

## What is a Customer Service Inspection and why do I need one?

A customer service inspection certificate shall be completed **prior to providing continuous water service** to:

- New construction
- Any existing service either when the water purveyor has reason to believe that cross connections or other potential contaminant hazards exist
- After any material improvement, correction, or addition to the private water distribution facilities.

**Individuals with the following credentials shall be recognized as capable of conducting a customer service inspection certification.**

(A) Plumbing Inspectors and Water Supply Protection Specialists licensed by the Texas State Board of Plumbing Examiners.

(B) Customer service inspectors who have completed a commission-approved course, passed an examination administered by the executive director, and hold current professional certification or endorsement as a customer service inspector.

As potential contaminant hazards are discovered, they shall be promptly eliminated to prevent possible contamination of the water supplied by the public water system. The existence of a **health hazard** shall be considered sufficient grounds for **immediate termination of water service**. Service can be restored only when the health hazard no longer exists, or until the health hazard has been isolated from the public water system.

A customer service inspection is an examination of the private water distribution facilities for the purpose of providing or denying water service. This inspection is limited to the identification and prevention of cross-connections, potential contaminant hazards, and illegal lead materials. The customer service inspector has no authority or obligation beyond the scope of the commission's regulations. A customer service inspection is not a plumbing inspection as defined and regulated by the Texas State Board of Plumbing Examiners (TSBPE). A customer service inspector is not permitted to perform plumbing inspections.