

November 18, 2022

Dear Quadvest Customer:

At Quadvest, L.P. we are dedicated to providing you, our customer, with safe and reliable drinking water. One of the ways we ensure the integrity of our system is by requiring customer service inspections performed by a licensed inspector. The purpose of a customer service inspection is to identify whether one of two potential sources of contamination exists. One is a cross connection – an actual or potential connection between drinking water supply and a possible source of contamination or pollution. The other potential source of contamination is lead plumbing materials.

Quadvest (“Utility”) is required by the Texas Commission on Environmental Quality (“TCEQ”) to obtain a completed Customer Service Inspection (“CSI”) Certificate prior to providing continuous water service to new construction or any existing service when the water purveyor has reason to believe that a cross connection or other potential contaminated hazard exists, or after any material improvement, correction, or addition to the private water distribution facilities. (Title 30 of the Texas Administrative code (TAC), Subsection 290.46(j)).

If you are receiving this letter we either have your property listed as new construction, new remodel and/or we do not have a CSI on file for work done in the past. Below is a list of examples of when A CSI is needed:

When a CSI is required	When a CSI is NOT required
* New Construction	* Mobile homes & manufactured homes
* After any material improvement, correction or addition to a structures plumbing	* Recreational vehicles
* When the water purveyor has reason to believe that cross-connections or other contamination hazards exist.	* Existing connections - unless plumbing improvements or expansion have been made
* Existing site built homes connecting to a new service line.	* Residential lawn irrigation systems installed by a licensed irrigator or licensed plumber.

If your property meets one or more of these conditions you are required to provide us a valid CSI Certificate, as a condition of your Contract and Application for Utility Service and/or Customer Service Agreement. Failure to comply may result in termination of service. In order to restore service the CSI Certificate must be submitted along with associated reconnection fee. Your water account cannot be closed or a final bill be sent until this CSI is on file with Utility. You will be responsible for all monthly fees until this CSI is on file.





Quadvest, L.P.
26926 FM 2978
Magnolia, TX 77354

Main: 281-356-5347
Fax: 281-356-5382
Quadvest.com

If you have a structure on the above referenced property that falls into the category that does NOT require a CSI, please note and sign in the area below and return to Quadvest.

It can be returned via one of the methods below:

By Mail:

Quadvest
P O Box 409
Tomball, TX 77373

By Email:

support@quadvest.com

By Fax:

281-356-5382

Should you have any questions or concerns please contact us at 281-356-5347.

Best Regards,

Quadvest
Customer Care Center

If a CSI is not required, please complete the box below and return via one of the above methods.

Customer Name: _____

Acct #: _____

Service Address: _____

CSI not required due to: _____

Signature of owner: _____

Date _____

