

# **BEXAR COUNTY WATER CONTROL AND IMPROVEMENT DISTRICT NUMBER 10**

## **SERVICE AGREEMENT**

### **I. PURPOSE**

Bexar County Water Control and Improvement District (WCID) #10 is responsible for protecting the public drinking water supply from contamination or pollution which could result from improper plumbing practices. The purpose of this service agreement is to notify each customer of the plumbing restrictions which have been adopted to provide this protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before Bexar County Water Control and Improvement District #10 will begin service. In addition, when service to an existing connection has been suspended or terminated, the water system will not reestablish service unless it has a signed copy of this agreement.

### **II. PLUMBING RESTRICTIONS.**

The following plumbing practices are prohibited by state regulations.

- A. Direct connection between the public drinking water supply and a potential source of contamination is not permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
- B. Cross-connection between the public drinking water supply and a private water system is not permitted. These potential threats to the public drinking water supply 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 public drinking water supply is permitted.
- D. Pipe or pipe fitting which contains more than 8.0 percent lead may not be used for the installation or repair of plumbing at any connection which provides water for human use.
- E. Solder or flux which contains more than 0.2 percent lead can not be used for the installation or repair of plumbing at any connection which provides water for human use.

**III. SERVICE AGREEMENT.**

The following are the terms of the service agreement between Bexar County Water Control And Improvement District #10 and:

(Name) \_\_\_\_\_

(Property Address) \_\_\_\_\_

- A. The water system will maintain a copy of this agreement as long as the customer and/or the premise is connected to the water system.
- B. The customer shall allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections shall be conducted by the water system or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspections shall be conducted during the water system's normal business hours
- C. The water system shall notify the customer in writing of any cross-connection or other unacceptable plumbing practices which have been identified during the initial inspection or the periodic reinspection.
- D. The customer shall have a shut-off valve installed immediately after the water meter and before any service connections (sprinkler system, pool, residence, etc.).
- E. The customer shall immediately correct any unacceptable plumbing practice on his premises.
- F. The customer shall, at his 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 the service agreement, the water system shall, at its option, either 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 SIGNATURE

\_\_\_\_\_  
DATE:

## ADDENDUM TO CUSTOMER SERVICE AGREEMENT

New customers are billed for sewer service based on the system average computed during the annual sewer averaging period.

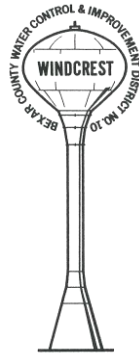
CURRENT CITY AVERAGE:      ccf:      **6**

Charge:      **\$35.03**

This average is used in the absence of an average based on your consumption. This is an industry-wide practice and is typically fair to most customers but it is not without a flaw. If your consumption falls below the average, you may be paying for more service than you are actually using.

If you believe you fall in that category, please contact us sometime ***between two and three months*** after you start service and we will evaluate your account. If your average is below the system average, we will adjust your average to give you benefit of your conservation efforts. *This* is not industry practice, but it is a consideration *we* make in our efforts to give you the most cost effective service possible.

ADJUSTMENTS TO YOUR ACCOUNT WILL NOT BE RETROACTIVE.





### SEWER AVERAGING

Like other Water Districts, Bexar County WCID#10 has a procedure called sewer averaging. This procedure is used to help determine what each customer will be charged on the sewer portion of their water bill.

Sewer Averaging is a period of time that occurs every year from November 19<sup>th</sup> - February 23<sup>rd</sup>. During that time period, we are looking at the amount of water being used in order to get an idea of what is going down the sewer in the home. We have to look at the water usage because there is no way to measure sewer. Once we have calculated that resident's average usage, this sets the sewer rate charge that customer will pay each month until we go through the sewer averaging period again next year.

Here are some suggested ways to keep your sewer rate low:

- Avoid using a sprinkler system during sewer averaging.
- If any leaks occur during sewer averaging, get them repaired and bring the documentation into our office so we can do a sewer adjustment to your account.

### DIFFERENT OPTIONS FOR PAYING YOUR WATER BILL:

- An electronic payment from a checking or savings account can be drawn from your bank account on the 10<sup>th</sup> of each month. (There is NO fee for this service.) The electronic payment form can be located on our website.
- A payment can be made on our website with a debit or credit card. ([www.bexarcountywcid10.com](http://www.bexarcountywcid10.com)) (There is a minimal charge of \$2.60 or 3% depending on the amount being paid.)
- A payment can be made over the phone by calling the District office at (210) 655-2888. (This method of paying also has a minimal charge of \$2.60 or 3% depending on the amount being paid.)
- A payment can be mailed in or dropped off in the white box located in the parking lot at Windcrest City Hall.