



FLYING L PUBLIC UTILITY DISTRICT  
281 Stone Crest Drive  
Bandera, Texas 78003

Phone: 830-388-1600 E-mail: [Admin@FlyingLPUD.com](mailto:Admin@FlyingLPUD.com)

TO: Flying L Public Utility District (PUD) Customer

Re: Customer Service Inspection

Flying L Public Utility District (PUD) is responsible for ensuring that the water it provides to customers meets all federal and state standards and that its quality is not compromised within its distribution system.

A Customer Service Inspection (CSI) is crucial in protecting the potable-water supply. It is a direct inspection of the private water-distribution system to ensure that the potable water is not vulnerable to contamination. CSI's are required by Title 30 of the Texas Administrative Code (30TAC) Subsection 290.46(j). This very important rule extends the authority of the public water system (PWS) beyond the meter.

If a customer is connected to Flying L Public Utility District's water system, Flying L Public Utility District's ordinance applies to that connection.

A Customer Service Inspection Certificate shall be completed prior to providing continuous water service to new construction, on any existing service either when the water purveyor has reason to believe that cross-connections or other potential contaminant hazards exist, or after any material improvement, correction, or addition to the private water distribution facilities.

A partial CSI may be an option if a CSI certificate already exists for the older structure and no material improvements have been made to the older structure. The intent would be for the new CSI and the CSI on file to document all of the plumbing on a site. A partial CSI may be performed on the new structure in that case.

Enforcement: If the Customer fails to comply, the Public Water System shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expense associated with the enforcement shall be billed to the Customer. Once service is terminated a \$50.00 re-instatement fee must be prepaid before service is restored.

Those who own adjoining Lots and plan to build across the common property line must replat those Lots prior to construction.

The replatting process begins by contacting the office of the County Engineer, Dieter Werner, 502 11<sup>th</sup> Street, PO Box 3275, Bandera, TX 78003, Phone 830-460-8183, [dwerner@banderacounty.org](mailto:dwerner@banderacounty.org).

Return a signed and dated copy to Flying L PUD and retain a copy for your records.

\_\_\_\_\_  
Signature of customer

\_\_\_\_\_  
Date

Section \_\_\_\_\_ Lot (s) \_\_\_\_\_