



PUBLIC WORKS

CUSTOMER SERVICE INSPECTIONS

A Customer Service Inspection (CSI) for cross connection shall be completed prior to providing continuous water service and/or certificate of occupancy in each of the following circumstances:

- a) To a newly constructed facility (refer to New Construction Water Service Request Procedure for details); or previously developed property, which is requesting water service;
- b) Where any correction or addition to the plumbing of any facility on the property has occurred;
- c) After any material improvement to building(s) or the property.

CSI is inspection of the connecting private water system. The term "private water system" refers to the system on the owner's side of the meter. CSI Certificate, completed by a TCEQ licensed customer service inspector, must be submitted to the City of Keller Public Works Department.

The CSI may determine that a hazard exists, which may require a higher degree of backflow protection device than what had been installed and will need to be provided at the owner's expense.

The Public Works Environmental Specialist will notify the Utility Billing and Building Departments that a water service can be established and/or certificate of occupancy released upon receipt of the CSI Certificate.

CSI Certificate(s) must be submitted electronically. To submit CSI Certificate(s), customer service inspectors will need to register with SC Tracking Solutions LLC at: www.sctrackingsolutions.com. For questions on the registration process or report submission, please contact SC Tracking Solutions Customer Service at 1-866-232-0174. To search for TCEQ licensed customer service inspectors, go to: http://www2.tceq.texas.gov/lic_dpa/index.cfm. Click on "Group Search Criteria" and select "Customer Service Inspector Licensing" in "Program" options.