TCEQ REGULATORY GUIDANCE
Water Supply Division
RG-198 ● Revised November 2008

Utility On-Site Assistance: Help is on the Way!

The Texas Commission on Environmental Quality recognizes that small water and wastewater utilities need help in complying with complex environmental, health, and safety regulations. Through our contractor, we offer free on-site assistance for these utilities so that they may give better service to their customers.

Our contractor provides one-on-one financial, technical and managerial assistance by visiting over 300 utilities a year across Texas. The contractor is the **Texas Rural Water Association (TRWA)**, a non-profit organization that has been providing services to rural water and wastewater systems since 1969.

Types of assistance available:

- **Utility operations and management**, including assistance in the development of customer service policies and procedures, technical operations, water conservation, leak detection, and compliance with the Safe Drinking Water Act, along with other operating and management issues.
- **Financial management assistance**, including bookkeeping, accounting, cash and inventory control, business planning, and budgeting.
- **Educational assistance** in the form of publications and seminars.

How to get assistance:

The assistance described above is free. Communities, utilities, property-owner groups, and individuals can all benefit when a utility takes advantage of our assistance program.

Contact our Utilities and Districts Section at:

- 512-239-4691 (fax 512-239-6972)
- Utilities and Districts, Water Supply Division, MC153, TCEQ, Austin, Texas 78711-3087

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