



## Cross Connection Control/Customer Service Inspection Program:

**If you are having a new meter installed, please ensure you complete the following steps to avoid interruption in your service and a \$100 disconnect fee applied to your account.**

In accordance with 30 TAC § 290.46(j) of the Texas Administrative Code and to comply with the regulations set by the Texas Commission on Environmental Quality (TCEQ, **Caddo Basin Special Utility District** requires a **Customer Service Inspection (CSI)** to be completed for all new construction.

If you are a new construction with an irrigation system, you are required to have an RPZA. (reduced pressure zone assembly) A licensed BPAT (Backflow Prevention Tester) inspector must test your backflow upon installation and then annually.

### **Submission Instructions:**

Caddo Basin SUD has partnered with **SC Tracking Solutions** to manage the submission of all CSI and Backflow test reports. A licensed inspector must perform the required inspection. A list of service providers registered with SC Tracking Solutions is enclosed, or you may visit [www.sctrackingsolutions.com](http://www.sctrackingsolutions.com):

Click on Need a Service Provider.

Click on Your Water System and Service Type for a list of state-certified providers.

Once your inspection is completed, your licensed inspector must submit the results directly through the **SC Tracking Solutions** Website: [www.sctrackingsolutions.com](http://www.sctrackingsolutions.com).

Only submissions made through SC Tracking Solutions will be accepted.

Thank you for your prompt attention and cooperation in helping us maintain a safe and reliable water system.

### **What is a Water /Survey/Customer Service inspection?**

A local government or state requires inspection of your on-site plumbing system by a licensed professional to verify that proper protection measures are in place to protect the local water system.

### **What is a Backflow Prevention Assembly?**

A backflow assembly (mechanical plumbing device) is installed on your home/business water pipes that allows water to flow in one direction but never in the opposite direction. Its sole job is to prevent drinking water from being contaminated due to unforeseen backflow occurrences caused by a faulty plumbing installation or human error connecting a non-potable water source to a potable water source.

### **Just a few examples of Contamination Routes:**

- Landscape Irrigation System from fertilizers/Pesticides
- Run off Septic Systems, Human/Animal waste; Auxiliary Water Systems... Private Wells, Ponds, Rainwater Harvesting
- Chlorine from pools/spas
- Chemicals/Soap from sinks/dishwashers/showers
- Fire Wet-Based Suppression Systems

### **Regulation/Who Regulates the Laws?**

- Your State environmental agency regulates/mandates /requires your local jurisdiction and/or water service provider to have this program.