TCEQ REGULATORY GUIDANCE
Program Support and Environmental Assistance Division
RG-540 • Revised October 2026

Compliance Notebook for Water Haulers

PWS Name _____

Address _____

PWS ID Number _____

Contact Name _____

Contact Information _____

TEXAS COMMISSION ON ENVIRONMENTAL QUALITY • PO BOX 13087 • AUSTIN, TX 78711-3087
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How to Use This Notebook

This compliance notebook is an optional tool for owners and operators of transient noncommunity public water systems (PWSs) supplying drinking water by **tanker truck or trailer** when the drinking water was obtained from a registered PWS. It is not intended for systems that treat groundwater, surface water, groundwater under the direct influence of surface water, or that use chlorine dioxide or ozone for first disinfection.

Use this notebook as a template to organize your system's records and show compliance with requirements. There are log sheets, links to applicable forms, references to regulations, record retention timeframes, and other technical guidance included in each section. The log sheets are suggested as templates to help you collect the required information. **Place records from your system in their appropriate section to keep them organized.**

If you have an approved exception or treat for a maximum contaminant level (such as using reverse osmosis), you may have other monitoring and recordkeeping requirements not covered in this notebook. Add those records to this notebook as needed. The information in this document may be subject to change with policy and rule changes.

Where to Find More Information

- Contact the Central Records Section to request records from TCEQ at 512-239-2900 or cfrreq@tceq.texas.gov.
- Use a keyword, form number, or subject to search TCEQ forms.[1]
- Search Texas Drinking Water Viewer[2] for analytical results, schedules, certain violations, information on drinking water quality, and PWS compliance with state and federal regulations.
- Review the following TCEQ publications:
  - You're a Public Water System… Now What?[3] (RG-496) – Guidance for following PWS rules and regulations.
  - Managing Small Public Water Systems[4] (RG-501) – Technical guidance for owners and operators of small PWSs.
  - Guidance for Public Water System Water Haulers[5] (RG-590) – Technical guidance for owning or operating a potable water hauling tank truck or trailer.
  - Determining Connections and Populations Served for Public Water Systems[6] (RG-659) – Guidance for calculating population and connection counts.

1. www.tceq.texas.gov/publications/search_forms.html
2. www.tceq.texas.gov/goto/dwv
3. www.tceq.texas.gov/goto/rg496
4. www.tceq.texas.gov/goto/rg501
5. www.tceq.texas.gov/downloads/drinking-water/preparedness-resources/rg-590.pdf
6. www.tceq.texas.gov/downloads/drinking-water/rg-659_determining-connections-and-populations-served-for-public-water-systems.pdf

Find applicable rules in the following subchapters of Title 30, Texas Administrative Code (30 TAC), Chapter 290:

- Chapter 290 Subchapter D[7]: Rules and Regulations for Public Water Systems.
- Chapter 290 Subchapter F[8]: Drinking Water Standards Governing Drinking Water Quality and Reporting Requirements for Public Water Systems.

This document is a general guide to laws and regulations about PWSs and an aid to minimize potential health risks. It does not replace those laws and regulations which take priority over any information supplied here.

Local governments and other state and federal agencies may have additional rules and requirements. As the owner or operator of the water system, you must comply with all applicable laws and regulations.

If you receive compensation for water or serve other residential or industrial connections, you may have requirements not covered by this guide.

If you have questions or need more information about PWS requirements, please refer to the Small Business and Local Government Assistance (SBLGA) webpage[9] or call the SBLGA Hotline at 800-447-2827.

7. www.tceq.texas.gov/goto/rules/30-tac-290-d
8. www.tceq.texas.gov/goto/rules/30-tac-290-f
9. www.texasenvirohelp.org

Definitions

(Found in 30 TAC)

290.38(17) Community water system: A public water system which has a potential to serve at least 15 residential service connections on a year-round basis or serves at least 25 residents on a year-round basis.

290.38(18) Connection: A single family residential unit or each commercial or industrial establishment to which drinking water is supplied from the system. As an example, the number of service connections in an apartment complex would be equal to the number of individual apartment units. When enough data is not available to accurately determine the number of connections to be served or being served, the population served divided by three will be used as the number of connections for calculating system capacity requirements. Conversely, if only the number of connections is known, the connection total multiplied by three will be the number used for population served. For the purposes of this definition:

(A) a dwelling or business which is connected to a system that delivers water by a constructed conveyance other than a pipe shall not be considered a connection if:

(i) the water is used exclusively for purposes other than those defined as human consumption (see human consumption);

(ii) the executive director determines that alternative water to achieve the equivalent level of public health protection provided by the drinking water standards is provided for residential or similar human consumption, including, but not limited to, drinking and cooking; or

(iii) the executive director determines that the water provided for residential or similar human consumption is centrally treated or is treated at the point of entry by a provider, a pass through entity, or the user to achieve the equivalent level of protection provided by the drinking water standards.

(B) For a recreational vehicle park, as defined by Texas Water Code, 13.087(a)(3), that is a retail customer of a public water system, the number of connections shall be calculated as:

(i) the number of recreational vehicle sites or cabin sites, whether occupied or not, divided by eight; or

(ii) the number of recreational vehicle sites or cabin sites, whether occupied or not, divided by the alternative recreational vehicle park connection equivalency specified in 290.45(j) of this title (relating to Minimum Water System Capacity Requirements).

290.38(25) Drinking water: All water distributed by any agency or individual, public or private, for the purpose of human consumption or which may be used in the preparation of foods or beverages or for the cleaning of any utensil or articles used in the course of preparation or consumption of food or beverages for human beings. The term “drinking water” shall also include all water supplied for human consumption or used by any institution catering to the public.

290.38(38) Human consumption: Uses by humans in which water can be ingested into or absorbed by the human body. Examples of these include, but are not limited to

drinking, cooking, brushing teeth, bathing, washing hands, washing dishes, and preparing foods.

290.38(60) Nontransient, noncommunity water system: A public water system that is not a community water system and regularly serves at least 25 of the same persons at least six months out of the year.

290.38(73) Public Water System: A system for the provision to the public of water for human consumption through pipes or other constructed conveyances, which includes all uses described under the definition for drinking water. Such a system must have at least 15 service connections or serve at least 25 individuals at least 60 days out of the year.

This term includes: any collection, treatment, storage, and distribution facilities under the control of the operator of such system and used primarily in connection with such system, and any collection or pretreatment storage facilities not under the control which are used primarily in connection with such system.

Two or more systems with each having a potential to serve less than 15 connections or less than 25 individuals but owned by the same person, firm, or corporation and located on adjacent land will be considered a public water system when the total potential service connections in the combined systems are 15 or greater or if the total number of individuals served by the combined systems total 25 or greater at least 60 days out of the year.

Without excluding other meanings of the terms “individual” or “served,” an individual is deemed to be served by a water system if he lives in, uses as his place of employment, or works in a place to which drinking water is supplied from the system.

290.38(87) Transient, noncommunity water system: A public water system that is not a community water system and serves at least 25 persons at least 60 days out of the year, yet by its characteristics, does not meet the definition of a nontransient, noncommunity water system.

System Information

What to Include

- Contact information for:
  - Emergency contact
  - Responsible official
  - Accredited laboratory
- Tank capacities
- Connection and population served

Instructions

Keep personnel and system information up-to-date.

- Send an email to PWSINVEN@tceq.texas.gov to update TCEQ of changes to points of contact, facilities, and activity.
- See the Update Water System Profile Information webpage[10] for more information and documentation required for water system updates requests.
- See current information in the Texas Drinking Water Viewer[11] database.

Attachment

1. *System Information Log Sheet*

10. www.tceq.texas.gov/drinkingwater/dwv/update
11. dwv.tceq.texas.gov/

System Information Log Sheet

Revision Date:

PWS Name	
PWS ID	
Number of Connections	
Population Served	

Responsible Official

Name	
Title	
Phone	
Alternative Phone	
Mailing Address	

Emergency Contact

Is this contact the same as the Responsible Official? Yes____ No____

Name	
Title	
Phone	
Alternative Phone	

Accredited Laboratory

Name	
Phone	
Fax	
Mailing Address	

Water Operator Information (if applicable)

Name	Phone	License Class	License Number

Additional water operators should be included in your Annual Operator Notice Form.

Tank Truck Capacity (in gallons)

Tank Number	Capacity

Daily or Weekly Monitoring Records

What to Include

- Disinfectant residual, water use, and chemical use records (see page 12).

Instructions

Update these records **daily or weekly** depending on your system's population size.

Disinfectant Residual, Water Use, and Chemical Use Monitoring

Applicable Regulations: 30 TAC 290.44(i)(2)(K) and (L), and 30 TAC 290.46(f)(3)(A) and (B)

Record Water and Chemical Use

Record the volume of water hauled by your truck or trailer. Get this number from your flow meter.

Record the amount of chemical(s) used, such as chlorine or ammonia used to disinfect the water.

Measure Disinfectant Residual Levels

Measure and record the disinfectant residual concentration of the water in your tank.

The disinfectant residual concentration in your tanks must be at least:

- 0.5 mg/L free chlorine, or
- 1.0 mg/L chloramine (measured as total chlorine) if you distribute chloraminated water.

Keep Records

Keep all disinfectant residual data, volume of water hauled, and chemical use data for **at least three years.**

Attachments

1. *Disinfectant Residual, Water Use, and Chemical Use Log Instructions*
2. *Disinfectant Residual, Water Use, and Chemical Use Log Sheet*

Disinfectant Residual, Water Use, and Chemical Use Log Instructions

Why should I use this log?

Use this log to track and organize your system's water use, chemical use, and disinfectant residual readings.

How do I use it?

Record sampling dates and your:

- Water source
- Tanks sampled
- Disinfectant residual readings
- Amount of hauled water and chemical(s) used

When do I use it?

If your system can potentially serve:

- **at least** 750 people or 250 connections—record **daily.**
- **fewer than** 750 people or 250 connections—record **every seven days.**

Do I send it to TCEQ?

No, you do not need to send this to TCEQ. Keep it with your records for inspections.

How long should I keep it?

Keep records of completed logs for **at least three years.**

What if I need help?

If you have questions about how to fill out the log or the PWS program, please contact SBLGA by phone at 800-447-2827 or by email at TexasEnviroHelp@tceq.texas.gov.

Disinfectant Residual, Water Use, and Chemical Use Log Sheet

Date	Tank Number	Water Source	Water Hauled (gallons)	Chemical Name	Amount of Chemical Used	Disinfectant Residual (mg/L)	Disinfectant Type: Free or Total Chlorine	Initials

Disinfectant Residual, Water Use, and Chemical Use Log Sheet (continued)

Date	Tank Number	Water Source	Water Hauled (gallons)	Chemical Name	Amount of Chemical Used	Disinfectant Residual (mg/L)	Disinfectant Type: Free or Total Chlorine	Initials

Monthly Monitoring and Operating Records

What to Include

- Coliform sampling results (see page 17).
- Tank disinfection (see page 19).
- Emergency generator inspection records (see page 22).

Instructions

Update these records **at least once every month.** Find more information about each record on the pages listed above.

Coliform Sampling Results

Applicable Regulations: 30 TAC 290.44(i)(2)(J), 30 TAC 290.46(f)(3)(D), and 30 TAC 290.109(d)

Sample for Coliforms (Routine Sampling)

Take at least one coliform sample per month from each tank truck or trailer and send it to a National Environmental Laboratory Accreditation Program (NELAP)-accredited laboratory for analysis. The number of samples is based on the maximum population served on any given day during the month. See the table below for sampling requirements and Coliform Monitoring, Analyzing, and Reporting[12] (RG-421) for sampling guidance.

Table 1. Required Number of Monthly Coliform Samples

Population Served	Minimum Number of Samples per Month
1 to 1,000	1
1,001 to 2,500	2
2,501 to 3,030	3
3,301 to 4,100	4
4,101 to 4,900	5
4,901 and greater	See 30 TAC Section 290.109(d)(2)(A)(iii)[13]

To prevent violations for failing to collect a sample, notify TCEQ at TCRDATA@tceq.texas.gov by the tenth day of the following month if you are inactive through a monthly operating period. Include monthly operations records that demonstrate no water was hauled.

Sample for Coliforms (Repeat Sampling)

If a routine sample is positive for coliforms, you must take at least three repeat samples from that tank within 24 hours of notification of the positive result. The three repeat samples should be collected on the same day several minutes apart.

If a routine sample is positive for coliforms and the drinking water was received from another PWS which provides groundwater, you must notify the groundwater system within 24 hours of being notified of the positive coliform sample.

Find Laboratories to Analyze Samples

Contact your laboratory to get the Microbial Reporting Form (MRF) and coliform sample bottles.

- See TCEQ's list of NELAP-accredited laboratories.[14]

12. www.tceq.texas.gov/goto/rg-421
13. www.tceq.texas.gov/goto/rules/30-tac-290-f
14. ab.qamanager.com/publicparameters/52

- See TCEQ's instructions on completing the MRF.[15]

Keep Records

Keep copies of these records for **at least five years:**

- Completed Microbial Reporting Forms and sampling results.
- Copy of the notice sent to water seller(s) of the coliform-positive distribution sample, if applicable.

15. www.tceq.texas.gov/goto/mrfins

Tank Disinfection

Applicable Regulations: 30 TAC 290.44(i)(2)(I)

Disinfect Your Tank

Disinfect tanks every month and any time you suspect contamination.

Keep Records

Keep records on tank disinfection for **at least two years.**

Attachments

1. *Tank Disinfection Log Instructions*
2. *Tank Disinfection Log Sheet*

Tank Disinfection Log Instructions

Why should I use this log?

You must regularly disinfect tanks used to transport drinking water. Use this log to track these events and show compliance.

How do I use it?

Record the date and time tanks were disinfected.

When do I use it?

Disinfect tanks at least once a month and any time you suspect contamination.

Do I send it to TCEQ?

No, you do not need to send this to TCEQ. Keep it with your records for inspections.

How long should I keep it?

Keep completed logs in your records for **at least two years.**

What if I need help?

If you have questions about how to fill out the log or the PWS program, please contact SBLGA by phone at 800-447-2827 or by email at TexasEnviroHelp@tceq.texas.gov.

Tank Disinfection Log Sheet

Date	Time	Tank Number	Reasons	Initials

Emergency Generator Inspection Records

Applicable Regulations: 30 TAC 290.46(m)(8)

Inspect Emergency Generators

If you have an emergency generator(s), it must be inspected and tested at least once a month.

Keep Records

Keep records of your inspections for as long as the generator and its components are in use at your system (i.e., for the life of the generator). Keep an inventory of all critical generator components, such as maintenance items, lubricants, and coolants, as well.

Attachments

1. *Emergency Generator Inspection Checklist Instructions*
2. *Emergency Generator Inspection Checklist*

Emergency Generator Inspection Checklist Instructions

Why should I use this checklist?

Use this checklist to document routine testing and maintenance for your water system's emergency generators. This checklist is designed specifically for systems serving less than 1,000 connections. Systems should also adhere to any maintenance recommended by the generator's manufacturer. Systems serving 1,000 connections or more are required to conduct generator testing and maintenance according to Level 2 maintenance requirements contained in the National Fire Protection Association (NFPA) 110 Standard.[16]

How do I use it?

Complete each item on the checklist and record the findings in the applicable column. If problems are identified, state how they were addressed in the "Action Taken" column.

Items 25-29 of this checklist must be completed with the generator operating for at least 30 minutes while running at least 30% of the generator's kW rating or as per manufacturer's recommendations. For example, if the generator has a maximum rating of 100 kW, you should run the generator with a load of at least 30 kW when inspecting Items 25-29.

Record the date when the test and maintenance were conducted and include the name of the individual performing the work. Water system personnel or a third party may conduct the inspection.

How often do I use this checklist?

Test all emergency generators **at least once a month.**

Do I send it to TCEQ?

No, you do not need to send this to TCEQ, unless requested. Keep it with your records for inspections.

How long should I keep it?

Keep completed checklists for as long as the generator and its components are in use at your system (i.e., for the life of the generator). Keep an inventory of all critical generator components, such as maintenance items, lubricants, and coolants, as well.

What if I need help?

If you have questions about how to fill out the checklist or the PWS program, please contact SBLGA by phone at 800-447-2827 or by email at TexasEnviroHelp@tceq.texas.gov.

16. www.nfpa.org/codes-and-standards/nfpa-110-standard-development/110

Emergency Generator Inspection Checklist

(Leave gray cells blank)

Location: _____

Description:

SN _____ **Model** _____ **Year** _____ **Rating** _____ **(kW)**

Item Number	Item	Yes	No	N/A	Action Taken
	Prior to generator start up:				
	Fuel System				
1	Record the level in generator's (or external) fuel tank				Tank level in gallons:
2	Is the generator free of fuel contamination and condensation?				
3	Are the fuel lines and fittings free of signs of breaks and degradation?				
4	Are the fuel filters free or water separators free of water accumulation, clogging, and sediment buildup?				
5	Fuel filter replacement date (if applicable)				Date:
6	Water separator replacement date (if applicable)				Date:
7	Are the fuel transfer pumps and float switches/valves operating properly?				
8	Are the fuel tank grounding rod or cathodic and generator lightning protection free of damage?				
9	If located inside enclosure, are the auto alarms and generator shutdowns for the carbon monoxide monitor present and operational?				
	Lubrication System				
10	Is there an adequate oil level in oil lines and reservoirs?				
11	Are the oil lines and reservoirs free of leaks/breaks/degradation?				

Item Number	Item	Yes	No	N/A	Action Taken
12	Oil change date (if applicable)				Date:
13	Date of applying grease to bearing components and fittings (if applicable)				Date:
	Coolant System				
14	Are there adequate coolant levels in block heater, coolant lines, and coolant reservoirs?				
15	Are the block heater, coolant lines, and coolant reservoirs free of any leaks/breaks/degradation?				
16	Is the coolant filter free of clogs and sediment buildup?				
17	Coolant filter replacement date (if applicable)				Date:
18	Are the radiator, fan system, belts, air intake, and filters free of blockages/cracks/breaks/leaks?				
	Electrical System				
19	Are batteries mounted and secured?				
20	Are chargers/wiring/cables free of damage and corrosion?				
21	Are all chargers/wiring/cables secured tightly onto battery terminals?				
22	Does each battery unit have adequate electrolyte levels, charge retention, and discharge voltage?				
23	Are the Programmable Logic Controller and Uninterrupted Power Supplies watertight, not subject to flood, properly ventilated, and backup power supply has adequate charge?				
24	Are switch gears watertight and operable?				
	With generator operating under load:				
25	Operated generator at 30% load for at least 30 minutes?				
26	Is the fuel pump operating properly?				

Item Number	Item	Yes	No	N/A	Action Taken
27	Are the exhaust manifold and muffler working properly?				
28	Are fumes from the exhaust directed away from enclosed areas?				
29	Are the engine starters and alternators operating properly?				

Comments:

Inventory:

Signature of Inspector **Date of Inspection**

Quarterly Operating Records

What to Include

- Data on your disinfectant residual analyzers (see page 28).
- Copies of disinfectant level quarterly operating reports (see page 32).

Instructions

Update records in this section **at least once every three months.** Find more information about each record on the pages listed above.

Disinfectant Residual Analyzer Records

Applicable Regulations: 30 TAC 290.46(f)(3)(B) and 30 TAC 290.46(s)(2)(C)

Verify Analyzer Accuracy

Verify the accuracy of manual or continuous disinfectant residual analyzers using chlorine solutions of known concentrations.

Keep Records

Keep logs of verification dates for **at least three years.**

Attachments

1. *Disinfectant Residual Analyzer Verification Log Instructions*
2. *Disinfectant Residual Analyzer Data Sheet*
3. *Disinfectant Residual Analyzer Verification Log Sheet*

Disinfectant Residual Analyzer Verification Log Instructions

Why should I use this log?

You must check that your disinfectant residual analyzer is properly calibrated using chlorine solutions of known concentrations. Use this log to track these verifications and show compliance. If your analyzer is not properly calibrated, contact the manufacturer for instructions.

How do I use it?

Use the following Log Sheet to record information about your analyzer equipment, standards, and the results of your verification checks, including

- Analyzer information (manufacturer, model, and serial number).
- Standards information (lot number, serial number, expiration date).
- Date you verified the analyzer's calibration.
- Known standard concentrations.
- Allowable range for each standard.
- Concentration measured by the analyzer.
- Whether it passed or failed verification.

If the analyzer fails one or more measurements, try to find out why. Contact the manufacturer for help.

When do I use it?

At least once every **90 days** for manual analyzers or once every **seven days** for continuous analyzers.

Do I send it to TCEQ?

No, you do not need to send this to TCEQ. Keep it with your records for inspections.

How long should I keep it?

Keep completed logs in your records for **at least three years**.

What if I need help?

If you have questions about how to fill out the log or the PWS program, please contact SBLGA by phone at 800-447-2827 or by email at TexasEnviroHelp@tceq.texas.gov.

Disinfectant Residual Analyzer Verification Log Sheet

Analyzer Information

Manufacturer	
Model	
Serial Number	

Standard Information and Verification

Date: **Operator's Initials:**

Standard	Lot Number	Serial Number	Expiration Date	Known Concentration (mg/L)	Allowable Range (see manufacturer's certificate)	Measured Concentration (mg/L)	Status
Blank							Pass / Fail
Std 1							Pass / Fail
Std 2							Pass / Fail
Std 3							Pass / Fail

Date: **Operator's Initials:**

Standard	Lot Number	Serial Number	Expiration Date	Known Concentration (mg/L)	Allowable Range (see manufacturer's certificate)	Measured Concentration (mg/L)	Status
Blank							Pass / Fail
Std 1							Pass / Fail
Std 2							Pass / Fail
Std 3							Pass / Fail

Date: **Operator's Initials:**

Standard	Lot Number	Serial Number	Expiration Date	Known Concentration (mg/L)	Allowable Range (see manufacturer's certificate)	Measured Concentration (mg/L)	Status
Blank							Pass / Fail
Std 1							Pass / Fail
Std 2							Pass / Fail
Std 3							Pass / Fail

Date: **Operator's Initials:**

Standard	Lot Number	Serial Number	Expiration Date	Known Concentration (mg/L)	Allowable Range (see manufacturer's certificate)	Measured Concentration (mg/L)	Status
Blank							Pass / Fail
Std 1							Pass / Fail
Std 2							Pass / Fail
Std 3							Pass / Fail

Disinfectant Level Quarterly Operating Reports (DLQORs)

Applicable Regulations: 30 TAC 290.46(f)(3)(B) and 30 TAC 290.110(e)

Record Summaries of Disinfectant Levels

Record disinfectant levels in DLQORs every three months. Transient noncommunity systems do not need to send these records to TCEQ. Water haulers are categorized as transient noncommunity systems due to their potential to provide drinking water to individuals in various locations at numerous times.

Visit our Disinfectant Residual Reporting for Public Water Systems[17] webpage to find:

- The DLQOR Form (TCEQ-20067).
- Optional worksheets to help you keep track of daily or weekly disinfectant residual results.

Keep Records

Keep copies of DLQORs for **at least three years.**

17. www.tceq.texas.gov/goto/dlqor

Annual Operating Records

What to Include

- Operator Notice Form (see page 34).

Instructions

Update records in this section **at least once each year.**

Operator Notice Form

Applicable Regulations: 30 TAC 290.46(e)(1) and 30 TAC 290.46(p)(2)

Update Operator Information

Transient noncommunity systems, including water haulers that serve only groundwater or purchased treated water, do not need water operators. If you hire any, provide a list of water operators or operating companies associated with your system **each year.**

Submit the Operator Notice Form[18] (TCEQ-20913) by email to PWSInven@tceq.texas.gov.

Keep Records

Keep a copy with your records and update it **annually.**

18. www.tceq.texas.gov/goto/20913

Chemical Analysis Results

Applicable Regulations: 30 TAC 290.46(f)(3)(E) and 30 TAC 290 Subchapter F

Sample for Other Contaminants

You do not take these samples yourself. A TCEQ contractor collects samples based on a sampling schedule set by TCEQ. You work with the sampler to schedule a time to meet and pay for the lab analysis.

Find out how to get your sample schedules[19] on our website.

Keep Records

Know your sampling schedule and keep copies of all chemical analysis results for **at least 10 years.**

Notes

In general, transient noncommunity systems, like water haulers, only need to sample for nitrate, nitrite, and secondary constituents.

Find more information on the below topics in 30 TAC 290 Subchapter F[20]:

- Inorganic contaminants – 30 TAC Section 290.106.
- Secondary constituents – 30 TAC Section 290.118.

19. www.tceq.texas.gov/drinkingwater/chemicals/sample_collection/key.html
20. www.tceq.texas.gov/goto/rules/30-tac-290-f

Public Notice Records

Applicable Regulations: 30 TAC 290.46(f)(3)(B), 30 TAC 290.46(q), and 30 TAC 290.46(w)

Provide Boil Water and Public Notices

Some violations require you to give public notice, such as monitoring, reporting, treatment technique, or maximum contaminant level violations. For violations that cause an acute health threat to customers or if conditions exist that may compromise public health, a boil water notice must be issued **as soon as possible, but no later than 24 hours after learning of the event.**

Find public notice templates and certificate of delivery forms[21] on our website. Each template includes instructions for use.

Issue a boil water notice if you:

- Fail to keep adequate disinfectant residuals.
- Have an Escherichia coli (*E. coli*) maximum contaminant level (MCL) violation.
- Receive water from a PWS that is on a boil water notice.
- Encounter other conditions that may have compromised the drinking water supply.

You can learn more about where and how to issue boil water notices[22] on our website.

Immediately Notify TCEQ in Some Cases

If you serve water to residential customers, you must immediately notify TCEQ if there is an unplanned condition that:

- causes a water outage, or
- results in the issuance of a boil water notice, do-not-use advisory, or do-not-consume advisory.

Notify TCEQ by using the PWS Immediate Notification Form on our Boil Water Notice webpage.[23]

Keep Records

Keep all notice records for **at least three years.**

21. www.tceq.texas.gov/drinkingwater/notices
22. www.tceq.texas.gov/goto/boilwater
23. www.tceq.texas.gov/drinkingwater/boilwater.html

Maintenance Records

Applicable Regulations: 30 TAC 290.46(f)(3)(A) and 30 TAC 290.46(m)

Maintain Your System

You must maintain your facilities and equipment so they stay in good working condition and keep a neat appearance.

Keep Records

Keep the records below for **at least two years:**

- Maintenance records for equipment and facilities.
- Dates you cleaned truck tanks, storage tanks, and other facilities.

Attachments

1. *Tank Cleaning and Maintenance Log Instructions*
2. *Tank Cleaning and Maintenance Log Sheet*

Tank Cleaning and Maintenance Log Instructions

Why should I use this log?

Keep your water system facilities and equipment in good working condition. Use this log to track cleaning and maintenance activities and show compliance.

How do I use it?

Write the name or description of the equipment or tank and the date it was cleaned or repaired. Include any comments or concerns you may need to address in the future.

When do I use it?

When you clean or repair any tanks or equipment.

Do I send it to TCEQ?

No, you do not need to send this to TCEQ. Keep it with your records for inspections.

How long should I keep it?

Keep completed logs in your records for **at least two years.**

What if I need help?

If you have questions about how to fill out the log or the PWS program, please contact SBLGA by phone at 800-447-2827 or by email at TexasEnviroHelp@tceq.texas.gov.

Tank Cleaning and Maintenance Log Sheet

Date	Tank/Equipment Description	Comments	Initials

Plant Operations Manual

Applicable Regulations: 30 TAC 290.42(l)

Develop a Plant Operations Manual

Create a plant operations manual and keep it up-to-date for review and reference.

What to Include:

- **Routine maintenance and repair procedures**
- **Critical plant equipment maintenance**
  - Identify critical plant equipment.
  - Plan protective measures for equipment during adverse weather conditions.
  - Include equipment maintenance schedules.
  - List location and part numbers for backup and replacement parts.
  - Include copies of manufacturer's manuals for equipment, including specifications for maintaining and troubleshooting all critical plant equipment.
  - Include vendor/technician information on sourcing equipment outside of your area during adverse weather events.
- **Water treatment chemicals inventory**
  - Identify necessary water treatment chemicals.
  - List chemical vendors and their contact information.
  - Include chemical order/replacement schedules.
  - Include information on sourcing chemicals outside of your area during adverse weather events.
- **Standard Operating Procedures for the following:**
  - Chemical feed-rate verification and documentation.
  - Dose adjustment criteria, protocols, and documentation.
  - Process control sampling locations, frequencies, and documentation.
  - Calibration and accuracy verification protocol, frequencies, and documentation (for online and benchtop monitoring equipment).
  - Operation protocol (i.e., start-up and shutdown for critical units under normal and emergency conditions, for both manual and automated settings).
  - Protocols to use if a natural or manufactured catastrophe occurs or if there is a temporary or permanent loss of key personnel.
- **Telephone numbers to contact in an emergency:**
  - Water system staff and officials.
  - Local, state, and federal agencies.

Find a plant operations manual template[24] on our website.

24. www.tceq.texas.gov/goto/dwopmanual

Keep Records

Update your manual as necessary, after an emergency event that impacts your operations, or **at least every three years.** Keep your plant operations manual **permanently.**

Monitoring Plans

What to Include

- Monitoring plan (see page 43).
- Sample siting plan (see page 44).
- Nitrification action plan and chloramine effectiveness sampling (if applicable, see page 45).
- Lab approval form (see page 46).

Instructions

Update records in this section as needed. Find more information about each record on the pages listed above.

Monitoring Plan

Applicable Regulations: 30 TAC 290.121

Develop a Monitoring Plan

Create a chemical and microbiological monitoring plan and keep it updated. It must:

- Identify all sampling locations.
- Describe the sampling frequency.
- Specify the analytical procedures and laboratories you will use for compliance.

Our How to Develop a Monitoring Plan for a PWS[25] (RG-384) guide can help you create one. Find a monitoring plan template and laboratory approval form on our monitoring plan webpage.[26]

Keep Records

Update your plan as necessary and keep **permanently.**

25. www.tceq.texas.gov/downloads/drinking-water/rg-384.pdf
26. www.tceq.texas.gov/drinkingwater/monitoring_plans

Sample Siting Plan

Applicable Regulations: 30 TAC 290.109(d)(6)

Create a Sample Siting Plan

List the locations you will collect coliform samples and your sampling procedures in your sample siting plan. It must include:

- All routine and repeat microbial (coliform) sampling sites.
- Your sample collection schedule.
- Procedures to follow if a routine coliform sample is positive. Refer to the Coliform Sampling Results (see page 17) for guidance on repeat sampling.
- A water hauler diagram (or series of diagrams) that shows the location of your sampling points.

Find a Sample Siting Plan template[27] on our website. Your Sample Siting Plan must be included with your system's Monitoring Plan.

Keep Records

Update your plan as necessary and keep **permanently.**

27. www.tceq.texas.gov/goto/rtcr-siting-plan

Nitrification Action Plan and Chloramine Effectiveness Sampling

Applicable Regulations: 30 TAC 290.46(f)(3)(B)(ix), 290.46(z), 290.110(c)(5)

Create a Nitrification Action Plan (if applicable)

If you use chloramines (chlorine and ammonia) as a disinfectant or buy water that is chloraminated, you must have a nitrification action plan (NAP) and conduct chloramine effectiveness sampling. Your NAP must be included with your system's Monitoring Plan.

Perform Chloramine Effectiveness Sampling

Your NAP must document the sample sites and procedures for chloramine effectiveness sampling to ensure that an adequate disinfectant residual is being maintained and that nitrification is not occurring.

Chloramine effectiveness sampling involves a combination of:

- Initial source water monitoring for ammonia (as nitrogen) and nitrate and nitrite (as nitrogen).
- Baseline or ongoing sampling within your distribution for total chlorine, free ammonia, monochloramine, and nitrate and nitrite.

Find a NAP template and more information about controlling nitrification and using chloramines[28] on our website.

Keep Records

Update your plan as necessary and keep **permanently.** Keep records of chloramine effectiveness sampling for **at least three years.**

28. www.tceq.texas.gov/goto/nitrification

Lab Approval Form

Applicable Regulations: 30 TAC 290.119(a)

Get Your Onsite Lab Approved (if applicable)

You must get TCEQ approval to analyze the following onsite:

- pH
- Temperature
- Ultraviolet Light Absorbance at 254 nanometers (UV254)
- Disinfectant Residual (free or total Chlorine)
- Conductivity
- Calcium
- Hardness (as CaCO3)
- Silica
- Orthophosphate
- Alkalinity
- Chlorine Dioxide
- Chlorite
- Turbidity
- Total Organic Carbon

Find the lab approval form[29] (TCEQ-10450) on our website.

Keep Records

Keep a copy of your lab approval **permanently.**

29. www.tceq.texas.gov/goto/10450

Plans and Specifications

What to Include

- Engineering reports, plans and specs, and approval letters (see page 48).
- Letters granting exceptions to rules and supporting data (see page 49).
- Any supporting documentation.

Instructions

Update records in this section as needed.

Engineering Reports and Plan Review Approval Letters

Applicable Regulations: 30 TAC 290.39(d)-(e) and 30 TAC 290.44(i)(2)

Get Your System Approved

Your water hauling equipment needs TCEQ approval before you use it. 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, such as adding a new potable water hauling tank or truck to your fleet.

Find forms and checklists for submitting plans and specifications[30] on our website.

Send plans and specifications by email to PTRS@tceq.texas.gov.

Equipment Requirements

Make sure tanks are watertight and made of an approved impervious material that is easy to clean and disinfect. Surfaces must conform to ANSI/NSF Standard 61 and be certified by an ANSI-accredited organization. Label tanks and hoses used to transport or transfer drinking water with "Drinking Water Only" and use them **only** for that purpose. Tanks must also have:

- A manhole and a cover that overlaps the raised opening by at least two inches and ends in a downward direction.
- A downward facing vent placed to minimize the chance of contamination. This vent must be covered by a 16-mesh or finer corrosion resistant material.
- A drain that will completely empty the tank for cleaning or repairs.
- Protection against contamination for connections used to fill or empty the tank.

If you use a pump to transfer water from the tank, make sure it is permanently mounted to the tank.

Keep Records

Keep copies of engineering reports, plans and specifications, and final approval letters from TCEQ Plan Review Section **permanently.**

30. www.tceq.texas.gov/goto/pwsplans

Letters Granting Exceptions to the Rules

Applicable Regulations: 30 TAC 290.39(l)

Exception Request Instructions

We consider requests for exceptions to rule on an individual basis. You must show the exception will not compromise public health or cause a loss of service or water quality. Find more information about submitting exception requests,[31] including checklists and guidance, on our website.

Send exception request forms with supporting documentation by email to PTRS@tceq.texas.gov.

Keep Records

Include copies of:

- Letters granting exception to rule.
- Results of any monitoring or special studies required by a granted exception.

Keep all records **permanently.**

31. www.tceq.texas.gov/drinkingwater/trot/exception

NSF Certifications

Applicable Regulations: 30 TAC 290.39(e)(6)(E) and 290.42(j)

Check Chemical and Media Standards

All chemicals and process media used to treat water at your system must conform to:

- ANSI/NSF Standard 60 for Drinking Water Treatment Chemicals.
- ANSI/NSF Standard 61 for Drinking Water System Components.

Search for NSF-certified treatment chemicals and system parts on the NSF website.

- NSF-certified treatment chemical search.[32]
- NSF-certified system parts search.[33]

Keep Records

Keep certifications for as long as you use the chemical or media in your system.

32. info.nsf.org/Certified/PwsChemicals/
33. info.nsf.org/Certified/PwsComponents/index.asp?standard=061

Purchase Water Contracts

Applicable Regulations: 30 TAC 290.44(i)

Maintain Contracts

The drinking water you distribute must come from a TCEQ-approved water source or PWS. Water sellers must keep purchase water contracts for their records, so request a copy to show your water comes from an approved source.

Keep Records

Keep copies of purchase water contracts **permanently.**

Notices of Violation and Corrective Actions Taken

Applicable Regulations: 30 TAC 290.46(f)(3)(B)

Instructions

Keep copies of notices of violations issued by TCEQ and documents showing corrective actions taken for **at least three years.**

Sanitary Survey Compliance Records

Comprehensive Compliance Investigations (CCIs)

Applicable Regulations: 30 TAC 290.46(f)(3)(E)

Instructions

TCEQ will conduct regular sanitary surveys of your system. Sanitary surveys are also referred to as “comprehensive compliance investigations” or “CCIs.”

Keep written reports, summaries, or communications about your system’s sanitary surveys for **at least 10 years.**

Groundwater Rule Compliance Records

Applicable Regulations: 30 TAC 290.46(f)(3)(D), 30 TAC 290.109, and 290.116

Notify Your Groundwater Wholesaler of Positive Coliform Samples

If your water source is purchased groundwater and a routine coliform sample tests positive, you must notify your groundwater wholesaler **within 24 hours.** Then the groundwater system must collect raw water samples unless they have TCEQ's approval to use 4-log virus treatment.

You must take corrective action if we find significant deficiencies during a sanitary survey.

Keep Records

Include copies of:

- Notice sent to water seller(s) of the coliform-positive distribution sample, if applicable.
- Documents showing compliance with a state-approved corrective action plan and schedule, if applicable.

Keep all records for **at least five years.**

Revised Total Coliform Rule (RTCR) Records

Applicable Regulations: 30 TAC 290.46(f)(3)(D) and 30 TAC 290.109

Assess Your System

Based on your routine coliform sampling results, you may have to perform a Level 1 or Level 2 Assessment. These assessments help you find any sanitary defects and determine if you need to take any corrective actions.

Perform a Level 1 Assessment

A Level 1 Assessment is required when any of the following occur:

- A PWS collecting 40 or more routine coliform samples per month exceeds 5.0% positive total coliform samples in one month.
- A PWS collecting less than 40 routine coliform samples per month has two or more positive total coliform samples in one month.
- A PWS does not collect every required repeat sample after a positive total coliform result.

Perform a Level 2 Assessment

A Level 2 Assessment is required when any of the following occur:

- An *E. coli* maximum contaminant level (EMCL) violation occurs.
- A second Level 1 Assessment trigger occurs within a rolling 12-month period.

How do I complete a Level 1 or Level 2 Assessment?

Use the Level 1 Assessment Form (TCEQ-20901) or Level 2 Assessment Form (TCEQ-20769) from the Revised Total Coliform Rule[34] webpage to complete the assessments.

Do I send the Completed Assessments to TCEQ?

Yes. Send the completed assessment to TCEQ within 30 days from the date you triggered the assessment.

Keep Records

Keep copies of completed assessment forms and corrective action documentation for **at least five years.**

34. www.tceq.texas.gov/goto/rtcr

Seasonal Public Water Supply

Applicable Regulations: 30 TAC 290.46(f)(3)(D) and 30 TAC 290.109(g)(12)

Conduct and Certify Start-Up Procedures (if applicable)

Before serving water to the public, all seasonal PWSs (like summer camps) must:

- Conduct state-approved start-up procedures.
- Complete all necessary repairs.
- Collect microbial samples.
- Certify they completed these activities.

Find state-approved start-up procedures and certification instructions[35] on our website.

Keep Records

Keep copies of your seasonal start-up procedures and certifications for **at least five years.**

35. www.tceq.texas.gov/goto/20892

Complaints

Applicable Regulations: 30 TAC 290.46(f)(3)(A)

Track Complaints

Include:

- Logs with the date, location, and nature of water quality, pressure, or outage complaints you receive.
- Results of any follow-up investigation and corrective action.

Keep Records

Keep all records for **at least two years.**

Attachments

1. *Complaint Log Instructions*
2. *Complaint Log Sheet*

Complaint Log Instructions

Why should I use this log?

Use this log to track customer complaints and your responses to show compliance with the rules.

How do I use it?

Write the date, location, and customer's complaint. Include any results from the complaint investigation.

When do I use it?

When you receive complaints from customers.

Do I send it to TCEQ?

No, you do not need to send this to TCEQ. Keep it with your records for inspections.

How long should I keep it?

Keep completed logs in your records for **at least two years.**

What if I need help?

If you have questions about how to fill out the log or the PWS program, please contact SBLGA by phone at 800-447-2827 or by email at TexasEnviroHelp@tceq.texas.gov.

Complaint Log Sheet

Date: **Location:**

Complaint:	
Investigation Results:	

Date: **Location:**

Complaint:	
Investigation Results:	

Date: **Location:**

Complaint:	
Investigation Results:	