

Appendix A - Customer Service Agreement

SKYLINE RANCH ESTATES WATER SUPPLY CORPORATION

P.O. Box 2287

Wimberley, Texas 78676-7187

CUSTOMER SERVICE AGREEMENT

- I. **PURPOSE.** The Skyline Ranch Estates Water Supply Corporation (SREWSC) is responsible for protecting our drinking water supply from contamination or pollution which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the restrictions, which are in place to provide this protection. SREWSC enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the SREWSC will begin permanent water 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. **RESTRICTIONS.** The following unacceptable practices are prohibited by State regulations.
 - A. No direct connection or cross-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 back flow prevention device which meets all applicable codes.
 - i. All privately collected water must be isolated from the community water system. This requires a testable double backflow preventer, which meets all applicable codes, on the customer side of each water meter where water from various sources is collected. Additionally, this one-way valve must be tested annually by our water management service. Residents should notify SREWSC if they collect rainwater or have a private well if that water runs through the same pipes that connect to the subdivision water. (Separate systems for garden water are exempt.) The cost for installation, initial testing, and maintenance of the valve will be borne by the resident. Annual testing cost is to be borne by SREWSC. Residents shall pay the monthly base rate to SREWSC even if SREWSC water is not used.

 - B. No connection that allows water to be returned to the public drinking water supply is permitted.

 - C. No pipe or pipe fitting which contains more than 8.0% lead may be used for the installation or repair of plumbing at any connection, which provides water for human use.

 - D. No solder or flux, which contains more than 0.2% lead, can be used for the installation or repair of plumbing at any connection that provides water for human use.

III. SERVICE AGREEMENT. The following are the terms of the service agreement between the SREWSC and:

Name (**print**) _____ (the Customer)

Address _____ Lot No. _____

City _____ State _____ Zip _____

Email _____

Phone Number _____

- A. The SREWSC will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the Water System.
 - B. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. An inspection shall be conducted by the SREWSC or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspection will be conducted during the SREWSC's normal business hours.
 - C. The SREWSC will notify the Customer in writing of any cross-connection or other potential contamination hazard, which has been identified during the initial inspection or a periodic re-inspection.
 - D. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
 - E. The Customer shall pay SREWSC for its actual cost to properly install, initially test, and maintain any backflow prevention device required by the SREWSC to meet all applicable codes. Cost of annual re-testing will be borne by the SREWSC.
 - F. The Customer shall be responsible for all applicable fees as listed in the SREWSC water tariff. The customer shall be responsible for paying the monthly base rate even if no SREWSC water is used. A zero-water usage discount of \$20 will be applied for any month that no water is used.
 - G. If the Customer wishes to voluntarily disconnect from the SREWSC system, they must do so in writing to the SREWSC. A new customer service agreement and all applicable reconnection fees will be required if the Customer desires to reconnect to the SREWSC system.
- IV. ENFORCEMENT. If the Customer fails to comply with the terms of the Service Agreement, the Water System will, at its option, terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement will be billed to the Customer.

Customer's signature

Date