



June 2021
RG-540

Compliance Notebook for Water Haulers

Compliance Notebook for Water Haulers

PWS Name _____

Address _____

PWS ID Number _____

Contact Name _____

Contact Information _____

Prepared by
Small Business and Local Government Assistance
Program Support and Environmental Assistance Division

RG-540
Published June 2021



Jon Niermann, *Chairman*
Emily Lindley, *Commissioner*
Bobby Janecka, *Commissioner*

Toby Baker, *Executive Director*

We authorize you to use or reproduce any original material contained in this publication—that is, any material we did not obtain from other sources. Please acknowledge the TCEQ as your source.

Copies of this publication are available for public use through the Texas State Library, other state depository libraries, and the TCEQ Library, in compliance with state depository law. For more information on TCEQ publications visit our website at:

tceq.texas.gov/publications

Published and distributed
by the
Texas Commission on Environmental Quality
P.O. Box 13087
Austin TX 78711-3087

TCEQ is an equal opportunity employer. The agency does not allow discrimination on the basis of race, color, religion, national origin, sex, disability, age, sexual orientation or veteran status. In compliance with the Americans with Disabilities Act, this document may be requested in alternate formats by contacting TCEQ at 512-239-0010 or 1-800-RELAY-TX (TDD), or by writing P.O. Box 13087, Austin, TX 78711-3087.

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

Contents

How to Use This Notebook.....	3
Where to Find More Information.....	3
Rule Citations	5
Definitions.....	6
System Information.....	7
System Information Log Sheet.....	9
Daily or Weekly Monitoring Records.....	11
Disinfectant Residual, Water Use, and Chemical Use Log Instructions	13
Disinfectant Residual, Water Use, and Chemical Use Log Sheet.....	15
Monthly Monitoring and Operating Records	17
Coliform Sampling Results.....	19
Tank Disinfection	21
Tank Disinfection Log Instructions	23
Tank Disinfection Log Sheet	25
Quarterly Operating Records	27
Disinfectant Residual Analyzer Records.....	29
Disinfectant Residual Analyzer Verification Log Instructions.....	31
Disinfectant Residual Analyzer Data Sheet	33
Disinfectant Residual Analyzer Verification Log Sheet	35
Disinfectant Level Quarterly Operating Reports (DLQORs).....	37
Annual Operating Records	39
Operator Notice Form.....	39
Chemical Analysis Results.....	41
Public Notice Records	43
Maintenance Records	45
Facility Cleaning Log Instructions	47
Facility Cleaning Log Sheet.....	49
Plant Operations Manual.....	51
Monitoring Plans	53
Monitoring Plan.....	55
Sample Siting Plan	57
Nitrification Action Plan	59
Lab Approval Form.....	61
Plans and Specifications.....	63
Engineering Reports and Plan Approval Letters.....	65
Letters Granting Exceptions to Rule.....	67

NSF Certifications 69

Purchase Water Contract(s) 71

Notices of Violation and Corrective Actions Taken..... 73

Sanitary Survey Compliance Records..... 75

Groundwater Rule Compliance Records..... 77

Revised Total Coliform Rule Records 79

Seasonal Public Water Supply 81

Complaints 83

 Complaint Log Instructions..... 85

 Complaint Log Sheet 87

How to Use This Notebook

This compliance notebook is for owners and operators of transient noncommunity public water systems supplying drinking water by **tanker truck or trailer**. It is not intended for systems that treat groundwater, surface water, groundwater under the direct influence of surface water, or that use chlorine dioxide or ozone for first disinfection.

Use this notebook as a template to organize your system's records and show compliance with requirements. There are log sheets, links to applicable forms, references to regulations, record retention timeframes, and other technical guidance included in each section. The log sheets are suggested templates to help you collect required information. **Place records from your system in their appropriate section to keep them organized.**

If you have an approved exception or treat for a maximum contaminant level (such as using reverse osmosis), you may have other monitoring and recordkeeping requirements not covered in this notebook. Add those records to this notebook as needed. The information in this document may be subject to change with policy and rule changes.

Where to Find More Information

- Request records from TCEQ by contacting the **Central Records Section** at (512) 239-2900 or cfrreq@tceq.texas.gov.
- [Search for TCEQ forms](#)¹ using a keyword, form number, or subject.
- [Search Texas Drinking Water Watch](#)² for analytical results, schedules, certain violations, information on drinking water quality, and public water system compliance with state and federal regulations.
- Review the following TCEQ publications:
 - [You're a Public Water System...Now What?](#)³ (TCEQ publication RG-496). Guidance for following PWS rules and regulations.
 - [Managing Small Public Water Systems](#)⁴ (TCEQ publication RG-501). Technical guidance for owners and operators of small public water systems.

1. www.tceq.texas.gov/search_forms.html
2. www.tceq.texas.gov/goto/dww-inst
3. www.tceq.texas.gov/goto/rg496
4. www.tceq.texas.gov/goto/rg501

Find applicable rules in the following subchapters of Title 30, Texas Administrative Code (TAC), Chapter 290:

- **Chapter 290 Subchapter D:** Rules and Regulations for Public Water Systems
- **Chapter 290 Subchapter F:** Drinking Water Standards Governing Drinking Water Quality and Reporting Requirements for Public Water Systems

This document is a general guide to laws and regulations about public water systems and an aid to minimize potential health risks. It does not replace those laws and regulations, which take priority over any information supplied here.

Local governments and other state and federal agencies may have more rules and requirements. As the owner or operator of the water system, you must ensure compliance with all applicable laws and regulations.

If you receive compensation for water or serve other residential or industrial connections, you may have other requirements not covered in this guide. If you have questions or need more information about public water system requirements, please refer to the [Small Business and Local Government Assistance \(SBLGA\) webpage](#)⁵ or call the SBLGA Hotline at 800-447-2827.

5. www.texasenvirohelp.org

Rule Citations

The rules that apply to public water systems are listed below. Rule citations are from [30 TAC](#)⁶ Chapter 290 unless otherwise stated.

Definitions

- 290.38
- 290.103

General Provisions

- 290.39

Water Sources

- 290.41

Water Treatment

- 290.42

Water Storage

- 290.43

Water Distribution

- 290.44
 - 290.44(i) Water Hauling

Minimum Water System Capacity Requirements

- 290.45

Minimum Acceptable Operating Practices for Public Water Systems (includes Recordkeeping)

- 290.46

Appendix (example forms and guidelines: assessment of cross-connection hazards, boil water notices, and more)

- 290.47

Inorganic Contaminants

- 290.106

Microbial Contaminants

- 290.109

Disinfectant Residuals

- 290.110

Monitoring Plans

- 290.121

Public Notification

- 290.122

6. www.tceq.texas.gov/goto/view-30tac

Definitions

§290.38(15) 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 serves at least 25 residents on a year-round basis.

§290.38(23) Drinking water: All water distributed by any agency or individual, public or private, for the purpose of human consumption or which may be used in the preparation of foods or beverages or for the cleaning of any utensil or articles used in the course of preparation or consumption of food or beverages for human beings. The term “drinking water” shall also include all water supplied for human consumption or used by any institution catering to the public.

§290.38(36) Human consumption: Uses by humans in which water can be ingested into or absorbed by the human body. Examples of these include, but are not limited to drinking, cooking, brushing teeth, bathing, washing hands, washing dishes, and preparing foods.

§290.38(58) Nontransient, noncommunity 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.

§290.38(71) Public Water System: A system for the provision to the public of water for human consumption through pipes or other constructed conveyances, which includes all uses described under the definition 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.

This term includes: any collection, treatment, storage, and distribution facilities under the control of the operator of such system and used primarily in connection with such system, and any collection or pretreatment storage facilities not under the control which are used primarily in connection with such system.

Two or more systems with each having a potential to serve less than 15 connections or less than 25 individuals but owned by the same person, firm, or corporation and located on adjacent land will be considered a public water system when the total potential service connections in the combined systems are 15 or greater or if the total number of individuals served by the combined systems total 25 or greater at least 60 days out of the year.

Without excluding other meanings of the terms “individual” or “served,” an individual is deemed to be served by a water system if he lives in, uses as his place of employment, or works in a place to which drinking water is supplied from the system.

§290.38(84) Transient, noncommunity 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.

System Information

Include

- Contact information for:
 - Emergency contact
 - Responsible official
 - Accredited laboratory
- Tank capacities
- Connection and population served

Instructions

Keep personnel and system information up to date.

- Send an email to PWSINVEN@tceq.texas.gov to update TCEQ of changes to points of contact, facilities, and activity.
- See current information in the [Texas Drinking Water Watch](#)⁷ database.

Notes

Samples for microbial contaminants must be analyzed by a National Environmental Laboratory Accreditation Program (NELAP) laboratory approved by TCEQ for the accredited microbial analyses and methods in the drinking water matrix.

- See TCEQ's [list of accredited laboratories](#).⁸

Attachment

1. *System Information Log Sheet*

7. www.tceq.texas.gov/goto/dww

8. www.tceq.texas.gov/goto/certified_labs

Notes

System Information Log Sheet

Revision Date:

PWS Name		PWS ID	
----------	--	--------	--

Responsible Official

Name		Title	
Phone		Alt Phone	
Mailing Address			

Emergency Contact

Same as Responsible Official? Yes No

Name		Title	
Phone		Alt Phone	

Accredited Laboratory

Name			
Phone		Fax	
Mailing Address			

Water Operator Information (if applicable)

Name		License Class	
Phone		License Number	

Additional water operators should be included in your annual Operator Notice Form.

Tank Truck Capacity (in gallons)

Tank Number		Capacity	
Tank Number		Capacity	
Tank Number		Capacity	

Number of Connections and Population

Connections		Population	
-------------	--	------------	--

Refer to 30 TAC §290.38 for definitions of "connection" and "population."

Notes

Daily or Weekly Monitoring Records

Applicable Regulations: 30 TAC 290.44(i)(2)(K) and 30 TAC 290.44(i)(2)(L)

Record Water and Chemical Use

Record the volume of water hauled by your truck or trailer. Get this number from your flow meter reading or approved water source.

Record the amount of chemical(s) used, such as sodium hypochlorite (granular or tablet chlorine) or sodium hypochlorite (bleach) used to disinfect the water.

Measure Disinfectant Residual Levels

Measure and record the disinfectant residual concentration in your tank.

The residual disinfectant concentration in water in your tanks must be at least:

- 0.5 mg/L free chlorine
- 1.0 mg/L chloramine (measured as total chlorine)

Keep Records

How often you record this information depends on your system's size. If your system can potentially serve:

- **at least** 750 people or 250 connections, record **daily**.
- **fewer than** 750 people or 250 connections, record **every 7 days**.

Keep water and chemical use data for **at least 2 years**.

Keep residual reading data for **at least 3 years**.

Attachments

1. *Disinfectant Residual, Water Use, and Chemical Use Log Instructions*
2. *Disinfectant Residual, Water Use, and Chemical Use Log Sheet*

Notes

Disinfectant Residual, Water Use, and Chemical Use Log Instructions

Why should I use this log?

Use this log to track your system's water use, chemical use, and disinfectant residual readings and keep them organized.

How do I use it?

Record sampling dates and your:

- Water source
- Tanks sampled
- Disinfectant residual readings
- Amount of water hauled and chemical(s) used

When do I use it?

If your system can potentially serve:

- **at least** 750 people or 250 connections, record **daily**.
- **fewer than** 750 people or 250 connections, record **every 7 days**.

Do I send it to TCEQ?

No, you do not need to send this to TCEQ. Keep it with your records for inspections.

How long should I keep it?

Keep completed logs in your records for **at least three years**.

What if I need help?

If you have questions about how to fill out the log or the public water system program, please contact Small Business and Local Government Assistance by phone at 800-447-2827, or by email at TexasEnviroHelp@tceq.texas.gov.

Notes

Disinfectant Residual, Water Use, and Chemical Use Log Sheet (continued)

Date	Tank Number	Water Source	Water Hauled (gallons)	Chemical Name	Amount of Chemical Used	Disinfectant Residual (mg/L)

Monthly Monitoring and Operating Records

Include

- Coliform sampling results ([see page 19](#))
- Tank Disinfection ([see page 21](#))

Instructions

Update these records at least once **every month**. Find more information about each record on the pages listed above.

Notes

Coliform Sampling Results

Applicable Regulations: 30 TAC 290.44(i)(2)(J), 30 TAC 290.46(f)(3)(C), and 30 TAC 290.109(d)

Sample for Coliforms

The Revised Total Coliform Rule (RTCR) protects public health by reducing potential pathways for fecal and microbial contamination into public drinking water systems. Take *at least* the minimum number of coliform samples from each tank truck or trailer routinely required each month. Send your samples to a NELAP approved laboratory that has been accredited for coliform testing methods.

- The number of samples is based on the maximum population served on any given day during the month.
 - See the figure [30 TAC 290.109\(d\)\(2\)\(A\)\(iii\)](#)⁹ for requirements.
 - See [Coliform Sampling for Public Water Systems](#)¹⁰ for sampling guidance.
- If a routine sample is positive for coliforms, you must take at least 3 repeat samples from that tank within 24 hours of notification.
 - See the diagram [RTCR Repeat Sampling Requirements](#)¹¹ for guidance.
- Notify TCEQ by email at TCRData@tceq.texas.gov if you are inactive through a monthly operating period to prevent violations for failure to sample.

Contact your laboratory to get the Microbial Reporting Form (MRF) and coliform sample bottles.

- See TCEQ's [list of accredited laboratories](#).¹²
- See TCEQ's [instructions on completing the MRF](#).¹³

Keep Records

Keep copies of these records for **at least 5 years**:

- Completed Microbial Reporting Forms
- Sample results

9. www.tceq.texas.gov/goto/rtcr-samples

10. www.tceq.texas.gov/goto/rg-421

11. www.tceq.texas.gov/goto/rtcr-repeats

12. www.tceq.texas.gov/goto/certified_labs

13. www.tceq.texas.gov/goto/mrfins

Notes

Tank Disinfection

Applicable Regulations: 30 TAC 290.44(i)(2)(I)

Disinfect Your Tank

Disinfect tanks every month and any time you suspect contamination.

Keep Records

Keep records on tank disinfection for **at least 2 years**.

Attachments

1. *Tank Disinfection Log Instructions*
2. *Tank Disinfection Log Sheet*

Notes

Tank Disinfection Log Instructions

Why should I use this log?

You must regularly disinfect tanks used to transport drinking water. Use this log to track these events and show compliance with the rule.

How do I use it?

Record the date and time tanks were disinfected.

When do I use it?

Disinfect tanks at least once a month and any time you suspect contamination.

Do I send it to TCEQ?

No, you do not need to send this to TCEQ. Keep it with your records for inspections.

How long should I keep it?

Keep completed logs in your records for **at least two years**.

What if I need help?

If you have questions about how to fill out the log or the public water system program, please contact Small Business and Local Government Assistance by phone at 800-447-2827, or by email at TexasEnviroHelp@tceq.texas.gov.

Notes

Tank Disinfection Log Sheet

Date	Time	Tank Number	Reasons

Notes

Quarterly Operating Records

Include

- Data on your disinfectant residual analyzers ([see page 29](#))
- Copies of disinfectant level quarterly operating reports ([see page 37](#))

Instructions

Update records in this section at least once **every 3 months**. Find more information about each record on the pages listed above.

Notes

Disinfectant Residual Analyzer Records

Applicable Regulations: 30 TAC 290.46(f)(3)(B) and 30 TAC 290.46(s)(2)(C)

Verify Analyzer Accuracy

Verify the accuracy of manual disinfectant residual analyzers at least once **every 90 days** using chlorine solutions of known concentrations.

Keep Records

Keep logs of verification dates for at least **3 years**.

Attachments

1. *Disinfectant Residual Analyzer Verification Log Instructions*
2. *Disinfectant Residual Analyzer Data Sheet*
3. *Disinfectant Residual Analyzers Verification Log Sheet*

Notes

Disinfectant Residual Analyzer Verification Log Instructions

Why should I use this log?

You must check that your disinfectant residual analyzer is properly calibrated at least once every 90 days. Use this log to track these verifications and show compliance. If your analyzer is not properly calibrated, contact the manufacturer for instructions.

How do I use it?

On the data sheet, include information about your analyzer equipment and standards, including the date your standards expire. There are several tables for entering new standard information when old ones expire.

In the log sheet, record:

- Date you verified the analyzer's calibration
- Known standard concentrations
- Allowable range for each standard
- Concentration measured by the analyzer
- Whether it passed or failed verification

If the analyzer fails one or more measurements, try to find out why. Contact the manufacturer for help.

When do I use it?

At least once every 90 days.

Do I send it to TCEQ?

No, you do not need to send this to TCEQ. Keep it with your records for inspections.

How long should I keep it?

Keep completed logs in your records for **at least three years**.

What if I need help?

If you have questions about how to fill out the log or the public water system program, please contact Small Business and Local Government Assistance by phone at 800-447-2827, or by email at TexasEnviroHelp@tceq.texas.gov.

Notes

Disinfectant Residual Analyzer Data Sheet

Analyzer Information

Manufacturer	
Model	
Serial Number	

Standard Information

Lot Number	
Serial Number	
Expiration Date	

Lot Number	
Serial Number	
Expiration Date	

Lot Number	
Serial Number	
Expiration Date	

Lot Number	
Serial Number	
Expiration Date	

Lot Number	
Serial Number	
Expiration Date	

Lot Number	
Serial Number	
Expiration Date	

Notes

Disinfectant Residual Analyzer Verification Log Sheet

Date:		Inspector's Initials:		
Standard	Known Concentration (mg/L)	Allowable Range (see manufacturer's certificate)	Measured Concentration (mg/L)	Status
Blank				Pass / Fail
Std 1				Pass / Fail
Std 2				Pass / Fail
Std 3				Pass / Fail

Date:		Inspector's Initials:		
Standard	Known Concentration (mg/L)	Allowable Range (see manufacturer's certificate)	Measured Concentration (mg/L)	Status
Blank				Pass / Fail
Std 1				Pass / Fail
Std 2				Pass / Fail
Std 3				Pass / Fail

Date:		Inspector's Initials:		
Standard	Known Concentration (mg/L)	Allowable Range (see manufacturer's certificate)	Measured Concentration (mg/L)	Status
Blank				Pass / Fail
Std 1				Pass / Fail
Std 2				Pass / Fail
Std 3				Pass / Fail

Notes

Disinfectant Level Quarterly Operating Reports (DLQORs)

Applicable Regulations: 30 TAC 290.46(f)(3)(B) and 30 TAC 290.110(e)

Report Disinfectant Levels

Record disinfectant levels in DLQORs every 3 months. If yours is a transient noncommunity system, you do not need to send these records to TCEQ.

Visit our [Disinfectant Residual Reporting for Public Water Systems](#)¹⁴ webpage to find:

- The DLQOR form
- Instructions for completing the paper form or submitting electronically

Keep Records

Keep copies of DLQORs for at least **3 years**.

14. www.tceq.texas.gov/goto/dlqor

Notes

Operator Notice Form

Applicable Regulations: 30 TAC 30 TAC 290.46(p)(2)

Update Operator Information

Transient noncommunity systems serving only groundwater or purchased treated water do not need water operators. If you hire any, provide a list of water operators and operating companies associated with your system **each year**.

Submit the [Operator Notice form](#)¹⁵ by:

- Email to PWSInven@tceq.texas.gov.
- Fax to 512-239-6050.
- Mail to:

Water Supply Division, MC-155
Texas Commission on Environmental Quality (TCEQ)
P.O. Box 13087
Austin, TX 78711-3087

Keep Records

Keep a copy for your records and update it each year.

15. www.tceq.texas.gov/goto/20913

Notes

Chemical Analysis Results

Applicable Regulations: 30 TAC 290.46(f)(3)(E) and 30 TAC 290 Subchapter F

Sample for Other Contaminants

You do not take these samples yourself. A TCEQ contractor collects samples based on a sampling schedule set by TCEQ. You work with the sampler and pay for the lab analysis.

- Find out [how to get your sample schedules](#)¹⁶ on our website.

Keep Records

Know your schedule and keep copies of all chemical analysis results for **at least 10 years**.

Notes

Transient noncommunity systems like water haulers generally only sample for nitrate and nitrite, and secondary constituents.

Find [inorganic contaminants](#)¹⁷ and their maximum contaminant levels (MCLs) in 30 TAC 290.106.

Find [secondary constituents](#)¹⁸ and their MCLs in 30 TAC 290.118.

16. www.tceq.texas.gov/goto/dwwins

17. www.tceq.texas.gov/goto/pws-ioc

18. www.tceq.texas.gov/goto/pws-secondaries

Notes

Public Notice Records

Applicable Regulations: 30 TAC 290.46(f)(3)(B), 30 TAC 290.46(q), and 30 TAC 290 Subchapter F

Provide Boil Water and Public Notices

Some violations require you to give public notice, such as monitoring, reporting, treatment technique, or maximum contaminant level violations. **We will send a letter when you need to give notice for a violation**, so make sure we have the correct mailing address.

- Find [public notice templates and certificate of delivery forms](#)¹⁹ on our website. Each template includes instructions for use.

Enact a **boil water notice** if you have:

- Failure to keep adequate disinfectant residuals
- Microbiological samples containing *Escherichia coli* (*E. coli*)
- Receives water from a PWS that is on a boil water notice

Keep Records

Keep all notice records for **at least 3 years**.

19. www.tceq.texas.gov/goto/pws/notices/index.html

Notes

Maintenance Records

Applicable Regulations: 30 TAC 290.46(f)(3)(A) and 30 TAC 290.46(m)

Maintain Your System

You must maintain your facilities and equipment, so they stay in good working condition and keep a neat appearance.

Keep Records

Include:

- Maintenance records for equipment and facilities
- Dates you cleaned truck tanks, storage tanks, and other facilities

Keep these records for **at least 2 years**.

Attachments

1. *Facility Cleaning Log Instructions*
2. *Facility Cleaning Log Sheet*

Notes

Facility Cleaning Log Instructions

Why should I use this log?

You must keep your water system facilities and equipment in good working condition. Use this log to track cleaning activities and show compliance with the rules.

How do I use it?

Write the name or description of the equipment and the date it was cleaned. Include any comments or concerns you may need to address in the future.

When do I use it?

When you clean any facilities or equipment.

Do I send it to TCEQ?

No, you do not need to send this to TCEQ. Keep it with your records for inspections.

How long should I keep it?

Keep completed logs in your records for **at least two years**.

What if I need help?

If you have questions about how to fill out the log or the public water system program, please contact Small Business and Local Government Assistance by phone at 800-447-2827, or by email at TexasEnviroHelp@tceq.texas.gov.

Notes

Notes

Plant Operations Manual

Applicable Regulations: 30 TAC 290.42(l)

Develop a Plant Operations Manual

Create a plant operations manual and keep it up to date for review and reference. Include:

- Routine maintenance and repair procedures
- Manufacturer's manuals for all equipment, if available
- Protocols to use if a natural or manufactured catastrophe occurs
- Telephone numbers of water system personnel, system officials, and local, state, and federal agencies to contact in an emergency

Find a [plant operations manual template](#)²⁰ on our website.

Keep Records

Update your manual as necessary and keep **permanently**.

20. www.tceq.texas.gov/goto/dwopmanual

Notes

Monitoring Plans

Include

- Monitoring plan ([see page 55](#))
- Sample siting plan ([see page 57](#))
- Nitrification action plan ([see page 59](#))
- Lab approval form ([see page 61](#))

Instructions

Update records in this section as needed. Find more information about each record on the pages listed above.

Notes

Monitoring Plan

Applicable Regulations: 30 TAC 290.121

Develop a Monitoring Plan

Create a chemical and microbiological monitoring plan and keep it updated. It must:

- Identify all sampling locations.
- Describe the sampling frequency.
- Specify the analytical procedures and laboratories you will use for compliance.

Our [How to Develop a Monitoring Plan for a PWS](#)²¹ guide can help you create one. Find a [monitoring plan template](#)²² on our website.

Keep Records

Update your plan as necessary and keep **permanently**.

21. www.tceq.texas.gov/goto/rg-384

22. www.tceq.texas.gov/goto/monitoringplan

Notes

Sample Siting Plan

Applicable Regulations: 30 TAC 290.109(d)(6)

Create a Sample Siting Plan

List the locations you will collect distribution coliform samples in your sample siting plan. It must include:

- All routine and repeat microbial (coliform) sampling sites
- Your sample collection schedule
- A water hauler diagram (or series of diagrams) that shows the locations of all applicable elements:
 - System valves and mains
 - Routine microbial sample sites
 - Water main sizes
 - Entry point source locations
 - Water storage facilities

Find a [sample siting plan template](#)²³ on our website. Sampling must represent water throughout the system.

Keep Records

Update your plan as necessary and keep **permanently**.

23. www.tceq.texas.gov/goto/rtcr-siting-plan

Notes

Nitrification Action Plan

Applicable Regulations: 30 TAC 290.46(z)

Create a Nitrification Action Plan (if applicable)

If you use chloramines (chlorine and ammonia) as a disinfectant or buy water that is chloraminated, you must have a nitrification action plan (NAP).

Find [NAP guidance](#)²⁴ and a [NAP template spreadsheet](#)²⁵ on our website.

Keep Records

Update your plan as necessary and keep **permanently**.

24. www.tceq.texas.gov/goto/napguide

25. www.tceq.texas.gov/goto/20918

Notes

Lab Approval Form

Applicable Regulations: 30 TAC 290.119(a)

Get Your Onsite Lab Approved (if applicable)

You must get TCEQ approval to analyze the following onsite:

- Turbidity
- pH
- Temperature
- Total organic carbon (TOC)
- UV
- Alkalinity
- Disinfectant
- Chlorite (at entry point)
- Calcium
- Phosphate

Find the [lab approval form](#)²⁶ on our website.

Keep Records

Keep a copy of your lab approval **permanently**.

26. www.tceq.texas.gov/goto/10450

Notes

Plans and Specifications

Include

- Engineering reports, plans and specs, and approval letters ([see page 65](#))
- Letters granting exceptions to rule and supporting data ([see page 67](#))
- Any supporting documentation

Instructions

Update records in this section as needed.

Notes

Engineering Reports and Plan Approval Letters

Applicable Regulations: 30 TAC 290.39(d)-(e) and 30 TAC 290.44(i)(2)

Get Your System Approved

Your water hauling equipment needs TCEQ approval before you construct or use it. A Texas-licensed professional engineer (PE) must prepare a report and submit plans and specifications for your system.

Any significant changes to your system also need approval; for example: adding a new potable water hauling tank or truck.

Find [forms and checklists for submitting plans and specifications](#)²⁷ on our website.

Send plans and specifications to:

Plan Review Team, Plan and Technical Review Section
Water Supply Division, MC-159
Texas Commission on Environmental Quality
P.O. Box 13087
Austin, Texas 78711-3087

Equipment Requirements

Make sure tanks are watertight and made of an approved impervious material that is easy to clean and disinfect. Surfaces must conform to ANSI/NSF Standard 61 and be certified by an ANSI-accredited organization. Label tanks and hoses used to transport or transfer drinking water with “Drinking Water Only” and use them **only** for that purpose.

Tanks must also have:

- A manhole and a cover that overlaps the raised opening by at least 2 inches and ends in a downward direction.
- A downward facing vent placed to minimize the change of contamination. This vent must be covered by a 16 mesh or finer corrosion resistant material.
- A drain that will completely empty the tank for cleaning or repairs.
- Protection against contamination for connections used to fill or empty the tank.

If you use a pump to transfer water from the tank, make sure it is permanently mounted to the tank.

Keep Records

Keep copies of any engineering reports, plans and specifications, and plan approval letters **permanently**.

27. www.tceq.texas.gov/goto/pwsplans

Notes

Letters Granting Exceptions to Rule

Applicable Regulations: 30 TAC 290.39(l)

Exception Request Instructions

We consider requests for exceptions to rule on an individual basis. You must show the exception will not compromise public health or cause a loss of service or water quality.

Send [exception request forms](#)²⁸ (TCEQ-20659) with supporting documentation to:

Technical Review and Oversight Team, Plan and Technical Review Section
Water Supply Division, MC-159
Texas Commission on Environmental Quality
P.O. Box 13087
Austin, Texas 78711-3087

Requesting Approval for Use of Emergency Temporary Water Haulers

We may approve **emergency** use of used food grade equipment to haul drinking water if a system experiences low pressure or water outages. Only equipment used to haul consumable beverages (such as juice or milk) will be considered. Please refer to the [Emergency Temporary Water Haulers](#)²⁹ guidance for more information on this process.

Keep Records

Include copies of:

- any letters granting exception to rule.
- results of any monitoring or special studies required by a granted exception.

Keep all records **permanently**.

28. www.tceq.texas.gov/goto/20659

29. www.tceq.texas.gov/goto/tempwaterhauler

Notes

NSF Certifications

Applicable Regulations: 30 TAC 290.42(j)

Check Chemical and Media Standards

All chemicals and process media used to treat water at your system must conform to:

- ANSI/NSF Standard 60 for Drinking Water Treatment Chemicals
- ANSI/NSF Standard 61 for Drinking Water System Components

Search for NSF-certified treatment chemicals and system parts on the NSF website.

- [NSF-certified treatment chemical search](#)³⁰
- [NSF-certified system parts search](#)³¹

Keep Records

Keep certifications for as long as you use the chemical or media at your system.

30. info.nsf.org/Certified/PwsChemicals/

31. info.nsf.org/Certified/PwsComponents/index.asp?standard=061

Notes

Purchase Water Contract(s)

Applicable Regulations: 30 TAC 290.44(i)

Maintain Contract(s)

The drinking water you distribute must come from a TCEQ-approved water source or PWS. Water sellers must keep purchase water contracts for their records, so request a copy to show your water comes from an approved source.

You must have these if your system buys treated water from another PWS to meet all or part of your production, storage, service pump, or pressure maintenance capacity requirements.

Keep Records

Keep copies of any purchase water contracts **permanently**.

Notes

Notices of Violation and Corrective Actions Taken

Applicable Regulations: 30 TAC 290.46(f)(3)(B)

Instructions

Keep copies of any notices of violation issued by TCEQ and documents showing corrective actions taken for **at least 3 years**.

Notes

Sanitary Survey Compliance Records

Comprehensive Compliance Investigations (CCIs)

Applicable Regulations: 30 TAC 290.46(f)(3)(E)

Instructions

TCEQ will conduct regular sanitary surveys of your system. We may also call them “comprehensive compliance investigations” or “CCIs.”

Keep any written reports, summaries, or communications about your system’s sanitary surveys for **at least 10 years**.

Notes

Groundwater Rule Compliance Records

Applicable Regulations: 30 TAC 290.46(f)(3)(D), 30 TAC 290.109, and 290.116

Collect Raw Water Samples

If your source is groundwater and a routine coliform sample tests positive, you must notify your groundwater wholesaler **within 24 hours**. Then the groundwater system must collect raw water samples unless they have TCEQ's approval to use 4-log virus treatment.

You must take corrective actions if we find significant deficiencies during a sanitary survey or if a raw groundwater source sample tests positive for *E. coli*.

Keep Records

Include copies of:

- Documents showing compliance with a state-approved corrective action plan and schedule
- Notice sent to water seller(s) of the coliform-positive distribution sample, if applicable

Keep all records for at least **5 years**.

Notes

Revised Total Coliform Rule Records

Applicable Regulations: 30 TAC 290.46(f)(3)(D) and 30 TAC 290.109

Assess Your System

You may have to assess your system if you:

- Receive multiple total coliform-positive samples
- Have a combination of *E. coli* and total coliform-positive samples
- Do not collect all required repeat samples after a total coliform-positive distribution sample

The assessment helps you find any sanitary defects and determine if you need to make any corrective actions. You want to remove pathways for microbial contamination to enter your distribution system.

Keep Records

Keep copies of completed assessment forms and corrective action documentation for at least 5 years.

Notes

Seasonal Public Water Supply

Applicable Regulations: 30 TAC 290.46(f)(3)(D) and 30 TAC 290.109(g)(12)

Conduct and Certify Start-Up Procedures (if applicable)

Before serving water to the public, all seasonal PWSs (like summer camps) must::

- conduct state-approved startup procedures
- complete all necessary repairs
- collect microbial samples
- certify they completed these activities

Find [state-approved start-up procedures and certification instructions](#)³² on our website.

Keep Records

Keep copies of your seasonal start-up procedures and certifications for **at least 5 years**.

32. www.tceq.texas.gov/goto/20892

Notes

Complaints

Applicable Regulations: 30 TAC 290.46(f)(3)(A)

Track Complaints

Include:

- Logs with the date, location, and nature of water quality, pressure, or outage complaints you receive
- Results of any following investigation and corrective action

Keep Records

Keep all records for **at least 2 years**.

Attachments

1. *Complaint Log Instructions*
2. *Complaint Log Sheet*

Notes

Complaint Log Instructions

Why should I use this log?

Use this log to track customer complaints and your responses to show compliance with the rules.

How do I use it?

Write the date, location, and customer's complaint. Include any results from the complaint investigation.

When do I use it?

When you receive complaints from customers.

Do I send it to TCEQ?

No, you do not need to send this to TCEQ. Keep it with your records for inspections.

How long should I keep it?

Keep completed logs in your records for **at least two years**.

What if I need help?

If you have questions about how to fill out the log or the public water system program, please contact Small Business and Local Government Assistance by phone at 800-447-2827, or by email at TexasEnviroHelp@tceq.texas.gov.

Notes

Notes