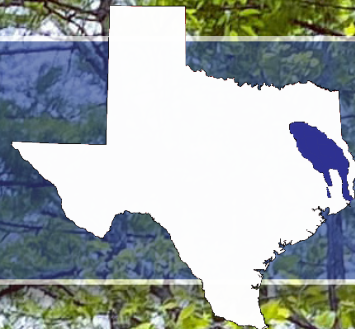


# Angelina & Neches River Authority

Providing water resource solutions and protecting the waterways of the Neches River Basin since 1935.



**Self Evaluation Report  
Submitted to the Sunset Advisory Commission  
September 2023**



ANGELINA & NECHES RIVER AUTHORITY



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**Angelina & Neches River Authority  
Self-Evaluation Report**

**I. Agency Contact Information**

**A. Please fill in the following chart.**

**Angelina & Neches River Authority  
Exhibit 1: Agency Contacts**

	<b>Name</b>	<b>Address</b>	<b>Telephone</b>	<b>Email Address</b>
<b>Agency Head</b>	Kelley Holcomb	2901 N John Redditt Drive, Lufkin, Texas, 75904	(936) 633-7543	kholcomb@anra.org
<b>Agency's Sunset Liaison</b>	Kimberly Wagner	2901 N John Redditt Drive, Lufkin, Texas, 75904	(936) 633-7507	kwagner@anra.org

**Table 1 Exhibit 1 Agency Contacts**

## **II. Key Functions and Performance**

Provide the following information about the overall operations of your agency. More detailed information about individual programs will be requested in Section VII.

### **A. Provide an overview of your agency's mission, objectives, and key functions.**

The Angelina & Neches River Authority (the "Authority") formally developed and adopted a mission statement and a purpose statement to help ensure its activities are consistent with its enabling legislation.

#### **Mission**

The Authority shall conserve, store, control, preserve, use, and distribute the storm water, floodwater, and the water of the rivers and streams of the state in the Neches River Basin for the benefit of the human environment and the natural environment.

#### **Purpose**

The Authority is a political subdivision of the State of Texas created by the state legislature under the authority of Article 16, Chapter 59 of the Texas State Constitution. It is recognized as an independent governmental agency authorized to construct, maintain, and operate any and all works necessary for the purpose of controlling, storing, and preserving water resources in the 17-county jurisdiction of the Neches River Basin.

#### **Vision**

The Authority's vision is to be the leading water resource experts in our jurisdictional territory by providing solutions to water quality issues, wholesale and retail water and sewer services to rural communities, and to educate citizens within the region with sound conservation practices while balancing the competing interests and needs for water resources.

#### **Key Functions General Summary**

The Authority is responsible for monitoring, protecting, and enhancing water resources within the Neches River Basin. The Authority's key functions in the basin include water quality monitoring, drinking water and wastewater analysis, regulation of on-site sewage facilities, management and operation of water and wastewater utilities, water resources development, management and operation of regional wastewater treatment facilities, management and operation of regional composting facilities, and regional water planning.

### **B. Do your key functions continue to serve a clear and ongoing objective? Explain why each of these functions is still needed?**

Yes, all of the Authority's key functions continue to serve a clear and ongoing objective. The Authority serves as the only agency within our jurisdictional boundaries that is capable of providing the services of our key functions. Much of the Neches River Basin is rural and economically-disadvantaged. There are also no cities with a population greater than 36,000 that

exist fully within our jurisdictional territory; therefore, other local resource agencies that provide services similar to the Authority's key functions are scarce. Since the late 1990s, the Authority has experienced an accelerated growth rate, especially over the past five years, and has developed a reputation as a helpful agent to solve all types of water issues in the Neches River Basin.

The Authority's Central Office is located in Lufkin, Texas. The Authority's territorial jurisdiction of 8,500 square miles lies wholly or in part of the following counties: Van Zandt, Smith, Henderson, Newton, Cherokee, Anderson, Rusk, Houston, Nacogdoches, San Augustine, Shelby, Angelina, Trinity, Sabine, Polk, Jasper, and Orange. In 2000, the population within the Authority's jurisdiction was 492,658 people, representing approximately 183,000 households. The 2020 census reported a population of 563,956 and 245,194 households representing a 1.4% growth since 2000 within the Authority's jurisdiction.

The Authority is organized into two functional units, the Operations Divisions and the Utilities Division. The Operations Division is comprised of General Administration, Industrial Development Corporation, Clean Rivers Program, Clean Water Activities Program, Environmental Laboratory, Field Operations, the On-Site Sewage Facility Program, and Lake Columbia. The Utilities Division is comprised of five (5) utilities: Holmwood Utilities, Neches Compost Facility, North Angelina County Regional Wastewater Facility, Prairie Grove Utilities, and Redland Wholesale Utilities. A brief description of each department is provided below.

### **Operations Division**

#### **General Administration**

The General Administration (GA) department, under the direction of the General Manager, provides support for the essential functions to maintain all of the Authority's daily operations. It is comprised of the following working units based on function: Administration, Accounting, Technology, Communications, Water Resource Planning, Development and Recreation, and Education and Outreach.

#### **Industrial Development Corporation**

The Authority's Industrial Development Corporation (IDC) is a nonprofit corporation that was created for the purpose of issuing conduit bonds on behalf of the Authority. The issuance of these conduit bonds are for the specific public purpose of the promotion and development of commercial, industrial, and manufacturing enterprises to promote and encourage employment and improve public welfare.

#### **Clean Rivers Program**

The Clean Rivers Program (CRP) is a partnership between the Texas Commission on Environmental Quality (TCEQ) and other agencies of the state of Texas. The overall goal of the CRP is to maintain and improve the quality of surface water within each river basin in the state. Since the program's inception in 1991, the Authority has been the CRP partner responsible for

the middle and upper portions of the Neches River Basin. CRP tasks include project administration, quality assurance, water quality monitoring, data management, data analysis and reporting, stakeholder participation and public outreach, and special projects. The program's watershed management approach is designed to identify and evaluate water quality issues, establish priorities for corrective action, work to implement those actions, and adapt to changing priorities.

### **Clean Water Activities Program**

The Clean Water Activities Program (CWA) is a sister program to the Authority's CRP, and shares the bulk of its objectives and staff. The primary difference is funding sources and individual project durations. CRP is a long-term project focused on routine water quality monitoring and assessment for the entire basin to identify water quality issues and provide general education on prevention and remediation of those issues. The Authority's CWA program focuses on smaller timescale projects in sub-watersheds of the basin that are intended to address specific water quality problems identified by the TCEQ through the activities of the CRP.

### **Environmental Laboratory**

The Authority's Environmental Laboratory (Lab) operations include the chemical and microbiological analyses of drinking water, wastewater, and surface water. The Lab performs approximately 1,000 analyses per month on samples for municipal and industrial wastewater, surface water quality, and public and private drinking water for numerous municipalities, industries, state and federal agencies, water supply districts, and private individuals. The Lab provides scientifically valid and defensible data to more than 150 routine clients and private individuals throughout the East and Deep East Texas areas in a timely and efficient manner. The Lab also provides analytical services and project support for the Authority's programs and utilities.

### **Field Operations**

The Authority's Field Operations (FOPs) department is comprised of the field personnel that oversee the operations and maintenance of the Authority's water and wastewater utilities. In addition, FOPs also provides the labor for the daily implementation of the City of Lufkin's Industrial Pretreatment Program.

### **On-Site Sewage Facility (OSSF) Program**

The Authority is the Authorized Agent for the Texas Commission on Environmental Quality (TCEQ) for the regulation of On-Site Sewage Facilities (OSSF) in Angelina County, the portion of San Augustine County within the Neches Basin, and in the area around Sam Rayburn Reservoir designated as the Control Zone Rayburn (CZR). The CZR begins at the U. S. Army Corp of Engineers (USACE) take line for the reservoir (171 ft contour) and extends 2,000 feet outward into Angelina, Jasper, Nacogdoches, Sabine, and San Augustine Counties. If a portion of a subdivision is within the 2,000 foot zone, then the entire subdivision becomes part of the CZR. For property owners within the Authority's OSSF jurisdiction, the Authority is responsible for the permitting the construction of, and licensing the operation of all new septic systems, license transfers, and the

timely response to sewer nuisance complaints. This program is essential in order to protect the area's water resources and the general health and welfare of its citizens.

### **Lake Columbia**

Lake Columbia (LC), formerly known as Lake Eastex, is the Authority's reservoir construction project that was conceived in 1970s. The primary purpose of Lake Columbia is water supply, but economic and recreational development around the lake is also expected. The proposed lake will have a surface area of 10,133 acres at normal pool and will impound 195,500 acre-feet of water and provide a firm annual yield of 85,507 acre-feet of water to the Authority's water supply customers. Lake Columbia is a recommended water supply strategy in the 2021 Regional Water Plan and the 2022 State Water Plan. In 2003, SB 1362 (78R) designated the reservoir site as a "unique reservoir site."

### **Utilities Division**

#### **Holmwood Utilities**

Holmwood Utilities (HMU) is a retail water and sewer utility owned and operated by the Authority. HMU's primary objective is to provide potable water that meets all U.S. Environmental Protection Agency primary and secondary drinking water standards and to comply with state and federal regulatory requirements. In addition, HMU's further objective is to provide for the collection and disposal of sanitary sewer for its customers. Overall, HMU's objective is to provide continuous and adequate service within the Authority's certificated service area in Jasper County Texas. HMU produces, treats, and distributes water to the Holmwood subdivision, comprised of approximately 200 homes and offices. The wastewater from the subdivision is collected and transmitted by the Authority's sewer collection system to the City of Jasper for treatment under the terms of an Interlocal Agreement.

#### **Neches Compost Facility**

The Neches Compost Facility (NCF) is the Authority's biosolids composting facility. The NCF was first conceived as a means to help preserve landfill capacity, preserve water quality, and to beneficially reuse wastewater treatment plant biosolids through the composting process. The NCF produces Soil Therapy Compost (STC), an organic product made from a mixture of treated biosolids, from a coalition of contracted participants, and wood waste disposed of by the general public. The contracted participants include the City of Athens, City of Bullard, City of Palestine, City of Whitehouse and Bakelite Chemicals LLC. Since it's opening, NCF has kept more than 170,000 tons of biosolids and wood waste material from entering local landfills. It is one of less than a dozen biosolid composting facilities in the state of Texas and the only facility of its kind within a 150-mile range.

#### **North Angelina County Regional Wastewater Facility**

The North Angelina County Regional Wastewater Facility (NAC) is a wholesale wastewater treatment facility and represents the Authority's initial step toward providing traditional regionalized services for both water and wastewater in the Neches River Basins. The NAC was originally conceived in the early 1990s in an effort to address water quality issues in the Angelina



River. Officially created in November 2001, the Authority purchased an existing, newly constructed wastewater treatment plant from Idlewood WCID and entered into long-term contracts with Central ISD, Idlewood WCID, and Lufkin State Supported Living Center for the provision of wholesale wastewater services. In 2003, the Authority completed construction of wastewater treatment plant upgrades and a transmission system to transport wastewater to the new regional facility. This facility consolidated three existing individual wastewater discharges into a centralized regional system with a higher quality effluent discharge. Since its initial construction, two additional wastewater facilities have been consolidated into the regional facility. The NAC treats wastewater from an estimated 3,000 people on a full-time basis, and 5,000 on a part time basis. The communities served by the NAC are primarily residential with light commercial establishments scattered throughout its service area.

### **Prairie Grove Utilities**

Prairie Grove Utilities (PGU) is a retail water utility owned and operated by the Authority. PGU produces, treats, and distributes potable water to the Prairie Grove community, comprised of approximately 250 homes. Prairie Grove Utilities (previously Prairie Grove WSC) was acquired by the Authority in 2022 after an 18 month long regulatory process. Community members of the small, rural system contacted the Authority seeking help with concerns of unsafe water. Due to poor health, the system manager, with no support staff or funding to repair the failing infrastructure, was unable to keep the system in compliance with state and federal regulations. As a result, Prairie Grove WSC had been subject to dozens of violations and numerous ongoing enforcement actions. In 2020, members of Prairie Grove WSC unanimously voted to proceed with a process to allow the Authority to acquire the system. The Authority completed the process with the Public Utility Commission of Texas (PUC) in 2022 and has restored the system to a much better operational state, with plans underway to construct a new water treatment plant and replace approximately 80% of the water distribution system. PGU's objective is to construct a water system that will meet all of the U.S. Environmental Protection Agency primary and secondary drinking water standards and to comply with state and federal regulatory requirements. PGU provides continuous and adequate service within the Authority's certificated service area in Angelina County, Texas.

### **Redland Wholesale Utilities**

Redland Wholesale Utilities (RWU) provides wholesale water and wastewater service to Angelina County Fresh Water Supply District No. 1 (District). The District is a political subdivision of local government, created as a conservation and reclamation district, and was established by an act of the Angelina County Commissioners Court as the result of a petition from local landowners. In 1997, the District initiated and executed an Interlocal Agreement with the Authority to manage the affairs of the District, and to operate and maintain the District's water distribution system and wastewater collection system. In 2013, the Authority and the District entered into a new agreement that places new requirements on the Authority to provide the infrastructure necessary to maintain, improve, and expand the District's sewer systems to serve the District's growing service area. Under the auspices of the Agreement, the Authority began a sanitary sewer collection system expansion project that has evolved into providing first-time sewer service to multiple small rural communities in the area, all of which were being served by failed wastewater

treatment systems. These systems, now decommissioned, were discharging raw or partially treated sewage into the nearby Angelina River.

**C. Does your agency's enabling law continue to correctly reflect your mission, objectives, and approach to performing your functions?**

Yes, the Authority's enabling law continues to correctly reflect the Authority's mission, objectives, and approach to performing our functions. All functions currently serve a clear and ongoing purpose. Eliminating any agency function would drastically hinder the overall mission of the Authority and would cause harm to the natural and human environment within the Neches River Basin.

**D. Have you previously recommended changes to the Legislature to improve your agency's operations? If so, briefly explain the recommended changes, whether or not they were adopted, and if adopted, when.**

No, the Authority has not recommended changes to the Legislature to improve operations.

**E. Do any of your agency's functions overlap or duplicate those of another local, state, or federal agency? Explain if, and why, each of your key functions is most appropriately placed within your agency. How do you ensure against duplication with other related agencies?**

While the Authority does partner with a multitude of other agencies, there is careful consideration and planning involved to prevent overlap or duplication of agency function fully within our jurisdictional boundaries. This is relatively easy to prevent in part because of the rural nature and limited agency resources in the Authority's territorial jurisdiction. Many of these functions simply would not exist if the Authority did not perform them, and their loss would detrimentally impact the natural resources and the general public in the Neches River Basin.

For example, while the operation of water and wastewater facilities is not unique to river authorities, due to the rural nature and lack of staff and funding for many of the independent systems in the Neches River basin, the Authority has become a source of guidance and assistance in the regionalization of a growing number of these rural systems. The Authority appears to be the only agency that is willing and actively performing this service.

The Authority is also the only regulatory agent within its territorial jurisdiction for the OSSF Program in Angelina County, San Augustine County, and around the perimeter of Sam Rayburn Reservoir.

Through annual coordinated monitoring meetings, the Authority collaborates with other agencies in the basin to establish a surface water quality monitoring schedules to best address water quality issues basin-wide while preventing duplication of effort.

In addition, the NCF is the only biosolid composting facility in the Neches River Basin and the only facility of its kind within a 150-mile radius.

Examples of organizations that the Authority coordinates and partners with to avoid duplication of effort include the Texas Commission on Environmental Quality (TCEQ), other River Authorities, Texas Water Resources Institute (TWRI), Texas Institute for Applied Environmental Research (TIAER), Texas Parks and Wildlife Department (TPWD), Texas Stream Team, Natural Resource Conservation Districts, Pineywoods Resource Conservation & Development, Texas State Soil and Water Conservation Board, and US Army Corps of Engineers.

**F. In general, how do other states carry out similar functions?**

The designation as a river authority is unique to the state of Texas. While there are no entities designated specifically as river authorities in other states aside from Texas, there are different types of water management authorities. Some examples of other state agencies that are similar include water reclamation districts, water and sewer authorities, conservation districts, and basin and watershed authorities.

Although each of these types of entities may perform some of the same general duties as a river authority, none are as comprehensive nor do they have the same expanse of jurisdiction. They are much more specific. For instance, within the Neches River Basin, the Authority is the agent responsible for water quality monitoring, regional water distribution, regional wastewater treatment, etc. within 17 counties. In other states, these duties are generally spread out amongst multiple agencies and in smaller jurisdictions, usually designated by a city or county.

**G. Discuss any changes that could impact your agency's key functions in the near future (e.g., changes in federal law or outstanding court cases).**

There are two key areas where potential changes in federal law might impact the Authority's key functions (for the better) in the near future.

**1. Section 404 Permitting Process**

The Clean Water Act, which was implemented in 1972, establishes the basic framework for regulating discharges of pollutants into the waters of the U.S. and regulating quality standards for surface waters. One of the critical portions of the Clean Water Act is Section 404, which deals with the discharge of dredged or fill material into waters of the U.S., including wetlands.

A little-known portion of Section 404 (Section 404 "G" of the Clean Water Act) gives states and tribes the ability to assume or take over the permitting responsibility and administration of the Section 404 permit program for specific waters. Section 404 permits for those assumed waters would be issued by the state or tribe instead of the U.S. Army Corps of Engineers (USACE). To date, Michigan, New Jersey, and Florida are the only states that have assumed administration of the Section 404 program. The USACE retains permitting authority for the rest of the country.

If new legislation were passed, the Section 404 Program would be controlled by state agencies instead of the federal government. Decentralized control can benefit those

involved by removing redundant levels of bureaucracy and Texas already has an agency, the TCEQ, with a robust regulatory framework that overlaps other portions of the Clean Water Act (i.e., Section 401 and 303). TCEQ also already issues permits and authorizations for water appropriations and other surface water impacts. It is possible that TCEQ could one day take over Section 404 permits.

The Lake Columbia project continues to be a vital part of the solution for the state's growing water demands and a growing example of the degradation of state control over its water resources. In 2003, SB 1362 designated Lake Columbia as a unique reservoir site. Lake Columbia was first designated as a recommended water supply strategy in the 2001 Regional Water Plan and the 2002 State Water Plan. These plans recognize the proposed reservoir as a "unique reservoir site" suitable for the development of a reservoir and legislative confirmation. However, due to the current federally-controlled process, the Lake Columbia project has been stalled. The 2022 State Water Plan continues to list Lake Columbia as a water supply strategy.

## **2. Non-point Source Pollution**

With rapid population and business growth in the Neches River Basin, non-point source pollution has become a challenging issue. The Authority's established OSSF program has been mitigating this issue, to some degree, since 1972. Even though the Authority has expanded its OSSF jurisdiction twice since 2009, increased regulatory oversight would beneficially improve the basin's overall water quality.

One example of possible increased regulation is the New Electrical Connections list referred to in the Health & Safety Code, quality Chapter 366.005. Currently this statute requires that County Judges forward the list to Authorized Agent, Appraisal Districts, and Emergency Communication Districts. Expanding the electric utility's distribution list to include the TCEQ, who would then provide that list directly to Authorized Agents, would enhance the OSSF permitting agencies' ability to ensure proper OSSF installation for all new eligible construction. This would serve as another safeguard against non-point source pollution from entering streams and lakes by preventing illegal OSSF installations, as well as non-installs, and would be of great value in the Authority's administration of the OSSF program.

## **H. Overall, how does the agency measure its effectiveness in carrying out its objectives?**

The Authority consistently assesses its progress to find opportunities and measure effectiveness within its operations. The Authority uses four general benchmarks, that reflect its legislative mission, in order to gauge this progress.

### **1. Program Expansion throughout the Neches River Basin**

The Authority is dedicated to resolving water quality issues in the basin by prioritizing and promoting regional solutions to mitigate existing water quality issues, preserve and conserve resources, while still meeting the growing demands for services.



## 2. Customer Service and Public Engagement

The Authority constantly strives to make progress and believes there is no better gauge of effectiveness than from those we serve. The Authority hired a Communications Director in 2020 for the purpose of focusing internally on employee morale and externally on community involvement. In August 2020, the Board of Directors formally approved a newly created Employee Development and Marketing Plan. Implementation of the Plan began immediately and concentrated efforts to communicate more effectively with our customers and the general public by expanding our social media presence, updating our website, incorporating a text notification system, and encouraging customer feedback through surveys.

## 3. Operational Excellence

Additional metrics for the Authority's individual operations and utilities can be found in more detail within the Guide to Agency Programs section of this report.

## 4. Strategic Planning

While the Authority does not have a comprehensive strategic plan, it has consistently presented annual Goals and Objectives to its Board of Directors for approval. The goals and objectives serve as a guide for Authority staff by providing focus areas in which the Authority invests its time and resources. The Authority does recognize that developing a long-term strategic plan would serve the Authority well. Plans are in place to begin the development of a strategic plan to be implemented by FY 2025.

**I. Please list all key datasets your agency maintains and briefly explain why the agency collects them and what the data is used for. Is the agency required by any other state or federal law to collect or maintain these datasets? Please note any "high-value data" the agency collects as defined by Texas Government Code, Section 2054.1265. In addition, please note whether your agency posts those high-value datasets on publicly available websites as required by statute, and in what format.**

The Authority is not required to track key and non-key performance measures set by the Legislative Budget Board. However, in an ongoing effort to drive success, the Authority plans to implement an internal key performance plan in FY 2024 to compliment and expand upon the measures discussed in Subsection K of Agency Programs.

### Angelina & Neches River Authority Exhibit 3: Key Datasets

Dataset Reference Number	Dataset Name	Description of Data	Data Maintained By	Hyperlink (if publicly available)	Legal Prohibition to Disclosure Y/N
N/A	N/A	N/A	N/A	N/A	N/A

Table 3 Exhibit 3 Key Datasets

### III. History and Major Events

Provide a timeline of your agency's history and key events, including

- the date your agency was established;
- the original purpose and responsibilities of your agency; and
- major changes in responsibilities or statutory authority.

Also consider including the following information if beneficial to understanding your agency

- changes to your policymaking body's name or composition;
- significant changes in state/federal legislation, mandates, or funding;
- significant state/federal litigation that specifically affects your agency's operations; and
- key changes in your agency's organization (e.g., the major reorganization of the Health and Human Services Commission and the Department of State Health Services' divisions and program areas, or the Legislature moving the Prescription Monitoring Program from the Department of Public Safety to the Texas State Board of Pharmacy).

#### **1935**

The Angelina & Neches River Authority was originally established as the Sabine-Neches Conservation District (SNCD).

#### **1949**

The SNCD was divided into two separate entities. The Sabine River Authority (SRA) of Texas and the Neches River Conservation District (NRCD).

#### **1966**

The last known board meeting of the NRCD was held on July 8, 1966.

#### **1971**

The NRCD remained mostly inactive until 1971, when Governor Preston Smith appointed nine members to the Board of Directors. The NRCD was reactivated through joint efforts of City of Lufkin officials, the Lufkin Paper Mill, and other civic leaders.

In the early 1970's, the NRCD began to provide water and wastewater utility operational assistance to cities, industries, school districts, and other government agencies in the region. Services provided included sample collection, field and laboratory analysis, preparation of reports, and contract operation of water and wastewater treatment facilities.

#### **1972**

NRCD opened its Central Office on the 2nd floor of the old Lufkin City Hall building at 210 E. Lufkin Avenue and hired its first Executive Director.

NRCD began the implementation of its Control Zone Rayburn Program (the future On-Site Sewage Facilities Program) for regulating and licensing on-site septic systems within a 2,000 foot zone around Sam Rayburn Reservoir.

An agreement was reached between the NRCD, Lower Neches Valley Authority (LNVA), and the Texas Water Quality Board which stated that the NRCD would have planning responsibilities for the Middle and Upper Neches River Basin.

**1974**

NRCD began offering laboratory services for the analysis of drinking water and wastewater samples for regulated entities and the general public.

**1977**

NRCD was officially renamed as the Angelina and Neches River Authority.

**1978**

The Authority began preliminary planning for the Mud Creek Reservoir project (later renamed Lake Columbia).

**1979**

The Authority's Industrial Development Corporation holds its inaugural organizational meeting.

**1980**

Through joint agreements with member cities, the Authority began implementation of an Industrial Pretreatment Program to monitor the discharge of pollutants to municipal wastewater treatment plants by industrial dischargers.

Additionally, the Authority, in cooperation with the City of Lufkin, began implementation of the Lufkin Stream Monitoring Program.

**1991**

The Authority was designated as a Clean Rivers Program Partner under the newly created Clean Rivers Act.

**1996**

The Authority entered into an Interlocal Agreement with the Angelina County Fresh Water Supply District No. 1 (District) for the management and operation of the District.

The Authority completed the purchase of Holmwood Utilities, a public utility that provides retail water and wastewater services to a large subdivision located west of the city of Jasper.

**2000**

The construction of the Neches Compost Facility, a regional compost facility aimed at reducing non-point source pollution from the land application of biosolids and maximizing landfill capacity by diverting biosolids and wood waste from landfills, was completed.

**2003**

The Authority completed construction of its North Angelina County Regional Wastewater Facility.

**2018**

The Authority, in conjunction with the District, completed the construction of a major sewer improvements project. The Project provided first-time sewer service to District customers as well as the decommissioning of the failed Redland Estates wastewater treatment plant that was discharging raw sewage into the Angelina River.

**2019**

The Authority relocated to its new Central Office and Environmental Laboratory Facility at 2901 N. John Redditt Drive in Lufkin, Texas.

**2022**

The Authority acquired Prairie Grove WSC (later renamed to Prairie Grove Utilities), a failing rural water system near the city of Diboll.



## IV. Policymaking Structure

A. Complete the following chart providing information on your policymaking body members.

**Angelina & Neches River Authority  
Exhibit 4: Policymaking Body**

Member Name	Term / Appointment Dates / Appointed by	Qualification	City
Joseph L. "Jody" Anderson President	6 Years 03-23-2009 Governor	Qualified Texas Voter & Property Tax Payer	Lufkin
Thomas R. "Tom" Murphy Vice-President	6 Years 08-25-2014 Governor	Qualified Texas Voter & Property Tax Payer	Crockett
Dale Morton Secretary-Treasurer	6 Years 11-10-2016 Governor	Qualified Texas Voter & Property Tax Payer	Nacogdoches
Francis G. Spruiell Secretary Pro-Tem	6 Years 11-10-2016 Governor	Qualified Texas Voter & Property Tax Payer	Nacogdoches
Virginia M. "Ginger" Lymbery Director	6 Years 11-14-2018 Governor	Qualified Texas Voter & Property Tax Payer	Lufkin
Donnie R. Kee Director	6 Years 11-14-2018 Governor	Qualified Texas Voter & Property Tax Payer	Diboll
Kimberly "Kim" McRae Childs Director	6 Years 04-13-2020 Governor	Qualified Texas Voter & Property Tax Payer	Nacogdoches
Robert E. "Eddie" Hopkins Director	6 Years 04-27-2021 Governor	Qualified Texas Voter & Property Tax Payer	Jasper
Erin Holloway Director	6 Years 10-20-2021 Governor	Qualified Texas Voter & Property Tax Payer	Arp

Table 4 Exhibit 4 Policymaking Body

**B. Describe the primary role and responsibilities of your policymaking body.**

The Board of Directors (Board) is composed of nine directors that are appointed by the Governor to six-year terms. The Board sets policy, provides oversight, and employs a General Manager to oversee the daily operations of the Authority.

The management and control of all Authority affairs are vested in the Board. Specific responsibilities/authority include, but are not limited to, the following:

1. The Board employs a General Manager who has full authority in the management and operation of the Authority subject to Board approved policies and directives.
2. Compensation for all employees and consultants are fixed by the Board.
3. An annual budget, and any amendments thereto, must be approved by the Board.
4. All operating policies are prescribed by the Board.
5. The Board sets all fees and charges except those delegated to the General Manager.

**Board Officers**

The officers of the Board are the President, Vice-President, Secretary-Treasurer, and Secretary Pro-Tem.

**Duties of Officers**President

Presides over all meetings, represents the Authority, appoints committees, may be a member of any and all committees, and may vote on any matter.

Vice-President

Serves in the absence of the President. In case of the President's death or inability to serve, the Vice-President shall fill the unexpired term of the President.

Secretary-Treasurer

Shall keep, or cause to be kept, records of all meetings and proceedings and records of all financial dealings. In case of the Vice-President's inability to serve out their term, the Secretary-Treasurer shall fill the unexpired term of the Vice-President.

Secretary Pro-Tem

Shall act in absence of Secretary-Treasurer. In case of the Secretary-Treasurer's inability to serve out their term, the Secretary Pro-Tem shall fill the unexpired term of the Secretary-Treasurer. The Board shall elect a replacement Secretary Pro-Tem by a majority vote.

**C. How is the chair selected?**

Officers are elected by the Board. Elections typically occur at the August Board meeting and officers shall be installed and assume their positions at the completion of the August meeting. The term of office for each office is one year. Normally, an officer generally will not succeed

oneself in an office. Unless the Board decided otherwise, the preferred line of succession is as follows, the Vice-President will succeed to President; the Secretary-Treasurer will succeed the Vice-President and the Secretary Pro-Tem will succeed the Secretary-Treasurer.

**D. List any special circumstances or unique features about your policymaking body or its responsibilities.**

There are no special circumstances or unique features regarding the Authority's policymaking body or its responsibilities.

**E. In general, how often does your policymaking body meet? How many times did it meet in fiscal year 2021? In fiscal year 2022? Explain if the policymaking body met in-person or virtually during this time.**

**General Guidelines for Meetings**

1. Regularly scheduled meetings are set at 9:00 a.m. on the first Tuesday of the following months: December, February, May, and August.
2. The President may call special meetings. The time, date, and location shall be established when the meeting is called.
3. Meeting minutes will be prepared and approved as permanent records and are available for public review and permanent safekeeping.
4. For any meeting to be official, a duly constituted quorum of board members must be present. For board meetings, a quorum is constituted by five members being present; for committee meetings, over one-half of the committee membership must be present.

**Fiscal Year 2021 Meeting Dates**

During FY 2021, all meetings of the Board were held in-person, with social-distancing and CDC-protocols in place. Committee meetings were held both virtually and in-person. The Board met quarterly for regular board meetings, but there were three additional called meetings, and five committee meetings for a total of 12 meetings in FY 2021. Meeting dates were as follows:

- September 15, 2020 – Long-Range Planning Committee Meeting
- September 24, 2020 – Called Board Meeting
- October 1, 2020 – Called Board Meeting
- November 23, 2020 – Called Board Meeting
- December 4, 2020 – Finance Committee Meeting
- December 8, 2020 – Regular Board Meeting
- February 9, 2021 – Regular Board Meeting
- April 20, 2021 – Finance Committee Meeting
- April 29, 2021 – Long-Range Planning Committee Meeting
- May 4, 2021 – Regular Board Meeting
- July 7, 2021 – Finance Committee Meeting
- August 3, 2021 – Regular Board Meeting

## **Fiscal Year 2022 Meeting Dates**

During FY 2022, all regular and called meetings of the Board were held in-person. Committee meetings were held both virtually and in-person. The Board met quarterly for regular board meetings, plus one additional called meeting and four committee meetings for a total of nine meetings in FY 2022. Meeting dates were as follows:

- September 21, 2021 – Called Board Meeting
- November 16, 2021 – Long-Range Planning Committee Meeting
- December 10, 2021 – Finance Committee Meeting
- December 14, 2021 – Regular Board Meeting
- February 3, 2022 – Finance Committee Meeting
- February 22, 2022 – Regular Board Meeting
- May 3, 2022 – Regular Board Meeting
- July 26, 2022 – Finance Committee Meeting
- August 8, 2022 – Regular Board Meeting

### **F. Please list and describe all the training and training materials the members of the agency's policymaking body receive. How often do members receive this training or updated materials?**

Upon confirmation and in compliance with Texas Government Codes, §Section 551.005 and §552.012, Board member are required to complete a course of training addressing the member's responsibilities, the Open Meetings Act, and the Public Information Act. The training must be completed no later than the 90th day after taking the oath of office. Additionally, new Board members must complete a comprehensive orientation training, which covers an overview of the Authority's history, organizational structure, statutory authority, mission and purpose, departmental descriptions, Bylaws, personnel policy, fiscal information, and planning goals and objectives. Members also have the opportunity to tour the Authority's office and facilities.

### **G. What information is regularly presented to your policymaking body to keep them informed about the agency's operations and performance?**

The Board meeting agenda is the official document to be used as the Public Notice required to be published under Texas Government Code, Chapter 551.041. The agenda shall be published in accordance with the requirements contained in Government Code, Chapter 551.053 – District or Political Subdivision Extending into Four or More Counties.

Any Director or group of Directors may petition the Board President for the introduction of an item to be considered at a regular scheduled Board meeting. Agenda Items to be brought before the Board will be separated into three basic categories:

1. Consent Agenda Items;
2. Regular Agenda Items; and
3. Information Items or Staff Briefings.



## **1. Consent Agenda**

The Consent Agenda is a group or block of individual items that are approved in one motion with no individual deliberation or action required. The Consent Agenda gives the Board a chance to review the many administrative actions that are required to conduct the business of the Authority without having to engage in extensive deliberation on items where precedent and experience indicates they can be relegated to "review" status. These agenda items are matters considered to be routine or require no additional deliberation beyond the detailed written presentation of background, facts, and information contained in the Board packet.

Individual items on the Consent Agenda may be removed at the request of any Director and considered at the appropriate time on the Regular Agenda. Placement on the Consent Agenda does not limit the possibility of any presentation, discussion, or approval at a meeting. Under no circumstances does the Consent Agenda alter any requirements under Chapter 551 of the Texas Government Code. Examples of Consent Agenda items are as follows:

- a. Meeting Minutes
- b. Minor changes in policy or guidance
- c. Recurring contracts for routine professional services such as audit, investment, or collective purchasing
- d. Equipment or vehicle leases

## **2. Regular Agenda**

The Regular Agenda is the portion of the agenda for items that require individual deliberation and action because of the nature of the item itself. Each Regular Agenda item is deliberated and voted on individually, with a detailed written presentation of background, facts, and information contained within the Board packet. Frequently, these items have very detailed concepts and project components that require in-depth presentations by staff and/or consultants.

A Regular Agenda item typically requires a larger investment of time and resources. Examples of Regular Agenda items are as follows:

- a. Contracts for construction, property acquisition, or water rights
- b. Bond issuances and other binding long-term debt instruments, including conduit debt
- c. Annual budgets or capital expenditures
- d. Major changes in policy matters
- e. Public hearings or rule making processes

## **3. Information Items or Staff Briefings**

This section of the agenda is reserved for items that require no formal action by the Board. These items are presented for information purposes only or to lay out the

potential for future action by the Board. Examples of this type of an agenda item are as follows:

- a. Reports on Division or Departmental activities
- b. Reports on ongoing planning activities
- c. Briefings on previously authorized activities
- d. Educational presentations

### **Board Packets**

Every Board meeting will have an agenda and every agenda should have a Board packet that coincides with and provides further details on each agenda item. The following are basic goals for the creation and dissemination of Board packets:

- 1. Regular Board meeting – Board packets will be provided to Board members at least 10 days in advance of each meeting.
- 2. Special Board meeting – Board packets should be provided to Board members as quickly as practicable, after the Board President calls the meeting.
- 3. Emergency Board meetings – will have no Board packet prepared in advance. Information will likely be available only at the meeting.
- 4. Staff will strive to manage consultants so that information for board packet purposes is acquired and included in the packet prior to its dissemination to Board members. In the event information is not available at the time of packet creation, the information will be forwarded as soon as it becomes available or at the meeting.

### **H. How does your policymaking body obtain input from the public regarding issues under the agency's jurisdiction? How is this input incorporated into the operations of your agency?**

The Board strives to be transparent with the public, providing multiple opportunities to receive information from the public, to aid in educated decision-making that aligns with our communities' values.

The opportunity for public comment is required by state law, Texas Government Code, §2001.029.

Board meeting agendas are filed with the Angelina County Clerk and posted online on the County's website, the Secretary of State website, and the Authority's website and social media pages, a minimum of 72 hours before a meeting takes place. Copies of the file stamped agenda are also placed on the entrance door at the Authority's central office.

Members of the public wishing to make an oral presentation to the Board of Directors on any matter under the Authority's jurisdiction must complete a registration form (public comment card) that indicates the agenda item or other topic on which they wish to comment, the speaker's name, address, and other relevant information.

Projects of significance are often communicated to the public via social and traditional media channels. Members of the public are always encouraged to call or email the Authority during normal business hours to express concerns.

In addition, certain projects are subject to public hearings, in which the public is invited to make public comment.

**I. If your policymaking body uses subcommittees or advisory committees to carry out its duties, fill in the following chart. See Exhibit 5 Example. For advisory committees, please note the date of creation for the committee, as well as the abolishment date as required by Texas Government Code, Section 2110.008.**

The Authority does not assemble advisory committees and is not subject to Texas Government Code, Section 2110.008.

**In addition, please attach a copy of any reports filed by your agency under Texas Government Code, Section 2110.007 regarding an assessment of your advisory committees as Attachment 28.**

The Authority is not required to file reports under Texas Government Code, Section 2110.007 regarding an assessment of advisory committees.

**Angelina & Neches River Authority  
Exhibit 5: Subcommittees and Advisory Committees**

Name of Subcommittee or Advisory Committee	Size / Composition / How are members appointed?	Purpose / Duties	Legal Basis for Committee (statute or rule citation)	Creation and Abolishment Dates
Executive Committee	4 members  The elected officers of the Authority shall constitute the Executive Committee.	The Executive Committee is responsible for general supervision of the affairs of the Authority between its meetings. It is subject to the orders of the Authority and none of its acts shall conflict with action taken by the Authority. Meetings of the Executive Committee shall be at the call of the President, or upon the	Standing Committee per the Authority's Bylaws Section 6. (a)	N/A

Name of Subcommittee or Advisory Committee	Size / Composition / How are members appointed?	Purpose / Duties	Legal Basis for Committee (statute or rule citation)	Creation and Abolishment Dates
		written request of four members of the Board, or at the Board's direction.		
Finance Committee	3 members Appointed by Board President	The Finance Committee is responsible for preparation, review, and filing of the Authority's annual audit and for review of internal accounting and fiscal records.	Standing Committee per the Authority's Bylaws Section 6. (a)	N/A
Nominations Committee	3 members Appointed by Board President	The Nominations Committee is responsible for reviewing and selecting nominees for Authority committees.	Created at President's prerogative per Section 6 of the Authority's Bylaws	N/A
Lake Columbia Committee	3 members Appointed by Board President	The Lake Columbia Committee is responsible for reviewing information and making recommendations to the Board regarding the Authority's Lake Columbia Project.	Created at President's prerogative per Section 6 of the Authority's Bylaws	N/A
Long-Range Planning Committee	3 members Appointed by Board President	The Long-Range Planning Committee is responsible for developing and making recommendations to the Board regarding long-range project plans.	Created at President's prerogative per Section 6 of the Authority's Bylaws	N/A
Policy Committee	3 members	The Policy Committee is responsible for	Created at President's	N/A

Name of Subcommittee or Advisory Committee	Size / Composition / How are members appointed?	Purpose / Duties	Legal Basis for Committee (statute or rule citation)	Creation and Abolishment Dates
	Appointed by Board President	developing and making recommendations to the Board regarding the Authority's policies.	prerogative per Section 6 of the Authority's Bylaws	

Table 5 Exhibit 5 Subcommittees and Advisory Committees

### Committees

The purpose of having committees is to facilitate the work of the Board in carrying out its responsibilities. Having the Board members organized into committees of less than a quorum of its members provides a means for the Board to go into whatever detail may be appropriate on any matter without making exorbitant demands on the time of the entire board. Thus, the Board as a whole can be relieved of the necessity of considering every matter in exhaustive detail while being assured at the same time that appropriate policy consideration is given to all aspects of the Authority's functions and activities.

All committees appointed by the Board President shall consist of no more than three Directors, with a Chair appointed to preside over each meeting. It should be emphasized that the Board as a whole retains complete authority and responsibility for all matters. Committees do not have the authority to make decisions or authorize any action on behalf of the Board. Any matter reviewed by a committee requiring formal action must be presented to the full Board for consideration as a Board meeting agenda item by recommendation of that committee.

The general functions of Board committees, within their specific areas of assigned responsibility, are as follows:

1. Develop and recommend policies, objectives, programs, and actions for consideration by the Board; and
2. Act for the Board in providing policy guidance to the General Manager and in conducting or supervising Authority activities as appropriate in the intervals between Board meetings; and
3. Perform specific assignments as requested by the Board or the Board President.

All committee assignments, except Executive, shall be temporary, serving until their assignment is completed. Committee responsibilities may be changed, new committees may be established, and old committees discontinued from time to time as deemed appropriate by the Board President. The members of each committee shall be appointed by the President. If any Director objects to serving on any committee to which they are assigned, the Director should notify the President and ask to be relieved of such assignment. Service on committees entails additional work by Directors, but such service is extremely important to the proper functioning of the Board

in carrying out its responsibilities and it is important that each member of a committee be willing to participate actively in the committee's work.

## V. Funding

### A. Provide a brief description of your agency's funding.

The Authority receives 100 percent of its revenue from programs or services provided to its participants and customers. The Authority's revenue streams fall into four basic categories: contract revenue, revenue from utility rate payers, revenue from services provided to the general public, and loan proceeds for capital improvement projects and equipment purchases.

### B. List all riders that significantly impact your agency's budget.

The Authority does not receive state appropriations.

### C. Show your agency's expenditures by strategy. *See Exhibit 6 Example.*

**Angelina & Neches River Authority**  
**Exhibit 6: Expenditures by Strategy — Fiscal Year 2022 (Actual)**

Goal / Strategy	Amount Spent	Percent of Total	Contract Expenditures Included in Total Amount
Clean Rivers Program	\$134,997.48	2.7%	\$4,000.69
Clean Water Activities Program	\$11,147.94	0.2%	\$0.00
Environmental Laboratory	\$355,580.84	7.0%	\$17,762.67
Field Operations	\$477,298.00	9.4%	\$52,901.50
On-Site Sewage Facility	\$201,067.11	4.0%	\$12,284.77
Holmwood Utilities	\$291,451.68	5.8%	\$143,119.25
Lake Columbia	\$530.87	0.0%	\$200.00
Neches Compost Facility	\$555,315.66	11.0%	\$116,967.81
North Angelina County RWF	\$1,633,538.37	32.3%	\$1,015,751.94
Prairie Grove Utilities	\$110,617.36	2.2%	\$36,607.77
Redland Wholesale Utilities	\$120,564.24	2.4%	\$36,881.00
<b>GRAND TOTAL:</b>	<b>\$5,054,763.98</b>	<b>100.0%</b>	<b>\$1,755,931.67</b>

Table 6 Exhibit 6 Expenditures by Strategy

### D. Show your agency's sources of revenue. Include all local, state, and federal appropriations, all professional and operating fees, and all other sources of revenue collected by the agency, including taxes and fines. *See Exhibit 7 Example.*



**Angelina & Neches River Authority**  
**Exhibit 7: Sources of Revenue — Fiscal Year 2022 (Actual)**

Source	Amount
General Administration	\$197,925.54
Clean Rivers Program	\$195,336.06
Clean Water Activities Program	\$113,616.92
Environmental Laboratory	\$219,271.00
Field Operations	\$39,866.32
On-Site Sewage Facility	\$231,282.00
Holmwood Utilities	\$666,970.95
Lake Columbia	\$108,495.82
Neches Compost Facility	\$727,739.18
North Angelina County RWF	\$854,280.04
Prairie Grove Utilities	\$124,739.26
Redland Wholesale Utilities	\$166,136.08
<b>Total</b>	<b>\$3,645,659.17</b>

Table 7 Exhibit 7 Sources of Revenue

E. If you receive funds from multiple federal programs, show the types of federal funding sources. See Exhibit 8 Example.

**Angelina & Neches River Authority**  
**Exhibit 8: Federal Funds — Fiscal Year 2022 (Actual)**

Type of Fund	State / Federal Match Ratio	State Share	Federal Share	Total Funding
N/A	N/A	N/A	N/A	N/A
<b>TOTAL</b>		<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

Table 8 Exhibit 8 Federal Funds

F. If applicable, provide detailed information on fees collected by your agency. Please explain how much fee revenue is deposited/returned to the General Revenue Fund and why, if applicable. See Exhibit 9 Example.

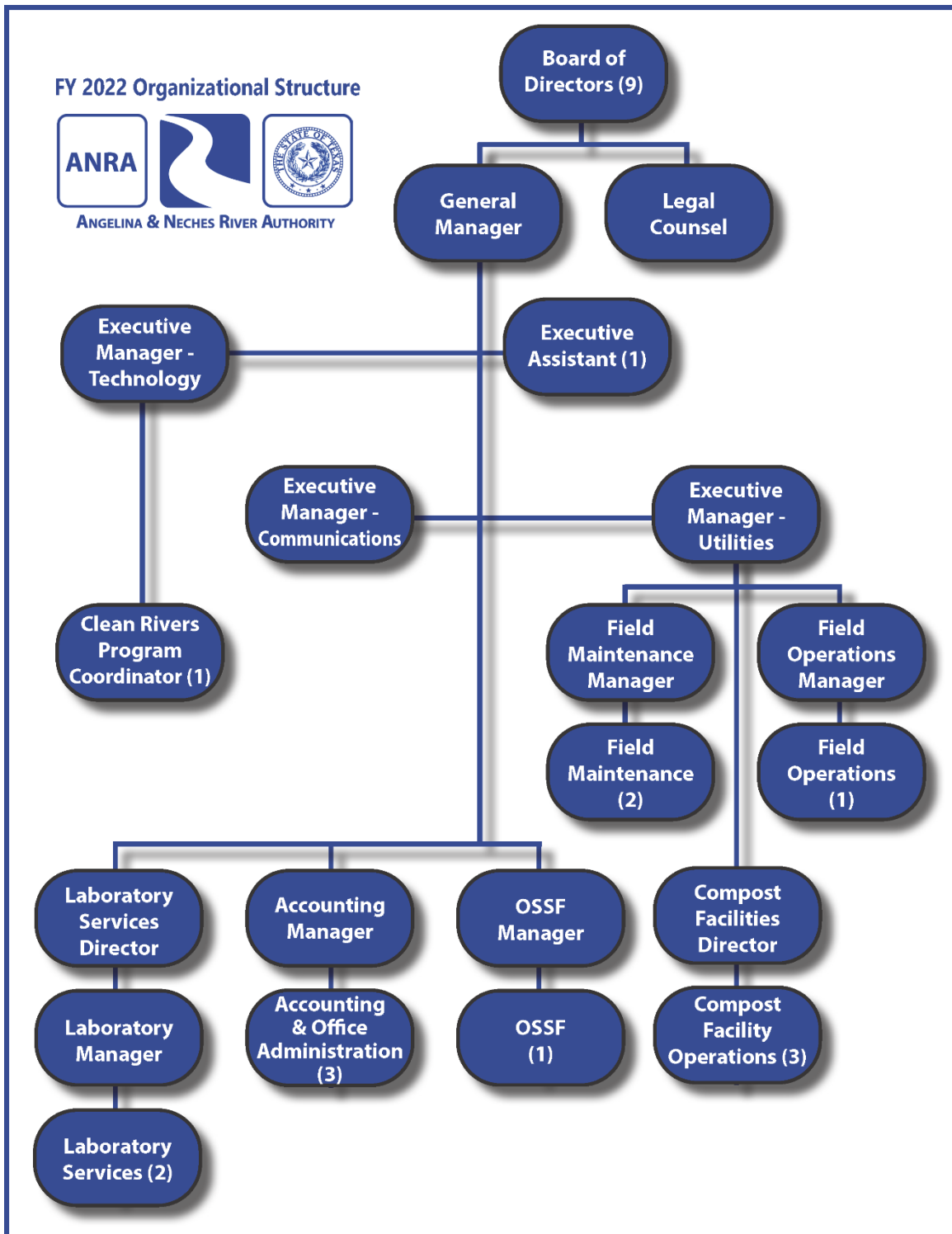
**Angelina & Neches River Authority**  
**Exhibit 9: Fee Revenue — Fiscal Year 2022**

Fee Description/Program /Statutory Citation	Current Fee	Fees Set by Statute or Rule?	Statutory Maximum or Minimum, if applicable	Number of Persons or Entities Paying Fee	Fee Revenue	Where Fee Revenue is Deposited (e.g., General Revenue Fund)
Credit Account Late Fees	1.5% per Month	Order	N/A	0	\$0.00	General Fund
NSF Fee	\$25.00	Order	N/A	4	\$80.00	General Fund
Inspection and Duplication Fee	See Attached Schedule	Order	N/A	0	\$0.00	General Fund
OSSF Program Fees	See Attached Schedule	Order	N/A	1,222	\$265,380.00	General Fund
Laboratory Fees	See Attached Schedule	Order	N/A	658	\$207,641.50	General Fund
Holmwood Utilities Water/Sewer Fees	See Attached Schedule	Order	N/A	6428	\$212,604.72	Holmwood Utilities General Fund
Prairie Grove Utilities	See Attached Schedule	Order	N/A	5865	\$126,868.61	Prairie Grove Utilities General Fund
Neches Compost Facility	See Attached Schedule	Order	N/A	1,446	\$111,395.32	Neches Compost Facility General Fund

Table 9 Exhibit 9 Fee Revenue

## VI. Organization

A. Provide an organizational chart that includes major programs and divisions and shows the number of FTEs in each program or division. Detail should include, if possible, division heads with subordinates, and actual FTEs with budgeted FTEs in parenthesis.



**B. Fill in the chart below listing the agency's headquarters and number of FTEs and, if applicable, field or regional offices. See Exhibit 10 Example.**

**Angelina & Neches River Authority  
Exhibit 10: FTEs by Location — Fiscal Year 2023**

Headquarters, Region, or Field Office	Location	Number of Budgeted FTEs FY 2023	Number of Actual FTEs (as of SER submission)
Central Office & Laboratory Facilities	2901 N John Redditt Drive Lufkin, Texas 75904	21	21
Neches Compost Facility	1805 Highway 79 W. Jacksonville, Texas 75766	4	4
		<b>TOTAL: 25</b>	<b>TOTAL: 25</b>

Table 10 Exhibit 10 FTEs by Location

**C. What are your agency's FTE caps for fiscal years 2021-25?**

The Authority does not receive appropriations from the state and therefore, does not have FTE caps.

**D. How many temporary or contract employees did your agency have in fiscal year 2022? Please provide a short summary of the purpose of each position, the amount of expenditures per contract employee, and the procurement method of each position.**

The Authority does not currently have any temporary or contract employees. Occasionally, the Authority utilizes the services of a local staffing agency to fill vacant positions on a temp-to-hire basis, assuming that the employee meets all criteria and expectations for full-time, permanent employment. For FY 2022 the Authority had 2 administrative personnel and 1 field personnel that were initially temporary, but eventually became FTEs.

**E. List each of your agency's key programs or functions, along with expenditures and FTEs by program. See Exhibit 11 Example.**

**Exhibit 11: List of Program FTEs and Expenditures — Fiscal Year 2022**

Program	Actual FTEs FY 2022	Budgeted FTEs FY 2023	Actual Expenditures FY 2022	Budgeted Expenditures FY 2023
General Administration	9	9	\$422,980.42	\$460,974.35

Program	Actual FTEs FY 2022	Budgeted FTEs FY 2023	Actual Expenditures FY 2022	Budgeted Expenditures FY 2023
Clean Rivers Program	1	1	\$92,069.87	\$117,467.05
Environmental Laboratory	4	4	\$191,676.67	\$211,673.85
Field Operations	5	5	\$323,909.67	\$353,361.09
OSSF	2	2	\$165,319.66	\$169,137.77
Neches Compost Facility	4	4	\$185,179.67	\$194,743.91
<b>TOTAL</b>	<b>25</b>	<b>25</b>	<b>\$1,381,135.96</b>	<b>\$1,507,358.02</b>

Table 11 Exhibit 11 List of Program FTEs and Expenditures

## VII. Guide to Agency Programs

### Guide to Agency Programs – General Administration

**A. Provide the following information at the beginning of each program description.**

***Name of Program or Function:*** General Administration

***Location/Division:*** Lufkin, Texas/Operations Division

***Contact Name:*** Kelley Holcomb, General Manager

***Statutory Citation for Program:*** Enabling Legislation

**B. What is the objective of this program or function? Describe the major activities performed under this program.**

The General Administration (GA) department, under the direction of the General Manager, provides support for the essential functions to maintain all of the Authority's daily operations. It is comprised of the following working units based on function: Administration, Accounting, Technology, Communications, Water Resource Planning, Development and Recreation, and Education and Outreach. A description of the function of each working unit is as follows:

**1. Administration**

2. Administration is responsible for coordinating and conducting tasks that benefit the daily functions for all of the Authority's operations. This includes board and committee meeting preparation, records retention, human resources management, vehicle and equipment documentation, employee safety training, and contract processing. In addition, Administration is responsible for open records requests, data entry, regulatory reporting, customer interactions and complaints, receipt-handling, and payment processing. **Accounting**

Accounting is responsible for processing payroll, recording and reporting revenues, expenses, assets, and liabilities, and ensuring that proper fund balances are maintained as required under various bond covenants. In addition, Accounting is responsible for customer billing, budgeting, purchasing, supply fulfillment, vendor relations, and audit coordination.

**3. Technology**

Technology ensures that the Authority's information is secure and accessible through useable means to the Authority's staff and to the general public. This involves making sure that servers, hardware, software, networks, and devices are all up to date and working optimally. In addition, Technology personnel are responsible for cyber security and training, technical support, GIS-mapping, and SCADA integration and implementation for all operational systems and facilities.

#### **4. Communications**

Communications ensures that the Authority's mission and core services are communicated to a broad range of audiences, including residents and customers, elected officials, community organizations, and media outlets within the Neches River Basin. This is accomplished through educational program development and outreach. Communications is also responsible for identifying opportunities to maintain and enhance a positive organizational image.

#### **5. Water Resource Planning, Development, and Recreation**

The Authority has been committed to water resource planning and development since its creation as the Sabine-Neches Water Conservation District. During its 88-year history, the Authority has supported the development of every major reservoir that exists in the Neches River Basin. In 1974, after the federal flood planning studies of the 1950's, the Authority developed its Lake Columbia project. This project continues to be a vital part of the solution for supplying the state's growing water demands. The Authority has been an active voting member of the East Texas Regional Water Planning Group, Region I since 1998.

The Authority is also working with local land owners, The Conservation Fund, and Texas Parks & Wildlife to develop areas along the Angelina & Neches rivers to serve as recreational kayak and canoe launch sites with plans to eventually develop an education and conservation center.

#### **6. Education and Outreach**

The Authority is positioned with the desire, commitment, and motivation to develop and provide a well-structured education and outreach program that will positively impact both the public and the natural resources within the Neches River Basin. In 2020, the Authority hired a full-time Communications Director to oversee education and outreach projects. Projects of merit since that time include: the development of a Texas Stream Team program, a "Stash Your Trash" litter bag campaign, regular stream cleanup events, and the development and distribution of children's coloring and activity books individualized to the Neches River Basin.

**C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.**

The Authority recently restructured its General Administration Department to meet the growing demands of the organization. This includes hiring additional staff, reallocating job duties, providing more training, and improving and updating policies and procedures. This reorganization has resulted in improved workflow and better job performance.



The Authority's management, within each work group of the General Administration Department, conducts an annual performance review of employees charged with the administrative functions summarized in the previous section. Annual performance reviews are designed to highlight performance metrics in a way that allow both the employee and their supervisor to quickly evaluate performance compared to expectations and encourage dialogue. This is accomplished by comparing job performance and division accomplishments to annual goals and objectives, which are set by the General Manager and approved by the Board of Directors.

In addition, the Authority relies on feedback from customers and agencies that we report to or work with to accomplish administrative tasks. Feedback is received through direct communication, public comment periods at Board meetings, online reviews, and social media interactions. The Authority seldom receives complaints.

The Authority prioritizes maintaining a high-level of on-time regulatory reporting, prompt customer response time, and compliance with policies and procedures. Executive Management consistently monitors these and other related administrative functions on an informal basis for shortcomings and takes immediate actions to resolve any issues that may arise.

Finally, the Authority does track marketing and development metrics, such as media impressions and audience reach, which we believe reflects the efficiency and effectiveness of the overall administration team.

**D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.**

### **2013**

The Authority upgraded its information systems, including servers, data storage, and mapping capabilities. As part of this upgrade, the Authority developed a database and map of OSSFs within the Authority's area of OSSF jurisdiction, as well as digitally scanning and storing records for all permitted OSSFs.

### **2015**

The Authority completed renovations of the downstairs customer service area at its Central Office. The Authority implemented a point-of-sale system for utility customers, laboratory customers, and OSSF customers.

The Authority purchased property on N. John Redditt Drive for future development of a new Central Office.

### **2016**

In January 2016, General Administration underwent a major restructuring. This restructuring moved all administration duties, accounting, and information technology under the newly-restructured General Administration Department. The Authority's Office

Manager was promoted to Administrative Division Manager to oversee the activities of the department.

The Authority began solicitation of a site development plan for the N. John Redditt Drive property in anticipation of constructing its new Central Office.

## **2018**

The Authority entered into a design build contract for the construction of its new Central Office.

## **2019**

The Authority moved into the new Central Office location, which was a significant step to physically represent the continued growth and reorganization of the Authority.

## **2020**

General Administration expanded its responsibilities to include communications and public outreach, with the hiring of the Authority's first Communications Director.

## **2021**

General Administration reorganized its staff to separate administration and human resources functions from accounting. This was accomplished by creating and staffing an Accounting Manager position and reallocating all administrative duties to a newly hired Executive Assistant. In addition, the administration portion of lab sample intake and login services were reallocated from general reception to the Lab allowing for improved work flow, fewer errors, and direct customer interaction by laboratory personnel.

These reorganization efforts were necessary to better suit the needs of the Authority's growing operations and workload of personnel. While services and functions have not necessarily changed, demand for these services have increased over the past five years necessitating an increase in personnel and the addition of services and functions that fall under General Administration.

**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

The General Administration department directly and indirectly affects every stakeholder, customer, and entity that the Authority collaborates with and provides services to; therefore, there are no specific qualifications or eligibility requirements.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

The General Administration department, under the direction of the General Manager, provides support for the essential functions to maintain the Authority's daily operations.

**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

The Authority receives no appropriations from the state's budget. The Authority receives no tax revenues from the state nor can it levy any taxes. Authority revenues are derived solely from services provided. It is authorized to issue revenue bonds for the purpose of financing capital projects to be paid from general revenues received by General Administration or through overhead allocations to the Utilities Division. General costs of operations are allocated across each operating utility in the Utilities Division. Deficits from the Authority's Operations Division are allocated to the Utility Division on a pro rata basis. It is also authorized to issue conduit bonds for the purpose of financing eligible pollution control projects for entities, both public and private, within the Neches River Basin.

General Administration is not currently funded by federal grants or pass-through monies.

General costs of operations are allocated across each operating utility in the Utilities Division. The sources of funding utilized by each department with the Operations Division are described in each department's section. Deficits from the Authority's Operations Division are allocated to the Utilities Division on a pro rata basis.

Funding Source	Funding Amount
Raw Water Sales	\$71,376.89
Management Fees	\$35,000.04
<b>FY 2022 Total</b>	<b>\$106,376.93</b>

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

The Authority's General Administration Department only provides support for and houses the records for all of its programs, services, and utilities, which are unique to the Neches River Basin. There are external agencies that coordinate with other departments and utilities, but no internal or external agencies that coordinate with the Authority's General Administration Department.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

There are no coordinated activities, duplication, conflict, or memorandums of understanding, etc. between the General Administration Department and other agencies.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

In 1997, Angelina County Fresh Water Supply District No. 1 (District) initiated and executed a management agreement with the Authority. This agreement requires the Authority to manage the affairs of the District, maintain compliance with regulatory and environmental requirements, and provide services necessary to provide wholesale water and sewer service as well as repair and maintain the District's water and sewer systems.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

The Authority contracts for goods and services to provide expertise in a particular area or subject matter that requires specialization, provides oversight, or where it is deemed inefficient or ineffective to hire staff to perform those functions in-house. Examples include accounting support services, which provides CPA-level guidance for staff, quarterly financial reviews and audit preparation, or a service as simple as lawn care for mowing the Authority's central office. In every case where a contract for goods and services are required, they are funded with general revenues or contract revenues.

- **the amount of those expenditures in fiscal year 2022;**

\$161,228.72

- **the number of contracts accounting for those expenditures;**

Twenty One (21)

- **the award dates and funding source for those contracts;**

See attachment for Section VII A

- **the method used to procure those contracts;**

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement is achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**

See attachment for Section VII A

- **the methods used to ensure accountability for funding and performance; and**

The Authority's Governance Policy has basic provisions in place that provide for the periodic review of multi-year contracts. The Authority utilizes standardized agreements where possible. In situations where standardized agreements aren't available, agreements are created or reviewed by outside legal counsel. All agreements specify services to be performed against which performance is measured.

- **a short description of any current contracting problems.**

There are no current contracting problems.

**L. Provide information on any grants awarded by the program.**

No grants are awarded by this program.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

There are no known barriers or challenges that impede the General Administration Department's performance.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

Prior questions and responses have adequately addressed a preliminary understanding of the functions and services of the General Administration Department.

**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe**

- **why the regulation is needed;**
- **the scope of, and procedures for, inspections or audits of regulated entities;**
- **follow-up activities conducted when non-compliance is identified;**
- **actions available to the agency to ensure compliance; and**
- **procedures for handling consumer/public complaints against regulated entities.**

The Authority has no regulatory programs under the General Administration Department.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program's regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency's particular programs. If necessary to understand the data, please include a brief description of the methodology supporting each measure. In addition, please briefly explain or**

**define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

The Authority has no regulatory programs under the General Administration Department.

## Guide to Agency Programs – Industrial Development Corporation

**A. Provide the following information at the beginning of each program description.**

***Name of Program or Function:*** Industrial Development Corporation

***Location/Division:*** Lufkin, Texas/Operations Division

***Contact Name:*** Kelley Holcomb, General Manager

***Statutory Citation for Program:*** Enabling Legislation

**B. What is the objective of this program or function? Describe the major activities performed under this program.**

The Authority's Industrial Development Corporation (IDC) is a nonprofit corporation that was created under the authority of The Development Corporation Act of 1979 (ACT) for the purpose of issuing bonds on behalf of the Authority for the specific public purpose of the promotion and development of commercial, industrial, and manufacturing enterprises to promote and encourage employment and improve public welfare.

**C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.**

To accomplish the goals and objectives of the Authority, the IDC has been an active issuer of conduit bonds for public and private purposes that meet specific criteria of the Act and prevailing state and federal tax law. The Authority does not track specific effectiveness and efficiency metrics for this program; however, in general, the economic and employment growth that have occurred due to the IDC's bond issuances serve as positive indicators of the program's strength and effectiveness. Since its creation, the Authority and the IDC have issued 22 conduit bonds in aggregate principle of more than \$320 million for a variety of projects.

**D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.**

**1979**

The IDC held its inaugural organizational meeting.

**1980**

The IDC issues a conduit bond in behalf of Aluminum Company of America for the Alcoa Project in the amount of \$1.9 million.

The IDC issues a conduit bond in behalf of Hy-Line Indian River project for Industrial Development Revenue Bonds in the amount of \$3.5 million.



**1981**

The IDC issues a conduit bond in behalf of Hy-Line Indian River project for Industrial Development Revenue Bonds in the amount of \$3.5 million.

**1982**

The IDC issues a conduit bond in behalf of Temple-Inland Eastex for an Air and Water Pollution Control project in the amount of \$9.4 million.

The IDC issues a conduit bond in behalf of Sunland Partnership for Industrial Development Revenue Bonds in the amount of \$1.1 million.

The IDC issues a conduit bond in behalf of Sun Tec Partnership for Industrial Development Revenue Bonds in the amount of \$300,000.

**1984**

The IDC issues a conduit bond in behalf of Hunter Metcalf Properties for Industrial Development Revenue Bonds in the amount of \$800,000.

The IDC issues a conduit bond in behalf of William George Company for Industrial Development Revenue Bonds in the amount of \$1.5 million.

The IDC issues a conduit bond in behalf of TEEC Inc. for Solid Waste Disposal in the amount of \$45 million.

**1991**

The IDC issues a conduit bond in behalf of Temple-Inland Forest for a Refund of Series 1982 for an Air and Water Pollution Control project in the amount of \$7.3 million.

**1992**

The IDC issues a conduit bond in behalf of Champion International for a Solid Waste Disposal Revenue Bond project in the amount of \$5.6 million.

**1993**

The IDC issues a conduit bond in behalf of Temple-Eastex Inc. for a Solid Waste Disposal Revenue Bond project in the amount of \$47.5 million.

**1995**

The IDC issues a conduit bond in behalf of Champion International Corp. for a Solid Waste Disposal Revenue project in the amount of \$6.7 million.

**1998**

The IDC issues a conduit bond in behalf of Temple-Inland Forest Products Corp. for a Solid Waste Disposal and Sewage project in the amount of \$7.2 million.

### **2003**

The IDC issues a conduit bond in behalf of International Paper Company for a Solid Waste Disposal Revenue Refunding project in the amount of \$5.6 million.

### **2007**

The IDC issues a conduit bond in behalf of Aspen Power for an Environmental Facilities project in the amount of \$48 million.

The IDC issues a conduit bond in behalf of Aspen Power for an Environmental Facilities project in the amount of \$5.3 million.

### **2020**

The IDC issues a conduit bond in behalf of Jefferson Enterprise Energy for a Solid Waste Disposal and Water Treatment Facilities project in the amount of \$22 million.

### **2021**

The IDC issues a conduit bond in behalf of Jefferson Enterprise Energy for a Solid Waste Disposal and Water Treatment Facilities project in the amount of \$100 million.

**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

The IDC directly and indirectly affects every stakeholder, customer, and entity that the Authority collaborates with and provides services to; therefore, there are no specific qualifications or eligibility requirements.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

The IDC is managed by the General Manager. The Authority appoints the governing body of the IDC and has specifically authorized the IDC to act in its behalf for the specific purpose of economic development within the Authority's jurisdiction. Every action taken by the IDC is required to be ratified by the Authority.

**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

The IDC did not generate any revenue for FY 2022 and is not currently funded by federal grants or pass-through monies.

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

Conduit bond issuance services are performed by a variety of entities, both public and private, across the Neches River Basin.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

There are no coordinated activities, duplication, conflict, or memorandums of understanding, etc. between the IDC and other agencies.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

The IDC is willing to provide services to any business or entity in need, including local and regional units of government, that meet the criteria in the Act for funding.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

Contracts for the IDC are for a financial advisor and bond counsel. These contracts are for the provision of services related to the issuance of bonds.

- **the amount of those expenditures in fiscal year 2022;**

\$0.00

- **the number of contracts accounting for those expenditures;**

Two (2)

- **the award dates and funding source for those contracts;**

See attachment for Section VII A

- **the method used to procure those contracts;**

These contracts were procured by seeking out providers, negotiating the terms and conditions, fee structure, and obtaining formal approval of the Board.

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement is achieved

based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**

See attachment for Section VII A

- **the methods used to ensure accountability for funding and performance; and**

The Authority's Governance Policy has basic provisions in place that provide for the periodic review of multi-year contracts. The Authority utilizes standardized agreements where possible. In situations where standardized agreements aren't available, agreements are created or reviewed by outside legal counsel. All agreements specify services to be performed against which performance is measured.

- **a short description of any current contracting problems.**

There are no current contracting problems.

**L. Provide information on any grants awarded by the program.**

The IDC does not award grant funding.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

The Authority is proud to state that there are no barriers or challenges that impede the IDC's performance.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

All information previously presented provides a solid, general understanding of the IDC and its function.

**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe**

- **why the regulation is needed;**
- **the scope of, and procedures for, inspections or audits of regulated entities;**
- **follow-up activities conducted when non-compliance is identified;**
- **actions available to the agency to ensure compliance; and**
- **procedures for handling consumer/public complaints against regulated entities.**

There are no regulatory programs related to the licensing, registration, certification, or permitting of a person, business, or other entity that are applicable to IDC.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program’s regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency’s particular programs. If necessary to understand the data, please include a brief description of the methodology supporting each measure. In addition, please briefly explain or define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

Since there are no regulatory programs applicable to IDC, there is no detailed complaint investigation and resolution information to submit.

## Guide to Agency Programs – Clean Rivers Program

**A. Provide the following information at the beginning of each program description.**

***Name of Program or Function:*** Clean Rivers Program

***Location/Division:*** Lufkin, Texas/Operations Division

***Contact Name:*** Jeremiah Poling, Deputy General Manager

***Statutory Citation for Program:*** Enabling Legislation

**B. What is the objective of this program or function? Describe the major activities performed under this program.**

The overall goal of the Clean Rivers Program (CRP) is to maintain and improve the quality of surface water within each river basin in the state. The CRP is a partnership between TCEQ and 15 agencies within the State of Texas, which includes 12 river authorities, one water district, one federal agency, and one council of government. Individual partner agencies focus on the collection and reporting of water quality data as well as education and outreach. TCEQ utilizes the collected water quality data to perform biennial statewide assessments of surface water quality as required by the Clean Water Act. 65%-75% of the data used for assessment is provided by CRP partners.

Since the program's inception in 1991, the Authority has been the CRP partner responsible for the middle and upper portion of the Neches River Basin. The Authority works closely with the TCEQ central office, the TCEQ Region 5 office, the TCEQ Region 10 office, the Lower Neches Valley Authority, and other entities to coordinate and carry out monitoring of the surface waters of the Neches River Basin.

CRP tasks include project administration, quality assurance, water quality monitoring, data management, data analysis and reporting, stakeholder participation and public outreach, and special projects. The program's watershed management approach is designed to identify and evaluate water quality issues, establish priorities for corrective action, work to implement those actions, and adapt to changing priorities.

The Authority's CRP staff conduct water quality monitoring activities within the basin on an ongoing basis. Predominantly routine quarterly monitoring, but more frequent and/or seasonally biased and other types of monitoring are also performed as needed. Staff evaluate water quality data and prepare annual reports addressing surface water quality in the Neches River Basin. All data collected by the Authority is quality assured and submitted to the TCEQ for use in biennial statewide water quality assessments, watershed protection plans, wastewater permitting decisions, and development of water quality standards and nutrient criteria.

The CRP also communicates with and hosts meetings for a Steering Committee, which is composed of representatives from government, industry, and public interests throughout the basin. The meetings are intended to inform and provide a forum for the Steering Committee and the general public to participate with ideas and express any concerns involving water quality

issues. The Authority participates in annual surface water quality monitoring conferences and training events hosted by TCEQ.

The Authority has an extensive and growing education and outreach program to inform and educate stakeholders about water quality related issues. Some examples of the education and outreach activities include school and civic group presentations, hosting stream cleanup events, and distributing “Stash Your Trash” bags and CRP children’s coloring and activity books to the public. The Authority also serves as the Texas Stream Team regional partner for the Upper Neches River Basin and provides training, monitoring kits, and replacement reagents to the volunteer monitors in the basin.

Clean Rivers Program Long-Term Goals, include:

- Provide quality-assured data to the TCEQ for use in water quality decision-making
- Identify and evaluate water quality issues
- Promote cooperative watershed planning
- Inform and engage stakeholders
- Maintain efficient use of public funds
- Adapt program to emerging water quality issues

**C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.**

The Authority contracts with TCEQ biennially for the CRP. Contract development includes a workplan that outlines agreed tasks and target dates for completion. Quarterly task and financial reports are submitted to TCEQ throughout the contract period to assure that the project is progressing as designed.

An annually updated Quality Assurance Project Plan (QAPP) is developed for each contract period to assure the quality of the data being collected for state use.

The Authority currently collects data from 37 routine monitoring sites on a quarterly basis, and two additional sites are visited five times per year to collect 24-hour datasets. This equates to 1,628 field data points and 1,776 laboratory analyses, for a total of 3,404 data points collected and reported annually.

The Authority also publishes annual public reports addressing water quality in the Upper Neches River Basin. A Basin Summary Report is assembled every third biennium and provides a comprehensive review of water quality data and water quality related issues. Basin Highlights reports are published in years for which the more comprehensive summary report is not created.



Data collected via the CRP has led to and supported multiple water quality improvement projects throughout the Neches River Basin which are detailed in the Clean Water Activities (CWA) portion of this report.

Finally, tracking the growth and support of the Authority's education and outreach efforts, particularly geared toward the Clean Rivers Program, are reliable indicators of the program's effectiveness and efficiency. This is accomplished by monitoring social media following, number of public meetings, and educational events.

**D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.**

#### **1991**

The Texas Legislature enacted the Texas Clean Rivers Act, Texas Water Code Sec 26.0135, which provides for a public input process, strategic monitoring, and the periodic assessment of water quality. Initially, the program was funded from fees assessed to wastewater (Water Quality Assessment Fee) and water right permits (Water Use Fee). The fees provided the program with \$5 million per year. The Authority was one of the initial partners with TCEQ (then known as the Texas Water Commission), with responsibility for the Upper Neches River Basin.

#### **1992**

The Authority began the implementation of a Poultry Litter Study. The study was a two-year monitoring program designed to monitor non-point source pollution from the land application of poultry litter in the Attoyac watershed in Nacogdoches County.

The Authority's first regional water quality assessment was published.

#### **1994**

TCEQ began assessing the fees dedicated to the CRP.

#### **1996**

The Authority began CRP-dedicated water quality monitoring. Receiving Water Assessments were performed for eight municipalities in the Upper Neches River Basin. In preparation for the legislative session and the CRP sunset review, basin partners and TCEQ staff met and decided on an allocation methodology to distribute \$4.5 million to 15 partner agencies. The methodology involved a 70% return of the fee money collected in a basin, with a \$100,000 minimum per basin. Once this initial distribution was determined, there was no further review of the amount of fees collected in a basin, or redistribution of funds amongst the partners. This methodology established the initial distribution of funds, and the same amounts, approximately, were budgeted each year until FY 2012.

**1997**

HB 1190 and SB 597 amended the Texas Clean Rivers Act to add water quality monitoring, support the TCEQ with wastewater permitting and the development of Water Quality Standards, establish steering committees, and produce quality assured data.

**2001**

As part of the TCEQ 2001 Sunset Review, HB 2912 included changes to the agency's fee structure. The legislation removed the dedicated fee for the CRP. The fees assessed to wastewater, the Water Quality Assessment Fee, and the Water Quality Inspection Fee were consolidated. The Consolidated Water Quality Fee generated approximately \$20 million per year.

**2002**

TCEQ Chairman Robert Huston explained the fee consolidation to the CRP stakeholders and stated that the allocation methodology that was in place would remain in place, at least for the short term. After the fee consolidation, the TCEQ continued to provide the CRP with approximately \$5 million and the amount of money to each basin remained constant.

**2004**

The Authority's laboratory begins performing analyses of CRP conventional parameters.

**2008**

The Authority added Chlorophyll and Pheophytin analyzed by the LCRA Environmental Laboratory to standard CRP monitoring parameters.

**2009**

The TCEQ adopted rulemaking to increase fees (Public Health Services Fee, Consolidated Water Quality Fee, and Water Use Assessment Fee) deposited to its Water Resource Management Account (Account 153) to compensate for reductions in general revenue. Account 153 supports a wide range of activities including water rights, storm water, public drinking water, Total Maximum Daily Load (TMDL) development, water utilities, wastewater, river compacts, water availability modeling, water assessment, Concentrated Animal Feeding Operations (CAFOs), sludge, Clean Rivers Program, and groundwater protection. The revenue estimates at the time revealed that without an increase in fees, there would have been insufficient funds for the TCEQ to cover the cost of its water program activities in FY 2010-2011. The fees identified for the fee increase were selected because in terms of number and categories of fee payers, they represent some of the most broad-based water related fees the TCEQ assesses, revision of the three fees did not require statutory changes, and their revenue stream is relatively stable and represents significant water fee collections.

## **2011**

During the 82<sup>nd</sup> legislative session, the Legislative Budget Estimates included a 10% reduction in the CRP funding. This reduction was incorporated into the FY 2012-2013 biennial contracts. To achieve the \$500,000 per year reduction, TCEQ cut approximately \$250,000 of its administrative money and \$250,000 from the HGAC budget. HGAC's CRP funds were largely replaced with federal CWA 106 funds. Those funds were no longer available beginning in FY 2014.

## **2014**

A base funding cut was implemented. The Authority takes on more salary match to allow the program to continue without reduction in work product.

## **2020**

The Authority added Total Kjeldahl Nitrogen (TKN) to standard monitoring parameters. The TCEQ provided the Authority additional one-time funding above base allocation to hire a dedicated education and outreach person, as well as the purchase of final equipment needs for the Authority's Lab to bring all CRP laboratory analyses in-house.

## **2021**

The Authority's Lab begins performing Chlorophyll-a and Pheophytin-a analyses.

## **2022**

The Authority's Lab begins performing TKN analyses.

**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

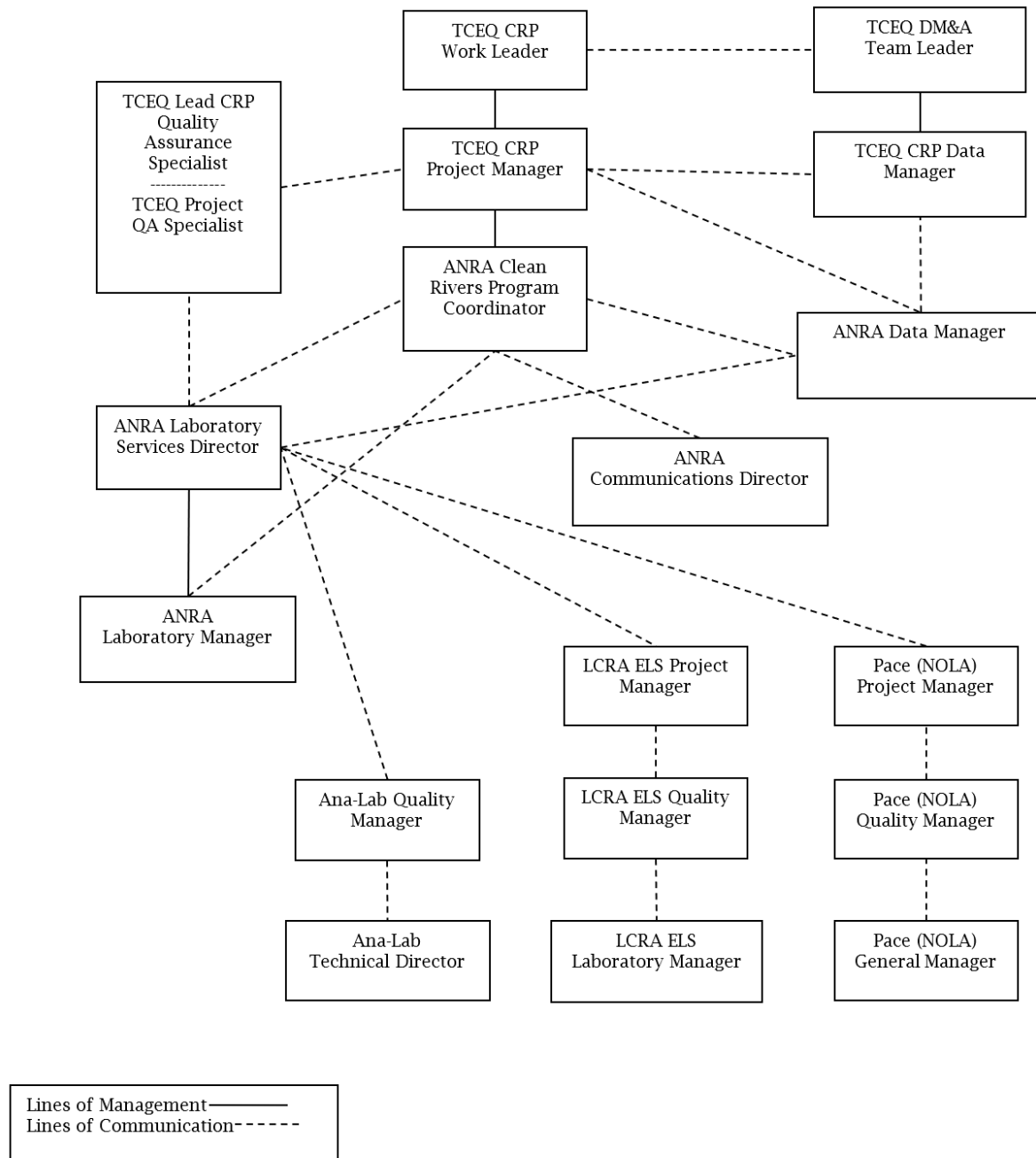
The Clean Rivers Program directly and indirectly affects every stakeholder, customer, entity, and member of the general public within the Neches River Basin, therefore, there are no specific qualifications or eligibility requirements, as all are entitled to access the data and enjoy the environmental benefits provided by the program.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

The program operates on biennial contracts with TCEQ. Work to be performed under each 2-year contract is outlined in a workplan which TCEQ approves prior to contract execution. A QAPP is also developed or amended at least annually to assure that all data collected meets required standards for use in the *Texas Integrated Report of Surface Water Quality for Clean Water Act Sections 305(b) and 303(d)* as well as other regulatory and public uses.

## Project Organization Chart

**Figure A4.1. Organization Chart - Lines of Communication**



**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please**

**specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

The CRP is a state fee-funded, non-regulatory program through the TCEQ. Funds are used for the collection and analysis of water quality samples, as well as the analysis and reporting of data to the TCEQ and stakeholders, in order to make decisions and find solutions to water quality issues within the Neches River Basin. Funds are also used for education and outreach activities.

Funding Source	Funding Amount
TCEQ Contract	\$174,237.32
<b>FY 2022 Total</b>	<b>\$174,237.32</b>

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

The Authority's services and functions are generally unique to the middle and upper Neches River Basin; however, there are a select number of agencies that have some shared values and exist within the Authority's jurisdictional boundary. The Authority either coordinates with these agencies to accomplish special projects or these agencies utilize the Authority's services in order to meet their own missions.

The Authority collaborates with other agencies in the basin to establish a monitoring program to best address water quality issues basin-wide; however, these agencies are not capable of performing all of the monitoring, analysis, or testing that the Authority is able to perform. In fact, other agencies that conduct coordinated monitoring often use the Authority's Lab for sample analysis. These agencies also rely on the Authority's resources for data analysis, management, reporting, quality assurance, and general administration. These agencies include:

1. Texas Commission on Environmental Quality (TCEQ) – The Authority partners with the TCEQ for CRP project administration and funding, as well as limited coordinated water quality monitoring.
2. Lower Neches Valley Authority (LNVA) – The Authority partners with LNVA for limited coordinated water quality monitoring, as well as education and outreach projects.
3. Stephen F. Austin State University (SFA) – The Authority partners with SFA for limited coordinated water quality monitoring, as well as education and outreach projects.
4. Texas Institute for Applied Environmental Research (TIAER) – The Authority partners with TIAER on water quality projects in the Neches River Basin. See the Agency Programs - Clean Water Activities section of this report for additional information.
5. Texas Parks and Wildlife Department (TPWD) – The Authority partners with TPWD for data sharing, water quality investigations and training, as well as awareness and

education and outreach efforts (such as TPWD's zebra mussel campaign and the Authority's alligator snapping turtle campaign).

6. Texas Water Resource Institute (TWRI) – The Authority partners with TWRI on water quality projects in the basin. See the Agency Programs - Clean Water Activities section of this report for additional information.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

The Authority is the lead agency for regional water quality monitoring and reporting for the middle and upper Neches River Basin. The Authority actively coordinates with other entities working within the Neches River Basin to ensure that monitoring activities are spatially represented throughout the Neches River Basin and that important water quality concerns are addressed. The middle and upper Neches River Basin encompasses approximately 7,450 square miles. Due to the vast size and rural nature of the Neches River Basin, water quality monitoring is coordinated between the Authority, the Lower Neches Valley Authority (LNVA), TCEQ Region 5, TCEQ Region 10, and any other entities performing project-based monitoring in the Neches River Basin (such as SFA, TWRI, and TIAER).

A joint Coordinated Monitoring Meeting (CMM) is held annually by the Authority and LCRA to allow entities in the entire Neches River Basin to meet, establish monitoring priorities, and coordinate sampling schedules to make sure that adequate coverage is maintained with minimal duplication of effort. The CMM process is used to develop the Coordinated Monitoring Schedule (CMS) for the basin. The CMS is a comprehensive schedule of monitoring in the state and is located at <http://cms.lcra.org>.

In FY 2022, a total of 103 sites were monitored within the upper portion of the Neches River Basin. The Authority monitored 42 sites, LNVA monitored 4 sites, TCEQ Region 5 monitored 22 sites, TCEQ Region 10 monitored 20 sites, SFA monitored 5 sites (specifically for the Attoyac Watershed Protection Plan), TIAER monitored 9 sites (specifically for the Kickapoo Creek Watershed Protection Plan), and Trinity River Authority/Tarrant Regional Water District monitored a single site on Lake Palestine at their water intake.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

The following is a list of agencies that work with the Authority's Clean Rivers Program.

1. Texas Commission on Environmental Quality (TCEQ) – The Authority contracts with the TCEQ central office as a CRP partner, and coordinates water quality monitoring in the Neches Basin with the TCEQ regional offices (TCEQ regions 5 and 10).

2. Lower Neches Valley Authority (LNVA) – The Authority and LNVA coordinate annual water quality monitoring, as well as meetings and education and outreach projects where appropriate.
3. Texas Parks and Wildlife Department (TPWD) – The Authority partners with TPWD for data sharing, water quality investigations and training, as well as education and outreach efforts for the Authority’s Alligator Snapping Turtle Awareness Campaign.
4. Texas State Soil and Water Conservation Board (TSSWCB) – The Authority partners with TSSWCB to address agricultural and silvicultural nonpoint source water pollution.
5. U.S. Army Corps of Engineers (USACE) – The Authority conducts swim beach water quality monitoring on Sam Rayburn Reservoir each year from Memorial Day until Labor Day on behalf of the USACE.
6. U.S. Forest Service (USFS) – The Authority conducts swim beach water quality monitoring on Lake Ratcliff each year from Memorial Day until Labor Day on behalf of the USFS.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

The Authority contracts for goods and services to provide expertise in a particular area or subject matter that requires specialization, provides oversight, or where it is inefficient or ineffective to hire staff to perform those functions in-house. Examples include accounting support services, which provides CPA-level guidance for staff, quarterly financial reviews and audit preparation or a service as simple as lawn care for mowing the Authority’s central office. In every case where a contract for goods and services are required, they are funded with general revenues or contract revenues.

- **the amount of those expenditures in fiscal year 2022;**

\$10,353.91

- **the number of contracts accounting for those expenditures;**

Six (6)

- **the award dates and funding source for those contracts;**

See attachment for Section VII A

- **the method used to procure those contracts;**

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority

obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement is achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**

See attachment for Section VII A

- **the methods used to ensure accountability for funding and performance; and**

The Authority's Governance Policy has basic provisions in place that provide for the periodic review of multi-year contracts. The Authority utilizes standardized agreements where possible. In situations where standardized agreements aren't available, agreements are created or reviewed by outside legal counsel. All agreements specify services to be performed against which performance is measured.

- **a short description of any current contracting problems.**

There are no current contracting problems.

**L. Provide information on any grants awarded by the program.**

No grants are awarded by the Authority's CRP Program.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

Availability of funding and lack of public interest and engagement are the primary challenges we experience for the CRP. The program has been operating on essentially a fixed income with no adjustments for inflation since it was established in the 1990's. The TCEQ and CRP partners have achieved a lot with these funds, but more could certainly be done with increased funding. Since 2009, the Authority has partnered with TCEQ, TSSWCB, TWRI, SFA, TIAER, and other similar agencies and organizations to work towards the goal of maintaining and improving water quality with CRP adjacent projects using other funding streams (such as Clean Water Act section 319 funds, TMDL funds, TSSWCB state funds, etc. which are discussed in greater detail in the Agency Programs - Clean Water Activities section of this report), but there is always more that could be achieved with additional funds. We would especially like to continue to grow our education and outreach efforts, and having additional recurring funding would help tremendously with staffing costs vs funding from projects that are only active for 1-3 years at a time. We believe that ongoing dedication to education and outreach is the best solution to diminishing public engagement.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

Prior questions and responses have adequately addressed a preliminary understanding of the functions and services of the Authority's Clean Rivers Program.



**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe**

- **why the regulation is needed;**
- **the scope of, and procedures for, inspections or audits of regulated entities;**
- **follow-up activities conducted when non-compliance is identified;**
- **actions available to the agency to ensure compliance; and**
- **procedures for handling consumer/public complaints against regulated entities.**

The Authority has no regulatory duties under the CRP.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program’s regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency’s particular programs. If necessary to understand the data, please include a brief description of the methodology supporting each measure. In addition, please briefly explain or define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

The Authority has no regulatory duties under the CRP.

## Guide to Agency Programs – Clean Water Activities Program

### A. Provide the following information at the beginning of each program description.

***Name of Program or Function:*** Clean Water Activities Program

***Location/Division:*** Lufkin, Texas/Operations Division

***Contact Name:*** Jeremiah Poling, Deputy General Manager

***Statutory Citation for Program:*** Enabling Legislation

### B. What is the objective of this program or function? Describe the major activities performed under this program.

Clean Water Activities Program (CWA) is a sister program to the Authority's Clean Rivers Program (CRP) and shares the bulk of its objectives and staff. The primary difference is funding sources and individual project durations. CRP is a long-term project focused on routine water quality monitoring and assessment for the entire Neches River Basin to identify issues and provide general education on prevention and remediation of those issues. The CWA program focuses on smaller timescale projects in sub-watersheds of the Neches River Basin that are intended to address specific water quality problems identified by the TCEQ and CRP.

Projects the Authority undertakes under the CWA focus on bringing stakeholders in diverse watersheds together to address water quality issues. These projects typically include data collection, interpretation, and reporting, tailored education and outreach efforts, increasing awareness and providing technical and financial assistance for implementation of best management practices, technical and financial assistance for low-income households, and more.

These projects are typically funded by the TCEQ or TSSWCB using state or federal 319 funds and tend to be partnerships with resource organizations and universities (such as the Authority, SFASU, Texas A&M University (TAMU), TWRI, TIAER, and Pineywoods Resource Conservation & Development.)

Some specific project types or project elements are:

- Watershed Characterizations
- Use Attainability Analyses (UAA)
- Recreational Use Attainability Analyses (RUAA)
- Total Maximum Daily Loads (TMDLs) and associated Implementation Plans (I-Plans)
- Watershed Protection Plans (WPPs)
- Best Management Practices (BMPs) implementations and effectiveness monitoring
- On-site Sewage Facility (OSSF) failure remediations through repair or replacement

These and other tools, along with public education and the diligent work of stakeholders, resource agencies, and volunteers, can and do make a difference. The quality of a water body

can be improved to a point where it is capable of supporting its use(s) and the water body can then be removed from the 303(d) List of impaired water bodies.

### **Environmental Investigations**

The Authority helps to protect waterways in the Neches River Basin through an Environmental Investigation Program. When a water quality incident is discovered, either by Authority staff or by notification from the public or other agencies or organizations, the Authority partners with regulatory agencies (such as the TPWD and TCEQ) as a first responder to begin investigations to identify potentially harmful impacts to water quality, riparian habitat, and human health and safety within the Neches River Basin. Communication with land owners, state and local agency officials, regulatory officials, and the public may be necessary to resolve and follow up on emergency situations involving Neches River Basin waterways.

### **Endangered Species Activities**

In 2019, the Authority started to become more involved in Endangered Species Act education and outreach. The Authority partnered with Texas Parks & Wildlife and other agencies to establish an Alligator Snapping Turtle Awareness Campaign in the Neches River Basin. In addition, the Authority contributed comments during the Species Status Assessment process for the Louisiana pigtoe and Texas heelsplitter freshwater mussels, which are both proposed for federal protection. The Authority also tries to be proactive in educating the public about the negative impact of invasive species, such as zebra mussels and giant salvinia, on water quality in the Neches River Basin.

**C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.**

A large majority of projects within the CWA program are contracted with TCEQ or TSSWCB and are very similar to CRP with regards to goal setting, record keeping, and performance tracking. There are typically project proposals, agreed workplans, Quality Assurance Project Plans, and quarterly progress reports during the project period.

Ultimate success should be measured in water quality improvements or lack of (or slowing of) water quality degradation in areas of population growth or development. While there have been water quality issues that are caused by singular entities or categories of entities, those have become increasingly rare and are usually solved through existing regulations and laws. It is a testament to the success of monitoring and regulatory programs over the last 40 years that we find ourselves having addressed the problems where we can point to specific causes, and now we are able to address the less toxic, but more diffuse water quality issues that are present in the waters of the state.

Generally, the problems that we focus on with these projects now are more diffuse. We cannot point to a specific location, industry, or land use type as the source. It's small contributions from many smaller sources and therefore requires the engagement and cooperation of a large percentage of the organizations and population within a given watershed to affect meaningful change. These are long term issues with long term solutions that will take many years to grow into the public consciousness and daily practices before we see the results reflected in the data we collect. This is why so much of the effort within these projects is focused on education and outreach.

**D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.**

The Authority has been participating in projects under the banner of CWA since 2009, with the inception of the *Attoyac Bayou Watershed Protection Plan Partnership*.

The following list enumerates titled projects for which the Authority has been a signing participant since 2009.

#### **2009-2014**

The Authority began participating in the *Attoyac Bayou Watershed Protection Plan Development*, a project coordinated through CWA.

#### **2010**

The Authority participated in a Clean Water Act Section 319 grant to address bacterial impairments in the Attoyac Bayou watershed. This project, a collaboration between the TRWI, Castilaw Environmental, the Authority, SFA, Texas A&M AgriLife, the TSSWCB, and others, resulted in the development of the Attoyac Bayou Watershed Protection Plan (WPP), published in July 2014.

#### **2013-2018**

The Authority began participating in the *Lake Sam Rayburn OSSF Program Support and Attoyac Bayou OSSF Remediation*, a project coordinated through CWA.

#### **2013**

The Authority was awarded a Clean Water Act Section 319 grant from the TCEQ to replace failing septic systems in the Attoyac Bayou watershed. This project implemented a portion of the Attoyac Bayou WPP, which identified failing septic systems as the leading potential source of bacterial contamination.

#### **2016-2019**

The Authority began participating in the *Coordinating Facilitation and Implementation of the Attoyac Bayou Watershed Protection Plan and Monitoring Implementation Effectiveness*, a project coordinated through CWA.

**2017-2020**

The Authority began participating in the *Attoyac Bayou Watershed Protection Plan Implementation – OSSF Remediation*, a project coordinated through CWA.

**2017-2021**

The Authority began participating in the *Water Quality and Pollutant Loading Assessment in the Angelina River Above Sam Rayburn Watershed*, a project coordinated through CWA.

**2018-2019**

The Authority began participating in the *Approach to Address Indicator Bacteria Impairments in Tributaries of the Neches River Below Lake Palestine*, a project coordinated through CWA.

**2018-2019**

The Authority began participating in the *La Nana Bayou Watershed Characterization*, a project coordinated through CWA.

**2019-2021**

The Authority began participating in the *Attoyac Bayou Watershed Protection Plan Implementation Effectiveness Monitoring and Facilitation Continuation*, a project coordinated through CWA.

**2019-2021**

The Authority began participating in the *Attoyac Bayou Watershed Protection Plan Implementation – OSSF Remediation*, a project coordinated through CWA.

**2019-2021**

The Authority began participating in the *Kickapoo Watershed Characterization*, a project coordinated through CWA.

**2020**

The Authority created and developed a comprehensive outreach and education program, including an Alligator Snapping Turtle Awareness Campaign, as well as an Endangered Species Plan.

**2020-2021**

The Authority began participating in the *Support for TMDL Implementation Plans to Address Bacteria Impairments in the Neches River Basin and the Neches-Trinity Coastal Basin*, a project coordinated through CWA.

## 2021

The Authority began participating in *An Approach to Address Indicator Bacteria Impairments in the Ayish Bayou Watershed*, a project coordinated through CWA.

## 2021-2023

The Authority began participating in the *La Nana Bayou Watershed Protection Plan*, a project coordinated through CWA.

## 2021-2023

The Authority began participating in the *Kickapoo Creek in Henderson County Watershed Protection Plan 2021-2024 – Attoyac Bayou WPP Implementation – OSSF Remediation 3*, a project coordinated through CWA.

## 2022

The Authority began participating in *An Approach to Address Indicator Bacteria Impairments in the Ayish Bayou and West Mud Creek Watersheds*, a project coordinated through CWA.

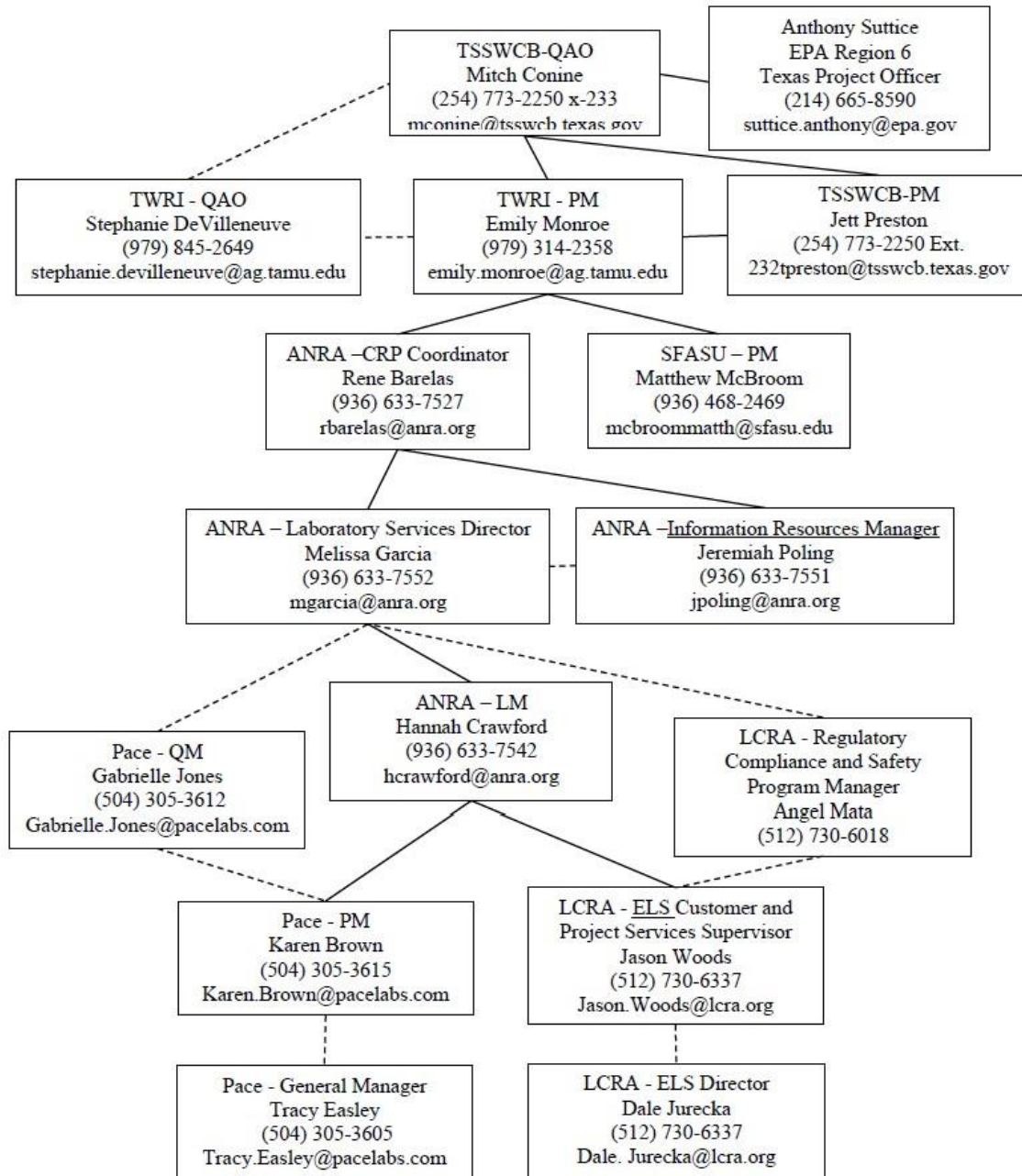
**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

The Authority's CWA projects directly and indirectly affect every stakeholder, customer, entity, and member of the general public within the watersheds each project is focused on. With the exception of any financial assistance programs, there are no specific qualifications or eligibility requirements, as all are entitled to enjoy the environmental benefits provided by the program. For projects with financial assistance components, the requirements vary but in general are tied to residency within the watershed the project is serving as well as income limits.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

The Authority's CWA Program is a function of the Authority's Environmental and Laboratory Services Department under the direction of the Deputy General Manager and Clean Rivers Program Coordinator. Projects are most often grant funded and each project will have its own requirements, project organization charts, and requirements.

Figure A4.1. Project Organization Chart



**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

There have been multiple special projects in the basin over the past ten years that have been funded in part by Clean Water Act funds from the Environmental Protection Agency (EPA), as well as funds from the TCEQ and the TSSWCB.

Funding Source	Funding Amount
Texas A&M Agrilife Extension	\$86,571.95
Texas Agrilife Research	\$30,038.62
<b>FY 2022 Total</b>	<b>\$116,610.57</b>

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

The Authority coordinates with each of the agencies listed below to accomplish the goals of the Clean Water Activities Program more effectively and to assure there is no duplication of service.

1. Texas Commission on Environmental Quality (TCEQ) – The Authority partners with the TCEQ for project administration and funding.
2. Texas State Soil and Water Conservation Board (TSSWCB) – The Authority partners with the TSSWCB for project administration and funding.
3. Texas Water Resource Institute (TWRI) – The Authority partners with TWRI for data sharing, development and implementation of Watershed Protection Plans and Best Management Practices, as well as additional special projects.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

All CWA projects utilize either a Master Agreement or a Quality Assurance Project Plan, in which all involved agency roles are delineated in order to avoid duplication. Each agency plays a separate, important role during the course of a project.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

1. Texas Commission on Environmental Quality (TCEQ) – The Authority partners with the TCEQ for project administration and funding.
2. Texas Parks and Wildlife Department (TPWD) – The Authority partners with TPWD for data sharing, water quality investigations and training, as well as education and outreach efforts for Authority's Alligator Snapping Turtle Awareness Campaign.
3. Texas State Soil and Water Conservation Board (TSSWCB) – The Authority partners with TSSWCB to address agricultural and silvicultural nonpoint source water pollution.



4. U.S. Army Corps of Engineers (USACE) – The Authority partners with USACE to conduct swim beach water quality monitoring on Sam Rayburn Reservoir each year from Memorial Day until Labor Day.
5. U.S. Forest Service (USFS) – The Authority partners with USFS to conduct swim beach water quality monitoring on Ratcliff Lake each year from Memorial Day until Labor Day.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

The Authority contracts for goods and services to provide expertise in a particular area or subject matter that requires specialization, provides oversight, or where it is inefficient or ineffective to hire staff to perform those functions in-house. Examples include accounting support services, which provides CPA-level guidance for staff, quarterly financial reviews and audit preparation or a service as simple as lawn care for mowing the Authority's central office. In every case where a contract for goods and services are required, they are funded with general revenues or contract revenues.

- **the amount of those expenditures in fiscal year 2022;**

\$7,800.00

- **the number of contracts accounting for those expenditures;**

One (1)

- **the award dates and funding source for those contracts;**

See attachment for Section VII A

- **the method used to procure those contracts;**

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement is achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**

See attachment for Section VII A

- **the methods used to ensure accountability for funding and performance; and**

The Authority's Governance Policy has basic provisions in place that provide for the periodic review of multi-year contracts. The Authority utilizes standardized agreements where possible. In situations where standardized agreements aren't available, agreements are created or reviewed by outside legal counsel. All agreements specify services to be performed against which performance is measured.

- **a short description of any current contracting problems.**

There are no current contracting problems.

**L. Provide information on any grants awarded by the program.**

No grants are awarded by the Authority's CWA Program.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

There are no known barriers or challenges that impede the CWA Program's performance.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

Prior questions and responses have adequately addressed a preliminary understanding of the functions and services of the CWA Program.

**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe**

- **why the regulation is needed;**
- **the scope of, and procedures for, inspections or audits of regulated entities;**
- **follow-up activities conducted when non-compliance is identified;**
- **actions available to the agency to ensure compliance; and**
- **procedures for handling consumer/public complaints against regulated entities.**

The Authority has no regulatory duties under the CWA Program.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program's regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency's particular programs. If necessary to understand the data, please include a brief description of the methodology supporting each measure. In addition, please briefly explain or**

**define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

The Authority has no regulatory duties under the CWA Program.

## Guide to Agency Programs – Environmental Laboratory

### A. Provide the following information at the beginning of each program description.

***Name of Program or Function:*** Environmental Laboratory

***Location/Division:*** Lufkin, Texas/Operations Division

***Contact Name:*** Jeremiah Poling, Deputy General Manager

***Statutory Citation for Program:*** Enabling Legislation

### B. What is the objective of this program or function? Describe the major activities performed under this program.

Lab operations include the chemical and microbiological analyses of drinking water, wastewater, and surface water. The Lab performs approximately 1,000 analyses per month on samples for municipal and industrial wastewater, surface water quality, and public and private drinking water for numerous municipalities, industries, state and federal agencies, water utilities, and private individuals.

The Authority's Lab strives to produce scientifically valid and defensible data to more than 150 routine clients and private individuals throughout the East and Deep East Texas areas in a timely and efficient manner.

The Lab also provides analytical and project support services for the Authority's programs, which includes the Texas Clean Rivers Program, OSSF Program, and the Authority's Utilities Division.

The Lab complies with the National Environmental Laboratory Accreditation Conference (NELAC), The NELAC Institute (TNI), the EPA, and the TCEQ. The Authority's Lab is NELAP accredited by the State of Texas (through the TCEQ) to perform chemical and microbiological analyses of surface water, wastewater, and drinking water samples.

The Lab staff is available to consult on sampling procedures, analytical methodology, quality control procedures, regulatory requirements, well disinfection, and other needs for Lab clients.

### C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.

It is the mission of the Environmental Laboratory to produce scientifically valid and defensible data for its clients in a timely and efficient manner, while maintaining the highest level of data integrity. The laboratory is accredited by the National Environmental Laboratory Accreditation Program (NELAP) in the State of Texas, through the Texas Commission on Environmental Quality and is NELAP-accredited for the chemical and microbiological analysis of surface water, wastewater, and drinking water.

In FY 2022, the Lab analyzed approximately 1,000 environmental samples per month, for a total of approximately 12,000 individual samples analyzed through 10,641 test procedures. The laboratory is NELAP accredited to perform 21 analytes.

The Lab has developed standard operating procedures for all laboratory functions and analysis, in addition to safety protocols. The Laboratory Services Director consistently oversees and evaluates the Lab's functions to determine the effectiveness and efficiency of its services, including quality control measures, complaint logs, internal audits, data loss reports, and corrective action reports, all of which can be found in the Environmental Laboratory Quality Manual.

If quality concerns arise, laboratory personnel must initiate a corrective action process when departures from policies and procedures described in the quality system or analytical SOPs have been identified. Quality concerns may include but are not limited to internal audit findings, customer complaints, equipment failures, proficiency testing failures, and failure by personnel to follow SOP or perform an assigned task.

The Lab has procedures for monitoring the validity of the testing it performs. The qualities of test results are recorded in such a way that trends are detectable, and where practicable, are statistically evaluated. To evaluate the quality of test results, the Lab utilizes certified reference materials or cultures and/or internal quality controls using secondary reference materials, control charting, participation in proficiency testing programs, replicate testing using the same or different methods, retesting of retained samples, and correlation of results for different characteristics of a sample.

The Lab is a participant and in good standing with TNI proficiency testing and the EPA Discharge Monitoring Report Quality Assurance studies. The Lab runs proficiency testing samples twice a year for all certifiable analyses on its scope of accreditation. In FY 2021 and again in FY 2022, the laboratory achieved 97% passing results in Proficiency Testing studies.

**D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.**

**1974**

NRCDC began offering laboratory testing services for the analysis of drinking water and wastewater samples for regulated entities and the general public.

**1980**

The Authority implemented the Industrial Pretreatment Program and began implementation of the Lufkin Stream Monitoring Program, increasing the demand for laboratory services.

**1991**

The Authority was designated as a Clean Rivers Program Partner under the newly-created Clean Rivers Act, prompting a significant increase in environmental analyses performed by the Lab.

**1993**

The Authority expanded its central office by moving its Lab into the first floor of the old Lufkin City Hall building. Renovations and improvements to the entire building were approved by the City of Lufkin and funded in part through grants from TLL Temple Foundation and the Pineywoods Foundation. The expansion was driven by the increasing role provided by the Authority and its need for additional space to accommodate a growing number of departments and programs.

**2007**

The Authority's Lab applied for and received accreditation under NELAP. NELAP accreditation is required for any laboratory submitting data to the State of Texas for regulatory purposes (permitting, water quality standards development, etc.).

**2013**

The Lab was awarded a grant to purchase an Ion Chromatograph, which greatly improved analytical capabilities.

**2019**

The Authority relocated to its new Central Office and Environmental Laboratory Facility. At the new Central Office, a reverse osmosis water system was implemented and the existing segmented flow autoanalyzer was upgraded.

**2020**

The Lab began using a new method for analyzing Total Phosphorus and TKN and was able to begin performing analysis of Chlorophyll-a and Pheophytin-a samples for CRP.

**2022**

The Environmental Laboratory applied for and was awarded NELAP certification for Conductivity and TKN analysis in non-potable water and began analyzing TKN samples for CRP.

**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

The Authority's Lab is NELAP accredited. This allows municipalities, industrial facilities, government agencies, water supply utilities, and private citizens that are required to comply with

state-regulated testing to use the Authority's laboratory services to stay compliant with regulatory reporting. This includes analysis for drinking water quality and private wells, along with surface water testing for the Authority's Clean Rivers Program.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

The Authority's Lab is accredited by the TCEQ under NELAP and implements a quality assurance system that meets the requirements of the 2016 TNI Standard. The Authority's Lab is directed by the Laboratory Services Director, who oversees a Laboratory Manager and two Laboratory Technicians. The General Manager and Deputy General Manager provide oversight to lab operations.

**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

The Authority's Lab is funded by testing service fees collected from customers. The Lab receives no grant, state, or federal funding.

Funding Source	Funding Amount
Authority-CRP	\$48,670.00
Authority-CWA	\$3,380.00
Authority-Holmwood Utilities	\$120.00
Authority-Neches Compost Facility	\$17,123.00
Authority-North Angelina County RWF	\$15,848.00
Authority-On-Site Sewage Facilities	\$2,574.00
Authority-Prairie Grove Utilities	\$780.00
Authority-Redland Wholesale Utilities	\$4,936.50
Federal Agencies	\$2,712.50
Municipalities & Local Government	\$50,665.00
State Agencies	\$4,345.00
Private Entities	\$30,071.00
Walk-Ins	\$15,753.00
Water Supply Corporations	\$22,528.00
<b>FY 2022 Total</b>	<b>\$219,506.00</b>

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

Within the Authority's 17-county, 8,500 square mile jurisdictional area there are only two other environmental laboratories inside a 70-mile radius of the Lab. But numerous agencies and

organizations exist within this area that rely on laboratory services to fulfill their agency's regulatory requirements. The majority of these agencies are rural and the Authority's Lab is centrally located to provide convenient and efficient services to these agencies.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

The Authority does not coordinate with other laboratory facilities. As a Clean Rivers Program Partner, a surface water discharge permit holder, and the owner of public water and sewer systems, the Authority focuses its efforts on data quality, its relationship with the TCEQ, and the timely submittal of data that meets the stringent requirements of NELAP. There are occasions in which the Lab will utilize the services of outside NELAP certified laboratories for certain analyses. These analyses are typically specialized enough or rare enough that it doesn't make financial sense for the Lab to seek certification on them. For some analyses that involve hazardous chemicals, the Authority may choose not to perform the analyses internally for safety reasons.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

The Authority's Lab provides services to any business, agency, organization, and private citizen in need, including local, regional, and federal units of government.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

The Authority contracts for goods and services to provide expertise in a particular area or subject matter that requires specialization, provides oversight, or where it is inefficient or ineffective to hire staff to perform those functions in-house. Examples include accounting support services, which provides CPA-level guidance for staff, quarterly financial reviews and audit preparation or a service as simple as lawn care for mowing the Authority's central office. In every case where a contract for goods and services are required, they are funded with general revenues or contract revenues.

- **the amount of those expenditures in fiscal year 2022;**  
\$43,657.64
- **the number of contracts accounting for those expenditures;**  
Nine (9)
- **the award dates and funding source for those contracts;**  
See attachment for Section VII A
- **the method used to procure those contracts;**



The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement is achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**

See attachment for Section VII A

- **the methods used to ensure accountability for funding and performance; and**

The Authority's Governance Policy has basic provisions in place that provide for the periodic review of multi-year contracts. The Authority utilizes standardized agreements where possible. In situations where standardized agreements aren't available, agreements are created or reviewed by outside legal counsel. All agreements specify services to be performed against which performance is measured.

- **a short description of any current contracting problems.**

There are no current contracting problems.

**L. Provide information on any grants awarded by the program.**

The Authority's Lab does not award grant funding.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

The Authority's Lab is proud to state that there are no barriers or challenges that impede the program's performance.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

The NELAP accredited Lab is strategically located to cater to a primarily rural customer base. Although small, compared to some urban laboratories throughout the state, the Authority's Lab is competitive in the number of analyses it is able to accurately complete annually.

**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility.) For each regulatory program, if applicable, describe**

- **why the regulation is needed;**
- **the scope of, and procedures for, inspections or audits of regulated entities;**
- **follow-up activities conducted when non-compliance is identified;**

- actions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

There are no regulatory programs related to the licensing, registration, certification, or permitting of a person, business, or other entity that are applicable to the Authority's Lab.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program's regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency's particular programs. If necessary to understand the data, please include a brief description of the methodology supporting each measure. In addition, please briefly explain or define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

Since there are no regulatory programs applicable to the Authority's Lab, there is no detailed complaint investigation and resolution information to submit.

## Guide to Agency Programs – Field Operations

**A. Provide the following information at the beginning of each program description.**

***Name of Program or Function:*** Field Operations (FOPs)

***Location/Division:*** Lufkin, Texas/Operations Division

***Contact Name:*** Chris Key, P.E., Executive Manager, Utilities

***Statutory Citation for Program:*** Enabling Legislation

**B. What is the objective of this program or function? Describe the major activities performed under this program.**

The Field Operations Department (FOPs) oversees the operations and maintenance of the Authority's water and wastewater utilities. In addition, FOPs oversee all of the capital improvement projects for the Authority's Utilities Division.

**C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.**

The FOPs team employs a multitude of protocols, trainings, and tools to assure program effectiveness, efficiency, and regulatory compliance for each utility within the Authority's Utility Division. Individual utilities are examined in other sections of the Guide to Agency Programs and include Holmwood Utilities, North Angelina County Regional Wastewater Facility, Neches Compost Facility, Prairie Grove Utilities, and Redland Wholesale Utilities.

One measure of effectiveness is the successful planning, implementation and completion of capital repairs and capital improvement projects within the Authority's Utility Division. Since 2000 the Authority has completed 24 projects and continues to routinely work hand in hand with the TWBD and the TCEQ to expand and improve quality water and sewer service to Texans in the Authority's territorial jurisdiction with the Neches River basin.

Efficiency is maintained and improved by automation and uniformity across utilities. Databases that house data for each utility share standardized interfaces to enhance the reduction of errors and better utilization of data. These databases manage, track, and report on workorders and log data from daily operations checklists and automated monitoring systems. Supervisory Control and Data Acquisition (SCADA) systems are used to monitor critical portions of the Authority's utility infrastructure 24/7 and provide real time alarm notifications as well as current status and daily usage summaries that enable proactive management of equipment and infrastructure. Staff maintain operations checklists, emergency preparedness plans, and have established standard operating procedures (SOPs) that regulate and improve the operations and maintenance of all the Authority's utilities and equipment. All of these are standardized across all utilities as much as is practicable.

Timeliness is a priority, both in emergencies as well as regular maintenance and customer interactions. The Authority expects all Field Operators to commit to prompt response times while on-call and during emergency situations and utilizes data from the Call Out Log, post-situation debriefings, and annual employee evaluations to evaluate adherence to these metrics.

We believe that an educated workforce is an effective workforce. In order to improve employee work ethic, knowledge, and skills, the Authority regularly holds mandatory safety meetings, requires Field Operators to earn and maintain certifications, and encourages employees to continue their education through TCEQ-approved training classes.

The Authority strives to be a role model for utilities in our jurisdictional territory, both in terms of compliance and transparency with regulatory agencies and rules, and with customer interactions. A core tenant of the Authority is to be readily available to our customers and constituents and to communicate in an understandable, transparent, and timely manner.

We believe our record of adherence to regulatory requirements, our excellent working relationship with regulatory agencies, and the support of our participants, customers, and the community are all positive indicators for the effectiveness and efficiency of the Authority's Field Operations.

**D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.**

Field Operations oversee all of the Authority's utilities, therefore, all relevant history is listed under each utility's individual history section.

**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

FOPs directly and indirectly affect every stakeholder, customer, and entity that Authority collaborates with and provides services to; therefore, there are no specific qualifications or eligibility requirements.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

FOPs are managed by the Executive Manager of Utilities, who oversees the Neches Compost Facility Director, Field Operations Manager, Maintenance Manager, and six (6) field workers. The Executive Manager of Utilities, Deputy General Manager, and General Manager provide oversight to all utility operations.

**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please**

**specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

Field Operations is funded through contract monitoring services provided by the Authority. Field Operations receives no grant, state, or federal funding.

Funding Source	Funding Amount
City of Lufkin Industrial Pretreatment Program	\$38,636.32
<b>FY 2022 Total</b>	<b>\$38,636.32</b>

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

Limited water and wastewater operations services are performed by a variety of private entities across the Neches River Basin. Some governmental organizations also perform these services internally, such as cities who operate their own utilities.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

While other water and wastewater agencies may also have an operations department, the Authority's FOPs do not conflict with nor duplicate the services of any other agency.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

FOPs provides services to any business and private citizen in need, including local and regional, and federal units of government.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

The Authority contracts for goods and services to provide expertise in a particular area or subject matter that requires specialization, provides oversight, or where it is inefficient or ineffective to hire staff to perform those functions in-house. Examples include accounting support services, which provides CPA-level guidance for staff, quarterly financial reviews and audit preparation or a service as simple as lawn care for mowing the Authority's central office. In every case where a contract for goods and services are required, they are funded with general revenues or contract revenues.

- **the amount of those expenditures in fiscal year 2022;**

\$47,146.80

- **the number of contracts accounting for those expenditures;**

Seven (7)

- **the award dates and funding source for those contracts;**

See attachment for Section VII A

- **the method used to procure those contracts;**

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement is achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**

N/A

- **the methods used to ensure accountability for funding and performance; and**

The Authority's Governance Policy has basic provisions in place that provide for the periodic review of multi-year contracts. The Authority utilizes standardized agreements where possible. In situations where standardized agreements aren't available, agreements are created or reviewed by outside legal counsel. All agreements specify services to be performed against which performance is measured.

- **a short description of any current contracting problems.**

There are no current contracting problems.

**L. Provide information on any grants awarded by the program.**

FOPs does not award grant funding.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

There are no barriers or challenges that impede FOP's performance.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

All information previously presented provides a solid, general understanding of FOPs and its function.

**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe**

- **why the regulation is needed;**
- **the scope of, and procedures for, inspections or audits of regulated entities;**
- **follow-up activities conducted when non-compliance is identified;**
- **actions available to the agency to ensure compliance; and**
- **procedures for handling consumer/public complaints against regulated entities.**

There are no regulatory programs related to the licensing, registration, certification, or permitting of a person, business, or other entity that are applicable to FOPs.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program’s regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency’s particular programs. If necessary to understand the data, please include a brief description of the methodology supporting each measure. In addition, please briefly explain or define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

Since there are no regulatory programs applicable to FOPs, there is no detailed complaint investigation and resolution information to submit.

## Guide to Agency Programs – On-Site Sewage Facilities

### A. Provide the following information at the beginning of each program description.

***Name of Program or Function:*** On-Site Sewage Facilities

***Location/Division:*** Lufkin, Texas/Operations Division

***Contact Name:*** Kelley Holcomb, General Manager

***Statutory Citation for Program:*** Enabling Legislation

### B. What is the objective of this program or function? Describe the major activities performed under this program.

The Authority is the Authorized Agent for the TCEQ to regulate On-Site Sewage Facilities (OSSF) in Angelina County, San Augustine County, and in the area around Sam Rayburn Reservoir designated as the Control Zone Rayburn (CZR). The CZR begins at the U. S. Army Corp of Engineers (USACE) take line (171-foot contour) and extends 2,000 feet outward. For property owners within the Authority's jurisdiction, the Authority is responsible for the permitting and licensing of all new septic systems, license transfers, and timely response to sewer nuisance complaints. This program is essential in order to protect the area's water resources.

### C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.

With rapid population and business growth within the Authority's jurisdiction, this program is essential in protecting public health and water quality within the Authority's OSSF jurisdiction. The Authority estimates that 15%-25% of the 15,000 licensed septic systems located within these areas are failing. Regulatory agencies and stakeholders alike agree that failing or non-existent sewage systems are likely a significant contributor to the vast bacteria problems and water quality issues experienced within the Neches River Basin. However, with the population growth, the OSSF Program has also experienced comparable growth, indicating a hopeful prognosis for the state of water quality in the area.

In FY 2017, the Authority permitted 391 OSSFs and conducted 133 complaint investigations related to violations or alleged violations of OSSF rules. In FY 2022, the Authority permitted 551 OSSFs and conducted 110 complaint investigations. This means that the number of permits issued increased by 41% and the number of complaint investigations decreased by 17%, indicating the possibility of improved environmental conditions. Additionally, the Authority has managed multiple Clean Water Act OSSF Remediation projects in the area since 2014.

The Authority's OSSF Program also prides itself in maintaining a high degree of compliance with Chapters 341 and 366 of the Health and Safety code, as well as Chapter 285 of the Texas Administrative Code for conducting complaint investigations. Regulatory requirements mandate that a complaint must be investigated within 30 working days and is reported to the TCEQ on a



monthly basis. The Authority has met this requirement consistently. While the Authority does not track the average number of days in which a complaint is investigated, all complaints are investigated within 30 days as required 30 TAC, Chapter 285.11(c)

The third metric used to track program effectiveness is the TCEQ's OSSF Program Compliance Review. The TCEQ conducts a rigorous Program Compliance Review every three years. For the review conducted on June 23, 2022, there was one deficiency noted, and for the review conducted on July 7, 2019, there were no deficiencies noted.

**D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.**

**1972**

NRCB began the implementation of its CZR Program for regulating and licensing OSSFs within a 2000-foot zone around Sam Rayburn Reservoir.

**2009**

The Authority's OSSF Program was expanded to include the portion of San Augustine County that lies within the Neches River Basin.

**2015**

The Authority once again expanded its OSSF Program by becoming the Authorized Agent for the permitting of OSSFs in Angelina County.

**2021**

The Authority modified its OSSF Order to include provisions to further abate or prevent pollution or injury to public health within the Authority's OSSF jurisdiction.

**2022**

The Authority permitted a record-breaking 551 OSSFs.

**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

The OSSF Program directly and indirectly affects every stakeholder, customer, and entity that the Authority collaborates with and provides services to; therefore, there are no specific qualifications or eligibility requirements. However, the OSSF Program does more work specifically with licensed OSSF installers and service providers, as well as landowners requesting an OSSF permit. In 2015, the Authority modified its Order to initiate a registration process for TCEQ Licensed installers and service providers, among other items. In FY 2022, the Authority permitted 391 OSSFs (individual landowners) and worked with 58 installers and service providers.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

The Authority is the Authorized Agent of the TCEQ for the enforcement of OSSFs pursuant to Texas Health and Safety Code §366.031 and 30 Texas Administrative Code §285.10. The OSSF program is managed by the OSSF Manager, who oversees an Environmental Inspector. The General Manager and Deputy General Manager provide oversight to OSSF operations.

The OSSF program is the Authority's only regulatory program. As a result, the Authority maintains its Order, which is approved by TCEQ. The Order contains certain provisions for the administration of the program. In addition, the Authority also maintains Rules for Enforcement.

**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

The Authority's OSSF Program is funded by application and license transfer service fees. The OSSF Program receives no grant, state, or federal funding.

Funding Source	Funding Amount
Single Family Residential	\$226,620.00
Non-Single Family-Light	\$19,700.00
Non-Single Family-Heavy	\$9,750.00
Transfer Fee	\$1,290.00
Re-inspection Fee	\$2,200.00
TCEQ Fee	\$5,820.00
<b>FY 2022 Total</b>	<b>\$265,380.00</b>

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

There are no other entities that serve as the Authorized Agent for OSSF within the Authority's OSSF jurisdictional boundary. In the near future, the Authority will continue to collaborate with neighboring Authorized Agents to explore the potential for extending its jurisdictional boundaries to provide these services in underserved areas in order to further its mission of protecting the health of the environment and the general public.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

The Authority is the only regulatory agent for the OSSF Program in two counties, Angelina County and San Augustine County, and within a 2,000-foot boundary around Sam Rayburn Reservoir.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

The Authority is the Authorized Agent for the TCEQ to regulate OSSFs within Authority's OSSF jurisdiction.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

The Authority contracts for goods and services to provide expertise in a particular area or subject matter that requires specialization, provides oversight, or where it is inefficient or ineffective to hire staff to perform those functions in-house. Examples include accounting support services, which provides CPA-level guidance for staff, quarterly financial reviews and audit preparation or a service as simple as lawn care for mowing the Authority's central office. In every case where a contract for goods and services are required, they are funded with general revenues or contract revenues.

- **the amount of those expenditures in fiscal year 2022;**

\$19,398.45

- **the number of contracts accounting for those expenditures;**

Five (5)

- **the award dates and funding source for those contracts;**

See attachment for Section VII A

- **the method used to procure those contracts;**

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement was achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**

See attachment for Section VII A

- **the methods used to ensure accountability for funding and performance; and**

The Authority's Governance Policy has basic provisions in place that provide for the periodic review of multi-year contracts. The Authority utilizes standardized

agreements where possible. In situations where standardized agreements aren't available, agreements are created or reviewed by outside legal counsel. All agreements specify services to be performed against which performance is measured.

- **a short description of any current contracting problems.**

There are no current contracting problems.

**L. Provide information on any grants awarded by the program.**

The OSSF Program does not award grant funding.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

Historically, the Authority has had extreme difficulty in obtaining the list of new electrical connection data from the county judges as required by the Health and Safety Code § 366.005. Although not required by law, the Authority has worked to no avail in having the local 911 coordinators notify us when a new address is created.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

Prior questions and responses have adequately addressed a preliminary understanding of the functions and services of the Authority's OSSF Program.

**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe**

- **why the regulation is needed;**
- **the scope of, and procedures for, inspections or audits of regulated entities;**
- **follow-up activities conducted when non-compliance is identified;**
- **actions available to the agency to ensure compliance; and**
- **procedures for handling consumer/public complaints against regulated entities.**

All information required above can be found in The Authority's Rules for Enforcement of On-Site Sewage Facility Regulations.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program's regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency's particular programs. If necessary to understand the data, please include a brief**

**description of the methodology supporting each measure. In addition, please briefly explain or define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

Information required above can be found in the Authority's Rules for Enforcement of On-Site Sewage Facility Regulations.

**Angelina & Neches River Authority  
On-Site Sewage Facilities Program**

**Exhibit 12: Information on Regulated Population; Complaints Against Regulated Persons, Businesses, or other Entities; and Disciplinary Actions  
Fiscal Years 2018 to 2022**

*(These tables should convey the complaint resolution history of the program, encapsulating everything from the indication a violation may have occurred; the following investigation; any administrative or criminal procedures; and the final resolution of the complaint, case, or enforcement matter.)*

<b>Number within Total Regulated Population</b>	<b>Fiscal Year 2018</b>	<b>Fiscal Year 2019</b>	<b>Fiscal Year 2020</b>	<b>Fiscal Year 2021</b>	<b>Fiscal Year 2022</b>
Total Number of Applications	631	420	437	504	622
Total Number of Permits to Construct	423	392	414	475	612
Total Number License to Operate	614	412	416	461	620

<b>Complaints Received by Source</b>	<b>Fiscal Year 2018</b>	<b>Fiscal Year 2019</b>	<b>Fiscal Year 2020</b>	<b>Fiscal Year 2021</b>	<b>Fiscal Year 2022</b>
Total Complaints Received	109	135	127	143	120
Complaints Initiated by Agency (originating from criminal history checks)	N/A	N/A	N/A	N/A	N/A
Complaints Initiated by Agency (non originating from criminal history check)	13	9	13	10	29

Complaints Originating from Public (including other regulated persons or entities)	91	124	114	129	88
Complaints Originating from Other Agencies	5	2	0	4	3

Disposition of Complaints	Fiscal Year 2018	Fiscal Year 2019	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022
Total Complaints Received	109	135	127	143	120
Complaints Found Jurisdictional	108	134	124	143	119
Complaints Found Non-Jurisdictional	1	1	1	1	0
Total Complaints Dismissed (no investigation)	N/A	N/A	N/A	N/A	N/A
Complaints Dismissed for Lack of Evidence	N/A	N/A	N/A	N/A	N/A
Complaints Dismissed Due to No Violation Alleged	N/A	N/A	N/A	N/A	N/A
Total Complaints Sent for Investigation	109	135	127	143	120

Complaints Resolved	Fiscal Year 2018	Fiscal Year 2019	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022
Total Complaints Resolved After Investigation	109	135	127	143	120
Complaints Dismissed for Lack of Evidence Found in Investigation	8	22	12	8	3
Complaints Dismissed Due to No Violation Found in Investigation	8	22	12	8	3

Total Complaints Resolved Though Informal Action	94	119	102	108	87
Total Complaints Resolved Through Formal Action	15	16	25	35	33

Disciplinary Actions Taken	Fiscal Year 2018	Fiscal Year 2019	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022
Total Complaints Resolved Through Final Orders	N/A	N/A	N/A	N/A	N/A
Number of Administrative Penalties Issued	N/A	N/A	N/A	N/A	N/A
Total Amount of Administrative Penalties Issued	N/A	N/A	N/A	N/A	N/A
Total Amount of Administrative Penalties Collected	N/A	N/A	N/A	N/A	N/A
Average Amount of Administrative Penalties Issued	N/A	N/A	N/A	N/A	N/A
Average Amount of Administrative Penalties Collected	N/A	N/A	N/A	N/A	N/A
Warnings	1	2	6	6	1
Reprimands	N/A	N/A	N/A	N/A	N/A
Suspensions	N/A	N/A	N/A	N/A	N/A
Probated Suspensions	N/A	N/A	N/A	N/A	N/A
Revocations	N/A	N/A	N/A	N/A	N/A
Remedial Plans (if applicable)	N/A	N/A	N/A	N/A	N/A

<b>Disciplinary Actions Appealed</b>	<b>Fiscal Year 2018</b>	<b>Fiscal Year 2019</b>	<b>Fiscal Year 2020</b>	<b>Fiscal Year 2021</b>	<b>Fiscal Year 2022</b>
Total Hearings at SOAH	N/A	N/A	N/A	N/A	N/A
Agency Prevailed at SOAH	N/A	N/A	N/A	N/A	N/A
Agency Did Not Prevail at SOAH	N/A	N/A	N/A	N/A	N/A
Total Appeals by Respondent to District Court	N/A	N/A	N/A	N/A	N/A
Agency Action Affirmed by District Court	N/A	N/A	N/A	N/A	N/A
Agency Action Overturned or Changed by District Court	N/A	N/A	N/A	N/A	N/A
Total Appeals by Agency to District Court	N/A	N/A	N/A	N/A	N/A
Agency Action Affirmed by District Court	N/A	N/A	N/A	N/A	N/A
Agency Action Overturned or Changed by District Court	N/A	N/A	N/A	N/A	N/A

<b>Timelines for Enforcement Actions</b>	<b>Fiscal Year 2018</b>	<b>Fiscal Year 2019</b>	<b>Fiscal Year 2020</b>	<b>Fiscal Year 2021</b>	<b>Fiscal Year 2022</b>
Average Days from Complaint Received to Final Resolution	N/A	N/A	N/A	N/A	N/A
Maximum Days from Complaint Received to Final Resolution	97.8	95.7	102.1	91.1	42.75
Average Days from Complaint Received to Dismissed	374	707	771	735	84
Average Days from Complaint Received to Dismissed	Not Tracked	Not Tracked	Not Tracked	Not Tracked	Not Tracked

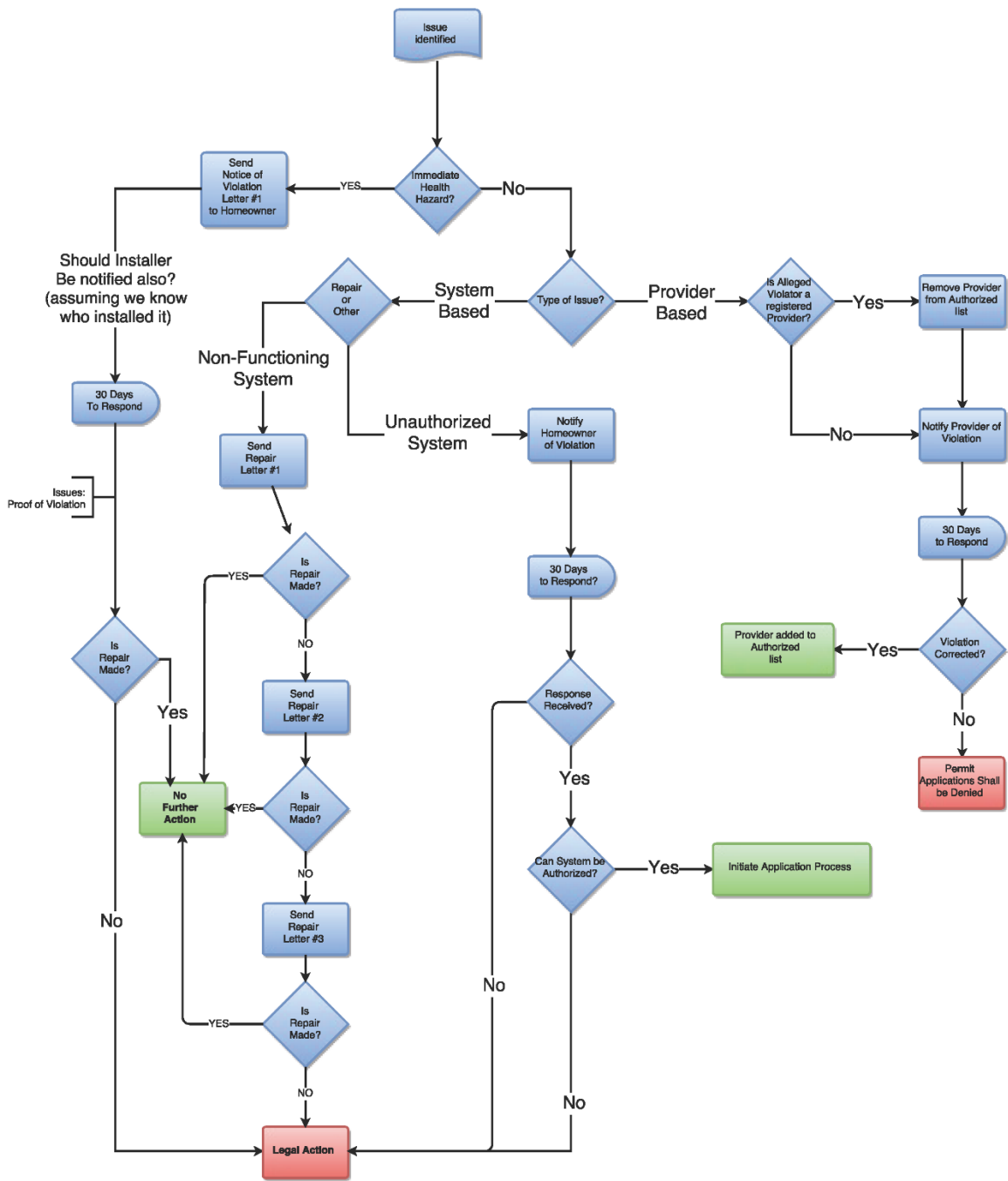


Self-Evaluation Report

Average Days from Complaint Received to Investigation Finished	Not Tracked	Not Tracked	Not Tracked	Not Tracked	Not Tracked
Average Days from Start to Finish of Investigation	Not Tracked	Not Tracked	Not Tracked	Not Tracked	Not Tracked
Number of Complaints Open for More than One Year	1	3	3	3	0
Percentage of Complaints Resolved within Six Months	70	61	62	62	10

Tables 12-18 Exhibit 12 Information on Complaints Against Persons or Entities

OSSF Enforcement Flowchart



## Guide to Agency Programs – Holmwood Utilities

**A. Provide the following information at the beginning of each program description.**

***Name of Program or Function:*** Holmwood Utilities

***Location/Division:*** Jasper, Texas/Utilities Division

***Contact Name:*** Chris Key, P.E., Executive Manager, Utilities

***Statutory Citation for Program:*** Enabling Legislation

**B. What is the objective of this program or function? Describe the major activities performed under this program.**

The primary objective of Holmwood Utilities (HMU) is to provide potable water that meets all U.S. EPA primary and secondary drinking water standards and to comply with state and federal regulatory requirements. In addition, HMU's objective is to provide for the collection and disposal of sanitary sewer for its customers. Overall, HMU's objective is to provide continuous and adequate service within the Authority's certificated service area in Jasper County, Texas. HMU produces, treats, and distributes water to the Holmwood subdivision, comprised of approximately 200 homes and offices. The wastewater from the subdivision is collected and then transmitted to the City of Jasper for treatment under the terms of an Interlocal Agreement.

**C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.**

This utility is operated by the Authority's FOPs Department and all the indicators of effectiveness and efficiency listed in the Field Operations Program section of this document apply here.

**D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.**

### **1960s**

HMU was developed as an Investor-Owned Utility (IOU) in the early 60s by a private developer and served approximately 12 homes.

### **1996**

Over the years, the subdivision continued to grow. During the early 90s, coping with failing facilities, regulatory pressure, regulatory enforcement, and deteriorating health, the owner eventually worked out an agreement with the Authority to sell the Utility and all of its assets. The Authority closed on the acquisition of Holmwood Utilities in 1996.

### **1998**

The Authority began construction of a new water treatment plant.

## 2000

Construction was completed on a new lift station and forced main and the ownership of the lift station and force main were transferred to the City of Jasper.

## 2009

A construction project was initiated to increase the capacity of the water treatment plant.

## 2021

Over the years, the Authority continued to improve operations and infrastructure to supply water for up to 250 homes, which supported the continued demand in that area. The Authority began making preparations and plans to upgrade the water system. Planned improvements include installation of a new automated water meter reading system, as well as retrofitting the water treatment plant with a permanently-mounted generator, and a new electronic SCADA system.

**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

HMU directly and indirectly affects the quality of life of every customer who resides within the Authority's certificated area in Jasper County, Texas. There are no specific qualifications or eligibility requirements.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

HMU is managed by the Executive Manager of Utilities. HMU is operated and maintained by FOPs personnel. GA is responsible for all accounting, records keeping, and regulatory reporting. The General Manager and Deputy General Manager provide oversight to all water utility operations.

**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

The source of funds for HMU is revenues generated from the retail sale of water and sewer service to its customers. HMU receives no grant, state, or federal funding.

Funding Source	Funding Amount
Retail Water Service	\$100,198.64

Retail Sewer Service	\$108,662.52
Late Fees	\$1,275.00
Reconnect Fees	\$615.00
TCEQ Fees	\$1,043.56
Account Transfer Fees	\$260.00
Tap Fee	\$550.00
<b>Total</b>	<b>\$212,604.16</b>

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

Water and wastewater utility services are performed by a variety of entities, both public and private in Jasper County, Texas. Each of these entities provide services within their respective certificated areas of service. Some governmental organizations also perform these services internally, such as cities who operate their own treatment plants.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

HMU only provides water and sewer within its certificated area in Jasper County, Texas. The wastewater from HMU is collected and then transmitted to the City of Jasper for treatment under the terms of an Interlocal Agreement.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

HMU provides services to any business and private citizen in need, including local, regional, and federal units of government, within its certificated area in Jasper County, Texas.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

The Authority contracts for goods and services to provide expertise in a particular area or subject matter that requires specialization, provides oversight, or where it is inefficient or ineffective to hire staff to perform those functions in-house. Examples include accounting support services, which provides CPA-level guidance for staff, quarterly financial reviews and audit preparation or a service as simple as lawn care for mowing the Authority's central office. In every case where a contract for goods and services are required, they are funded with general revenues or contract revenues.

- **the amount of those expenditures in fiscal year 2022;**

\$126,441.09

- **the number of contracts accounting for those expenditures;**

Eight (8)

- **the award dates and funding source for those contracts;**

See attachment for Section VII A

- **the method used to procure those contracts;**

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement is achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**

See attachment for Section VII A

- **the methods used to ensure accountability for funding and performance; and**

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement was achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **a short description of any current contracting problems.**

There are no current contracting problems.

**L. Provide information on any grants awarded by the program.**

HMU does not award grant funding.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

HMU is proud to state that there are no barriers or challenges that impede its performance.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

All information previously presented provides a thorough, general understanding of HMU and its function.

**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe**

- **why the regulation is needed;**
- **the scope of, and procedures for, inspections or audits of regulated entities;**
- **follow-up activities conducted when non-compliance is identified;**
- **actions available to the agency to ensure compliance; and**
- **procedures for handling consumer/public complaints against regulated entities.**

There are no regulatory programs related to the licensing, registration, certification, or permitting of a person, business, or other entity that are applicable to HMU.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program's regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency's particular programs. If necessary to understand the data, please include a brief description of the methodology supporting each measure. In addition, please briefly explain or define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

Since there are no regulatory programs applicable to HMU, there is no detailed complaint investigation and resolution information to submit.

## Guide to Agency Programs – Lake Columbia

### A. Provide the following information at the beginning of each program description.

***Name of Program or Function:*** Lake Columbia

***Location/Division:*** Lufkin, Texas/ Operations Division

***Contact Name:*** Kelley Holcomb, General Manager

***Statutory Citation for Program:*** Enabling Legislation

### B. What is the objective of this program or function? Describe the major activities performed under this program.

Lake Columbia, formerly known as Lake Eastex, was conceived in the 1970s. The primary purpose of Lake Columbia is water supply, but economic and recreational development around the lake is also expected. The proposed lake will have a surface area of 10,133 acres at normal pool and will impound 195,500 acre-feet of water and provide a firm annual yield of 85,507 acre-feet of water to our water supply customers. Lake Columbia is a recommended water supply strategy in the 2021 Regional Water Plan and the 2022 State Water Plan. In 2003, SB 1362 78(R) designated the reservoir site as a “unique reservoir site”.

### C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.

Since Lake Columbia has not yet been constructed, there are not any applicable performance measures.

### D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.

#### **1978**

The Authority, formerly the NRCD, began preliminary planning for the Mud Creek Reservoir, now known as Lake Columbia.

#### **1984**

The Authority’s Board changed the name of the Mud Creek Reservoir to Lake Eastex.

#### **1985**

The Authority received its water rights permit from the TCEQ, then known as the Texas Water Commission, for Lake Eastex as a new water supply to meet municipal and industrial demands.



## **2000**

Authority personnel were appointed to the Region I Regional Water Planning Group. This involvement directly leads to Lake Eastex being designated as a Unique Reservoir Site. The Authority filed an application with the U.S. Army Corps of Engineers for a permit to construct a dam and impoundment on Mud Creek.

## **2003**

The Texas Legislature, under the authority of SB 1362, renamed Lake Eastex to Lake Columbia in memory of the Space Shuttle Columbia disaster. The bill also created statutory authority for the Authority to develop water quality regulations within the watershed for the reservoir.

## **2005**

The USACE published a Notice of Intent to prepare an Environmental Impact Statement (EIS) and conduct a public scoping meeting on the permit application for construction and operations of Lake Columbia.

The Authority enters into a master agreement with the Texas Water Development Board (TWDB) for state participation in the Lake Columbia Project.

The Authority borrowed \$1.25 million from the TWDB for completion of the EIS for Lake Columbia.

## **2007**

The Authority was awarded a source water assessment grant to obtain more detailed water quality information for the Lake Columbia watershed.

## **2009**

The Authority enters into the first amended master agreement with the TWDB for Lake Columbia.

## **2010**

The Draft Environmental Impact Statement (DEIS) for Lake Columbia was published in the Federal Register.

The U.S. EPA issues an EU3 rating on the USACE's DEIS. The USACE starts a new EIS process.

## **2016**

The U.S. Army Corps of Engineers (USACE) withdrew the Authority's Section 404 permit application for Lake Columbia. The Authority entered into an agreement with a consultant for assistance with efforts to reinstate the permit. On August 29, 2016, the USACE formally reinstated the Authority's Section 404 permit application for Lake Columbia. This reinstated the original priority date.

**2020**

The U.S. Army Corps of Engineers (USACE) withdrew the Authority's Section 404 permit application for Lake Columbia.

**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

Lake Columbia directly and indirectly affects every stakeholder, customer, and entity that the Authority collaborates with and provides services to; therefore, there are no specific qualifications or eligibility requirements.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

Lake Columbia is managed by the General Manager.

**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

The source of funds for Lake Columbia is contract revenue from 16 of its participants. Lake Columbia receives no grant, state, or federal funding.

<b>Funding Source</b>	<b>Funding Amount</b>
Afton Grove WSC	\$2,086.46
Alto, City of	\$1,043.23
Arp, City of	\$1,043.23
Blackjack WSC	\$2,086.46
Caro WSC	\$1,043.23
Cherokee County	\$6,259.37
Jackson WSC	\$2,086.46
Jacksonville, City of	\$10,432.29
Nacogdoches, City of	\$20,864.58
New London, City of	\$2,086.46
New Summerfield, City of	\$6,259.37
North Cherokee WSC	\$10,432.29
Rusk, City of	\$10,432.29
Stryker Lake WSC	\$1,043.23
Troup, City of	\$10,432.29
Whitehouse, City of	\$20,864.58
<b>FY 2022 Total</b>	<b>\$108,495.82</b>

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

Wholesale surface water for municipal, industrial, mining and other uses are provided by a small number of public entities within the Authority's jurisdictional territory. Water supplies from each reservoir are allocated to participants based on contracts with the project sponsor for construction and ongoing operations and maintenance. Water supply from Lake Columbia will meet future demands that do not exist today.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

Lake Columbia is not a program or function, it is a project that is in the federal permitting phase of its project life.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

Lake Columbia is willing to provide services to any business and private citizen in need, including local and regional units of government.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

The Authority contracts for goods and services to provide expertise in a particular area or subject matter that requires specialization, provides oversight, or where it is inefficient or ineffective to hire staff to perform those functions in-house. Examples include accounting support services, which provides CPA-level guidance for staff, quarterly financial reviews and audit preparation or a service as simple as lawn care for mowing the Authority's central office. In every case where a contract for goods and services are required, they are funded with general revenues or contract revenues.

- **the amount of those expenditures in fiscal year 2022;**

\$225.00

- **the number of contracts accounting for those expenditures;**

Two (2)

- **the award dates and funding source for those contracts;**

See attachment for Section VII A

- **the method used to procure those contracts;**

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement is achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**

See attachment for Section VII A

- **the methods used to ensure accountability for funding and performance; and**

The Authority's Governance Policy has basic provisions in place that provide for the periodic review of multi-year contracts. The Authority utilizes standardized agreements where possible. In situations where standardized agreements aren't available, agreements are created or reviewed by outside legal counsel. All agreements specify services to be performed against which performance is measured.

- **a short description of any current contracting problems.**

There are no current contracting problems.

**L. Provide information on any grants awarded by the program.**

Lake Columbia does not award grant funding.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

The Authority currently holds the state water right for Lake Columbia. A Clean Water Act, Section 404 permit from the USACE is required before construction of the reservoir project can begin. In order to submit a new application to USACE for the Section 404 permit, the Authority must first establish purpose and need for the reservoir that meets the criteria established by USACE. Lake Columbia's current list of participants do not exhibit sufficient need over the 50-year planning horizon to meet the purpose and need threshold for a Section 404 permit from USACE.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

All information previously presented provides a thorough, general understanding of Lake Columbia and its function.

**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe**

- **why the regulation is needed;**

- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- actions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

There are no regulatory programs related to the licensing, registration, certification, or permitting of a person, business, or other entity that are applicable to Lake Columbia.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program’s regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency’s particular programs. If necessary to understand the data, please include a brief description of the methodology supporting each measure. In addition, please briefly explain or define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

Since there are no regulatory programs applicable to Lake Columbia, there is no detailed complaint investigation and resolution information to submit.

## Guide to Agency Programs – Neches Compost Facility

### A. Provide the following information at the beginning of each program description.

***Name of Program or Function:*** Neches Compost Facility

***Location/Division:*** Jacksonville, Texas/Utilities Division

***Contact Name:*** Chris Key, P.E., Executive Manager, Utilities

***Statutory Citation for Program:*** Enabling Legislation

### B. What is the objective of this program or function? Describe the major activities performed under this program.

The Neches Compost Facility (NCF) was first conceived as a means to help preserve landfill capacity, preserve water quality, and to beneficially reuse wastewater treatment plant biosolids through the composting process. NCF produces Soil Therapy Compost (STC), an organic product made from a mixture of treated biosolids, from a coalition of member cities, and wood material contributed by the general public.

Since it's opening, NCF has kept more than 170,000 tons of biosolid and wood waste material from entering local landfills. It is one of less than a dozen biosolid composting facilities in the state of Texas and the only facility of its kind within a 150-mile radius.

### C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.

The NCF uses two basic metrics to determine performance: product sales and quality assurance testing. Three times per year, at NCF's Management Committee meeting, the NCF Director provides reports to the Committee, which indicate the total amount of sales and the total number of cubic yards of product sold. In addition, the finished compost is tested six times each year for a variety of parameters to ensure safety and quality. These tests include Fecal Coliform, Arsenic, Cadmium, Chromium, Copper, Lead, Mercury, Molybdenum, Nickel, Selenium, and Zinc. Finished compost is also tested for germination and growth parameters including Soluble Salts, pH, Maturity, Organic Matter Content, Stability, Germination, Respiration, Moisture, Dry Matter, Total Nitrogen, Phosphorus, Phosphate, Potassium, Potash, Magnesium, and Calcium. STC product testing complies with the U.S. EPA, TCEQ, and U.S. Composting Council guidelines.

### D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.

**1992**

The Authority solicited participants in a planning study to develop a regional compost facility for the disposal of wastewater biosolids.

**1998**

The Authority began construction of the NCF, a regional compost facility aimed at reducing non-point source pollution from the land application of biosolids and maximizing landfill capacity by diverting biosolids and wood waste from landfills.

**2000**

The Board approved a Certificate of Completion for the construction of the NCF.

**2003**

The Authority initiated capital improvements project to expand the capacity of the NCF.

**2021**

A capital equipment purchase was initiated to purchase a new deck screen for use at the NCF, doubling compost output capacity.

A new water well was drilled for non-potable uses at the facility.

**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

The NCF directly and indirectly affects every stakeholder, customer, and entity that the Authority collaborates with and provides services to; therefore, there are no specific qualifications or eligibility requirements.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

The NCF is accredited by the U.S. Composting Council and implements a quality assurance system through regular end product testing. The NCF is directed by the Compost Facilities Director, who oversees three field workers. The Executive Manager of Utilities, Deputy General Manager, and General Manager provide oversight to compost facility operations.

**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

The source of funds for the NCF is a combination of contract revenue, compost sales, and miscellaneous fees. The Authority owns the NCF and all its equipment and infrastructure, but participants, a coalition of member cities and one business, with a strong desire to protect the environment, fund the operation and maintenance of the facility through monthly payments based on their pro-rata share of biosolid contribution. Per individual long-term contract, each

participant is allotted a rebate each fiscal year. These participants include the City of Athens, the City of Bullard, the City of Palestine, the City of Whitehouse, and Bakelite Chemicals LLC (formerly Georgia-Pacific Chemicals LLC). The NCF also receives revenue from compost product sales to the general public. The NCF receives no grant, state, or federal funding.

Funding Source	Funding Amount
City of Athens	\$213,299.00
City of Bullard	\$20,421.60
Bakelite Chemicals LLC	\$115,568.18
City of Palestine	\$220,995.03
City of Whitehouse	\$95,789.66
Compost Sales	\$104,880.27
Sludge Disposal – Non-Participant	\$4,860.00
Transportation	\$1,655.05
<b>FY 2022 Total Amount</b>	<b>\$777,468.79</b>

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

NCF is one of less than a dozen biosolid composting facilities in the State of Texas and the only facility of its kind within a 150-mile range; therefore, there are no similar or identical services or functions provided to the target population.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

NCF is one of less than a dozen biosolid composting facilities in the State of Texas and the only facility of its kind within a 150-mile range; therefore, there are no similar or identical services or functions provided to the target population.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

The NCF provides services to any business and private citizen in need, including local and regional units of government.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

The Authority contracts for goods and services to provide expertise in a particular area or subject matter that requires specialization, provides oversight, or where it is inefficient or ineffective to hire staff to perform those functions in-house. Examples include accounting support services, which provides CPA-level guidance for staff, quarterly financial reviews and audit preparation or a service as simple as lawn care



for mowing the Authority's central office. In every case where a contract for goods and services are required, they are funded with general revenues or contract revenues.

- **the amount of those expenditures in fiscal year 2022;**  
\$104,298.49
- **the number of contracts accounting for those expenditures;**  
eighteen (18)
- **the award dates and funding source for those contracts;**  
See attachment for Section VII A

- **the method used to procure those contracts;**

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement was achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**  
See attachment for Section VII A
- **the methods used to ensure accountability for funding and performance; and**

The Authority's Governance Policy has basic provisions in place that provide for the periodic review of multi-year contracts. The Authority utilizes standardized agreements where possible. In situations where standardized agreements aren't available, agreements are created or reviewed by outside legal counsel. All agreements specify services to be performed against which performance is measured.

- **a short description of any current contracting problems.**

There are no current contracting problems.

The Authority owns the NCF and all its equipment and infrastructure, but participants, a coalition of member cities and one business, with a strong desire to protect the environment, fund the operation and maintenance of the facility through monthly payments based on their pro-rata share of biosolids contribution. Per individual long-term contract, each participant is allotted a rebate of net compost sale revenues each fiscal year.

Contractual Rebate	Rebate Amount
City of Athens	\$18,831.10
City of Bullard	\$1,951.54
Georgia Pacific Resins	\$10,408.24
City of Palestine	\$19,510.92

City of Whitehouse	\$8,456.69
<b>FY 2022 Total Amount</b>	<b>\$59,158.49</b>

**L. Provide information on any grants awarded by the program.**

The NCF does not award grant funding.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

The NCF is proud to state that there are no barriers or challenges that impede its performance.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

All information previously presented provides a thorough, general understanding of the NCF and its function.

**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe**

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- actions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

There are no regulatory programs related to the licensing, registration, certification, or permitting of a person, business, or other entity that are applicable to the NCF.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program's regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency's particular programs. If necessary to understand the data, please include a brief description of the methodology supporting each measure. In addition, please briefly explain or define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

Since there are no regulatory programs applicable to the NCF, there is no detailed complaint investigation and resolution information to submit.

## Guide to Agency Programs – North Angelina County Regional Wastewater Facility

**A. Provide the following information at the beginning of each program description.**

***Name of Program or Function:*** North Angelina County Regional Wastewater Facility

***Location/Division:*** Lufkin, Texas/Utilities Division

***Contact Name:*** Chris Key, P.E., Executive Manager, Utilities

***Statutory Citation for Program:*** Enabling Legislation

**B. What is the objective of this program or function? Describe the major activities performed under this program.**

The North Angelina County Regional Wastewater Facility (NAC) represents the Authority's initial step toward providing wholesale regional services for both water and wastewater in the Angelina & Neches River Basins. The NAC was originally conceived in the early 1990s in an effort to address water quality issues in the Angelina River. In 2001, the Authority purchased an existing, newly constructed treatment plant and entered into long-term contracts with 3 participants, Central Independent School District (ISD), Idlewood Water Control & Improvement District (WCID), and Lufkin State Supported Living Center (LSSLC), for the provision of wholesale wastewater services. This facility has consolidated three existing individual wastewater discharges into a centralized regional system with a higher quality effluent discharge. The facility treats wastewater for an estimated 3,000 people on a full-time basis, and 5,000 on a part-time basis. The community served by the NAC is primarily residential with light commercial establishments scattered throughout Idlewood WCID's service area.

**C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.**

This NAC is operated by the Authority's Field Operations Manager and all the indicators of effectiveness and efficiency listed in the Field Operations Program section of this document apply here.

**D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.**

**2000**

The Authority initiated a planning study to address wastewater concerns along U.S. Highway 69, north of the City of Lufkin.

**2002**

The Authority successfully negotiated wholesale wastewater contracts with Central ISD, Idlewood WCID, and the LSSLC for the creation of the NAC.

### **2003**

The Authority completed construction of its wastewater treatment plant and collection system for the NAC. The NAC combined the waste stream from three existing wastewater treatment facilities.

### **2013**

The Authority modified its agreement with the Angelina County Fresh Water Supply District No. 1 (District), placing a requirement on the Authority to expand the collection system of NAC by installing new sanitary sewer lines to provide first-time sewer to the District's customers.

The Authority submitted a Project Information Form for the *Redland Estates and District Sewer Improvements Project (Project)* to the Texas Water Development Board for the FY 2014 Clean Water State Revolving Fund (CWSRF) cycle.

### **2014**

The Authority submitted the application for financial assistance for a FY 2014 CWSRF loan. The Authority received Notice of Award from the TWDB for the Planning, Acquisition and Design (PAD) for the Project consisting of \$205,000 in Loan and \$469,013 in Loan Forgiveness.

The Authority closes on the TWDB PAD loan for the Project.

The Authority submits the application for financial assistance to the TWDB for construction funding for the Project.

### **2015**

The Authority receives loan commitment from the TWDB for the construction portion of the Project in the amount \$4,996,250, consisting of \$3,176,250 in Loan Forgiveness and \$1,820,000 in Loan.

A manhole collapse in Idlewood Subdivision led to the Authority implementing a corrosion study and voluntarily entering into TCEQ's *Sanitary Sewer Overflow Initiative (SSOI) Program*.

### **2016**

The Authority closes on the TWDB construction loan for the Project.

At the request of Angelina County Water Control & Improvement District No. 3 (WCID3), the District annexed the WCID3 via SB 2282 85(R).

The Authority receives the Opinion of Probable Construction Costs from the Project's engineers. The Project elements are severely over budget.

## **2017**

The Authority closes on additional loan funds in the amount of \$1,400,000 from the TWDB to address the Project's original budget deficit as projected by the Project's engineers.

The Authority and the District officially commence with the Project to connect the District (Cedar Grove and Redland Estates communities) to the NAC wastewater treatment plant. The commencement event was front page news in the Lufkin Daily News and was voted as one of the Top 10 News Stories of the Year by Lufkin Daily News staff. The Project included 55,000 linear feet of sewer line, 12 sanitary sewer lift stations, a mechanical bar screen, and SCADA technology allowing for full remote monitoring and control of the NAC lift stations providing early warning notifications to operations staff.

The Authority's Board of Directors approved a resolution supporting the dissolution of WCID3 and its consolidation into the territory of the District.

The Authority began the planning process for the regionalization of the District's newly-annexed wastewater treatment plant into the NAC.

## **2018**

The Authority submits a Project Information Form to the TWDB for the *Regionalization of Angelina County Fresh Water Supply District No. 1* (Rivercrest Project).

The Authority certifies Construction Complete for the *Redland Estates and District Sewer Improvements Project* and officially stops the discharge of raw sewage into the Angelina River, which had been occurring since the mid-1980s from the defunct Redland Estates Wastewater Treatment Plant.

## **2019**

The Authority submitted an application to the TWDB for the Rivercrest Project.

## **2020**

The Authority receives Loan Commitment from the TWDB for the Rivercrest Project.

The Authority initiates a sanitary sewer collection system rehabilitation project for the Highway 69 segment of NAC's transmission system. The Authority closes on a loan with Regions Bank to complete the collection system rehabilitation project.

## **2021**

The Authority closes on TWDB Construction Loan for the Rivercrest Project.

**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

The NAC directly and indirectly affects every stakeholder, customer, and entity that the Authority collaborates with and provides services to; therefore, there are no specific qualifications or eligibility requirements.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

The NAC is managed by the Executive Manager of Utilities, who oversees a Field Operations Manager, a Maintenance Manager, and three field workers. The General Manager and Deputy General Manager provide oversight to wastewater utility operations.

**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

The NAC is funded through revenues generated from the wholesale of sewer service to its participants. The Authority owns the wastewater treatment facility, transmission lines, primary trunk lines, and all related infrastructure within the service area. Each participant's wastewater stream is metered at a point of entry owned and maintained by the Authority. Each participant makes monthly payments for operations, maintenance and debt service based on their pro-rata share of wastewater contribution. Idlewood WCID retains the responsibility for retail service to all non-participant retail sewer service connections within the existing Idlewood Subdivision as well as the service area along U.S. Highway 69 north of the City of Lufkin. The NAC receives no grant, state, or federal funding.

Funding Source	Funding Amount
Central ISD	\$ 57,170.12
Idlewood WCID	\$305,053.56
Lufkin State Supported Living Center	\$293,325.24
Angelina County Fresh Water Supply District No. 1	\$171,677.99
<b>Total</b>	<b>\$827.226.91</b>

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

Wastewater treatment services are performed by a variety of entities, both public and private, across the Neches River Basin. Some governmental organizations also perform these services internally, such as cities who own and operate their own treatment facilities.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

The Authority only operates through contractual agreements. When the NAC was created, the Authority entered into long-term contracts with Central ISD, Idlewood WCID, and Lufkin State Supported Living Center for the provision of wholesale wastewater services. This facility has consolidated three existing individual wastewater discharges into a centralized regional system with higher quality effluent discharge.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

The NAC is willing to provide services to any business and private citizen in need, including local, regional, and federal units of government.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

The Authority contracts for goods and services to provide expertise in a particular area or subject matter that requires specialization, provides oversight, or where it is inefficient or ineffective to hire staff to perform those functions in-house. Examples include accounting support services, which provides CPA-level guidance for staff, quarterly financial reviews and audit preparation or a service as simple as lawn care for mowing the Authority's central office. In every case where a contract for goods and services are required, they are funded with general revenues or contract revenues.

- **the amount of those expenditures in fiscal year 2022;**

\$488,797.96

- **the number of contracts accounting for those expenditures;**

Eleven (11)

- **the award dates and funding source for those contracts;**

See attachment for Section VII A

- **the method used to procure those contracts;**

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement was achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**

See attachment for Section VII A

- **the methods used to ensure accountability for funding and performance; and**

The Authority's Governance Policy has basic provisions in place that provide for the periodic review of multi-year contracts. The Authority utilizes standardized agreements where possible. In situations where standardized agreements aren't available, agreements are created or reviewed by outside legal counsel. All agreements specify services to be performed against which performance is measured.

- **a short description of any current contracting problems.**

There are no current contracting problems.

**L. Provide information on any grants awarded by the program.**

The NAC does not award grant funding.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

The NAC is proud to state that there are no barriers or challenges that impede its performance.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

All information previously presented provides a thorough, general understanding of the NAC Facility and its function.

**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe**

- **why the regulation is needed;**
- **the scope of, and procedures for, inspections or audits of regulated entities;**
- **follow-up activities conducted when non-compliance is identified;**
- **actions available to the agency to ensure compliance; and**
- **procedures for handling consumer/public complaints against regulated entities.**

There are no regulatory programs related to the licensing, registration, certification, or permitting of a person, business, or other entity that are applicable to the NAC.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program's regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency's particular programs. If necessary to understand the data, please include a brief**



**description of the methodology supporting each measure. In addition, please briefly explain or define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

Since there are no regulatory programs applicable to the NAC, there is no detailed complaint investigation and resolution information to submit.

## Guide to Agency Programs – Prairie Grove Utilities

### A. Provide the following information at the beginning of each program description.

***Name of Program or Function:*** *Prairie Grove Utilities*  
***Location/Division:*** *Lufkin, Texas/Utilities Division*  
***Contact Name:*** *Chris Key, P.E., Executive Manager, Utilities*  
***Statutory Citation for Program:*** *Enabling Legislation*

### B. What is the objective of this program or function? Describe the major activities performed under this program.

Prairie Grove Utilities (PGU) is a retail water utility owned and operated by the Authority. PGU produces, treats, and distributes water to the Prairie Grove community, comprised of about 250 homes.

### C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.

This utility is operated by the Authority's FOPs and all the indicators of effectiveness and efficiency listed in the Field Operations Program section of this document apply here.

### D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.

#### **1960s**

The Prairie Grove Water System was originally created in the 1960s as a Water Supply Corporation (WSC) with funding from United State Department of Agriculture (USDA).

#### **1980s**

The Prairie Grove WSC water system expanded in the 1980s due to a new subdivision development.

#### **2009**

In 2009, a Prairie Grove WSC distribution system upgrade was funded by another USDA loan.

#### **2020**

Community members of Prairie Grove WSC contacted the Authority seeking help with concerns of unsafe water. Due to poor health, the system manager, with no support staff or funding to repair the failing infrastructure, was unable to keep the Prairie Grove WSC

system in compliance with state and federal regulations. As a result, Prairie Grove WSC had been subject to dozens of violations and ongoing enforcement actions by the TCEQ. With the support of the Prairie Grove WSC Board, the Authority began operating the system in September of 2020. Subsequently, members of the Prairie Grove WSC system then unanimously voted to proceed with a process to allow the Authority to acquire the system. The Authority then began the process of transferring ownership of the system.

## 2022

After an 18-month long regulatory process with the Public Utilities Commission of Texas (PUC), the Prairie Grove WSC system acquisition was completed by the Authority. The Authority then officially changed the name of the water system to Prairie Grove Utilities. Since assuming operations of the system, the Authority has restored the system to a much better state, with plans underway to further improve water quality and increase production capacity to meet demands for this growing community.

**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

As a water utility, there are no specific qualifications or eligibility requirements other than proximity to utility service areas.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

PGU is managed by the Executive Manager of Utilities, who oversees a Field Operations Manager, a Maintenance Manager, and three field workers. The General Manager and Deputy General Manager provide oversight to all water utility operations.

**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

PGU is funded through revenues generated from the retail sale of water to its customers. PGU receives no grant, state, or federal funding.

Funding Source	Funding Amount
Retail Water Service	\$ 120,043.90
Late Fees	\$ 2,325.00
Reconnect Fees	\$ 1,875.00
TCEQ User Fees	\$ 606.07
Tap Fees	\$ 1,550.00

<b>Total</b>	<b>\$ 126,868.61</b>
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**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

Water utility services are provided by a variety of entities, both public and private, across the Neches River Basin. Some governmental organizations also perform these services internally, such as cities who operate their own treatment plants.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

The Authority only operates within our CCN and through contractual agreements. The Authority entered into an interlocal agreement with the City of Diboll to establish an interconnect for wholesale water supply for the PGU system.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

PGU provides services to any business or private citizen in need, including local, regional, and federal units of government within the utility's CCN.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

The Authority contracts for goods and services to provide expertise in a particular area or subject matter that requires specialization, provides oversight, or where it is inefficient or ineffective to hire staff to perform those functions in-house. Examples include accounting support services, which provides CPA-level guidance for staff, quarterly financial reviews and audit preparation or a service as simple as lawn care for mowing the Authority's central office. In every case where a contract for goods and services are required, they are funded with general revenues or contract revenues.

- **the amount of those expenditures in fiscal year 2022;**

\$39,685.67

- **the number of contracts accounting for those expenditures;**

Eight (8)

- **the award dates and funding source for those contracts;**

See attachment for Section VII A

- **the method used to procure those contracts;**

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement was achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**

See attachment for Section VII A

- **the methods used to ensure accountability for funding and performance; and**

The Authority's Governance Policy has basic provisions in place that provide for the periodic review of multi-year contracts. The Authority utilizes standardized agreements where possible. In situations where standardized agreements aren't available, agreements are created or reviewed by outside legal counsel. All agreements specify services to be performed against which performance is measured.

- **a short description of any current contracting problems.**

There are no current contracting problems.

The only contracted expenditure for PGU is an interlocal agreement with the City of Diboll for an emergency interconnect for water service.

**L. Provide information on any grants awarded by the program.**

PGU does not award grant funding.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

Challenges that impact PGU are discussed in detail in the Section IX: Major Issues portion of this report. Existing challenges include bureaucratic delays when acquiring failed or failing water and wastewater systems as well as enforcement response policies for newly-acquired failed or failing water systems.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

All information previously presented provides a thorough, general understanding of PGU and its function.

**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe**

- why the regulation is needed;
- the scope of, and procedures for, inspections or audits of regulated entities;
- follow-up activities conducted when non-compliance is identified;
- actions available to the agency to ensure compliance; and
- procedures for handling consumer/public complaints against regulated entities.

There are no regulatory programs related to the licensing, registration, certification, or permitting of a person, business, or other entity that are applicable to PGU.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program's regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency's particular programs. If necessary to understand the data, please include a brief description of the methodology supporting each measure. In addition, please briefly explain or define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

Since there are no regulatory programs applicable to PGU, there is no detailed complaint investigation and resolution information to submit.

## Guide to Agency Programs – Redland Wholesale Utilities

**A. Provide the following information at the beginning of each program description.**

***Name of Program or Function:*** Redland Wholesale Utilities

***Location/Division:*** Lufkin, Texas/Utilities Division

***Contact Name:*** Chris Key, P.E., Executive Manager, Utilities

***Statutory Citation for Program:*** Enabling Legislation

**B. What is the objective of this program or function? Describe the major activities performed under this program.**

Redland Wholesale Utilities (RWU) provides wholesale water service to the Angelina County Fresh Water Supply District No. 1 (District) and operates and maintains its water distribution system, wastewater collection system, and manages the affairs of the District. The District is a political subdivision of local government and was established by an act of the Angelina County Commissioners Court as the result of a petition from local landowners. In 1997, the District initiated and executed a management agreement with the Authority to manage the affairs of the District, maintain compliance with state and federal regulatory requirements, and operate and maintain the District's water and wastewater infrastructure.

**C. What information can you provide that shows the effectiveness and efficiency of this program or function? If applicable, reference but do not repeat any performance measures from Section II, Exhibit 2, and provide any other metrics of program effectiveness and efficiency. Also, please provide the calculation or methodology behind each statistic or performance measure.**

This RWU is operated by the Authority's FOPs staff and all the indicators of effectiveness and efficiency listed in the Field Operations Program section of this document apply here.

Additionally, for this program/function specifically, Authority staff regularly report to and receive guidance and oversight from the District's Board of Supervisors.

**D. Describe any important history regarding this program not included in the general agency history section, including how the services or functions have changed from the original intent. If the response to Section III of this report is sufficient, please leave this section blank.**

**1966**

The District is a political subdivision of local government and was established on June 21, 1966 by an act of the Angelina County Commissioners Court as a result of a petition from local landowners. The District was created under the authority of Article 16, Section 59 of the Texas Constitution as a "conservation and reclamation" district. The District was formed using a metes and bounds method for defining its boundaries. The District has ad valorem tax authority.

**1971**

The District issues \$120,000 in revenue bonds for the construction of water and sewer infrastructure. These bonds were purchased by the U.S. Department of Housing and Urban Development and had a 20-year repayment term. The newly constructed system served approximately 80 water and sewer customers.

**1996**

At the request of the City of Lufkin and the District, the Authority entered into an Interlocal Agreement for the management and operation of the District. The Authority and the City of Lufkin entered into a Wholesale Service Agreement for the provision of water and wastewater for the District. The Authority assumed operations and management of the system on June 1, 1996.

**1998**

The sewer collection system was upgraded and provided first-time service to approximately 25 additional homes. Funding was provided by a U.S. Department of Housing and Urban Development, Community Development Block Grant.

**2009**

The residents of Redland Estates petitioned the District to annex their subdivision and failing sewer system. As part of the annexation, the residents of Redland Estates agreed to take on the District's ad valorem tax rate, all loans and debts, and sewer rates.

**2012**

The District held a confirmation election to put the annexation measure in front of the District's voters. The measure passed by a wide margin. After the confirmation election, the Board of Supervisors began working to secure grant funding to construct the improvements necessary to provide sewer services to the Redland Estates subdivision as well as provide first-time sewer service to approximately 100 additional water customers within the existing District service area.

**2013**

The Authority, through its North Angelina County Regional Wastewater Facility, and the District, enter into a new Water and Wastewater Contract for the provision of wholesale water and wastewater service.

The Authority and the District began a sanitary sewer collection system expansion project that was initially intended to provide first-time sewer services within the existing District service area, to multiple small rural communities in the area that were being served by failed wastewater treatment systems, including the newly annexed Redland Estates subdivision.



**2021**

The Authority renamed the wholesale utility to Redland Wholesale Utilities in order to better align the functions it performed.

**E. List any qualifications or eligibility requirements for persons or entities affected by this program, such as licensees, consumers, landowners, for example. Provide a statistical breakdown of persons or entities affected.**

RWU directly and indirectly affects every stakeholder, customer, and entity that Authority collaborates with and provides services to; therefore, there are no specific qualifications or eligibility requirements.

**F. Describe how your program or function is administered, including a description of the processes involved in the program or function. Include flowcharts, timelines, or other illustrations as necessary to describe agency policies and procedures. Indicate how field/regional services are used, if applicable.**

RWU is managed by the Executive Manager of Utilities, who oversees a Field Operations Manager, a Maintenance Manager, and three field workers. The General Manager and Deputy General Manager provide oversight to all water utility operations.

**G. Identify all funding sources and amounts for the program or function, including federal grants and pass-through monies. Describe any funding formulas or funding conventions. Please specify state funding sources (e.g., general revenue, appropriations rider, budget strategy, fees/dues).**

RWU is funded by contract revenue from the District. RWU receives no grant, state, or federal funding.

<b>Funding Source</b>	<b>Funding Amount</b>
Angelina County Fresh Water Supply District No. 1	\$165,136.08
<b>Total</b>	<b>\$165,136.08</b>

**H. Identify any programs, internal or external to your agency, that provide identical or similar services or functions to the target population. Describe the similarities and differences.**

Water and wastewater utility services are provided by a variety of entities, both public and private, across the Neches River Basin. Some governmental organizations also perform these services internally, such as cities who operate their own treatment plants.

**I. Discuss how the program or function is coordinating its activities to avoid duplication or conflict with the other programs listed in Question H and with the agency's customers. If applicable, briefly discuss any memorandums of understanding (MOUs), interagency agreements, or interagency contracts.**

RWU only operates within the District's boundaries, as well as working with adjacent utility providers to ensure that customers are receiving needed services. Wholesale wastewater services are provided by the North Angelina County Regional Wastewater Treatment Facility, which is one of the Authority's programs.

**J. If the program or function works with local, regional, or federal units of government, include a brief description of these entities and their relationship to the agency.**

RWU is willing to provide services to any business and private citizen in need, including local and regional units of government.

**K. If contracted expenditures are made through this program please provide**

- **a short summary of the general purpose of those contracts overall;**

RWU purchases wholesale treated water from the City of Lufkin for resale to the District. The Authority contracts for goods and services to provide expertise in a particular area or subject matter that requires specialization, provides oversight, or where it is inefficient or ineffective to hire staff to perform those functions in-house. Examples include accounting support services, which provides CPA-level guidance for staff, quarterly financial reviews and audit preparation or a service as simple as lawn care for mowing the Authority's central office. In every case where a contract for goods and services are required, they are funded with general revenues or contract revenues.

- **the amount of those expenditures in fiscal year 2022;**

\$40,985.97

- **the number of contracts accounting for those expenditures;**

Six (6)

- **the award dates and funding source for those contracts;**

See attachment for Section VII A

- **the method used to procure those contracts;**

The Authority uses various methods for selecting contractors and vendors for services ranging from sole sourcing to formal public solicitations. For professional Services, the Authority follows Government Code, Chapter 2254. For contracts that do not require a formal solicitation such as health insurance or banking services, the Authority obtains multiple quotes for services. For contracts involving legal services, the Authority does a direct solicitation. For all other contracts, procurement was achieved based on the thresholds established in the Water Code, Chapter 49, Subsection 49.273.

- **top five contracts by dollar amount, including contractor and purpose;**

See attachment for Section VII A

- **the methods used to ensure accountability for funding and performance; and**

The Authority's Governance Policy has basic provisions in place that provide for the periodic review of multi-year contracts. The Authority utilizes standardized agreements where possible. In situations where standardized agreements aren't available, agreements are created or reviewed by outside legal counsel. All agreements specify services to be performed against which performance is measured.

- **a short description of any current contracting problems.**

There are no current contracting problems.

**L. Provide information on any grants awarded by the program.**

RWU does not award grant funding.

**M. Are there any barriers or challenges that impede the program's performance, including any outdated or ineffective state laws? Explain.**

RWU is proud to state that there are no barriers or challenges that impede its performance.

**N. Provide any additional information needed to gain a preliminary understanding of the program or function.**

All information previously presented provides a thorough, general understanding of RWU and its functions.

**O. Regulatory programs relate to the licensing, registration, certification, or permitting of a person, business, piece of equipment, or other entity (e.g., a facility). For each regulatory program, if applicable, describe**

- **why the regulation is needed;**
- **the scope of, and procedures for, inspections or audits of regulated entities;**
- **follow-up activities conducted when non-compliance is identified;**
- **actions available to the agency to ensure compliance; and**
- **procedures for handling consumer/public complaints against regulated entities.**

There are no regulatory programs related to the licensing, registration, certification, or permitting of a person, business, or other entity that are applicable to RWU.

**P. For each regulatory program, if applicable, provide detailed information on complaint and regulatory actions, including investigations and complaint resolutions. The data should cover the last five fiscal years and give a complete picture of the program's regulatory activity, including comprehensive information from initiation of a complaint to resolution of a case. The purpose of the chart is to create uniformity across agencies under review to the extent possible, but you may make small adjustments to the chart headings as needed to better reflect your agency's particular programs. If necessary to understand the data, please include a brief**

**description of the methodology supporting each measure. In addition, please briefly explain or define terms as used by your agency, such as complaint, grievance, investigation, enforcement action, jurisdictional scope, etc.**

Since there are no regulatory programs applicable to RWU, there is no detailed complaint investigation and resolution information to submit.

## VIII. Statutory Authority and Recent Legislation

A. Fill in the following charts, listing citations for all state and federal statutes that grant authority to or otherwise significantly impact your agency. Do not include general state statutes that apply to all agencies, such as the Public Information Act, the Open Meetings Act, or the Administrative Procedure Act. Provide information on Attorney General opinions from fiscal years 2015-20, or earlier significant Attorney General opinions, that affect your agency's operations.

**Angelina & Neches River Authority**  
**Exhibit 13: Statutes / Attorney General Opinions**

### **Statutes**

Citation / Title	Authority / Impact on Agency (e.g., "provides authority to license and regulate nursing home administrators")
SB 361, 44 <sup>th</sup> (R) Session, 1935	Originally Created as the Sabine-Neches Conservation District; Encompasses all or part of 32 East Texas counties; Inaugural Board Meeting was May 20, 1935; 18 board members
SB 489, 46 <sup>th</sup> (R) Session, 1939	Declaring an emergency as the result of flooding; anticipates Federal dams being built; provides \$6,000 loan for organizational expenses
HB 467, 51 <sup>st</sup> (R) Session, 1949	Created Sabine River Authority of Texas; Detached Sabine Basin counties from original District; Renamed original District to Neches River Conservation District
SB 125, 65 <sup>th</sup> (R) Session, 1977	Official name changed to Angelina and Neches River Authority; Territory includes all or part of 17 counties
SB 1600, 77 <sup>th</sup> (R) Session, 2001	Extended the deadline for construction of Lake Eastex to September 1, 2017 from the Water Right Permit No. 4228

SB 1362, 78th (R) Session, 2003	<p>Section 2. Renaming of Site. Changed the name of Lake Eastex to Lake Columbia in recognition of the Space Shuttle Columbia disaster.</p> <p>Section 3. Designation of Site. Designated the reservoir site on Mud Creek as a unique reservoir site.</p> <p>Section 4. Acquisition and Funding. (a) Using the state participation account of the Texas Water Development Fund II to encourage optimal regional development of the Lake Columbia project, the board is authorized to execute an agreement with the authority to acquire the entire or any undivided interest in the Lake Columbia site and other land needed for the project. The authority shall hold title in trust for the board. (b) Using the state participation account of the Texas Water Development Fund II, the board may issue bonds to acquire up to 50 percent of any undivided interest in the Lake Columbia project, including the entire or any undivided interest in the site.</p> <p>Section 5. Purchase Of Board's Interest. Any contract providing for state participation in the Lake Columbia site or the construction of a reservoir at that site must provide for the purchase of the board's interest in the facility in accordance with Subsection (b), Section 16.186, Water Code. The board shall contract with the authority for such a purchase.</p> <p>Section 6. Exemption From Water Quality Fees. Neither the board nor the authority is required to pay water quality fees under Section 26.0291, Water Code, on the Lake Columbia project until it is completed.</p> <p>Section 7. Rules. The authority, after notice and hearing, may adopt rules to protect water quality in the site that are consistent with state and federal water quality requirements. The rules may include: Establishment of an area around the site to be protected from sources of pollution:</p> <ul style="list-style-type: none"> <li>(1) Prohibition of or restrictions on the use of on-site sewage disposal systems in the protected zone;</li> <li>(2) Restrictions on locating facilities that may discharge waste into the site; and</li> <li>(3) Other prohibitions, restrictions, or requirements that may be necessary to protect the water quality in the site and in the reservoir after it is completed.</li> </ul> <p>Section 8. Impact Fees. The Authority may impose impact fees on the area regulated under rules adopted under Section 7 of this Act.</p>
SB 1360, 81st (R) Session, 2009	Removed the deadline for construction of Lake Columbia from the Water Right Permit No. 4228.

HB 3861, 81 <sup>st</sup> (R) Session, 2009	<p>Section 2 – Legislative Finds. The legislature finds that:</p> <ul style="list-style-type: none"> <li>(1) the project is a rural water project for political subdivisions;</li> <li>(2) the construction and development of the project are in the public interest;</li> <li>(3) the board has committed to the authority to acquire, through the use of money in the Texas Water Development Fund II state participation account, an interest in the project for an amount not to exceed 50 percent of the total project costs in order to support the optimum regional development of the project's site; and</li> <li>(4) the board has determined that it is reasonable to expect that the state will recover its investment in the facility.</li> </ul> <p>Section 3. Board Discretion in Making Findings. (a) In making any statutory finding under Section 16.135(1), Water Code, necessary to complete financing of the project, the board may take into account any revenue reasonably expected to be received from:</p> <ul style="list-style-type: none"> <li>(1) a political subdivision not currently under contract with the authority to participate in paying the costs of the site acquisition stage of the project; or</li> <li>(2) a political subdivision not currently under contract to purchase a portion of the water to be supplied by the project.</li> </ul> <p>(b) The board is not required to identify a political subdivision from which revenue is reasonably expected to be received as provided by Subsection (a) of this section at the time the board makes a finding described by that subsection.</p>
SB 1058, 82 <sup>nd</sup> (R) Session, 2011	Transferred ownership of a wastewater lift station serving the Lufkin State Supported Living Center to the Authority.

Table 19 Exhibit 13 Statutes

**Attorney General Opinions**

Attorney General Opinion No.	Impact on Agency
N/A	N/A

Table 20 Exhibit 13 Attorney General Opinions

**B. Provide a summary of significant legislation regarding your agency by filling in the charts below or attaching information already available in an agency-developed format. Briefly summarize the key provisions. For bills that did not pass but were significant, briefly explain the key provisions and issues that resulted in failure of the bill to pass (e.g., opposition to a new fee, or high cost of implementation). Place an asterisk next to bills that could have a major impact on the agency. See Exhibit 14 Examples.**

**Angelina & Neches River Authority  
Exhibit 14: 88th Legislative Session**

**Legislation Enacted**

Bill Number	Author	Summary of Key Provisions
SB 1305	Senator Robert Nichols	Relating to the transfer of the ownership rights of the City of Nacogdoches in the Central Heights Water System to the Angelina and Neches River Authority.

Table 21 Exhibit 14 Legislation Enacted 88th Legislature

**Legislation Not Passed**

Bill Number	Author	Summary of Key Provisions / Reason Bill Did Not Pass
SB 1121	Senator Robert Nichols	Relating to the transfer of the ownership rights of the City of Nacogdoches in the Central Heights Water System to the Angelina and Neches River Authority. SB 1121 did not pass because SB 1305 was passed by the Texas House of Representatives and the Texas State Senate.
HB 2819	Representative Travis Clardy	Relating to the transfer of the ownership rights of the City of Nacogdoches in the Central Heights Water System to the Angelina and Neches River Authority. SB 1121 did not pass because SB 1305 was passed by the Texas House of Representatives and the Texas State Senate.

Table 22 Exhibit 14 Legislation Not Passed 88th Legislature



## IX. Major Issues

The purpose of this section is to briefly describe any potential issues raised by your agency, the Legislature, or stakeholders that Sunset could help address through changes in statute to improve your agency's operations and service delivery. Inclusion of an issue does not indicate support, or opposition, for the issue by the agency's board or staff. Instead, this section is intended to give the Sunset Commission a basic understanding of the issues so staff can collect more information during our extensive research on your agency. Some questions to ask in preparing this section may include: (1) How can your agency do a better job in meeting the needs of customers or in achieving agency goals? (2) What barriers exist that limit your agency's ability to get the job done?

Emphasis should be given to issues appropriate for resolution through changes in state law. Issues related to funding or actions by other governmental entities (federal, local, quasi-governmental, etc.) may be included, but the Sunset Commission has no authority in the appropriations process or with other units of government. If these types of issues are included, the focus should be on solutions that can be enacted in state law.

For river authorities, Texas Government Code, Section 325.025 limits the scope of Sunset reviews to each authority's governance, management, operating structure, and compliance with legislative requirements. However, river authorities may provide information about major issues facing the authority even if they are outside this limited scope. Previously, this type of information has provided valuable context for understanding the authority's current situation and operations.

This section contains the following components: Major Issues List (Questions A-C) and Obstacles, Unnecessary Functions, and Opportunities (Questions D-F).

### A. Brief Description of Issue

### B. Discussion

**Background.** Include enough information to give context for the issue. Information helpful in building context includes:

- What specific problems or concerns are involved in this issue?
- Who does this issue affect?
- What is the agency's role related to the issue?
- Any previous legislative action related to the issue?

### C. Possible Solutions and Impact

Provide potential recommendations to solve the problem. Feel free to add a more detailed discussion of each proposed solution, including:

- How will the proposed solution fix the problem or issue?

- How will the proposed change impact any entities or interest groups?
- How will your agency's performance be impacted by the proposed change?
- What are the benefits of the recommended change?
- What are the possible drawbacks of the recommended change?
- What is the fiscal impact of the proposed change?

Complete the first three questions for **each** issue. Copy and paste components A through C as many times as needed to discuss each issue. ***See Major Issue Example.***

**A. Brief Description of Issue**

**ISSUE 1: Bureaucratic Delay When Acquiring Failed or Failing Water & Wastewater Systems**

The Authority's territorial jurisdiction lies wholly within 17 counties, making up approximately 8,500 square miles of the Neches River Basin. An integral objective of our mission lies in distributing clean, safe water to the people that live in our communities and protecting our waterways from harm, which is why proper water and sewer infrastructure is tremendously important. We currently serve a population of approximately 5,558 people through three water systems and one regional wastewater system, but data analysis indicates that up to 50% of rural water and wastewater systems within just one of the counties within the Authority's jurisdiction have already failed or are in danger of failing. With limited funds, resources, and staffing, coupled with increasing regulation and enforcement actions, more and more small rural water and wastewater systems are looking to the Authority for help, whether through the provision of emergency operations agreements, management agreements, or system acquisition, the Authority has become a sort of "rescuer" of failing water and wastewater systems within our territorial jurisdiction, by providing regionalization solutions. However, the acquisition process has proven to be slow and cumbersome, even in cases of a "no contest" merger, which wastes the time and resources of all involved agencies and further exacerbates or delays solutions being provided to resolve drinking water quality and serious environmental issues associated with the failed or failing system.

**ISSUE 2: Enforcement Response Policy for Newly Acquired Failed or Failing Water Systems**

Since September of 2020, and throughout the 22-month long regulatory process to acquire Prairie Grove Utilities (PGU), the failed water system discussed in Major Issue 1: Bureaucratic Delay When Acquiring Failed or Failing Water and Wastewater Systems, the Authority completed nearly 200 work orders on the PGU system, including burying exposed water line, repairing major leaks, installing a new master meter, and shutting down one of two water wells, due to unresolvable bacterial impairments and poor water quality. Because of increasing regulations by the TCEQ and despite the Authority resolving the majority of the system's past compliance issues, PGU was recently placed under enforcement for high levels of TTHM (disinfection by-product). The system also does not

meet the TCEQ's minimum standards for pumping capacity or water distribution line size. For a water system the size of PGU, the minimum water supply requirement is 138 gpm, but PGU's maximum capacity is only 25 gpm. In addition, approximately 85% of the water distribution lines are undersized. The only way to solve these issues is to find an alternate water source and upgrade the infrastructure so that the whole system is compliant. The Authority is in the process of securing a loan and loan forgiveness funding from the Texas Water Development Board to make substantial improvements to the water system, but those detailed design and construction activities will not begin until late 2024.

### **ISSUE 3: Change to Notice of Utility Service Connections Statute**

The Authority is the Authorized Agent for the TCEQ to regulate OSSF's in Angelina County, San Augustine County, and in the regulated zone around Sam Rayburn Reservoir. With rapid population and business growth within the Authority's jurisdiction, the OSSF program is essential in protecting area water resources. The Authority estimates that 15%-25% of septic systems are failing and stakeholders agree that failing or non-existent sewage systems are likely a significant contributor to the vast bacteria problems and water quality issues experienced within the Neches River Basin. The Texas Health and Safety Code, Sec. 366.005 – Notice of Utility Service Connections, states that "an electric utility shall compile a list weekly for each county in this state of the addresses located in an unincorporated area of the county at which the electric utility has made new electric service connections during the preceding week. The electric utility shall submit the list to the county judge of the county, or to a county officer or employee designated by the county judge, who shall forward the list to each authorized agent having jurisdiction over an area in which an address on the list is included. The authorized agent may use the list for the purpose of implementing and enforcing rules regarding OSSF systems."

### **ISSUE 4: TCEQ requirement for 7-Day per week Operations of a Water System**

Current TCEQ Rules specify requirements for the monitoring of public water systems based on the number of connections served. For systems under 250 connections require monitoring one (1) day out of each seven (7) days, systems from 251 connections to 1,000 connections require monitoring seven (7) days out of each seven (7) days.

## **B. Discussion**

### **ISSUE 1: Bureaucratic Delay When Acquiring Failed or Failing Water & Wastewater Systems**

Prairie Grove Water Supply Corporation (WSC) was acquired by the Authority in 2022, after a laborious 22-month long regulatory process, despite the "no contest" classification of the acquisition. In September 2020, community members of the small, rural system contacted the Authority, with concerns of unsafe water. Due to poor health, the system manager, with no support staff or funding to repair the failing infrastructure, was unable to keep the system in compliance with state and federal regulations. As a result, Prairie Grove WSC had been subject to dozens of violations and ongoing enforcement actions. In

2020, members of the WSC unanimously voted to proceed with a process to allow the Authority to acquire the system. The Authority completed the process with the Public Utility Commission of Texas (PUC) in July 2022 and has restored the system, renamed Prairie Grove Utilities, to a better operational state, with plans actively underway to replace the two existing water treatment plants.. However, during this 22-month long waiting period, due to the regulatory constraints of not yet owning the system, the Authority was extremely limited in its ability to apply for grants and begin construction projects on the facilities. During that time, the system was put under boil water notices eight times, and hundreds of man hours and tens of thousands of dollars were spent on temporary “band aid” repairs, including the complete shutdown of one of the two wells, due to bacterial contamination. In addition, customers continued to lack access to a consistent, reliable, and clean water supply.

## **ISSUE 2: Enforcement Response Policy for Newly Acquired Failed or Failing Water Systems**

Although the Authority understands that the enforcement action is mandatory because of the violation type based on TCEQ’s delegated authority, being placed under enforcement and penalized for implementing the legislative intent of Health and Safety Code 341.0315(b) undermines entities like the Authority and their desire to develop regional solutions. In addition, enforcement permanently tarnishes the Authority’s compliance history for this utility, which causes customer concern, distrust, and resentment. The enforcement action initiated against the Authority sends a public message that it is being derelict in the performance of its duties, when in fact it is the only entity that has stepped forward to take responsibility for mitigating potable water quality issues that have existed at this failed rural water system for over two decades.

## **ISSUE 3: Change to Notice of Utility Service Connections Rule**

This law was established as a convenient and efficient way for Authorized Agents across the state to be notified of new electric service connections, which in turn allows them to monitor applications received for an OSSF permit or license and thereby better monitor the potential of the installation of an illegal or substandard OSSF.. However, this notification does not occur, due to the political nature of the process, in that elected officials do not want to report their constituents for fear that they may cause political animosity. Secondly, there is no oversight or enforcement of this law, therefore, it is not followed and Authorized Agents are left to depend on a dwindling number of alternative methods to detect the installation of an illegal or substandard OSSF. When an application for a new OSSF is submitted to the Authority, by the property owner at the request of developers and contractors performing new construction, but we suspect that there is a significant number of residences, primarily mobile homes and RVs, that are established under the radar.

According to the Angelina County Appraisal District FY 2022 Annual Report, there were 629 new residential parcel accounts established in 2022, however, there were only 551 new OSSF permits issued by the Authority. All subsequent years of data indicate the same

disparity in potential new residences vs. permits issued. Although we understand that the appraisal district data does not necessarily indicate that a home was built on each of these new parcels, and we also understand that a percentage of new homes are connected to sewer, rather than requiring an OSSF, data from the U.S. Census Bureau has shown a steady increase in population over the years, specifically in rural areas where sewer service is not available. These facts cause us to believe that a growing number of new residents are foregoing any type of wastewater treatment. This, of course, only exacerbates the water quality issues within the Authority's jurisdiction.

#### **ISSUE 4: TCEQ requirement for 7-Day per week Operations of a Water System**

Small rural water systems face unique challenges simply because of their size. Water systems with fewer than 250 connections have extreme difficulties generating sufficient revenue to meet the ongoing financial needs of a public water system. Most, if not all, small rural water systems are staffed with part-time employees and utilize the services of contractors for water system operation and maintenance. As a result, these systems are forced to rely on volunteer board members who are often not equipped with the knowledge base or skillsets necessary to effectively manage a public water system. The requirement to increase the number of days that a small rural water system is required to monitor their system from one (1) day per week to seven (7) days per week simply because the water system surpassed the 250 connection count by one new connection creates a financial hardship. The Authority estimates the additional financial burden to be in the \$1,500 to \$2,000 range monthly.

### **C. Possible Solutions and Impact**

#### **ISSUE 1: Bureaucratic Delay When Acquiring Failed or Failing Water & Wastewater Systems**

The Authority recommends that legislative action be taken to assist with expediting the regionalization of failed and failing water and wastewater systems in which the sale, transfer, or merger of the system is uncontested, by creating a separate no-contest classification and process through the TCEQ and the PUC. Doing so will allow for faster resolution of water supply and water quality-based solutions.

#### **ISSUE 2: Enforcement Response Policy for Newly Acquired Failed or Failing Water Systems**

The Authority recommends that in situations where agencies that have recently acquired water or wastewater systems, which have either already failed or where failure is imminent, and in which the agency is actively seeking legitimate solutions to violations that existed before the acquisition, that an exception to the enforcement process be made. Doing so will encourage more agencies to provide aid to these systems and of course, provide safe drinking water to more communities, and alleviate environmental harms.

### **ISSUE 3: Change to Notice of Utility Service Connections Rule**

The Authority recommends that electric companies should supply a list of new connections to the TCEQ, who is the regulatory agent for OSSFs, rather than to local elected officials.

Simplifying this process by eliminating a political “middle man” would be an ideal solution, benefitting all involved. In doing so, the work of Authorized Agents would be more efficient and effective, citizens would be assured that they are not violating any rules that require enforcement by the Authorized Agent and potential legal action as mandated by TCEQ rule. Ultimately, the installation of properly designed OSSF’s ensure improved water quality and the quality of life for the human and natural environments within the Neches River Basin.

### **ISSUE 4: TCEQ requirement for 7-Day per week Operations of a Water System**

The Authority recommends that the TCEQ revise 30 TAC, Chapter 290, Rule 110 (c)(4) to move the 250 connection count to 500 connections, to insert a new category for systems with a connection count of 501 to 1,000 connections with a requirement to monitor a water system five (5) days per week.

Based on the Authority’s observations, water systems with a connection count of 500 or more have the customer base necessary to generate sufficient revenue to support full time staff for administration and operations.

#### **D. What key obstacles impede your agency’s ability to achieve its objectives?**

As discussed in each of the major issues above, slow processing time and bureaucracy are the primary obstacles that impede the Authority’s ability to make positive changes that enhance the human and natural environment within the Neches River Basin. While the Authority has celebrated many notable successes over the years, and while we understand that large projects should be carefully considered, we are confident that a significant amount more improvement could be done to better our basin if new pathways were developed to navigate through these processes. In all of the cases listed above, time is of the essence to achieve the long-term changes necessary to improve the potable water supply and surface water quality issues in the Neches River Basin.

#### **E. What, if any, agency or program functions does your agency perform that are no longer serving a clear and ongoing purpose? Which agency functions could be eliminated?**

All agency and program functions performed by the Authority serve a clear and ongoing purpose. There are no agency functions that could be eliminated at this time without causing severe negative consequence to both the people and the natural places that exist within the Neches River Basin.

**F. Aside from additional staff or funding, what are your agency's biggest opportunities for improvement in the future? For example, are there other programs or duties the agency could take on to better carry out its mission?**

The Authority's vision is to continue to grow and develop all current programs, specifically the programs related to water quality monitoring and protection. Programs that we expect to see significant expansion and growth in over the next decade include our On-Site Sewage Facilities Program, Clean Rivers Program and the continued regionalization of rural water and wastewater utilities. Other opportunities for improvement and growth include developing and improving mapping and GIS programs to identify and predict potential water quality concerns more quickly and efficiently and expanding our environmental laboratory scope of certifications to meet the demand of increasing municipal and industrial analytical testing needs. Additionally, the Authority anticipates the development of our Lake Columbia project to break ground within the next decade.

## X. Other Contacts

A. Fill in the following charts with updated information on people with an interest in your agency and be sure to include the most recent email address.

### Angelina & Neches River Authority Exhibit 15: Contacts

#### **Interest Groups**

(groups affected by agency actions or that represent others served by or affected by agency actions)

Group or Association Name/ Contact Person	Address	Telephone	Email Address
Afton Grove Water Supply Corporation Chance Hamilton President	P.O. Box 245 New Summerfield, Texas 75780	903-721-0508	<a href="mailto:aftongrovwsc@gmail.com">aftongrovwsc@gmail.com</a>
Angelina Beautiful/Clean Kelley Shrout Executive Director	1605 South Chestnut Street Lufkin, Texas 75901		<a href="mailto:kshrout@lufkintexas.org">kshrout@lufkintexas.org</a>
Angelina County Fresh Water Supply District No. 1 Richard Jones Board President	2901 N John Redditt Drive Lufkin, Texas 75904	936-632-7795	<a href="mailto:info@acfwater.org">info@acfwater.org</a>
Bakelite Synthetics, Inc. Rick Robbins Plant Manager	P.O. Box 938 Lufkin, Texas 75902	936-699-5144	<a href="mailto:rick.robbins@bakelite.com">rick.robbins@bakelite.com</a>
Blackjack Water Supply Corporation George McKinney President	706 CR 4228 Troup, Texas 75789	903-343-8368	N/A
Caro Water Supply Corporation James Dawson Board President	3947 State Highway 204 Nacogdoches, Texas 75964	936-564-3078	N/A
Central ISD Justin Risner Superintendent	7622 Highway 69 North Pollok, Texas 75969	936-853-2216	<a href="mailto:risnerj@centralisd.com">risnerj@centralisd.com</a>



Group or Association Name/ Contact Person	Address	Telephone	Email Address
Central WCID Wayne Rice General Manager	5307 Highway 69 North Pollok, Texas 75969	936-853-2354	<a href="mailto:ricelufkin@gmail.com">ricelufkin@gmail.com</a>
City of Alto April Comte City Secretary	P.O. Box 447 Alto, Texas 75925	936-858-4711	<a href="mailto:altoch@consolidated.net">altoch@consolidated.net</a>
City of Arp Tracey Pritchett City Secretary	P.O. Box 68 Arp, Texas 75750	903-859-6131	<a href="mailto:cityofarp9@aol.com">cityofarp9@aol.com</a>
City of Athens Randy Williams Utilities Director	508 E. Tyler Street Athens, Texas 75751	903-386-3705	<a href="mailto:rwilliams@athenstx.gov">rwilliams@athenstx.gov</a>
City of Bullard David Hortman City Manager	P.O. Box 107 Bullard, Texas 75757	903-283-1614	<a href="mailto:dhortman@bullardtexas.net">dhortman@bullardtexas.net</a>
City of Diboll Jason Arnold City Manager	400 Kenley Street Diboll, Texas 75941	936-829-4757	<a href="mailto:jarnold@cityofdiboll.com">jarnold@cityofdiboll.com</a>
City of Jacksonville James Hubbard City Manager	P.O. Box 1390 Jacksonville, Texas 75766	903-586-3510	<a href="mailto:james.hubbard@jacksonvilletx.org">james.hubbard@jacksonvilletx.org</a>
City of Jasper Greg Kelley Public Works Director	465 South Main Street Jasper, Texas 75951	409-384-4651	<a href="mailto:gkelley@jaspertx.org">gkelley@jaspertx.org</a>
City of Lufkin Kevin Gee City Manager	300 East Shepherd Avenue Lufkin, Texas 75901	936-633-0211	<a href="mailto:kgee@cityoflufkin.com">kgee@cityoflufkin.com</a>
City of Nacogdoches Keith Kiplinger Interim City Manager	202 East Pilar Nacogdoches, Texas 75961	936-559-2501	
City of New London Vickie Gerhardt City Secretary	P.O. Box 428 New London, Texas 75682	903-895-4466	<a href="mailto:cityofnewlondon@aol.com">cityofnewlondon@aol.com</a>

Group or Association Name/ Contact Person	Address	Telephone	Email Address
City of New Summerfield Casey Davis Office Manager	P.O. Box 38 New Summerfield, Texas 75780	903-726-3651	<a href="mailto:casey@newsummerfield.us">casey@newsummerfield.us</a>
City of Palestine Kevin Olson Public Works Director	1620 West Palestine Avenue Palestine, Texas 75801	903-731-8405	<a href="mailto:pwdirector@palestine-tx.org">pwdirector@palestine-tx.org</a>
City of Rusk Amanda Hill City Manager	205 South Main Street Rusk, Texas 75785	903-683-2213	<a href="mailto:ahill@rusktx.org">ahill@rusktx.org</a>
City of Troup Gene Cottle City Manager	P.O. Box 637 Troup, Texas 75789	903-842-3128	<a href="mailto:TroupAdmin@trouptx.com">TroupAdmin@trouptx.com</a>
City of Whitehouse Jason Wright Public Works Director	P.O. Box 776 Whitehouse, Texas 75791	903-245-8275	<a href="mailto:jwright@whitehousetx.org">jwright@whitehousetx.org</a>
County of Angelina Keith Wright County Judge	215 East Lufkin Avenue Lufkin, Texas 75902	936-634-5413	<a href="mailto:kwright@angelinacounty.net">kwright@angelinacounty.net</a>
County of Jasper Mark Allen County Judge	121 North Austin Room 106 Jasper, Texas 75951	409-384-2612	<a href="mailto:mark.allen@co.jasper.tx.us">mark.allen@co.jasper.tx.us</a>
Deep East Texas Council of Governments Lonnie Hunt Executive Director	1405 Kurth Drive Lufkin, Texas 75904	936-634-2247	<a href="mailto:lhunt@detcog.org">lhunt@detcog.org</a>
Deep East Texas Self Insurance Fund Dustin Hill Executive Director	150 West Milam Street Jasper, Texas 75951	(936) 465-2556	<a href="mailto:dhill@detsif.com">dhill@detsif.com</a>
East Texas Council of Governments David Cleveland Executive Director	3800 Stone Road Kilgore, Texas 75662	(903) 218-6400	<a href="mailto:david.cleveland@etcog.org">david.cleveland@etcog.org</a>

Group or Association Name/ Contact Person	Address	Telephone	Email Address
Environmental Institute of Houston-Clear Lake Mandi Gordon Dr. Jenny Oakley	North Office Annex 2700 Bay Area Boulevard Box 540 Houston, Texas 77058	281-283-3950	<a href="mailto:eih@uhcl.edu">eih@uhcl.edu</a> <a href="mailto:gordon@uhcl.edu">gordon@uhcl.edu</a> <a href="mailto:oakley@uhcl.edu">oakley@uhcl.edu</a>
Evadale Neches River Whiskers and Fins Kellie Riley Murphy Event Director			<a href="mailto:evadalenechesriverassociation@gmail.com">evadalenechesriverassociation@gmail.com</a>
Idlewood WCID Greg Fair Board President	816 Edgewood Circle Lufkin, Texas 75904	936-637-6832	<a href="mailto:idlewoodwcid@gmail.com">idlewoodwcid@gmail.com</a>
Jackson Water Supply Corporation Amber Durham Manager	17764 CR 26 Troup, Texas 75789	903-566-1320	<a href="mailto:amber@jacksonwatersupply.com">amber@jacksonwatersupply.com</a>
Jacksonville Chamber of Commerce	307 East Commerce Street Jacksonville, Texas 75766	903-586-2217	
Jasper Economic Development Corporation Eddie Hopkins Executive Director	500 South Wheeler Street Jasper, Texas 75951	409-383-6120	<a href="mailto:eddie@jasperedc.com">eddie@jasperedc.com</a>
Jasper Lake Sam Rayburn Area Chamber of Commerce	500 South Wheeler Street Jasper, Texas 75951	409-384-2762	
Keep Jasper Beautiful Misty Smith Executive Director			<a href="mailto:misty.lee.jennings@gmail.com">misty.lee.jennings@gmail.com</a>
Keep Nacogdoches Beautiful Ashley Villarreal Executive Director	2516 North Street Nacogdoches, Texas 75965		<a href="mailto:info@keepnacbeautiful.org">info@keepnacbeautiful.org</a>

Group or Association Name/ Contact Person	Address	Telephone	Email Address
Keep Whitehouse Beautiful Cori Edson Executive Director	101 A Bascom Road Whitehouse, Texas 75791		<a href="mailto:cori.kwb@gmail.com">cori.kwb@gmail.com</a>
Lake Nacogdoches Brandon Hayward Lake Officer	312 West Main Street Nacogdoches, Texas 75961	936-559-2607	
Lake Naconiche Chad Patrick Lake Officer	101 West Main Street Suite 170 Nacogdoches, Texas 75961	936-560-7755	<a href="mailto:cpatrick@co.nacogdoches.tx.us">cpatrick@co.nacogdoches.tx.us</a>
Lake Striker Angelina-Nacogdoches Co. Water Control and Improvement District No. 1	18950 CR 4256 South Reklaw, Texas 75784	903-854-4559	<a href="mailto:manager@lakestriker.com">manager@lakestriker.com</a>
Lufkin/Angelina County Chamber of Commerce Tara Watkins President/CEO	1615 South Chestnut Lufkin, Texas 75901	(936) 229-1724	<a href="mailto:twatkins@lufkintexas.org">twatkins@lufkintexas.org</a>
Lufkin State Supported Living Center Kevin Ward Assistant Director of Administration	6844 Highway 69 North Pollok, Texas 75969	936- 853-8279	<a href="mailto:kevin.ward@hhsc.state.tx.us">kevin.ward@hhsc.state.tx.us</a>
Nacogdoches Chamber of Commerce	2516 North Street Nacogdoches, Texas 75965	936-560-5533	<a href="mailto:president@nactx.com">president@nactx.com</a>
Neches River Life David Holland Event Director			<a href="mailto:hollanddavid04@yahoo.com">hollanddavid04@yahoo.com</a>
Neches River Runners Kim Zemer Event Director	P.O. Box 4312 Palestine, Texas 75802		<a href="mailto:info@necheswildernessrace.com">info@necheswildernessrace.com</a>

Group or Association Name/ Contact Person	Address	Telephone	Email Address
Neches River Watershed Sentinels Adrian F. Van Dellen President	120 Campers Cove Road Woodville, Texas 75979	409-331-4406	<a href="mailto:naturemate.avd@gmail.com">naturemate.avd@gmail.com</a>
North Cherokee Water Supply Corporation Scott Alexander Operations Manager	P.O. Box 1021 Jacksonville, Texas 75766	903-894-3385	<a href="mailto:ncwater@embargmail.com">ncwater@embargmail.com</a>
North East Texas Water District Wayne Owen General Manager	P.O. Box 955 Hughes Springs, Texas 75656	903-639-7538	<a href="mailto:wowen@netmwd.org">wowen@netmwd.org</a>
Palestine Chamber of Commerce	401 West Main Street Palestine, Texas 75801	903-729-6066	
Pineywoods Groundwater Conservation District John McFarland General Manager	P.O. Box 635187 Nacogdoches, Texas 75963	936-568-9292	<a href="mailto:jmcfarland@pgcd.org">jmcfarland@pgcd.org</a>
Redland WCID Guy Ham General Manager	2687 FM 2021 Lufkin, Texas 75901	936-634-5070	<a href="mailto:secret_agent_ham@yahoo.com">secret_agent_ham@yahoo.com</a>
Rusk Rural Water Supply Corporation Mike Hamilton General Manager	P.O. Box 606 Rusk, Texas 75785	903-683-6178	<a href="mailto:jody@ruskruralwsc.com">jody@ruskruralwsc.com</a>
Southeast Texas Groundwater Conservation District John Martin General Manager	P.O. Box 1407 Jasper, Texas 75951	409-383-1577	<a href="mailto:jmartin@setgcd.org">jmartin@setgcd.org</a>

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Stephen F. Austin State University Dr. Gina Oglesbee Interim President	P.O. Box 6078 SFA Station Nacogdoches, Texas 75962		
Stephen F. Austin State University Dr. Matthew McBroom Associate Dean ATCOFA	Arthur Temple College of Forestry and Agriculture Box 6109 SFA Station Nacogdoches, Texas 75962	936-468-2313	<a href="mailto:mcbroommatth@sfasu.edu">mcbroommatth@sfasu.edu</a>
Stryker Lake Water Supply Corporation Dale Jackson President	P.O. Box 156 New Summerfield, Texas 75780	903-393-4794	<a href="mailto:strykerlakewsc@gmail.com">strykerlakewsc@gmail.com</a>
Texas Forest Country Partnership Nancy Windham Executive Director	300 East Shepherd Avenue Lufkin, Texas 75901	936-632-3552	<a href="mailto:nwindham@texasforestcountry.com">nwindham@texasforestcountry.com</a>
Texas Forestry Association Rob Hughes Executive Director	Texas Forestry Association	936-632-8733	<a href="mailto:rhughes@texasforestry.org">rhughes@texasforestry.org</a>
Texas Master Naturalists Longleaf Ridge Chapter Lori Horne President			<a href="mailto:lori.horne1965@gmail.com">lori.horne1965@gmail.com</a>
Texas Institute for Applied Environmental Research Leah Taylor	201 North Felix Street Stephenville, Texas 76401	254-968-9569	<a href="mailto:ltaylor@tarlton.edu">ltaylor@tarlton.edu</a>

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Texas State University	The Meadows Center for Water and the Environment 201 San Marcos Springs Drive San Marcos, Texas 78666	512-245-9200	<a href="mailto:meadowscenter@txstate.edu">meadowscenter@txstate.edu</a>
Texas Water Resource Institute Dr. Lucas Gregory Senior Research Scientist	1001 Holleman Drive East 2118 TAMU College Station, Texas 77840	979-314-2824	<a href="mailto:lucas.gregory@ag.tamu.edu">lucas.gregory@ag.tamu.edu</a> <a href="mailto:twri@tamu.edu">twri@tamu.edu</a>
University of Texas at Tyler Dr. Lance Williams	3900 University Boulevard Tyler, Texas 75799	903-565-5878	<a href="mailto:lance_williams@uttyler.edu">lance_williams@uttyler.edu</a>
Upper Jasper County Water Authority Shelley Vaught Office Manager	269 County Road 080 Jasper, Texas 75951	409-384-6301	<a href="mailto:ujcwa80@gmail.com">ujcwa80@gmail.com</a>
Upper Neches Municipal Water Authority Monty Shank General Manager	210 FM 1892 Frankston, Texas 75763	903-876-2237	<a href="mailto:mdsunra@dctexas.net">mdsunra@dctexas.net</a>
US Army Corps of Engineers, B.A Steinhagen	5171 FM 92 South Woodville, Texas 75979	409-429-3491	<a href="mailto:tbpo@usace.army.mil">tbpo@usace.army.mil</a>
US Army Corps of Engineers, Fort Worth District	819 Taylor Street Fort Worth, Texas 76102	817-886-1306	<a href="mailto:public.affairs@usace.army.mil">public.affairs@usace.army.mil</a>
US Army Corps of Engineers, Sam Rayburn	7696 RR 255 West Jasper, Texas 75951	409-384-5716	<a href="mailto:srpo@usace.army.mil">srpo@usace.army.mil</a>

***Interagency, State, or National Associations****(that serve as an information clearinghouse or regularly interact with your agency)*

Group or Association Name/ Contact Person	Address	Telephone	Email Address
Texas Rural Water Association	1616 Rio Grande Street Austin, Texas 78701	512-472-8591	
Texas Water Conservation Association Stacey Steinbach General Manager	3755 South Capital of Texas Highway Suite 105 Austin, Texas 78704	512-472-7216	<a href="mailto:ssteinbacn@twca.org">ssteinbacn@twca.org</a>
US Compost Council Hilary Nichols STA Program Manager	P.O. Box 19246 Raleigh, NC 27619	301-897- 2715	<a href="mailto:hnichols@compostingcouncil.org">hnichols@compostingcouncil.org</a>

***Liaisons at Other State Agencies***

*(with which your agency maintains an ongoing relationship, e.g., the agency's assigned analyst at the Legislative Budget Board, or attorney at the Attorney General's office)*

Agency Name / Relationship / Contact Person	Address	Telephone	Email Address
Public Utility Commission of Texas Tracy Montes GIS Specialist, Infrastructure Analysis & Mapping, Infrastructure Division	1701 N. Congress Avenue PO Box 13326 Austin, TX 78711-3326	512-936-7187	<a href="mailto:tracy.montes@puc.texas.gov">tracy.montes@puc.texas.gov</a>
Railroad Commission of Texas Jeff Lauman, P.G. District Office, Clean Up Coordinator, Oil & Gas Division, Kilgore District 5/6	2005 North State Highway 42 Kilgore, Texas 75662	903-984-3026 Ext 220	<a href="mailto:jeff.Lauman@rrc.texas.gov">jeff.Lauman@rrc.texas.gov</a>
Texas A&M Forest Service Jake Donellan East Texas Operations Department Head	155 Texas Forest Service Loop Lufkin, Texas 75904	936-875-4400	<a href="mailto:jdonellan@tfs.tamu.edu">jdonellan@tfs.tamu.edu</a>



Agency Name / Relationship / Contact Person	Address	Telephone	Email Address
Texas A&M Forest Service Julia Schmidt Texas Partnership for Forest and Water Coordinator	200 Technology Way Suite 1281 College Station, Texas 77845	979-458-6650	<a href="mailto:julia.schmidt@tfs.tamu.edu">julia.schmidt@tfs.tamu.edu</a>
Texas Commission on Environmental Quality Katrina Smith Project Manager, Clean Rivers Program	12100 Park 35 Circle Building A Austin, Texas 78753	512- 239-5656	<a href="mailto:katrina.smith@tceq.texas.gov">katrina.smith@tceq.texas.gov</a>
Texas Commission on Environmental Quality, Region 5 Lisa Fisher Environmental Investigator	2916 Teague Drive Tyler, Texas 75701	903-535-5100	<a href="mailto:lisa.fisher@tceq.texas.gov">lisa.fisher@tceq.texas.gov</a>
Texas Commission on Environmental Quality Region 5 Mike Vanbuskirk Surface Water Quality Monitoring	2916 Teague Drive Tyler, Texas 75701	903-535-5100	<a href="mailto:michael.vanbuskirk@tceq.texas.gov">michael.vanbuskirk@tceq.texas.gov</a>
Texas Commission on Environmental Quality Region 10 Ronnie Hebert Water Section Manager	3870 Eastex Freeway Beaumont, Texas 77703	409-898-3838	<a href="mailto:ronald.hebert@tceq.texas.gov">ronald.hebert@tceq.texas.gov</a>
Texas Commission on Environmental Quality Sarah Kirkland McCaffrey Neches Basin Assessor	12100 Park 35 Circle Building A Austin, Texas 78753	512-239-2574	<a href="mailto:sarah.kirkland@tceq.texas.gov">sarah.kirkland@tceq.texas.gov</a>
Texas Commission on Environmental Quality Sarah Whitley Team Leader, Water Quality Standards and Clean Rivers Program	12100 Park 35 Circle Building A Austin, Texas 78753	512-239-5831	<a href="mailto:sarah.whitley@tceq.texas.gov">sarah.whitley@tceq.texas.gov</a>

Agency Name / Relationship / Contact Person	Address	Telephone	Email Address
Texas Commission on Environmental Quality Region 10 Scott Griffith Surface Water Quality Monitoring	3870 Eastex Freeway Beaumont, Texas 77703	409-898-3838	<a href="mailto:scott.griffith@tceq.texas.gov">scott.griffith@tceq.texas.gov</a>
Texas Department of Transportation, Lufkin Jesse Sisco Lufkin Area Engineer	1805 North Timberland Drive Lufkin, Texas 75901	936-633-4331	<a href="mailto:jesse.sisco@txdot.gov">jesse.sisco@txdot.gov</a>
Texas Department of Transportation, Lufkin Kelly Morris Lufkin District Engineer	1805 North Timberland Drive Lufkin, Texas 75901	936-633-4331	<a href="mailto:jesse.sisco@txdot.gov">jesse.sisco@txdot.gov</a>
Texas Department of Agriculture David T. Villarreal, Ph.D. Environmental Specialist, Environmental Quality	P.O. Box 12847 Austin, Texas 78711	512-463-7481	<a href="mailto:david.villarreal@texasagriculture.gov">david.villarreal@texasagriculture.gov</a>
Texas Department of State Health Services Andrew Myers Environmental Protection Specialist IV, Seafood and Aquatic Life Unit		512-834-6757	<a href="mailto:andrew.myers@dshs.texas.gov">andrew.myers@dshs.texas.gov</a>
Texas General Land Office Joshua Oyer Coastal Planner		512-475-5130	<a href="mailto:joshua.oyer@glo.texas.gov">joshua.oyer@glo.texas.gov</a>
Texas Parks and Wildlife Department Adam Whisenant Regional Biologist, Water Resources Branch	11942 FM 848 Tyler, Texas 75707	903-566-8387	<a href="mailto:adam.whisenant@tpwd.texas.gov">adam.whisenant@tpwd.texas.gov</a>

Agency Name / Relationship / Contact Person	Address	Telephone	Email Address
Texas Parks and Wildlife Department Bregan Brown KAST Coordinator, Region 2	11942 FM 848 Building A-500 Tyler, Texas 75707	903-520-3821	<a href="mailto:kirian.brown@tpwd.texas.gov">kirian.brown@tpwd.texas.gov</a>
Texas State Soil and Water Conservation Board Mitch Conine Nonpoint Source Management Program, Project Manager	1497 Country View Lane Temple, Texas 76504	254-773-2250 EXT 233	<a href="mailto:mconine@tsswcb.texas.gov">mconine@tsswcb.texas.gov</a>
Texas State Soil and Water Conservation Board TJ Helton Nonpoint Source Management Program, Administrator	1497 Country View Lane Temple, Texas 76504	254-773-2250 EXT 234	<a href="mailto:thelton@tsswcb.texas.gov">thelton@tsswcb.texas.gov</a>
Texas Water Development Board Jeff Walker Executive Administrator	1700 North Congress Avenue Austin, Texas 78701	512-463-7847	<a href="mailto:jeff.walker@twdb.texas.gov">jeff.walker@twdb.texas.gov</a>
Texas Water Development Board Lann Bookout Region I, East Texas Regional Water Planning Group Liaison	1700 North Congress Avenue Austin, Texas 78701	512-936-9439	<a href="mailto:lann.bookout@twdb.texas.gov">lann.bookout@twdb.texas.gov</a>
Texas Water Development Board Temple McKinnon Interregional Planning Council Coordinator	1700 North Congress Avenue Austin, Texas 78701	512-475-2057	<a href="mailto:temple.mckinnon@twdb.texas.gov">temple.mckinnon@twdb.texas.gov</a>
USDA Forest Service Angelina National Forest	2221 North Raguet Street Lufkin, Texas 75904	936-639-8501	<a href="mailto:mailroom_r8_texas@usda.gov">mailroom_r8_texas@usda.gov</a>

Agency Name / Relationship / Contact Person	Address	Telephone	Email Address
USDA Forest Service Sabine National Forest	2221 North Raguet Street Lufkin, Texas 75904	936-639-8501	<a href="mailto:mailroom_r8_texas@usda.gov">mailroom_r8_texas@usda.gov</a>
USDA Forest Service Davy Crockett National Forest	2221 North Raguet Street Lufkin, Texas 75904	936-639-8501	<a href="mailto:mailroom_r8_texas@usda.gov">mailroom_r8_texas@usda.gov</a>
U.S. Environmental Protection Agency Office of Water	1200 Pennsylvania Avenue Washington, DC 20460	202-566-1178	
U.S. Fish and Wildlife Service Erik Orsak	2005 NE Green Oaks Boulevard Suite 140 Arlington, Texas 76006	817-277-1100 EXT 22109	<a href="mailto:erik_orsak@fws.gov">erik_orsak@fws.gov</a>
U.S. Fish and Wildlife Service Gary Pandolfi, Freshwater Mussel Biologist, Austin Ecological Services Field Office	10711 Burnet Road Suite 200 Austin, Texas 78758	512-334-8409	<a href="mailto:gary_pandolfi@fws.gov">gary_pandolfi@fws.gov</a>
U.S. Geological Service Claire DeVaughan National Map Liaison	NGP User Engagement Office	512-671-0747	<a href="mailto:cdevaugh@usgs.gov">cdevaugh@usgs.gov</a>
U.S. Geological Service Jeffery W. East U.S. Geological Survey Texas Water Science Center, Surface Water Specialist	19241 David Memorial Drive Suite 180 Conroe, Texas 77385	936-271-5326	<a href="mailto:jweast@usgs.gov">jweast@usgs.gov</a>
U.S. Geological Service Karen Adkins UE Hydrography Products and Services Focus Area Lead	NGP User Engagement Office	573-465-1519	<a href="mailto:kadkins@usgs.gov">kadkins@usgs.gov</a>

Self-Evaluation Report

Agency Name / Relationship / Contact Person	Address	Telephone	Email Address
U.S. Geological Service Shane Prorok Gulf Coast Data Chief, Oklahoma-Texas Water Science Center		936-271-5361	<a href="mailto:sprorok@usgs.gov">sprorok@usgs.gov</a>

## XI. Additional Information

**A. Texas Government Code, Section 325.0075 requires agencies under review to submit a report about their reporting requirements to Sunset with the same due date as the SER. Include a list of each agency-specific report that the agency is required by statute to prepare and an evaluation of the need for each report based on whether factors or conditions have changed since the statutory requirement was put in place. Please do not include general reporting requirements applicable to all agencies, reports that have an expiration date, routine notifications or notices, posting requirements, federally mandated reports, or reports required by G.A.A. rider. If the list is longer than one page, please include it as an attachment. See Exhibit 16 Example.**

N/A

**Angelina & Neches River Authority**  
**Exhibit 16: Evaluation of Agency Reporting Requirements**

Report Title	Legal Authority	Due Date and Frequency	Recipient	Description	Is the Report Still Needed? Why?
Annual Financial Report	Texas Water Code Chapter 49.194	Due annually	Texas Commission on Environmental Quality	Independent financial audit	Yes, the report provides accountability and transparency.

Table 26 Exhibit 16 Agency Reporting Requirements

**B. Does the agency’s statute use “person-first respectful language” as required by Texas Government Code, Section 325.0123? Please explain and include any statutory provisions that prohibit these changes.**

The Authority is not subject to the requirements of Texas Government Code, Section 325.0123, however, the Authority does expect all employees to practice respect and professional communication at all times.

The Authority’s Code of Conduct and Courtesy, Section 4, from the Angelina & Neches River Authority Personnel Policy, updated in 2022, states:

Employees are expected to conduct themselves, at all times, in a manner befitting their status as an employee of the Authority at all times. They shall refrain from any action or public pronouncement which would reflect adversely upon the Authority. Employees should exercise discretion in regard to matters of official business, records, and any communication on behalf of or in a representative capacity of the Authority.

Employees are expected to conduct themselves in a manner that would not jeopardize the integrity of the Authority. It is further expected that all employees work together in a cooperative spirit for the benefit of the general public, the Authority's customers, and fellow employees.

In addition, the Authority's Personnel Policy, Section 3 – Harassment and Discrimination, prohibits language and actions that discriminate on the basis of age, ethnic, racial, religious, sexual, or any other identifying status of employees. It states:

Harassment of an employee at any level creates an offensive and hostile work environment, which interferes with work performance. The Authority is committed to providing a work environment where employees can work together comfortably and productively, free from harassment of any kind. Badgering, stalking, or harassment of any kind will not be tolerated.

The Authority prohibits discrimination on the basis of race, sex, ethnicity, disability, or religion in employment, dealings with the public, and in any representation of the Authority.

**C. Please describe how your agency receives and investigates complaints about the agency and its operations.**

The Authority is fortunate to have no major historic or active complaints or investigations administered against the agency, however, as we continue to grow as an organization, the Authority has proactively begun to develop a complaint procedures policy and plan in order to better resolve issues quickly and effectively.

**Fill in the following chart detailing information on complaints received about your agency and its operations. Do not include complaints received about people or entities you regulate.**

**Angelina & Neches River Authority  
Exhibit 17: Complaints Against the Agency — Fiscal Years 2018-22**

Complaints	Fiscal Year 2018	Fiscal Year 2019	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022
Number of complaints received	0	0	0	0	0
Number of complaints resolved	N/A	N/A	N/A	N/A	N/A
Number of complaints dropped / found to be without merit	N/A	N/A	N/A	N/A	N/A
Number of complaints pending from prior years	N/A	N/A	N/A	N/A	N/A
Average time period for resolution of a complaint	N/A	N/A	N/A	N/A	N/A

Table 27 Exhibit 17 Complaints Against the Agency

**E. Fill in the following charts detailing your agency's Historically Underutilized Business (HUB) purchases. See Exhibit 18 Example. Sunset is required by law to review and report this information to the Legislature.**

Although the Authority has attempted to prioritize HUB purchasing and local businesses and services, during scoring and ranking procedures for solicitations, however, because of the rural nature and limited resources within our jurisdiction, there are no HUBs to report.

However, in anticipation of the continued growth of our jurisdiction, the Authority is in the process of updating our Financial Management Policy and has included guidance on prioritizing and utilizing HUBs for goods and services, under Section 8 of this policy.

**Angelina & Neches River Authority  
Exhibit 18: Purchases from HUBs**

***Fiscal Year 2020***

Category	Total \$ Spent	Total HUB \$ Spent	Percent	Agency Specific Goal*	Statewide Goal
Heavy Construction	\$56,762.94	\$0	0	N/A	11.2%
Building Construction	\$0	\$0	0	N/A	21.1%
Special Trade	\$0	\$0	0	N/A	32.9%
Professional Services	\$248,373.77	\$136,858.43	55.1	N/A	23.7%
Other Services	\$140,026.28	\$8,289.47	5.9	N/A	26.0%
Commodities	\$0	\$0	0	N/A	21.1%
<b>TOTAL</b>	\$0	\$0	0		

Table 28 Exhibit 18 HUB Purchases for FY 2020

***Fiscal Year 2021***

Category	Total \$ Spent	Total HUB \$ Spent	Percent	Agency Specific Goal	Statewide Goal
Heavy Construction	\$383,650.24	\$0	0	N/A	11.2%
Building Construction	\$0	\$0	0	N/A	21.1%
Special Trade	\$0	\$0	0	N/A	32.9%
Professional Services	\$187,352.68	\$81,940.00	43.7	N/A	23.7%
Other Services	\$174,829.84	\$56,732.21	32.4	N/A	26.0%
Commodities	\$0	\$0	0	N/A	21.1%



Category	Total \$ Spent	Total HUB \$ Spent	Percent	Agency Specific Goal	Statewide Goal
<b>TOTAL</b>	\$0	\$0	0		

Table 29 Exhibit 18 HUB Purchases for FY 2021

**Fiscal Year 2022**

Category	Total \$ Spent	Total HUB \$ Spent	Percent	Agency Specific Goal	Statewide Goal
Heavy Construction	\$528,005.97	\$0	0	N/A	11.2%
Building Construction	\$0	\$0	0	N/A	21.1%
Special Trade	\$0	\$0	0	N/A	32.9%
Professional Services	\$244,318.99	\$20,232.30	8.3	N/A	23.7%
Other Services	\$147,815.48	\$30,911.79	20.9	N/A	26.0%
Commodities	\$0	\$0	0	N/A	21.1%
<b>TOTAL</b>	\$0	\$0	0		

Table 30 Exhibit 18 HUB Purchases for FY 2022

**F. Does your agency have a HUB policy? How does your agency address performance shortfalls related to the policy? (Texas Government Code, Section 2161.003; TAC Title 34, Part 1, Rule 20.286c)**

The Authority is not subject to the requirements of Texas Government Code, Section 2161.003, however, the Authority is required by TCEQ Rule The Authority's Financial Management Policy has included guidance on utilizing HUBs for goods and services, under Section 8 of this policy. The Authority also has historically prioritized HUBs and local businesses and services, during scoring and ranking procedures for solicitations.

**G. For agencies with contracts valued at \$100,000 or more: Does your agency follow a HUB subcontracting plan to solicit bids, proposals, offers, or other applicable expressions of interest for subcontracting opportunities available for contracts of \$100,000 or more? (Texas Government Code, Section 2161.252; TAC Title 34, Part 1, Rule 20.285)**

The Authority is not subject to the requirements of Texas Government Code, Section 2161.003, however, the Authority is in the process of updating our Financial Management Policy and has included guidance on utilizing HUBs for goods and services, under Section 8 of this policy. The Authority also has historically prioritized HUBs and local businesses and services, during scoring and ranking procedures for solicitations.

**H. For agencies with biennial appropriations exceeding \$10 million, answer the following HUB questions.**

- 1. Do you have a HUB coordinator? If yes, provide name and contact information. (Texas Government Code, Section 2161.062; TAC Title 34, Part 1, Rule 20.296)**

The Authority does not receive appropriations.

- 2. Has your agency designed a program of HUB forums in which businesses are invited to deliver presentations that demonstrate their capability to do business with your agency? (Texas Government Code, Section 2161.066; TAC Title 34, Part 1, Rule 20.297)**

Not at this time.

- 3. Has your agency developed a mentor-protégé program to foster long-term relationships between prime contractors and HUBs and to increase the ability of HUBs to contract with the state or to receive subcontracts under a state contract? (Texas Government Code, Section 2161.065; TAC Title 34, Part 1, Rule 20.298)**

Not at this time.

**I. Fill in the charts below detailing your agency's Equal Employment Opportunity (EEO) statistics. *See Exhibit 19 Examples.* Sunset is required by law to review and report this information to the Legislature. Please use only the categories provided below. For example, some agencies use the classification "paraprofessionals," which is not tracked by the state civilian workforce. Please reclassify all employees within the appropriate categories below.**

**Angelina & Neches River Authority  
Exhibit 19: Equal Employment Opportunity Statistics**

**1. Officials / Administration**

Year	Total Number of Positions	Percent African American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2020	5	0%	8.5%	0%	24.7%	40%	41.7%
2021	5	0%	8.5%	0%	24.7%	40%	41.7%
2022	4	0%	8.5%	0%	24.7%	50%	41.7%

Table 31 Exhibit 19 EEO Statistics for Officials/Administration

**2. Professional**

Year	Total Number of Positions	Percent African American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2020	0	0%	10.9%	0%	21.8%	0%	54.1%
2021	2	0%	10.9%	0%	21.8%	50%	54.1%
2022	2	0%	10.9%	0%	21.8%	50%	54.1%

Table 32 Exhibit 19 EEO Statistics for Professionals

**3. Technical**

Year	Total Number of Positions	Percent African American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2020	7	0%	15.1%	0%	29.8%	57%	56.9%
2021	4	0%	15.1%	0%	29.8%	25%	56.9%
2022	6	0%	15.1%	0%	29.8%	33%	56.9%

Table 33 Exhibit 19 EEO Statistics for Technical

**4. Administrative Support**

Year	Total Number of Positions	Percent African American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2020	2	0%	14.6%	0%	36.5%	100%	74.7%
2021	3	0%	14.6%	33%	36.5%	100%	74.7%
2022	4	0%	14.6%	50%	36.5%	100%	74.7%

Table 34 Exhibit 19 EEO Statistics for Administrative Support

**5. Service / Maintenance**

Year	Total Number of Positions	Percent African American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2020	8	25%	13.3%	12%	53.0%	12%	54.0%
2021	9	22%	13.3%	22%	53.0%	22%	54.0%

Year	Total Number of Positions	Percent African American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2022	9	11%	13.3%	11%	53.0%	11%	54.0%

Table 35 Exhibit 19 EEO Statistics for Service and Maintenance

**6. Skilled Craft**

Year	Total Number of Positions	Percent African American	Statewide Civilian Workforce Percent	Percent Hispanic	Statewide Civilian Workforce Percent	Percent Female	Statewide Civilian Workforce Percent
2020	0	0%	11.5%	0%	52.3%	0%	14.0%
2021	0	0%	11.5%	0%	52.3%	0%	14.0%
2022	0	0%	11.5%	0%	52.3%	0%	14.0%

Table 36 Exhibit 19 EEO Statistics for Skilled Craft

**J. Does your agency have an equal employment opportunity policy? How does your agency address performance shortfalls related to the policy?**

Yes, the Authority has an equal employment opportunity policy in our Personnel Policy, Section 2 - Employment Conditions, Page 7. Employees who engage in unlawful discrimination or harassment will be subject to disciplinary action up to and including termination of employment, per our Personnel Policy.

## **XII. Agency Comments**

Provide any additional information needed to gain a preliminary understanding of your agency.

The Angelina & Neches River Authority Board of Directors and Executive Management Team is confident that the information disclosed throughout this Self-Evaluation Report provides a transparent and detailed review of our agency. The self-evaluation process has been a positive experience because it has helped us to identify our strengths and weaknesses as an agency and has empowered us to continue our progress of making beneficial change in the Neches River Basin.