

**\*\*\*PLEASE SIGN AND RETURN THIS COPY\*\*\***

Northtown Municipal Utility District  
Customer Service Agreement

Return to:

Northtown Municipal Utility District  
c/o Crossroads Utility Service, LLC  
2601 Forest Creek Drive  
Round Rock, Texas 78665-1232

Fax:

(512) 246-1900

Email:

[customerservice@crossroadsus.com](mailto:customerservice@crossroadsus.com)

**I. PURPOSE**

Northtown Municipal Utility District (the "District") is responsible for protecting the drinking water supply from contamination or pollution that could result from improper plumbing practices. The purpose of this Customer Service Agreement (this "Agreement") is to notify each customer of the plumbing restrictions that are in place to provide this protection. The District enforces these restrictions to ensure the public health and welfare. Each customer must sign this Agreement before the District will provide service. In addition, when service to an existing connection has been suspended or terminated, the District will not reestablish service unless it has a signed copy of this Agreement.

**II. PLUMBING RESTRICTIONS**

The following unacceptable plumbing practices are prohibited by State regulations:

- A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination must be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
- B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply must be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
- C. No connection that allows water to be returned to the public water supply 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 that provides water for human use.
- E. No solder or flux that contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection that provides water for human use.

**III. CUSTOMER SERVICE AGREEMENT**

The following are the terms of this Agreement between the District and the undersigned (the "Customer").

- A. The District will maintain a copy of this Agreement as long as the Customer's premises are connected to the District's water system.
- B. The Customer must allow his property to be inspected for possible cross-connections and other unacceptable plumbing practices. These inspections may be conducted by the District 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 will be conducted during the District's normal business hours.
- C. The District will notify the Customer in writing of any cross-connection or other unacceptable plumbing practice identified during the initial inspection or any periodic reinspection.
- D. The Customer must immediately correct any unacceptable plumbing on the Customer's premises.
- E. The Customer must, at his or her expense, properly install, test, and maintain any backflow prevention device required by the District. Copies of all testing and maintenance shall be provided to the District.

**IV. ENFORCEMENT**

If the Customer fails to comply with the terms of this Agreement, the District may, 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 will be billed to the Customer.

Signed By: \_\_\_\_\_  
Customer's Signature

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signed By: \_\_\_\_\_  
Spouse's Signature

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

**ACKNOWLEDGEMENT**

THE STATE OF TEXAS           §  
  §  
COUNTY OF \_\_\_\_\_       §

\_\_\_\_\_ This instrument was acknowledged before me on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_ by \_\_\_\_\_, Customer.

(SEAL)

\_\_\_\_\_  
Notary Public Signature

**ACKNOWLEDGEMENT**

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  §  
COUNTY OF \_\_\_\_\_       §

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Customer's Signature

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signed By: \_\_\_\_\_  
Spouse's Signature

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

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COUNTY OF \_\_\_\_\_

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