

ARTICLE 11.1300 CUSTOMER SERVICE AGREEMENT

Sec. 11.1301 Purpose

The City of Abernathy Water Department 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 plumbing restrictions which are in place to provide this protection. The utility enforces these restrictions to ensure the public health welfare. Each customer must sign this agreement before the City of Abernathy 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.

Sec. 11.1302 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 condensing, cooling, or industrial processed water to be returned to the public drinking water supply is permitted.
- (4) 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 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.

Sec. 11.1303 Service Agreement

The following are the terms of the service agreement between the City of Abernathy and the customer.

- (1) The water department will maintain a copy of this agreement as long as the customer and/or the premises is connected to the water system.
- (2) The customer shall allow his or her property to be inspected for possible cross-connections and other undesirable plumbing practices. These inspections shall be conducted by the water department or its designated agent or initiating service and periodically thereafter. The inspections shall be conducted during the City of Abernathy Water Department normal business hours.
- (3) The water department 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 reinspections.
- (4) The customer shall immediately correct any undesirable plumbing on his or her premises.
- (5) The customer shall, at his or her expense, properly install, test, and maintain any backflow prevention device required by the City of Abernathy. Copies of all testing and maintenance records shall be provided to the City of Abernathy Water Department at 811 Avenue D, Abernathy, Texas 79311.

Sec. 11.1304 Enforcement

If the customer fails to comply with the terms of the service agreement, the City of Abernathy shall, at its option, either terminate service or properly install, testing 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.

(Ordinance 400 adopted 1/12/98)