



Customer Service Agreement

PURPOSE—This District 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 are in place to provide this protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before Galveston County WCID #8 will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not reestablish service unless it has a signed copy of this agreement.

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

1. 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 device.
2. 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.
3. No connection which allows water to be returned to the public-drinking water supply is permitted.
4. 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.
5. 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 Galveston County WCID #8 and

PRINT NAME

PRINT ADDRESS

1. The Galveston County WCID #8 will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the Galveston County WCID #8 system.
2. The Customer shall allow his property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the Galveston County WCID #8 or its designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during Galveston County WCID #8 normal business hours.
3. The Galveston County WCID #8 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 re-inspection.
4. The Customer shall immediately correct any undesirable plumbing practice on his premises.
5. The Customer shall, at his expense, properly install, test, and maintain any backflow-prevention device required by the Galveston County WCID #8. Copies of all testing and maintenance records shall be provided to the Galveston County WCID #8.

ENFORCEMENT: If the Customer fails to comply with the terms of this Service Agreement, the Galveston County WCID #8 shall, at its option, terminate service or 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.

Customer Signature

Date