



NEW CONSTRUCTION WATER SERVICE REQUEST

The following steps shall be completed at the time the meter is requested for construction from the City and prior to providing a continuous water service to a new establishment:

1. The water service installation, conforming to City Details W-14, W-15, W-19 or W-19a, must pass inspection by Public Works.
2. If required, the appropriate private backflow prevention device must be installed and must pass a plumbing inspection by the Building Inspection Services Division. At a minimum:
 - a. All irrigation systems must have a double check valve assembly (DCVA) at the connection.
 - b. Meters set during construction must have a double check valve assembly (DCVA) at the connection, which will remain in-service until owner occupancy.

Installation of a DCVA at the meter is a temporary requirement to protect the public water system during construction from contamination. The potential for damage resulting from thermal expansion exists if the hot water system is operated during construction without protection. If the DCVA is installed permanently, protection from thermal expansion and control must be established.

3. The backflow prevention device must be tested and registered by a state licensed backflow tester upon installation. Paper test reports are not accepted. To register and submit a report(s), backflow technicians/testers, plumbers and/or irrigators, will need to register with SC Tracking Solutions LLC at: www.sctrackingsolutions.com. For questions on registration process, report submission, or for a list of registered backflow testers, please contact SC Tracking Solutions Customer Service at 1-866-232-0174.
4. Backflow prevention device installation, testing, and registration is required as soon as possible and within no more than 7 days of the meter installation. Failure to comply with this requirement may result in the water service being shut off, the meter removed and the assessment of any associated costs.

5. An inspection of the connecting private water system must be completed before continuous water service is provided. The term “private water system” refers to the system on the owner’s side of the meter. This inspection is known as a Customer Service Inspection (CSI) and is evidenced by submitting a CSI Certificate, completed by a TCEQ licensed customer service inspector, to the City.

CSI Certificate(s) must be submitted electronically. To register and 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.

6. 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 builder’s/owner’s expense.
7. A CSI is required at the completion of construction and prior to owner occupancy. Owner occupancy and transferring a meter set during construction from the builder to the owner at the completion of construction are considered the beginning of continuous water service. The Public Works Environmental Specialist will notify the Utility Customer Services Division that a meter set during construction can be transferred from the builder to the owner upon receipt of the CSI Certificate.