



## Texas Commission on Environmental Quality

### Customer Service Inspection Certificate

#### Form TCEQ-20699 - Instructions

#### General Instructions:

The purpose of form TCEQ-20699 is to certify the identification and prevention of cross connections, potential contaminant hazards, and illegal lead materials as per ***Title 30 of the Texas Administrative Code(30 TAC) 290.46(j)(4)***. The form can be completed one of two ways:

1. The form can be printed and completed manually, or;
2. The form can be completed electronically through an electronic medium (tablet, laptop computer, etc.). The yellow areas on the form can be completed electronically.

***NOTE: The form is intended to be completed on-site while the inspection is occurring. If the form is completed electronically, the electronic device must also be on-site for proper use of this form.***

The form must be printed and signed by the Inspector that performed the work. The hardcopy original or a copy must be provided to the Public Water System (PWS) for record keeping purposes as specified in ***30 TAC §290.46(f)(3)(E)(iv)***.

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#### Specific Instructions:

Please follow these instructions when completing Form TCEQ-20699:

1. Check boxes: If completing the form electronically, all check boxes are highlighted in yellow and can be selected to make the desired indication. Selecting a box will insert an "X" in the box.
2. Remarks: The "Remarks" section of the form is expandable, which means your final report can be more than one page. Make sure to include all pages when submitting to the local water purveyor.
3. Due to there being three (3) different licensed individuals that can fill out this form: TCEQ Licensed Customer Service Inspector, Licensed Plumbing Inspector or Licensed plumber with Water Supply Protection Specialist endorsement. Please provide your title.

Texas Commission on Environmental Quality  
**Customer Service Inspection Certificate**

|                      |  |
|----------------------|--|
| Name of PWS:         |  |
| PWS ID #:            |  |
| Location of Service: |  |

| Reason for Inspection:                                                   |                          |
|--------------------------------------------------------------------------|--------------------------|
| New construction                                                         | <input type="checkbox"/> |
| Existing service where contaminant hazards are suspected                 | <input type="checkbox"/> |
| Material improvement, correction or expansion of distribution facilities | <input type="checkbox"/> |

I \_\_\_\_\_, upon inspection of the private water distribution facilities connected to the aforementioned public water supply do hereby certify that, to the best of my knowledge

| Compliance               | Non-Compliance           |     |                                                                                                                                                                                                                                                                                                                |
|--------------------------|--------------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | (1) | No direct or indirect connection between the public drinking water supply and a potential source of contamination exists. Potential sources of contamination are isolated from the public water system by an air gap or an appropriate backflow prevention assembly in accordance with Commission regulations. |
| <input type="checkbox"/> | <input type="checkbox"/> | (2) | No cross-connection between the public drinking water supply and a private water system exists. Where an actual air gap is not maintained between the public water supply and a private water supply, an approved reduced pressure principle backflow prevention assembly is properly installed.               |
| <input type="checkbox"/> | <input type="checkbox"/> | (3) | No connection exists which would allow the return of water used for condensing, cooling or industrial processes back to the public water supply.                                                                                                                                                               |
| <input type="checkbox"/> | <input type="checkbox"/> | (4) | No pipe or pipe fitting which contains more than 8.0% lead exists in private water distribution facilities installed on or after July 1, 1988 and prior to January 4, 2014.                                                                                                                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | (5) | Plumbing installed on or after January 4, 2014 bears the expected labeling indicating $\leq 0.25\%$ lead content. If not properly labeled, please provide written comment.                                                                                                                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | (6) | No solder or flux which contains more than 0.2% lead exists in private water distribution facilities installed on or after July 1, 1988.                                                                                                                                                                       |

I further certify that the following materials were used in the installation of the private water distribution facilities:

|                |                               |                                    |                                       |                                |
|----------------|-------------------------------|------------------------------------|---------------------------------------|--------------------------------|
| Service lines: | Lead <input type="checkbox"/> | Copper <input type="checkbox"/>    | PVC <input type="checkbox"/>          | Other <input type="checkbox"/> |
| Solder:        | Lead <input type="checkbox"/> | Lead Free <input type="checkbox"/> | Solvent Weld <input type="checkbox"/> | Other <input type="checkbox"/> |

|          |  |
|----------|--|
| Remarks: |  |
|          |  |

I recognize that this document shall be retained by the aforementioned Public Water System for a minimum of ten years and that I am legally responsible for the validity of the information I have provided.

|                             |  |                       |   |
|-----------------------------|--|-----------------------|---|
| Signature of Inspector:     |  | License Type:         |   |
| Inspector Name(Print/Type): |  | License Number:       |   |
| Title of Inspector:         |  | Date / Time of Insp.: | / |

A Customer Service Inspection Certificate should be on file for each connection in a public water system to document compliance with 30 TAC § 290.44(h)/290.46(j).