

**SUBCHAPTER C: CUSTOMER SERVICE INSPECTORS**  
**§§30.81, 30.87, 30.90, 30.92, 30.95**  
**Effective September 29, 2016**

**§30.81. Purpose and Applicability.**

(a) The purpose of this subchapter is to establish qualifications for issuing and renewing licenses to individuals who conduct and certify customer service inspections.

(b) An individual who performs customer service inspections must meet the qualifications of this subchapter and be licensed according to Subchapter A of this chapter (relating to Administration of Occupational Licenses and Registrations).

(c) An endorsement for customer service inspections shall expire when an individual renews a water operators license or the license expires. To obtain a customer service inspector license, an individual holding an endorsement must submit a new application with the appropriate fee.

(d) A licensed customer service inspector shall not perform plumbing inspections required under Texas Occupations Code, §1301.255 and §1301.551.

Adopted September 7, 2016

Effective September 29, 2016

**§30.87. Definitions.**

The following words and terms, when used in this subchapter, shall have the following meanings, unless the context clearly indicates otherwise.

(1) Cross-connection--A physical connection between a public water system and either another supply of unknown or questionable quality, any source which may contain contaminating or polluting substances, or any source of water treated to a lesser degree in the treatment process.

(2) Customer service inspection--An examination of the private water distribution facility for the purpose of providing or denying water service. The inspection is limited to the identification and prevention of cross-connections, potential contaminant hazards, and illegal lead materials. Customer service inspections are completed before providing continuous water service to new construction, on any existing service where there is reason to believe that cross-connections or other potential contaminant hazards exist, or after any material improvement, correction, or addition to private water distribution facilities (see §290.46(j) of this title (relating to Minimum Acceptable Operating Practices for Public Drinking Water Systems)).

(3) Customer service inspector--The person who is licensed by the executive director to perform customer service inspections.

Adopted November 20, 2001

Effective December 17, 2001

**§30.90. Qualifications for Initial License.**

(a) To obtain a license, an individual must have:

- (1) met the requirements in Subchapter A of this chapter (relating to Administration of Occupational Licenses and Registrations);
- (2) received a high school diploma or equivalent certificate;
- (3) completed an approved customer service inspector training course;
- (4) worked at least two years in an approved area which includes, but is not limited to:
  - (A) operation or maintenance of a public drinking water treatment or distribution system;
  - (B) performing activities requiring a master or journeyman plumbing license;
  - (C) conducting building or construction inspections; or
  - (D) performing duties related to this profession approved by the executive director.

(b) One year of college (32 semester hours) or an additional 20 hours of training credits may be substituted for one year of the experience requirement.

Adopted September 5, 2007

Effective September 27, 2007

**§30.92. Qualifications for License Renewal.**

To renew a license, an individual must have:

- (1) met the requirements in Subchapter A of this chapter (relating to Administration of Occupational Licenses and Registrations); and
- (2) completed 16 hours of approved continuing education.

Adopted September 5, 2007

Effective September 27, 2007

**§30.95. Exemptions.**

Plumbing inspectors and water supply protection specialists licensed by the State Board of Plumbing Examiners are exempt from these requirements.

Adopted November 20, 2001

Effective December 17, 2001