

# SERVICE AGREEMENT

## I. PURPOSE

The District is responsible for protecting the drinking water supply from contamination or pollution which could 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 the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.

## II. PLUMBING RESTRICTIONS PER STATE REGULATION

- A. No direct connection between the public drinking water supply and a potential source of contamination exists. Potential sources of contamination are isolated from the public water system by an air-gap or an appropriate back flow prevention assembly in accordance with Commission regulations.
- B. No cross-connection between the public drinking water supply and a private water system exists. Where an actual air gap is not maintained between the public water supply and a private water supply, an approved reduced pressure principle backflow prevention assembly is properly installed and a service agreement exists for annual inspection and testing by a certified backflow prevention assembly tester.
- C. No connection exists which would allow the return of water used for condensing, cooling or industrial processes back to the public water supply.
- D. No pipe or pipe fitting which contains more than 8.0% lead exists in private water distribution facilities installed on or after July 1, 1988 and prior to January 4, 2014.
- E. Plumbing installed after January 4, 2014, bears the expected labeling indicating ≤0.25% lead content. If not properly labeled, please provide written comment.
- F. No solder or flux which contains more than 0.2% lead exists in private water distribution facilities installed on or after July 1, 1988.

## III. SERVICE AGREEMENT

The following are the terms of the service agreement between:

The District CHAMBERS COUNTY ID 1 and \_\_\_\_\_, the "Customer."

- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises is connected to the Water System.
- B. The Customer shall allow his property to be inspected for possible cross-connections and other undesirable plumbing practices. The Water System or its designated agent, prior shall conduct these inspections to initiating service and periodically thereafter. The inspections shall be conducted during the Water System's normal business hours.
- C. The Water System 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-inspection.
- D. The Customer shall immediately correct any undesirable plumbing practice on his premises.
- E. The Customer shall, at his expense, properly install, test and maintain any back flow prevention device 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 the Service Agreement, the District shall, at its option, either terminate service or properly install, test, and maintain an appropriate back flow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.

Send copy of 1<sup>st</sup> page of closing paper or deed

**CUSTOMER SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**SERVICE ADDRESS:** \_\_\_\_\_ **ACCOUNT #:** 30416-

<b>DAYTIME PHONE:</b> _____	<b>SECURITY DEPOSIT:</b>	\$
	<b>TRANSFER FEE:</b>	<u>\$ 70.00</u>
	<b>TOTAL:</b>	\$

**ON FIRST WATER BILL**

**FAX OR MAIL: A COPY OF CLOSING PAPERS/PROOF OF PURCHASE OR COPY OF COMPLETE LEASE AGREEMENT AND PICTURE ID**

**FAX TO: 281-392-3645**

**MAIL TO: CHAMBERS COUNTY ID #1-NEW ACCOUNTS ~ PO BOX 1827 ~ CYPRESS, TX 77410**

NOTICE  
**CHAMBERS COUNTY IMPROVEMENT DISTRICT NO. 1  
DRINKING WATER DISINFECTION METHOD**

**This process involves using chloramines rather than only chlorine as the disinfectant in the water supply.**

The use of chloramines rather than chlorine is not new technology as it is in widespread use in many cities and other drinking water supplies. The change is intended to benefit our customers by reducing the levels of disinfection byproducts (DBPs) in the system, while providing protection from waterborne disease. The City of Houston has been treating its water with chloramines for over twenty years. Water containing chloramines is perfectly safe for drinking, bathing, cooking, and most other uses we have for water. **HOWEVER, there are two categories of people who need to take special care with chloraminated water:**

**Kidney Dialysis Patients** – The change to chloramines can cause problems to persons dependent on dialysis machines. A condition known as hemolytic anemia can occur if the disinfectant is not completely removed from the water that is used for the dialysate. Consequently, the pretreatment scheme used for the dialysis units must include some means, such as a charcoal filter, for removing the chloramines prior to the conversion to chloramines. Medical facilities should also determine if additional precautions are required for other medical equipment.

**Live Fish or Other Aquatic Animal Owners** – Chloraminated water may be toxic to fish. If you have a fish tank, please make sure that the chemicals or filters that you are using are designed for use in water that has been treated with chloramines. You may also need to change the type of filter that you use for the fish tank.

Following are questions and answers that may address questions that you may have.

**What is chloramination?**

Chloramination is the use of both ammonia and chlorine to disinfect water. Ammonia is added to water at a carefully controlled level. The chlorine and ammonia react chemically to produce a combined chlorine residual or chloramines. Chloramines are safe in drinking water and serve as an effective method of disinfection. In the U.S., many water systems have used chloramination for several decades.

**How can I get more information?**

Feel free to contact the Chambers County Improvement District No. 1, Municipal District Services at (281) 290-6500 should you have a question or comment.

**NOTICE OF RIGHT TO REQUEST CONFIDENTIALITY**

You may make written request that your home address, telephone number, and Social Security number be kept confidential (with certain exceptions allowed by law).

If you wish for this information to be kept confidential, please check the box below and return this form to Municipal District Services, P O Box 1827, Cypress, Texas 77410.

**Customer's Printed Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

Please keep my address, telephone number, and Social Security number confidential.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date