

## **CUSTOMER SERVICE AGREEMENT**

**SECTION I. PURPOSE.** Polk County Fresh Water Supply District No. 2 (the District) is responsible for properly operating and maintaining its Sanitary Sewer Collection System. The purpose of this Service Agreement is to notify each Customer of the plumbing restrictions which are in place. The District enforces these restrictions to ensure the public health and welfare. Each Customer must sign this Customer Service Agreement before the District will begin service. In addition, when service to an existing connection has been suspended or terminated, the District will not re-establish service unless it has a signed copy of this Customer Service Agreement.

**SECTION II PLUMBING RESTRICTION.** The following unacceptable plumbing practices are prohibited by State Regulations:

- A. No direct connection between the Water Supply System 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 backflow prevention device.
- B. No cross-connection between the Water Supply System and a private water system is permitted. These potential threats to the Water Supply System shall be eliminated at the service connection by the installation of an air gap or a reduced pressure-zone backflow prevention device.
- C. No connection which allows water to be returned to the Water Supply System is permitted.
- D. 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.
- E. No solder or flux which contains more than 0.20% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

**SECTION III SERVICE AGREEMENT.** The following are the terms of this Customer Service Agreement between Polk County Fresh Water Supply District No. 2 (the District) and \_\_\_\_\_ (Name) \_\_\_\_\_ (the Customer):

- A. The District will maintain a copy of this Customer Service Agreement as long as the Customer and/or the premises are connected to the District.
- B. The District shall have the right to access a private water well meter if Customer is not provided water service by a water supply company. The District shall have access to its property and equipment located upon Customer's premises at all times for any purpose connected with or in the furtherance of its business operations, and upon discontinuance of service, shall have the right to remove any of its property from Customer's premises.
- C. The Customer shall allow his/her property to be inspected for possible unacceptable plumbing practices. These inspections shall be conducted by the District or its designated agent prior to initiating service; when there is reason to believe that unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. Inspections shall be conducted during the District's normal business hours.
- D. The District shall notify the Customer in writing of any unacceptable plumbing practice on his/her premises.
- E. The Customer shall immediately correct any unacceptable plumbing practice on his/her premises.
- F. The Customer's plumber must provide a one (1) year warranty or guarantee for all work done within the District's easement or right-of-way.

**SECTION IV ENFORCEMENT.** If the Customer fails to comply with the terms of this Service Agreement, the District shall have the option to terminate service. Any expenses associated with the enforcement of this Service Agreement shall be billed to the Customer.

**Note: the purpose of the customer service agreement is to notify customers of the plumbing restrictions adopted by the district. Inspections conducted by the district's operator in accordance with this service agreement are for the sole purpose of discovering and eliminating unacceptable plumbing practices. The district or the district's operator makes no representation as to the adequacy, quality, or fitness of the customer's private plumbing facilities.**