On-Site Sewage Facilities Program
Reporting period: Jan. 1-Dec. 31, 2020

75 Complaints Received

**Complaint Type**

- Malfunctioning OSSF/Surfacing Effluent: 42
- No Permit/No Authorization: 20
- Illegal Repair/Installation: 7
- Water Quality - General: 3
- Public Safety: 1
- Construction: 1
- Water Surface Management: 1

**Complaint Disposition**

- Investigated - Action Taken: 47
- Investigated - No Action Required: 17
- Referred: 10
- Other: 1

**Complaint Source**

- Phone: 44
- Email: 19
- Online: 11
- In Person: 1

**Complaints per Lake**

- Lake LBJ: 19 (25%)
- Lake Buchanan: 14 (19%)
- Inks Lake: 4 (5%)
- Lake Travis: 38 (51%)

**Complaints per County**

- Burnet: 31 (41%)
- Llano: 15 (20%)
- Travis: 29 (39%)

**Type:** Subject matter of complaint.

**Disposition:**
- **Investigated – Action Taken:** Investigation confirms additional monitoring, enforcement, permitting or compliance is required.
- **Investigated – No Action Required:** Investigation does not indicate a violation within the jurisdiction of the program.
- **Referred:** Complaint referred to another entity (i.e., Travis County, Texas Commission on Environmental Quality, etc.).

**Source:** Method through which complaint was received.

**Lake/County:** County and lake potentially impacted by complaint.