



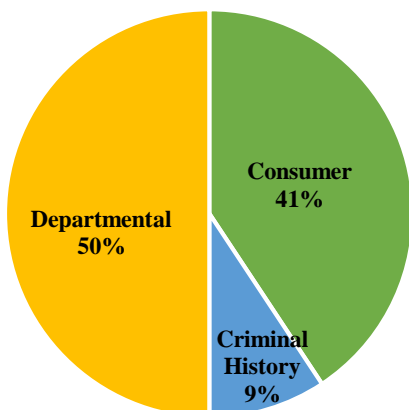
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

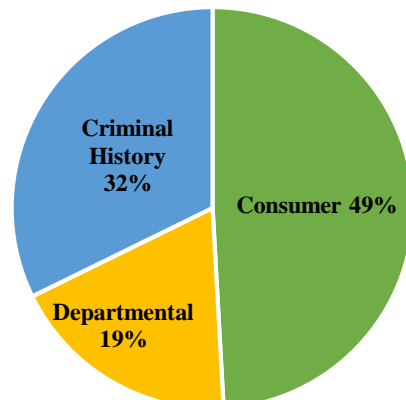
### Water Well Drillers and Pump Installers (WWD)

Key Statistics	WWD Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	2,270	832,593
Complaints Received	175	37,043
Cases Opened	86	10,902
Cases Closed	68	10,113
Average Time to Close (days)	439.00	151.96
% of Cases Resolved Within 6 Months	23.53%	68.52%
% of Cases Resulting in Disciplinary Action	7%	21%
Open Cases Pending at End of Fiscal Year	73	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	204
Number of Contested Cases Heard at SOAH	0	92
Formal Case Outcomes	WWD Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	3	614
Agreed Orders	2	1,254
Average Penalty Assessed on Orders	\$3,700.00	\$2,092.92
Total Penalties Assessed	\$18,500.00	\$3,452,750
Licenses Revoked (Disciplinary)	0	106
Licenses Suspended (Disciplinary)	0	13
Licenses Denied/Suspended/Revoked (Criminal History)	0	358
Cases Heard in District Court	0	1
Informal Case Actions	WWD Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$269.00	\$324,299
Warning Letters	19	1,500
Other Informal Resolutions	44	6,434
Cease & Desist Orders	0	38

**Source of WWD Cases Opened  
Fiscal Year 2019**



**Source of All Cases Opened  
Fiscal Year 2019**





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**Top WWD Alleged Violations at Opening**

<b>Fiscal Year 2019</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Criminal History	12
Did not provide surface completion	10
Failure to submit a well report	9
No License	9
Not completed after undesirable water	9
Did not properly cement annular space	6
False or misleading statements	5
No Department information on invoices or proposals	5
Failed to follow district rules/ordinances	4
Failure of landowner to cap or plug	4
Failure to properly cap/cover well	4

**Top WWD Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2019</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
No license	4
Failure to properly cap/cover well	1
Failed to comply with an order	1