSIGNED PWS DATE	
48 HOUR NOTICE DATE	
CEMENTING DATE	
WELL DRILLER NAME	
WELL DRILLER PHONE NUMBER	
OWNERS DESIGNATION	
QTY OF PROPOSED TANKS/PUMPS	0
CONSTRUCTION FINISHED	
CONSTRUCTION STARTED	
WASTEWATER REVIEW NEEDED	
UNUSED FIELD	
POTENTIAL HUMAN HEALTH IMPACT	
FUTURE FIELD - CURRENTLY UNUSED	

Document

ID: 440202

Received Date: 08/10/2022

Final Action Date:

Document Creation Date: 08/10/2022

Regards,

Danny Parks, E.I.T.

WaterEngineers, Inc. | TBPE Firm No. 2066

17230 Huffmeister Rd., Suite A | Cypress, Texas 77429

Office: 281-373-0500 | Cell: 909-260-7213

www.waterengineers.com

The contents of this e-mail and any attachment(s) are confidential, and the property of WaterEngineers, Inc

From: PTRS <PTRS@tceq.texas.gov>

Sent: Wednesday, August 10, 2022 7:57 AM

To: danny@waterengineers.com; Vera Poe <vera.poe@tceq.texas.gov>

Cc: PTRS <PTRS@tceq.texas.gov>; R12PWS <R12PWS@tceq.texas.gov>; Nathaniel Lail <n.lail@waterengineers.com>; Troy Richardson <Troy.Richardson@tceq.texas.gov>; Craig Stowell <Craig.Stowell@tceq.texas.gov>; Vera Poe <vera.poe@tceq.texas.gov>; Joel Klumpp <joel.klumpp@tceq.texas.gov>

Subject: RE: Deer Pines Subdivision Water System (PWS ID: 1700895) - Well No. 2 Completion

Your submittal to the TCEQ Plan and Technical Review Section (PTRS) mailbox has been received. Your submittal will be logged in as soon as possible. Please note TCEQ's firewall prevents files from being accessed from Dropbox links. TCEQ maintains a secure File Transfer Protocol (FTP) site for transfer of files that are too large to be emailed to and from the TCEQ (files larger than 25 MB). For information regarding TCEQ's FTP site, please see the following link:

<https://www.tceq.texas.gov/help/helpcmpr.html>

For questions or detailed instructions for sending us large files, please send another email to the PTRS mailbox and we will route your question to a staff member for response.

Kim Mann, Administrative Coordinator | Water Supply Division, Texas Commission on Environmental Quality | Contractor | ☎
Remote: (512) 773-9752 | ✉: Kim.Mann@TCEQ.texas.gov

From: [REDACTED]

Sent: Tuesday, August 9, 2022 5:24 PM

To: Vera Poe <vera.poe@tceq.texas.gov>

Cc: PTRS <PTRS@tceq.texas.gov>; R12PWS <R12PWS@tceq.texas.gov>; Nathaniel Lail [REDACTED]

Subject: Deer Pines Subdivision Water System (PWS ID: 1700895) - Well No. 2 Completion

Ms. Poe,

Please see the enclosed document submitted on behalf of the water system for the Deer Pines Subdivision (PWS ID: 1700895)

Feel free to contact us with any questions.

Regards,

Danny Parks

WaterEngineers, Inc. | TBPE Firm No. 2066

17230 Huffmeister Rd., Suite A | Cypress, Texas 77429

Office: 281-373-0500 | Cell: 909-260-7213

www.waterengineers.com

The contents of this e-mail and any attachment(s) are confidential, and the property of WaterEngineers, Inc

Documents for DEER PINES SUBDIVISION 1700895

Document Type

Name: WTR SYS PLAN

Description: WATER SYSTEM PLAN REVIEW

Document Status: Review Completed

Values

LOG-NUM	P-03082019-046
DESCRIPTION	PROPOSED GWTP AND WELL
REFERENCE LOG NUMBERS	
REVIEW PLANS TYPE CODE	8C
PE COVER LETTER	02/15/2019
CODE	DEER PINES SUBDIVISION
TCDP/O.R.C.A. NUMBER	0
PLAN REVIEWER ASSIGNED DATE	03/19/2019
STATUS (APPROVED/DISAPPROVED)	CA
LETTERHEAD DATE	05/07/2019
PTT CODE	
REQUEST PWS ID DATE	
ASSIGNED PWS DATE	04/10/2019
48 HOUR NOTICE DATE	07/25/2019
CEMENTING DATE	07/29/2019
WELL DRILLER NAME	
WELL DRILLER PHONE NUMBER	
OWNERS DESIGNATION	
QTY OF PROPOSED TANKS\PUMPS	0
CONSTRUCTION FINISHED	
CONSTRUCTION STARTED	
WASTEWATER REVIEW NEEDED	
POTENTIAL HUMAN HEALTH IMPACT	

Document

ID: 403436

Received Date: 03/08/2019

Final Action Date: 05/07/2019

Document Creation Date: 03/08/2019

Comments

Creation Date

Staff Member

Comment

Reviews

REVIEW TYPE	ADMINRVW	PLANREVIEW
REVIEW START DATE	03/08/2019	03/08/2019
REVIEW END DATE	03/08/2019	
REVIEW STAFF	TROY RICHARDSON	ROMULUS ATANASSIU

Documents for DEER PINES SUBDIVISION 1700895

Document Type

Name: WTR SYS PLAN

Description: WATER SYSTEM PLAN REVIEW

Document Status: Review Completed

Values

LOG-NUM	P-06272019-148
DESCRIPTION	PROPOSED GWTP AND LINES
REFERENCE LOG NUMBERS	P-03082019-046
REVIEW PLANS TYPE CODE	8C
PE COVER LETTER	06/27/2019
CODE	
TCDP/O.R.C.A. NUMBER	0
PLAN REVIEWER ASSIGNED DATE	06/27/2019
STATUS (APPROVED/DISAPPROVED)	CA
LETTERHEAD DATE	
PTT CODE	
REQUEST PWS ID DATE	
ASSIGNED PWS DATE	
48 HOUR NOTICE DATE	
CEMENTING DATE	
WELL DRILLER NAME	
WELL DRILLER PHONE NUMBER	
OWNERS DESIGNATION	
QTY OF PROPOSED TANKS\PUMPS	0
CONSTRUCTION FINISHED	
CONSTRUCTION STARTED	
WASTEWATER REVIEW NEEDED	
POTENTIAL HUMAN HEALTH IMPACT	

Document

ID: 407137

Received Date: 06/27/2019

Final Action Date: 06/28/2019

Document Creation Date: 06/27/2019

Comments

Creation Date

Staff Member

Comment

Reviews

REVIEW TYPE	ADMINRVW	PLANREVIEW
REVIEW START DATE	06/27/2019	06/27/2019
REVIEW END DATE	06/27/2019	
REVIEW STAFF	TROY RICHARDSON	ROMULUS ATANASSIU

Documents for DEER PINES SUBDIVISION 1700895

Document Type

Name: WTR SYS PLAN

Description: WATER SYSTEM PLAN REVIEW

Document Status: Review Completed

Values

LOG-NUM	P-03182022-125
DESCRIPTION	[RA] WELL NO.1 COMPLETION
REFERENCE LOG NUMBERS	
REVIEW PLANS TYPE CODE	2
PE COVER LETTER CODE	03/17/2022
TCDP/O.R.C.A. NUMBER	0
PLAN REVIEWER ASSIGNED DATE	03/22/2022
STATUS (APPROVED/DISAPPROVED)	A
LETTERHEAD DATE	05/17/2022
PTT CODE	
REQUEST PWS ID DATE	
ASSIGNED PWS DATE	
48 HOUR NOTICE DATE	05/31/2022
CEMENTING DATE	06/01/2022
WELL DRILLER NAME	
WELL DRILLER PHONE NUMBER	
OWNERS DESIGNATION	
QTY OF PROPOSED TANKS\PUMPS	0
CONSTRUCTION FINISHED	
CONSTRUCTION STARTED	
WASTEWATER REVIEW NEEDED	
POTENTIAL HUMAN HEALTH IMPACT	

Document

ID: 435914

Received Date: 03/18/2022

Final Action Date: 05/17/2022

Document Creation Date: 03/18/2022

Comments

Creation Date

Staff Member

Comment

Reviews

REVIEW TYPE	ADMINRVW	PLANREVIEW
REVIEW START DATE	03/18/2022	03/18/2022
REVIEW END DATE	03/18/2022	
REVIEW STAFF	TROY RICHARDSON	FATIMA SELAMI

Documents for DEER PINES SUBDIVISION 1700895

Document Type

Name: WTR SYS PLAN

Description: WATER SYSTEM PLAN REVIEW

Document Status: Review Completed

Values

LOG-NUM	P-08102022-080
DESCRIPTION	[FS] WELL NO.2 COMPLETION
REFERENCE LOG NUMBERS	
REVIEW PLANS TYPE CODE	2
PE COVER LETTER CODE	08/09/2022
TCDP/O.R.C.A. NUMBER	0
PLAN REVIEWER ASSIGNED DATE	08/17/2022
STATUS (APPROVED/DISAPPROVED)	A
LETTERHEAD DATE	10/12/2022
PTT CODE	
REQUEST PWS ID DATE	
ASSIGNED PWS DATE	
48 HOUR NOTICE DATE	
CEMENTING DATE	
WELL DRILLER NAME	
WELL DRILLER PHONE NUMBER	
OWNERS DESIGNATION	
QTY OF PROPOSED TANKS\PUMPS	0
CONSTRUCTION FINISHED	
CONSTRUCTION STARTED	
WASTEWATER REVIEW NEEDED	
POTENTIAL HUMAN HEALTH IMPACT	

Document

ID: 440202

Received Date: 08/10/2022

Final Action Date: 10/12/2022

Document Creation Date: 08/10/2022

Comments

Creation Date

Staff Member

Comment

Reviews

REVIEW TYPE	ADMINRVW	PLANREVIEW
REVIEW START DATE	08/10/2022	08/10/2022
REVIEW END DATE	08/10/2022	
REVIEW STAFF	TROY RICHARDSON	FATIMA SELAMI

Documents for DEER PINES SUBDIVISION 1700895

Attachment 3

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



PWS_1700895_CO_20221012_Plan Ltr

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY
Protecting Texas by Reducing and Preventing Pollution

October 12, 2022

Mr. Nathaniel C. Lail, P.E.
Water Engineers, Inc.
17230 Huffmeister Road, Suite A
Cypress, TX 77429

Re: Deer Pines Subdivision - Public Water System ID No. 1700895
Completion Data for Well No. 2
Engineer Contact Telephone: (281) 373-0500
Plan Review Log No. P-08102022-080
Reference Log No. P-03082019-046
Montgomery County, Texas

CN601363005; RN110750361

Dear Mr. Lail:

On August 10, 2022, the Texas Commission on Environmental Quality (TCEQ) received well completion material with your letter dated August 8, 2022 for Well No. 2. Based on our review of the information submitted, the project generally meets the minimum requirements of Title 30 Texas Administrative Code (TAC) Chapter 290 - Rules and Regulations for Public Water Systems and the constructed well is **approved for use** based on the conditions noted below and may now be placed into service. The well's continued use is contingent upon the following conditions:

1. A representative of TCEQ's Drinking Water Quality Team will contact the public water system to arrange for the collection of the official chemical samples. It is the water systems responsibility to contact the **Drinking Water Quality Team at (512) 239-4691** if they have not had the official sample collection within **180 days** of the date of this letter.
2. If official chemical analysis testing confirms that a regulated constituent does not meet primary or secondary standards, additional treatment, blending, or public notice may be required. The Drinking Water Quality Team will notify the water system of any additional special requirements for this public water supply source. Plans for any proposed water treatment and blending must be reviewed and approved by the Plan Review Team.

The well completion data consisted of the following:

- State of Texas Well Report (Tracking No. 613853);
- Well Latitude and Longitude: Lat. 30° 22' 29.80" N; Long. -95° 18' 00.19" W;
- Driller's log (geologic log and material setting report);

P.O. Box 13087 • Austin, Texas 78711-3087 • 512-239-1000 • tceq.texas.gov

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printed on recycled paper

T&W 001645

October 12, 2022

- Cementing certificate;
- 36-hour pumping test results;
- Executed and recorded sanitary control easement;
- U. S. Geological Survey 7.5 minute map showing the well location;
- Three bacteriological sampling results showing no coliform contamination from Chaparral Laboratories, Inc. on June 13, 2022, June 14, 2022, and June 15, 2022; and,
- Chemical analysis results from Chaparral Laboratories, Inc. dated July 14, 2022 (additional sample results are enclosed):

Primary Contaminants		
Contaminant	MCL (mg/L)	Results
Arsenic	0.01	0.00372
Fluoride	4.0	0.2
Nitrate	10 (as N)	7.2
Nitrite	1 (as N)	<0.05

Secondary Contaminants		
Contaminant	SCL (mg/L)	Results
Aluminum	0.2	0.00345
Chloride	300	32.6
Copper	1.0	<0.002
Fluoride	2.0	0.2
Iron	0.3	0.275
Manganese	0.05	0.041
pH	≥7 (Standard Unit)	7.8
Sulfate	300	25.2
Total Dissolved Solids	1,000	300
Zinc	5.0	0.0583

Radionuclide Contaminants		
Contaminant	MCL	Results
Gross alpha	15 pCi/L	3.9±1.8
Beta Particle	50 pCi/L	5.4±1.2
Radium-226/228	5 pCi/L	1.0±0.3/0.8±0.4
Uranium	30 µg/L	<0.5

Corrosive Water Parameters	
Parameter	Result (mg/L)
Alkalinity as CaCO ₃	238
Calcium as CaCO ₃	140
Sodium	45.3
Lead	<0.0025

October 12, 2022

The well completion data describes construction of the following:

- One (1) public water supply well drilled to 990 feet with 700 linear feet (lf) of 10.75-inch outside diameter (od) new steel casing and pressure-cemented 700 lf;
- 80 lf of 8.75-inch od stainless steel slot screen, 210 lf of 8.75-inch od blank new steel liner; and
- The well is rated for 371 gallons per minute (gpm) yield with a 60 horsepower submersible pump set at 441 feet deep. The design capacity of the pump is 320 gpm at 450 feet total dynamic head.

This approval is for the above listed items only. Any wastewater components contained in this design were not considered.

The Deer Pines Subdivision public water system provides water treatment. The authorization provided in this letter does not relieve a Public Water System from the need to comply with other applicable state and federal regulations.

The project is located approximately 550 feet east from the intersection of Guadalupe Street and Ellis Street in Montgomery County, Texas.

Texas Water Code Section 36.0015 allows for the creation of groundwater conservation districts (GCDs) as the preferred method of groundwater management. GCDs manage groundwater in many counties and are authorized to regulate production and spacing of water wells. **Public water systems drilling wells within an existing GCD are responsible for meeting the GCD's requirements.** The authorization provided in this letter does not affect GCD authority to manage groundwater or issue permits.

The well was approved for construction in our May 7, 2019 letter (Plan Review Log No. P-03082019-046).

Please refer to the Plan Review Team's Log No. **P-08102022-080** in all correspondence for this project.

Please complete a copy of the most current Public Water System Plan Review Submittal form for any future submittals to TCEQ. Every blank on the form must be completed to minimize any delays in the review of your project. The document is available on TCEQ's website at the address shown below. You can also download the most current plan submittal checklists and forms from the same address.

<https://www.tceq.texas.gov/drinkingwater/udpubs.html>

For future reference, you can review part of the Plan Review Team's database to see if we have received your project. This is available on TCEQ's website at the following address:

<https://www.tceq.texas.gov/drinkingwater/planrev.html/#status>

You can download the latest revision of 30 TAC Chapter 290 – Rules and Regulations for Public Water Systems from this site.

Mr. Nathaniel C. Lail, P.E.

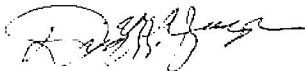
Page 4

October 12, 2022

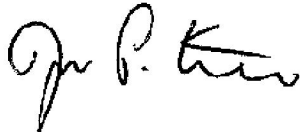
If you have any questions concerning this letter or need further assistance, please contact Ms. Fatima Selami at (512) 239-5259 or by email at Fatima.Selami@tceq.texas.gov. If you are unable to contact Ms. Selami, please contact another member of the Plan Review Team at (512) 239-4691 or by correspondence at the following:

Plan Review Team, MC-159
Texas Commission on Environmental Quality
P.O. Box 13087
Austin, Texas 78711-3087

Sincerely,



David H. Yager, P.E.
Plan Review Team
Plan and Technical Review Section
Water Supply Division
Texas Commission on Environmental Quality



Joel Klumpp, Manager
Plan and Technical Review Section
Water Supply Division
Texas Commission on Environmental Quality

JK/DHY/fs/av

Enclosures: Sample Results

cc: Deer Pines Subdivision, Attn: Mr. Ronald L. Payne, P.O. BOX 2927 Conroe, TX 77305-2927

Mr. Nathaniel C. Lail, P.E.

Page 5

October 12, 2022

bcc: TCEQ Central Records PWS File 1700895 (P-08102022-080/Deer Pines Subdivision)
TCEQ Region No. 12 Office - Houston
TCEQ PWSCHEM, MC-155
TCEQ PWSINVEN, MC-155

TCEQ Microbial Reporting Form

TCEQ Form 16525
08/2017

Water System Identification & Sample Collection Information (Please type or use block print)

Public Water System ID: TX 1700895

(Use last 7 digits, exclude all zeros)

Public Water System Name: Deer Pines

County: Montgomery

Name: JOHNSTON WATER WELL

Address: P.O. Box 370

City: NEW WAVERLY

State: TX

Zip Code: 77358

Phone #: 281-351-5643

Other Contact:

Sample Name (Print):

SHANNON MARSH

Signature:

[Signature]

Operator License #:

☐ Owner ☐ Operator ☐ Other:

Report to Client By:

[Signature]

Date: 06-16-22 Time: 0930

Chaparral Laboratories, Inc.

P.O. Box 1622 861 State Hwy 19

Huntsville, TX 77342 Huntsville, TX 77320

www.chaparrallabs.com Phone: 936-291-1881 Fax: 936-295-1731

Test Results must meet all accreditation / certification requirements unless stated otherwise.



TCEQ Laboratory ID: T104704204

SHADED AREA FOR LABORATORY USE ONLY

Sample Used?

☐ Yes ☒ No

Refused By (Sample):

S. Marsh

Date / Time:

6-14-22 11:30

Temperature

26.4 °C

Refused By (Covers):

Date / Time:

Corrected Temp

26.3 °C

Recorded By (Lab):

Date / Time: 6/14/22 1130

Lab Comments:

Tested By:

Daniel H.

Laboratory Approval:

[Signature]

Date: 06-16-22 Time: 0930

Date: 06-16-22 Time: 0930

Instructions of this form or sampling with water samples is a crime punishable under state and federal law. (Texas Penal Code, Title 8, Chapter 37 (b) By signing this form, the sampler certifies that the samples were collected according to the systems established sample collection procedures, and that all information is accurate.

Sample Identification/Location

Use Specific Address / Location Identified in Sample

Raw Wells - Use Source ID for Well Sampled (Example: G123456789)

Sample Type: (v one)

Routine (Distribution)

Repeat

Raw Well

Special *

Construction *

Month

Day

Year

Please circle AM or PM

Replacment

Original Sample (All Repeat, Replacment, & Triggered Raw Samples)

Circle "F" for Free, "T" for Total (mg/L)

Reflection Code (if applicable) - Please Resubmit

Lab Results

Test Method: SM 9223

Chlorine V Total Coliform

Absent Present Absent Present Absent Present

E Coli

Absent Present Absent Present Absent Present

Laboratory Sample ID Number

22060382-01

4-02

22060382-01

4-02

22060382-01

4-02

22060382-01

4-02

22060382-01

4-02

Form Instructions: www.tceq.texas.gov/drinkingwater/microbiol/awesd-total-coliform-rule

* Special and Construction samples are NOT FOR COMPLIANCE

Lab Referred Code (LR) - Document Reason:

TCEQ Microbial Reporting Form

TCEQ Form 10525
08/2017

Water System Identification & Sample Collection Information (Please type or use block print)

Public Water System ID: TX 1700895

P.O. Box 1622
Huntsville, TX 77342
Huntsville, TX 773320



Public Water System Name: Deer Pines

www.chaparrallabs.com Phone: 936-291-1881 Fax: 936-295-1731
Test Results must meet all accreditation / certification requirements unless stated otherwise.

TCEQ Laboratory ID: T104704204

County: Montgomery

SHADED AREA FOR LABORATORY USE ONLY

Sample Used?

Requested By (Sample):

Date / Time:

Yes ☒ No ☐

Temperature

Date / Time:

34.4 °C

Received By (Signature):

Date / Time:

34.3 °C

Received By (Signature):

Date / Time:

Lab Comments:

Tested By: [Signature]

Date / Time:

Laboratory Approval: [Signature]

Date / Time:

Report to Client By: [Signature]

Date / Time:

Operator License #:

Date / Time:

Operator: ☐ Owner ☐ Operator ☐ Other:

Date / Time:

Chlorine Residual

Reflection Code (if applicable) - Please Residual

Date / Time:

Sample ID & Date of Original Sample (Full Repeat, Replacement, & Triggered Raw Samples)

Test Method: Chlorine V Total Coliform E Coli

Date / Time:

Sample Type: (1 only)

Collected Date / Time

Date / Time:

Use Specific Address / Location identified in Sample String Plan

Raw Wells - Use Source ID for Well Sampled (Example: G1234567N)

Date / Time:

Deer Pines Well #2 RAW

Replacement

Date / Time:

Sample ID & Date of Original Sample (Full Repeat, Replacement, & Triggered Raw Samples)

Test Method: Chlorine V Total Coliform E Coli

Date / Time:

Sample ID & Date of Original Sample (Full Repeat, Replacement, & Triggered Raw Samples)

Test Method: Chlorine V Total Coliform E Coli

Date / Time:

Sample ID & Date of Original Sample (Full Repeat, Replacement, & Triggered Raw Samples)

Test Method: Chlorine V Total Coliform E Coli

Date / Time:

Sample ID & Date of Original Sample (Full Repeat, Replacement, & Triggered Raw Samples)

Test Method: Chlorine V Total Coliform E Coli

Date / Time:

Sample ID & Date of Original Sample (Full Repeat, Replacement, & Triggered Raw Samples)

Test Method: Chlorine V Total Coliform E Coli

Date / Time:

Sample ID & Date of Original Sample (Full Repeat, Replacement, & Triggered Raw Samples)

Test Method: Chlorine V Total Coliform E Coli

Date / Time:

Sample ID & Date of Original Sample (Full Repeat, Replacement, & Triggered Raw Samples)

Test Method: Chlorine V Total Coliform E Coli

Date / Time:

Form Instructions: www.tceq.texas.gov/water/microbiological/water-sampling

* Special and Contention samples are NOT FOR COMPLIANCE

Lab Rejected Code (LR) - Document Reason:



Chaparral Laboratories, Inc.



861 State Hwy 19 P.O. Box 1622 Huntsville, TX 77342-1622 www.chaparrallabs.com Phone: 936-291-1881 Fax: 936-295-1731

Certificate of Analysis

Johnston Water Wells
Attn: Shannon Marsh
P.O. Box 370
New Waverly, TX 77358

Customer ID: JOHNSTON
Sample ID: 22060381
Date Received: 06/14/2022
Date Reported: 07/14/2022

Project: Deer Pines Subdivision PWS
Location: Montgomery County, TX

Analytical Results

Collection Point: Well B

Date/Time Collected: 06/14/2022 08:45

Sample Type: Grab

Collector: DHV

Parameter	Result	Units	Date/Time	Analyst	Bottle	Method	QC ID	Acrd
Alkalinity	238.0	mg/L CaCO ₃	06/27/2022 12:30	DKH	-01	SM 2320 B	QC2206371	Note 1
Chloride	32.6	mg/L	06/14/2022 14:10	DKH	-01	EPA 300.0	QC2206266	NELAP
Fluoride	0.2	mg/L	06/14/2022 14:10	DKH	-01	EPA 300.0	QC2206268	NELAP
Nitrate Nitrogen	7.2	mg/L	06/14/2022 14:10	DKH	-01	EPA 300.0	QC2206272	NELAP
Nitrite Nitrogen	<0.05	mg/L	06/14/2022 14:10	DKH	-01	EPA 300.0	QC2206271	NELAP
Sulfate	25.2	mg/L	06/14/2022 14:10	DKH	-01	EPA 300.0	QC2206269	NELAP
Total Dissolved Solids	300.0	mg/L	06/16/2022 13:15	DKH	-01	SM 2540 C	QC2206323	NELAP
Calcium	56.8	mg/L	06/23/2022 12:37	MHE	-02	SM 3111 B	QC2206327	Note 1
Copper	<0.020	mg/L	06/23/2022 14:56	MHE	-02	SM 3113 B	QC2206331	NELAP
Lead	<0.0025	mg/L	06/23/2022 12:06	MHE	-02	SM 3113 B	QC2206332	NELAP
Aluminum	0.00345	mg/L	06/20/2022 18:51	SA	-03	EPA 200.8	QC2206367	NELAP
Arsenic	0.00372	mg/L	06/23/2022 12:36	SA	-03	EPA 200.8	QC2206370	NELAP
Iron	0.275	mg/L	06/17/2022 12:20	SA	-03	EPA 200.7	QC2206365	NELAP
Manganese	0.041	mg/L	06/20/2022 18:51	SA	-03	EPA 200.8	QC2206368	NELAP
Sodium	45.3	mg/L	06/17/2022 12:20	SA	-03	EPA 200.7	QC2206366	NELAP
Zinc	0.0583	mg/L	06/20/2022 18:51	SA	-03	EPA 200.8	QC2206369	NELAP
Radiological Analysis	See FRS Report			SA	-04	N/A	QC2207147	NELAP
pH	7.8	SU	06/14/2022 08:48	DHV	-07	SM 4500-H+B	QC2206192	Note 1
Temperature	26.2	°C	06/14/2022 08:48	DHV	-07	SM 2550 B	QC2206193	Note 1

Quality Control

QC ID	Param	QC Type	Result	Units	Flag
QC2206192	pH	Duplicate %RPD	0	%	
QC2206193	Temperature	Duplicate %RPD	0	%	

Thursday, July 14, 2022

Certificate of Analysis Page 1 of 4

PWS_1810143_CP_20230516_INVESTIGATION
Texas Commission on Environmental Quality
Investigation Report

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

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

Regulated Entity Name: CLAIRE STREET WATER SYSTEM

Regulated Entity Number: RN101210532

Investigation # 1902499

Incident Numbers

Investigator: JILL PICKETT

Site Classification GW <=50 CONNECTION

Conducted: 05/16/2023 -- 05/16/2023

SIC Code: 4941

Program(s): PUBLIC WATER SYSTEM/SUPPLY

Investigation Type: Compliance Investigation

Location: OFF FM 1131 ON CLAIRE STREET, ABOUT
2.0 MILES WEST OF FM 105

Additional ID(s): 1810143

Address: ,

Local Unit: REGION 10 - BEAUMONT

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

Principal(s):

Role

Name

RESPONDENT

T & W WATER SERVICE COMPANY

RECEIVED

JUL 19 2023

Contact(s):

TCEQ CENTRAL FILE ROOM

Role

Title

Name

Phone

PARTICIPATED
IN

OPERATOR

MR KEVIN MALONEY

Phone (832) 515-8952
Work (936) 756-7400

REGULATED
ENTITY
CONTACT

OPERATOR

MR KEVIN MALONEY

Work (936) 756-7400

PARTICIPATED
IN

ENVIRONMENTAL
COMPLIANCE
MANAGER

MS KARLA
LANGREDER

Cell (409) 770-4296
Office (936) 756-7400

REGULATED
ENTITY
CONTACT

ENVIRONMENTAL
COMPLIANCE
MANAGER

MS KARLA
LANGREDER

Office (936) 756-7400
Cell (409) 770-4296

NOTIFIED

ENVIRONMENTAL
COMPLIANCE
MANAGER

MS KARLA
LANGREDER

Office (936) 756-7400
Cell (409) 770-4296

REGULATED
ENTITY MAIL
CONTACT

ADMINISTRATIVE
CONTACT

MS Deanna Degeyter

Phone (936) 756-7400

JUL 19 2023

T&W 001653

CLAIRE STREET WATER SYSTEM - VIDOR

5/16/2023 Inv. # - 1902499

Page 2 of 6

Other Staff Member(s):

Role	Name
QA Reviewer	MARISSA PELTIER
Investigator	JACEQUILINE HOLMAN
Investigator	VANESSA STANSBURY
Supervisor	CHRIS VIDRINE

Associated Check List

<u>Checklist Name</u>	<u>Unit Name</u>
PWS STANDARD FIELD	1810143
WATER EQUIPMENT	1810143
PWS EPP	1810143

Investigation Comments:

INTRODUCTION

T & W Water Service Company - Claire Street Water System was investigated by Texas Commission on Environmental Quality (TCEQ) Environmental Investigators Ms. Jill Pickett and Ms. Vanessa Stansbury on May 16, 2023, to determine compliance with applicable public water system regulations. Mr. Kevin Maloney, Operator, was contacted on May 2, 2023, to schedule the Comprehensive Compliance Investigation (CCI) for May 16, 2023. An investigative request was emailed to Mr. Maloney on May 2, 2023 (see Attachment No. 1 - Investigative Request Email).

An exit interview was conducted explaining the results of the investigation. A copy of the TCEQ Exit Interview Form and a Customer Satisfaction Survey were emailed to Mr. Maloney on May 19, 2023 (see Attachment No. 2 for the Exit Interview Form).

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

GENERAL FACILITY AND PROCESS INFORMATION

- System Type: Community
- Retail Connections: 27 total connections
- Retail Population: 70 (based on data from the U.S. Census Bureau)
- Wholesale Connections: 0
- Wholesale Population: 0
- Maximum Daily Demand: 0.004 million gallons per day (MGD) on an unknown date
- Average Daily Demand: 0.0035 MGD from December 1, 2022 through April 30, 2023

The water system operates as one pressure plane served by one plant. The plant is supplied by Well No. 1 (G1810143A), which was tested to provide 84 gallons per minute (gpm). It also consists of blended phosphate for sequestration, hypochlorination for disinfection, one 525-gallon pressure tank and two 900-gallon pressure tanks.

On July 7, 2000, the water system was granted an exception to the rule requiring a sanitary control easement for Well No. 1 (G1810143A). This exception is contingent on the collection of one raw water bacteriological sample per month.

On August 28, 2008, the water system was granted an exception to the minimum water line size rule. This exception is contingent on the following conditions: any repaired lines must comply with the requirements in 30 TAC 290.44(c) and the minimum pressure requirements must be maintained throughout the water system, which is specified in 30 TAC 290.46(r).

For additional information please refer to Attachment 3 - Water System Schematic, PWS Database Printout, & Water System Data Sheet.

The water system employs the following operators:

- Kevin Maloney, Class C Ground Water Treatment, License No. WG0016921, Expiration 07/23/2024
- Niceforo Ayala, Water Operator D, License No. WO0021246, Expiration 03/16/2024
- Jordan W Davis, Class C Ground Water Treatment, License No. WG0012850, Expiration 08/23/2025

CLAIRE STREET WATER SYSTEM - VIDOR

5/16/2023 Inv. # - 1902499

Page 3 of 6

- Harry Bradford, Water Operator D, License No. WO0048974, Expiration 12/17/2024
- Taylor Schneider, Water Operator D, License No. WO0051772, Expiration 01/27/2026
- Karla J Langreder, Water Operator D, License No. WO0049994, Expiration 12/14/2025

BACKGROUND

The previous CCI was conducted on November 16, 2020 and an NOV Letter was issued for the following alleged violations: failure to properly rescind a Boil Water Notice and failure to maintain an intruder-resistant fence. Both alleged violations have since been resolved.

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

A search of CCEDS found two open enforcement cases for the system, however, both cases were filed against previous owners.

Please note that Blue Topaz Utilities, also known as T & W Water Service Company, purchased the water system on December 1, 2022.

ADDITIONAL INFORMATION

On May 16, 2023, the investigators met with Mr. Maloney to conduct the CCI.

The following records were reviewed: connection counts, plant operations manual, customer service agreement, customer service inspections, monthly operating reports, records for the amount of chemicals used, NSF/ANSI certification, monthly flushing records, disinfectant residual sampling records, a distribution map, drought contingency plan, annual tank inspection forms, monitoring plan, Revised Total Coliform Rule (RTCR) sample siting plan, the bacteriological sampling records for the previous twelve months, and the facility emergency preparedness plan (EPP).

During the investigation, it was noted that the plant operations manual was not updated to include the current language for Boil Water Notices (BWNs), though it did include the previous language. On June 1, 2023, the investigator received an updated plant operations manual which included the current language for BWNs. This will be noted as an additional issue.

During the investigation, the investigator asked for the number and location of all dead-end flush valves over 2" in diameter. The water system stated there were six (6) dead-end flush valves over 2" in diameter and they were located at 185 Regina, 245 Regina, 240 Claire, 4455 Hoffman, 4340 Hoffman, and 4510 Easy St. Upon further review of the flushing records submitted via email on May 15, 2023, it was noted that not all dead-end flush valves over 2" in diameter have been flushed at least once every month. The flush valve located at 245 Regina was not flushed in April 2023, the flush valves located at 4455 Hoffman and 4340 Hoffman were not flushed in March 2023, the flush valves located at 245 Regina, 4455 Hoffman, and 4340 Hoffman were not flushed in February 2023, and the flush valves located at 4455 Hoffman and 4340 Hoffman were not flushed in January 2023.

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

During the investigation, it was noted that the flow switch for the well meter was rusty. On June 1, 2023, the investigator received photographic documentation of a new flow switch for the well meter. This will be noted as an additional issue.

During the investigation, it was noted that the 16-mesh screen on the well vent was moldy. On June 1, 2023, the investigator received photographic documentation of new 16-mesh on the well vent. This will be noted as an additional issue.

During the investigation, it was noted that the pressure gauge on the middle 900-gallon pressure tank was not reading correctly. On June 1, 2023, the investigator received photographic documentation of a new gauge on the 900-gallon pressure tank. This violation will be noted and resolved.

Capacity- During the investigation, the water system capacities were evaluated (See Attachment No. 3- Water System Schematic, PWS Database Printout, & Capacity Data Sheet).

CLAIRE STREET WATER SYSTEM - VIDOR

5/16/2023 Inv. # - 1902499

Page 4 of 6

The capacity was calculated, and sampling results were documented as follows:

The water system is required to provide 1.5 gpm multiplied by (x) 27 connections equals (=) 40.5 gpm for total well production, while the water system provides 84 gpm. The water system is required to provide 0.00135 Million Gallons (MG) pressure storage while 0.002325 MG is provided.

Sampling- During the investigation, a disinfectant residual and a pressure test were conducted in the distribution system. After flushing for approximately three minutes from an outside hose bibb located at 215 Claire St., a free chlorine residual of 3.5 milligrams per liter (mg/L) and a pressure reading of 55 pounds per square inch (psi) were documented.

List of Attachments:

Attachment No. 1 - Investigative Request Email

Attachment No. 2 - Exit Interview Form

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

Attachment No. 4 - Photographic Documentation

Attachment No. 5 - Water System Documentation

NOV Date 06/30/2023 **Method** AREA OF CONCERN

NOV Date 07/14/2023 **Method** WRITTEN

OUTSTANDING ALLEGED VIOLATION(S)

ASSOCIATED TO A NOTICE OF VIOLATION

Track Number: 848887

Compliance Due Date: 10/12/2023

Violation Start Date: 5/16/2023

30 TAC Chapter 290.46(l)

Alleged Violation:

Investigation: 1902499

Comment Date: 07/07/2023

Failure by T & W Water Service Company - Claire Street Water System to flush all dead end mains on a monthly basis.

During the inspection, the investigator asked for the number and location of all dead-end flush valves over 2" in diameter. The water system stated there were six (6) dead-end flush valves over 2" in diameter and they were located at 185 Regina, 245 Regina, 240 Claire, 4455 Hoffman, 4340 Hoffman, and 4510 Easy St. Upon further review of the flushing records submitted via email on May 15, 2023, it was noted that not all dead-end flush valves over 2" in diameter have been flushed at least once every month. The flush valve located at 245 Regina was not flushed in April 2023, the flush valves located at 4455 Hoffman and 4340 Hoffman were not flushed in March 2023, the flush valves located at 245 Regina, 4455 Hoffman, and 4340 Hoffman were not flushed in February 2023, and the flush valves located at 4455 Hoffman and 4340 Hoffman were not flushed in January 2023.

Recommended Corrective Action: Flush every dead end main at monthly intervals. Submit three months of dead end flushing activities to the Beaumont Regional Office.

AREA OF CONCERN

CLAIRE STREET WATER SYSTEM - VIDOR

5/16/2023 Inv. # - 1902499

Page 5 of 6

Track Number: 848319

Resolution Status Date: 7/7/2023

Violation Start Date: 5/16/2023

Violation End Date: 6/1/2023

30 TAC Chapter 290.46(m)

Alleged Violation:

Investigation: 1902499

Comment Date: 07/07/2023

Failure by T & W Water Service Company - Claire Street Water System to ensure the good working condition and general appearance of the system's facilities and equipment.

During the inspection, it was noted that the gauge on the middle 900-gallon pressure tank was not reading correctly.

Recommended Corrective Action: Repair or replace the gauge on the middle 900-gallon pressure tank and submit documentation to the Beaumont Regional Office.

Resolution: On June 1, 2023, the investigator received photographic documentation of a new gauge on the 900-gallon pressure tank.

Additional Issues

Description

Item #2

Additional Comments

During the investigation, it was noted that the plant operations manual was not updated to include the current language for Boil Water Notices (BWNs), though it did include the previous language. On June 1, 2023, the investigator received an updated plant operations manual which included the current language for BWNs.

Description

Item #4

Additional Comments

During the inspection, it was noted that the flow switch for the well meter was rusty. On June 1, 2023, the investigator received photographic documentation of a new flow switch for the well meter.

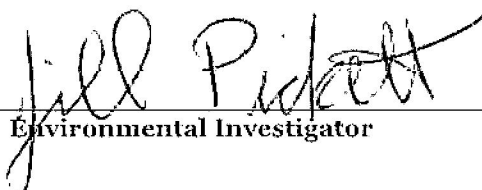
Description

Item #5

Additional Comments

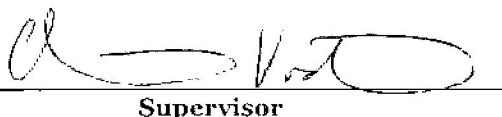
During the inspection, it was noted that the 16-mesh screen on the well vent was moldy. On June 1, 2023, the investigator received photographic documentation of new 16-mesh on the well vent.

Signed


Environmental Investigator

Date _____

Signed


Supervisor

Date 7/11/2023

CLAIRE STREET WATER SYSTEM - VIDOR

5/16/2023 Inv. # - 1902499

Page 6 of 6

Attachments: (in order of final report submittal)

___ Enforcement Action Request (EAR)

___ ☒ Letter to Facility (specify type) : None

___ Investigation Report

___ Sample Analysis Results

___ Manifests

___ Notice of Registration

___ ☒ Maps, Plans, Sketches

___ ☒ Photographs

___ Correspondence from the facility

___ ☒ Other (specify) :

See Attachment

List of Attached files

ATT5_Water_System_Docs.pdf

ATT4_Photos.pdf

ATT1_Investigative_Request.pdf

ATT2_Exit_Interview.pdf

ATT3_Schematic_SDWIS_Capacity.pdf

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



TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Protecting Texas by Reducing and Preventing Pollution

July 14, 2023

**CERTIFIED MAIL {7011 2000 0000 8637 9334}
RETURN RECEIPT REQUESTED**

Ms. Deanna Degeyter, General Manager
Blue Topaz Utilities
P.O. Box 2927
Conroe, Texas 77305

Re: Notice of Violation for Public Water Supply Comprehensive Compliance Investigation at:
Claire Street Water System, Vidor (Orange County), Texas, Regulated Entity No.: RN101210532,
PWS ID No.: 1810143, Investigation No.: 1902499

Dear Ms. Degeyter:

On May 16, 2023, Ms. Jill Pickett of the Texas Commission on Environmental Quality (TCEQ) Beaumont Region Office conducted an investigation of the above-referenced regulated entity to evaluate compliance with applicable requirements for public water supply. Enclosed is a summary which lists the investigation findings. During the investigation, a concern was noted which was alleged noncompliance that has been resolved as an Areas of Concern based on subsequent corrective action. In addition, a certain outstanding alleged violation was identified for which compliance documentation is required. Please submit to this office by **October 12, 2023**, a written description of corrective action taken and the required documentation demonstrating that compliance has been achieved for the outstanding alleged violation.

In the listing of the alleged violation, we have cited applicable requirements, including TCEQ rules. Please note that both the rules themselves and the agency brochure entitled Obtaining TCEQ Rules (GI 032) are located on our agency website at <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 Beaumont Region Office at 409-898-3838 or the Central Office Publications Ordering Team at 512-239-0028.

The TCEQ appreciates your assistance in this matter. Please note that the Legislature has granted TCEQ enforcement powers which we may exercise to ensure compliance with environmental regulatory requirements. We anticipate that you will resolve the alleged violation as required in order to protect the State's environment. If you have additional information that we are unaware of, you have the opportunity to contest the violation documented in this notice.

Should you choose to do so, you must notify the Beaumont Region Office within 10 days from the date of this letter. At that time, Mr. Chris Vidrine, Manager, will schedule a violation review meeting to be conducted (within 21 days from the date of this letter OR specified date at specific time). 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, General Manager
Page 2
July 14, 2023

If you or members of your staff have any questions regarding these matters, please feel free to contact Ms. Pickett in the Beaumont Region Office at Phone (409) 898-3838.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Vidrine". The signature is fluid and cursive, with a large loop at the end.

Chris Vidrine
Water Section Team Leader
TCEQ Beaumont Region Office

CV/JP/jh

Enclosure: Summary of Investigation Findings

Summary of Investigation Findings

CLAIRE STREET WATER SYSTEM

Investigation #

, ORANGE COUNTY,

1902499
Investigation Date: 05/16/2023

Additional ID(s): 1810143

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

Track No: 848887 Compliance Due Date: 10/12/2023
30 TAC Chapter 290.46(I)

Alleged Violation:

Investigation: 1902499

Comment Date: 07/07/2023

Failure by T & W Water Service Company - Claire Street Water System to flush all dead end mains on a monthly basis.

During the inspection, the investigator asked for the number and location of all dead-end flush valves over 2" in diameter. The water system stated there were six (6) dead-end flush valves over 2" in diameter and they were located at 185 Regina, 245 Regina, 240 Claire, 4455 Hoffman, 4340 Hoffman, and 4510 Easy St. Upon further review of the flushing records submitted via email on May 15, 2023, it was noted that not all dead-end flush valves over 2" in diameter have been flushed at least once every month. The flush valve located at 245 Regina was not flushed in April 2023, the flush valves located at 4455 Hoffman and 4340 Hoffman were not flushed in March 2023, the flush valves located at 245 Regina, 4455 Hoffman, and 4340 Hoffman were not flushed in February 2023, and the flush valves located at 4455 Hoffman and 4340 Hoffman were not flushed in January 2023.

Recommended Corrective Action: Flush every dead end main at monthly intervals. Submit three months of dead end flushing activities to the Beaumont Regional Office.

AREA OF CONCERN

Track No: 848319
30 TAC Chapter 290.46(m)

Alleged Violation:

Investigation: 1902499

Comment Date: 07/07/2023

Failure by T & W Water Service Company - Claire Street Water System to ensure the good working condition and general appearance of the system's facilities and equipment.

During the inspection, it was noted that the gauge on the middle 900-gallon pressure tank was not reading correctly.

Recommended Corrective Action: Repair or replace the gauge on the middle 900-gallon pressure tank and submit documentation to the Beaumont Regional Office.

Resolution: On June 1, 2023, the investigator received photographic documentation of a new gauge on the 900-gallon pressure tank.

ADDITIONAL ISSUES

Description

Additional Comments

Item #2	During the investigation, it was noted that the plant operations manual was not updated to include the current language for Boil Water Notices (BWNs), though it did include the previous language. On June 1, 2023, the investigator received an updated plant operations manual which included the current language for BWNs.
Item #4	During the inspection, it was noted that the flow switch for the well meter was rusty. On June 1, 2023, the investigator received photographic documentation of a new flow switch for the well meter.
Item #5	During the inspection, it was noted that the 16-mesh screen on the well vent was moldy. On June 1, 2023, the investigator received photographic documentation of new 16-mesh on the well vent.

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY



Claire Street Water System

PWS ID No.: 1810143

Regulated Entity No.: RN101210532

Investigation No.: 1902499

Attachment 1

Investigative Request Email



FAX/E-MAIL TRANSMITTAL

DATE: 05/02/2023

NUMBER OF PAGES (including this cover sheet):

5

TO:

Name

Karla Langreder

Organization

Whispering Pines Subdivision (PWS ID No. 1000038)
and Claire Street Water System (PWS ID: 1810143)

Email/ Fax

[REDACTED]@m

FROM:

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

Name

Vanessa Stansbury and Jill Pickett

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: Tuesday, May 16, 2023

Time: Approximately 9:00 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.

Whispering Pines Subdivision (PWS ID No. 1000038):

The last Comprehensive Compliance Investigation (CCI) for this water system was conducted on January 16, 2020, and the following alleged violations were noted as a result of the investigation: failure to provide an accurate connection count to the Executive Director upon request, failure to have an adequate Plant Operations and Maintenance Manual, and failure to maintain record of bacteriological samples.

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 91% capacity.

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

Claire Street Water System (PWS ID: 1810143):

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 properly rescind a Boil Water Notice and

failure to maintain an intruder-resistant fence.

There are no outstanding violations at this time.

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



Claire Street Water System

PWS ID No.: 1810143

Regulated Entity No.: RN101210532

Investigation No.: 1902499

Attachment 2

Exit Interview Form

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

Regulated Entity/Site Name	Claire Street Water System	TCEQ Add. ID No.	1810143
Investigation Type	CCI Contact Made In-House (Y/N) Y	Purpose of Investigation	Compliance
Regulated Entity Contact	Ms. Karla Langreder, Manager	Telephone No.	936-756-7400
	Mr. Kevin Maloney, Operations Supervisor	FAX #/Email address	Date Contacted 5/19/23
			Email date 5/19/23

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

Issue		For Records Request, identify the necessary records, the company contact and date due to the agency. For Alleged and Potential Violation issues, include the rule in question with the clearly described potential problem. Other type of issues: fully describe.	
No.	Type ¹	Rule Citation (if known)	Description of Issue
--	RR	--	<p>Please submit the following documentation to the Beaumont Regional Office and answer the following questions by June 2, 2023:</p> <ol style="list-style-type: none"> 1. Annual Tank Inspection Forms for the past three years 2. Distribution system map showing flush valves and mains with sizes of pipes and locations of valves 3. Customer complaints for the past three years 4. Customer service inspection forms for the past three years 5. Backflow Test and Maintenance Forms for the past three years 6. Well Meter Calibration Records 7. Chlorine Meter Calibration Records from the past 12 months 8. Copy of Public Notices (including Boil Water Notices) from the past three years 9. Average and Maximum Daily water usage from the past 12 months 10. How many dead-end flush valves over 2" in diameter are in the distribution system? Please provide the location/address of each dead-end flush valve. 11. Has the water system submitted and Emergency Preparedness Plan? If so, has it been approved?
1	AV	30 TAC 290.46(m)	Failure by Claire Street Water System to maintain all system's facilities and equipment in good working condition. During the investigation, it was noted that the gauge on the middle 900-gallon pressure tank was not reading correctly. Repair the gauge on the middle 900-gallon pressure tank and submit documentation to the Beaumont Regional Office.
2	AV	30 TAC 290.42(l)	Failure by Claire Street Water System to have an adequate Plant Operations and Maintenance Manual. During the investigation, was noted that the Plant Operations and Maintenance Manual was incomplete and did not include emergency protocols for man-made and natural disasters. Update the Plant Operations and Maintenance Manual to include emergency protocols for man-made and natural disasters. Submit a copy to the Beaumont Regional Office
3	AI	--	During the investigation, it was noted that the flow switch for the well meter was rusty. It is recommended that the water system repair or replace the flow switch.
4	AI	--	During the investigation, it was noted that the 16-mesh screen on the well vent was moldy. It is recommended that the water system replace 16-mesh on the well vent.
5	AI	--	During the investigation, it was noted that the Plant Operations and Maintenance Manual was not updated to include the current language for Boil Water Notices (BWNs).

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 checked="" type="checkbox"/> No
Did the investigator advise the regulated entity representative that continued operation is not authorized?	<input type="checkbox"/> Yes	<input checked="" 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.		
Jill Pickett	5/19/2023	
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.

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.

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY



Claire Street Water System

PWS ID No.: 1810143

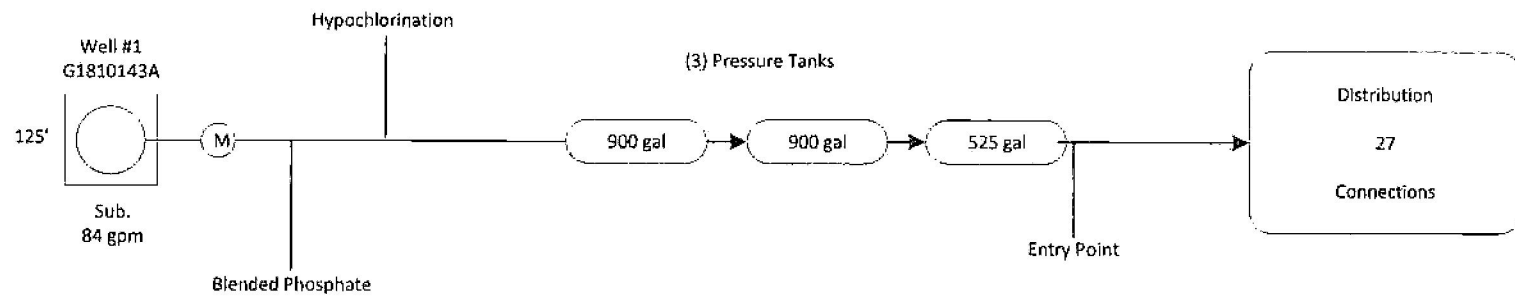
Regulated Entity No.: RN101210532

Investigation No.: 1902499

Attachment 3

Water System Schematic, SDWIS Printout, and Capacity Data Sheet

Claire Street WS
PWS ID# 1810143
Jill Pickett 5/16/2023



Community Systems (Groundwater)

Fill in green cells only

System Name: Claire Street Water System

PWS ID: 1810143

Inv. No.: 1902499

Community (Y/N)

MHP (≥ 8 units/ac) or Apts? (Y/N)

CCN? (Y/N)

Maximum Daily Demand (MDD): MGD

Average Daily Demand (ADD): 290.38(41)

Number of Connections

Population

MDD Date (mm/dd/yyyy):

ADD Dates (mm/dd/yyyy): to

	Rate	Units	Conn.	Required	Units	Provided	85% Rule	% Short	Sufficient?(Y/N)
Prod. Capacity:	1.5	gpm/conn	27	40.5	gpm	84	48%	N/A	Y
Production ACR:		gpm/conn							
Pressure Storage (HD):	50	gal/conn	27	0.00135	MG	0.002325	58%	N/A	Y
HD ACR:		gal/conn							
Elevated Storage (EL):	0	gal/conn	27	0	MG	0	N/A	N/A	N/A
EL ACR:		gal/conn							
Ground Storage (GR):						0			
Total Storage*:	N/A	gal/conn	27	0	MG	0	N/A	N/A	N/A
Tot. Storage ACR:		gal/conn							
*Total Storage = GR + EL + ST									
SP Capacity:	0	gpm/conn	27	0	gpm	0	N/A	N/A	N/A
SP ACR:		gpm/conn							
SP Capacity:	(w/largest pump out of service)				gpm	0			
SP Peaking Factor:	N/A	-	27	0	gph	0	N/A		N/A

Bacti Samples:

Wholesale Contract? (Y/N)

Maximum Purchase Rate? MGD

	Required	Submitted
Distribution	<input type="text"/>	<input type="text"/>
Raw	<input type="text"/>	<input type="text"/>

Revised 07/23/2015

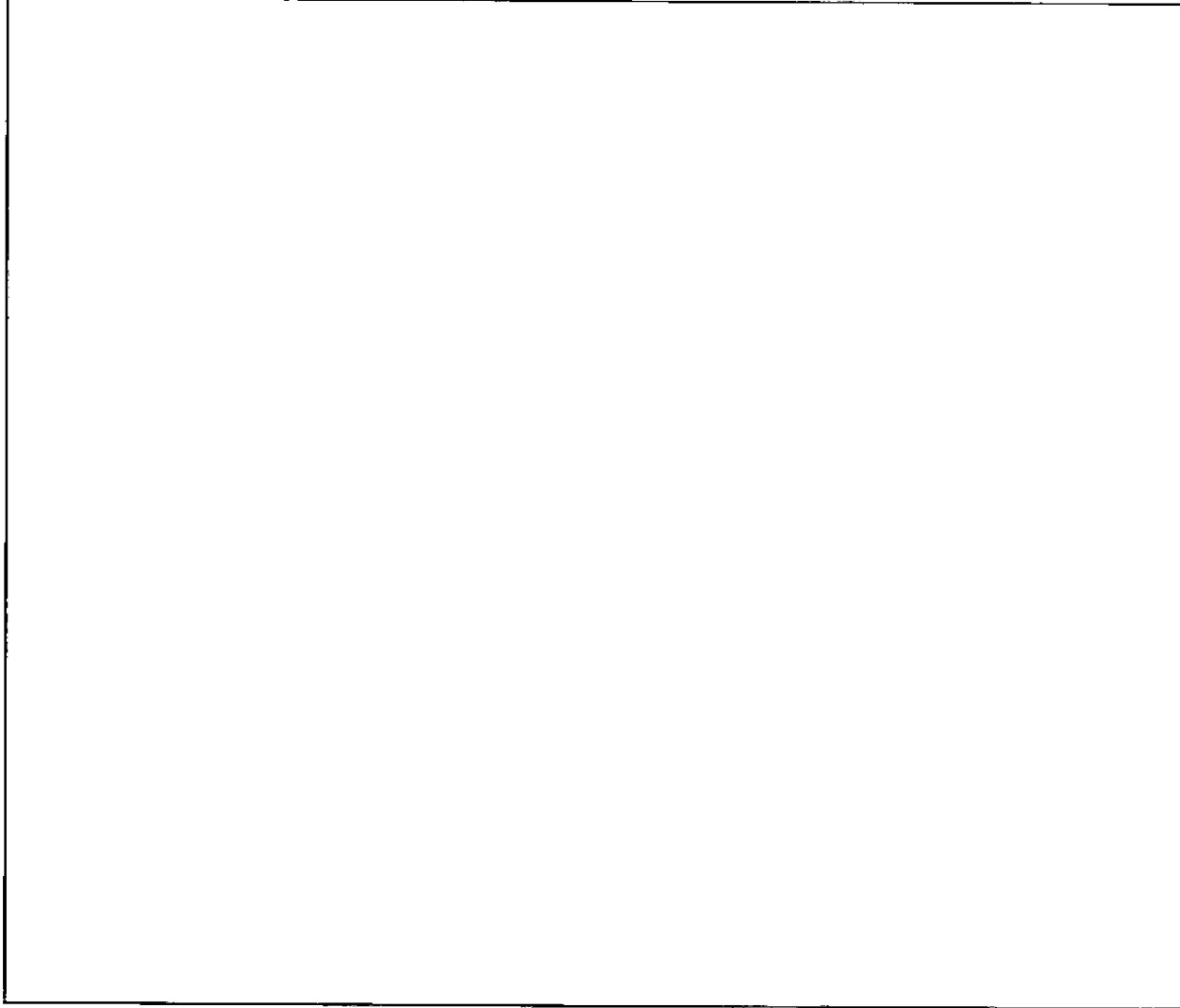
T&W 001674

System Name: Claire Street Water System

PWS ID: 1810143

Inv. No.: 1902499

Additional Comments:

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

Revised 07/23/2015

7/7/2023

TCEQ DWW Water System Summary V3

PWS IDPWS NameCentral Reg RN

TX1810143

CLAIRE STREET WATER SYSTEM

RN101210532

Organization / CustomerCentral Reg RN

T & W WATER SERVICE COMPANY

CN601363005

TX1810143

All Water System Contacts

DEGEYTER, DEANNAADDR1 16501 HUNTERS TRLJOBTITLE OFFICE MANAGER

MONTGOMERY

TX 77356-7331

POC TYP LISTPURPOSE CODEPHONE NUMBEREXT

PWS, ECS, EC, AC

BUS

936-756-7400

PWS, ECS, EC, AC

MOB

281-455-5676

PWS, ECS, EC, AC

FAX

866-422-8519

T & W WATER SERVICE COMP,ADDR1 PO BOX 2927JOBTITLE

CONROE

TX 77305-2927

POC TYP LISTPURPOSE CODEPHONE NUMBEREXT

OW

OWNER TYPE

Investor Owned

TX1810143

INTERCONNECTIONS

Population TypePopulation Served# of Connections

Residential

70

27

TOTAL

70

27

TX1810143

Purchases (Buys From)Wholesales (Sells To)WATERTYPE

GW

PURCHASEFLAGSYSTEM TYPE

COMMUNITY

ACTIVITY STATUS ATOTAL PRODUCTAVG DAILY USGMAX DAILY DMDTOT STORG MSR

0.121

0.004

0.004

UNITSUNITSUNITSUNITS

MGD

MGD

MGD

TOTL ELEV STORGSERV PUMP CAPMAX PURCH CAP FLOW
RATETOTAL PRES TANK
CAP

0.002

UNITSUNITSUNITSUNITS

MG

Number of Treatment Plants

1

ACTIVE SOURCES for treatment plants

<u>Source Number</u>	<u>SOURCE NAME</u>	<u>Activity Status</u>	<u>Opriatl. Status</u>	<u>SOURCE TYPE</u>	<u>WELL DEPTH</u>	<u>TESTED FLOW RATE</u>	<u>RATED FLOW RATE</u>
G1810143A	1 - CLAIRE / EASLEY ST	A	P	G	125	84 GPM	70 GPM
<u>Drill Date</u>	<u>SOURCE SUMMATION</u>					<u>Plant Num</u>	<u>TYPE CODE</u>
01/01/1913	CHICOT					TP11233	WL
<u>GPS Latitude</u>	<u>GPS Longitude</u>	<u>GPS ELEVATION</u>		<u>GPS DATE</u>		<u>SELLER PWS ID</u>	
30.18989	-94.051109	16		11/24/2004		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 - CLAIRE ST (A)	TP11233
parts in red are hard coded			
<u>Chemical Mon Type</u>	<u>Chemical Sample Point</u>	<u>Distribution Mon Type</u>	<u>Distribution Sample Point</u>
	NO		NO

TREATMENTS

<u>TRAIN</u>		Unnamed		<u>PLANT NUM</u>	TP11233
<u>Disinfection Zone</u>	<u>Treatment Sequence</u>	<u>OBJ CD</u>	<u>OBJECTIVE</u>	<u>Process</u>	<u>Treatment</u>
null	null	D	DISINFECTION	423	HYPOCHLORINATION, PRE
null	null	I	INORGANICS REMOVAL	680	SEQUESTRATION

STORAGE TANKS

<u>TANK ID</u>	<u>TANK NAME</u>	<u>TANK TYPE</u>	<u>ACTIVITY STATUS</u>	<u>AVAIL ABILITY CODE</u>	<u>STOR AGE TYPE</u>	<u>CON STR MATRL TP</u>	<u>MEASURE QUANTITY</u>	<u>UOM</u>	<u>MEASURE NAME</u>
ST11272	PLANT - 0.0009 MG - HD	ST	A	P	HD	ST	900.000	GAL	CAP
ST11273	PLANT - 0.0009 MG - HD	ST	A	P	HD	ST	900.000	GAL	CAP
ST11274	PLANT - 0.000525 MG - HD	ST	A	P	HD	ST	525.000	GAL	CAP

END OF REPORT

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY



Claire Street Water System

PWS ID No.: 1810143

Regulated Entity No.: RN101210532

Investigation No.: 1902499

Attachment 4

Photographic Documentation

PHOTOGRAPHIC DOCUMENTATION

PWS ID:	1810143	Investigation Date:	5/16/2023	County:	Orange
Regulated Entity:	Claire Street Water System	TCEQ Investigator:	Jill Pickett		



Documentation of the 16-mesh screen on the well vent with mold.



Documentation of the flow switch for the well meter with significant rust.

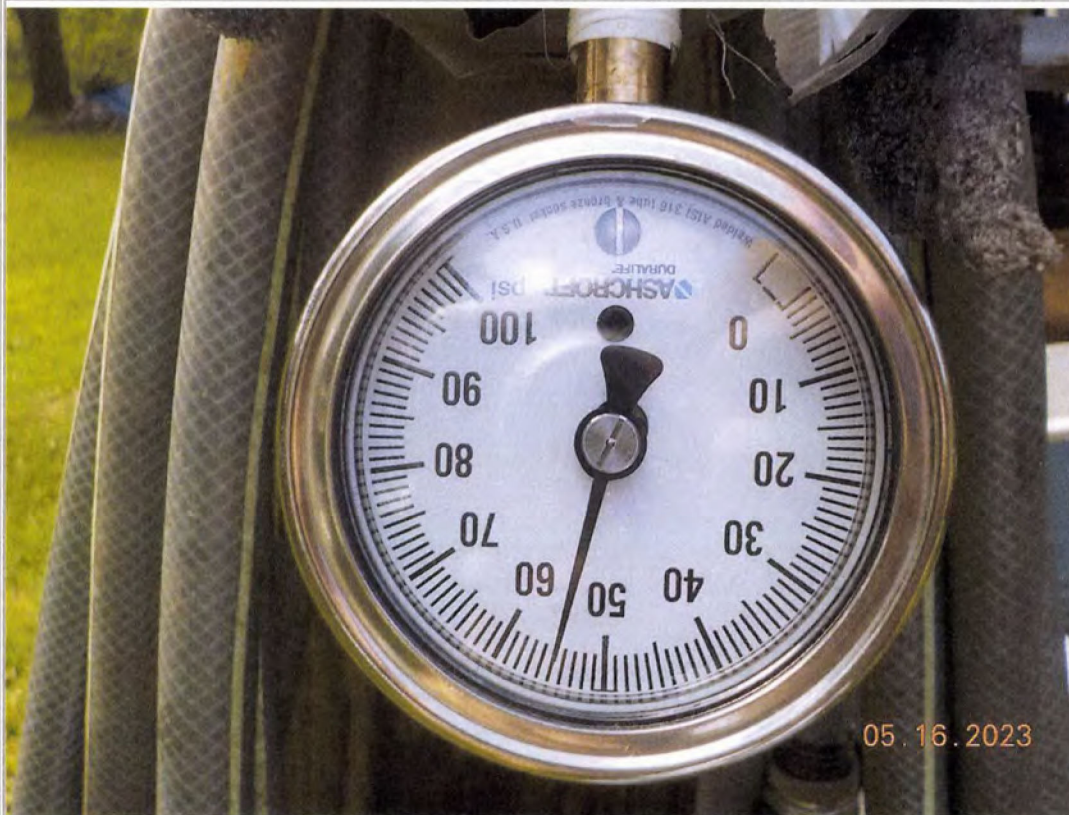
PHOTOGRAPHIC DOCUMENTATION

PWS ID:	1810143	Investigation Date:	5/16/2023	County:	Orange
Regulated Entity:	Claire Street Water System	TCEQ Investigator:	Jill Pickett		



Photograph documenting the chlorine residual at 215 Claire Street after flushing for approximately 3 minutes.

Result: 3.5 mg/L.



Photograph documenting the pressure reading at 215 Claire Street after flushing for approximately 3 minutes.

Result: 55 psi.

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY



Claire Street Water System

PWS ID No.: 1810143

Regulated Entity No.: RN101210532

Investigation No.: 1902499

Attachment 5

Water System Documentation



WATER SERVICE INSPECTION AGREEMENT

Name on Account: William perry Account Number: 34553

Service/Property Address: 4340 Hoffman City: Vidor State: Texas Zip: 77662

PURPOSE. Blue Topaz Utilities is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before Blue Topaz Utilities will begin service. In addition, when service to an existing retail connection has been suspended or terminated, Blue Topaz Utilities will not reestablish service unless it has a signed copy of this agreement.

RESTRICTIONS. The following unacceptable practices are prohibited by State regulations.

- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
- B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
- C. No connection which allows water to be returned to the public drinking water supply is permitted.
- D. No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use. Texas Commission on Environmental Quality Page 127 Chapter 290 - Public Drinking Water.
- E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

SERVICE AGREEMENT. The following are the terms of the service agreement between Blue Topaz Utilities and the Customer.

- A. Blue Topaz Utilities will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
- B. The Customer shall allow his property to be inspected for possible cross connections and other potential contamination hazards. These inspections shall be conducted by Blue Topaz Utilities or its designated agent prior to initiating new water service; when there is reason to believe that cross connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during Blue Topaz Utilities's normal business hours.
- C. Blue Topaz Utilities shall notify the Customer in writing of any cross connection or other potential contamination hazard which has been identified during the initial inspection or the periodic reinspection.
- D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
- E. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by Blue Topaz Utilities. Copies of all testing and maintenance records shall be provided to Blue Topaz Utilities.

ENFORCEMENT. If the Customer fails to comply with the terms of the Service Agreement, Blue Topaz Utilities shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

OTHER. Customer also agrees to follow all TCEQ regulations, and future TCEQ regulations, as a condition of continued water service.

FIRE. Blue Topaz Utilities does not provide fire-fighting service, and therefore Customer agrees that Blue Topaz Utilities is not responsible for fire-related injuries or damages, to persons or property, caused by, or aggravated by the availability (or lack thereof) of water, or water pressure (or lack thereof) during fire emergencies.

Customer Signature:

A handwritten signature in black ink, appearing to read "W. Perry", is written over a large, faint, circular stamp that is mostly illegible.

Utility Representative: _____ Date: 04/04/23



WATER SERVICE INSPECTION AGREEMENT

Name on Account: Megan Fountain **Account Number:** 33849

Service/Property Address: 210 Claire rd **City:** Vidor **State:** Texas **Zip:** 77662

PURPOSE. Blue Topaz Utilities is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before Blue Topaz Utilities will begin service. In addition, when service to an existing retail connection has been suspended or terminated, Blue Topaz Utilities will not reestablish service unless it has a signed copy of this agreement.

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- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
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FIRE. Blue Topaz Utilities does not provide fire-fighting service, and therefore Customer agrees that Blue Topaz Utilities is not responsible for fire-related injuries or damages, to persons or property, caused by, or aggravated by the availability (or lack thereof) of water, or water pressure (or lack thereof) during fire emergencies.

Customer Signature:

A handwritten signature in black ink, appearing to read "M. J. [unclear]", written over a horizontal line.

Utility Representative: _____ Date: 1/17/2023

Robert J. Huston, *Chairman*
R. B. "Ralph" Marquez, *Commissioner*
John M. Baker, *Commissioner*
Jeffrey A. Saitas, *Executive Director*



TEXAS NATURAL RESOURCE CONSERVATION COMMISSION

Protecting Texas by Reducing and Preventing Pollution
July 7, 2000

Mr. Kelly Brewer
Clair Water System
P.O. Box 1409
Vidor, TX 77670-1409

Subject: Request for an Exception to the Rule Requiring Sanitary Control Easements for Wells
Clair Water System - PWS Id. #1810143
Orange County, Texas

Dear Mr. Brewer:

We received your letter of May 14, 2000, in which you provide additional supportive information concerning your exception request. You state in your letter that the well was drilled by Baison Well Drilling, and that you do not have a copy of the well drillers log and cementing data.

We approve your request for the exception to the sanitary easement rule based on the information provided. This exception is contingent on the submission of one raw water bacteriological sample per month from the well for bacteriological analysis in addition to the normally required monthly bacteriological samples.

All exceptions are subject to periodic review and may be revoked or amended if warranted. If contamination of the well occurs which cannot be remediated, a new well may be required at another location and abandonment, proper plugging, and sealing of the abandoned well will be required. Should you have additional questions or comments, please call me at (512) 239-6063.

Sincerely,

A handwritten signature in cursive script, appearing to read "Tom Napier".

Thomas S. Napier, P.E.
Public Drinking Water Section (MC 155)
Water Permits & Resource Management Division

TSN:mlh:jcm

cc: TNRCC Region 10 Office - Beaumont
TNRCC Water Permits & Resource Management Division - Attn: Joe Strouse, P.E.
TNRCC Water Permits & Resource Management Division - Attn: Larry Mitchell, R.S.



Operator Notice Form

PWS ID: TX1810143

PWS Name: CLAIRE

Effective Date for
Operator Information: 02-01-2023

Total Number of Operators:

7

List of Water Operators

Name of Operator	Phone Number	Full, Part-time, or Volunteer	License No.	Class of License
KEVIN MALONEY	832-515-8952	Full-time	WG0016921	C
NICEFORO AYALA	281-639-9350	Full-time	WO0021246	D
JORDAN DAVIS	281-639-9169	Full-time	WG0012850	C
HARRY BRADFORD	409-419-8615	Full-time	WO0048974	D
TYLER SCHNEIDER	346-280-1032	Full-time	WO0051772	D
CHARLIE ADAMS	409-673-7091	Full-time	WS0000698	B
KARLA LANGREDER	409-770-4296	Full-time	WO0049994	D
		Choose an item.		
		Choose an item.		
		Choose an item.		
		Choose an item.		
		Choose an item.		
		Choose an item.		
		Choose an item.		
		Choose an item.		
		Choose an item.		

List of Operating Companies

Name of Operating Company	Registration No.

I certify under penalty of law that I have personally examined and verified the information contained herein is true, accurate, and complete to the best of my knowledge.


Signature

KARLA LANGREDER, OFFICE MGR.
Printed Name and Title

5-11-23
Date

If you have questions on how to fill out this form or about the inventory program, please contact us at 512-239-4691.

Claire

PWS #1810143

OPERATIONS & MAINTENANCE MANUAL

Intersection of Easy Street & Clair, Vidor, TX

#1 PLANT

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Introduction

A. RAW WATER SOURCES

This is a groundwater production plant only utilizes water from a well as its source. The process is generally standard as any groundwater facility, with a few variations of equipment sizes and control settings. A well log is included.

B. TREATMENT PLANT DESCRIPTION AND DESIGN

This plant has one treatment LIQUID CHLORINE is added with a chemical feed pump. A free residual should be maintained between 1 & 1.5 mg/l at the plant this will allow for residuals at the end of lines to be above state requirements. Settings for chemical feed pump is included in section II.

The design of the plant is a standard groundwater facility, which includes a well pumping into the distribution system and a pressure tank, all of which is controlled by electronic automatic controls.

C. PLANT DESIGN CRITERIA & CAPACITIES

The well pump is turned on and off by a pressure switch on the pressure tank.

System Capacities

WELL

- Well 1 or G1810143A – 45 gpm
- 5 hp submersible

PRESSURE TANKS

- Two 900-gallon galvanized tank
- One 525-gallon galvanized tank

CHEMICAL FEED PUMPS

- Phosphate: 35-gallon drum with a LMI pump
- Chlorine (Sodium Hypochlorite Solution) 55-gallon drum with a Stenner pump

AIR COMPRESSOR

- Automatic controls mounted on Pressure Tank

SYSTEM RECORDS

All records (daily log forms, monthly operator reports, sample results, drawings, & etc.) are kept at the offices of *T&W Water Service at 12284 FM 3083, Conroe, Texas 77301.*

The system pressure, chlorine container level, well meter readings, distribution chlorine residual level, distribution flushing, and any leak or repair locations are all recorded in the daily log. **An example daily log is located in the appendix.**

GENERAL SAFETY MEASURES

Chlorine and calcium hypochlorite are very corrosive. Do not handle with bare hands. If spilled on skin or clothing, flush area with water immediately.

DO NOT DIRECTLY INHALE chlorine or calcium hypochlorite.

Store chemicals out of direct natural light.

GENERAL PUBLIC RELATIONS POLICY

Water system personnel shall adhere to high standards of public service that emphasize professionalism and courtesy. Employees are required to maintain good moral conduct, and to do their part in maintaining good relations with their supervisors and fellow employees, the customers and general public, and state regulators.

Procedures to follow on customer complaints:

1. Be polite and professional when speaking to customers.
2. Write down the specific complaint.
3. Follow up on the complaint as soon as possible and attempt to resolve or advise supervisor for reassignment of the complaint.
4. Advise the customer of the results or the reassignment of the complaint and who to contact for further assistance.

UTILITY OPERATIONS

MAJOR COMPONENTS & PROCESSES

WELL

A pressure switch controls the well. It comes on automatically when the pressure in the pressure tank drops below the set level and goes off when the pressure reaches the set amount. The well can also be turned on manually at the control panel.

PRESSURE TANK

The pressure tank has a pressure relief valve, a pressure gauge, a sight glass for air-to-water ratio determination, and drain valves.

AIR COMPRESSOR

The air compressor is mounted on the Pressure Tank and is used when needed by an automatic switch to keep the air / water levels at an efficient level in the pressure tank.

ELECTRICAL & CONTROLS

This plant has a central breaker box, motor starters, phase protection, pressure tank electrodes, auxiliary relay, pressure switch, and motors. The central breaker box contains a main breaker, which turns off all the power inside the plant, and several smaller breakers to turn off individual pumps, air compressors, lights and other electrical outlets. The motor starters are to each individual pump motor and contain motor protection in each. The starters are specially sized to each motor and include heaters of motor overload protection

CHEMICAL FEED PUMP (Hyperchlorinators)

There is one (1) chemical feed pumps. It is for liquid chlorine. This pump is connected to the well motor starter, therefore when the well is running so is the chlorinator. Once, the pressure level in the pressure tank reaches the set level the controller will stop the well motor and chemical feed. The only way the chemical feeders can be turned on manually is to turn the well on manual. This is done to prevent the chemical feed pump from injecting chemical into the system if the well is not running. (See Normal Operating Procedures for pump settings)

START UP PROCEDURES

If for any reason the system has been off line or down , the steps for startup of the plant are as follows:

- 1) Turn all switches on to OFF position.
- 2) Check main power source from electric company. It should be 240 volts single phase. Test

- each leg of electric to ground ~ each leg will be 120 volts.
- 3) Check all breakers to be properly reset to On position.
 - 4) Check and reset all motor starter resets.
 - 5) Turn the Well Switch to Auto position ~ well & chemical feed pumps should start.
 - 6) When the Well Pump reached the top pressure in the pressure tank, it will shut off. At this time all switches should be in the Auto position on the Control Panel and the plant be back to complete automatic operation.
 - 7) All flush valves need to be opened 1 or 2 at a time and run until all air is removed from distribution system and a total chlorine residual of at least .5 mg/l is obtained at each.
 - 8) Instructions of TCEQ on Boiled Water Notification Requirements should then be followed out. (See Section on Boiled Water Notification Requirements)

NORMAL OPERATING PROCEDURES

Upon arriving at the water plant the following items must be performed in conjunction with the TCEQ's rules & Regulations for Public Water System, Chapter 290.46

Daily Requirements

- 1) A visual check of premises for trash or litter and removal of any
- 2) A visual check of pumps, tanks and other equipment or piping for leaks or problems.
- 3) a visual check of system pressure
- 4) Measure and record to daily log levels of chlorine containers notice that some amount has been used since last entry.
Visually check chemical feed pumps to be primed.
Test chlorine residual at plant to be sure water entering distribution system has been treated. Chlorine residual should be between 0.8 and 1.5 mg/l on free chlorine, if not adjust chlorine chemical feed pump accordingly.
- 5) Read and record to daily log well meter misreading and system usage since
- 6) last entry
- 7) Verify that usage is in normal range of daily usage and system does not appear to have a leak in distribution.
- 8) Record daily chlorine residual checks from distribution system to daily log sheet.
- 9) Record any distribution flushing to proper date and locations under comments on daily log sheet.
- 10) Record any leak/repair locations with estimated losses during the leak to the daily log sheet.

Weekly

- 1) Mow, clean outside of plant building, clean fence or any undergrowth, and general cleanup of facilities

Monthly

- 2) Collect one (1) microbiological samples from Sample Site Plan for analysis and deliver to offices of Nova Biologicals with Lab forms completed. 1a) Be sure sample is OK if not do retakes according to TCEQ Rules
- 3) Flush any areas that have not been flushed in distribution and record on daily log sheet date, location and approximate usage
- 4) Mow, clean outside of plant building, clean fence or any undergrowth, and general cleanup of facilities
- 5) Prepare Monthly Operating Report from daily log sheet information

Annually

- 1) Do Required tank inspections and complete Annual Tank Inspection forms per TCEQ Rule and Regulations (See attached tank maintenance program)
- 2) Check wellhead and well sealing block and caulk and cracks
- 3) Check and replace and screened opens ~ well vent, tank vents, etc.
- 4) Check heater for safe operation

BACTERIOLOGICAL SAMPLING

1. Take samples at the beginning of the months to give ample time for re-sampling if needed.
2. Avoid sampling on rainy or windy days.
3. Locate the proper location to obtain the sample using the **attached sample site plan**.
4. Obtain a prepared sterile container from the warehouse and drive to the appropriate sample site. Do not use old or improperly stored containers. Never open containers before use or pour out reagents that are in sample containers.
5. Visually check the faucet to ensure the sampling point is sanitary (no overhanging plants, insects nests, etc.).
6. Test for chlorine. If chlorine levels are 0.2 free, flush the service line by fully opening the faucet and allowing the water to run 2 minutes. If chlorine is too low or no reading at all, flush until chlorine reads are 0.2. Then wait 20 minutes to give the chlorine a chance to disinfect the line. Then retake the chlorine test, if it is at least 0.2 free or 0.5 total, then go to step 7. If a good chlorine reading is not obtained after flushing, **NO NOTE TAKE THE BACTI SAMPLE AT THIS LOCATION**. Proceed to line flushing procedures on **Page 17**, and properly flush the area and start

- over at step 5.
7. Close the faucet and fame with a propane torch or alcohol burner.
 8. Opening the faucet to a pencil-sized stream, fill the prepared sample container with at least 100 ml, but not completely full. Seal the container immediately. NEVER BREATH, SNEEZE, OR COUGH ON SAMPLE WHILE CONTAINER IS OPEN.
 9. Fill out the form that comes with the container and send the sample and form to ***North Water District Laboratory Services, 130 S Trade Center Pkwy, Conroe TX; 936-321-6060.***
 10. DO NOT DELAY SUBMITTING THE SAMPLE. IT SHOULD ARRIVE AT THE LAB WITHIN 30 HOURS OF THE TIME IT WAS COLLECTED. DO NOT STORE THE SAMPLE IN YOUR TRUCK. IT SHOULD BE REFRIGERATED UNTIL DELIVERED TO THE LAB.
 11. If the sample is positive, resample according to the **procedures in the Appendix.**

Note: This outline of procedures is not intended to replace required operator training or certification.

EMERGENCY RESPONSE INFORMATION

1. Contact manager during any low pressure event or water outage.

General Manager, Deanna Degeyter, cell phone 281-455-5676 24 HR

2. Well or well pump problems:

Contact Shannon Marsh – 281-639-7823

3. Problem involving water outage more than two hours:

Contact office to notify manager, other operators and start process of notifying affected customers. Review attached flowchart to determine if boil water notice is necessary.

4. Outages lasting more than 8 hours require the contacting of TCEQ (when a boil water notice is necessary) and board members.

TCEQ Region 10, 409-898-3838

5. SETX Operators telephone numbers:

Utility Innovations 409-673-7091

After hours 409-755-7377

Emergency Protocol for Natural and Manmade Disaster's

General Preparation

- Work schedule should be adjusted so that key staff members are onsite or can be reached to keep all services operational if the facility remains online or to shutdown and startup facilities if and when necessary.
- Establish and schedule emergency operations and clean up crews.
- Review your emergency response plan and make sure it and contacts are current.
- Notify the **TCEQ Public Drinking Water Program at (512) 239-4691** if the system's sampling schedule needs to be adjusted.
- Notify and set up clear lines of communication with local police and fire department, in case of an injury or other emergencies. Request that local law enforcement check on any water staff that remain on-site at the water plants. If communication channels are down with these sites, this check needs to continue on a routine basis until communication channels are reestablished.
- If an emergency operating center or command post for the utility is established, notify state and federal agencies of locations and telephone numbers.
- Establish contacts to request emergency water supply, if necessary.
- Make arrangements with the local power utility to be prepared to disconnect power to the plant if the plant is evacuated or if power lines are downed and then to restore power as a priority customer.
- Make arrangements to purchase materials and supplies and to borrow/lease heavy equipment needed to make repairs to the plant.
- Make arrangements to have materials and chemicals delivered to the plant as soon as it is safe and units are repaired and ready for operation.
- Notify media on where to access information and press advisories:
 - Have a "Boil Water Notice" prepared, including multilingual.
 - Have "Emergency Disinfection of Drinking Water" guidelines prepared. (see EPA link)
 - Have a "Shelter-in-Place" guidelines ready in case of release of hazardous materials. This is information to be provided to the public that may need to remain indoors.
- Establish in advance a centralized base of operations with first aid supplies, batteries, flashlights, and cellular phones or other wireless communication devices. Check all normal and emergency communication equipment and charge or replace batteries.
- Stock an adequate supply of non-perishable food and water for any essential personnel that are required to remain on site.
- Establish alternative transportation strategies for rotating in core employees to the facility if high water prevents travel. Personnel should bring a jump bag with them, which should contain change of clothes, flashlights, extra batteries, medications, and other essentials.
- Make sure all essential personnel are trained to shutdown and startup system in case of emergency.
- Notify TCEQ regional offices if a plant is taken off-line. An updated map and contact telephone numbers may be found at the website listed below. The utility should access this site and provide copies at all system facilities with the emergency response plan. [TCEQ Regional Contact Info and Regional Map](#)
- Review distribution maps to ensure they are up to date with isolation valves properly identified. Extra copies may be necessary for staff working in the field.

Grounds and Common Areas

- Inspect plant perimeter for security concerns. Test backup lights. For all water systems, check backup pumps and controls.
- In addition to regular preventative maintenance, all systems (surface, ground and purchased) should check backup chemical feeders and all pumps and motors. Verify that spare pumps, motors and other necessary spare parts are available. Check manual controls and oil levels.
- Fuel and service vehicles. Stock service vehicles with equipment and supplies, and move service vehicles to high ground.
- Have sufficient supplies of sandbags available and sandbag the entrances, the area around critical equipment, and other critical areas.
- Ensure that emergency electrical generators are not located in flood-prone areas of the facility. Obtain extra fuel for generators, if needed.
- Board up critical windows and doors to prevent wind damage.
- Shutdown exposed pipes at waterway crossings to prevent loss or contamination of potable water if the pipes break.

Administration and Laboratory Buildings

- Secure important records in a well-protected location, including plant operations manual.
- Remove all sensitive laboratory equipment from the flood zone, where possible. Remove portable electrical equipment and small motors from the flood zone.
- Protect computers from potential leaks.
- Check bacteriological sampling materials- be prepared for increased or special monitoring.
- Remove or store furnishings in a safe place, when practical.
- Disconnect electrical power to the building if it is evacuated.

Treatment Plant and Pumping Stations

- Run diagnostic tests on SCADA and control systems.
- All pump stations should be located in a well-drained area and be designed to remain in operation during flood events. If not, the pumps should be shut down and protected from electrical damage if they should become submerged. After any major storm event,