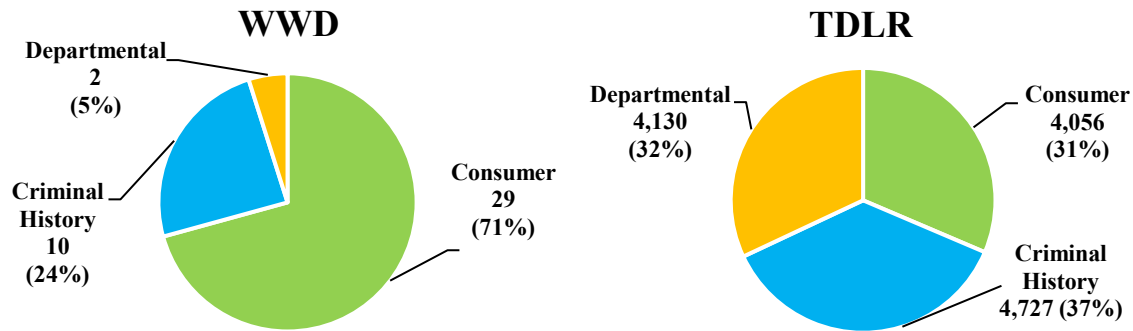


Water Well Drillers and Pump Installers (WWD)

Key Statistics	WWD Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	2,381	1,019,176
Complaints Received by Source	494	134,663
Consumer complaints	49	12,216
Department initiated complaints	2	4,096
Criminal History Records reviewed for licensure	443	118,351
Cases Opened	41	12,913
Consumer	29	4,056
Departmental	2	4,130
Criminal History	10	4,727
Cases Closed	47	12,694
Consumer	25	4,467
Departmental	9	3,487
Criminal History	13	4,740
Average Time to Close (days)	547.51	206.68
% of Cases Resolved Within 6 Months	31.91%	64.46%
% of Cases Resulting in Disciplinary Action	8.51%	12.94%
% of Cases Not Resulting in Disciplinary Action	91.49%	87.06%
Open Cases Pending at End of Fiscal Year	111	7,651
Cases Referred to SOAH	0	133
Contested Cases Heard at SOAH	0	62
Formal Case Outcomes	WWD Fiscal Year 2025	TDLR Fiscal Year 2025
Final Orders	4	1,643
Agreed Orders	3	918
Commission Orders	0	20
Default Orders	0	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	1	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$1,125.00	\$3,095.17
Total Penalties Assessed	\$3,375	\$4,769,650
Total Penalties Collected	\$3,750	\$1,783,085
Total Disciplinary Suspensions and Revocations	0	171
Licenses Revoked (Disciplinary)	0	162
Licenses Suspended (Disciplinary)	0	9
Licenses Denied/Suspended/Revoked (Criminal History)	1	206
Restricted Licenses Granted	0	4
Enforcement cases that resulted in District Court Filing	0	5
Other Case Actions	WWD Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$0.00	\$808,739.25
Other Cases Closed without Disciplinary Actions	15	4,993
Informally Resolved	4	526
Insufficient Evidence	13	2,516
Warning Letters	9	2,939
Withdrawn by Complainant	2	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

Cases Opened Fiscal Year 2025



WWD Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Made false or misleading statements	11
Criminal history	10
Failed to properly cement annular space	9
Failed to submit well report	8
Failed to complete after injurious water	6
Failed to provide surface completion	5
Operated without a license	3
Failed to properly cap or cover well	3
Failed to install manufactured screen	2
Failed to have watertight well seal in flood zone	1
Well was not located 50 feet from property line	1
Failed to supervise apprentice	1
Failed to select proper slot size	1
Failed to pay dishonored check	1
License expired	1

WWD Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Operated without a license	2
Failed to adhere to manufacture instructions	1
Criminal history	1
Failed to follow district rules or ordinance	1