

CUSTOMER SERVICE AGREEMENT

- I. **PURPOSE:** The City of Pensacola, Florida is responsible for protecting the drinking water supply from contamination or pollution which could result from improper cross connections or configuration on the retail connection owner's side of the meter. The purpose of this customer service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to protect the public health and welfare. Each retail customer must sign this agreement before the City of Pensacola will begin service. In addition, when service to an existing retail connection has been requested or terminated, the water system will not establish service unless it has a signed copy of this agreement.
- II. **PLUMBING RESTRICTIONS:** The following unacceptable practices are prohibited by State of Texas 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 supply by an air gap or an appropriate backflow prevention device.
 - B. No cross connections 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 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 6.25% lead may be used for the installation or repair of plumbing in any connection which provides water for human use.
 - E. No solder or flux which contains more than 6.25% lead can be used for the installation or repair of plumbing in any connection which provides water for human use.
- III. **SERVICE AGREEMENT:** The following are the terms of the service agreement between the City of Pensacola and _____ (Name of customer hereinafter "Customer").
- A. The City of Pensacola will maintain a copy of this agreement as long as the Customer utilizes the premises served by the water system of the City of Pensacola.
 - B. The Customer shall allow backflow property to be inspected for possible cross-contamination and other unacceptable plumbing practices. These inspections shall be conducted by the City of Pensacola or its designated representative to initiate new water service; when there is reason to believe that cross connections or other unacceptable plumbing practices exist or after any major changes to the private plumbing facilities. The inspections shall be conducted during the City of Pensacola's normal business hours.
 - C. The City of Pensacola shall notify the Customer in writing of any cross connections or other unacceptable plumbing practice that has been identified during the initial inspection or at periodic re-inspections.
 - D. The Customer shall immediately correct any unacceptable plumbing practice on backflow premises.
 - E. The Customer shall, at backflow inspection properly install, test, and maintain any back flow prevention device required by the City of Pensacola. Copies of all testing and maintenance records shall be provided to the City of Pensacola.
- IV. **ENFORCEMENT:** If the Customer fails to comply with the terms of this Customer Service Agreement, the City of Pensacola shall, at its option, either terminate service, or properly install, test, and maintain an appropriate back flow prevention device at the service connection. Any expense associated with the enforcement of this Customer Service Agreement shall be billed to and paid by the Customer.

CUSTOMER SIGNATURE

Service Address

(DATE)