



## **CROSS-CONNECTION CONTROL PROGRAM**

### **Frequently Asked Questions**

#### **What is a cross-connection?**

A cross-connection is any actual or potential connection between the public water supply and a source of contamination, such as chemicals, irrigation systems, or other non-potable sources.

#### **What is backflow?**

Backflow is the unwanted reversal of water flow through a cross-connection that can allow contaminants into the public water system.

#### **Why is backflow prevention important?**

Backflow prevention protects the public water system from contamination and helps ensure safe drinking water.

#### **Why does the City require backflow prevention?**

The City requires backflow prevention to protect public health and maintain safe drinking water in accordance with state regulations and industry standards.

#### **Why doesn't the City handle backflow protection?**

The City of Calhoun is responsible for water up to the meter. Beyond the meter, it is the customer's responsibility, including preventing backflow into the public water system. The City does provide dual check protection on all water meters as an additional safeguard.

#### **Who is required to have a backflow prevention device and how many?**

Devices are typically required for commercial and industrial properties, irrigation systems, fire sprinkler systems, agricultural operations, and any connection considered a hazard to the public water supply. Each meter is required to have its own device.

#### **How do I know if I need a device and what kind of device?**

A backflow form is required when setting up an account. The City may also require a device anytime if a potential hazard is identified. The device required is dependent upon the risk of hazard present.

#### **Can I install the device myself?**

Property owners may install devices themselves, but all installations must meet code and pass City inspection.

#### **When and why does my backflow prevention device need to be tested?**

Devices must be tested after installation and annually thereafter by a certified tester to ensure proper operation.

#### **Who can test a backflow prevention device?**

Only certified backflow assembly testers approved by the City of Calhoun may perform testing and submit results.

#### **What happens if my device fails a test?**

If a device fails, it must be repaired or replaced and retested within 30 days.

#### **How do I submit test results?**

Test results must be submitted by the certified tester within 48 hours. Property owners should confirm submission.

#### **Does the City send notice letters?**

Notices are sent via certified mail as a courtesy only after a past-due status. If contact information is outdated or incorrect, you may not receive a notice. Property owners are responsible for meeting annual testing requirements even if no notice is received.

#### **Can I avoid backflow prevention requirements?**

When a hazard is present on a property, backflow protection requirements cannot be avoided. Only if the hazard is eliminated and specific conditions are met will the City consider removing the requirement.

#### **What happens if I don't get my backflow tested?**

If annual testing is not completed, it may result in notices, fees, or possible water service interruption until compliance is met.

#### **Can I receive a refund if I have been fined?**

Refunds are not given. In some cases, credits may be applied to the account depending on a case-by-case basis.