

Pattison Water Supply Corporation

Notice of Customer Service Inspection

Under TCEQ rules, Pattison WSC must ensure a safe drinking water supply and that no part of the water distribution system, which includes both sides of the meter, present any form of hazard, due to cross connection or hazardous materials in the home.

We have received TCEQ notice that Customer Service Inspection (CSI's) of supply connections must be brought into compliance in accordance with state law and our tariff.

A Customer Service Agreement for water supply to your property was signed by you with Pattison WSC. This agreement requires a Customer Service Inspection (CSI) to certify that any, and all, parts of installation and materials used are compliant and safe. The CSI fee/rate currently of \$150.00 is a one time event performed by a licensed inspector, in accordance with TCEQ requirements. Any remedial work required is the responsibility of the customer. Re-inspection after remedial work is complete is offered at a reduced rate from the original inspection.

Customer Service Inspections are done to prevent cross connections and to check for illegal lead materials in plumbing fixtures.

Outside the home:

- Service lines are checked for potential cross connections between the district water and a private well. A backflow device must be installed if there is a connection between the two.
- Hose bibs are checked for vacuum breakers to prevent back siphonage into the public water supply, should it lose pressure.

A back-flow test is a separate fee currently \$175.00, all commercial operations selling product to the public, require annual inspection of Back-flow prevention devices.

Pattison WSC has entered into a contract with an outside contractor, CroBul Services, LLC, to manage this program on our behalf. The inspection fee will be charged to the customer by Pattison WSC. This arrangement is offered as a service to our customers for their convenience.

New applications require a CSI to be included in the Impact Fee charged at the time of the application. Water can be supplied, metered and billed during construction, but the CSI must be performed before supply is connected to completed premises. The fees will be billed for the CSI on the monthly bill after the construction has been completed. A customer can secure their own CSI and pay a licensed inspector of their choice directly. The TCEQ Inspection certificates (CSI's) must be provided to Pattison WSC within 60 days of notification.

To schedule an inspection, please call CroBul Services, LLC directly at (832) 523-5558.