TCEQ REGULATORY GUIDANCE
Program Support and Environmental Assistance Division
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Managing Small Public Water Systems: Part E, Resources

This publication is Part E of a five-part series titled Managing Small Public Water Systems[1] (RG-501). The information in this series is not a substitute for the rules, which can be found in Title 30, Texas Administrative Code (30 TAC).[2]

Part E lists resources to help you:

- develop and use your asset-management plan,
- conduct daily operations at your public water system (PWS), and
- identify programs and resources in the water sector.

Resources for Common PWS Issues

There are multiple avenues for receiving financial, managerial, and technical assistance for public water systems (PWSs). Listed below are resources for common topics that PWSs face. Additionally, review our Assistance Handout for PWSs[3] to find groups that can assist you depending on the issue.

Reporting and Recordkeeping

Keep records of all operations and maintenance activities for your PWS. Some records must be sent to TCEQ, while others must be kept with your system's records. Keep copies of all documents sent to or from TCEQ. Organize them so they can be reviewed during inspections.

We have created compliance tools to help you organize and retain your records based on the type of system you operate:

- Managing Small Public Water Systems: Part D, Compliance[4] (RG-501d)
- Transient Noncommunity PWS Compliance Notebook[5] (RG-549)
- Community PWS Compliance Notebook[6] (RG-545)

1. www.tceq.texas.gov/assistance/water/managing-small-public-water-systems-rg-501
2. www.tceq.texas.gov/goto/view-30tac
3. www.tceq.texas.gov/downloads/compliance/publications/gi/gi-643.pdf
4. www.tceq.texas.gov/downloads/assistance/publications/rg-501d.pdf
5. www.tceq.texas.gov/downloads/assistance/publications/rg-549.pdf
6. www.tceq.texas.gov/downloads/assistance/publications/rg-545.pdf

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- Surface Water and Grounder under the Influence of Surface Water PWS Compliance Notebook[7] (RG-542)
- Water Hauler PWS Compliance Notebook[8] (RG-540)

Operator Licensing

Except for transient noncommunity systems that use groundwater or buy treated water from another PWS, all public water systems must be operated under the direct supervision of trained and licensed water operators. A water operator may be an employee, contractor, or volunteer, but any individual who performs process control duties related to the production or distribution of drinking water must be licensed. Find resources for obtaining or renewing occupational licenses on the following webpages:

Table 1: TCEQ Webpages for Occupational Licensing

I need to:	
Obtain an initial water license	TCEQ's Water System Operators[9]
Prepare for a licensing exam	PWS Operators: What Applicants for Licensing Need to Know[10]
Check my credit hours	TCEQ Licensing or Registration Information[11]
Find TCEQ-approved water operator courses	Training Courses for Occupational Licensing[12]
Renew a license	Renew an Occupational License or Registration[13]

Finding an Engineer

Your water source, distribution, storage, and treatment facilities need TCEQ approval before you install or use them. A Texas-licensed professional engineer (PE) must prepare a report and submit plans and specifications for your system. Any significant changes to your system also need approval, for example, drilling a new well, changing the type of disinfectant used, or installing a new ground storage tank.

Use these tips to locate a qualified engineer:

7. www.tceq.texas.gov/downloads/assistance/publications/rg-542.pdf
8. www.tceq.texas.gov/downloads/assistance/publications/rg-540.pdf
9. www.tceq.texas.gov/licensing/licenses/waterlic
10. www.tceq.texas.gov/licensing/licenses/waterworksntk
11. www2.tceq.texas.gov/lic_dpa/
12. www.tceq.texas.gov/licensing/training/AllTrainingProviders
13. www.tceq.texas.gov/licensing/renewal-online-folder

- Contact other PWSs in your area and ask them what engineer they use and if they are satisfied with their work.
- Search for civil engineers online. Call and ask if they have prior experience submitting engineering projects for PWSs to TCEQ.
- Look for a firm experienced with TCEQ's design rules for public water systems in 30 TAC 290, Subchapter D.[14]
- Verify engineers are registered with the Texas Board of Professional Engineers and Land Surveyors.[15]

Contact TCEQ's Plan and Technical Review Section at PTRS@tceq.texas.gov or at 512-239-4691 with engineering questions.

Drought Contingency Planning

All retail public water suppliers are required to prepare and adopt a Drought Contingency Plan (DCP). Retail public water suppliers with 3,300 connections or more must submit their DCP to TCEQ for review. Find guidance and model DCPs on the Drought Contingency Plans[16] webpage. If your system is implementing mandatory water restrictions or if you believe your system could run out of water within 180 days or less, report your status to TCEQ using the PWS Drought Contingency Plan Water Use Restrictions Reporting Form.[17]

Conducting Board and Council Meetings

Board and council member training is available through TCEQ's Financial, Managerial, and Technical (FMT) program.[18] Contact the FMT program at FMT@tceq.texas.gov or at 512-239-4691.

The Office of the Attorney General[19] offers information and guidance on the Public Information Act[20] and the Open Meetings Act.[21] The Office of the Attorney General also operates an Open Government Hotline at 877-673-6839 for assistance with these topics.

Public Utility Commission of Texas

If your PWS is also a water utility, you are also regulated by the Public Utilities Commission of Texas[22] (PUCT). The PUCT can assist with conducting rate studies, rate setting, certificates of convenience and necessity (CCNs), and applications for sales,

14. www.tceq.texas.gov/goto/rules/30-tac-290-d
15. pels.texas.gov/
16. www.tceq.texas.gov/permitting/water_rights/wr_technical-resources/contingency.html
17. www.tceq.texas.gov/drinkingwater/homeland_security/security_pws
18. www.tceq.texas.gov/drinkingwater/fmt
19. texasattorneygeneral.gov/open-government
20. texasattorneygeneral.gov/open-government/governmental-bodies/pia-and-oma-training-resources
21. texasattorneygeneral.gov/open-government/governmental-bodies/pia-and-oma-training-resources/open-meetings-act-training
22. www.puc.texas.gov/

transfers, or mergers. For more information about the PUCT, contact the PUCT's Water Utilities Division at 512-936-7405.

Assistance and Resources

Running a PWS requires a variety of financial, managerial, and technical skills. Water system managers, including council members, mayors, public works directors, and board members can benefit from training to learn about the importance of their jobs overseeing and managing a public water system and the basics on how their public water system gets, treats, and distributes water. Use Table 2 to find organizations that specialize in financial assistance, technical assistance, or that can provide general resources for the water sector.

Table 2: Organizations and Resources for Water Systems

Organization	Description	Financial Assistance	Technical Assistance	Education and Resources
American Water Works Association[i] (AWWA)	National nonprofit organization offering conferences, networking, and resources to the water industry.			X
Texas AWWA[ii]	Texas chapter of AWWA, offering education, networking, and resources to the water industry.			X
Communities Unlimited[iii]	Nonprofit organization offering water and wastewater loans in rural communities.	X		
Environmental Protection Agency[iv] (EPA)	Federal agency responsible for enforcing the Safe Drinking Water Act by regulating PWSs.			X
TCEQ's Financial, Managerial, and Technical[v] (FMT) Assistance	Free assistance for public water and wastewater systems through TCEQ and the Texas Rural Water Association.	X	X	X
TCEQ's Small Business and Local Government Assistance[vi] (SBLGA)	Free and confidential assistance for small businesses and local governments to help comply with environmental regulations.		X	X
Texas Water Development Board[vii] (TWDB)	Financial assistance programs available for water/wastewater projects.	X		

Organization	Description	Financial Assistance	Technical Assistance	Education and Resources
Texas Rural Water Association[viii] (TRWA)	Educational and trade association for rural water communities in Texas.		X	X
Texas Water Infrastructure Coordination Committee[ix] (TWICC)	Volunteer group of state/federal agencies, technical, and financial assistance providers to assist water and wastewater systems.	X		
Water Environment Association of Texas[x] (WEAT)	Trade association offering networking, training, and resources for the water industry.			X
Water Environment Federation[xi] (WEF)	Trade association offering water quality education, training, and business opportunities.			X

i. www.awwa.org/
ii. www.tawwa.org/
iii. communitiesu.org/
iv. www.epa.gov/ground-water-and-drinking-water
v. www.tceq.texas.gov/drinkingwater/fmt
vi. www.tceq.texas.gov/assistance
vii. www.twdb.texas.gov/
viii. www.trwa.org/
ix. twicc.org/index.html
x. www.weat.org/
xi. www.wef.org/