

Region 6 - Enforcement & Compliance Assurance Division
INSPECTION REPORT

Inspection Date(s):	July 6, 2022	
Media Program:	Water	
Regulatory Program(s)	CWA	
Company Name:	City of White Settlement	
Facility Name:	Wastewater Utility Department	
Facility Physical Location:	Public Works Building	
(City, state, zip code)	White Settlement, TX 76108	
Mailing address:	City Hall, 214 Meadow Park Drive	
(City, state, zip code)	White Settlement, TX 76108	
County:	Tarrant	
Facility Phone Number	817-246-4971	
Facility Contact:	Larry Hoover	Public Works Director
	lhoover@wstx.us	
FRS Number:	NA	
Permit ID Number:	TXU000087	
NAICS:	221320	
SIC:	4952	
Personnel participating in inspection:		
Larry Hoover	City of White Settlement	Public Works Director
Dennis Brown	City of White Settlement	W & WW Superintendent
Josh Davis	City of White Settlement	Environmental Specialist
Don Traffanstead (SP)	City of White Settlement	City Official
Eric Worley	City of White Settlement	Project & Inspections Manager
Damon McElroy	EPA Region 6	EPA Enf. Officer and Inspector
EPA Lead Inspector Signature/Date		
	Damon McElroy	Date
Supervisor Signature/Date		
	Roberto Bernier	Date

Section I – INTRODUCTION

PURPOSE OF THE INSPECTION

EPA Region 6 inspector Damon McElroy arrived at the City of White Settlement Public Works office (reference photo 1 in Appendix A) at 9:00 am on July 6, 2022, for an announced inspection. I met with the five City officials indicated above and illustrated in the Appendix 2 sign-in-sheet. I presented my identification informing the group this was an EPA inspection to determine compliance with the Clean Water Act regarding sanitary sewer overflows from the sanitary sewer collection system. The scope of the inspection is a compliance evaluation to determine if operations and maintenance is sufficient to prevent sanitary sewer overflows (SSO).

FACILITY DESCRIPTION

The City of White Settlement serves approximately 18,000 residents, with 5,500 residential and business service connections. All areas that have sewer lines are connected and routed through the sanitary sewer collection system to the Village Creek wastewater treatment plant that is owned and operated by City of Fort Worth. The City's sanitary sewer collection system consists of approximately 67.6 miles of wastewater and sewer main lines and three (3) lift stations. The sanitary sewer pipe consists of about 50% vitrified clay, 35% PVC, with the remainder consisting of other pipe material such as cast iron.

Repair, maintenance, monitoring, and maintaining proper flow within the collection system are the City's responsibility. Wastewater maintenance falls under the City's Public Works (PW) department. Preventative maintenance (to avoid stoppages and sewer backups) and condition-responsive repair work represent a large part of the wastewater utility workload. PW staff are assigned duties where necessary in all areas of PWs, including drinking water, streets, and grass maintenance. There are three (3) staff that are sufficiently licensed by the state for sanitary sewer collection systems to oversee and maintain the sanitary sewer collection system (pipes and lift stations) for the City. However, as noted, those staff also help in other areas.

Section II - OBSERVATIONS

All public works projects are designed and constructed in accordance with City regulations and accepted engineering and construction principles and practices. The City currently uses Fort Worth wastewater design standards and specifications. The wastewater customer wastewater rates additionally follow Fort Worth rates, and are deemed adequate at this time.

During the opening meeting, White Settlement indicated that most of the wastewater utility officials have been hired the last 12 months, including the Public Works Director, the Project & Inspections Manager, and the W & WW Superintendent. The City is having difficulty hiring and holding onto utility staff. The City indicated that this is caused by the current rate-structure and competition from other similar paying jobs. The City indicated that it needs four full time wastewater staff to adequately provide

O&M to prevent SSOs. The City has a Capacity, Management, Operations, & Maintenance (CMOM) program manual provided by a hired consultant. Mr. Hoover commented however that there is no functional or active CMOM program, no adequate Asset Management program, no Inflow/Infiltration studies, no sanitary sewer study, inadequate wastewater utility staff, and no wastewater specific capital improvement program. Overall site-plan maps of the collection system exist but there are no assessable “as-built” construction plans. There are no electronic map(s) of the wastewater assets including in any computer automated drawings or line work - preferably tied to a geographic information system (GIS). SSOs are not mapped. The City has no SOPs for any process including customer call center procedures, LS O&M, handling and reporting SSOs, etc. Additionally, adequate training is not provided to staff.

The (3) lift stations (LS) named Bourland, Lariate, and Shoreview; are checked on a weekly basis where maintenance is provided. The LSs and are otherwise monitored on a SCADA system. There are no O&M manuals or SOPs for the LSs. All LSs have quick connects, generators, are monitored by a supervisory control and data acquisition (SCADA) system, appeared to be well maintained, and have fencing in good condition. Annual cleaning is provided via contract where resulting debris is disposed of in a landfill or WWTP. A jet-vac truck is used to otherwise clean the LSs periodically or as needed.

The City uses “Encode” for its calls or complaints and work order management system. Encode is not sufficient for the City’s O&M needs regarding asset management. The City needs an adequate asset management software system implemented that needs to replace Encode to provide the O&M needed to control SSOs.

City Officials have instituted a reactionary jet-vac cleaning program for hot spots, which have been defined, listed and updated primarily from customer complaints and the Encode generated work orders. Currently there are about 19 designated hot spots or areas of the gravity pipes system that are flat, sag, or otherwise have recurring SSOs. There is no cleaning goal to ensure the entire system is cleaned or assessed for condition within a scheduled time. The City has two jet-vac trucks. The City also owns a CCTV van that needs to be rehabilitated or replaced to be able to review Citywide pipe systems.

Most City SSOs are caused by FOG (fats, oils, and grease) blockages in certain neighborhoods, where staff educate the customers on grease handling. The City doesn’t have a FOG inspection-enforcement program. Another main cause of SSOs is due to rag blockages, roots, vandalism, and other issues. The City reported 21 SSOs in CY 2020 and 15 in CY 2019. SSO reporting to TCEQ was not adequately conducted until 2018. The City reports SSOs to TCEQ, as indicated in Appendix 3; that illustrates the reported SSOs from 4/2018 to 4/2021. City staff provided an Encode list of sanitary sewer related work orders (or complaints or calls) including for CY 2020, as shown in Appendix 4. EPA analyzed the Encode list of sanitary sewer calls for the 12 months in CY 2020 and observed about 20 sewer blockages (or chokes) that were caused by the city collection system that typically entailed sewerage backing up into customers’ homes or onto private property. Included in the ~20 analyzed City back-ups, EPA further observed five likely unauthorized discharges in the CY 2020 Encode report that occurred on 1/27/2020, 2/21/2020, 2/25/2020, 3/4/2020, and 3/17/2020. These City caused back-ups were not reported to TCEQ.

Section III – AREAS OF CONCERN

The City has no long-term program for ensuring its sanitary sewer infrastructure is adequately operated and maintained and does not deteriorate to the point of continuing to put human health and the environment at risk. The wastewater program was also observed to lack sustainability components. The following concerns were observed and discussed to stop SSOs and backflows into citizens homes and yards, the City of White Settlement lacks:

1. A Sanitary Sewer Assessment program (e.g. including sanitary sewer pipe and manhole assessment activities via NASSCO MACP and PACP ratings program).
2. A new CCTV truck for system wide assessments.
3. An adequate electronic Asset Management system.
4. An inflow and infiltration (I/I) study.
5. A CMOM program to implement the CMOM essential components.
6. A FOG program.
7. A wastewater Capital Improvement Plan.
8. Sufficient wastewater utility Standard Operational Procedures.
9. Proactive program to remediate hot spots and recurring SSO issues via new capital improvement plan(s) remedial projects.
10. An electronic map of the wastewater assets including alignments in GIS coordinate system.
11. At least four additional wastewater staff devoted exclusively to provide effective wastewater utility operations and maintenance.
12. Sufficient methods to obtain and hold on to wastewater officials.
13. Adequate SSO reporting. SSOs or unpermitted discharges were observed to not be adequately reported to TCEQ. Reference Appendix 3 and 4 for list of reported SSOs and CY 2020 work orders.
14. An adequate staff training program.

SECTION IV –REGULATORY INFORMATION:

The City's collection system is regulated under the:

- Texas Water Code (TWC)
- Texas Administrative Code (TAC)
- Texas Health and Safety Code
- Clean Water Act (CWA)
- Code of Federal Regulations (CFR)
- Associated CRWWS NPDES General Permit Conditions

Below is a list of regulatory information pertinent to the White Settlement Wastewater utility program:

- A. Failure to prevent unauthorized/unpermitted discharges or Sanitary Sewer Overflows as stipulated in TAC § 305.125(9); TWC § 26.121(a); Section 301 of the CWA; and 40 CFR § 122.1(b).
- B. Failure to report SSOs; as stipulated in Title 30 of the TAC § 305.125(9), TWC § 26.121, & 40 CFR § 122.41(l)(6).
- C. Failure to implement proper O&M of the collection system as stipulated in Title 30 of the TAC § 305.125(5) & 40 CFR § 122.41(e).

Section V – FOLLOW UP

No additional information was received by EPA after exiting the Facility on July 6, 2022.

Section VI – LIST OF APPENDICES

- Appendix 1 – Photo Log – seven photos.
- Appendix 2 – Opening conference sign-in sheet.
- Appendix 3 – Reported SSOs from 4/2018 to 4/2021.
- Appendix 4 – Encode list of sanitary sewer calls and work orders for CY 2020.
- Appendix 5 - TCEQ Regulatory Guidance 395 (RG-395), revised September 2016
“Unauthorized Discharges and Sanitary Sewer Overflows”.

Appendix 1

Photograph Log



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

Photograph Log

Photo No. 1

Location: White Settlement Public Works		
City: White Settlement	County: Tarrant	State: Texas



Source: White Settlement City Web-address

Description: White Settlement Public Works Utility Building



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

Photograph Log

Photo No. 2

Location: White Settlement Public Works		
City: White Settlement	County: Tarrant	State: Texas



Photo File Name: DSCN0765.JPG

Photographer: DLM

Time: 10:55

Description: Shoreview LS.



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

Photograph Log

Photo No. 3

Location: White Settlement Public Works		
City: White Settlement	County: Tarrant	State: Texas



Photo File Name: DSCN0767.JPG

Photographer: DLM

Time: 10:57

Description: Shoreview LS inside view showing floating debris.



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

Photograph Log

Photo No. 4

Location: White Settlement Public Works		
City: White Settlement	County: Tarrant	State: Texas



Photo File Name: DSCN0770.JPG

Photographer: DLM

Time: 11:10

Description: Bourland LS.



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

Photograph Log

Photo No. 5

Location: White Settlement Public Works		
City: White Settlement	County: Tarrant	State: Texas



Photo File Name: DSCN0770.JPG

Photographer: DLM

Time: 11:11

Description: Bourland LS inside view. LS has internal mixer.



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

Photograph Log

Photo No. 6

Location: White Settlement Public Works		
City: White Settlement	County: Tarrant	State: Texas



Photo File Name: DSCN0774.JPG

Photographer: DLM

Time: 11:20

Description: Lariate LS.



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY

Photograph Log

Photo No. 7

Location: White Settlement Public Works		
City: White Settlement	County: Tarrant	State: Texas



Photo File Name: DSCN0776.JPG

Photographer: DLM

Time: 11:20

Description: Lariate LS inside view.

Appendix 2

Opening Conference Sign-In Sheet



UNITED STATES ENVIRONMENTAL PROTECTION AGENCY
REGION 6
1201 ELM STREET, SUITE 500
DALLAS, TEXAS 75270-2102



DATE: July 6, 2022

TIME: Aprox. 9:10 AM

SUBJECT: City of White Settlement, Texas

MEETING ATTENDEES

NAME	COMPANY	PHONE NO.	EMAIL
Damon McElroy	EPA	214 524 9115	mcelroy.d@epa.gov
LARRY HOOVER	city of white settlement	817 248 4971 ext 265	lhoover@wstx.us
Dennis Brown	WSTX	682 305-9847	DBrown@wstx.us
Josh Davis	COWS	817 805 4709	jdavis@wstx.us
Don Traffanstead	COWS	817 948 0074	dtraffanstead@wstx.us
Eric Worley	COWS	817 247 5900	eworley@wstx.us

Appendix 3

Reported SSOs from 4/2018 to 4/2021

City of White Settlement SSO Reports to TCEQ (from 4/2018 to 4/2021)

Start Date	End Date	Comments
4/15/2018	5/25/2018	Manhole overflow at 532 SH 183/Alta Mere Dr into drainage ditch. Repairs to begin 5/29/18.
6/14/2018	6/14/2018	Manhole overflow at 532 SH 183 (Alta Mere Dr) to drainage ditch.
5/18/2018	5/18/2018	Line break at aerial crossing located between Clifford Street and Las Vegas Trail in Veterans Park.
9/27/2018	9/27/2018	Cleanout overflow at 1823 Las Vegas Trl to storm drain inlet.
11/1/2018	11/1/2018	Manhole overflow at 8902 George St to unnamed creek.
3/25/2019	3/28/2019	Manhole overflow at 8225 Clifford St to ground.
6/2/2019	6/2/2019	Manhole overflow at 800 Hallvale St to storm drain.
5/11/2019	5/11/2019	Manhole located in creek overflowed at 400 blk of N Cherry Ln due to significant rain event.
6/2/2019	6/2/2019	Manhole overflow at 800 Halvale St to storm drain. See Investigation report #1582466 for more information.
5/11/2019	5/11/2019	Manhole overflow at 400 block of Cherry Ln to ground due to rain event.
4/7/2019	4/7/2019	Overflow at Silver Creek Rd & Hallvale St to ground.
4/14/2019	4/14/2019	Overflow at Silver Creek Rd & Hallvale St to ground.
4/19/2019	4/19/2019	Overflow at Harwell St & Cherry Ln, 2nd manhole west of Cherry Ln to ground.
8/21/2019	8/21/2019	Manhole overflow at 9211 Dale Ln to ground.
10/3/2019	10/3/2019	Clean out overflow at 613 Meadow Park Dr to ground.
9/14/2019	9/15/2019	Cleanout overflow at 9200 Rowland Dr to ground.
9/11/2019	9/11/2019	Cleanout overflow at 7845 Corina Dr to ground.
12/17/2019	12/17/2019	Cleanout overflow at 700 S Cherry Ln to street.
11/11/2019	11/11/2019	City cleanout overflow at 8314 Kender Ln to street.
12/23/2019	12/23/2019	Cleanout overflow at 613 Meadow Park Dr to yard.
1/17/2020	1/17/2020	Manhole overflow 200 feet south of Clifford St to street.
1/17/2020	1/17/2020	Cleanout overflow at 510 S Cherry Ln to parking lot.
2/12/2020	2/12/2020	Manhole overflow at the intersection of Easely St & Hallvale Dr to ground.
2/14/2020	2/14/2020	Manhole overflow at the intersection of Easely St & Hallvale Dr to ground.
2/28/2020	2/28/2020	Manhole overflow at 801 Ozona Ave to unnamed dry creek. Third party contractor did clean up.
3/17/2020	3/18/2020	Manhole overflow at 132 N. Grants Ln.

Start Date	End Date	Comments
3/17/2020	3/23/2020	Manhole overflows along Clifford St. b/w Bomber Rd. & Blair St. to storm drain. This SSO is addressed in Investigation No. 1640489
3/6/2020	3/6/2020	Manhole overflow at the SW corner of Meadow Park Dr & Tumbleweed to ground.
5/21/2020	5/21/2020	Cleanout overflow at 760 Hallvale to storm drain.
6/14/2020	6/14/2020	Lift station floats failure at 1400 N Las Vegas Trl cause discharge to field.
6/22/2020	6/22/2020	Cleanout overflow at 800 Jim Wright Fwy to road.
8/3/2020	8/3/2020	Manhole overflow at 1108 Dell St to field.
8/21/2020	8/21/2020	Manhole overflow at intersection of Jay St. & Donald St. to storm drain inlet.
9/2/2020	9/2/2020	Manhole overflow at 8137 Carlos St to storm drain.
9/18/2020	9/18/2020	Overflow at 700 S Cherry Ln to field.
9/26/2020	9/26/2020	Manhole overflow at the corner of Russell and Clifford St to road.
10/8/2020	10/8/2020	Cleanout overflow at 8314 Kender Ln to storm culvert.
10/18/2020	10/18/2020	Overflow at the intersection of Las Vegas Trl & Gibbs Dr to storm drain to Farmers Branch.
11/2/2020	11/2/2020	Manhole overflow at Silver Creek Rd & Hallvale Dr to storm drain to unnamed creek.
11/24/2020	11/24/2020	Broken sewer pipe at 7905 Harwell St discharged sewage to ditch.
11/29/2020	11/29/2020	Manhole overflow at Dale Ln & Arlene Dr to storm drain.
1/4/2021	1/5/2021	Manhole overflow at 801 Ozona to unnamed creek.
1/25/2021	1/25/2021	Manhole overflow at 916 Rumfield to storm drain.
2/2/2021	2/2/2021	Overflow at 8709 Silver Creek Rd to ground.
2/24/2021	2/24/2021	Cleanout overflow at 8724 Terry St to yard.
4/5/2021	4/5/2021	Overflow at 7905 Harwell St to street.
4/29/2021	4/29/2021	Overflow at 820 Bourland Dr to ground.

Appendix 4

Encode List of Sanitary Sewer Calls and Work Orders, CY 2020

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
97181	05-127260	*SCANNED TO P:DRIVE 8101 CLIFFORD ST SEWER BACK UP JD ONLY HAS ISSUES IN HEAVY RAINS. INVESTIGATE CLIFFORD STREET SEWER REPAIRED BY CONTRACTOR.	SEWER	COMP	SEWER	NELDA COLLINS	12/10/2019	12/10/2019	PUBLI
97361	08-107590	1008 CROSBY AVE SEWER BACK UP RAN SEWER MAIN 275FT MAIN WAS CLEAR -CUSTOMER SIDE GAVE COPY OF SEWER POLICY 12/17/2019 DD, AT JC SCANNED TO P:DRIVE	SEWER	COMP	SEWER	DEBORAH T TALMONT	12/17/2019	12/17/2019	PUBLI
97425	01-111580	8342 SUSSEX ST SEWER BACK UP RAN MAIN 363 FT WEST CLEAR RAN MAIN 150 FT EAST CLEAR CUSTOMER SIDE ISSUE GAVE THEM A COPY OF SEWER POLICY. 12/19/2019-JC, DD, AT *02/19/2020 SCANNED TO P:DRIVE UNDER ADDRESS & SEWER BACK UP FOLDER-MJ	SEWER	COMP	SEWER	ROBERT TROUT	12/19/2019	12/19/2019	PUBLI
97534	12-133920	520 JUNE DR SEWER BACK UP SEWER BACKING UP IN BATHROOM PER CUSTOMER	SEWER	OUT	SEWER	AMBER HALL	12/23/2019		PUBLI
97553	10-102530	9205 N DODSON DR SEWER BACK UP SHE HAS HAD HER LINE CLEANED. AIR IS COMING OUT AND BLEW THE LID OFF OF HER SEWER LINE. RAN SEWER MAIN 272 FT WEST- RAN SEWER MAIN 150 FT EAST-TOTAL OF 422FT. MAIN CLEAR - CUSTOMER SIDE ISSUE GAVE COPY OF SEWER POLICY. 12/26/2019 JC, DD, AT, JD *SCANNED TO P:DRIVE UNDER ADDRESS AND SEWER BACK UP FOLDER- MJ	SEWER	COMP	SEWER	MAURICE STEWART	12/26/2019	12/26/2019	PUBLI
97644	10-100940	9024 OELS ST SEWER BACK UP SEWER IS NOT GOING DOWN WHEN FLUSHING THE TOILET. HE RAN A LINE HIMSELF 70 FEET. 393 FT MAIN CLEAR/CUSTOMER ISSUE SIDE GAVE A COPY OF THE SEWER POLICY. 12/27/2019 DD, AT, JC, MY, JD *02/19/2020 SCANNED TO P:DRIVE UNDER ADDRESS AND SEWER BACK UP FOLDER-MJ	SEWER	COMP	SEWER	MARINO WARREN	12/27/2019	12/27/2019	PUBLI
97700	14-101530	7717 TACOMA DR SEWER BACK UP RAN MAIN 71FT EAST RAN MAIN 426FT WEST LINE DIRTY LOTS OF GREASE --NO CHOKES-- 01/02/2020 JC, JJ, VINCENT, EMMETT *02-26-2020 CLOSED OUT WO & SCANNED TO P:DRIVE UNDER ADDRESS & SEWER BACK-UP FOLDER-MJ	SEWER	COMP	SEWER	SARAH JERNIGAN	1/02/2020	1/02/2020	PUBLI
97909	09-103350	606 EASLEY ST SEWER BACK UP IN THE HOME	SEWER	COMP	SEWER	JOHNNIE GARRISON	1/07/2020	1/07/2020	PUBLI

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
		817-507-8996 PLUMBER ON SITE COMPLETION RAN MAIN 126FT MAIN: CLEAR --NO CHOKES-- GAVE CUSTOMER COPY OF SEWER POLICY - PLUMBER WAS ON LOCATION STATED ISSUE WAS ON THE CITY SIDE, HE SPOKE WITH JOSH OVER THE PHONE. 01/07/2020 JC, AT, DD							
97953	01-111690	8312 SUSSEX ST	SEWER COMP	SEWER		RUBEN A MIRAMONTES-L	1/08/2020	1/08/2020	PUBLI
	ORDER	SEWER BACK UP SEWER BLOCKAGE RAN SEWER CHOCK 415 FEET CLEARED VINCENT/JAKE/CJ							
	COMPLETION	DATE 12-28-2019							
98341	14-100537	510 S CHERRY LN	SEWER COMP	SEWER		ARROYO RESTAURANT	1/17/2020	1/17/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	COMPLETE-CHOKE WAS CLEARED 08/11/2020 RAN REPORT FOR OPEN WORK ORDERS FROM 01/01/2020 -08/11/2020. 08/12/2020 JC							
98344	05-126164	8331 CLIFFORD ST	SEWER COMP	SEWER		ROSA M AMAYA	1/17/2020	1/17/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	COMPLETE-CHOKE WAS CLEARED 08/11/2020 RAN REPORT FOR OPEN WORK ORDERS FROM 01/01/2020 -08/11/2020. 08/12/2020 JC							
98382	03-433260	822 RUMFIELD RD	SEWER COMP	SEWER		CYNTHIA TAYLOR	1/21/2020	1/21/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN MAIN 335FT MAIN CLEAR - CUSTOMER ISSUE ERIC SPOKE WITH HOME OWNER, GAVE CUSTOMER COPY OF SEWER POLICY. 01/21/2020 JC, DD *02-26-2020 CLOSED OUT WO & SCANNED TO P:DRIVE UNDER ADDRESS AND SEWER BACK UP FOLDER-MJ							
98488	05-127220	8217 CLIFFORD ST	SEWER COMP	SEWER		JOSE JUAN RODRIGUEZ	1/21/2020	1/21/2020	PUBLI
	ORDER	SEWER BACK UP TUB AND TOILET IS BACKUP							
	COMPLETION	RAN MAIN 444 FT NO CHOKES. ISSUE ON CUSTOMER SIDE GAVE COPY OF SEWER POLICY. WOULD LIKE TO SPEAK WITH A SUPERVISOR JESUS RODRIGUEZ 817-657-6005 01/21/2020 JC, DD *SCANNED TO P:DRIVE UNDER ADDRESS AND SEWER FOLDER-MJ							
98579	05-127220	8217 CLIFFORD ST	SEWER VOID	SEWER		JOSE JUAN RODRIGUEZ	1/22/2020		PUBLI
	ORDER	SEWER BACK UP DIDN'T WANT SEWER CHOKE REFUSED							
98649	14-100537	510 S CHERRY LN	SEWER COMP	SEWER		ARROYO RESTAURANT	1/27/2020	1/27/2020	PUBLI
	ORDER	SEWER BACK UP → SAYS IT IS BACKING UP IN THE PARKING LOT, NOT INSIDE THE BUILDING							
	COMPLETION	→ CITY PROBLEM 01*/27/2020							
98958	10-100310	9120 ROWLAND ST	SEWER COMP	SEWER		KENNETH DRAKE	2/04/2020	2/04/2020	PUBLI
	ORDER	SEWER BACK UP							

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
		COMPLETION							
		RAN MAIN CLEAR CUSTOMER PROBLEM							
		JD							
99328	01-112840	8305 HANON DR	SEWER COMP		SEWER	SHELBY PAIGE FRANTZ	2/18/2020	2/19/2020	PUBLI
		ORDER							
		SEWER BACK UP NEEDS TO SCHEDULE A MEETING WITH PLUMBER							
		CALL CUSTOMER RAUL 817-707-7031							
		COMPLETION							
		MET WITH PLUMBER @11AM							
		CUSTOMER SIDE HAS TWO BROKEN PIECES OF PIPE IN HIS LINE							
		CUSTOMER PROBLEM							
		JD							
99353	09-100190	804 N LAS VEGAS TRL	SEWER COMP		SEWER	SALEEM ZAIDI	2/20/2020	2/20/2020	PUBLI
		ORDER							
		SEWER BACK UP							
		CUSTOMER CAME TO SAY THAT THE SEWER IS CLOGGED AND HIS							
		PLUMBER PUT A SNAKE IN IT ANDRAN IT THROUGH. IT WENT FOR 75							
		FOOT AND IT IS STILL CLOGGED. SAM 701-851-5862							
		COMPLETION							
		CALLING PLUMBER TO CAMERA LINE AND SET LINE UP TIME TO COME							
		OUT PLUMBER DIDNT HAVE RIGHT EQUIPMENT							
		JD							
99360	06-101270	200 DONALD ST	SEWER COMP		SEWER	CLIVE RICHARDS	2/20/2020	2/20/2020	PUBLI
		ORDER							
		SEWER BACK UP							
		COMPLETION							
		COMPLETE-CHOKE WAS CLEARED							
		08/11/2020 RAN REPORT FOR OPEN WORK OREDERS FROM 01/01/2020							
		-08/11/2020.							
		08/12/2020 JC							
99378	14-100541	700 S CHERRY LN	SEWER COMP		SEWER	SPARK'S AUTO REPAIR	2/21/2020	2/21/2020	PUBLI
		ORDER							
		SEWER BACK UP							
		CUSTOMER SAYS ITS AN EMERGENCY SEWER BACKING UP INTO PARKING							
		COMPLETION							
		CLEARED THE CHOKE I COULD NOT FIND ANY OVER FLOW WE RAN THE							
		LINE AND BROKE THE CHOKE.							
		02/21/2020 ZAC JONES & STREET CREW							
		*02/28/2020 CLOSED OUT WO AND SCANNED TO P:DRIVE ADDRESS &							
		SEWER BACK-UP FOLDER. - MJ							
99389	02-103520	810 MEADOW PARK DR	SEWER COMP		SEWER	ELIZABETH BROWN	2/24/2020	2/24/2020	PUBLI
		ORDER							
		SEWER BACK UP							
		COMPLETION							
		COMPLETE-CHOKE WAS CLEARED							
		08/11/2020 RAN REPORT FOR OPEN WORK OREDERS FROM 01/01/2020							
		-08/11/2020.							
		08/12/2020 JC							
99514	02-103136	8212 ALBERT ST	SEWER COMP		SEWER	CITY OF WHITE SETTLE	2/25/2020	2/25/2020	PUBLI
		ORDER							
		SEWER BACK UP 8001 E MELROSE							
		RESIDENT SAYS IT IS BY THE STREET AND IN HER HOUSE AND HER							
		NEIGHBOR'S HOUSE							
		THANK YOU!							
		COMPLETION							
		RAN MAIN CITY MAIN CITY PROBLEM							
		TALKED TO CUSTOMER							
		JD,JC,PB,AV							
99794	13-110620	801 OZONA AVE	SEWER COMP		SEWER	KUBA-TECH INDUSTRIES	2/28/2020	2/28/2020	PUBLI
		ORDER							
		SEWER BACK UP							
		COMPLETION							
		COMPLETE-CHOKE CLEARED-SSO CLEANED UP							
		08/11/2020 RAN REPORT FOR OPEN WORK OREDERS FROM 01/01/2020							
		-08/11/2020.							
		08/12/2020 JC							

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
99805	14-100503	1309 S CHERRY LN	SEWER COMP	SEWER		SPIRIT OF TRUTH MINI	3/02/2020	3/02/2020	PUBLI
	ORDER	SEWER BACK UP, WATER STANDING OUTSIDE BETWEEN THE CHURCH BUILDINGS. LINDA WILTFONG 682-365-3241							
	COMPLETION	RAN MAIN 406FT ON DOWNE DR FROM MANHOLE TO CHERRY LN MAIN WAS FLOWING BUT BROUGHT BACK WITH HOSE SEDIMENT AND BROKEN PVC PIPE CLEANOUT BETWEEN CHURCHES NOT OVER FLOWING AND NO STANDING WATER VISIBLE WHEN ON SITE. ACROSS FROM SEWER LINE WORK BEING DONE ON CHERRY LN DUSTIN,AMADOR							
99872	14-101120	7829 CORINA DR	SEWER COMP	SEWER		TRICIA STOWE	3/04/2020	3/04/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	→ BUBBLING UP IN AND OUT OF HOUSE. → RAN MAIN CITY ISSUE 3-4-2020 AT, DD, JD							
99875	09-100190	804 N LAS VEGAS TRL	SEWER COMP	SEWER		SALEEM ZAIDI	3/04/2020	3/04/2020	PUBLI
	ORDER	SEWER BACK UP WANTS YOU TO COME BETWEEN 12 AND 1 TODAY IF POSSIBLE. 713-851-5862							
	COMPLETION	2PM PLUMBER CALLED SAID NO NEED TO SHOW UP. 3-4-2020 JD							
99878	10-100110	9016 ROWLAND ST	SEWER COMP	SEWER		MICHELLE L WALLACE	3/04/2020	3/04/2020	PUBLI
	ORDER	→ SEWER BACK UP- CUSTOMER HAS A CLEANOUT IN THE YARD THAT IS BACKING UP AND RUNNING UNDER THE HOUSE. TOLD HER THE CHOKE WILL ONLY RUN THE MAIN. SHE ASKED IF A TAG COULD BE LEFT SO THAT SHE WOULD KNOW IT WAS DONE, AS SHE IS AT WORK.							
	COMPLETION	→ RAN MAIN CITY PROBLEM 03/04/2020							
99882	15-110550	9001 FARMER RD	SEWER COMP	SEWER		DERALD C EVANS	3/04/2020	3/04/2020	PUBLI
	ORDER	→ SEWER BACK UP							
	COMPLETION	→ RAN MAIN CITY PROBLEM 03/04/2020 SEWER CREW							
99900	02-103136	8212 ALBERT ST	SEWER COMP	SEWER		CITY OF WHITE SETTLE	3/05/2020	3/05/2020	PUBLI
	ORDER	SEWER BACK UP AT 8003 CAMBRIDGE CIRCLE OWNER SAID THE SEWER IS CLOGGED IN HER BUILDING BUT THAT THERE WERE ALSO SEWER PROBLEMS AT THE BUILDING NEXT TO HER AT 8031 CAMBRIDGE. HER NAME IS LORENA ESCOBAR AND HER NUMBER IS 817-637-1261. THANK YOU!							
	COMPLETION	RAN OUR LINE AND WERE ALL CLEAR. I CALLED THE CUSTOMER & TOLD HER OUR LINE S ARE CLEAR, THAT HER SERER IS CLOSED. 3-15-2020 AMADOR, JAKE, AND ZAC **RAN MAIN 288 FT EAST NO CHOKES RAN MAIN 172 FT SOUTH NO CHOKES RAN MAIN 133 FT EAST NO CHOKES. ISSUE ON CUSTOMER							
100142	05-133990	400 RALPH ST	SEWER COMP	SEWER		SKYLANDING	3/11/2020	3/11/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	COLLAPSED SEWER MAIN- MAIN FLOWING 3-11-2020 JC, JD							
100178	20-530860	238 S LAS VEGAS TRL	SEWER COMP	SEWER		CENTRAL PARK TOWNHOM	3/11/2020	3/11/2020	PUBLI
	ORDER	SEWER BACK UP							

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
		COMPLETION							
		RAN MAIN 44 FT MAIN IS CLEAR, CUSTOMER SIDE WE DID LET PROPERTY MANAGER KNOW. 3-11-2020 JC, JD, DD							
100251	11-100056	712 SADDLE RD	SEWER COMP		SEWER	CAROLYN DAVIS	3/13/2020	3/13/2020	PUBLI
		ORDER							
		SEWER BACK UP							
		COMPLETION							
		COMPLETE-CHOKE WAS CLEARED 08/11/2020 RAN REPORT FOR OPEN WORK ORDERS FROM 01/01/2020 -08/11/2020. 08/12/2020 JC							
100311	11-120530	800 CLYDE ST A	SEWER COMP		SEWER	TOI LEE	3/17/2020	3/17/2020	PUBLI
		ORDER							
		SEWER BACK UP							
		COMPLETION							
		WAS NO BACK UP CUSTOMER LINE WAS CLEAR CITY MAIN WAS DIRTY BUT NO CLOG CLEANED MAIN CAMERA CUSTOMER LINE NOT IN THE BEST SHAPE JD,JC,DD							
100317	01-112050	300 DELMAR CT 9	SEWER COMP		SEWER	DANIEL OBREGON	3/17/2020	3/17/2020	PUBLI
		ORDER							
		SEWER BACK UP							
		COMPLETION							
		RAN MAIN CITY PROBLEM SPRED LIME OUT 03/17/2020 <u>WASTEWATER & STREET CREWS</u>							
100555	01-110870	8306 REDONDA ST	SEWER COMP		SEWER	LINDA ADDINGTON	3/30/2020	3/30/2020	PUBLI
		ORDER							
		SEWER BACK UP							
		CUSTOMER SAID THAT SHE STILL HAS BACKUP BUT DOES NOT SEE RAW SEWAGE PHYSICALLY							
		COMPLETION							
		PULLED MANHOLE COVERS ON BOTH ENDS OF STREET FALL FLOWING CHECKED HOUSES ON EACH SIDE OF HER NO PROBLEMS ZAC,JAKE,SHON							
100579	08-108420	820 HALLVALE DR	SEWER COMP		SEWER	BRUCE LIVINGSTON	3/31/2020	3/31/2020	PUBLI
		ORDER							
		SEWER BACK UP							
		CUSTOMER STATES PHYSICAL SEWAGE IN YARD							
		COMPLETION							
		RAN MAIN, MAIN CLEAR 03/31/2020 JC, JD, DD							
100941	03-213410	8407 WYATT DR	SEWER COMP		SEWER	AARON M LEMONS	4/14/2020	4/14/2020	PUBLI
		ORDER							
		SEWER BACK UP							
		COMPLETION							
		COMPLETE-CHOKE WAS CLEARED 08/11/2020 RAN REPORT FOR OPEN WORK ORDERS FROM 01/01/2020 -08/11/2020. 08/12/2020 JC							
100958	13-110510	7816 TERRY ST	SEWER COMP		SEWER	ISMAEL CORDOVA SANCH	4/16/2020	4/16/2020	PUBLI
		ORDER							
		SEWER BACK UP							
		CUSTOMER STATING FROM JANET THAT SHE IS SEE'ING RAW SEWAGE COMING UP INSIDE HOME SPANISH SPEAKER							
		COMPLETION							
		COMPLETE- 08/11/2020 RAN REPORT FOR OPEN WORK ORDERS FROM 01/01/2020 -08/11/2020. 08/12/2020 JC							
100965	02-104330	8504 PEMBERTON CT	SEWER COMP		SEWER	VIRGINIA V DELEON	4/16/2020	4/16/2020	PUBLI
		ORDER							
		RESIDENT CALLED ABOUT SLOW DRAINAGE. THEY TRIED TO SNAKE THE LINE THEMSELVES, BUT IT DID NOT FIX ANYTHING. HAS THE CAP TO THE CLEANOUT OPEN SO NOTHING BACKS UP INTO THE HOUSE.							

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
		COMPLETION	COMPLETE-CUSTOMER SIDE ISSUES, REPAIRS HAVE BEEN MADE 08/11/2020 RAN REPORT FOR OPEN WORK ORDERS FROM 01/01/2020 -08/11/2020. 08/12/2020 JC						
100983	05-133958	7916 WILSON CLIFF DR	SEWER COMP	SEWER		LONNIE M BENNETT	4/20/2020	4/20/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN 250FT THE PROBLEM IS ON THE CUSTOMERS PROBLEM ZAC JONES SHAN FORMERIS							
100985	12-133650	621 JUNE DR	SEWER COMP	SEWER		LORI R. SLAVIK	4/20/2020	4/20/2020	PUBLI
	ORDER	SEWER BACK UP CUSTOMER SAYS AFTER HOURS WENT OUT THIS WEEKEND BUT THAT THEY TOLD HER TO CALL BACK MONDAY SO THEY CAN REDO IT							
	COMPLETION	RAN 200FT THE PROBLEM IS ON THE CUSTOMER SIDE ZAC JONES AND SHON FORMERIS							
100986	12-132630	816 SANDELL DR	SEWER COMP	SEWER		JAIME ENOS	4/20/2020	4/20/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN 250FT THE PROBLEM IS ON THE CUSTOMER SIDE ZAC JONES & SHON FORMERIS							
101023	01-112020	300 DELMAR CT 6	SEWER COMP	SEWER		BARRIE KATZ	4/22/2020	4/22/2020	PUBLI
	ORDER	HAS BEEN HAVING ISSUES WITH DRAINAGE LAST COUPLE OF DAYS- BELIEVES IT TO BE THE MAIN LINE- HAS HAD ISSUES LIKE THIS BEFORE AND SAYS THEM RUNNING THE MAIN USUALLY RESOLVES IT.							
	COMPLETION	COMPLETE-CHOKES WAS CLEARED 08/11/2020 RAN REPORT FOR OPEN WORK ORDERS FROM 01/01/2020 -08/11/2020. 08/12/2020 JC							
101225	01-113290	8000 E MELROSE ST	SEWER COMP	SEWER		LINDA K WELBORN	4/24/2020	4/24/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN MAIN IT WAS ON THE CUSTOMER SIDE 08/12/2020 JOSH DAVIS							
101285	12-130760	701 ODIE DR	SEWER COMP	SEWER		DOYLENE RICKETTS	4/28/2020	4/28/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN MAIN CITY PROBLEM 04/28/2020							
101677	03-000001	701 PEMBERTON ST	SEWER COMP	SEWER		BARTOLO DE LA ROSA	5/08/2020	5/08/2020	PUBLI
	ORDER	SEWER BACK UP FROM OUTSIDE CLEANOUT. THE RESIDENT CALLED AND SAID SOMEONE HAD ASKED TO GO INTO HIS YARD AND CHECK THE CLEANOUT AFTER ATMOS WAS DOING SOME WORK. HE SAID NOW THERE IS BACK UP COMING FROM THE CLEANOUT							
	COMPLETION	IN LINE SERVICES FLUSHED, THERE IS STEADY FLOW; NO BLOCKAGES FOUND. CUSTOMER DID NOT RESPOND TC,AV, OR							
101681	05-126164	8331 CLIFFORD ST	SEWER COMP	SEWER		ROSA M AMAYA	5/08/2020	5/08/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN MAIN, MAIN BLOCKED, CITY PROBLEM 05/08/2020 TRENT, ALEX, OMAR, JD							
101683	10-100480	9220 ROWLAND ST	SEWER COMP	SEWER		FRANCISCO U GUTIERRE	5/08/2020	5/08/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN MAIN, CITY PROBLEM 05/08/2020 JD							
101757	05-126910	405 RUSSELL ST	SEWER COMP	SEWER		ELSA L ROJAS	5/13/2020	5/13/2020	PUBLI
	ORDER	SEWER BACK UP							

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
		COMPLETION → COMPLETE- CHOKE WAS CLEARED							
		08/11/2020 RAN REPORT FOR OPEN WORK ORDERS FROM 01/01/2020							
		-08/11/2020.							
		08/12/2020 JC							
101815	02-103136	8212 ALBERT ST	SEWER OUT		STREETS	ZAC JONES	5/18/2020		PUBLI
	ORDER	SEWER CHOKE @ 9216 ROLAND							
101846	15-111484	128 N MCENTIRE ST	SEWER COMP		SEWER	NICHOLAS R SMITH	5/20/2020	5/20/2020	PUBLI
	ORDER	SEWER BACK UP THROUGHOUT THE HOUSE AND IN THE BACKYARD THE							
		LAST 2 DAYS							
	COMPLETION	RAN MAIN, MAIN WAS CLEAR, CUSTOMER PROBLEM							
		05/20/2020 DD, OMAR, ALEX							
101989	03-434160	703 KIMBROUGH ST	SEWER COMP		SEWER	SENAIDA HERNANDEZ	5/21/2020	5/21/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN MAIN CUSTOMER PROBLEM							
		05/21/20 JD							
102003	08-106470	761 HALLVALE DR	SEWER COMP		SEWER	MICHELE COOPER	5/21/2020	5/21/2020	PUBLI
	ORDER	SEWER BACK UP- SAME STREET AS OTHER CHOKE. RESIDENT HAS HAD							
		ISSUE WITH THE LINES BACKING UP BEFORE AND WOULD LIKE TO							
		TALK TO SOMEONE IN THE DEPT. HER NAME IS MICHELLE AND HER							
		NUMBER IS 817-480-2144							
	COMPLETION	CALLED 05/22/2020 @ 8:15AM - NO ANSWER							
		WILL TRY AGAIN LATER TODAY.							
		SPOKE WITH CUSTOMER							
		05/21/2020 JD							
102014	02-103420	8125 GIBBS DR	SEWER COMP		SEWER	VONA BRADLEY	5/22/2020	5/22/2020	PUBLI
	ORDER	SEWER BACK UP							
		CUSTOMER SAYS HIS PLUMBER SAID IT WAS THE TAP							
		HOUSES ARE BEING BUILT ON MEADOW PARK SEWER RUNS OVER TO							
		GIBBS PLUMBER WILL BE THERE WITHIN THE HOUR							
	COMPLETION	COMPLETE-							
		08/11/2020 RAN REPORT FOR OPEN WORK ORDERS FROM 01/01/2020							
		-08/11/2020.							
		08/12/2020 JC							
102192	02-103400	904 MEADOW PARK DR	SEWER COMP		SEWER	JOSH DAVIS	5/22/2020	5/27/2020	PUBLI
	ORDER	SEWER BACK UP - CUSTOMER PROBLEM COMPLETE							
		WORK ALREADY COMPLETED NOT SURE OF EXACT DATE							
	COMPLETION	CITY MAIN CLEAR, MET WITH PLUMBER. PLUMBER BROKE CHOKE. WE							
		WILL REPLACE PART OR THE MAIN IN THE FUTURE.							
		05/27/2020 JD, DD, JC							
102269	11-100290	705 SADDLE RD	SEWER COMP		SEWER	JUDY DAVILA	5/28/2020	5/28/2020	PUBLI
	ORDER	RESIDENT CALLED AND SAID THEY ARE STARTING TO HAVE SLOW							
		DRAINAGE-SAYS THIS HAPPENS OFTEN AND IT WILL START BACKING							
		UP IF MAIN NOT RAN- HAS A HISTORY OF SEWER CHOKES.							
	COMPLETION	RAN SEWER MAIN 425FT NO CHOKES IN THE MAIN GAVE CUSTOMER							
		COPY OF SEWER POLICY I WAS TOLD "I DON'T SPEAK ENGLISH" HAD							
		CITY HALL TRANSLATE CUSTOMER SIDE ISSUE.							
		05/28/2020 JC, DD							
02988	02-102290	8120 DOWNE DR	SEWER COMP		SEWER	BERNARDO JACQUEZ-EST	6/11/2020	6/11/2020	PUBLI
	ORDER	SEWER BACK UP CUSTOMER IS SAYING THAT THERES SEWER IN HER							
		YARD AND IT SMELLS BAD. SAYS PLUMBER SAID IT WAS CITY SIDE							
	COMPLETION	RAN MAIN 443' CHOKE AT 15'							

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
		CUSTOMER STILL HAVING TOILET ISSUES GONNA SNAKE FROM HOUSE TO MAIN. IF PERSIST GONNA CALL BACK. 06/11/2020 DUSTIN & OMAR							
103078	14-101351	7701 CORINA DR	SEWER	COMP	SEWER	NORA G VALERIANO	6/15/2020	6/15/2020	PUBLI
	ORDER	SEWER BACK UP- BATHTUB IS GETTING BACKUP WHEN TOILET FLUSHED							
	COMPLETION	RAN SEWER MAIN A TOTAL OF 526' NO CHOKES IN MAIN. CUSTOMER SIDE ISSUE MADE CONTACT WITH HOME OWNER, LET HER KNOW SHE NEEDS A PLUMBER. 06/15/2020 JC							
103097	15-110990	452 S REDFORD LN	SEWER	COMP	SEWER	TAYLOR B LOGAN	6/15/2020	6/15/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN MAIN 432' NO CHOKES FOUND. CUSTOMER SIDE ISSUE NO ONE ANSWERED THE DOOR. ACCORDING TO THE NEIGHBOR THE HOUSE IS VACANT 06/15/2020 JC, DD							
103478	07-106350	7805 SMITH ST	SEWER	COMP	SEWER	GENE THOMPSON	6/24/2020	6/24/2020	PUBLI
	ORDER	SEWER BACK UP BACK UP IN ALLEY- EASEMENT IS GROWN OVER- SEWER LINE DOES NOT HAVE A MANHOLE NEAR BY- GENE THOMPSON III CAME IN TO REPORT. SAID IT IS A TRICKY AREA TO FIND BUT YOU CAN CALL HIM AND HE WILL SHOW YOU. THEY HAVE ROTO-ROOTERED IT.							
	COMPLETION	439FT RAN CHOKE @ ABOUT 375FT RAN MANHOLE ON 06/24/2020 @ 12:00PM DUSTIN/TEMP							
103555	13-117050	7828 ABBOTT DR	SEWER	COMP	SEWER	JEREMY B DWIGGINS	6/26/2020	6/26/2020	PUBLI
	ORDER	SEVERAL HOMES ALONG THIS BLOCK ARE EXPERIENCING SLOW DRAINAGE FOR THE LAST DAY OR TWO. THIS ADDRESS CALLED IT IN, BUT IT IS ALSO A COUPLE OF HIS NEIGHBORS AS WELL- NO BACK-UP AS OF YET, JUST SLOW DRAINAGE THROUGHOUT THE HOME(S).							
	COMPLETION	MAIN RAN 421FT COULD NOT MAKE CONTACT W/RESIDENT 06/26/2020 DUSTIN. ALEX, OMAR, TEMP							
103779	10-101440	509 S JUDD ST	SEWER	COMP	SEWER	BILL RICHEY	7/06/2020	7/06/2020	PUBLI
	ORDER	NOT DRAINING AT ALL- HAS RUN A SNAKE TO THE CURB AND HASN'T HIT ANYTHING							
	COMPLETION	RAN MAIN 251FT NO CHOKES CUSTOMER SIDE ISSUE CONTACT INFO 817-535-3637 NON WORKING NUMBER 07/06/2020 JC, JD							
103866	10-101440	509 S JUDD ST	SEWER	COMP	SEWER	BILL RICHEY	7/08/2020	7/08/2020	PUBLI
	ORDER	SEWER BACK UP CUSTOMER STATES THAT HIS SEWER MACHINE IS STUCK UNDERNEATH THE STREET CITY AREA AND HE CAN NOT GET IT OUT. HE NEEDS SOMEONE OUT THERE ASAP TO TRY TO HELP OR TO SEE.							
	COMPLETION	COMPLETE- 08/11/2020 RAN REPORT FOR OPEN WORK OREDERS FROM 01/01/2020 -08/11/2020. 08/12/2020 JC							
104077	14-100540	632 S CHERRY LN	SEWER	COMP	SEWER	NTX GATES & FENCE	7/16/2020	7/16/2020	PUBLI
	ORDER	SEWER BACK UP CUSTOMER STATES THAT IT IS BACKUP ON PROPERTY							
	COMPLETION	COMPLETE							
104703	20-540610	520 S LAS VEGAS TRL	SEWER	COMP	SEWER	JONATHAN WALKER	7/30/2020	7/30/2020	PUBLI
	ORDER	SEWER BACK UP							

NUMBER ACCOUNT NO#		LOCATION	JOB CODE STAT STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
		CUSTOMER HAS SEWER BACKUP ON THE PROPERTY					
		COMPLETION CUSTOMER SIDE ISSUE - PLUMBER MADE REPAIR					
		08/12/2020 JEFF CURRY, JAKE BRIGGS					
104874	02-103136	8212 ALBERT ST	SEWER COMP SEWER	JEFF CURRY	7/30/2020	7/30/2020	PUBLI
		ORDER *** 700 S CHERRY LN ***					
		SEWER CHOKE RAN 121 TOTAL FEET. CHOKE AT 20 FT. CITY ISSUE					
		COMPLETION 08/04/2020					
		DD, JB					
104905	14-102440	7724 LONGFIELD DR	SEWER COMP SEWER	DEANIE MCLIN	8/05/2020	8/05/2020	PUBLI
		ORDER IS HAVING SLOW DRAINAGE- HAS BEEN FOR A LITTLE WHILE NOW.					
		HAS NOT HAD ANY BACK-UP YET. WOULD LIKE IF HE COULD BE					
		NOTIFIED WHEN THE MAIN IS RAN-					
		EITH ER BY KNOCKING OR CALLING 817-717-0743					
		COMPLETION RAN MAIN 120 FT - CLEAR & FLOWING POSSIBLE SERVICE LINE					
		BLOCKAGE-CUSTOMER WAS ADVISED TO SNAKE SERVICE LINE					
		08/05/2020					
		DUSTIN DICKINSON, OMAR RICO					
104953	14-100706	994 STATE HWY 183	SEWER COMP SEWER	EAGLE MARINE	8/06/2020	8/06/2020	PUBLI
		ORDER SEWER BACK UP IN BUILDING- PLUMBER IS THERE SAID IT IS THE					
		CITY SIDE					
		COMPLETION RAN 40FT MAIN BUSTED CHOKE					
		COMPLETED - 08/06/2020					
		JAKE BRIGGS, MIKE YOUNG					
105337	12-133210	867 ALA DR	SEWER COMP SEWER	DIANA B. TELLO	8/11/2020	8/11/2020	PUBLI
		ORDER SEWER BACK UP					
		COMPLETION RAN MAIN 440 FT.					
		INVESTIGATED NEIGHBORS LINES, NO ISSUES ON REST OF THE					
		STREET.					
		CUSTOMER SIDE ISSUE NEEDS PLUMBER.					
		08/11/2020 JAKE BRIGGS, JEFF CURRY, DUSTIN DICKINSON					
105519	11-120940	801 CLYDE ST	SEWER COMP SEWER	JR. JOHNNY GUERRA	8/18/2020	8/18/2020	PUBLI
		ORDER SEWER BACK UP					
		HAS HAD SLOW DRAINAGE THE LAST WEEK OR SO. HAD PLUMBER OUT					
		TO RUN LINW BUT STILL HAVE DRAINAGE ISSUES AND BACKUP IN					
		SHOWER					
		COMPLETION RAN MAIN 434 FT CLEAR IF PLUMBER HAS TO COME BACK OUT TO					
		CAMERA LINE CUSTOMER WAS INFORMED THAT CITY NEEDED TO BE					
		NOTIFIED AND A WORKER PRESENT.					
		08/18/2020 3:34PM					
		DUSTIN, JAKE					
105552	01-110810	8220 REDONDA ST	SEWER COMP SEWER	TANICKA D LEE	8/19/2020	8/19/2020	PUBLI
		ORDER SEWER BACK UP					
		COMPLETION RAN MAIN 441 FT WEST UP REDONDA FROM MEADOW PARK - MAIN					
		CLEAR. CUSTOMER SIDE BACKING UP IN FRONT YARD NEAR FRONT					
		DOOR WAS INFORMED TO CALL A PLUMBER.					
		COMPLETED - 08-19-2020 DUSTIN DICKINSON, JAKE BRIGGS, TEMP					
105964	14-100540	632 S CHERRY LN	SEWER COMP SEWER	RANDY (CITY MARSHAL)	8/25/2020	8/25/2020	PUBLI
		ORDER SEWER CHOKE					
		COMPLETION COMPLETED - 08/25/2020					
		JEFF CURRY, JAKE BRIGGS, DUSTIN DICKINSON					
		--SEWER VAC TRUCK, SERVICE TRUCK --					

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
106007	03-322000	813 LAKEVIEW RIDGE	SEWER	COMP	SEWER	DORIS WALKER	8/26/2020	8/26/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN SEWER MAIN 440FT - MAIN CLEAR - NO CHOKES, CUSTOMER SIDE ISSUE. NEEDS TO CONTACT A PLUMBER. 08/26/2020 - JC, ZC (a copy of the work has been scanned to the P:drive under the address.) -MJ							
106277	05-133950	7940 WHITE SETTLEMENT RD	SEWER	COMP	SEWER	SOMASK SRISAN	9/09/2020	9/09/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RESIDENT HAS BEEN HAVING SLOW DRAINAGE AND BUBBLES COMING UP FROM TOILET. HE HAD A PLUMBER OUT AND THERE IS A MANHOLE- ASSUMING THE CITY'S- IN HIS YARD. THE PLUMBER OPENED UP MANHOLE AND IT IS FULL AND HAS DEBRIS IN IT- ATTACHING PICS- CUSTOMER SIDE ISSUE SEPTIC SYSTEM PER ERIC MAINS CLEAR KD,JC							
106333	18-009108	9108 BARBARA DR	SEWER	COMP	SEWER	CYNTHIA A HERRERA	9/09/2020	9/09/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN SEWER MAIN 150FT NO CHOKES - CUSTOMER SIDE ISSUE NEEDS TO CONTACT A PLUMBER. 09/09/2020 JEFF CURRY, KEITH DOES							
106717	03-213030	8360 WHITNEY DR	SEWER	COMP	SEWER	IRIS DOMINGUEZ	9/21/2020	9/21/2020	PUBLI
	ORDER	HAS BEEN EXPERIENCING SEWER BACK UP AT PROPERTY							
	COMPLETION	CUSTOMER SAID HE IS NOT THERE RIGHT NOW BUT WILL BE AT NOON NO CHOKES IN MAIN CUSTOMER SIDE ISSUE 09-21-2020 KEITH DOES, JAKE BRIGGS, JEFF CURRY							
106726	14-100540	632 S CHERRY LN	SEWER	COMP	SEWER	UB	9/18/2020	9/18/2020	PUBLI
	ORDER	SEWER CHOKE, HAZMAT							
	COMPLETION	COMPLETED - 09/18/2020 DSUTIN DICKINSON, JAKE BRIGGS, JEFF CURRY, KEITH DOES JETTER TRAILER, SERVICE TRUCK							
106823	10-101472	408 GRANT CIRCLE	SEWER	COMP	SEWER	PATRICIA B BURNETT	9/22/2020	9/22/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	09-22-20 SEWER MAIN FLOWING NO CHOKES FOUND RECOMMENDED CUSTOMER CALL PLUMBER. - JAKE, ZAC							
107054	01-112400	8559 DELMAR ST	SEWER	COMP	SEWER	SAMANTHA J WILLIAMS	9/25/2020	9/25/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN CAMERA CITY SIDFE ISSUE ROOT INTRUSION IN ROAD MAIKING POINT REPAIR, REPAIR HAS BEEN MADE 325-338-3741 SAMANTHA #2076995913 11:21AM 9/25/20 09/29/20 JEFF CURRY KEITH DOES							
107692	03-324460	1108 RUMFIELD RD	SEWER	COMP	SEWER	MARTINA RODRIGUEZ	10/13/2020	10/13/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN MAIN 350FT X3 TOTAL FOOTAGE 1,050FT. NO CHOKES ENCOUNTERED, CUSTOMER HAS LARGER AMOUNT OF SEWAGE IN BACK YARD. CUSTOMER SIDE ISSUE. CUSTOMER LINE HAS BEEN CLEARED. CLEAN UP IS CUSTOMERS RESPONSIBILITY PER KYLE. 10-13-20 JEFF CURRY, JAKE BRIGGS							
108963	12-134060	601 S CHERRY LN A	SEWER	COMP	PUBLIC WORK	MELBA'S BEAUTY SHOP/	10/30/2020	10/30/2020	PUBLI
	ORDER	SEWER BACK UP							

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
		PERSON WHO CALLED WAS PROPERTY OWNER							
	COMPLETION	RAN MAIN 240FT NO CHOKES IN THE LINE							
		10-30-20 SEWER CREW							
109007	10-100120	9013 ROWLAND ST	SEWER COMP	SEWER		JUSTINE N GARCIA	11/02/2020	11/02/2020	PUBLI
	ORDER	SEWER BACK UP- HAS A PLUMBER ON SITE							
	COMPLETION	NO CHOKES IN SEWER MAIN RAN 75FT EAST AND 100FT WEST.							
		CUSTOMER SIDE ISSUE							
		11-02-20 OMAR RICO, JAKE BRIGGS							
109048	02-103690	654 MEADOW PARK DR A	SEWER COMP	SEWER		DANNA H GONZALES	11/02/2020	11/02/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN MAIN 408FT NO CHOKES - CUSTOMER SUDE ISSUE							
		11-02-20 JC JD							
109131	14-100320	8020 DOWNE DR	SEWER COMP	SEWER		VIRGINIA BREWER & ER	11/03/2020	11/03/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	COMPLETE- NO CHOKES							
		11-03-20 SEWER CREW							
109145	12-131060	867 PERRY DR	SEWER COMP	SEWER		AARON HALL	10/06/2020	10/06/2020	PUBLI
	ORDER	SEWER CHOKE- NO CHOKES, RAN MAIN 380 FT CUSTOMER SIDE ISSUE							
	COMPLETION	10-06-20 KD, JB, OR, JC							
		SEWER JETTER							
109193	18-000500	1004 JUDY ST	SEWER COMP	SEWER		BRET ROGERS	11/04/2020	11/04/2020	PUBLI
	ORDER	SEWER BACK UP							
		HAS RUN HIS OWN LINE APPROX 75 FT TO STREET AND HAS NOT HIT							
		ANYTHING							
	COMPLETION	SEWER MAIN CLEAR, MADE CONTACT WITH RESIDENT RAN THE LINE							
		180FT.							
		11-04-2020 KEITH DOES, OMAR RICO							
109218	02-103450	900 MEADOW PARK DR A	SEWER COMP	SEWER		SEDRICK CAST	11/04/2020	11/04/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	SEWER MAIN CLEAR CONATCT THE RESIDENT TO LET THEM KNOW RAN							
		THE LINE 230FT							
		11-04-2020 OMAR RICO, KEITH DOES							
109256	02-101780	1211 MIRIKE DR	SEWER COMP	SEWER		PHYLLIS F TRIGG	11/05/2020	11/05/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN SEWER MAIN 175FT BOTH DIRECTIONS FLOW AT 100 PERCENT.							
		INFORMED CUSTOMER THAT THEIR SERVICE POSSIBLY IS CLOGGED AND							
		MAY NEED A PLUMBER.							
		11-05-20 OMAR RICO, JAKE BRIGGS							
109287	06-102110	300 LOCKWOOD ST	SEWER COMP	SEWER		ROBERT DELEON	11/06/2020	11/06/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	COMPLETE-JC							
109293	11-100395	617 VAQUERO ST	SEWER COMP	SEWER		LAURA P TOVILLA	11/09/2020	11/09/2020	PUBLI
	ORDER	SEWER BACK UP- HAD A PLUMBER OUT AND CITY SIDE							
	COMPLETION	COMPLETE-JC							
109311	01-111690	8312 SUSSEX ST	SEWER COMP	SEWER		RUBEN A MIRAMONTES-L	11/09/2020	11/09/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	COMPLETE-JC							
109750	10-100760	9124 OELS ST	SEWER COMP	SEWER		MONICA GORDON	11/16/2020	11/16/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	NO CHOKES - CUSTOMER SIDE							
		11-06-20 JC							

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
109849	02-101690	1015 MIRIKE DR	SEWER	COMP	SEWER	BRENDA M SANTAMARIA	11/17/2020	11/17/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	COMPLETED							
		11/17/20 JC							
109884	05-133745	7905 HARWELL ST	SEWER	COMP	SEWER	EL JARDIN MHP	11/19/2020	12/07/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	LINE REPLACED AND MANHOLE INSTALLED BY THIRD PARTY CONTRACTOR							
109897	08-106480	757 HALLVALE DR	SEWER	COMP	SEWER	EDITH R FLORES DE CH	11/19/2020	11/19/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	COMPLETED							
		11/19/20 JC							
109996	11-100395	617 VAQUERO ST	SEWER	COMP	SEWER	LAURA P TOVILLA	11/25/2020	11/25/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	CITY SIDE CHOKE DUG UP MAIN FOR POINT REPAIR AND CLEARED THE MAIN.							
		JC							
110078	02-101780	1211 MIRIKE DR	SEWER	COMP	SEWER	PHYLLIS F TRIGG	11/25/2020	11/25/2020	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	MAIN CLEAR							
		11/25/20 OR, JB							
110369	01-110500	8109 WHITE SETTLEMENT RD	SEWER	VOID	SEWER	ROSA E PEREZ-LEON	12/09/2020		PUBLI
	ORDER	SEWER BACK UP IN HOME AND CLEANOUT PIPE IN YARD. SAYS THE BACKUP HAS BEEN HAPPENING THE LAST FEW DAYS AND THEY HEAR BUBBLING IN BATHROOM WHEN NO WATER IS BEING USED IN HOME. SAYS HE HAS SNAKED IT HIMSELF AND IT TEMP HELPS BUT IS BACK IN A FEW HOURS. CAPS ON CLEANOUT ARE MOSTLY OFF. CUSTOMER'S NUMBER IS 817-691-9572							
	COMPLETION	WRONG ADDRESS-NEW WORK ORDER WAS GENERATED FOR 8109 WHITNEY							
		12-09-20 JC							
110419	02-103562	8109 WHITNEY DR	SEWER	COMP	SEWER	JANIE OCHOA	12/09/2020	12/09/2020	PUBLI
	ORDER	SEWER BACK UP IN HOME AND CLEANOUT PIPE IN YARD. SAYS THE BACKUP HAS BEEN HAPPENING THE LAST FEW DAYS AND THEY HEAR BUBBLING IN BATHROOM WHEN NO WATER IS BEING USED IN HOME. SAYS HE HAS SNAKED IT HIMSELF AND IT TEMP HELPS BUT IS BACK IN A FEW HOURS. CAPS ON CLEANOUT ARE MOSTLY OFF. CUSTOMER'S NUMBER IS 817-691-9572							
	COMPLETION	RAN MAIN 307 FT, CHOKE AT 230FT - GREASE							
		12-09-20 JC, JB, OR, KD							
110490	03-322680	837 LAKEVIEW RIDGE	SEWER	COMP	SEWER	MELISSA RICE	12/10/2020	12/10/2020	PUBLI
	ORDER	SEWER BACK UP AND SLOW DRAINAGE ISSUES							
	COMPLETION	RAN CITY MAIN, CITY SIDE WAS CLEARE, RECCOMENDED CUSTOMER CALL PLUMBER.							
		12-10-20 OR, JB							
110603	10-100410	408 SANDS CT	SEWER	COMP	SEWER	RICHARD GILMORE	12/15/2020	12/15/2020	PUBLI
	ORDER	HAVE RECEIVED CALL FROM BOTH THIS ADDRESS AND 409. BOTH ARE REPORTING A STRONG SMELL OF SEWER BOTH INSIDE AND OUTSIDE THEIR HOMES. SAYS THE SMELL INCREASES AT DIFFERENT TIMES, LIKE FIRST THING IN THE MORNING.							
	COMPLETION	READ							
		1078							

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID

		SPOKE TO CUSTOMER FOR BOTH ADDRESSES AND THEY STATED WATER SUPPLY WAS FINE AND THERES NO BACK UP OVER FLOW OR SLOW DRAININ. SMELL OCCURS IN MORNING. SEWER CREW NEEDS TO INVESTIGATE-----							
110604	11-121140	829 RONALD ST	SEWER COMP	SEWER	BONNIE WEESE	12/15/2020	12/15/2020	PUBLI	
	ORDER	SEWER BACK UP INTO BOTH BATHTUBS							
	COMPLETION	RAN MAIN 422 FT NO CHOKES IN THE MAIN. CUSTOMER SIDE ISSUE. 12-15-20 JC, KD, OR							
110606	08-108040	808 COMAL AVE	SEWER COMP	SEWER	DAVID FARRIS	12/16/2020	12/16/2020	PUBLI	
	ORDER	SEWER BACK UP							
	COMPLETION	RAN MAIN 300FT NO CHOKES-CUSTOMER SIDE ISSUE. CUSTOMER HAD NO CAP ON CLEAN OUT LETTING IT RUN INTO THE STREET. RANDY CAME OUT TO ENFORCE CITY CODE. WE INSTALLED A JIM CAP TO STOP OVERFLOW. 12-16-20 JB, OR, KD, JC							
110640	11-114146	820 VAQUERO ST	SEWER COMP	SEWER	ANA TOVAR	12/18/2020	12/18/2020	PUBLI	
	ORDER	SEWER BACK UP							
	COMPLETION	CUSTOMER SAYS HIS PLUMBER ALREADY WENT OUT AND ITS NOT ON HIS SIDE. RAN MAIN 400 FT NO CHOKES PRESENT. CUSTOMER SIDE ISSUE SPOKE WITH CUSTOMER INFORMED HIM THAT IT WAS ON HIS SIDE, HE SAID "OH GREAT" THEN HUNG UP ON ME. 12-18-20 JC. KD, OR							
110653	20-000020	307 ALLENCREST DR	SEWER COMP	SEWER	DARLA SELLERS	12/18/2020	12/18/2020	PUBLI	
	ORDER	SEWER BACK UP							
	COMPLETION	THE MAIN IS CLEAR. IT'S CLOGGED UP ON THE RESIDENTS SIDE. 12-18-20 OMAR RICO, KEITH DOES							
110661	10-100410	408 SANDS CT	SEWER COMP	SEWER	RICHARD GILMORE	12/21/2020	12/21/2020	PUBLI	
	ORDER	SEWER BACK UP							
	COMPLETION	CUSTOMER SAID THE SMELL IS BACK AND NOW THE NEIGHBOR IS EXPERIENCE IT AS WELL. RAN SEWER MAIN NO CHOKES CAMERED EVERY SERVICE ON STREET NO ISSUES EXCEPT 408 GREASE BUILD UP/ 404 GREASE BUILD UP/400 GREASE BUILD UP. CAMERAED MAIN, NO ISSUES FOUND. ODOR BANNED EVERY SERVICE ON STREET ODOR BANNED SEWER MAIN. ERIC WAS PRESENT. 12/22/20 JC, OR, KD, EW							
110774	12-133870	533 JUNE DR	SEWER COMP	SEWER	RUTH SKIFFINGTON	12/21/2020	12/21/2020	PUBLI	
	ORDER	SEWER BACK UP							
	COMPLETION	CUSTOMER STATES SEWER BACK UP ON PROPERTY RAN MAIN 275FT. NO CHOKES INFORMED CUSTOMER. 12-21-20 - JEFF CURRY, KEITH DOES							
110783	10-100360	405 SANDS CT	SEWER COMP	SEWER	MICHAEL G SMITH	12/22/2020	12/22/2020	PUBLI	
	ORDER	SEWER BACK UP							
	COMPLETION	TALKED TO ERIC PER ERIC SEND WORK ORDER AND HE WILL BE ON SITE TO INVESTIGATE RAN SEWER MAIN NO CHOKES. CAMERED MAIN, NO ISSUES IN MAIN. CAMERA EVERY SERVICE ON STREET, NO ISSUES EXCEPT 408 GREASE BUILD UP/404GREASE BUILD UP/400 GREASE BUILD UP. ODOR BANED EVERY SERVICE. ODOR BANED SEWER MAIN. ERIC WAS PRESENT.							

NUMBER	ACCOUNT NO#	LOCATION	JOB CODE	STAT	STAFF	REQUESTED BY	JOB DATE	COMPLETION DATE	GROUP ID
110843	05-126164	12/22/20 JC, OR, KD, EW 8331 CLIFFORD ST	SEWER COMP	SEWER		ROSA M AMAYA	12/23/2020	12/23/2020	PUBLI
	ORDER	SEWER BACK UP IN CUSTOMER'S BACK YARD. SAID IT IS PUDDLING BACK THERE.							
	COMPLETION	LOTS OF CITY SIDE SEWER ISSUES IN THE PAST AT THIS ADDRESS RAN MAIN 300FT SOUTH CLEARED CHOKE, GREASE AND BABY WIPES 12/23/20 OR, ZC							
110885	05-133830	400 N CHERRY LN	SEWER COMP	SEWER		BENTON PLUMBING	12/29/2020	12/29/2020	PUBLI
	ORDER	SEWER BACK UP PLUMBER IS THERE NOW AND SAID THAT HE HAS RAN THE CAMERA FOR HIS CLIENTS PROPERTY. HIS NUMBER IS 817-360-0893							
	COMPLETION	MEET WITH PLUMBER DID NOT HAVE A CAMERA- RAN A 75" SNAKE MAIN IS 100 FT AWAY MAIN IS CLEAR- CUSTOMER SIDE ISSUE JC,JB,KD							
110911	13-110620	801 OZONA AVE	SEWER COMP	SEWER		KUBA-TECH INDUSTRIES	1/04/2021	1/04/2021	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	CITY SIDE CHOKE BROKE 01-04-21 OVER FLOW OCCURED - CLEANING GUYS DID CLEAN UP, REPORTED TO JOSH DAVIS CLEAN UP ENDED AT 1:45PM 01/05/21 01-05-21 JAKE BRIGGS, JEFF CURRY							
110931	02-103580	660 MEADOW PARK DR	SEWER COMP	SEWER		TONY WELLS	1/04/2021	1/04/2021	PUBLI
	ORDER	SEWER BACK UP HAS HAD PLUMBER OUT A FEW TIMES AND SAYS HIS LINES ARE CLEAR.							
	COMPLETION	CUSTOMER SIDE ISSUE - SPOKE WITH CUSTOMER - MAIN CLEAR 01-04-2021 JAKE BRIGGS, TIMOTHY BOWLES							
111155	10-100360	405 SANDS CT	SEWER COMP	SEWER		MICHAEL G SMITH	1/13/2021	1/13/2021	PUBLI
	ORDER	SEWER BACK UP CUSTOMER IS SAYING THIS IS NOT ON THE CUSTOMER SIDE AND THAT WHEN THEY DO A SEWER CHOKE IT ONLY WORKS FOR A FEW DAYS							
	COMPLETION	MAIN IS NOT CHOKED, MAIN IS WORKING PROPERLY. CUSTOMER SIDE ISSUE! 01/13/2021 JEFF CURRY/ERIC WORLEY							
111197	02-101360	801 MIRIKE DR	SEWER COMP	SEWER		JASON SIMMONS	1/14/2021	1/14/2021	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN MAIN 250FT SOUTH, NO CHOKES IN MAIN, CUSTOMER SIDE ISSUE. 01/14/21 OMAR RICO, KEITH DOES							
111395	10-100460	9212 ROWLAND ST	SEWER COMP	SEWER		JERRY D STEWART	1/20/2021	1/20/2021	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	NOT A BACKUP. VORTEX JUST PIPE BURSTED THE NEW SEWER MAIN AND CAP, THE SERVICE TO INSTALL NEW TAP. --TAP IS INSTALLED CUSTOMER IS WITH SERVICE AGAIN. 01/20/21 JEFF CURRY, JAKE BRIGGS							
112099	03-212862	8429 WHITNEY DR	SEWER COMP	SEWER		JAN MIRELEZ	1/29/2021	1/29/2021	PUBLI
	ORDER	SEWER BACK UP							
	COMPLETION	RAN SEWER CHOKE. THERE WAS NO CHOKE FOUND. IT WAS ON THE CUSTOMER'S SIDE. 01-29-21 ZAC JONES, COREY JONES							

Appendix 5

TCEQ Regulatory Guidance 395 (RG-395), revised 9/2016



TCEQ REGULATORY GUIDANCE

Office of Compliance and Enforcement

RG-395 • Revised September 2016

Unauthorized Discharges and Sanitary Sewer Overflows

What does this document cover?

The Texas Commission on Environmental Quality is responsible for protecting the state's waters. Part of that responsibility involves monitoring for unauthorized discharges of wastewater, including municipal, industrial, recreational, and other waterborne wastes as defined in Texas Water Code Subsection 26.001(6) and, when necessary, pursuing enforcement action for noncompliance. The purpose of this publication is to clarify the TCEQ's requirements for reporting unauthorized discharges and overflows from sanitary sewers. Do not use or interpret this document as a substitute for the complete, official version of any state or federal law, rule, or regulation.

Who should read this document?

Managers, professionals, and operating personnel from **permitted facilities** and **subscribers**.

A *permitted facility* is the holder of a water quality permit issued by the TCEQ or the U.S. Environmental Protection Agency (EPA). A permitted facility may be a municipality, municipal water district, private individual, or company. The TCEQ issues several types of water quality permits. The most relevant permits to this document are those that regulate collection and treatment of wastewater.

A *subscriber* is any municipality, business, or organization acting as a waste contributor or customer of a permitted facility. Subscribers are owners of components of satellite collection systems, such as pipes, conduits, lift stations, force mains, or other devices used to transport wastewater directly to a permitted facility or to the collection system of a permitted facility operated by a different municipality, business, or other organization. Examples of subscribers include:

- a city
- a stand-alone store that operates its own sewage lift station
- a school campus
- an apartment complex
- a shopping mall
- a mobile-home community

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What is an unauthorized discharge?

What is a sanitary sewer overflow?

An *unauthorized discharge* (UD) is any discharge of wastewater into or adjacent to any water in the state at a location not permitted as an outfall. [See Clean Water Act Subsection 301(a) or Texas Water Code Section 26.121. For ways to locate state laws and regulations, see “Where Can I Get More Information?” at the end of this document.] An unauthorized discharge may include a discharge of wastewater onto land (paved or otherwise) or a discharge into a pond, creek, canal, river, lake, wetland, or any other body of surface water or groundwater.

A *sanitary sewer overflow* (SSO) is a type of unauthorized discharge of untreated or partially treated wastewater from a collection system or its components (e.g., a manhole, lift station, or cleanout) before reaching a treatment facility. [See also Texas Water Code Paragraph 26.049(e)(4).]

Do I need to report a UD or an SSO?

Yes. A permitted facility’s water quality permit includes a requirement to notify the TCEQ of UD and SSOs. A subscriber is responsible for reporting unauthorized discharges from its collection system in accordance with Title 30, Texas Administrative Code (30 TAC), Section 327.32. In addition, you may be required to notify the public under certain criteria discussed later in this document.

Is there a minimum reportable volume?

No. Permitted facilities and subscribers must report all UD and SSOs to the TCEQ regardless of volume, as federal and state regulations do not have a specified **minimum reporting volume**. In addition, you may be required to notify the public under certain criteria discussed later in this document.

When do I have to report? And to whom?

24-Hour Notification to the TCEQ

Permitted facilities and subscribers are required to report the date, location, volume, and contents of the UD or SSO to their TCEQ regional office **as soon as possible but no later than 24 hours** after becoming aware of the event. During our normal business hours—Monday through Friday, 8 a.m. to 5 p.m.—the 24-hour notice must be given orally or by fax to your local regional office. If the UD or SSO occurs after normal business hours, your local regional office must be notified by telephone. (Be sure to note the date and time of your call in your records.) The recorded messages at each regional office explain how to notify the TCEQ after business hours.

To locate your TCEQ regional office, visit <www.tceq.texas.gov/goto/region>. The same listings are available in print in *TCEQ Areas, Regions, and Environmental Assistance*

Regional Staff (TCEQ publication GI-002). For ways to obtain publications and other information from the TCEQ, see “Where Can I Get More Information?” at the end of this document.

24-Hour Notification to the Public

For UD and SSOs that meet the criteria listed below and occur at facilities owned or operated by a local government, the responsible individual of the local governmental authority must notify the public via media **as soon as possible but no later than 24 hours** after becoming aware of the event. A responsible individual is someone who is designated by the owner of a permitted facility or subscriber system to report noncompliances. Criteria for public and media notification, as found in 30 TAC Section 319.302:

- a discharge that will adversely affect a public or private source of drinking water, or
- a discharge with a volume of 50,000 gallons or more where one or more of the following conditions also exists—
 - the spill occurs within ½ mile of a public or private source of drinking water;
 - the spill occurs within ½ mile of a private drinking-water well located within ½ mile of a well for public water supply;
 - the spill occurs within ½ mile up-gradient of a surface water intake of a public or private source of drinking water;
 - the spill occurs in an active groundwater-recharge area;
 - the spill occurs up-gradient and within ½ mile of a karst terrain or shallow alluvial well that is a source of drinking water; or
- a discharge of 100,000 gallons or more.

If a UD or SSO meeting the requirements for public notification occurs outside of normal business hours, then the responsible individual must also notify the TCEQ Emergency Response Hotline (800-832-8224). Within 48 hours after notifying the public, the responsible individual must report to the regional office that public notice has been given. Complete information regarding the public notification requirements can be found in 30 TAC Sections 319.301-03.

Five-Day Written Notification to the TCEQ

In addition to the 24-hour notice, permitted facilities and subscribers are required to submit a written report to the TCEQ **within five working days** after facility personnel become aware of the event. Subscribers must submit the written report to their TCEQ regional office. Permitted facilities must submit the written report to their TCEQ regional office and to the TCEQ’s Enforcement Division in Austin. The written report must include:

- the nature of the UD or SSO (source, location, route, volume) and its specific cause;

- the potential danger to human health or safety, or the environment (including monitoring data, if collected);
- the duration of the UD or SSO with exact dates and times;
- an estimate of how long the noncompliance is expected to continue (if the noncompliance has not been corrected at the time of reporting) actions taken to mitigate adverse effects; and
- steps taken to reduce, eliminate, and prevent recurrence of the noncompliance.

Monthly Written Notification to the TCEQ

UDs and SSOs that meet the following criteria may be reported to the TCEQ as a monthly summary instead of via a 24-hour or five-day written notification. The monthly summary must be submitted to your TCEQ regional office **by the 20th day of the following month**. The UD or SSO must:

- occur at a wastewater-treatment facility or collection system owned or operated by a local government;
- be 1,000 gallons or less;
- not be associated with another simultaneous UD or SSO;
- be controlled or removed before entering water in the state or adversely affecting a public or private source of drinking water;
- not endanger human health or safety, or the environment; and
- not be otherwise subject to local regulatory control and reporting requirements.

The monthly summary must include the following information about the UD or SSO:

- its location, volume and content;
- its description;
- its cause;
- the dates and duration; and
- steps taken to reduce or eliminate it and prevent its recurrence.

The responsible person must use one of the following methods for determining the volume of UD and SSOs that will be submitted on the monthly summary by using one of the following methods.

- *Visual method:* For small spills, use either a 55-gallon barrel or 5-gallon bucket for reference. Determine how many barrels or buckets would be used to contain the UD or SSO.
- *Measured volume:* Measure the length, width, and depth of the UD or SSO and then multiply by 7.5 (the conversion factor between cubic feet and gallons).
- *Duration and flow rate:* Multiply the duration by the flow rate.
- *Other methods* that are consistent with standard and accepted industry practices, as long as they include procedures to identify the duration, flow rate, depth, affected area, and total quantity of each spill.

Is there a form I can use to report a UD or SSO?

Yes. The TCEQ has a standardized form, Water Quality Noncompliance Notification (TCEQ-00501), that can be used for the 24-hour fax notice and the five-day written report; another standardized form, Accidental Discharge or Spill Monthly Summary Form (TCEQ-20756), can be used for the monthly summary report.

Alternatively, you may submit a written report in letter format. All noncompliance notifications must include the permit number of your wastewater-treatment facility. All noncompliance notifications from subscribers must include the Regulated Entity Number (RN) of the collection system.

You must keep a copy of any written report of UDs or SSOs at the facility site and the reports must be readily available for review by TCEQ representatives for three years.

After I've completed the notification requirements, then what do I do?

Each UD or SSO incident is unique and cleanup requirements should be based on individual circumstances. In preparation, each permitted facility or subscriber capable of experiencing a UD or SSO should have a contingency plan for spills and overflows. Your plan should:

- stop or mitigate the flow as soon as possible;
- contain the spill whenever possible;
- return as much of the spilled wastewater to the collection system or treatment facility as possible;
- remove and properly dispose of all solids;
- treat and disinfect the affected area as necessary (if using chemicals, be sure to follow the manufacturer's guidelines);
- act quickly to reduce any threat to human health and the environment; and
- assess any impact to the environment by taking laboratory samples.

After a UD or SSO, you should evaluate the causes of the incident and identify possible methods to prevent a recurrence. Remember to send your written report within five working days of becoming aware of the noncompliance unless you meet the criteria for the monthly summary.

What are the main causes of UDs and SSOs?

During **dry weather**, the most frequent causes of UDs and SSOs are reduced capacity, blockages, malfunctioning lift stations, and vandalism. Grease entering the collection

system is also a common contributor to dry-weather UD and SSOs. It is possible to minimize dry-weather UD and SSOs by implementing an aggressive preventive maintenance program coupled with public education. Local enforcement of grease-trap ordinances and pretreatment ordinances is also effective in reducing UD and SSOs.

For more information about grease traps, see *Waste from Grease Traps, Grit Traps, and Septic Tanks: Questions and Answers*, TCEQ publication RG-389.

During **wet weather**, the most frequent causes of UD and SSOs are *infiltration* and *inflow* (I/I) into the collection system due to aging and deteriorating infrastructure. *Infiltration* is groundwater that enters the collection system through leaky pipes, faulty pipe joints, or defective manholes. *Inflow* is surface runoff that enters the collection system through missing or defective manhole covers, uncovered or damaged cleanouts, illegal stormwater connections, or defective pipes and manholes in streambeds or roadside borrow ditches. I/I can be confirmed by physical inspection of collection lines and manholes, smoke testing, and inspecting collection lines with cameras. Once problem areas are identified, a plan can be formulated to reduce I/I using systematic repair and replacement.

What is the TCEQ SSO Initiative?

The goals of the SSO Initiative are to reduce the number of SSOs that occur each year in Texas and to address SSOs before they harm human health or safety, or the environment and before they become enforcement issues. Participation in the SSO Initiative is entirely voluntary and requires that the participant submit an SSO corrective action plan.

Participation excludes the collection system from formal enforcement for SSOs that are addressed by the SSO corrective-action plan. However, under certain circumstances, the TCEQ does retain the right to take enforcement action or rescind a permitted facility's or subscriber's participation.

Additional information, including who can participate, how participation in the SSO Initiative can benefit your facility, what to expect if you agree (or elect) to participate, and requirements for your SSO corrective action plan can be found in *Sanitary Sewer Overflow (SSO) Initiative: Information for Prospective Participants*, TCEQ publication GI-389.

Where can I get more information?

Your TCEQ regional office or the TCEQ's Small Business and Local Government Assistance Section (800-447-2827) can help. To obtain copies of TCEQ rules, publications, and forms:

- Visit <www.tceq.texas.gov> online; click on the link for "Rules," "Publications," or "Forms." Download and save a copy.
- Fax your order to 512-239-4488 or order by phone at 512-239-0028.
- Write to TCEQ Publications, MC 195, PO Box 13087, Austin, TX 78711-3087.

Try to give the rule, publication, or form number as well as the title. The numerical designation will help the TCEQ get the correct item to you as quickly as possible.