



Customer Service Inspections

Customer Service Inspection Fee

\$ 100.00

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 WSC's Tariff, Section 6.13 - Customer Service Inspections

Aqua must complete a customer service inspection certification conforming to TCEQ Regulations, which is currently codified as 30 Texas Administrative Code §290.46(j), for all:

- (1) new connections;
- (2) existing service locations where Aqua has reason to believe that cross-connections or other unacceptable plumbing practices exist
- (3) after any material improvement, correction, or addition to the private plumbing facilities;
- or
- (4) relocation of an existing connection.

Aqua will collect a Customer Service Inspection Fee at the time a person makes an application for service. For existing service locations where a Customer Service Inspection is necessary, Aqua will add a Customer Service Inspection Fee to the member's monthly bill. A licensed Customer Service Inspector from Aqua must conduct the inspection and complete a certification form before Aqua will provide or continue water service.

The inspection is based on the conditions existing at the service location at the time Aqua sets the meter. If the member makes any material improvement, correction, or addition to the private plumbing facilities, Aqua will perform an additional Customer Service Inspection for the service location. For example, in cases where Aqua provides water service to facilitate construction of a new residence or other structure, the inspector must perform a Customer Service Inspection and properly complete a customer service inspection certification form for the new structure as soon as practicable. Upon discovery that there has been a change in service conditions and there is not an appropriately completed inspection certification form, Aqua will disconnect service to the location unless a properly completed certification form is filed at Aqua's office within 30 days after the date that Aqua provides notice pursuant to the Service Disconnection section of this Tariff. Aqua will not restore service until after completion of the Customer Service Inspection.