On-Site Sewage Facilities Program
*Reporting period: Jan. 1-Dec. 31, 2023*

**80 Complaints Received**

### Complaint Type

- **Malfunctioning OSSF/Surfacing Effluent**: 49 complaints
- **No Permit/No Authorization**: 21 complaints
- **Illegal Repair/Installation**: 9 complaints
- **Contractor/Administrative**: 1 complaint

### Complaint Disposition

- **Investigated – Action Taken**: 38 complaints
- **Investigated – No Action Required**: 30 complaints
- **Referred**: 11 complaints
- **Information Only**: 1 complaint

### Complaint Source

- **Phone**: 38 complaints
- **Email**: 20 complaints
- **Online**: 19 complaints
- **Mail**: 3 complaints

### Complaints per Lake

- **Lake Travis**: 50 complaints (62%)
- **Lake Buchanan**: 8 complaints (10%)
- **Lake LBJ**: 22 complaints (28%)

### Complaints per County

- **Travis**: 48 complaints (60%)
- **Burnet**: 21 complaints (26%)
- **Llano**: 11 complaints (14%)

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**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.).  
- **Information Only**: Complainant provided with process or Ordinance information.

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

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

**Note**: Percentages in pie charts may not add up to 100% due to rounding.