**CUSTOMER SERVICE AGREEMENT**

**PURPOSE**

**Cypress Klein Utility District (CKUD) is responsible for protecting the drinking water supply from contamination or pollution that may 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 utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before CKUD will begin service. In addition, when service to an existing connection has been suspended or terminated, CKUD will not establish service unless it has a signed copy of this agreement.**

**PLUMBING RESTRICTIONS**

**The follow unacceptable 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 that 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% percent 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 0.25% percent 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 CKUD and the named Customer below:**

1. **CKUD, or its designated agent, will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the district water system.**
2. **The Customer shall allow its property to be inspected for possible cross-connections and other undesirable plumbing practices. CKUD, or its designated agent, shall conduct these inspections prior to initiating service and periodically thereafter. The inspections shall be conducted during normal business hours (8 AM – 5 PM) unless conditions require inspections outside normal business hours.**
3. **CKUD, or its designated agent, 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-inspections.**
4. **The Customer shall immediately correct any undesirable plumbing practice on their property.**
5. **The Customer shall, at their expense, properly install, test, and maintain any backflow prevention device required by CKUD or any regulatory authority. Copies of all testing and maintenance records shall be provided to CKUD.**

**ENFORCEMENT**

**If the Customer fails to comply with the terms of the Service Agreement, CKUD shall, at its option, either 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 will be borne and paid by the customer.**

**PRINT CUSTOMER NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CUSTOMER (OR LEGAL REPRESENTATIVE) SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SERVICE ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DEPOSIT: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ACCOUNT#: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**MAIL (OR DELIVER) TO: EAGLE WATER MANAGEMENT**

**5118 Spring Cypress Road**

**Spring TX 77379**

**281-374-8989**