

PALO DURO SERVICE CO., INC

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Customer Service Inspection (CSI) – Standard Operating Procedure

1. Purpose

To ensure all new water service connections and reconnections comply with TCEQ regulations and do not pose a threat to the public water system.

2. When a CSI is Required

- New construction or installation of a new water connection.
- Significant plumbing modifications on the property.
- Suspected or known cross-connection or contamination risk.
- Any time a potential cross-connection is discovered during routine maintenance or customer complaints.

3. Who Performs the CSI

- A licensed CSI inspector or a licensed individual with the TSBPE.
- List of available CSI personnel is available at:
https://www2.tceq.texas.gov/lic_dpa/index.cfm

4. Inspection Procedure

Schedule the Inspection

- Customer calls or submits a request.
- Inspector contacts the customer to set up a time.

Perform On-Site Inspection

- Verify no cross-connections (e.g., direct connection between potable and non-potable water).
- Check for proper backflow prevention assemblies.
- Inspect all plumbing fixtures, irrigation systems, and private wells if present.

- Ensure system complies with current plumbing codes and TCEQ rules.
- Take photos of potential problem areas (if applicable) for records.

Complete CSI Form (TCEQ Form 20699)

- Fill out all required fields.
- Include inspector's name, license number, and signature.

Provide Copy to and Keep on File

- Give one copy to customer.
- A copy is to be given to Paloduroservice to keep on file.

5. Non-Compliance Procedure

- Notify the customer in writing if they fail to comply with TCEQ regulations.
- List violations and corrections required for customer to complete.
- Water service may be delayed or denied until corrected.
- Follow up within 30 days to confirm corrections are made.

6. Records Retention

- Keep completed CSI forms, inspection reports, and related documentation permanently.
- Store in both digital and paper format at Paloduroservice office.