

# CITY OF CROWELL

## CUSTOMER SERVICE AGREEMENT

**I. PURPOSE.** The City of Crowell is responsible for protecting the drinking water supply from contamination or pollution that could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions that 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 City of Crowell will begin service. In addition, when service to an existing connection has been suspended or terminated, the City of Crowell will not re-establish service unless it has a signed copy of this agreement.

**II. RESTRICTIONS.** The following unacceptable practices are prohibited by State regulations.

- A. No direct connection 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 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 8.0% lead may be used for the installation or repair of plumbing at any connection that provides water for human use.
- E. No solder or flux that contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection that provides water for human use.

**III. SERVICE AGREEMENT.** The following are the terms of the service agreement between the City of Crowell and

\_\_\_\_\_, customer,  
\_\_\_\_\_, service address.

- A. The City of Crowell will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the City of Crowell water system.
- B. The customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City of Crowell or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the City of Crowell normal business hours. (Monday-Friday 7:30am - 4:30pm)
- C. The City of Crowell shall notify the Customer in writing of any cross-connection or other potential contamination hazard that has been identified during the initial inspection or the periodic re-inspection.
- D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.

**E.** The Customer shall, at his expense, properly install, test and maintain any backflow prevention device required by the City of Crowell. Copies of and maintenance records shall be provided to the City of Crowell.

**IV. ENFORCEMENT.** If the customer fails to comply with the terms of this Service Agreement, the City of Crowell 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'S  
SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_