



# City of Bastrop Water Service Agreement

- I. **PURPOSE.** The City of Bastrop Water Utilities Division is responsible for protecting the drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this Agreement is to notify each customer of the plumbing restrictions which are in place to provide this protection. The City enforces these restrictions to ensure public health and welfare is in compliance with state and federal law. Each customer must sign this Service Agreement before the City of Bastrop Water Utilities Division will establish service. In addition, when services to an existing connection has been suspended or terminated, the City will not reconnect service until a signed copy of this Agreement has been submitted by Customer.
- II. **PLUMBING RESTRICTIONS.** The following undesirable plumbing practices are prohibited by State regulations:
  - A. 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.
  - B. No cross-contamination between the public drinking water 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.
  - C. No connection which allows water to be returned to the public drinking water supply is permitted.
  - D. 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.
  - E. No solder or flux which containing more than 0.2 percent lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
- III. **TERMS OF SERVICE.** The following are the terms of the service agreement between the City and the Customer.
  - A. The City shall maintain a copy of this Agreement as long as Customer is connected to the Water System.
  - B. The Customer shall allow the property to be inspected for possible cross connections and other undesirable plumbing practices. These inspections shall be conducted by the Water System or it's designated agent prior to initiating service and periodically thereafter. The inspections shall be conducted during the Water System's normal business hours.
  - C. The City shall notify the Customer in writing of any cross connection or other undesirable plumbing practice(s) which has been identified during the initial inspection or the periodic re-inspection(s).
  - D. The Customer shall immediately correct any undesirable plumbing practice(s) at the service location.
  - E. The Customer shall, at their expense, properly install or cause to be installed, tested, and maintained any backflow prevention device(s) required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System.
- IV. **ENFORCEMENT.** If the Customer fails to comply with the terms of this Agreement, the City shall at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. The Customer shall be responsible for any expenses associated with the enforcement of this Agreement.

This WATER SERVICE AGREEMENT (Agreement) is made and entered into by and between the City of Bastrop Water Utilities Division (Water System) and \_\_\_\_\_ for service at \_\_\_\_\_

Customer Service Address

I have been supplied a copy of this agreement \_\_\_\_\_

Customer's Signature Date

# FAQ – Water Service

## Is this form New?

Yes! It is new to the City of Bastrop’s process. However, it is a standard form used by water utilities throughout the state.

## Why do I have to sign this agreement?

The State law requires water purveyors to adopt a plumbing ordinance or a service agreement that prevents the customer from making changes to their home or business that can impact public health. The requirements include a cross connection control program, and customer service inspection.

## Why did you add it to the process?

This form will assist us in providing better customer service. For example, if you open a new water account by signing the form this gives you an opportunity to ask questions and sets clear expectations with the customer prior to cutting the water off when a violation is found.

## What is backflow?

Backflow refers to the reverse flow of non-potable water, or other substances, through a cross-connection and into the piping of a public water system or customer’s potable water system. Two types of backflow are backpressure backflow and back-siphonage.

## What is a backflow prevention assembly?

A backflow prevention assembly is a means or mechanism to prevent backflow. The basic means for preventing backflow is an air gap, which either eliminates a cross-connection or provides barrier from backflow. The basic mechanism for preventing backflow is a mechanical backflow preventer, which provides a physical barrier to backflow. The principal types of backflow preventers are the reduced-pressure principle assembly, the pressure vacuum breaker assembly and the double check valve assembly.

## What is cross-connection?

A cross-connection is any temporary or permanent connection between a public water system or consumer’s portable (i.e. drinking) water system and any source or system containing non-potable water or other substances. An example is the piping between a public water system or consumer’s potable water system and an auxiliary water system, cooling system, or irrigation system.

