

## SERVICE AGREEMENT

1. **Purpose.** Grassy Pond Water Company, Inc. is responsible for protecting the drinking water supply from contamination or pollution, which could result from improper private water distribution system construction or configuration. The purpose of this service agreement is to notify each customer of the plumbing restrictions, which are in place to provide this protection. The utility enforces these restrictions to ensure the public health and welfare. Each customer must sign this agreement before the Grassy Pond Water Co. will begin service. In addition, when service to an existing connection has been suspended or terminated the water system will not re-establish service unless all outstanding balances are paid and have signed a copy of this agreement...
2. **Restrictions.** The following unacceptable practices are prohibited by GPWC regulations.
  - A. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
  - B. No cross-connection between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or a reduced pressure-zone backflow prevention device.
  - C. No connection which allows water to be returned to the public drinking water supply is permitted.
  - D. One unit per tap allowed. If additional units are found connected to tap water service may be terminated.
3. **Service Agreement.** The following are the terms of the Service Agreement between the Grassy Pond Water Co. and the following customer:

\_\_\_\_\_  
Customer's Printed Name

\_\_\_\_\_  
Service Address

- A. The Water System will maintain a copy of this agreement as long as the Customer and/or the premises are connected to the Water System.
  - B. The customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the Water System or its designated agent prior to initiating new water service; or after any major changes to the water distribution. The inspections shall be conducted during the Water System's normal business hours.
  - C. The Water System shall notify the customer in writing of any cross-connection or other potential contamination hazard, which has been identified during the initial inspection or the periodic inspection.
  - D. The customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazards on his premises.
  - E. The customer shall, at his expense, properly install, test, and maintain any backflow prevention device required by the Water System. Copies of all testing and maintenance records shall be provided to the Water System. Systems must be checked annually by a certified tester.
  - F. Non-payment after due date will be subject to a penalty of 10% of the delinquent amount. Non-payment within 30 days from due date will result in the water being shut off from the members property. There will be a re-connect fee to restore service. A reminder letter may or may not be mailed out. This is a courtesy. The Water Co. is not required to send out these reminders. Non-payment within 60 days after original due date will allow the Water Co. to terminate service.
  - G. The valve in meter box is for Grassy Pond Water Co. personnel only. The Customer needs to install his/her own cut off valve. Please Note: When you request water to be turned on Grassy Pond Water Co. requests that the customer be present as the Water Co. is not responsible for any leaks.
4. **Enforcement.** If the customer fails to comply with the terms of the Service Agreement, the 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 expenses associated with the enforcement of this agreement shall be billed to the customer.

\_\_\_\_\_  
Customer's Signature

\_\_\_\_\_  
Date