

## Customer Service Inspections

Customer Service Inspection Fee

\$ 70.00

The State of Texas mandates that any requests for new service from a public water supply include a Customer Service Inspection conducted by a licensed Customer Service Inspector. The customer service inspections shall also be conducted when there is a request to transfer service from a membership that has never had an inspection, and whenever there is a request to reconnect service after service has been discontinued for a year.

### Aqua's Tariff, Section 3.10 – Customer Service Inspections

A customer service inspection certification conforming to Texas Commission on Environmental Quality Regulations, which is currently codified as 30 TAC § 290.46(j), must be completed for all new connections and for existing service locations where Aqua has reason to believe that cross-connections or other unacceptable plumbing practices exist, or after any material improvement, correction, or addition to the private plumbing facilities. A Customer Service Inspection Fee will be collected at the time an application for service is made. For existing service locations where a customer service inspection is required by Aqua, a Customer Service Inspection Fee will be added to the member's monthly bill. The inspection must be conducted by a licensed Customer Service Inspector and a certification form completed by Aqua before water service will be provided or continued.

The inspection will be based on the conditions existing at the service location at the time the meter is set. If any material improvement, correction, or addition to the private plumbing facilities occurs, the member shall have an additional customer service inspection performed for the service location. For example, in cases where water service is provided to facilitate construction of a new residence or other structure, a customer service inspection must be performed for the new structure and a properly completed customer service inspection certification form must be completed by Aqua's Customer Service Inspector as soon as practicable. Upon Aqua's discovery that there has been a change in service conditions and an appropriate inspection certification form has not been completed, service to the location will be disconnected, unless a properly completed certification form is filed at Aqua's office within 30 days after the date that Aqua provides notice pursuant to Section 3.09 of this Tariff. Service will not be restored until after the customer service inspection is performed.