

South  Rains  
Special Utility District

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**CUSTOMER SERVICE INSPECTION REQUIREMENTS**

At the time of application for water service from South Rains Special Utility District (SUD), Emory, Texas; I was informed that **I will be responsible** for scheduling a Customer Service Inspection for all new construction and /or any mobile home moved onto my property. Public Water Systems are required by the State of Texas to perform this Inspection; and our licensed Customer Service Inspector will conduct this inspection **upon notification from you** that the new construction is complete and/or mobile home has been delivered. Failure to do so, could result in disconnection of service.

Thank you.

\_\_\_\_\_ Acct. Number: \_\_\_\_\_  
Printed Name

\_\_\_\_\_ Date: \_\_\_\_\_  
Physical Address

\_\_\_\_\_  
Signature

\_\_\_\_\_

Date Inspected: \_\_\_\_\_ By: \_\_\_\_\_



# A Public Water System Guide to Customer Service Inspections

## In This Guide

Introduction .....	1
Who Should Read This Guide? .....	1
About Customer Service Inspections .....	1
Controlling Cross Connections and Backflows .....	2
Inspections of RVs and Mobile Homes.....	4
Standards for Lead in Pipes and Solder .....	4
What PWS Rules and Tariffs Should Include... ..	5
Enforcing Cross-Connection Controls .....	5
Questions Your Customers May Ask.....	6
Where to Find More Information .....	6

## Introduction

Before continuous water service for new construction is established, Texas law requires an inspection of the private water-distribution system as a way to ensure that the water is safe to drink. This type of *customer service inspection* is required in Title 30 of the Texas Administrative Code (TAC), Subsection 290.46(j).

All the rules in 30 TAC 290, Subchapter D, are administered by the Texas Commission on Environmental Quality (TCEQ). These rules are contained in the TCEQ publication, *Rules and Regulations for Public Water Systems*, RG-195.

## Who Should Read This Guide?

This guide is intended for those who work in a *public water system* (PWS) in Texas—for example, a water district, a water supply corporation, or a city- or investor-owned system. In the text, “you” refers to the PWS and its staff members. The term *public water supplier* is also used to mean public water system.

Members of the general public—customers of such water systems—will also find answers in this guide to many questions they may have about customer service inspections.

Please note that this publication is for general guidance only and does not take the place of the rules and regulations governing customer service inspections.

## About Customer Service Inspections

The purpose of a customer service inspection is to identify whether one of two potential sources of contamination exists. One is a *cross connection*—an actual or potential connection between a drinking water supply and a possible source of contamination or pollution. The other potential source of contamination is lead plumbing materials.

### **When are customer service inspections required?**

An inspection *must* occur in the following situations:

- When there is new construction.
- When there is a material improvement, correction, or addition to the private water distribution system (defined as plumbing work that requires a permit and involves a major modification to the private water distribution system). The *private water system* refers to the facilities on the owner’s side of the meter. For areas where no permitting system is in place, examples of modifications that require a customer service inspection include remodeling or expansion of household plumbing or water-using devices, customer request for installation of a larger meter, drilling of a private well, or installation of a rainwater harvesting system.
- When the water supplier believes that a cross connection or other potential contamination hazard exists. In such a case, the water supplier must provide written justification to the customer for requiring an inspection by specifically identifying the threat that is believed to exist.

### **When are customer service inspections not required?**

An inspection is *not* required for:

- Existing connections (unless a situation in the previous question applies).
- Temporary connections and connections involving construction.
- Transfer of service.