

## SERVICE AGREEMENT

**PURPOSE:** The City of Splendora Water System is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions which ensure the public health and welfare. Each customer must sign this agreement before the Splendora Water System will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.

**PLUMBING RESTRICTIONS:** The following undesirable plumbing practices are prohibited by State regulations.

- A. No direct connections between the public drinking water supply and 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 back flow prevention device.
- B. No cross connection between the public drinking water 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 installations of an air gap or a reduced pressure zone back flow 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 **2.5%** 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.

**SERVICE AGREEMENT:** The following are the terms of the service agreement between the City of Splendora (the Water System) and \_\_\_\_\_ (the customer).

- A. The Water System will maintain a copy of this agreement as long as the customer and/or the premises are connected to the Water System.
- B. The customer shall allow his property to be inspected for possible cross connection or other undesirable plumbing practices. These inspections shall be conducted by the Water System or its designated agent prior to initiating service and periodically thereafter. The inspection shall be conducted during the Water System's normal business hours.
- C. One meter is required for each residential, commercial, or industrial service connection.
- D. The Water System shall notify the Customer in writing of any cross connection or other undesirable plumbing practice which has been identified during the initial inspection or the periodic inspection.
- E. The Customer shall immediately correct any undesirable plumbing practices on his premises.
- F. The Customer shall, at his expense, properly install, test and maintain any back-flow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- G. After the meter has been set, the Customer shall at all times, keep the space occupied by the meter and the meter box, free from rubbish or obstruction/fence of any kind. Failure to do so, will result in additional charges to the account.**

**ENFORCEMENT:** If the Customer fails to comply with the terms of the Service Agreement, the Water System shall, at its option, 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 agreement shall be billed to the Customer.

**NEW METER TAPS:** All new service connections will be left off until service connections and other applicable plumbing are inspected by the Utility Superintendent or by authorized City personnel.

Date: \_\_\_\_\_ Customer's Signature: \_\_\_\_\_