



Wylie Northeast SUD

P.O. Box 1029
745 Parker Road Loop, Wylie, TX 75098
972-442-2075

www.wylienortheastwater.com

SERVICE APPLICATION AND AGREEMENT

This application and agreement must be completed and signed only by the person(s) requesting service. For new service, the District may require a map or plan showing the applicant’s preferred meter location on the premises.

APPLICANT INFORMATION

APPLICANT NAME _____ EMAIL ADDRESS _____

APPLICANT NAME _____ EMAIL ADDRESS _____

SERVICE ADDRESS _____

MAILING ADDRESS _____

HOME PHONE _____ CELL PHONE _____

LEGAL DESCRIPTION [] Copy of Deed attached; or rental/lease agreement

[] Subdivision: _____ Lot _____ Block _____

SERVICE INFORMATION

SERVICE BEING REQUESTED [] Water [] Sewer [] Trash [] Extra Trash Bin

PROPOSED USE OF PROPERTY [] Residential [] Commercial [] Agricultural [] Other

If Commercial or Other, please describe _____

Acreage . Building Area _____ ft² Irrigation system? (Y/N) _____ Number of Occupants _____

Livestock (Y/N) _____ If yes, Type and Number _____

Special Service Needs _____

LANDLORD INFORMATION (If applicable)

LANDLORD NAME _____ PHONE _____

LANDLORD ADDRESS _____

DISTRICT USE ONLY

Date Approved	Service Class	Account No.
Inspection Date	Meter Size	Deposit \$
Service Date	Line Extension	Connect Fee \$
Easement Rec'd Y or N	Road Bore Y or N	Date Paid

SERVICE APPLICATION AND AGREEMENT (CONT'D)

Upon the undersigned Applicant, singly or collectively, complying with all terms and conditions of service, the Wylie Northeast Special Utility District will furnish water service to Applicant at the above-reference property and Applicant shall purchase and receive water service from the district in accordance with the district's Rate Order and other applicable service policies, if any. Applicant further agrees to pay all applicable fees and charges for such water service in accordance with district's Rate Order, as amended from time to time.

All water furnished by the district to Applicant shall be metered by a meter installed, owned, and maintained by the district. The district shall have the exclusive right to locate the meter, pipeline and appurtenant equipment on the property to connect Applicant to the district's water system. The meter and service connection is for the sole use of Applicant and is to provide service to only one(1) dwelling or (1) business on the property.

Applicant shall allow the district access to the district's meter, pipeline and appurtenant equipment on the property at all times for any purpose connected with, or in the furtherance of, the district's water utility operations. In addition, the district shall have the right to enter upon the property and remove its meter, pipeline or appurtenant equipment upon disconnection or discontinuance of service to Applicant. Applicant is expressly prohibited from:

- (i) attempting to tamper with or bypass the meter
- (ii) diverting water service from the property to another tract or parcel of land, or
- (iii) sharing, reselling or sub metering water to any other person, dwelling, business or property.

Any person who intentionally or knowingly causes impairment or interruption of the district's public water supply, or causes it to be diverted in any manner, shall be reported by the district for possible prosecution under Texas Penal Code §28.03.

Applicant shall install, at Applicant's own expenses, any necessary service lines from the district's meter to the point of use including customer service isolation valves, backflow prevention devices, clean-outs and other equipment as may be specified by the district. Water service provided to Applicant by the district shall be provided for the use indicated on the front of this application form (i.e. residential, commercial, etc.)

Applicant must notify the district prior to converting the service address to another use (for example converting a residence to a business) by completing a new Service Application and Agreement. Additional fees may be required.

As a condition of service, Applicant shall grant to the district, now or in the future, any easement and right-of-way required by the district for the purpose of installing, maintaining, or operating the district's water distribution facilities, including pipelines, meters, valves and hydrants, that the district deems necessary to extend or improve service for existing or future customers.

The grant shall be on a form approved by the district. The district is responsible for protecting the public drinking water supply from contamination or pollution.

The following unacceptable practices are prohibited by state regulations:

- No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air gap or an appropriate backflow prevention assembly in accordance with state regulations.
- No cross connection between the public drinking water supply and a private water system is permitted. Such threats to the public drinking water supply shall be eliminated at the service connection by the proper installation of an air gap or a reduced pressure zone backflow prevention assembly, and must include a service agreement for annual inspection and testing by a certified backflow prevention device tester.
- No connection which allows condensing, cooling, or industrial process water to be returned to the public water supply is permitted.
- No pipe or pipe fitting which contains more than 8.0% lead may be used for the installation or repair of plumbing on or after July 1, 1988 at any connection that provides water for human consumption.
- No solder or flux that contains more than 0.2% lead may be used for the installation or repair of plumbing on or after July 1, 1988 at any connection that provides water for human consumption.
- Plumbing installed after January 4, 2014 bears the expected labeling indicating less than or equal to .25% lead content. If not properly labeled, please provide written comment.

Applicant shall allow the property receiving service to be inspected for possible cross-connections, potential contamination hazards and illegal lead materials. These inspections shall be conducted by the district or its designated agent prior to initiating service and periodically thereafter. The district shall notify Applicant in writing of any cross-connections or other undesirable practices which have been identified during the initial or subsequent inspection. Applicant shall immediately correct any undesirable practice on their premises and shall, at Applicant's own expense, properly install, test and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Applicant.

If Applicant fails to comply with the terms of this service agreement, the district shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Notwithstanding anything to the contrary, the district may immediately disconnect service without prior notice if an actual health hazard exists. Any expenses associated with the enforcement of this service agreement shall be billed to the customer.

By execution hereof, the Application shall hold the District harmless from any and all claims for damages caused by service interruptions due to waterline breaks by utility or contractors, tampering by other district customers, normal failures of the system. Or other events beyond the District's control. Applicant also acknowledges that the district's water system provides potable water for domestic consumption only and the district does not guarantee that its water system will provide "Fire Flows" as defined by the Uniform Code or similar code to fight structure fires.

Any misrepresentation of facts by Applicant in this service agreement shall result in the district disconnecting service to Applicant in accordance with the district's Rate Order. The district shall maintain a copy of this service agreement as long as the Applicant and/or premises is connected to the district's public water system.

AGREED TO BY APPLICANT:

Applicant Signature

Applicant Signature

Date

Date

DISTRICT USE ONLY

Application received on behalf of the district by _____ on _____, 20____



Wylie Northeast SUD

745 Parker Road Loop, Wylie, TX 75098
972-442-2075

NEW CUSTOMER CHECK LIST

NAME(S): _____

ADDRESS: _____

EMAIL ADDRESS: _____

COURTESY INFORMATION INCLUDED IN THIS PACKET

- Important Account Information
- Backflow Device information - This device must be installed and tested by a certified installer. The State of Texas requires an annual inspection of this device. For more information, visit www.sctrackingsolutions.com
- Customer Service Inspection (CSI) information – **You have one month from sign up date to have this inspection completed or you may experience an interruption in your water service.** Contact our office to set up a time.

WHAT WE NEED FROM YOU TO ESTABLISH SERVICE

- Deed of Trust or Closing Disclosure for proof of ownership
- Fully signed rental or lease agreement
- Easement (unless it has been provided by builder)
- Completed and signed Service Application and Agreement
- Cost of Service Agreement
- Backflow Device Agreement
- \$275.00 (\$200 is your deposit / \$75 is the activation)
- New Connection fee \$3,000 (minimum for new construction)

At your request, we will provide a copy of the documents that you have signed to establish your service.

Signature(s): _____

Date: _____



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COST OF SERVICE

BASE RATE

5/8" X 3/4"	\$30.00
3/4" X 3/4"	\$45.00
1"	\$75.00
1 1/2"	\$150.00

The base rate is charged every month for meter availability. This charge will apply even when no water is used. Larger meters are available. For pricing information, contact our office.

GALLONAGE CHARGE

0 to 5,000	\$7.67 per thousand
5,001 to 10,000	\$8.65 per thousand
10,001 to 15,000	\$10.63 per thousand
15,001 to 20,000	\$11.78 per thousand
>20,000 gallons	\$12.92 per thousand

SEWER SERVICE

If applicable in your area rate sheet will be made available

FEES

Water Deposit	\$200.00
Activation	\$75.00
New Connection	\$3,000.00 (minimum)
Late Payment	\$10.00 or 5% whichever is greater
Returned Payment	\$25.00
Disconnect / Reconnect	\$100.00
Service Trip	\$50.00
Meter Test	\$50.00
Meter Relocation	Cost specific to individual case (minimum of \$150)

By signing this cost of service agreement, you acknowledge that all charges and fees for services are non-refundable with the exception of a portion of the deposit upon closing your account and receiving the final bill. Prior to selling or vacating the property, you must request that your service be discontinued and provide a forwarding address. The district will refund the balance of your deposit after applying any outstanding service charges. This notice is provided in accordance with Section 5.03(e) of the district's Rate Order. Our rates are reviewed annually to ensure our capability to provide safe and continuous water to our customers now and in the future.

Signature

Date



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BACKFLOW DEVICES

Reasons for having a Backflow Device:

The backflow device on your property was installed as an integral part of your irrigation and/or water system. It is designed to prevent contaminants from entering water lines that go directly to your house and the overall water system. The Texas Commission on Environmental Quality requires by Rule, Chapter 290.47 that the District adopt a Cross-Connection Control Program. Wylie Northeast S.U.D. adopted this by Resolution No. 9, dated January 8, 2002.

Who needs one?

Any connection that has an irrigation system, sprinkler system or well system is required (by TCEQ) to have a backflow device installed and to be tested every year by a licensed inspector.

SC Tracking Solutions

We have partnered with SC Tracking Solutions for testing of these devices. You can go to www.sctrackingsolutions.com for more information.

SC Tracking Solutions Phone 866-232-0174 or Email cs@sctrackingsolutions.com

I understand that my backflow device must be tested annually to remain in compliance. I also understand that if I do not schedule with another licensed inspector when it is due, Wylie Northeast will test my device and I will be charged.

Customer Name _____

Address _____

Signature _____

Date _____



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IMPORTANT ACCOUNT INFORMATION

DATES TO REMEMBER

- Bills are due by the 15th of every month. This date does not change. If you do not receive your bill in a timely manner, please contact our office before the due date.
- A late fee of \$10 or 5% (whichever is greater) will be assessed on the 16th of every month if your account is past due. If the 15th falls on a weekend or holiday, late fees are applied the following Monday.
- ACH bank drafts are done on or about the 15th of every month.
- Meters are read on or around the 20th of every month.
- Shut offs are done on or around the 30th of every month.

PAYMENTS

- Please write your account number on your check or money order or include the remittance stub from your bill to ensure proper payment application.
- If you do not receive your bill in a timely manner, please contact our office. Unfortunately, we cannot ensure mail delivery through the postal service. You can request to have your bill emailed to you to ensure delivery. Just make sure to add us to your email's safe sender list to ensure it doesn't get caught by the spam filter.
- If you send a check via online banking, please make sure that you give ample amount of time for the check to go through the postal system and get to us prior to the due date to avoid late charges.
- There is no charge to conveniently make your payments online at www.wylienortheastwater.com

COMMUNICATIONS

- Go to our webpage and click the red button to sign up for text and/or email alerts.
- When moving, a Service Discontinuance form must be filled out to avoid additional charges to your account and give us a forwarding address for your deposit refund.
- Our website is www.wylienortheastwater.com. You can pay your bill with no additional payment fee, see your account history and stay up to date with what is going on.
- You can contact us via email at cs@wylienortheastwater.com.
- You can track your own personal water usage and set personal usage limit notifications at www.MyWaterAdvisor2.com. You can find additional information about this on our website or by contacting us.

DISCONNECTS DUE TO NON PAYMENT

No reconnections will be made past 8:00PM. An alert will be sent the day before disconnect day to all registered customers. To register, go to our website and click on red alert button. If your water is locked for non-payment, there will be a \$100 disconnect / reconnect fee immediately charged to the account. You will be required to bring your account current; to a zero balance. At that point you will owe at least the following:

Past due amount + Current billed amount + Late fees + Disconnect / Reconnect fees



A Public Water System Guide to Customer Service Inspections

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Introduction

Before continuous water service for new construction is established, Texas law requires an inspection of the private water-distribution system as a way to ensure that the water is safe to drink. This type of *customer service inspection* is required in Title 30 of the Texas Administrative Code (TAC), Subsection 290.46(j).

All the rules in 30 TAC 290, Subchapter D, are administered by the Texas Commission on Environmental Quality (TCEQ). These rules are contained in the TCEQ publication, *Rules and Regulations for Public Water Systems*, RG-195.

Who Should Read This Guide?

This guide is intended for those who work in a *public water system* (PWS) in Texas—for example, a water district, a water supply corporation, or a city- or investor-owned system. In the text, “you” refers to the PWS and its staff members. The term *public water supplier* is also used to mean public water system.

Members of the general public— customers of such water systems—will also find answers in this guide to many questions they may have about customer service inspections.

Please note that this publication is for general guidance only and does not take the place of the rules and regulations governing customer service inspections.

About Customer Service Inspections

The purpose of a customer service inspection is to identify whether one of two potential sources of contamination exists. One is a *cross connection*—an actual or potential connection between a drinking water supply and a possible source of contamination or pollution. The other potential source of contamination is lead plumbing materials.

When are customer service inspections required?

An inspection *must* occur in the following situations:

- When there is new construction.
- When there is a material improvement, correction, or addition to the private water distribution system (defined as plumbing work that requires a permit and involves a major modification to the private water distribution system). The *private water system* refers to the facilities on the owner’s side of the meter. For areas where no permitting system is in place, examples of modifications that require a customer service inspection include remodeling or expansion of household plumbing or water-using devices, customer request for installation of a larger meter, drilling of a private well, or installation of a rainwater harvesting system.
- When the water supplier believes that a cross connection or other potential contamination hazard exists. In such a case, the water supplier must provide written justification to the customer for requiring an inspection by specifically identifying the threat that is believed to exist.

When are customer service inspections not required?

An inspection is *not* required for:

- Existing connections (unless a situation in the previous question applies).
- Temporary connections and connections involving construction.
- Transfer of service.

- Mobile and manufactured homes and recreational vehicles (for exceptions, see “Inspections of RVs and Mobile Homes” on pages 6–8).
- Residential lawn-irrigation systems (when installed by a licensed plumber or a licensed irrigator or when installed by a licensed installer or licensed irrigation technician supervised by a licensed irrigator. Effective January 1, 2010, the installer license will no longer be valid and will be replaced by an irrigation technician license).
- Swimming pools (unless a situation in the previous question applies).

What is identified in a customer service inspection?

Inspectors certify that there are no cross connections and no lead in the pipes and solder. Examples of cross connections include:

- Direct or indirect connections.
- Connections allowing the return of water used for condensing, cooling, or industrial processes back to the public water system. An industrial process, in this context, is defined as any use other than domestic consumption.
- Potential contamination hazards.
Examples of lead plumbing materials include:
- Pipe or pipe fitting that contains more than 8.0 percent lead installed on or after July 1, 1988.
- Solder or flux that contains more than 0.2 percent lead installed on or after July 1, 1988. (Lead joints may be used for repairs to cast iron pipe only.)

Who can perform a customer service inspection?

Customer service inspections must be performed by the following licensed professionals:

- Plumbing inspectors and water supply protection specialists licensed by the Texas State Board of Plumbing Examiners (TSBPE, see “Where to Find More Information”).
- Customer service inspectors licensed by the TCEQ. For information on these licensees, call the TCEQ’s Operator Certification Section, 512-239-6135.
- To search for licensed customer service inspectors in your area on the TCEQ’s Web site, go to www5.tceq.state.tx.us/oce/olwe/.

After an inspection, the customer gets a copy of the customer service inspection certificate, and the original must be kept by the water system for 10 years.

What are the public water supplier’s options for providing customer service inspections?

The water supplier has several options:

- provide a list of certified inspectors to the customer, who then selects and hires an inspector;
- provide qualified employees to perform the inspections; or
- hire independent, qualified contractors to perform the inspections.

Can the PWS refuse an inspection certification from someone the customer selected?

- Investor-owned utility—no.
- Water supply corporation—yes, if the corporation passes bylaws addressing who can perform inspections.
- Water district or city-owned system—yes, if the district or city passes rules or ordinances addressing who can perform inspections.

How many customer service inspections are required?

Under Texas law—30 TAC 290.46(j)—a customer service inspection is required for each connection before continuous water service can be provided. If a water supplier has additional requirements, an inspection must be authorized by the service provider’s governing body—for example, its board of directors. This authorization should be recorded in documents such as a local government code or a tariff.

Controlling Cross Connections and Backflows

A *cross connection* is the point at which a contaminated substance comes in contact with the drinking water system. In checking for such cross connections, the customer service inspector will also determine if there is a need for a *backflow prevention assembly*.

The term *backflow* is used to mean any unwanted flow of used or non-potable water or substance from a domestic, industrial, or institutional piping system into the water distribution system. One of the ways to prevent backflow from occurring at the point of a cross connection is to install a backflow prevention assembly.

What are the potential contamination hazards from cross connections?

Potential threats to a drinking water supply include, but are not limited to:

- chemical plants using a water process;
- hospitals;
- mortuaries;
- medical, dental, and veterinary clinics;
- laboratories;
- marinas; and
- connections with an auxiliary water supply, which could be polluted.

Who can test and repair backflow prevention assemblies in Texas?

Only *backflow prevention assembly testers* who have been licensed by the TCEQ can test and repair assemblies on any domestic, commercial, industrial, or irrigation service in Texas. For information on these licensees, call the TCEQ's Operator Certification Section, 512-239-6135.

Should a backflow prevention assembly be installed if no known hazard exists?

No, there is no need to install a backflow prevention assembly as additional protection if no hazard has been identified. Chapter 290 rules do not require backflow prevention assemblies at all connections.

The TCEQ does not recommend the installation of single-check or dual-check valves at every service connection. These devices are not testable, create a closed system, and do not meet the TCEQ's requirements for premises isolation.

What is a closed system? What is thermal expansion?

- A *closed system* is created when an approved backflow prevention assembly or a check valve (not approved for backflow prevention) is installed at a customer's service connection. The backflow prevention assembly or check valve does not allow water to flow backwards from the customer's private water system into the PWS's distribution system.
- *Thermal expansion* is a result of heating water. When water is heated, its density decreases and its volume expands. Backflow prevention assemblies and other one-way valves installed at a customer's service connection eliminate a path for expanded water to flow back to the distribution system, resulting in increased system pressure.

This increase in pressure can result in: pressure surges, dripping faucets, chronic or continuous dripping of temperature and pressure-relief valves on hot-water heating tanks, and other mechanical problems with hot-water heating tanks, including distortion and rupture.

A PWS that requires the installation of a backflow prevention assembly at a customer's service connection should take the following steps to ensure the customer is protected from the potential problems associated with thermal expansion:

Immediately notify the customer that a closed system has been created and provide the customer with information explaining the potential problems associated with thermal expansion.

- In areas where a plumbing code has been adopted, provide information to the customer regarding plumbing code requirements for closed systems. Requirements may include installation of a pressure-relief valve.
- In areas where a plumbing code has not been adopted, provide information to the customer regarding thermal expansion tanks and pressure-relief devices which can be installed to mitigate the potential problems associated with thermal expansion.

What is the difference between premises isolation and internal protection?

- *Premises isolation*, also referred to as "*containment*," uses a minimum of backflow assemblies to separate the customer from the water main. This strategy prevents the customer from contaminating or polluting the water supply.
- *Internal protection* places backflow devices on all cross-connection hazards located within the customer's residence or facility. In this way, the water supply and other customers are protected from possible contamination.

In some instances, the use of both premises isolation and internal protection practices may be the best way to protect from internal hazards, as well as hazards from other customers. Regardless of whether the PWS requires premises isolation or internal protection (or both), the customer service inspection must include an internal inspection of the residence or facility to determine whether premises isolation is necessary.

When are backflow prevention devices, such as hose bibb vacuum breakers, required?

State-approved plumbing codes, as well as most local plumbing ordinances, **require hose bibb**

vacuum breakers on exterior faucets of new dwellings. These devices are **recommended** for existing dwellings.

However, if a cross connection is found at an existing dwelling, an *air gap separation* or a backflow prevention device, such as a hose bibb vacuum breaker, is **required**. The type of device will be determined by the degree of hazard posed by the cross connection.

Inspections of RVs and Mobile Homes

How can a water supplier protect against backflow at a recreational vehicle (RV) park?

When owners of RVs flush and clean the waste from the plumbing system of RVs, a potential threat to the potable water supply may be created. Many RVs are sold today with a “sewer flusher” connection which allows the blackwater tank to be flushed.

Most RVs have two types of waste holding tanks: one holds the waste from the toilet (blackwater tank) and the other holds the waste from the bath tub/shower, wash basin, and kitchen sink (graywater tank).

According to manufacturers of devices used to flush blackwater tanks, these devices address the problem of solids build-up. However, the device allows for the direct connection between the blackwater tank and the public water supply. While most of these devices come with some form of backflow protection, 290.47(i) **prohibits** the connection of a public water supply to a sewer pipe. Since the blackwater tank of an RV holds the same materials as a sewer pipe, devices that allow connection between the public water supply and blackwater tanks are a threat to the potable water distribution systems of the RV park and the public water supplier.

Public water suppliers should:

- perform periodic inspections of RV parks that are within their service area;
- educate managers of RV parks about blackwater tank flushing devices;
- encourage managers of RV parks to inspect every RV that enters their park, especially when the RV owner is connecting the RV to the RV park’s potable water distribution system. Managers of RV parks should prohibit the use of “Y Hose Adapters,” which enable an RV owner to establish connections from a potable water hose bibb to

both the RV’s potable water system and sewer flusher connection at the same time.

- at a minimum, require premises isolation at the master meter by the installation of a reduced-pressure-principle backflow prevention assembly at every RV park within their service area.

For those public water systems that include numerous RV parks in their service area, it may be necessary to adopt specific language (and/or requirements) in a backflow prevention ordinance that addresses the unique hazards that may be found at RV parks.

What are the requirements for customer service inspections at mobile home parks?

Water suppliers are *not* required to conduct a customer service inspection for a mobile home entering a mobile home park *unless* a cross connection or potential contamination hazard is suspected. This standard also applies to mobile homes placed on an individual lot.

However, manufactured homes are required to comply with proper plumbing standards under the Manufactured Housing Construction and Safety Standards that are enforced by the Federal Department of Housing and Urban Development. These standards, which became effective on June 15, 1976, prohibit lead and cross connections within the home.

How can a water supplier protect against backflow at a mobile home park?

The public water supplier may protect by either premises isolation or internal protection, although premises isolation at the master meter may be the most practical method of protection (see related section on the difference between the two approaches).

Standards for Lead in Pipes and Solder

The following standards are used to determine if there is an unacceptable amount of lead in the pipes and solder:

- Pipe or pipe fittings that contain more than 8.0 percent lead.
- Solder or flux (used to join surfaces) that contains more than 0.2 percent lead. (Lead joints may be used for repairs to cast iron pipe only.)

What about homes built after July 1, 1988, that do not meet lead plumbing standards?

A public water supplier *must not connect* a home built *after* July 1, 1988, that does not meet the lead plumbing standards listed above. Excessive amounts of lead must be removed before continuous water service can be provided to a home built after July 1, 1988.

What about homes built before July 1, 1988, that do not meet lead plumbing standards?

A public water supplier is allowed to connect a home built *before* July 1, 1988, that does not meet lead plumbing standards.

How many tests for lead solder must be performed on new establishments?

Only one test is required for new establishments to ensure that the solder is no more than 0.2 percent lead. If a field test indicates the presence of lead, a sample of the solder may be collected and submitted to a commercial laboratory for quantification. Based on laboratory confirmation of excessive amounts of lead in the solder, permanent water service should be denied at that location. The TCEQ and the TSBPE should be notified of the incident, and their recommendations regarding proper steps to address the issue should be followed.

What PWS Rules and Tariffs Should Include

All public water systems should maintain a set of rules, regulations, tariffs, or service agreements to explain what services are provided, including customer service inspections.

Should customer service inspections be covered in PWS rules and tariffs?

Yes. Your rules, regulations, tariffs, or service agreements should, at a minimum, cover the following topics:

- cross connections,
- lead plumbing and materials, and
- enforcement.

Who pays for the customer service inspection, and who sets the fee?

If a PWS requires an inspection by its own employees, or if it provides this service as part of its business, the PWS may either:

- charge a fee established by the PWS and approved by its governing body—or established by the

TCEQ in the case of an investor-owned utility (IOU); or

- provide the service at no cost and then recoup the expenses through rates.
- If a PWS requires the customer to provide the inspection certification, the customer must:
- select a qualified professional to conduct the inspection, and
 - pay the professional for the service.

Can an IOU charge an inspection fee if it is not in their approved tariff?

No. Neither an investor-owned utility nor its employees can charge for an inspection if the charge is not in their approved tariff.

Do TCEQ rules require a PWS to adopt a plumbing code?

No. TCEQ rules do not require a PWS to adopt a plumbing code. However, TCEQ rules do require a PWS to adopt an adequate plumbing ordinance, regulations, or service agreement with provisions for proper enforcement to ensure that neither cross connections nor other unacceptable plumbing practices are permitted.

Enforcing Cross-Connection Controls

How does a PWS enforce proper plumbing practices on cross-connection control?

A public water system has two options for enforcing proper plumbing practices to control cross connections:

- adopt rules, tariffs, or service agreements that meet the minimum standards in the state-approved plumbing codes (the Uniform Plumbing Code or the International Plumbing Code, see “Where to Find More Information”); or
- reference sections of the state-approved plumbing codes that address cross-connection control in your plumbing ordinance, regulations, or service agreement.

When can a water supplier deny service to a customer?

To answer this question, you need to know if the customer is establishing new service, or if the customer has an existing account (see related questions in this guide about when customer service inspections are required).

For new customers:

- Water supplier may withhold permanent service until the inspection is completed.

For existing customers:

- *Suspected but not verified cross connection*—water supplier may terminate *with notice* if a customer refuses inspection.
- *Known cross connection and/or contamination* of public water supply—water supplier has a duty to immediately terminate service. Notice is preferable, but not always possible.

Questions Your Customers May Ask

Where should a customer appeal a PWS ruling?

Customers should appeal rulings or enforcement actions to the water supplier's governing body. It differs according to ownership.

The customer should appeal to the city council for city-owned systems, or to the board of directors for district water systems and water supply corporations. If the system is an investor-owned utility, the customer should appeal to the TCEQ's Utilities & Districts Section at 512-239-4691.

Where should a customer report improper plumbing practices?

Customers should report improper plumbing practices or inspections by a licensed plumber to the Texas State Board of Plumbing Examiners (TSBPE) at 1-800-845-6584.

Where to Find More Information

To contact the TCEQ

By phone:

Public Drinking Water Section	512-239-4691
Utilities & Districts Section	512-239-4691
Operator Certification Section	512-239-6135
Publications	512-239-0028

By mail:

Public Drinking Water Section, MC 155
TCEQ
PO Box 13087
Austin TX 78711-3087

On the Web:

<www.tceq.state.tx.us/goto/pws/>

For *Rules and Regulations for Public Water Systems* (RG-195), go to
<www.tceq.state.tx.us/goto/publications/rg/195/>.

For information about the TCEQ's Cross-Connection Control Program, go to
<www.tceq.state.tx.us/goto/cc/>.

To contact the TSBPE

By phone: 1-800-845-6584

On the Web: <www.tsbpe.state.tx.us>

To purchase a copy of a state-approved plumbing code:

International Plumbing Code

International Code Council Store
11711 West 85th Street
Lenexa, KS 66214
1-800-786-4452
<www.iccsafe.org>

Uniform Plumbing Code

IAPMO Order Desk
5001 East Philadelphia Street
Ontario, CA 91761
1-800-854-2766
<www.iapmostore.org>

Other Sources of Information about Cross-Connection Control:

American Society of Sanitary Engineering

ASSE International Office
901 Canterbury, Suite A
Westlake, OH 44145
440-835-3040

American Water Works Association

6666 West Quincy Ave.
Denver, CO 80235-3098
1-800-366-0107

Foundation for Cross-Connection Control and Hydraulic Research

University of Southern California
KAP-200 University Park MC-2531
Los Angeles, CA 90089-2531
1-866-545-6340

Information about Lead:

The EPA's publication *Actions You Can Take to Reduce Lead in Drinking Water* is available at:
<www.epa.gov/safewater/lead/lead1.html>.