



TCEQ Customer Service Inspections (CSI)

Did you know that TCEQ requires a Customer Service Inspection for each potable water service connection before continuous water service can be provided?

TCEQ's document 30 TAC Chapter 290 Subchapter D requires:

"A customer service inspection certificate shall be completed prior to providing continuous water service to new construction, on any existing service either when the water purveyor has reason to believe that cross-connections or other potential contaminant hazards exist, or after any material improvement, correction, or addition to the private water distribution facilities."

What is identified in a customer service inspection?

Inspections certify that there are no cross-connections and no lead in the pipes and solder.

Examples of cross-connections include:

- Direct or indirect connections.
- Connections allowing the return of water used for condensing, cooling, or industrial processes back to the public water system. An industrial process, in this context, is defined as any use other than domestic consumption.
- Potential contamination hazards.

Examples of lead plumbing materials include:

- Pipe or pipe fitting that contains more than 8.0% lead installed on or after July 1, 1988 and prior to January 4, 2014.
- Solder or flux that contains more than 0.2% lead installed on or after July 1, 1988. (Lead joints may be used for repairs to cast iron pipe only.)
- Plumbing installed after January 4, 2014 bears the expected labeling indicating $\leq 0.25\%$ lead content. If not properly labeled, please provide written comment.



Hardin & Associates Consulting can perform this service for your organization and your customers. Our TCEQ and TSBPE professionally licensed inspectors have expertise in: CSI, WSPS, backflow prevention/cross-connection, plumbing, and water and wastewater. We provide:

- Required TCEQ and locally approved CSI inspection documentation
- Expedited Compliance Inspections
- Same day validation for lead compliance

Hardin & Associates Consulting is a proven leader in the backflow prevention and cross-connection control, water quality and wastewater industry, and provides state required training and inspection services for local governments and the private sector. We are located in the Dallas/Ft. Worth area and have inspectors ready to work for you. Contact us at (972) 823-8800 to schedule your required TCEQ Customer Service Inspection, or visit our website at www.hactexas.com.

TCEQ CSI Requirements:

<p>No direct connection between the public drinking water supply and a potential source of contamination is allowed.</p> <p>Potential sources of contamination must be isolated from the public water system by an air gap or an appropriate backflow prevention assembly in accordance with TCEQ regulations.</p>	●
<p>No cross-connection between the public drinking water supply and a private water system is allowed.</p> <p>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 must be properly installed and a service agreement in place for annual inspection and testing by a certified backflow prevention assembly tester.</p>	●
<p>No connection may exist which would allow the return of water used for condensing, cooling or industrial processes back to the public water supply.</p>	●
<p>No pipe or pipe fitting which contains more than 8.0% lead may exist in private water distribution facilities installed on or after July 1, 1988 and prior to January 4, 2014.</p>	●
<p>Plumbing installed after January 4, 2014 bears the expected labeling indicating $\leq 0.25\%$ lead content. If not properly labeled, please provide written comment.</p>	●
<p>No solder or flux which contains more than 0.2% lead may exist in private water distribution facilities installed on or after July 1, 1988.</p>	●

When are TCEQ Customer Service Inspections required?

An inspection “*must occur*” in the following situations:

- When there is new construction.
- When there is a material improvement, correction, or addition to the private water distribution system (defined as plumbing work that requires a permit and involves a major modification to the private water distribution system). The *private water system* refers to the facilities on the owner’s side of the meter. For areas where no permitting system is in place, examples of modifications that require a customer service inspection include remodeling or expansion of household plumbing or water-using devices, customer request for installation of a larger meter, drilling of a private well, or installation of a rainwater harvesting system.
- When the water supplier believes that a cross-connection or other potential contamination hazard exists. In such a case, the water supplier must provide written justification to the customer for requiring an inspection by specifically identifying the threat that is believed to exist.

Hardin & Associates Consulting provides an extensive array of inspection services to private industry, local, state and federal clients. Our inspectors are licensed and state-certified to conduct a variety of inspections to help your business become compliant, and maintain compliance, with applicable codes and regulations.

Our inspectors will work with your staff to identify issues, assist in corrective action, and track on-going needs. We provide:

- Follow up testing and reporting
- Third Party Auditing and Inspection services
- Water Use Surveys
- Customer Service Inspections
- General Code Enforcement
- Backflow Prevention Inspection and Testing
- New Water Line Hydrostatic Testing
- Water Quality Sampling
- Water Leak Audits and Detection



For more information, please visit our website www.hactexas.com or call us at 972-823-8800

