



CITY OF HOLLAND

CUSTOMER SERVICE AGREEMENT City of Holland, Texas – PWS: TX0140003

I. Purpose

The City of Holland is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter.

The purpose of this service agreement is to notify each customer of the restrictions in place to provide this protection. The public water system enforces these restrictions to ensure public health and welfare.

Each retail customer must sign this agreement before the City of Holland begins service. In addition, when service to an existing retail 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 practices are prohibited by state regulations:

1. **No direct connection** between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination must be isolated from the public water system by an air gap or an appropriate backflow prevention device.
 2. **No cross-connection** between the public drinking water supply and a private water system is permitted. These potential threats must be eliminated at the service connection by the installation of an air gap or a reduced pressure zone backflow prevention device.
 3. **No connection** is allowed that permits water to be returned to the public drinking water supply.
 4. **No pipe or pipe fitting** that contains more than 0.25% lead may be used for the installation or repair of plumbing at any connection that provides water for human use.
 5. **No solder or flux** containing more than 0.2% lead may be used for the installation or repair of plumbing at any connection that provides water for human use.
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III. Service Agreement

P. O. BOX 157 • 102 W. TRAVIS • HOLLAND, TEXAS 76534
254-657-2460 • www.cityofholland.org



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The following are the terms of the service agreement between the **City of Holland** and the undersigned **Customer**:

1. 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.
2. The Customer shall allow their property to be inspected for possible cross-connections and other potential contamination hazards. These inspections will be conducted by the Water System or its designated agent:
 - o Prior to initiating new water service.
 - o When there is reason to believe cross-connections or other potential contamination hazards exist.
 - o After any major changes to the private water distribution facilities.Inspections can occur at any time deemed necessary.
3. The Water System will notify the Customer in writing of any cross-connection or other potential contamination hazard identified during the initial or periodic inspection.
4. The Customer shall immediately remove or adequately isolate any potential cross-connections or other contamination hazards on their premises.
5. The Customer shall, at their expense, properly install, test, and maintain any backflow 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 this Service Agreement, the Water System may, 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 shall be billed to the Customer.

Customer's Name: _____

Customer's Signature: _____ **Date:** _____

City of Holland Staff Name/Title: _____

Signature: _____ **Date:** _____