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# PRIVATE UTILITY REPAIR SERVICES NETWORK

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PUBLIC WORKS AND  
ENGINEERING  
DEPARTMENT

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Public Utilities Division

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**CITY OF HOUSTON**  
Department of Public Works and Engineering  
Public Utilities Division

**PROCEDURES FOR ADMISSION INTO THE  
APPROVED PRIVATE UTILITY REPAIR SERVICES NETWORK**

- Complete application for qualifications for service companies (**Applications must have original signature – copies/faxes are NOT accepted**)
  
- **Criteria:**
  - Company to provide managed service line warranties for private water and/or sewer line products
  - Company must not have any actions/fines by the Texas Attorney General or any other regulator in Texas
  - A- or better BBB Rating
  - No more than 3% of customer base filed complaints annually
  - Have a licensed Master Plumber
  - Company must provide service 24hours/7 days/365
  - Company must comply with quality of service practice to citizen by contacting the City of Houston for the citizen and providing detailed information if the issue is determined not private
  - Company must provide local representation to resolve any contractor issues
  
- **Provide:**
  - Copy of Articles of Incorporation or DBA
  - Copy of Insurance Certificate
  - Proof of Licensed Master Plumber and registration with the City of Houston within 60 days of approval.
  
- Applicant must sign Acknowledgement of Requirements and have notarized (**must have original signature and notary – copies/faxes are NOT accepted**). By signing this document the applicant certifies that the information provided in the application is correct to the best of the applicant's knowledge and the applicant has reviewed the City of Houston's PLUMBING Code.

Once everything has been received and approved, the Service Company will be eligible to be placed on the City's Approved Private Utility Repair Services Network on the city's website. **Complete Applications must be submitted to:**

Public Works and Engineering Department  
Public Utilities Division Attn: Magda Alanis  
611 Walker Street – 25th Floor  
Houston, TX 77002



**CITY OF HOUSTON**  
Department of Public Works and Engineering  
Public Utilities Division

**APPLICATION FOR CITY OF HOUSTON QUALIFIED PRIVATE  
WATER/SANITARY SEWER REPAIR SERVICE PROVIDER**

This application reflects the Company's desire to obtain the necessary approval to have the Company's name appear on the List of Approved Private Utility Repair Services Network (the "List") maintained by the City of Houston, Public Works and Engineering Department, Public Utilities Division. The application and the List do not imply any recommendation by the City of Houston of any Company for contracting or servicing to a water and/or sanitary sewer service line applicant or owner, or any other individual or company. The purpose of this process is to further public awareness of contractors who work on water and/or sewer lines and have the minimum qualifications.

**THE COMPANY UNDERSTANDS AND AGREES WITH THE FOLLOWING:**

1. Licensed water and sewer repair service providers must submit an application prescribed by the Director of Public Works and Engineering Department to the Public Utilities Division.
2. A copy of current, pertinent City of Houston's Plumbing Code must be obtained and maintained by the company. All work shall be done in accordance with these specifications.
3. The contractual relations, if any, between the Company and the Home/Service Owner shall not impose any burden on the City of Houston with respect to payments due to the companies and/or local contractors.
4. The City of Houston, its successors or assigns, are hereby released and relieved from any and all liability caused.
5. The Company will contact the City of Houston for the citizen, and provide detailed information, if the issue is determined not private.
6. Should the Company desire to have their name removed from the list, a written request shall be made to the Director of Public Works and Engineering, in care of, Public Utilities Division Program Manager.
7. The Company shall promptly notify the City of Houston of any change(s) in the information provided in this application within 30 days of change.
8. The Company shall provide the City of Houston, General Liability Insurance and a Master Plumber's registration with the City of Houston, which are all renewed annually. It is the responsibility of the company to keep all documents current.
9. Company must have Drug deterrence guidelines.
10. Company must conduct Criminal Background check on all contractors



**CITY OF HOUSTON**  
Department of Public Works and Engineering  
Public Utilities Division

**CAUSE FOR REMOVAL**  
**FROM THE LIST FOR THE FOLLOWING REASONS:**

1. Falsifying information provided in this application.
2. Failure to comply and perform services in accordance with City of Houston's Plumbing Code.
3. Misrepresentation of the City's position with regard to contractual relations, if any, between the Company and the Home Owner.
4. Failure of the company to follow their responsibilities and duties.
5. Failure of the Company to promptly notify in writing to the City of Houston of any change(s) in the information provided in this application.
6. Failure to maintain Certificate of Insurance current, or Master Plumber's License and registration with the City of Houston, and failure to turn in renewals.
7. Failure to conform to Drug Deterrence Guidelines.
8. Failure to conform to Criminal Background Guidelines.
9. Being convicted or fined for violations of the City of Houston's Plumbing Codes, or for violations of the City's Codes of Ethical Conduct.
10. Performing plumbing work without proper permits.
11. Failure to meet any qualifications set forth in the application.
12. Criminal, civil penalty exercised against the company.
13. Suspended/revoked license
14. Failure to restore BBB rating within 180 days from notification

**PERIOD OF SUSPENSION FROM THE LIST**

The period of removal from the list will not be less than six (6) months for any violations above listed. The period of removal is as follows for violators: single violation - 6 months or for multiple violations - 12 months, or for conviction or fines imposed against the Company, the length of removal from the list will be determined by the Utility Official, including the possibility of indefinite removal from the list.

After being removed from the list, the company's initial application may be voided and the company may be required to re-apply for consideration to be placed back on the list.



# CITY OF HOUSTON

## Department of Public Works and Engineering

### Public Utilities Division

#### APPEAL PROCESS

- I. All appeals must be filed in writing no later than fifteen (15) calendar days after the occurrence of the action or inaction which resulted in the basis of the removal. The completed appeal form with the representative's original signature must be received by the program manager on or before the close of business on the 15<sup>th</sup> day. Should the 15<sup>th</sup> day be on a weekend or city holiday, the form must be submitted by close of business on the last working day prior to the 15<sup>th</sup> day.
- II. Upon receipt of the appeal form, the program manager will review the concern to determine whether it is timely and can be appropriately addressed within the Appeal process. If the matter is determined to be untimely or ineligible for resolution through the Appeal process, the program manager shall provide the representative written notice within five (5) calendar days of filing.
- III. The Appeal will be forwarded to the Utility Official or designee for review and hearing.
- IV. The Utility Official retains the right to overturn or modify any recommended resolution that is found to be in conflict with City/Department policy, local/state/federal law, or in the opinion of the Utility Official, is contrary to the best interest of the City/Department.
- V. The Utility Official or designee may close without resolution any appeal/concern filed which is later determined to be outside the jurisdiction of the Utility Official or designee, is untimely filed, and is inappropriate to be addressed through this process or if the representative is not actively pursuing resolution.
- VI. The representative filing the appeal shall be given at least five (5) calendar days' notice of any meeting pertaining to the appeal unless a short time is mutually agreed upon.
- VII. Original documents relating to the concern will be maintained in the Public Utilities Division, Business Services Branch, Records Section. Every reasonable effort shall be made to keep the Appeal and the related documents from disclosure to persons without a need to know, except as required by state, federal, or local law.
- VIII. All parties must, at all times, comport themselves in a civil and courteous manner appropriate for the workplace.
- IX. The department director or Utility Official may adjust any guidelines specified herein as necessary for the continuous improvement of this program.
- X. Within fifteen (15) calendar days from the filing of the appeal, the utility official shall convene a meeting to hear the concern(s). Each representative at the review meeting shall appear to fully, candidly and openly discuss the concern in an effort to mutually resolve the issue. This meeting shall not exceed a one hour time limit. Within five (5) calendar days after the date the meeting concludes the Utility Official shall make a written response and recommendation for resolution.
- XI. The final determination of an appeal/concern will rest with the Utility Official. There shall be no further appeal.



# City of Houston

## Public Works and Engineering Department

City of Houston | Public Works and Engineering Department | Public Utilities Division | P.O. Box 1562 Houston, Texas 77251-1562 | 832-395-2715



### PUBLIC UTILITIES DIVISION PRIVATE UTILITY REPAIR SERVICES NETWORK

#### APPLICATION FORM

**611 WALKER STREET  
HOUSTON, TX 77002**

I, the undersigned, representative of a private repair service company, hereby apply for admission into the Approved Private Utility Repair Services Network, in the City of Houston and for that purpose give the following information and answers to ALL of the questions contained in this application.

<b>PART I: PRIVATE REPAIR SERVICES REPRESENTATIVE INFORMATION</b>			
Full Name:			
Address:			
Phone Number:		Alternate Number	
Email:			
Signature:			

Have you or the Master Plumber ever been summoned before the Texas State Board of Plumbing Examiners (TSBPE) for any type of violation hearing?  Y  N

If yes, Date of Hearing:	
Board Decision:	

<b>PARTII: QUALIFICATION LICENSE INFORMATION:</b>			
License Number:		Exp. Date:	
License Issued To:			

<b>PART III: BUSINESS/COMPANY INFORMATION</b>				
Company Name				
Federal ID No.		Telephone Number		Publication Number
Company Address				
Email Address		Publication Email Address		

BUSINESS TYPE (CHECK ONE):  Individual Only  Sole Proprietorship  Partnership  Corporation  
 Other \_\_\_\_\_