



TCEQ REGULATORY GUIDANCE

Water Supply Division

RG-210 • Revised November 2008

The Water and Wastewater Consumer Assistance Team Can Help

If you are a:

- ▶ water or wastewater utility customer or homeowner association
- ▶ water or wastewater utility personnel, consultant or trade group
- ▶ local government
- ▶ legislative aide
- ▶ private well owner
- ▶ staff from another state agency

We can help you:

- ▶ resolve a utility billing dispute
- ▶ know how utility rates and fees are set and get information on the rates and fees a utility can charge
- ▶ understand a customer's rights and responsibilities
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- ▶ understand when customer service rules apply and how to comply with applicable customer service rules
- ▶ get water or sewer service connected or reconnected
- ▶ report service interruptions or other problems
- ▶ access TCEQ records on utilities
- ▶ monitor a utility's compliance with customer service rules
- ▶ report noncompliance to enforcement personnel
- ▶ learn how to disinfect a private well
- ▶ reach other TCEQ programs or other sources of assistance and information

Call 512-239-4691

Fax 512-239-6972

Write **Consumer Assistance, MC153, Water Supply Division**
TCEQ, P.O. Box 13087, Austin, TX 78711-3087