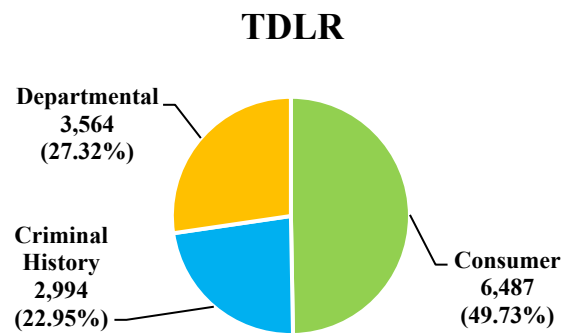
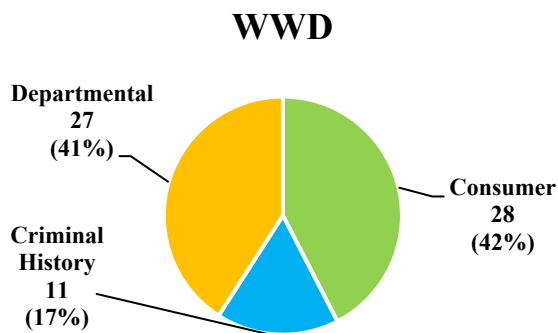


## Water Well Drillers and Pump Installers (WWD)

Key Statistics	WWD Fiscal Year 2023	TDLR Fiscal Year 2023
<b>Complaints Received by Source</b>	<b>545</b>	<b>111,084</b>
<i>Consumer complaints</i>	53	14,240
<i>Department initiated complaints</i>	29	3,535
<i>Criminal History Records reviewed for licensure</i>	463	93,309
<b>Cases Opened</b>	<b>66</b>	<b>13,045</b>
<i>Consumer</i>	28	6,487
<i>Departmental</i>	27	3,564
<i>Criminal History</i>	11	2,994
<b>Cases Closed</b>	<b>47</b>	<b>11,284</b>
Average Time to Close (days)	492.19	215.01
% of Cases Resolved Within 6 Months	21.28%	55.52%
% of Cases Resulting in Disciplinary Action	10.64%	12.46%
Open Cases Pending at End of Fiscal Year	93	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	WWD Fiscal Year 2023	TDLR Fiscal Year 2023
<b>Final Orders</b>	<b>7</b>	<b>1,329</b>
<i>Agreed Orders</i>	2	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	5	472
Average Penalty Assessed on Orders	\$2,089.29	\$2,217.58
<b>Total Penalties Assessed</b>	<b>\$14,625.00</b>	<b>\$2,947,160.00</b>
<b>Total Penalties Collected</b>	<b>\$2,625.00</b>	<b>\$1,451,668.00</b>
Licenses Revoked (Disciplinary)	0	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	WWD Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	6	2,757
Other Informal Resolutions	34	7,121
Cease & Desist Orders	0	8

### Cases Opened Fiscal Year 2023



### Top 10 WWD Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Failed to submit well report	17
Landowner failed to cap or plug	15
No license	12
Criminal history	11
Did not provide surface completion	9
False or misleading statements	6
Not completed after injurious water	6
Failed to have department information on invoices or proposals	3
Failed to follow district rules or ordinances	3
Failed to properly cap or cover well	3

### WWD Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Failed to submit well report	3
Did not provide surface completion	2
Failed to properly cap or cover well	2
Failed to select proper slot size	1
No license	1
Did not properly cement annular space	1