



**WATER SERVICE AGREEMENT**

I. **PURPOSE** - The **City of Richwood** is responsible for protecting the drinking water supply from contamination or pollution which could result from improper system construction or configuration on the retail connection owner's side of the meter. The purpose of this service agreement is to notify each customer of the restrictions which are in place to provide this protection. The public water system enforces these restrictions to ensure the public health and welfare. Each retail customer must sign this agreement before the City of Richwood will begin service. In addition, when service to an existing retail connection has been suspended or terminated, the water system will not re-establish service unless it has a signed copy of this agreement.

II. **RESTRICTIONS** - The following unacceptable 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 shall 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 shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure zone backflow prevention device.
- a. No connection which allows water to be returned to the public drinking water supply is permitted.
- b. No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
- c. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.

I. **SERVICE AGREEMENT** - The following are the terms of the service agreement between the **City of Richwood** and the Customer.

- a. The **City of Richwood** will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the Water System.
- b. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City of Richwood or its designated agent prior to initiating new water service; when there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the water distribution. The inspections shall be conducted during the City of Richwood's normal business hours.
- c. The City of Richwood shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
- d. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
- e. The Customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the City of Richwood. Copies of all testing maintenance records shall be provided to the City of Richwood.
- f. **Bills are due by 5 pm on the 10<sup>th</sup> of each month. If the 10<sup>th</sup> falls on a weekend or holiday it is the next business day. Late fees are assessed after 2 pm on the due date. Disconnects are processed after 5 pm on the 20<sup>th</sup> of each month. If the 20<sup>th</sup> falls on a weekend or holiday it is the next business day. Disconnection Fee of \$40 incurred.**
- g. **Any returned payment will result in a \$25.00 fee and disconnection of utility services until cash payment is received. If two or more payments are returned for any reason, only cash payments will be accepted.**

I. **ENFORCEMENT** - If the Customer fails to comply with the terms of the Water Service Agreement, the City of Richwood shall, 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 shall be billed to the Customer.

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date