

# Myrtle Springs Water Supply Corp.

P.O. Box 99 Canton, TX 75103

Telephone: 903-865-8402

## Customer Service Inspections & Cross Connection Control

Before continuous water service can be provided, Texas law requires an inspection of the physical facilities of all new connections. This **Customer Service Inspection** is required in Title 30 of the Texas Administrative Code (TAC), Section 290.46(j).

**What is the purpose of a Customer Service Inspection?** The purpose of the customer service inspection is to identify two potential sources of contamination to the public water system. The first is to identify cross connections – an actual or potential connection between a drinking water supply and a possible source of contamination or pollution. The second source of contamination involves lead plumbing.

**When must a Customer Service Inspection be done?** A Customer Service Inspection must be done when:

- There is new construction (this includes setting a new meter at an existing building).
- There is material improvement, correction, or addition to the owner's side of the meter that involves plumbing work.
- The water supplier believes that a cross connection or other potential contamination hazards exist.

**Who can perform a Customer Service Inspection?** Only those individuals licensed by the State of Texas may perform Customer Service Inspections. This includes only City Inspectors, Water Supply Protection Specialists, and Customer Service Inspectors. A licensed plumber MAY NOT perform these inspections unless he/she is a Water Supply Protection Specialist.

**What does the Customer Service Inspector look for?**

- Direct or indirect cross connections.
- Connections allowing the return of water used for condensing, cooling, or industrial processes back to the public water system.
- Potential contamination hazards.
- Pipe or pipe fittings that contain more than 8.0% lead installed on or after July 1, 1988.
- Solder or flux that contains more than 0.2% lead installed on or after July 1, 1988.

**Can Myrtle Springs Water Supply Corporation deny service if there is no Customer Service Inspection?**

Yes – until a Customer Service Inspection has been completed on a connection requiring inspection, the connection is considered temporary and is, therefore, subject to termination by the Corporation.

**What is a Cross Connection, and what is Backflow?**

- A **cross connection** is the point at which a contaminated or polluted substance comes in contact with the drinking water system. If a cross connection is found, the customer service inspector will determine if there is a need for a backflow prevention assembly.
- **Backflow** means any unwanted flow of used or nonpotable water or substance from a domestic, industrial, or institutional piping system into the water distribution system. One of the ways to prevent backflow from occurring at the point of a cross connection is to install a backflow prevention assembly.

**Can Myrtle Springs Water Supply Corporation discontinue service if cross connections are found?**

- For new customers, the Corporation may withhold permanent service until the inspection is complete.
- For existing customers
  - Suspected but not verified cross connections: the Corporation may terminate with notice if a customer refuses inspection.
  - Known cross connections and/or contamination of public water supply: the Corporation has a duty to immediately terminate service. Notice is preferable, but not always possible.

**If you wish to appeal a decision made by Myrtle Springs Water Supply Corporation, you should:**

- First direct your appeal to the Board of Directors;
- If you are not satisfied with the determination of the Board of Directors, you should then contact Texas Commission on Environmental Quality, Utilities and Districts Section, 512-239-6960.