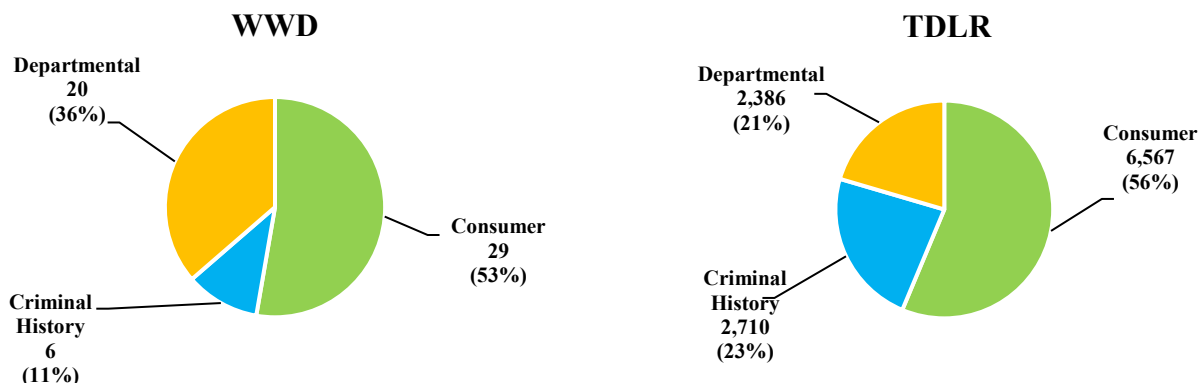


Water Well Drillers and Pump Installers (WWD)

Key Statistics	WWD Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	2,256	890,735
Complaints Received by Source	360	64,954
Consumer complaints	47	14,098
Department initiated complaints	22	2,368
Criminal History Records reviewed for licensure	291	48,488
Cases Opened	55	11,663
Consumer	29	6,567
Departmental	20	2,386
Criminal History	6	2,710
Cases Closed	42	11,754
Average Time to Close (days)	510.12	215.79
% of Cases Resolved Within 6 Months	23.81%	57.64%
% of Cases Resulting in Disciplinary Action	9.52%	10.81%
Open Cases Pending at End of Fiscal Year	74	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	61
Contested Cases Heard at SOAH	0	30
Formal Case Outcomes	WWD Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	4	1,160
Commission Orders	0	27
Default Orders	2	384
Agreed Orders	2	749
Average Penalty Assessed on Orders	\$1,906.25	\$2,231.30
Total Penalties Assessed	\$7,625.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	0	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	182
Cases Heard in District Court	0	7
Informal Case Actions	WWD Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$1,100.00	\$390,011.62
Warning Letters	7	3,378
Other Informal Resolutions	31	7,108
Cease & Desist Orders	0	17

Cases Opened Fiscal Year 2022



Top 10 WWD Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Failure to submit well report	16
Did not provide surface completion	13
No license	12
Not completed after undesirable H2O	8
Failure of landowner to cap or plug	8
Did not properly cement annular space	7
Criminal history	6
No Department information on invoices or proposals	5
Failure to supervise apprentice	4
Failure to properly cap or cover well	4

WWD Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
No license	2
Did not properly cement annular space	1
Failure of landowner to cap or plug	1