

STANDARD OPERATING PROCEDURE FOR CUSTOMER SERVICE INSPECTIONS (CSI)

OVERVIEW

Customer Service Inspections (CSI) are conducted to ensure a safe water supply in compliance with the TCEQ Rules and Regulations that the Weston Water Supply Corporation (WWSC) operates under. Before continuous water service is established for a new construction, Texas law requires an inspection of the private water distribution system to help 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.

The Objective

We are required to inspect premises that prepare or serve food for public consumption, restaurants and other business, properties that have facilities for agricultural use, livestock, crop watering, sprinkler systems and customers connected to both a private water well(s) and the WSC water supply to help prevent any contaminants getting into the public water supply.

Objective #1: The CSI determines material used, particularly lead and copper content in illegal plumbing materials.

Objective #2: Plumbing is designed and installed to code.

Objective #3: Prevention of contaminants getting into the WSC public water supply by backflow prevention on sprinkler systems, cross connections to private wells, and breakers on hose bibs.

When are CSI 's required?

Customer Service Inspections are done and required for the four main reasons listed below:

- Reason #1: When there is new construction
- Reason #2: When there is plumbing work that requires a permit and involves a major modification (i.e., a material improvement, correction, or addition) to the private water distribution system. The "private water system" refers to the facilities on the owners side of the meter.
- Reason #3: When certain household modifications are being made that do not require a permit but that nevertheless require a customer service inspection, Examples of these kinds of modifications include the remodeling or expansion of plumbing or water-using devices, a customer request for the installation of a larger meter, the drilling of a private well, or the installation of a rainwater harvesting system*
- e Reason #4: 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

How to request a CSI

The Weston Water Supply Corporation (WSC) can be reached by phone or email at 972 382-2445 or Westonwater@gmail.com

Service Inspector licensed by the TCEQ within 7 Business days.

- The licensed inspector will complete the CSI and issue a copy of the certificate to the customer while WSC will retain the original for 10 years.
- If the customer falls under any of the four reasons listed above a CSI certificate must be turned in with a water service application. Failure to provide a CSI certificate will result in the WSC denying water service to that customer.
- After successfully receiving a water service application and CSI certificate, the WSC will grant water service to the resident within 48 hrs after all payments are made.

CONCLUSION

The Weston Water Supply Corporation (WWSC) will do their part to ensure that our public water supply stays safe and clear of any harmful contamination that can pose a danger to public health. The rules listed in this SOP will be heavily enforced and followed.

*All record keeping will be kept at the WSC main office located at 406 Chicken St, Weston Tx 75097
