

**Texas Commission on Environmental Quality**  
**Reg. 290.46(f)(3)(E)(iv)**  
**CUSTOMER SERVICE INSPECTION AGREEMENT**

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- I. PURPOSE.** Winkler Water Supply Corporation (“WWSC”) is responsible by law for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner’s side of the meter. The purpose of this Customer Service Inspection Agreement (“the Agreement”) is to notify each customer of the restrictions which are in place to provide this protection. WWSC enforces these restrictions to ensure the public health and welfare. **Each retail customer must sign this agreement before WWSC will begin service.** In addition, when service to an existing connection has been suspended or terminated, WWSC will not re-establish service unless it has a signed copy of this agreement.
- II. RESTRICTIONS.** The following unacceptable practices are prohibited by State regulations.
- A. 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 and appropriate backflow prevention device.
  - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
  - C. No connection which allows water to be returned to the public drinking water supply is permitted.
  - D. No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
  - E. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

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**III. SERVICE AGREEMENT.** The following are the terms of the Customer Service Agreement between WWSC and the Member or Applicant (herein the “Customer”).

- A. WWSC will maintain a copy of this Agreement as long as the Customer and/or the premises are connected to WWSC’s system.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the water system or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities.
- C. WWSC shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or periodic re-inspection.
- D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his/her premises.
- E. The Customer shall, at his/her expense, properly install, test, and maintain any backflow prevention device required by WWSC. Copies of all testing and maintenance records shall be provided to WWSC.
- F. The Customer shall pay WWSC an upfront fee of \$100.00 for the CSI Inspection; however, the Customer agrees to pay any additional expenses the CSI Inspector charges WWSC for the CSI Inspection.

**IV. ENFORCEMENT.** If the Customer fails to comply with the terms of this Customer Service Agreement, WWSC shall, at its option:

- 1) terminate service or

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- 2) 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 Customer.

Dated \_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_  
Applicant - Signature

\_\_\_\_\_  
Applicant - Printed Name

\_\_\_\_\_  
Co-Applicant – Signature

\_\_\_\_\_  
Co-Applicant – Printed Name

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United States Department of Agriculture – Rural Development Nondiscrimination  
Statement

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- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-941;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

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