

CUSTOMER SERVICE AGREEMENT

I. **PURPOSE:** The City of Petersburg, Texas is responsible 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 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 ensure the public health and welfare. Each retail customer must sign this agreement before the City of Petersburg will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the water system will not re-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-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.

III. **SERVICE AGREEMENT.** The following are the terms of the service agreement between the City of Petersburg and _____(Name of customer) (hereinafter "Customer").

- A. The City of Petersburg will maintain a copy of this agreement as long as the Customer and/or the premises served is connected to the water system of the City of Petersburg.
- B. The Customer shall allow his/her/its property to be inspected for possible cross-contamination and other unacceptable plumbing practices. These inspections shall be conducted by the City of Petersburg or its designated agent prior to initiating 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 Petersburg's normal business hours.
- C. The City of Petersburg shall notify the Customer in writing of any cross-connection or other unacceptable plumbing practice that has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately correct any unacceptable plumbing practice on his/her/its premises.
- E. The Customer shall, at his/her/its expense properly install, test, and maintain any back-flow prevention device required by the City of Petersburg. Copies of all testing and maintenance records shall be provided to the City of Petersburg.

IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of this Customer Service Agreement, the City of Petersburg shall, at its option, either terminate service, or properly install, test, and maintain an appropriate back-flow prevention device at the service connection. Any expenses associated with the enforcement of this Customer Service Agreement shall be billed to and paid by the Customer.

CUSTOMER SIGNATURE

Service Address

DATE