On-Site Sewage Facilities Program

Reporting period: April 22, 2019-Dec. 31, 2019

51 Complaints Received

Complaint Type

- Malfunctioning OSSF/Surfacing Effluent: 26
- No Permit/No Authorization: 16
- Illegal Repair/Installation: 6
- Unauthorized Activity: 2
- Construction: 1

Complaint Disposition

- Investigated - Action Taken: 32
- Investigated - No Action Required: 12
- Referred: 7

Complaint Source

- Phone: 31
- Email: 13
- Online: 4
- In Person: 2
- Mail: 1

Complaints per Lake

- Lake Travis: 36 (70.6%)
- Lake Buchanan: 8 (15.7%)
- Lake LBJ: 6 (11.8%)
- Other: 1 (2.0%)

Complaints per County

- Travis: 31 (60.8%)
- Burnet: 13 (25.5%)
- Llano: 7 (13.7%)

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, TCEQ, etc.).
Source: Method complaint was received.
Lake/County: County and lake potentially impacted by complaint.