

## **How do I file a complaint?**

The TCEQ Landscape Irrigation Program accepts complaints over the phone and in writing. We encourage you to submit a written complaint so that you can include supporting documentation with it. To file a complaint, follow these steps:

1. Complete a complaint form. You may print the **complaint form** (PDF) now or request one by calling 512-239-LAWN. Be sure to describe your complaint in detail.
2. Attach copies of supporting documentation such as contracts, invoices, correspondence, canceled checks, and pictures. **Do not send originals.** Make sure copies are legible.
3. Mail the form and supporting documentation to: TCEQ, Landscape Irrigation Program, MC-235, P.O. Box 13087, Austin, TX 78711-3087.

We will notify you each quarter about the status of your complaint.

## **How will the complaint be resolved?**

The complaint will be investigated to make sure it is valid and within the TCEQ's jurisdiction.

When a complaint is found to be valid, the investigator may:

- facilitate an agreement between you and the license holder that allows the license holder time to correct the alleged violation or
- forward the complaint to the enforcement division, which may result in:
  - assessment of administrative penalties, and/or
  - Suspension or revocation of a license.

## **Will the TCEQ get my money back for me?**

No, the TCEQ has no authority to recover any funds you lose because of the negligence of a license holder. You may have to use other legal avenues to recover your money.

## **What if my irrigation installer doesn't have a license?**

There is concern that lawn irrigation systems are being installed by people without a license because they can offer the service at a lower cost than a licensed installer. The fear is that an unlicensed installer will contaminate the public water supply because they are not trained to prevent non-potable water in lawn irrigation pipes from flowing into public water supply pipes that must be opened to install a lawn irrigation system. Concerned parties reported to the Legislature that many municipal and county judges will not prosecute unlicensed irrigation installers because there was no clear punishment for the offense. In response to this concern the Texas 82nd Legislature passed House Bill 2507, which relates to the installation of a landscape irrigation system without a license. Effective September 1, 2011, offenses can be addressed as Class C misdemeanors and could result in fines up to \$500.00 in addition to related

costs. Contact the TCEQ central office Landscape Irrigation Program (contact information above).  
Unlicensed installers can also be reported to local law enforcement.