

Dear SAWS Customer:

The San Antonio Water System is required by the Texas Commission on Environmental Quality (“TCEQ”) to obtain a completed Customer Service Inspection Certificate before providing continuous water service. Customer Service Certification requires an on-site inspection. The purpose of the inspection is to protect the potable water system from potential contamination. The inspection is not a plumbing inspection of the private water distribution system and does not negate the responsibility of a customer to install and maintain all plumbing in accordance with approved local, state and national plumbing codes.

You may utilize a licensed plumber with a water supply protection specialist (WSPS) endorsement or a certified water operator with a customer service inspection (CSI) license to conduct the inspection and complete the form. A list of approved inspectors is available at www.saws.org/inspectors.

At the time of application for a SAWS potable water tap for the service address, the applicant signed a service agreement acknowledging the responsibility to conduct an on-site inspection. The original applicant may have been a developer, builder, plumber or homeowner. Regardless of who may have signed the original service agreement, the on-site inspection requirement is mandatory. Continuous water service is contingent upon SAWS receipt of a completed Customer Service Inspection Certification.

Upon completion of the Customer Service Inspection Certification please forward the certificate to cs-tceq_csi@saws.org or Fax (210) 233-4749 if additional information is needed call (210) 233-2421.

Additional Information:

Swimming Pool Installed: Yes / No
No

Alternate Water Supply: Yes /

Aerobic System Installed: Yes / No
Installed: Yes / No

Sprinkler/Irrigation System

Type of Backflow Preventer(s):

Other Information as appropriate:
