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PWS\_0460001\_CO\_20241115\_NOV

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## Texas Commission on Environmental Quality

Protecting Texas by Reducing and Preventing Pollution

November 15, 2024

**Delivered Via Regular Mail** DWQ/NOV/MR/TOC

NEW BRAUNFELS UTILITIES  
RYAN KELSO, CEO  
PO BOX 310289  
NEW BRAUNFELS, TX 78131-0289

**SUBJECT: Notice of Violation: Total Organic Carbon (TOC) MONITORING, ROUTINE MAJOR**  
NEW BRAUNFELS UTILITIES - PWS ID NO. TX0460001  
COMAL County, TX

**This letter contains important information about compliance requirements for your public water system.**

Attention: Public Water System Owner / Manager / Operator

The Texas Commission on Environmental Quality (TCEQ) has determined that **NEW BRAUNFELS UTILITIES** has a monitoring and reporting (M/R) violation for failing to monitor source and finished water or failing to submit a Monthly Total Organic Carbon Removal Report (TOCMOR) for the following compliance period, **3rd Quarter 2024**, as described in Title 30, Texas Administrative Code (30 TAC), §290.112. The attached Violation Report summarizes each violation by monitoring period and rule.

In accordance with Title 30, Texas Administrative Code (30 TAC) §290.122(c), your public water system is required to issue public notification to your customers about the monitoring/reporting violation(s) as soon as possible, but not later than twelve months after the date the violation(s) was identified. The public notice must use the enclosed mandatory language for every notice, and include a brief statement about what you plan to do to fix the problem as described in 30 TAC §290.122(d). This statement must describe what actions the water system is taking to correct the violation, and when the water system expects to return to compliance.

The TCEQ recommends that the public water system provide a copy of the Public Notice(s) or Notice of Enforcement to local and state officials, such as Mayors, City Council Members, County Commissioners, Judges, and/or State Representatives, that are located in or that represent the affected area(s) served by the system.

You are required to repeat the notice every twelve months for as long as the violation persists. You should use the same method that you used for the initial notice. Please send a copy of the public notification and a signed Certificate of Delivery for Public Notice to this office within 10 days after it has been delivered. Mail to:

**TCEQ - Drinking Water Inventory & Protection Team**

**Attn: Public Notice (MC-155)**

**P.O. Box 13087, Austin, TX 78711-3087**

Enforcement actions due to noncompliance may result in fines for each violation.

P.O. Box 13087 • Austin, Texas 78711-3087 • 512-239-1000 • [www.tceq.texas.gov](http://www.tceq.texas.gov)

How is our customer service? [www.tceq.texas.gov/goto/customersurvey](http://www.tceq.texas.gov/goto/customersurvey)

printed on recycled paper

All community and non-transient non-community public water systems that use a series of treatment processes including coagulation, flocculation, sedimentation or clarification, and filtration as part of the overall treatment protocol must monitor total organic carbon and report the results of that monitoring on the Monthly Total Organic Carbon Removal Report (TOCMOR). The TOCMOR is found within the Surface Water Monthly Operating Report. Please ensure you are using the most updated version of the SWMOR form for your system. Forms and instructions are available for download at:  
<http://www.tceq.texas.gov/drinkingwater/swmor/swmor/swmor-forms-and-instructions/>.

To view your public water system information, including the status of your violation(s), and public notice requirements, visit Texas Drinking Water Watch at: <http://dww2.tceq.texas.gov/DWW/>.

If you have questions regarding this **monitoring/reporting violation**, please contact:

David Elkins, TOC Compliance Coordinator  
Email: david.elkins@tceq.texas.gov  
Phone: (512) 239-5216  
Fax : (512) 239-6050

If you have questions regarding **public notice requirements**, please contact:

Kristine Krieg, Public Notice Compliance Coordinator  
Email: PWSPN@tceq.texas.gov  
Phone: 512-239-5723  
Fax: (512) 239-3666

TCEQ records have the above contact information as the primary contact for this public water system. If this information is not correct, please fill out a Core Data Form and send to TCEQ. The form and instructions are available for download at:  
[http://www.tceq.texas.gov/permitting/central\\_registry/guidance.html](http://www.tceq.texas.gov/permitting/central_registry/guidance.html). Completed forms should be mailed to TCEQ at:

**TCEQ-Drinking Water Inventory & Protection Team**  
**Attn: Inventory (MC-155)**  
**P.O. Box 13087**  
**Austin, TX 78711-3087**

Sincerely,



Laura Higgins, Section Manager  
Drinking Water Standards Section  
Water Supply Division  
Texas Commission on Environmental Quality

LH/av

Enclosures

cc: TCEQ Region 13

BRENT LUNDMARK, COMPLIANCE MANAGER PO BOX 310289 NEW BRAUNFELS, TX 78131-0289

Monitoring and Reporting Violation Report:  
NEW BRAUNFELS UTILITIES PWS ID NO. TX0460001

TP17625		SWTP - 2356 GRUENE RD		
September 2024 09/01/2024 - 09/30/2024				
<u>Violation Type</u>	<u>Analyte Code</u>	<u>Violation ID</u>	<u>Analyte</u>	<u>Rule Citation</u>
27	2920	5671	Carbon, Total	30 TAC §290.112(e), §290.112(f)(1), §290.112(f)(2) - Failure to monitor or report TOC sample set results

**Mandatory Language for Monitoring and Reporting Violation  
TOTAL ORGANIC CARBON, ROUTINE MAJOR**

The NEW BRAUNFELS UTILITIES, TX0460001, has violated the monitoring and reporting requirements set by Texas Commission on Environmental Quality (TCEQ) in Title 30, Texas Administrative Code (30 TAC), Section 290, Subchapter F. Public water systems that use a series of treatment processes that includes coagulation, flocculation, sedimentation or clarification, and filtration as part of the overall treatment protocol must monitor Total Organic Carbon and report the results of that monitoring to the TCEQ on a monthly basis.

We failed to monitor and/or report the following constituents \_\_\_\_\_

<analyte name(s)>

This/These violation(s) occurred in the monitoring period(s) \_\_\_\_\_

<monitoring period of violation>

Results of monitoring are an indicator of whether drinking water is protected from potential adverse health effects associated with disinfectants and disinfection by-products. We did not complete all monitoring and/or reporting for disinfectant by-product precursors, and therefore TCEQ cannot be sure of the Total Organic Carbon levels in your drinking water during that time.

We are taking the following actions to address this issue:

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

<corrective actions>

Please share this information with all people who drink this water, especially those who may not have received this notice directly (i.e., people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you have questions regarding this matter, you may contact \_\_\_\_\_ at \_\_\_\_\_

<water system official's name>

<area code + phone number>

Posted /Delivered on: \_\_\_\_\_

<Date Posted>

**Instructions for preparing the required Public Notice:**

Recopy the mandatory language above and insert the underlined information in the spaces indicated.

You may add other information above if you wish. The added information must appear in one or more separate paragraphs and must be both pertinent and factual. For example, "The [PWS Name] has taken the following corrective actions to prevent a recurrence of the violations: [list the actions you have taken]".

The TCEQ recommends that the public water system provide a copy of the Public Notice(s) or Notice of Enforcement to local and state officials, such as Mayors, City Council Members, County Commissioners, Judges, and/or State Representatives, that are located in or that represent the affected area(s) served by the system.

**Public Notice delivery timelines:**

The initial public notice shall be issued as soon as possible, but in no case later than 366 days after the violation was identified. All notifications require the attached Certificate of Delivery due 10 days from the posting date of the above notice.

Refer to 30 TAC §290.122 for additional information on Public Notification.



# Texas Commission on Environmental Quality

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## CERTIFICATE OF DELIVERY OF PUBLIC NOTICE TO CUSTOMERS

Public Water System (PWS) name: **NEW BRAUNFELS UTILITIES**

PWS ID (7-digit number required): **0460001**

Type violation: **MONITORING, ROUTINE MAJOR**

Time Period of violation:

The PWS named above has distributed the Public Notice (PN) for the type of violation and time period listed above by:

**Mail or direct delivery, to bill-paying customers as required by 30 TAC §290.122(c)(2)(A); and**

Made an adequate good-faith effort to reach non-bill-paying consumers by appropriate methods (check all below that apply):

- \_\_\_\_\_ Posting the PN on the internet at www.\_\_\_\_\_
- \_\_\_\_\_ Mailing the PN to postal patrons within the service area that do not receive a bill
- \_\_\_\_\_ Advertising the PN in news media
- \_\_\_\_\_ Publication of PN in local newspaper
- \_\_\_\_\_ Posting the PN in public places
- \_\_\_\_\_ Delivery of multiple copies to single bill addresses serving several persons
- \_\_\_\_\_ Delivery to community organizations
- \_\_\_\_\_ Email notification

The information contained in this public notification is correct and complies with required public notification content in accordance with 30 TAC §290.122.

Date of Delivery to Customers \_\_\_\_\_

"I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment for knowing violations."

Certified by:    Name (print): \_\_\_\_\_                      Title: \_\_\_\_\_  
                         Phone: \_\_\_\_\_  
                         Signature: \_\_\_\_\_                      Date Signed: \_\_\_\_\_

Mail a copy of this completed form and a copy of the Public Notice that was delivered to your customer to:

**TCEQ - Drinking Water Inventory & Protection Team**  
**Attn: Public Notice (MC-155)**  
**P. O. Box 13087**  
**Austin, TX 78711-3087**