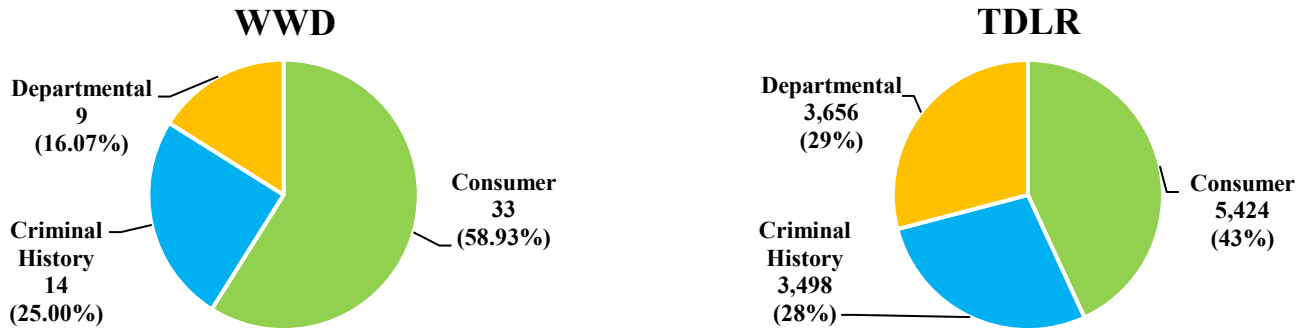


Water Well Drillers and Pump Installers (WWD)

Key Statistics	WWD Fiscal Year 2024	TDLR Fiscal Year 2024
Complaints Received by Source	667	122,942
<i>Consumer complaints</i>	59	13,669
<i>Department initiated complaints</i>	8	3,733
<i>Criminal History Records reviewed for licensure</i>	600	105,540
Cases Opened	56	12,578
<i>Consumer</i>	33	5,424
<i>Departmental</i>	9	3,656
<i>Criminal History</i>	14	3,498
Cases Closed	32	13,449
<i>Consumer</i>	10	5,511
<i>Departmental</i>	9	4,554
<i>Criminal History</i>	13	3,384
Average Time to Close (days)	328.56	199.58
% of Cases Resolved Within 6 Months	56.25%	57.67%
% of Cases Resulting in Disciplinary Action	18.75%	9.56%
% of Cases Not Resulting in Disciplinary Action	81.25%	90.44%
Open Cases Pending at End of Fiscal Year	117	7,433
Cases Referred to SOAH	0	52
Contested Cases Heard at SOAH	0	22
Formal Case Outcomes	WWD Fiscal Year 2024	TDLR Fiscal Year 2024
Final Orders	6	1,287
<i>Agreed Orders</i>	1	672
<i>Commission Orders</i>	0	14
<i>Default Orders</i>	5	496
<i>Denied by Operation of Law</i>	0	3
<i>Revocation by Operation of Law</i>	0	100
<i>Suspension by Operation of Law</i>	0	2
Average Penalty Assessed on Orders	\$2,416.67	\$3,205.97
Total Penalties Assessed	\$14,500.00	\$3,792,665.00
Total Penalties Collected	\$2,500.00	\$2,092,876.00
Total Disciplinary Suspensions and Revocations	0	110
<i>Licenses Revoked (Disciplinary)</i>	0	103
<i>Licenses Suspended (Disciplinary)</i>	0	7
Licenses Denied/Suspended/Revoked (Criminal History)	0	176
Restricted Licenses Granted	0	7
Cases Filed in District Court	0	2
Other Case Actions	WWD Fiscal Year 2024	TDLR Fiscal Year 2024
Consumer Restitution	\$0.00	\$402,875.87
Warning Letters	6	4,907
Other Cases Closed without Disciplinary Actions	20	7,256
Cease & Desist Orders	0	5
Emergency Orders	0	6

Cases Opened Fiscal Year 2024



Top WWD Alleged Violations at Opening

Fiscal Year 2024	
Alleged Violation at Opening	Count
Criminal history	14
Failed to provide surface completion	13
Made false or misleading statements	10
No license	10
Not completed after injurious water	8
Failed to submit well report	7
Failed to properly cement annular space	6
Landowner failed to cap or plug well	4
Failed to include Departmental information on invoice or proposal	3
Failed to select proper slot size	3
Failed to properly cap or cover well	3

WWD Violations Resulting in Disciplinary Action

Fiscal Year 2024	
Violation Resulting in Disciplinary Action	Count
No license	3
Landowner failed to cap or plug	1
Failed to select proper slot size	1
Failed to follow district rules or ordinances	1
Failed to submit well report	1