

# CSI INFORMATION

## CSI

### WHAT IS A CUSTOMER SERVICE INSPECTION?

A customer service inspection is an examination of the private water distribution facility for the purpose of providing or denying water service. The inspection is limited to the identification and prevention of cross-connections, potential contaminant hazards, and illegal lead materials. Customer service inspections are completed before providing continuous water service to new construction, on any existing service where there is reason to believe that cross-connections or other potential contaminant hazards exist, or after any material improvement, correction, or addition to private water distribution facilities. (TCEQ)

### WHEN ARE 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

# CSI INFORMATION

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.

## WHO CAN DO A CUSTOMER SERVICE INSPECTION?

A person licensed by the Texas Commission of Environmental Quality who has met the following criteria:

- A MINIMUM OF HIGH SCHOOL DIPLOMA OR GED
- TWO YEARS OF EXPERIENCE IN THE INDUSTRY
- COMPLETED 20- HOUR TRAINING COURSE
- PASS THE TCEQ LICENSING EXAM
- KEEP CURRENT WITH 16 HOURS OF CONTINUING EDUCATION REQUIREMENTS (CE) FOR RENEWAL

## HOW LONG DOES THE INSPECTION TAKE?

15 – 20 MINUTES

## WHAT WILL THEY BE LOOKING FOR?

- The inspector will need access to the outside of the property to look for cross-connections

# CSI INFORMATION

- The inspector will need to access the interior of the residence to look at all the plumbing including under sinks, behind toilets, behind the washing machine and the hot water heater for any evidence of lead or lead soldering.

## HOW IS THE REPORTING TAKEN CARE OF?

The report is sent directly to the water company. Our company will keep reports on file for 10 years.

## COMMERCIAL CSIs

We also do commercial Customer Service Inspections for businesses, warehouses, airplane hangars, multifamily housing, or any small- or large-scale buildings or business complexes.