PSI Services LLC
https://test-takers.psiexams.com/tdlnrp
Email: TDLRSupport@psionline.com

TEXAS DEPARTMENT OF LICENSING AND REGULATION

SERVICE TECHNICIAN

CANDIDATE INFORMATION BULLETIN

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Please refer to our website to check for the most updated information at https://test-takers.psiexams.com/tdlnrp

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10/21/2026

EXAMINATION SCHEDULING PROCEDURES

The Texas Department of Licensing & Regulation (TDLR) has contracted with PSI Services LLC (PSI) to deliver its examinations.

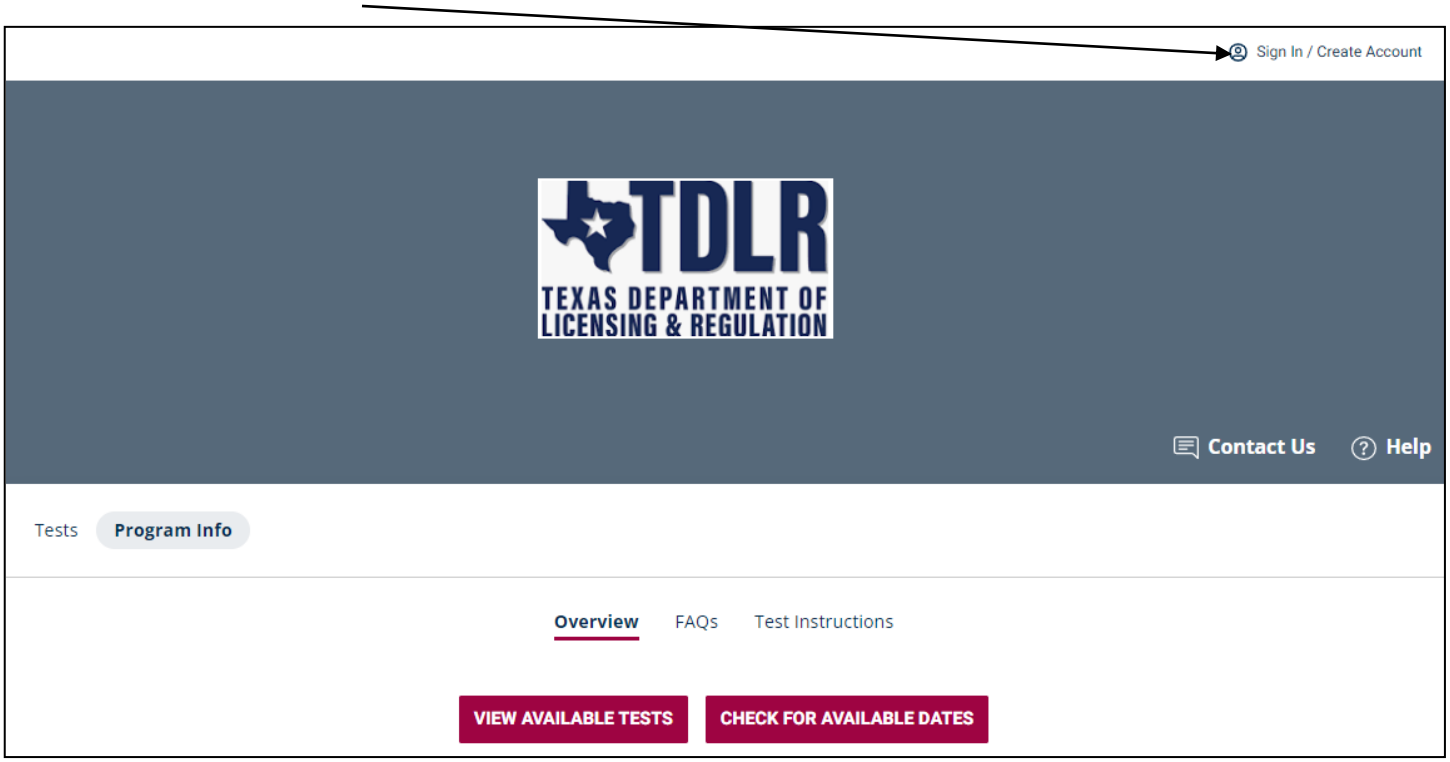
Upon TDLR approval of eligibility, you will receive an email confirmation with instructions for scheduling an appointment to take the examination. (If you have not provided an email address, you will receive a postcard via U.S. Mail with this information). You are allowed to test unlimited through your eligibility period.

The examination fee is $61. FEES ARE NOT REFUNDABLE OR TRANSFERABLE. Your examination fee will be forfeited if you do not test within 1 year of the date yourexamination fee is received by PSI.

ON-LINE SCHEDULING VIA WEBSITE

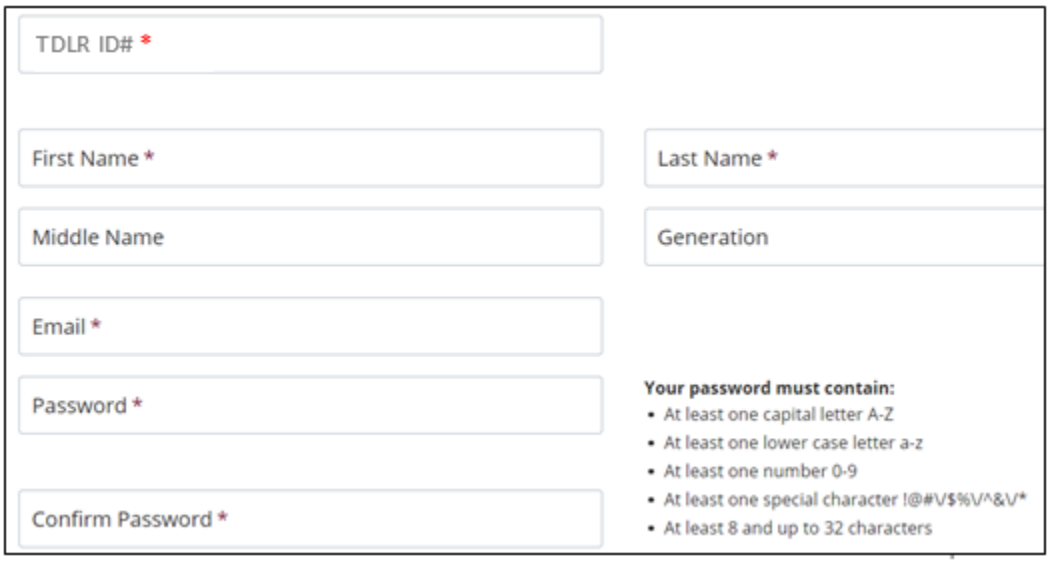
For the fastest and most convenient examination scheduling process, register for your examinations online by accessing PSI's registration Website: (https://test-takers.psiexams.com/tdlnrp)

1. Select **Sign In/Create Account**.

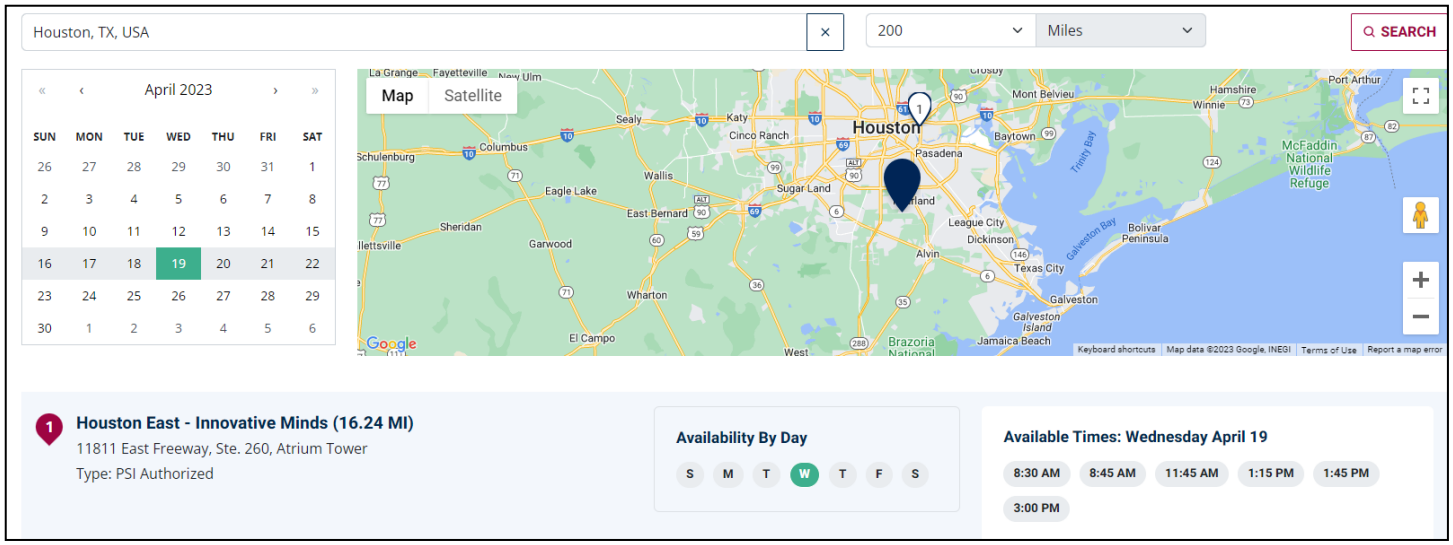


2. You will be prompted to **CREATE AN ACCOUNT** with PSI.

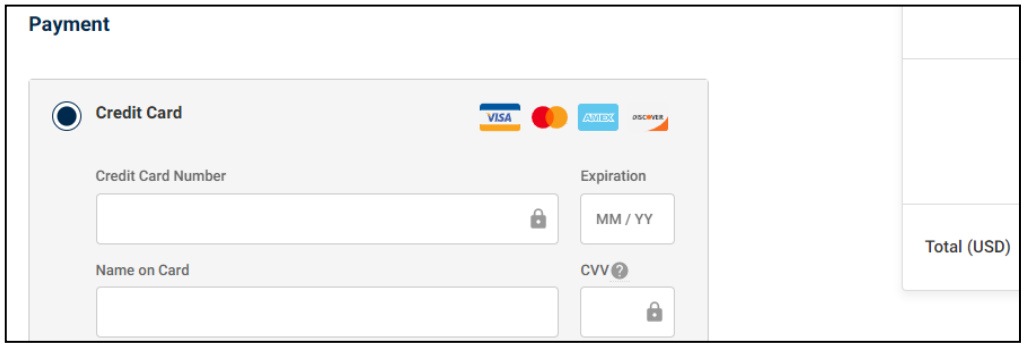
The first and last name must match exactly with your current, valid, government-issued ID.



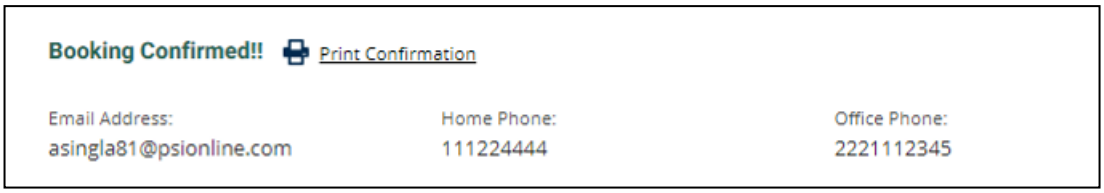
3. Enter the "City or Postal Code" and select **SEARCH**. You will then select the date and time you would like to test.



4. You are now ready to pay.



5. Once payment has been made you will receive a message confirming the test center, booked date, and booked time.



TELEPHONE REGISTRATION

For telephone registration, you will need a valid credit card (Visa, MasterCard, American Express or Discover). PSI registrars are available at (833) 333-4741, Monday through Friday between 6:30 am and 9:00 pm, and Saturday-Sunday between 8:00 am and 4:30 pm, Central Time, to receive your payment and schedule your appointment for the examination.

CANCEL OR RESCHEDULE AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received 2 days before the scheduled examination date. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. Please use the PSI Website or call PSI at (833) 333-4741.

Note: A voice mail or email message is not an acceptable form of cancellation. Please use the PSI Website or call PSI to speak directly to a Customer Service Representative.

MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the schedule examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

EXAMINATION ACCOMMODATIONS

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination should request for alternative arrangements by **Clicking Here**. This form also includes out-of-state testing requests.

FOREIGN LANGUAGES

Examinations are available in English and Spanish for no additional cost. To take one of these examinations you must indicate your language preference when you schedule your examination.

For languages other than English or Spanish, you may request to have the examination translated by contacting PSI and paying an additional cost for each translation. You will be advised of the cost once PSI receives the quote for the translation. This fee will be paid by the candidate. To request, please fill out the form by **Clicking Here**.

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Candidates may also bring a bound Word-to-Word translation dictionary. The dictionary cannot contain pictures or definitions. Candidates are not permitted to bring in any additional papers (loose or attached) with their dictionary. Highlighting, underlining, indexing or marking in the dictionary prior to or during the examination is prohibited. Any candidate caught writing, highlighting, underlining, and or indexing in the dictionary during the examination will be subject to forfeiting their dictionary, termination of their examination and reporting the incident to the Texas Department of Licensing and Regulation.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (833) 333-4741. Every effort will be made to reschedule your examination at a convenient time as soon as possible.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive 30 minutes prior to your scheduled appointment time. This allows time for sign-in and identification verification. NO conversing or any other form of communication among candidates is permitted once you enter the examination area.

If you arrive late, you will NOT be admitted to the examination site and you will forfeit your examination registration fee.

REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide 1 form of identification. The identification must be a VALID form of government-issued identification for example, driver's license*, state ID, or passport, which bears your printed name, photograph, signature or fingerprint, date of birth, and expiration date. Identification provided must match all information provided by TDLR to PSI upon eligibility. If your ID does not contain the required information, you may be asked to provide other forms of valid identification to confirm your identity. A digital copy of your identification documentation will be taken upon check in, and stored with your personal data.

*An expired driver's license will be accepted only if accompanied by a VALID Texas Department of Public Safety temporary permit. Likewise, the temporary permits must be accompanied by the expired DPS driver's license.

If you cannot provide the required identification, you must call (833) 333-4741 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. Failure to provide the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination and will forfeit your examination fee.

SECURITY PROCEDURES

The following security procedures will apply during the examination:

- *Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site.*
- Candidates may take only approved items into the examination room.
- All personal belongings of candidates should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings include, but are not limited to, the following items:
  - Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
  - Bulky or loose clothing or coats that could be used to conceal recording devices or notes. For security purposes outerwear such as, but not limited to: open sweaters, cardigans, shawls, scarves, vests, jackets and coats are not permitted in the testing room. In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.
  - Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
  - Other personal items, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate's contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

COMPUTER-BASED EXAMINATIONS

The examination will be administered via computer. You will be using a mouse and computer keyboard.

IDENTIFICATION SCREEN

You will be directed to a semi-private testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

TUTORIAL

Before you start your examination, an introductory tutorial to the computer and keyboard is provided on the computer screen. The time you spend on the tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

TEST QUESTION SCREEN

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

EXAMINATION REVIEW

PSI, in cooperation with TDLR, will be regularly evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by clicking the Comments button on the Exam Question Screen. These comments will be analyzed by PSI examination development staff. Although PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the department may re-evaluate candidate results and adjust them accordingly. This is the only review of the written examination available to candidates.

EXAMINATION SITE LOCATIONS

Abilene
301 S Pioneer, Suite 103/104
Abilene, TX 79605
Head NW on US-83 N/US-84 W. Take the US-84 W/I-20 BUS exit toward Sweetwater/S 1st street. Turn Right onto S 1st street (signs for 1-20 E). Turn Right onto S Pioneer Drive.

Amarillo
4312 Teckla, Suite 500
Amarillo, TX 79109
Exit off I-40 to Western and go South one street passed the 7th traffic light to Ridgecrest and turn right. Stay on Ridgecrest until you come to the red brick office complex on the left side corner of Ridgecrest and Teckla. 4312 is the 3rd building facing Teckla. Ste 500 is the end suite on the North sideof the building.

Arlington
Centerpoint IV
2401 E. Randol Mill Road, Suite 160
Arlington, TX 76011
From TX-360 S – Take the TX-180 exit towards Division St. Merge onto N Watson Rd. Take a slight left towards S. Watson Rd. Use the middle lane to turn left onto E Randol Mill Rd. The Centerpoint IV building will be on your right.
From I-30 E - Take exit 28 toward Baird farm Road/Ballpark Way/Legends Way. Merge onto E Copeland Rd. Take a slight right onto TX-360 FrontageRd/N Watson Rd. Turn Right onto East Randol Mill Rd. The Centerpoint IV building will be on your right.

Austin
8000 Centre Park Drive, Suite 345
Austin, TX 78754
From US-290 East, merge onto US-290 East and exit onto I-35 North. Follow signs for US-183 North. Continue on US-183 North for 2.5 miles. Take the exit for FM 1325/Burnet Rd. Turn right onto Centre Park Dr.

Austin
1524 S I-35 Frontage Road, Suite 300
Austin, TX 78704
From I-35 S - Take exit 232 towards Woodland Ave. Merge onto S I-35 Frontage Rd and get into the right lane. In .1 miles, turn right into the parking lot. There is surface parking available for visitors. The PSI Testing Center is located on the 3rd floor.

Corpus Christi
2820 S Padre Island Dr, Suite 105
Corpus Christi, TX 78415
From So. Padre Island Drive East, exit at Kostoryz. Loop back under the Kostoryz light, travel west on the access road to the 2820 building. The examination site is located between Kostoryz and Ayers at the 2820 Building on the North site of the SPID access road.

Dallas
One Empire
1140 Empire Central Dr, Suite 235
Dallas, TX 75247
From I-35E South (Stemmons Fwy), exit Empire Central (#434A). Turn right on Empire Central Dr.From I-35E North towards Denton exit at Empire Central and turn left on Empire Central Dr.

Dallas/Richardson
1701 N Collins Blvd, Suite 130
Richardson, TX 75080
From US-75 North take exit 26 onto N. Central Expressway toward Collins Blvd./Campbell Rd. turn left onto Campbell Rd. Turn left on Collins Blvd. Building is on right.

El Paso
11500 Pellicano Dr, Suite B13
El Paso, TX 79936
Coming from El Paso Airport, take 1-10 E to exit 28B towards Yarbrough drive. Merge onto Gtwy blvd east and turn left onto Lomaland drive. Continue to Pellicano drive and make a right and continue for a mile, complex is on the right hand side. Business complex building B is facing Goodyear drive on the right-hand side.

Fort Worth
6801 McCart Avenue, Suite B-1
Fort Worth, TX 76133
From I-20 take the McCart Ave exit #435. Go South on McCart Ave passing Altamesa Blvd. You will turn left at the next light which would be Southpark Lane. To the right, you may enter the 1st immediate parking entrance or the 2nd parking entrance on your right at 6801 McCart Ave Professional Building. Our office suite is B1 which is located on the Northside of the building facing Southpark Lane.

Harlingen - Innovative Minds
Executive Central Office Building
722 Morgan Blvd Suite D
Harlingen, TX 78550
From McAllen, TX: Get on I-2 from Hwy 83/W Business 83/W U.S. Business 83 and S 2nd St/S Col Rowe Blvd. Follow I-2 to US-83 BUS E in Harlingen. Take exit 175 from 1-2. Take Tyler Ave to Morgan Blvd.
From Brownsville: Get on I-69E N/US-77 N/US-83 N from E 7th St. Follow I-69E N/US-77 N/US-83 N to S Expressway 83/Frontage Rd in Harlingen. Take exit 23A from I-69E N/US-77 N/US-83 N. Take Camelot Dr and S 77 Sunshine Strip to Morgan Blvd.

Houston North (Greenbriar Place)
Greenbriar Place
650 North Sam Houston Pkwy E, Suite 535
Houston, TX 77060
From the Beltway 8 going West, exit Imperial Valley Drive. U-turn under the belt. Go East on the Service Road (N Sam Houston Pkwy E). The site is just before the Hardy Toll Road Exit.
From I-610, take 45-North toward Dallas, exit Beltway 8 – East. Go East on the Service Road of Beltway 8 (N Sam Houston Pkwy E).

Houston (East)
Atrium Building
11811 I-10 East Freeway, Suite 260
Houston, TX 77029
From I-10 East, take the Federal Rd exit #778A. U-turn under the freeway and come back on the feeder road going West. Building is on the right side, next to Pappasitos Cantina.
From I-10 West, take the Holland Rd exit. Stay on the feeder road, building is on the right side, next to Pappasitos Cantina.

Houston (South)
9888 Bissonnet St., Suite 570
Houston, TX 77036
From Downtown Houston, Get on I-69 / US-59 South (Southwest Freeway). Continue southwest for about 10–12 miles. Take exit toward Beltway 8 / Sam Houston Tollway. Stay on feeder road and turn right on Bissonnet St. Drive about 1 mile; destination on your right.

Houston (Northwest)
9800 Northwest Freeway
Suite 200
Houston, TX 77092
From Hwy 290 driving southeast, merge onto Loop 610 North. Exit at T.C.Jester and then U-turn under Loop 610. Stay on the feeder road, Sheraton Hotel is on the right as the road curves right. Turn into the parking lot immediately after the Sheraton Hotel and before the office building. Site is on the 2nd floor.

Lubbock
The Center
4413 82nd St., Suite 210
Lubbock, TX 79424
From S Loop 289, take the Quaker Ave exit and go South. Turn right on 82nd St.

McAllen
7000 N. 10th
Street Suite C-4
McAllen, TX 78504
From S Expressway 281/S US-281, turn right onto E Trenton Rd. Turn left onto N 10th St/TX-336. The test site is on the left.

Midland
Westwood Village Shopping Center
4200 West Illinois Avenue, Suite 200
Midland, TX 79703
From I-20, take Midkiff Road exit. Go North on Midkiff Road. Take a left on Illinois Ave. Go .8 miles and turn right into Premier High School in the shopping strip parking lot at 4200 W Illinois. Suite is at the end of the left Strip.

San Antonio
6655 First Park 10 Blvd., Suite 230
San Antonio, TX 7821
From I-10 West – Take exit 565A towards Crossroads Blvd/Balcones Heights and merge onto Frontage Rd. Turn right onto First Park Ten Blvd and go about ½ mile. The building will be on the right.

San Antonio
5555 NW Parkway, Ste 135
San Antonio, TX 78249
From I-10E – Use the right lane to take exit 559 towards TX-345 S/Fredericksburg Rd. Use the right land to merge onto Frontage Road/I-10 Frontage Rd. Go .4 miles then turn right onto Northwest Parkway. Take the second right into the parking lot and enter the building.

Tyler
3800 Paluxy Dr, Suite 310
Tyler, TX 75703
From 1-20, turn south on Hwy 69 and go to Loop 323. Turn right on 323 and follow 323 to the intersection of Paluxy Dr. Turn right on PaluxyDrive. The Paluxy Square Complex will be immediately on the left. Go to Building 3 which is in the back.

Waco
345 Owen Lane, Suite 124
Waco, TX 76710
From TX-6, take the Waco Drive exit, loop under the bridge where you will be on Sanger Ave, turn right on Owen Ln. The examination site is behind the Richland Mall and directly across the street from the City of Waco water tower.

SCORE REPORTING

Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

- On screen – your score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination;
  - If you pass, you will immediately receive a successful notification.
  - If you do not pass, you will receive a diagnostic report indicating your strengths and weaknesses by examination type with the score report.
- On paper – an official score report will be printed at the examination site.

DUPLICATE SCORE REPORTS

You can print a duplicate score report from your online account.

NON-SCORED QUESTIONS

Your examination contains non-scored questions. The use of such questions is an essential step in developing accurate future examinations. These questions will NOT be scored and time to answer them has been added to the time allowed.

EXAMINATION INFORMATION

Exam Name	Scored Items	Duration	Passing Score
TX TL – Low Flow Service Technician	30	60 Minutes	70% Correct to Pass
TX TH – High Flow Service Technician	30	60 Minutes	70% Correct to Pass

TX TL - Low Flow Service Technician
30 Scored Items + 3 Non-Scored Items - 60 Minutes - 70%
Laws and Rules (10 Items)
Responsibilities of the Licensee
Device Performance Review (DPR) Requirements
Skimmers
Test Standards for Calibration Purposes
Device Maintenance Activities
Devices (15 Items)
Testing and Calibration Requirements

Drain Time
Flow Rate
Provision for Sealing
Repeatability
Tolerances
Product Identification
Display of Unit Price
Product Storage Identification
Anti-Drain Means
Specification and Installation Requirements
User Requirements
Holding Zero
Safety (5 Items)
Grounding
Working with Flammable and Combustible Liquids
Switch Loading
Barricading
Situational Awareness
Personal Protective Equipment (PPE)

TX TH - High Flow Service Technician
30 Scored Items + 3 Non-Scored Items - 60 Minutes - 70%
Laws and Rules (10 Items)
Responsibilities of the Licensee
Device Performance Review (DPR) Requirements
Skimmers
Test Standards for Calibration Purposes
Device Maintenance Activities
Devices (15 Items)
Testing and Calibration Requirements
Drain Time
Flow Rate
Provision for Sealing
Repeatability
Tolerances
Product Identification
Display of Unit Price
Product Storage Identification
Anti-Drain Means
Specification and Installation Requirements
User Requirements
Holding Zero
Safety (5 Items)
Grounding
Working with Flammable and Combustible Liquids
Switch Loading
Barricading

Situational Awareness
Personal Protective Equipment (PPE)

EXAMINATION REFERENCE MATERIAL LIST

The Service Technician examinations are OPEN BOOK. The examinations are referenced to the material below. No other reference material is allowed.

As of March 2024, the NIST 44 Handbook will no longer be printed, it will only be available as a free pdf online. If you plan to use this reference on the day of testing, you will need to print the pdf and bring to the test site. Following is the link to the pdf: Specifications, Tolerances, and Other Technical Requirements for Weighing and Measuring Devices (nist.gov)

- NIST Handbook 44: Specifications, Tolerances, and Other Technical Requirements for Weighing and Measuring Devices, 2023, National Institute of Standards and Technology, U.S. Department of Commerce, https://nvlpubs.nist.gov/nistpubs/hb/2023/NIST.HB.44-2023-upd1.pdf
- EPO Annex 1 Safety Considerations and Glossary of Key Safety Phrases, https://www.nist.gov/document/epo-annex-1
- TX Occupations Code, Title 14, Subtitle A, Chapter 2310 - Motor Fuel Metering and Quality, https://statutes.capitol.texas.gov/Docs/OC/htm/OC.2310.htm
- TX Business and Commerce Code, Title 12, Chapter 607 - Payment Card Skimmers on Motor Fuel Dispensers, https://statutes.capitol.texas.gov/Docs/BC/htm/BC.607.htm
- TX Motor Fuel Metering and Quality, Administrative Rules of TDLR, 16 Texas Administrative Code, Chapter 97, https://www.tdlr.texas.gov/

Candidates are responsible for bringing their own references to the examination site. Electronic notepads will be provided.

What is allowed:

- Printed copy of the reference material. It must be spiralbound, ring-bound, or stapled in the right-hand corner.
- Candidate's reference material may be highlighted, underlined, and/or contain notes **prior** to the examination session.

What is not allowed:

- Candidates may NOT write, highlight, underline, index, or mark their reference material during the examination session.
- Candidates are NOT permitted to have their reference material tabbed with homemade or DIY.
- Any additional paper (loose, taped, adhered, stapled, etc.) will NOT be allowed in the examination room.

Consequences:

- Candidates arriving with non-compliant reference material will be given the option to test without their non-compliant material, test with their homemade/DIY tabs removed by the candidate, or forfeit their examination fee and test on another day with reference material in compliance with CIB requirements at the candidate's expense.
- Violations occurring during the examination session will be reported to the Texas Department of Licensing and Regulation and can result in candidates surrendering all examination materials including their code books, invalidation of their test score, and severe civil and/or criminal penalties