



May 12, 2010

Subject: Customer Service Inspection

Dear Customer:

Under the provisions of the Safe Drinking Water Act of 1974, the United States Environmental Protection Agency (USEPA) established national standards for safe drinking water. The Texas Commission on Environmental Quality (TCEQ) is responsible for the enforcement of these standards, as well as the supervision of public water supply systems and the sources of drinking water. Each state is required to enforce the various regulations of the Safe Drinking Water Act and how it relates to its state laws.

To meet these new provisions, the TCEQ on January 1, 1996, enacted a new state law that requires the public water suppliers to implement and enforce the Cross-Connection Control Program requirements located in Title 30 Texas Administrative Code (TAC) Chapter 290 of the rules and Regulations for Public Water Suppliers. One element of the Cross-Connection Control Program requires the Public Water Supplier to insure that the distribution system is safe from potential health hazards from either illegal use or connections to hazards to the potable water supply.

In order to maintain compliance with Federal and State rules and regulations, the City of Lubbock Water Utilities has contracted with Hardin & Associates Consulting, LLC to conduct Customer Service Inspections as required by these regulations. These inspections will assist in determining if any connections or uses of the potable water supply are inadvertently creating a health hazard to the public.

The Customer Service Inspection will require an on-site inspection of your facility. If you require the inspection to be at a certain time during the day, please contact Lubbock Water Utilities at 775-2595 so those arrangements can be made. When the representatives from Hardin & Associates arrive at your facility, they will be identified by employee ID badges and company uniform.

The City of Lubbock appreciates your cooperation with the inspections and compliance with State law. If you have any questions, please contact Lubbock Water Utilities at 806-775-2595.

Sincerely,

A handwritten signature in cursive script that reads "Sandra Offutt".

Sandra Offutt
Technical Programs & Education Coordinator
Backflow & Cross-Connection Control

A handwritten signature in cursive script that reads "Denisa".

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98