



Printed Name: \_\_\_\_\_

### Customer Service Agreement

\*Service Address \_\_\_\_\_ \*City \_\_\_\_\_

\*Zip Code \_\_\_\_\_ (\*mandatory field)

Return to via (1) Email: [CustomerCare@SiEnv.com](mailto:CustomerCare@SiEnv.com); or (2) Fax: (832) 490-1502

(3) U.S. Mail: Si Environmental 6420 Reading Rd. Rosenberg, TX 77471

#### I. PURPOSE

The 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 Customer Service agreement is to notify each customer of the plumbing restrictions, which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this Agreement before the Water System will begin service. In addition, when the 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.

#### II. PLUMBING RESTRICTIONS

The following unacceptable plumbing practices are prohibited by State regulations:

- 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.
- No cross-connection between 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.
- No connection of which allows water to be returned to the public drinking water is permitted.
- 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.
- No solder or flux, which contains more than 0.2% lead, can be used for installation or repair of plumbing at any connection which provides water for human use.

#### III. CUSTOMER SERVICE AGREEMENT

The following are the terms of the Customer Service Agreement between the Water System and \_\_\_\_\_ (the "customer")

- The Water System will maintain a copy of the Agreement as long as the Customer and/or the premise are connected to the water system.
- The customer shall allow his property to be inspected for possible cross-connection and other unacceptable plumbing practices. These inspections will 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 unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the Water System's normal business hours.

- The Water System shall notify the Customer in writing of any cross-connection or unacceptable plumbing practice, which has been identified during the initial inspection or the periodic re-inspection.
- The Customer shall immediately correct any unacceptable plumbing on these premises.
- The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.

#### IV. ENFORCEMENT

If the Customer fails to comply with the terms of the Customer Service Agreement, the Water System 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 enforcement of this Agreement shall be billed to the customer.

**Signed by:**                      X \_\_\_\_\_  
Customer's Signature

**Printed Name:** \_\_\_\_\_

**Date (MM/DD/YY):** \_\_\_\_\_