

Bryan W. Shaw, Ph.D., P.E., *Chairman*  
Toby Baker, *Commissioner*  
Richard A. Hyde, P.E., *Executive Director*



## TEXAS COMMISSION ON ENVIRONMENTAL QUALITY

*Protecting Texas by Reducing and Preventing Pollution*

September 3, 2015

Ms. Terri Monroe  
3045 CR 855B  
Alvin, Texas 77511

Re: Investigation Request at:  
Meadowland Subdivision. CR 855 & CR 855A Covey Lane, Brazoria County  
**Investigation No.: 1274963**  
**Incident No.: 219093**

Dear Ms. Monroe:

The Texas Commission on Environmental Quality (TCEQ) Houston Region Office has completed a final investigation in response to your concern regarding the water outages and electrical issues at the above-referenced facility. Enclosed is a copy of the investigation report.

For more information about our complaint process, you may access the publication GI-278: *Do You Want to Make an Environmental Complaint? Do You Have Information or Evidence?* on our website at [www.tceq.texas.gov](http://www.tceq.texas.gov).

We appreciate your concern in bringing this matter to our attention. If we can be of further assistance, please contact Ms. Kathryn Roeder, at (713) 767-3650.

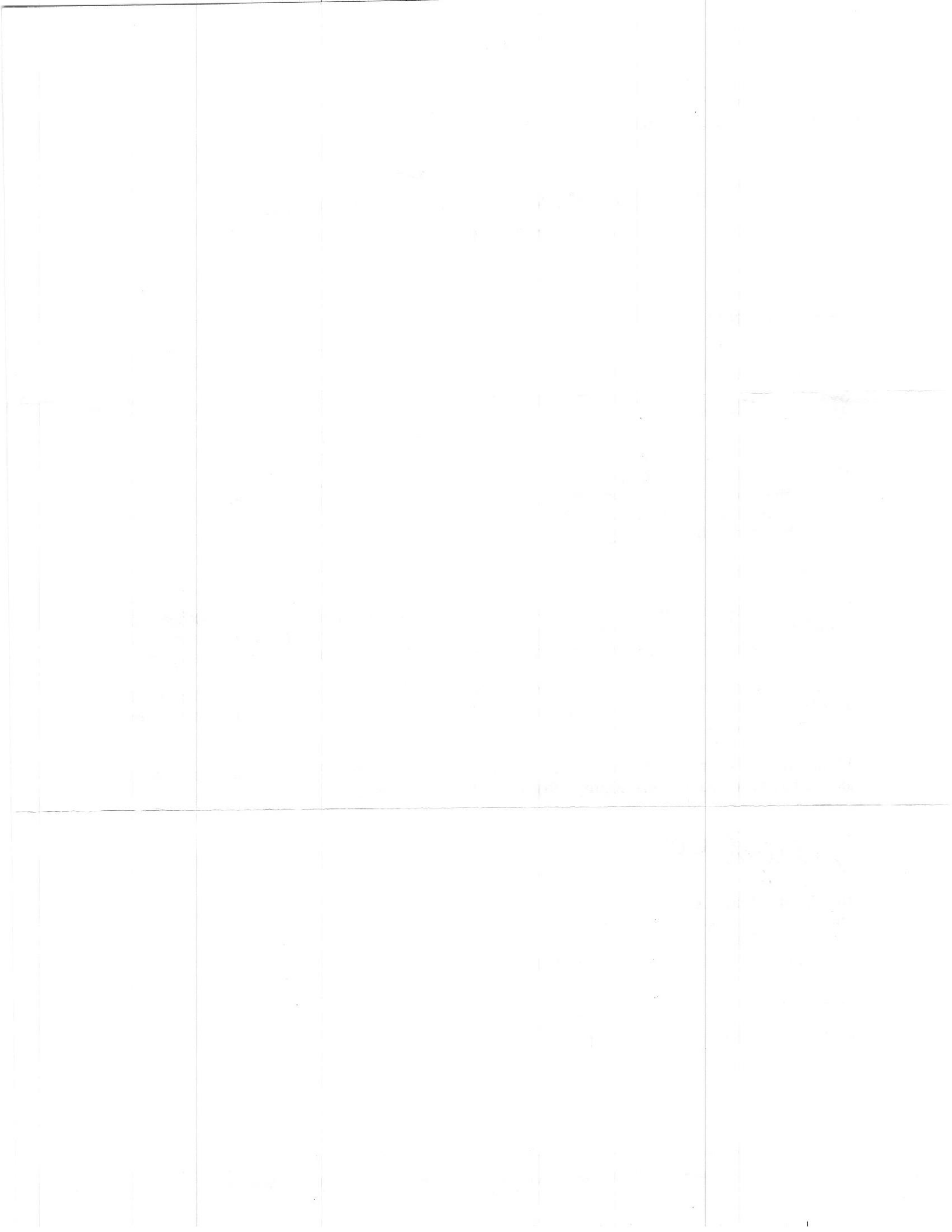
Sincerely,

A handwritten signature in black ink, appearing to read "Julia Thorp".

Julia Thorp, Team Leader  
Public Water Supply  
Houston Region Office  
Texas Commission on Environmental Quality

JT/KR/mar

Enclosure: Investigation Report



PWS\_0200347\_CO\_20150831\_Complaint Report  
**Texas Commission on Environmental Quality**  
**Investigation Report**

The TCEQ is committed to accessibility. If you need assistance in accessing this document, please contact oee@tceq.texas.gov

**Customer: Aqua Utilities, Inc.**  
**Customer Number: CN602787509**

**Regulated Entity Name: MEADOWLAND SUBDIVISION**  
**Regulated Entity Number: RN101234946**

<b>Investigation #</b> 1274963	<b>Incident Numbers</b> 219093
<b>Investigator:</b> KATHRYN ROEDER	<b>Site Classification</b> GW 51-250 CONNECTION
<b>Conducted:</b> 08/21/2015 -- 08/31/2015	<b>No Industry Code Assigned</b>
<b>Program(s):</b> PUBLIC WATER SYSTEM/SUPPLY	
<b>Investigation Type:</b> Compliance Investigation	<b>Location:</b> CR 855 & CR144 KEY MAP 655X
<b>Additional ID(s):</b> 0200347	
<b>Address:</b> , , ,	<b>Local Unit:</b> REGION 12 - HOUSTON <b>Activity Type(s):</b> PWSCMPL - PWS Complaint

**Principal(s):**

Role	Name
RESPONDENT	AQUA UTILITIES INC

**Contact(s):**

Role	Title	Name	Phone
REGULATED ENTITY MAIL CONTACT	COMPLIANCE MANAGER	MR SCOT W FOLTZ	Work (512) 990-4400
NOTIFIED	OPERATOR	MR HANS ANDERSON	Fax (281) 288-5103 Cell (713) 202-2942 Work (281) 651-0174

**Other Staff Member(s):**

Role	Name
Office System Administratic Supervisor	MICHELLE FLORES
Supervisor	KENNETH MILLER
Supervisor	DARLA BRANCH
Supervisor	JULIA THORP

**Associated Check List**

<u>Checklist Name</u>	<u>Unit Name</u>
PWS COMPLAINT INVESTIGATION	CMPLNT

**Investigation Comments:**

**MEADOWLAND SUBDIVISION -**

**8/21/2015 to 8/31/2015 Inv. # - 1274963**

**Page 2 of 3**

**INCIDENT DESCRIPTION**

Complaints of water outages and electrical issues were received by the Texas Commission on Environmental Quality's (TCEQ) via phone from Complainant A (anonymous) and Complainant B (Incident #219093) on August 21, 2015.

**ACTION TAKEN**

August 21, 2015

The investigator, Ms. Kathryn Roeder, attempted to contact the primary and secondary emergency contact for the Aqua Utilities, Inc., with no success at 11:20 a.m. At 11:45 a.m., Mr. Hans Anderson, operator for the Meadowland Subdivision was contacted. Mr. Anderson stated that the recent storm showers that had fallen caused the well switch to trip; however, the system did not dewater at that time. Additionally, Mr. Anderson stated the intermittent electrical outages that followed the weather events caused the pump switch at the well site to burn out which caused the system a loss of pressure and water. He stated that a boil water notice was issued to customers via phone tree and posted signs in the area. Furthermore, the repairs were completed and water pressure was restored at 2:00 p.m. on August 21. Ms. Roeder requested a copy of the bacterial (Bac-T) sample results of water collected before the boil water notice was rescinded.

Ms. Roeder called Complainant B to discuss complaint. The complainant referred to previous problems with the water system and electrical issues. Concerns about the follow-up to the boil water notice were discussed.

August 24, 2015

The investigator received an email from Mr. Anderson stating the Bac-T sample came back positive; however the chlorine residual was good. The lines were flushed again and another water sample taken and sent to the lab. The boil water notice was not lifted.

August 26, 2015

Ms. Roeder sent an email inquiry to Mr. Anderson about the results of the second Bac-T sample. Mr. Anderson replied that the laboratory results showed no coliform was present and the free chlorine residual was 2.04 milligrams/liter (mg/L). The state required minimum for free chlorine residual is 0.2 mg/L. The boil water noticed was lifted at approximately 1:00 p.m.

**CLOSURE COMMENTS**

Complaints were received alleging water outages and electrical issues. A boil water notice was issued because of a burned out switch and water loss. Since the investigator received documentation that repairs were completed and no coliform was present in the water sample, the boil water notice was rescinded and the complaint is closed.

**No Violations Associated to this Investigation**

Signed

Kathryn Roeder  
Environmental Investigator

Date

09/01/2015

Signed

[Signature]  
Supervisor

Date

9-1-15

**MEADOWLAND SUBDIVISION -**

**8/21/2015 to 8/31/2015 Inv. # - 1274963**

**Page 3 of 3**

---

**Attachments: (in order of final report submittal)**

Enforcement Action Request (EAR)

Letter to Facility (specify type) : 46

Investigation Report

Sample Analysis Results

Manifests

Notice of Registration

Maps, Plans, Sketches

Photographs

Correspondence from the facility

Other (specify) :

\_\_\_\_\_  
\_\_\_\_\_

