



TCEQ REGULATORY GUIDANCE

Water Supply Division

RG-247

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Sources of Help for Utilities and Their Customers

Agency or Organization, Address, and Web Address	Phone No.	What They Do
Advocacy Project Inc., The Women's www.women-law.org PO Box 833, Austin TX 78767	800/777-FAIR (777-3247)	Nonprofit organization. Over this toll-free hot line, offers legal help to Texas women in need.
American Water Works Association www.awwa.org 6666 W Quincy Ave, Denver CO 80235	800/366-0107	Trade association. Offers publications, periodicals, training, and technical assistance to members.
Apartment Association, Texas www.taa.org 606 W 12th St, Austin TX 78701	512/479-6252	Trade association. Offers publications, periodicals, training, and technical assistance for rental housing professionals.
Association of Water Board Directors www.awbd-tx.org 400 Randal Way Ste 107, Spring TX 77388	800/597-0122	Trade association for districts and authorities.
Attorney General, Texas www.oag.state.tx.us PO Box 12548, Austin TX 78711 Consumer Protection Division Consumer Protection Hotline (toll-free) Open Government Hotline (toll-free)	512/463-2100 512/463-2185 800/621-0508 877/OPEN TEX (673-6839) 512/478-OPEN (478-6736)	State agency. Enforces consumer protection laws on behalf of the public interest. <i>Does not represent private individuals or private interests.</i> Answers questions on the Public Information Act and the Open Meetings Act. Can help resolve disputes involving these laws, but cannot give legal advice to private citizens or governmental entities.
Community Resource Group (CRG) www.crg.org 7701 N Lamar Ste 503, Austin TX 78752	512/454-1033	Nonprofit organization. Provides funding and technical assistance to small communities, including colonias.
Conservation Association, Texas Water www.twca.org 221 E 9th St Ste 206, Austin TX 78701	512/472-7216	Trade association. Offers technical assistance to districts and authorities.
Development Board, Texas Water www.twdb.state.tx.us PO Box 13231, Austin TX 78711	512/463-7847	State agency. Assists with financial programs.
Environmental Protection Agency, US www.epa.gov 1445 Ross Ave Ste 1200 6WQ-SP, Dallas 75202 Safe Drinking Water Hotline (toll-free)	214/665-6444 800/426-4791	Federal agency. Federal requirements under Safe Drinking Water and Clean Water Acts.
Housing & Community Affairs, Texas Department of PO Box 13941, Austin TX 78711 www.tdhca.state.tx.us	512/475-3800	State agency. Community development issues.
Human Rights, Texas Commission on www.tchr.state.tx.us 6330 Hwy 290 E Ste 250, Austin TX 78753	512/437-3450	State agency. Investigates housing and employment discrimination.
Human Services, Texas Department of www.dhs.state.tx.us 701 W 51st, Austin TX 78751	512/438-3011 888/834-7406	State agency (headquarters). Go to Web site for number of local regional office.
Lawyer Referral Service of Central Texas www.austinlrs.com PO Box 218, Austin TX 78767	512/472-8303	Nonprofit organization. Lawyer referral service (half-hour consultation cost \$20).
Legal Aid of Central Texas www.lact.org 2201 Post Rd Ste 104, Austin TX 78704	512/447-7707	Nonprofit organization. Provides legal services to lower-income clients.
Legal Hotline for Older Texans www.tlsc.org/hotline.html 815 Brazos Ste 1100, Austin TX 78701	800/622-2520 512/477-3950	Service of nonprofit Texas Legal Services Center. Provides legal information for Texans over 60.

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Agency or Organization, Address, and Web Address	Phone No.	What They Do
Municipal League, Texas 1821 Rutherford Ln Ste 400, Austin TX 78754 www.tml.org	512/231-7400	Trade association for cities and towns in Texas.
Natural Resource Information System, Texas PO Box 13231, Austin TX 78711 www.tnris.state.tx.us	512/463-8337	Clearinghouse for Texas natural resource data.
Public Utility Commission of Texas 1701 N Congress, Austin TX 78711 www.puc.state.tx.us	512/936-7000	State agency. Regulates electric and phone utilities.
Rural Community Affairs, Office of PO Box 12877, Austin TX 78711 www.orca.state.tx.us	512/936-6701 800/544-2042	State agency. Provides funding to eligible cities and counties through Community Development Block Grants.
Rural Development, USDA 101 S Main Ste 102, Temple TX 76501 www.rurdev.usda.gov/tx/	254/742-9700	Federal agency. Provides funding for water and wastewater facilities.
Rural Water Association, Texas 1616 Rio Grande, Austin TX 78701 www.trwa.org	512/472-8591	Trade association. Offers technical assistance to its members.
Secretary of State, Texas Elections Division Corporate Records Division www.sos.state.tx.us	512/463-5600 463-5650 463-5555	State agency. Questions about district elections and questions about corporate filings.
TEEX (Texas Engineering Extension Service) Frank M. Tejada Center teexweb.tamu.edu	979/458-6801 210/354-3904	Offers operator training. Member of the Texas A&M University System.
Tenants' Council, Austin 1619 E Cesar Chavez, Austin TX 78702 www.housing-rights.org	512/474-1961	Nonprofit organization. Assists residents of Travis County with housing issues.
Tenants Union, Texas 4228 Main, Dallas TX 75226	214/823-2733	Nonprofit organization. Assists tenants with their rights.
Utilities Association, Texas Water 1106 Clayton Ln Ste 101 East, Austin TX 78723 www.twua.org	512/459-3124 888/FOR-TWUA (367-8982)	Trade association. Offers technical training and certification information.
Water & Sewer Companies of Texas, Inc., Independent 6101 W Courtyard Dr Ste 221, Austin TX 78730 www.iwscot.org	512/346-8242	Trade association for investor-owned utilities. Provides training and technical assistance.
Water Supply Division, TCEQ Customer Reports and Services www.tceq.state.tx.us	512/239-4691 239-DATA (239-3282)	State agency. Regulates drinking water. Call 239-DATA to request reports from TCEQ's databases.
Water Well Drillers & Pump Installers Program Texas Department of Licensing and Regulation PO Box 12157, Austin TX 78711 www.tdlr.state.tx.us	512/463-6599 800/803-9202	Water well driller licensing program of this state agency. [Note: Regarding public drinking water wells, contact the Water Supply Division, TCEQ.]

This list is for general information only and should not be considered an endorsement, sponsorship, or recommendation for the services provided by those listed. Please send your comments on, corrections for, or suggested additions to this guide to:

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