



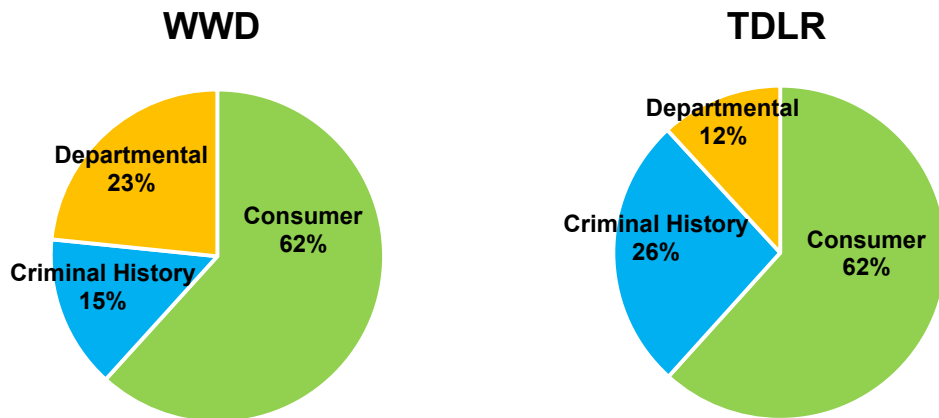
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Water Well Drillers and Pump Installers (WWD)

Key Statistics	WWD Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	2,161	848,268
Complaints Received	96	32,655
Cases Opened	47	10,121
Cases Closed	63	9,335
Average Time to Close (days)	332.86	209.86
% of Cases Resolved Within 6 Months	31.75%	60.00%
% of Cases Resulting in Disciplinary Action	11.11%	13.41%
Open Cases Pending at End of Fiscal Year	61	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	134
Number of Contested Cases Heard at SOAH	0	67
Formal Case Outcomes	WWD Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	0	44
Default Orders	5	455
Agreed Orders	5	711
Average Penalty Assessed on Orders	\$1,550.00	\$2,124.56
Total Penalties Assessed	\$15,500.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	0	103
Licenses Suspended (Disciplinary)	0	8
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	1
Informal Case Actions	WWD Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$0.00	\$192,825.53
Warning Letters	12	1,768
Other Informal Resolutions	41	6,208
Cease & Desist Orders	0	19

Source of Cases Opened Fiscal Year 2021





TEXAS DEPARTMENT OF LICENSING AND REGULATION
Enforcement Division

Top 10 WWD Alleged Violations at Opening

Fiscal Year 2021	
Alleged Violation at Opening	Count
Unlicensed	13
Did not provide surface completion	11
Criminal History	7
Failure to submit well report	6
Not located 50 feet from property line	4
Not completed after undesirable H2O	4
Failed to follow district rules or ordinances	4
Failure of landowner to cap or plug	4
Failed to adhere manufacture instruction	3
Did not properly cement annular space	3

Top WWD Violations Resulting in Disciplinary Action

Fiscal Year 2021	
Violation Resulting in Disciplinary Action	Count
Failure to submit well report	3
Unlicensed	2
Commingling violation	1
Failed to follow district rules or ordinances	1
Failure of landowner to cap or plug	1
Failure to properly cap or cover well	1