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Cross- Connection Control Prevention Program

Cross-Connection Control Prevention Program

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“To protect the public drinking water supply from contamination by backflow into the distribution system.”

1 Policy

- 1.1. These procedures are to be implemented during the routine daily compliance of the Sweetwater Authority (Authority) Cross-Connection Control and Backflow Prevention Ordinance.

2 Authority

- 2.1. A directive set by the Authority’s Board of Directors.
- 2.2. Regulations Relating to Cross-Connection; California Administrative Code, Title 17, Sections 7583 through 7605, inclusive.
- 2.3. Cross-Connection Control and Backflow Prevention Ordinance; Resolution No. 88-3; Program Adoption.

3 Purpose

- 3.1. To protect the public drinking water supply from contamination by back flow into the distribution system.
- 3.2. A **backflow prevention device** is used to protect potable water supplies from contamination or pollution due to **backflow**. In water supply systems, water is normally maintained at a significant pressure to enable water to flow from the tap, shower, or other fixture.



“A backflow prevention device is used to protect potable water supplies from contamination or pollution due to backflow.”



4 Certified Testers

4.1. Definition:

Certified testers are individuals who have successfully passed the tester course and successfully passed the hands on portion of the test provided by the American Backflow Prevention Association (ABPA) and/or the American Water Works Association (AWWA).

4.2. Requirements for Certified Testers:

- A. Possess current certification from the ABPA AWWA or ASSE; renewable every three (3) years.
- B. Possess a current test kit calibration; renewable every year.

4.3. Requirements to Appear on the Authority's List of Certified Testers:

- A. Written request must be on file to appear on the Authority's list.
- B. Possess a current tester certification on file.
- C. Possess a current test kit calibration on file.
- D. Tester application must be completed, signed, and on file with the Authority.

4.4. Failure to provide current certifications or annual calibrations will result in the removal of tester's name from the Authority's list:

- A. If a tester fails to comply with Items 1-10 on the Authority's Tester Application, the tester's name may be removed from the list at the discretion of the Cross-Connection Control Supervisor.
- B. Once a tester has provided the Authority with the above-mentioned documentation and it is verified by the Authority, the tester's name will appear on the list of certified testers.
- C. The Authority's list will be updated quarterly by the Cross-Connection Control Supervisor.

5 Cross-Connection Surveys

5.1. Definition:

Surveys are conducted by the Authority to comply with Title 17, California Administrative Code and to evaluate the degree of hazard that exists at a particular location.

5.2. Procedure:

- A. Prior to conducting on-site surveys, print the following information for the location in question:
 - Service information
 - Property owner name, contact information
 - Meter information
- B. Once on-site, the responsible person, such as the property owner, manager, maintenance staff, etc., shall be contacted and informed of the survey details. After questions and concerns are addressed, the inspection or survey may commence.
- C. A detailed survey of all water-using equipment, plumbing, irrigation and landscape shall be inspected.
- D. Detailed information shall be recorded as well as existing hazards, along with any existing backflow assemblies already installed at the location.
- E. Once the survey is completed, inform the owner of existing hazards and that a letter addressing the Cross-Connection issues will be mailed.
- F. If existing cross-connection problems are discovered, a letter shall be mailed out as soon as possible. The form letter addresses, potential cross-connection on a service without approved backflow protection.
- G. Each of the letters can be customized to the situation, and in most situations a 30-day compliance deadline will be sufficient to complete the necessary work.
- H. All communications written or verbal shall be noted, dated, and filed for three (3) years.

6 Post Meter Cross-Connection Surveys

6.1. Definition:

Post meter surveys are carried out to fulfill the contract between the San Diego County Environmental Health Department and the Authority, and to comply with the California Health and Safety Code; DW-104, Part 12, Chapter 5, Article 2, Section 116800-116820.

6.2. Procedures:

- A. The County of San Diego Department of Health Services and/or the Authority conduct the Post Meter Cross-Connection surveys, independently or jointly with the Authority's Cross-Connection Control Supervisor. In most cases, the Supervisor requests these types of inspections by sending a request for inspection to the County Health Department.
- B. Attached to the request should be the necessary information pertaining to the location being surveyed. Most of this information can be obtained from the customer service page on SWERP.
- C. Surveys may be performed with or without scheduled appointments. If appointments are scheduled, and the survey is being performed jointly with the County Health Department, confirm the meeting place, time, etc. In addition, inform the business owner or manager that a representative must be present; someone that is familiar with the plumbing system and the what the water is being used for, including the types of machines/equipment requiring the use of water.
- D. Arrival at the location:
 - Staff shall represent the Authority in a professional and polite manner.
 - Be thorough, complete and patient.
 - While conducting the survey, take extensive notes draw and sketches whenever necessary. Inform the responsible party of any discrepancies found during the inspection.
- E. Prior to leaving the property, inform the responsible party that a letter will be mailed and that it will include the results of the inspection and also the requirements necessary to pass the test.
- F. Complete the formal survey form and attach the drawings and sketches, and file it for the Authority's records.

- G. When the County Health Department does the survey independently, copies of the survey will be forwarded to the Authority. If the copies do not arrive, follow-up with the County Health Department.

7 Correspondence

7.1. Policy:

Copies of all written correspondence shall be kept on file for a minimum of three (3) years.

7.2. Authority:

The California Department of Public Health requires documentation, detailed records, and proof of notifications shall be stored for three (3) years.

7.3. Purpose:

To comply with the California Administrative Code, Title 17, and to avoid a consumer's claim that no notifications were provided, and for documented support if a water service is discontinued due to non-compliance.

7.4. Notification Letters:

- A. Standard letters of notification are self-explanatory and each one of these letters may be modified to describe each situation as needed. Annual test letters, such as *Intent* letters provides consumers thirty (30) days to test the assemblies.
- B. As close to the compliance date as practical, a 15-day delinquent notification will be mailed out reminding the consumer of the needed test and the impending water disconnection if non-compliant.
- C. Once the compliance date has passed, a 72-hour turn-off notice in the form of a door hanger shall be delivered to the service address.
- D. On the fourth day, if the test results have not been received by the Authority, or arrangements made by the consumer, the water service to the location in question shall be disconnected per the Authority's Rates and Rules.

7.5. Water Disconnection Procedures:

- A. When a service is to be discontinued, the Customer Service Office staff and the Customer Service Field staff shall be notified by e-mail and a note will be placed on the account in SWERP.
- B. Water service will be reconnected once the consumer calls and confirms that a tester has been contacted and scheduled to do the work; the Authority will confirm by calling the tester to verify.
- C. Once Customer Service Office staff receives the customer's call to restore service, Customer Service Office staff will contact Cross-Connection staff for authorization to reconnect the service, or there will be an authorization note on the account. .
- D. This procedure shall be followed on any letter that contains a compliance date, such as the annual test, potential or actual cross-connection letter, notice of device failure, or failure to install a needed backflow assembly.
- E. All notifications will be sent by mail. Customer's claiming that they have not received their notification will have a second mailing sent by certified mail and the tracking numbers will be file in the account holder's file.

8 Service Paper Applications/Procedures

8.1. Definition:

Service papers are forwarded to Cross-Connection Control staff for tracking the status of all new services requiring the installation of an approved backflow assembly.

8.2. Procedures for Routing:

- A. Once the papers are signed by the Engineering Department and the preliminary backflow prevention check has been made, the service paper will be forwarded to Cross-Connection Control staff.
- B. When Cross-Connection Control staff receives the papers, it must be dated and logged into the new service paper excel spreadsheet.
- C. After the service paper is dated and logged in, telephone contact must be made with the applicant, whose phone number appears on the bottom of the service application.

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- D. The determination of the type of protection will be made from this call. Once the degree of protection has been made, the service paper will be marked and signed and dated in the Cross-Connection Control section of the service paper. At this time, copies of the service paper are made and a file started, if no file already exists.
- E. Once contact and the determination of what type of protection is made, a letter of transmittal is mailed to the applicant. This letter will include a cover sheet with location details, list of the California Department of Public Health approved assemblies, standard drawings for the installation of the assembly and a list of certified testers.
- F. At this time, the service paper will be sent to the Engineering Department..
- G. The service paper will be returned once again when the service has been installed and “locked.”
- H. When the applicant has the assembly installed, they will be required to notify the Cross-Connection Department that the assembly is ready for test and a certified tester has been contacted. At that time, we will notify the Customer Service Department by e-mail that the service in question can be unlocked and turned on for testing.
- I. The Cross-Connection Control Department will inspect the installation, sign, date and note the location on the service paper in the section provided for Cross-Connection Control and forward the completed service paper to the Customer Service Department after it has been logged in to the new service paper excel spreadsheet.

9 Service Modification Forms

9.1. Coverage:

This form is used by the Engineering Department when existing services are being modified, renewed or replaced.

9.2. Purpose:

These forms are used by the Cross-Connection Control staff much the same as the Authority's Service Papers; however, these will be addressing existing businesses, etc.

Because these are locations already being served by the Authority, we must contact the existing consumer and a site survey should be taken if there is any question as to what the water usage is and what the degree of hazard is.

9.3. Routing

The routing of this form is the same as service papers.

10 Backflow Prevention Questionnaires

10.1. Definition:

Backflow Prevention Questionnaires are required to be completed by the applicants at the time that the service is requested.

10.2. Procedures:

- A. This is done to assist the Cross-Connection staff with obtaining information at the new service location.
- B. The questionnaire will remain with the service papers until it reaches the Cross-Connection Control section the first time; it will be filed with copies of the service paper and kept on permanent record.
- C. If any of the questions are answered "yes," the Cross-Connection staff should call the customer to get specific information pertaining to the questions answered "yes."
- D. As the project construction continues, the Cross-Connection staff should make mini inspections to check plans, location of assemblies, etc.
- E. While at the project site, make contact with construction supervisor and make sure he is aware of our requirements and whom he should call if any questions arise.

- F. Also, inform him to contact the Authority when the backflow assemblies are installed and are ready for test.

11 List of Approved Assemblies and Installation Requirements

11.1. Coverage:

- A. This list is provided to large water agencies as the only source of backflow assemblies a consumer may use as service protection.
- B. It is provided to the Authority by the California Department of Public Health, Division of Drinking Water and Environmental Management.

11.2. Purpose:

- A. To provide a reliable source of backflow assemblies, which consumers may install on their service to protect the public drinking water distribution system.
- B. The Cross-Connection staff will provide a copy of this to every consumer that is required to install backflow protection at the meter.
- C. This will be done to insure the installation of approved assemblies only.
- D. If the consumer installs an assembly that does not appear on this list, the consumer will be required to remove the unapproved assembly and install one that appears on the most current state approved list.
- E. Installation of approved assemblies must meet manufacturer's specifications and the installation must comply with the approved configuration.
- F. When notifying consumers of the installation requirements, staff will include an Authority Standard Drawing addressing the assembly type in question.

- 11.3. All assemblies will be entered into the Cross-Connection Control Program XC2 for the tracking and annual testing of all backflow devices in the Sweetwater Authority service area.