



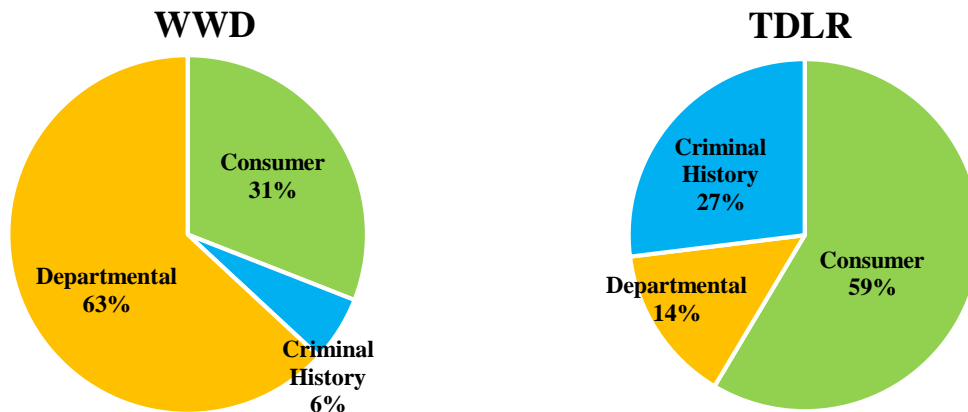
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Water Well Drillers and Pump Installers (WWD)

Key Statistics	WWD Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	2,136	823,189
Complaints Received	133	32,683
Cases Opened	84	10,465
Cases Closed	98	9,763
Average Time to Close (days)	367.62	157.58
% of Cases Resolved Within 6 Months	15.31%	68.64%
% of Cases Resulting in Disciplinary Action	11.22%	13.48%
Open Cases Pending at End of Fiscal Year	77	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	WWD Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	4	339
Agreed Orders	10	853
Average Penalty Assessed on Orders	\$1,500.00	\$2,199.86
Total Penalties Assessed	\$16,500.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	0	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	WWD Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$6,500.00	\$183,910.04
Warning Letters	19	1,615
Other Informal Resolutions	65	6,749
Cease & Desist Orders	0	46

Source of Cases Opened Fiscal Year 2020





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Top 10 WWD Alleged Violations at Opening

Fiscal Year 2020	
Alleged Violation at Opening	Count
Failed to submit well report	22
Did not properly cement annular space	20
Failure of landowner to cap or plug	10
Not completed after undesirable water	7
Expired license	7
Criminal History	5
Failed to properly cap/cover well	5
Failed to follow district rules or ordinances	4
Did not provide surface completion	3
No license	3

WWD Violations Resulting in Disciplinary Action

Fiscal Year 2020	
Violation Resulting in Disciplinary Action	Count
Failed to submit well report	5
Did not properly cement annular space	4
No License	3
No department information on invoices/proposals	2
Failed to follow district rules or ordinances	2
Failure of landowner to cap or plug	1
Apprentice performing unsupervised	1