

# Public Drinking Water

## A Guide for Local Governments

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This document complements and summarizes the information in *Drinking Water Standards Governing Drinking Water Quality and Reporting Requirements for Public Water Systems* (publication no. RG-346) and *Rules and Regulations for Public Water Systems* (RG-195), both of which are revised from time to time. The most current, official copy of the rule can be obtained from the Secretary of State's office by calling 512/305-9623. The rules are available at the TCEQ's Web site, <<http://www.tceq.state.tx.us>>.

### Abbreviations

<b>ALJ</b>	administrative law judge
<b>CCN</b>	Certificate of Convenience and Necessity
<b>CFR</b>	Code of Federal Regulations
<b>ETJ</b>	extraterritorial jurisdiction
<b>HAA</b>	haloacetic acids
<b>IOU</b>	investor-owned utility
<b>IWUD</b>	Integrated Water Utility Database
<b>MCL</b>	maximum contaminant level
<b>NOV</b>	Notice of Violation
<b>NTU</b>	nephelometric turbidity units
<b>SDWA</b>	Safe Drinking Water Act
<b>SEP</b>	Supplemental Environmental Project
<b>SOAH</b>	State Office of Administrative Hearings
<b>STM</b>	sale, transfer, merger
<b>TAC</b>	Texas Administrative Code
<b>TCEQ</b>	Texas Commission on Environmental Quality
<b>TTHM</b>	total trihalomethanes
<b>TWC</b>	Texas Water Code
<b>WSC</b>	water supply corporation

### Purpose of this Guide

The purpose of this guidance document is to assist local officials in interpreting the revised public drinking water rules, located at Title 30, Texas Administrative Code, Chapters 290 and 291. It gives an overview of the programs administered by the Public Drinking Water Program and an overview of financial and technical assistance for water systems. It tells who to contact at the Texas Commission on Environmental Quality when particular situations arise.

The guide primarily informs municipalities and counties regarding:

- their requirements for complying with the rules and
- reporting criteria, investigations, certificates of convenience and necessity, and rates.

### About Drinking Water Rules

The TCEQ does not require a facility to have a permit relating to drinking water standards to operate a public water system; however, anyone operating a public water system is subject to specific requirements about the way the system is designed and operated and the quality of drinking water it produces. The TCEQ must approve the plans and specifications before a public water supply well is drilled or a treatment plant or water system is built. The system owner must continually monitor water quality and must file reports with the TCEQ.

All public water systems must produce treated water that meets the primary and secondary drinking water quality standards established by state regulations at 30 TAC 290.101–122 and comply with the construction and operational standards at 30 TAC 290.38–47.

## Local Government Responsibilities for Applying the Rules

Many local governments, particularly municipalities and utility districts, supply drinking water to their citizens and constituents. It is the responsibility of these organizations to provide safe, potable drinking water, as well as specialized training so personnel can properly operate the drinking water system and maintain its integrity.

### Plan Approval

If you are planning to construct or improve a public water system, we encourage you to contact TCEQ plan-review personnel well in advance of submitting engineering plans. Our staff can provide technical assistance and prevent unnecessary difficulties in processing your request. Call the TCEQ Water Supply Division at 512/239-4691 and ask to speak to a plan reviewer.

The TCEQ’s Water Supply Division must review and approve engineering plans and specifications before construction begins on a new public water system or before improvements are made to an existing system. These plans must be signed and sealed by a professional engineer licensed by the Texas Board of Professional Engineers.

The plan-review staff maintains a database that tracks a project from the date the TCEQ receives it through the project’s final approval. To determine the status of a project, call 512/239-4691 or visit <<http://www.tceq.state.tx.us/goto/pws/planreview>>.

### Reports

Depending on the type of water system you have, there are various reports you must maintain and submit to the TCEQ regularly. The best way to determine which reports apply to your system is to become familiar with the rules. For assistance on operating a ground or surface water systems including reporting information, visit <<http://www.tceq.state.tx.us/goto/pws/reports>>. You can also go to the Forms & Publications database at the TCEQ Web site.

### Drinking Water Standards Maximum Contaminant Levels

Maximum contaminant levels are either primary or secondary. Primary MCLs are for chemicals that pose a potential health risk, while secondary MCLs are for those that do not pose a health risk but affect the aesthetic qualities of water, such as taste, odor, and color. A quick reference list of some of the contaminants and their regulated levels is shown in Table 1. For a current list, please see

30 TAC 290.104 or *Drinking Water Standards Governing Drinking Water Quality and Reporting Requirements for Public Water Systems* (publication no. RG-346). Sampling frequency and compliance requirements are given at 30 TAC 290.106–122.

### Primary MCLs for Radiological Contaminants

The maximum contaminant levels for beta particle and photon radioactivity from radionuclides other than radon in drinking water are at 30 TAC 290.108.

### Microbial Contaminants

The MCL for microbiological contaminants is based on the presence or absence of total coliform bacteria in a water sample. Every public water system must submit a specified number of bacteriological samples every month depending on the population served, as specified at 30 TAC 290.109.

### Minimum and Maximum Residual Disinfectant Levels

The disinfectant residual and inactivation requirements are identified at 30 TAC 290.110.

**Table 1.** Quick Reference Guide to Maximum Contaminant Levels, Maximum Residual Disinfectant Levels, and Action Levels for Public Drinking Water

<b>MCLS FOR INORGANIC COMPOUNDS</b>	
<b>Arsenic</b>	<b>0.010 mg/L</b>
<b>Fluoride</b>	<b>4.0 mg/L</b>
<b>Nitrate</b>	<b>10 mg/L</b> (as nitrogen)
<b>Nitrite</b>	<b>1 mg/L</b> (as nitrogen)
<b>Nitrate and nitrite (Total)</b>	<b>10 mg/L</b> (as nitrogen)
<b>MCLS FOR DISINFECTION BY-PRODUCTS</b>	
<b>Total trihalomethanes (TTHM)</b>	<b>0.080 mg/L</b>
<b>Haloacetic acids (combination of 5, HAA5)</b>	<b>0.060 mg/L</b>
<b>ACTION LEVELS</b>	
<b>Lead</b>	<b>0.015 mg/L</b>
<b>Copper</b>	<b>1.3 mg/L</b>
<b>MCLS FOR RADIONUCLIDES</b>	
<b>Combined radium</b>	<b>5 pCi/L</b>
<b>Gross Alpha</b>	<b>15 pCi/L</b>
<b>Uranium</b>	<b>30 µg/L</b>

### **Turbidity**

Public water systems using surface water sources or groundwater under the direct influence of surface water must monitor their filter turbidities. The frequency of monitoring is based on the population served and these systems must submit a *Monthly Operating Report for Surface Water Treatment Plants* (Form TCEQ-00102) each month. See 30 TAC 290.111.

The turbidity level of the combined filter effluent must never exceed 1.0 nephelometric turbidity units and it must be no greater than 0.3 NTU in at least 95 percent of the samples tested each month.

Systems are subject to individual filter turbidity requirements as stated in 30 TAC 290.111.

### **Total Organic Carbon (Disinfection By-product Precursors)**

The treatment technique requirements for disinfection by-product precursors apply to certain water systems as provided at 30 TAC 290.112.

### **Disinfection By-Products**

All community and non-transient, non-community public water systems must comply with the MCL for total trihalomethanes and haloacetic acids.

### **Lead and Copper Action Levels**

The requirements for lead and copper levels apply to community and non-transient, non-community water systems. The TCEQ's executive director will notify new water systems if they must meet these requirements.

The water system is not in compliance if it fails to meet any reporting, monitoring, public education, or other requirement related to lead or copper.

All applicable water systems shall determine compliance based on monitoring and reporting requirements for lead and copper established at 30 TAC 290.104(k), and 40 Code of Federal Regulations 141.85–88, 141.90.

### **Secondary Drinking Water Standards**

The secondary standards apply to all public water systems. Water that does not meet these levels may not be used as drinking water without written approval from the executive director. If such approval is given by the executive director, it is only valid until such time as water of acceptable chemical quality can be made available at reasonable cost to the areas in question.

The standards for secondary levels presented in Table 1 are only a reference. For the most current standards, see 30 TAC 290.105. Compliance requirements can be found at 30 TAC 290.118.

### **Operator Licensing**

At all times, a public water system's production, treatment, and distribution facilities must be operated under the direct supervision of a waterworks operator who holds an applicable, valid license from the TCEQ, unless the system is classified as a transient non-community water system and

only uses groundwater, or purchases treated water from another public water system.

Refer to 30 TAC 290.46(e) for specifics on the type of license required for each type of public water system.

For a searchable database of licensed water operators, please visit <<http://www.tceq.state.tx.us/goto/pws/findlicense>>.

### **Fees**

The water system fee (also called "public health service fee") helps cover costs associated with the TCEQ drinking water program, which reviews investigation surveys, coordinates collection of chemical samples, provides technical assistance, and reviews plans for new systems and major improvements to existing systems. For information or questions about a bill, call 512/239-4691. For general information about this fee, please visit <<http://www.tceq.state.tx.us/goto/publications/rg/077>> or refer to 30 TAC 290.51.

A system may have to pay or collect other fees associated with water service, such as the regulatory assessment fee for utilities.

Investor-owned utilities, water supply corporations, affected counties, and water districts collect fees under Texas Water Code 5.701 to support technical assistance and regulatory programs for water utilities.

### **Air Requirements**

In addition to the requirements for water programs noted above, there may also be specific air regulations that affect the construction and operation of public water facilities. Lead particulate control is of particular concern when older water storage tanks with lead paint are sandblasted and repainted. For more information on air requirements, contact Air Permits at 512/239-1250 or the air program manager at your TCEQ regional office.

### **Dam Safety**

Public water systems that own dams and reservoirs as part of their surface water infrastructure are responsible for maintaining and repairing them and for upgrading any dams that may become inadequate resulting from downstream development. The Dam Safety Program offers the owners of dams technical assistance, investigations, maintenance recommendations, and assistance in the preparation of emergency action plans, which may be required for their dams. Call the TCEQ Field Operations Division at 512/239-0400 for assistance.

### **Water Rights**

A public water system wanting to build a reservoir to serve as its water supply must first obtain water rights from the TCEQ. The Texas Water Development Board can assist with planning, finance (including regional planning grants and loans) and water-conservation programs.

Raw water sources used by public drinking water systems are either groundwater or surface waters. Surface waters are the property of the state, but the right to use the water is a private property right. The TCEQ is charged with

issuing permits for surface water (rights of use), including rights for any reservoirs.

To get a new surface-water permit, you must apply to the TCEQ. The applicant is required to submit hydrologic and environmental data and a water conservation plan.

To be considered for a permit, the applicant should prove that:

1. water is available after providing for protection of, senior water-right holders and in-stream uses (including water quality and recreational uses); and
2. a water conservation plan will be implemented (water will be efficiently used)

### **Certificates of Convenience and Necessity**

A utility that holds a CCN must continuously and adequately serve all its customers and any qualified applicant in the service area. A certificate of convenience and necessity CCN delineates the service area of a water or sewer utility and generally allows the utility the exclusive right to serve that area. Separate CCNs are required for water and sewer service areas. A utility that holds a CCN must continuously and adequately serve all its customers and any qualified applicant in the service area. TCEQ approval is required to obtain, amend, cancel, or transfer a CCN.

An investor-owned utility, water supply or sewer-service corporation or affected county must obtain a CCN for its service area if it receives compensation for the service.

A CCN is also required for any water district that is providing, or wants to provide, water, or sewer service to an area already being lawfully served by another utility service provider. Otherwise, a water district may, but is not required to, obtain a CCN to delineate its service area.

Cities applying to obtain or amend their CCN must also provide:

- maps showing the city's current corporate limits and ETJ boundaries and
- landowner consent from all landowners outside the city's ETJ and located in the requested service area.

A utility cannot extend service into an area already being served by another provider without applying for, and receiving, an amended CCN from the TCEQ.

### **CCN Applications for Approval or Amendment**

To obtain, amend, or cancel a CCN, the utility must submit an application that demonstrates the applicant has financial, managerial, and technical capabilities to operate a viable utility. For a new CCN in an area that would require construction of a physically separate water or sewer system, the applicant must demonstrate that it is not feasible to consolidate or undergo regionalization with another retail public utility. The applicant must also submit:

- a description and maps of the proposed service area
- any requests for service

- capital improvement plan and budget
- sources of funding
- financial statement or business plan
- a list of landowners with 50 acres or more located partially or wholly in the proposed service area
- managerial information.

After the TCEQ accepts an administratively complete application, the utility is required to issue a public notice regarding the application announcing a 30-day comment period.

If no one from the public or the TCEQ staff protests the application, the staff will process the request and the CCN may be issued, amended, or canceled within 180 days. If a protest is received or TCEQ personnel have concerns about the request, the application will be referred to the State Office of Administrative Hearings and a hearing scheduled to consider the application. The TCEQ may also issue or amend the certificate as applied for, refuse to issue it, or issue it only for the construction portion of the proposed system, facility, or extension. Once TCEQ personnel receive the documentation of the transaction, they prepare a recommendation and proposed order for the executive director's approval to transfer the CCN. The applicant must prove it meets all the criteria listed at 30 TAC 291.102 before the certificate will be issued.

### **Sale or Transfer of a CCN**

If the owner of a system required to hold a CCN sells, acquires, leases, rents, merges, or consolidates the system, the owner must get TCEQ approval of the proposed transaction at least 120 days before it goes into effect. The owner must also provide public notice of the transaction. TCEQ staff will determine if a hearing is necessary by considering public comment and the potential buyer's (or lessee's) experience, and financial, managerial, and technical abilities.

If the TCEQ approves the sale, lease, rental, or transfer of the CCN without a public hearing, a letter is mailed to the applicant with instructions for providing proof that the transaction has been completed after the approved date. Once TCEQ personnel receive the documentation of the transaction, they prepare a recommendation and proposed order for the executive director's approval to transfer the CCN. Uncontested sale, transfer, merger applications generally take 360 days to process. If the executive director determines that a public hearing should be held, the application may be referred to the State Office of Administrative Hearings.

### **Rates, Service, and Contracts**

Please refer to *TCEQ Jurisdiction Over Utility Rates and Service Policies* (RG-245) for specific information on utility rates and service policies.

### **Retail Rates and Rate Changes**

Jurisdiction over rate changes made by utilities varies, depending on whether the utility is privately or publicly owned.

For a city-owned water utility, the city has exclusive (original) jurisdiction over the retail rates it charges and services it provides. However, a city may elect to surrender jurisdiction of its rates to the TCEQ. The city council's decisions regarding retail rates charged for those services cannot be appealed to the TCEQ, unless it affects customers outside the city's jurisdiction.

For an investor-owned utility operating inside a city's corporate limits, the city regulates the IOU's rates and services. The IOU must obtain the city's approval before changing rates and may appeal the city's decision to the TCEQ. TCEQ has original jurisdiction over all IOUs unless they are inside the city limits.

The TCEQ has appellate jurisdiction over retail water rates charged to customers of:

- investor-owned utilities, subject to a city's original jurisdiction
- water supply corporations
- affected counties
- water districts, and
- cities (for customers outside the city's corporate limits)

The TCEQ's appellate jurisdiction also extends to wholesale water and wastewater rates under Chapters 11–13 of the Texas Water Code.

### ***Approval for Retail Rate Changes***

An IOU located within a city's corporate limits must obtain the city's approval to change its service rates or rules. The IOU and other parties seeking city approval may appeal the city's decision to the TCEQ.

WSCs, water districts, affected counties, and cities do not need to obtain TCEQ approval to change rates. WSCs must send a copy of the new tariff to the TCEQ for informational purposes only. Cities and water districts must send notice of a rate change to all retail customers outside the city limits or district boundaries. Affected counties must notify all of their customers of rate changes.

### ***Appealing Retail Rate Changes***

Customers served by a city-owned utility or water district can appeal rate changes to the city council or water district board. Customers of a municipally owned utility within a city's corporate limits cannot appeal their city's decisions to the TCEQ. Those customers must work directly with city officials if they believe rates are unreasonable or unjustified.

Retail customers (ratepayers) of a WSC, affected county, and customers outside the city limits or district boundaries may appeal their board's or county commissioners' decision. To appeal the decision of a city council, county commissioners, or a governing board affecting rates, ratepayers must submit a petition signed by at least 10 percent of the affected ratepayers to the TCEQ within 90 days after the effective date of the rate change. Once submitted, the rate case moves to the hearing stage, over which the State Office of Administrative Hearings presides.

### ***Hearings on Contested Retail Rate Changes***

After the TCEQ refers a petition to SOAH, a preliminary hearing is scheduled with an administrative law judge. At that hearing, the ALJ assumes jurisdiction of the case, names the parties who will participate in the hearing, accepts public comments, and allows the parties a chance to negotiate. If no agreement can be reached, a discovery schedule and a date for an evidentiary hearing are set. Based on the evidence presented at the hearing, the ALJ will prepare a proposal for decision for the TCEQ's consideration.

### ***Wholesale Rates***

#### ***Wholesale Contracts***

A district, retail public utility, a wholesale water service, or other person providing retail public utility service with a wholesale water supply must provide the TCEQ a certified copy of the wholesale contract within 30 days of execution.

#### ***Appealing Wholesale Rate Changes***

The TCEQ does not require wholesale customers to use a specific form to appeal their rates; however, the appeal must include specific information, such as:

- a clear statement indicating the section of the Texas Water Code under which the appeal is being made
- specific factual allegations
- specific relief sought by the petitioners
- a copy of any applicable contracts

The purchaser or supplier may submit a petition at any time; however, purchasers have 90 days to file it once the supplier has notified them of the rate change. Wholesale rates for groundwater service may also be appealed to the TCEQ under Texas Water Code 13.043.

The complete rules for appealing wholesale rates appear at 30 TAC 291.41.

Wholesale rate cases generally arise from contractual disputes between the provider and one or more purchasers. The appeal process begins with a written petition that is submitted to the TCEQ along with any required filing fee. The petitioner must also serve a copy of the petition to the supplier.

After the TCEQ receives and approves the petition, the SOAH schedules a preliminary hearing. Based on the evidence presented, an administrative law judge will determine whether the protested rate change adversely affects the public interest. The judge then submits to the TCEQ a recommendation at the close of the hearing.

The TCEQ uses the criteria set at 30 TAC 291.133 to decide if the protested rate adversely affects the public interest. If the TCEQ decides that the protested rate would not adversely affect the public interest, it will deny the petition.

If the TCEQ decides that the protested rate would adversely affect the public interest, it will remand the matter to SOAH so that a second hearing can be held. At this second hearing, evidence from the water provider is presented regarding its cost of service. The administrative law judge then makes a recommendation to the TCEQ, which sets a rate based on the cost of service.

## State Responsibilities

The federal Safe Drinking Water Act of 1996 mandates that the state's environmental agency develop rules that protect the quality and safety of drinking water. For more information go to <<http://www.epa.gov/region5/water/cwa.htm>>.

At the state level, the TCEQ regulates drinking water as a part of its responsibility to comply with the SDWA and to safeguard water quality, primarily through state rules at 30 TAC Chapter 290, Subchapters D–H.

### Investigations and Enforcement

Investigations called *sanitary surveys* are conducted by TCEQ personnel from regional offices. Surveys are designed to identify existing and potential problems in a public water system, and to offer technical assistance when corrective action is required. Surveys are intended to be proactive and seek to protect the public health by verifying that treatment facilities meet state and federal standards.

*For detailed information on investigations of your drinking water system, call your TCEQ regional office.*

Each investigation uses a standardized form. A certain number of investigations are conducted annually and are routine. Occasionally, due to consumer complaints, operational problems, or requests for assistance, investigations are conducted more frequently.

If violations are noted during an investigation, the TCEQ representative may, as the first step in the enforcement process:

- write up areas of concern and minor alleged violations that can be fixed immediately or with minimal resources;
- send a notice of violation letter alleging violations found and request the submittal of a compliance schedule to resolve the violations; or
- begin formal enforcement if the violations have not been resolved after issuance of a NOV or are of a serious enough nature to warrant automatic enforcement.

Formal enforcement usually results in a TCEQ administrative order to correct the violations and pay penalties. If the terms of the administrative order are not agreed to by the respondent, the enforcement process may then proceed to a hearing and could involve attorneys for both parties.

For more detailed information on any aspect of enforcement, contact the Enforcement Division 512/239-2545 or the Small Business and Local Government Assistance program at 1-800-447-2827.

### Supplemental Environmental Projects

A Supplemental Environmental Project is a means by which penalties for environmental violations from an enforcement action may be directed toward environmentally beneficial projects. An SEP does not reduce a penalty, but rather allows the violator to direct the same amount towards an environmental project that benefits the local community,

rather than paying into the Texas General Revenue Fund. For more information, contact the SEP Coordinator at 512/239-3400 or the Small Business and Local Government Assistance program at 1-800-447-2827.

## Assistance, Funding, and Resources

### Technical Assistance for Operators of Public Water Systems

The TCEQ provides contractors for one-on-one technical assistance at facilities and can answer technical questions about operations, maintenance, water loss, leak detection, rate analysis, and more. Call 512/239-4691 to sign up for assistance.

### Integrated Water Utility Database

The IWUD is a collection of information about water districts, public water systems, and utilities, including certificates of convenience and necessity. It also gives contacts, water system capacity and various reports on population counts, fees paid, and a plan review report. The database may be accessed through the TCEQ Web site at <<http://www3.tceq.state.tx.us/iwud/>>.

### Funding

For a full list of various funding resources, including low-interest loans, funding, and grants, please see *Funding Sources for Utilities* (RG-220), which can be ordered or downloaded from TCEQ Publications. In addition, the Office of Rural Community Affairs has a variety of grants and funding available, for projects such as infrastructure building, community planning, and infrastructure improvements. Visit its Web site at <<http://www.orca.state.tx.us>>.

The Texas Association of Resource & Conservation Development Areas also has periodic funding for certain counties for water and sewer improvements. Contact them at 254/897-3747 to see if there is funding in your area.

### Customer Service for Drinking Water Consumers

Help for consumers regarding their rights and drinking water quality is available by calling the TCEQ's Consumer Assistance Hotline at 512/239-6100.

### Financial Management Assistance

The TCEQ's Utilities and Districts Section offers a diverse set of skills to help water systems solve basic problems in complying with state and federal regulations. Small utilities experiencing financial difficulties are the primary customers for this in-depth management assistance. For more information, call 512/239-4691.

### Homeland Security

Water systems can assess their vulnerability to security threats and natural disasters using a free *Security Vulnerability Self-Assessment Guide* published by the Association of State Drinking Water Administrators, the National Rural Water Association and the U.S. EPA. This guide can be found at <<http://www.tceq.state.tx.us/goto/pws/securityguide>>.

## Glossary

The following definitions are found in 30 TAC 290.38:

**Affected County** A county any part of which is within 50 miles of an international border

**Groundwater under the direct influence of surface water (GWUI)** Any water beneath the surface of the ground with significant occurrence of insects or other macroorganisms, algae, or larger-diameter pathogens such as *Giardia lamblia* or *Cryptosporidium*; or significant and relatively rapid shifts in water characteristics such as turbidity, temperature, conductivity, or pH which closely correlate to climatological or surface water conditions.

**Public water system** A system for the provision to the public of water for human consumption through pipes and other constructed conveyances, which includes all uses described under the definition (at 30 TAC 290.38) for drinking water. Such a system must have at least 15 service connections or serve at least 25 individuals at least 60 days out of the year.

**Community water system** A public water system which has a potential to serve at least 15 residential service connections on a year-round basis or that serves at least 25 residents on a year-round basis. (Subdivision)

**Non-community water system** Any public water system which is not a community system.

**Non-transient non-community water system** A public water system that is not a community water system and regularly serves at least 25 of the same persons at least six months out of the year. (office building, school)

**Transient non-community water system** A public water system that is not a community water system and serves at least 25 persons at least 60 days out of the year, yet by its characteristics does not meet the definition of a nontransient noncommunity water system. (convenience stores, restaurant)

The following definitions are found in 30 TAC 291.3:

**CCN (certificate of convenience and necessity)** Authorizes a utility to provide water or sewer utility service to a specific area and obligates the utility to provide continuous and adequate service to every customer who requests service in that area.

**County** Texas counties have the authority to own and operate water and sewer utilities. Special rules apply to "affected" counties, which are those counties that are within 50 miles of an international border.

**District** A district created by the Legislature or under the Texas Water Code. A district that provides utility service may be called a MUD (municipal utility district), FWSD (fresh water supply district), WCID (water control and improvement district), SUD (special utility district), or PUD (public utility district).

**IOU (investor-owned utility)** See *water and sewer utility*.  
**Retail public utility** Any person, corporation, public utility, water supply or sewer service corporation, municipality, political subdivision, or agency operating, maintaining, or controlling in this state facilities for providing potable water service or sewer service, or both, for compensation.

**Water and sewer utility (utility)** Any person, corporation, cooperative corporation, affected county, or any combination of those persons or entities, other than a municipal corporation, water supply or sewer service corporation, or a political subdivision of the state except an affected county, or their lessees, trustees, and receivers, that own and operate for compensation in this state equipment or facilities for (1) production, transmission, storage, sale, distribution, or provision of potable water to the public or for the resale of potable water to the public for any use; or for (2) collection, transportation, treatment, or disposal of sewage or other operation of a sewage disposal service to the public.

**WSC (water supply corporation)** A nonprofit water supply or sewer service corporation created under Water Code Chapter 67 and owned and controlled by its members.

## Who to Call With Questions

### For confidential environmental compliance assistance for small businesses and local governments:

Small Business and Local Government Hotline

1-800-447-2827

Web site [www.sblga.info](http://www.sblga.info)

### To report a spill:

Spill Reporting 1-800-832-8224

### To report an environmental complaint or violation:

Environmental Violations Hot Line 1-888-777-3186

### For information about air permits:

TCEQ Air Permits Division 512/239-1250

### For information about waste registrations:

TCEQ Registration, Review and Reporting Division  
512/239-2106

### For information about water quality issues:

TCEQ Water Quality Division 512/239-4671

### For information about drinking water or water supply issues:

TCEQ Water Supply Division 512/239-4691

### For information about water rights and conservation plans:

TCEQ Water rights Section 512/239-4691

### For water supply loans:

Texas Water Development Board 512/463-7847

<<http://www.twdb.state.tx.us>>

### For questions regarding licensing or contacting a duly licensed well driller:

Department of Licensing & Regulation 1-800-803-9202

<<http://www.license.state.tx.us/LicenseSearch/>>

### Free technical training for operators of small public water supplies:

Texas Small Public Water System Training Program  
1-877-822-5349

<<http://www.txsmallwater.org/index.htm>>