

LICENSING DIVISION

Staff Report for the Water Well Drillers Advisory Council
September 21, 2023

Statistics

Licensing Division Statistics Sept 1, 2022-July 31, 2023

| License Type | Licenses Issued | | Populations | |
|--|---------------------|-------------------------|--------------------------|--------------------------|
| | New Licenses Issued | Renewal Licenses Issued | FY 2023 TOTAL POPULATION | FY 2022 TOTAL POPULATION |
| Water Well Drillers & Pump Installers | 64 | 1521 | 1,630 | 1,650 |
| Apprentice Water Well Drillers & Pump Installers | 209 | 385 | 633 | 606 |
| Overall Licensees | 273 | 1,906 | 2,263 | 2,256 |

EDUCATION AND EXAMINATION DIVISION

Texas Water Well Drillers Advisory Council – September 21, 2023

Statistics

Water Well Drillers & Pump Installers Examination Statistics
 (As of July 31st, 2023)

| FY 2023 | SEP | OCT | NOV | Q1 | DEC | JAN | FEB | Q2 | MAR | APR | MAY | Q3 | JUN | JUL | AUG | Q4 | TOT |
|--------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------------|
| PASS | 21 | 27 | 22 | 70 | 28 | 15 | 10 | 53 | 15 | 16 | 31 | 62 | 17 | 25 | - | 42 | 227 |
| FAIL | 18 | 24 | 23 | 65 | 26 | 18 | 20 | 64 | 18 | 17 | 16 | 51 | 22 | 23 | - | 45 | 225 |
| TOTAL | 39 | 51 | 45 | 135 | 54 | 33 | 30 | 117 | 33 | 33 | 47 | 113 | 39 | 48 | - | 87 | 452 |
| RATE | 53.8% | 52.9% | 48.9% | 51.9% | 51.9% | 45.5% | 33.3% | 45.3% | 45.5% | 48.5% | 66.0% | 54.9% | 43.6% | 52.1% | - | 48.3% | 50.2% |
| FY 2022 | SEP | OCT | NOV | Q1 | DEC | JAN | FEB | Q2 | MAR | APR | MAY | Q3 | JUN | JUL | AUG | Q4 | TOT |
| PASS | 13 | 12 | 25 | 50 | 14 | 29 | 22 | 65 | 21 | 19 | 19 | 59 | 24 | 8 | 11 | 43 | 217 |
| FAIL | 15 | 16 | 24 | 55 | 12 | 8 | 15 | 35 | 17 | 19 | 19 | 55 | 16 | 13 | 12 | 41 | 186 |
| TOTAL | 28 | 28 | 49 | 105 | 26 | 37 | 37 | 100 | 38 | 38 | 38 | 114 | 40 | 21 | 23 | 84 | 403 |
| RATE | 46.4% | 42.9% | 51.0% | 47.6% | 53.8% | 78.4% | 59.5% | 65.0% | 55.3% | 50.0% | 50.0% | 51.8% | 60.0% | 38.1% | 47.8% | 51.2% | 53.8% |

No examination statistics were provided for August 2023 because totals are not available. Will provide August 2023 in the next report.

Examination Statistics by License Type
(As of July 31st, 2023)

| 1 st Quarter SEPTEMBER-OCTOBER-NOVEMBER | | | | | 2 ND Quarter DECEMBER-JANUARY-FEBRUARY | | | | |
|---|-----------|-----------|------------|---------------|--|-----------|-----------|------------|---------------|
| LICENSE TYPE | PASS | FAIL | TOT | RATE | LICENSE TYPE | PASS | FAIL | TOT | RATE |
| GENERAL WELL DRILLER | 12 | 6 | 18 | 66.67% | GENERAL WELL DRILLER | 10 | 14 | 24 | 41.67% |
| WATER WELL DRILLER | 7 | 25 | 32 | 21.88% | WATER WELL DRILLER | 7 | 24 | 31 | 22.58% |
| CLOSED LOOP GEOTHERMAL | 0 | 0 | 0 | 0.00% | CLOSED LOOP GEOTHERMAL | 1 | 0 | 1 | 100.00% |
| MONITOR WELL DRILLER | 1 | 1 | 2 | 50.00% | MONITOR WELL DRILLER | 3 | 1 | 4 | 75.00% |
| DEWATERING WELL DRILLER | 0 | 0 | 0 | 0.00% | DEWATERING WELL DRILLER | 1 | 0 | 1 | 100.00% |
| INJECTION WELL DRILLER | 0 | 0 | 0 | 0.00% | INJECTION WELL DRILLER | 1 | 0 | 1 | 100.00% |
| GENERAL PUMP | 17 | 18 | 35 | 48.57% | GENERAL PUMP | 8 | 8 | 16 | 50.00% |
| SINGLE PHASE PUMP | 14 | 6 | 20 | 70.00% | SINGLE PHASE PUMP | 9 | 8 | 17 | 52.94% |
| THREE PHASE PUMP | 10 | 5 | 15 | 66.67% | THREE PHASE PUMP | 5 | 5 | 10 | 50.00% |
| LINE SHAFT TURBINE PUMP | 5 | 2 | 7 | 71.43% | LINE SHAFT TURBINE PUMP | 5 | 0 | 5 | 100.00% |
| WINDMILLS, HAND & PUMP JACK | 4 | 2 | 6 | 66.67% | WINDMILLS, HAND & PUMP JACK | 3 | 4 | 7 | 42.86% |
| TOTAL | 70 | 65 | 135 | 51.85% | TOTAL | 53 | 64 | 117 | 45.30% |
| 3 RD Quarter MARCH-APRIL-MAY | | | | | 4 TH Quarter JUNE-JULY-AUGUST | | | | |
| LICENSE TYPE | PASS | FAIL | TOT | RATE | LICENSE TYPE | PASS | FAIL | TOT | RATE |
| GENERAL WELL DRILLER | 12 | 6 | 18 | 66.67% | GENERAL WELL DRILLER | 7 | 8 | 15 | 46.67% |
| WATER WELL DRILLER | 11 | 9 | 20 | 55.00% | WATER WELL DRILLER | 10 | 7 | 17 | 58.82% |
| CLOSED LOOP GEOTHERMAL | 0 | 0 | 0 | 0.00% | CLOSED LOOP GEOTHERMAL | 0 | 0 | 0 | 0.00% |
| MONITOR WELL DRILLER | 3 | 1 | 4 | 75.00% | MONITOR WELL DRILLER | 1 | 4 | 5 | 20.00% |
| DEWATERING WELL DRILLER | 0 | 0 | 0 | 0.00% | DEWATERING WELL DRILLER | 0 | 3 | 3 | 0.00% |
| INJECTION WELL DRILLER | 0 | 0 | 0 | 0.00% | INJECTION WELL DRILLER | 0 | 0 | 0 | 0.00% |
| GENERAL PUMP | 11 | 9 | 20 | 55.00% | GENERAL PUMP | 11 | 8 | 19 | 57.89% |
| SINGLE PHASE PUMP | 12 | 13 | 25 | 48.00% | SINGLE PHASE PUMP | 5 | 7 | 12 | 41.67% |
| THREE PHASE PUMP | 9 | 3 | 12 | 75.00% | THREE PHASE PUMP | 6 | 3 | 9 | 66.67% |
| LINE SHAFT TURBINE PUMP | 2 | 4 | 6 | 33.33% | LINE SHAFT TURBINE PUMP | 1 | 2 | 3 | 33.33% |
| WINDMILLS, HAND & PUMP JACK | 2 | 6 | 8 | 25.00% | WINDMILLS, HAND & PUMP JACK | 1 | 3 | 4 | 25.00% |
| TOTAL | 62 | 51 | 113 | 54.87% | TOTAL | 42 | 45 | 87 | 48.28% |

Water Well Drillers & Pump Installers Continuing Education Statistics
(As of August 31st, 2023)

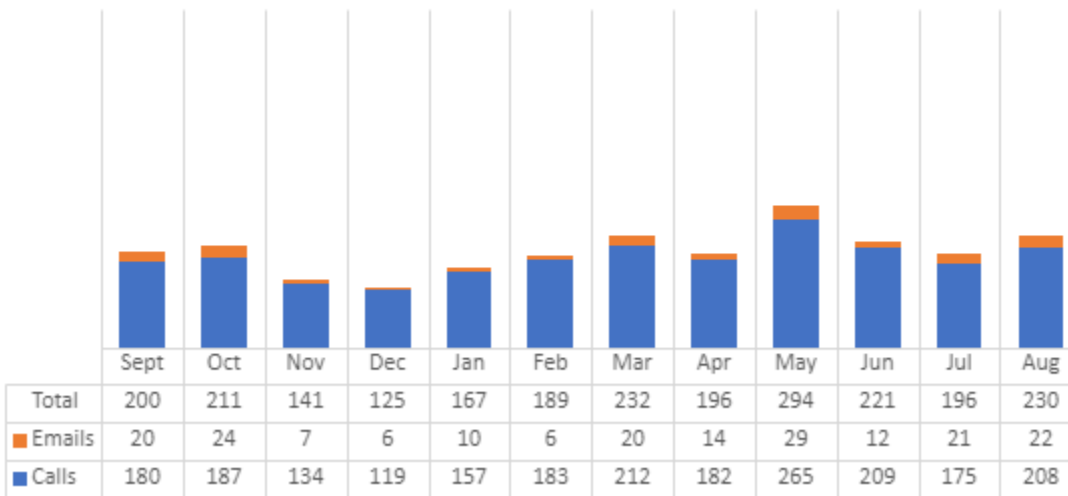
| FY 2023 | SEP | OCT | NOV | Q1 | DEC | JAN | FEB | Q2 | MAR | APR | MAY | Q3 | JUN | JUL | AUG | Q4 | TOTAL |
|------------------------------|------------|------------|------------|-----------|------------|------------|------------|-----------|------------|------------|------------|-----------|------------|------------|------------|-----------|--------------|
| COURSE APPROVALS ISSUED | 29 | 9 | 15 | 53 | 4 | 1 | 1 | 6 | 4 | 13 | 1 | 18 | 4 | 9 | 7 | 20 | 97 |
| TOTAL COURSES (END OF MONTH) | 124 | 118 | 132 | 132 | 119 | 105 | 106 | 106 | 96 | 106 | 89 | 89 | 86 | 94 | 99 | 99 | 99 |
| FY 2022 | SEP | OCT | NOV | Q1 | DEC | JAN | FEB | Q2 | MAR | APR | MAY | Q3 | JUN | JUL | AUG | Q4 | TOT |
| COURSE APPROVALS ISSUED | 8 | 11 | 19 | 38 | 0 | 5 | 2 | 7 | 3 | 2 | 12 | 17 | 8 | 0 | 9 | 17 | 79 |
| TOTAL COURSES (END OF MONTH) | 107 | 111 | 121 | 121 | 121 | 122 | 111 | 111 | 99 | 92 | 98 | 92 | 103 | 97 | 102 | 102 | 102 |

Customer Service Division

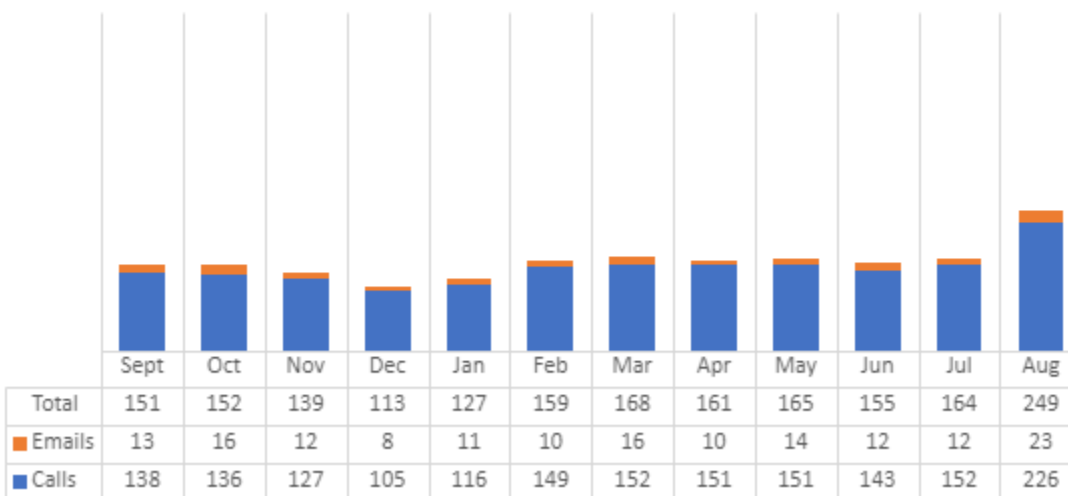
Staff Report for the Water Well Drillers Advisory Council
September 21, 2023

Statistics

**WATER WELL DRILLER/PUMP INSTALLERS
CUSTOMER SERVICE CONTACTS
FISCAL YEAR 2023**



**WATER WELL DRILLER/PUMP INSTALLERS
CUSTOMER SERVICE CONTACTS
FISCAL YEAR 2022**



Enforcement Division

Staff Report for the Texas Water Well Drillers Advisory Council September 21, 2023

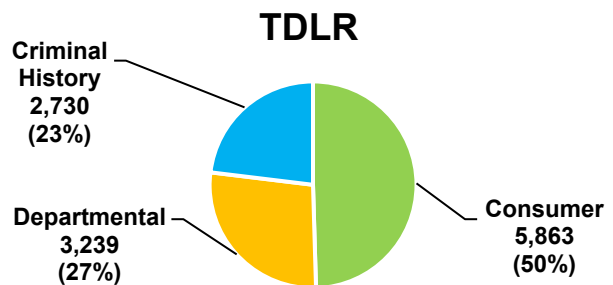
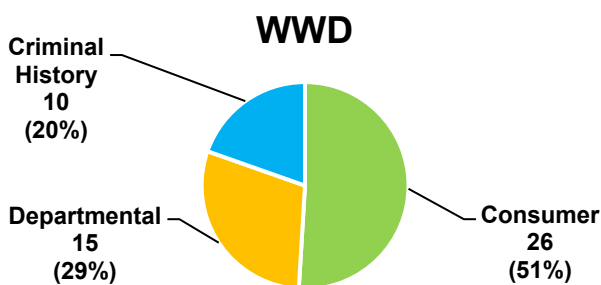
Statistics

Shown below are the Complaints Received, Enforcement Performance Measures and key statistics for the Water Well Drillers and Pump Installers (WWD) program and all TDLR programs combined through **July 31st of Fiscal Year 2023**:

| Complaints Received Break Down | WWD | TDLR |
|---|------------|---------------|
| Consumer complaints | 50 | 12,829 |
| Departmental initiated complaints | 28 | 3,206 |
| Criminal History Records Reviewed for licensure | 385 | 80,775 |
| Total Complaints Received | 463 | 96,810 |

| Key Statistics | WWD | TDLR |
|---|------------|-------------|
| Cases opened | 51 | 11,832 |
| Cases closed | 47 | 10,418 |
| Average time to close (days) | 492.19 | 216.64 |
| % of cases resolved within 6 months | 21.28% | 54.96% |
| % of cases resulting in disciplinary action | 10.64% | 13.00% |
| Cases pending at end of July | 78 | 7,975 |

Source of Cases Opened through July 31st of Fiscal Year 2023



| Case Outcomes | WWD | TDLR |
|--|-------------|----------------|
| Agreed Orders | 2 | 804 |
| Commission Orders | 0 | 9 |
| Default Orders | 5 | 461 |
| Penalties Assessed | \$14,625.00 | \$2,860,385.00 |
| Penalties Collected | \$2,625.00 | \$1,325,091.00 |
| Licenses Revoked (Disciplinary) | 0 | 56 |
| Licenses Suspended | 0 | 4 |
| Licenses Denied/Revoked (Criminal History) | 0 | 137 |
| Cease & Desist Orders | 0 | 7 |
| Informally Resolved | 40 | 9,068 |

**TOP 10 WWD Alleged Violations at Opening for
through July 31st of Fiscal Year 2023**

| Alleged Violation: | Count |
|---|--------------|
| Criminal history | 10 |
| Failure to submit well report | 10 |
| No license | 10 |
| Did not provide surface completion | 9 |
| False or misleading statements | 6 |
| Failure of landowner to cap or plug | 6 |
| Well not completed after injurious water | 6 |
| Failure to have Department information on invoices or proposals | 3 |
| Failure to follow district rules or ordinances | 3 |
| Failure to properly cap or cover well | 3 |

**TOP WWD Violation Resulting in Disciplinary Action
through July 31st of Fiscal Year 2023**

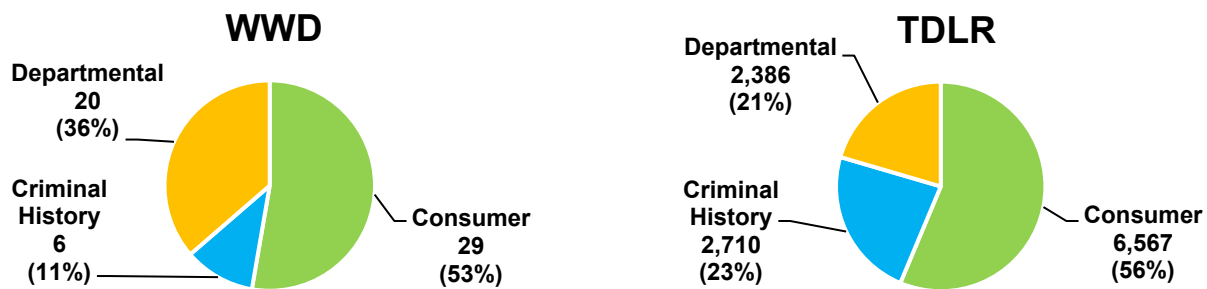
| Violation | Count |
|---------------------------------------|--------------|
| Failure to submit well report | 3 |
| Failure to properly cap or cover well | 2 |
| Did not provide surface completion | 2 |
| Failure to select proper slot size | 1 |
| Did not properly cement annular space | 1 |
| No license | 1 |

Shown below are the Complaints Received, Enforcement Performance Measures, and Key Statistics for the Water Well Drillers and Pump Installers (WWD) program and all TDLR programs combined for **Fiscal Year 2022**:

| Complaints Received Break Down | WWD | TDLR |
|---|------------|---------------|
| Consumer complaints | 47 | 14,098 |
| Departmental initiated complaints | 22 | 2,368 |
| Criminal History Records Reviewed for licensure | 291 | 48,488 |
| Total Complaints Received | 360 | 64,954 |

| Key Statistics | WWD | TDLR |
|---|------------|-------------|
| Cases opened | 55 | 11,663 |
| 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% |
| Cases pending at end of fiscal year 2022 | 74 | 6,540 |

Source of Cases Opened for Fiscal Year 2022



| Case Outcomes | WWD | TDLR |
|--|------------|----------------|
| Agreed Orders | 2 | 749 |
| Commission Orders | 0 | 27 |
| Default Orders | 2 | 384 |
| Penalties Assessed | \$7,625.00 | \$2,588,310.00 |
| Penalties Collected | \$2,625.00 | \$1,322,419.50 |
| Licenses Revoked (Disciplinary) | 0 | 50 |
| Licenses Suspended | 0 | 4 |
| Licenses Denied/Revoked (Criminal History) | 0 | 182 |
| Cease & Desist Orders | 0 | 17 |
| Informally Resolved | 38 | 10,486 |

TOP 10 WWD Alleged Violations at Opening for Fiscal Year 2022

| Alleged Violation: | Count |
|--|-------|
| Failure to submit well report | 16 |
| Did not provide surface completion | 13 |
| No license | 12 |
| Well not completed after undesirable water | 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 for Fiscal Year 2022

| Violation | Count |
|---------------------------------------|-------|
| No license | 2 |
| Did not properly cement annular space | 1 |
| Failure of landowner to cap or plug | 1 |

Case Highlights:

- **Roman Gonzalez, Jr. d/b/a B&G Drilling & Pump Co.**

On April 6, 2022, an Agreed Order was entered against Roman Gonzalez, Jr. d/b/a B&G Drilling & Pump Co. that assessed an administrative penalty of \$1,875. The Department cited Respondent for performing or offering to perform drilling or pump installation without a license. Respondent has paid in full the administrative penalty for this case.

- **Ramiro Palacios, Jr.**

On April 26, 2023, an Agreed Order was entered against Ramiro Palacios, Jr. that assessed an administrative penalty of \$2,250. The Department cited Respondent for: 1) failing to use a manufacturer's well screen or to select the correct slot size for the screen in the installation of a domestic (household use) or landscape irrigation well to prevent sand or sediment from entering the well; and 2) failing to submit an accurate well report. Respondent has paid in full the administrative penalty for this case.

Compliance Division

Staff Report for the Water Well Driller Advisory Council September 21, 2023

Inspections

Abandoned wells – 106

Consumer Complaints – 13

Leads Investigations – 69

Randoms – 166

GCD/Driller Contacts -24

Current Projects

Commingling Workgroup meeting held on March 27, 2023

Working to get all drillers to submit well reports online.

Outreach

Staff attended the TAGD Groundwater Summit and manned a booth on August 29 – 31, 2023.

Staff attended the Public Drinking Conference August 7 – 9, 2023.

Adam provided well construction and abandoned well training to the Milam & Burleson County Environmental Health Departments on June 30, 2023.

Adam gave a presentation on well construction and abandoned wells to the Washington County Environmental Health Department on May 11, 2023.

Adam & Casey gave a presentation on the WWD program to staff at the Southwestern Travis County GCD on April 24, 2023.

Adam gave a presentation on the WWD program to staff at the Wintergarden GCD on March 23, 2023.

Adam participated in a panel discussion on well construction in Texas at the TAGD quarterly meeting on March 8, 2023, in Pflugerville.

Adam gave a presentation on well construction and abandoned wells to the Brazoria Environmental Health Department on February 15, 2023.

Adam & Casey provided well inspection training to Middle Trinity GCD staff, on November 8, 2022.

Adam provided abandoned well training to the City of Amarillo's Environmental Health Department on October 25, 2022.

Adam gave a presentation on the WWD program to the Hemphill GCD Board of Directors on October 24, 2022.

Adam gave a presentation on abandoned wells at the Texas Environmental Health Association's Annual Educational Conference on October 18, 2022.

Staff attended the Texas Alliance of Groundwater Districts (TAGD) Groundwater Summit August 30 – 31, 2022.

Staff attended the Public Drinking Conference August 9 – 11, 2022.

Staff Participated in all Texas Groundwater Protection Committee and Subcommittee meetings.