



SERVICE AGREEMENT

- I. **PURPOSE:** The City of Howe is responsible for protecting the 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 standards and restrictions, which are in place to provide this protection. The City enforces these restrictions to protect the public health and welfare. Each customer must sign this Agreement before the City of Howe will begin utility service. In addition, when service to an existing connection has been suspended or terminated, the City will not re-establish service unless it has received a signed copy of this Agreement.
- II. **PLUMBING STANDARDS AND RESTRICTIONS:** The following unacceptable plumbing practices are prohibited:
 - A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by air-gap or an appropriate backflow prevention device.
 - B. No cross-contamination between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of 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. No pipe or pipe fitting which contains more than 80% lead may be used for the installation or repair of plumbing at any connection, which provides water for human use.
 - E. No solder of flux, which contains more than .02% lead can 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 the City of Howe and the utility customer:
 - A. The City will maintain a copy of this agreement as long as the Customer and/or the premises are connection to the Water System.
 - B. The Customer shall allow this property to be inspected for possible cross-connection and other unacceptable plumbing practices. These inspections shall be conducted by the City or its designated agent prior to initiating new water service when; there is a reason to believe that cross-connection or other unacceptable plumbing practices exist; or after any major changes to the private plumbing facilities. The inspection shall be conducted during the City's normal business hours.
 - C. The City will notify the Customer in writing of any cross-connection or other unacceptable plumbing practices, which has been identified during the initial inspection or the periodic re-inspection.
 - D. The Customer shall immediately correct any unacceptable plumbing practice on this premises.
 - E. The Customer shall, at this expense, properly install, test, and maintain any backflow prevention device required by the City. Copies of all testing and maintenance records shall be provided to the City.
- IV. **ENFORCEMENT:** If the Customer fails to comply with the terms of the Service Agreement, the City shall, at its option, 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 Signature

Date