



## **Cross Connection Control Program Facts and Questions (FAQs)**

Aqua North Carolina (Aqua) is regulated by the United States Environmental Protection Agency (EPA) and North Carolina Department of Environmental Quality (NCDEQ) under the Safe Drinking Water Act (SDWA) to protect the public water supply and our customer's health. Aqua is prohibited by the SDWA from providing water to a consumer unless the public water supply is protected from hazards created by cross-contamination and backflow.

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

Backflows are caused by hydraulic conditions that occur on customer owned water service line(s) (water line connections from the meter box to and throughout the house) that can allow contamination of the water system by reversing flow from a fixture or equipment back into the drinking water system. Most plumbing fixtures inside your home or businesses have built in backflow protection. However, irrigation systems, boilers, yard spigots, fire lines, and machinery, may not have air gaps that prevent back siphonage. Therefore, to protect the water supply, the SDWA requires utilities to have a cross connection control program.

### **What is Aqua North Carolina's Cross Connection Control Program (ANC CCCP)**

Aqua has developed and implemented a program that requires all irrigation systems, automatic filling pools, and commercial/industrial customers to have and maintain an approved backflow prevention assembly on their property before connecting to our public water system. Testing of these devices is required annually.

Aqua has contracted with BSI Online to track backflow devices and testing of these devices. Their responsibilities include notifying customers of expiring certifications and due dates. Customers will receive up to two notifications at 60 and 30 days, respectively, prior to the due date.

### **Who is required to have an annual inspection of their backflow prevention devices?**

All irrigation system owners and those with automatic pool fillers as well as all commercial/industrial customers are required to have their backflow prevention devices tested and recorded annually.

### **Who can a customer contact to perform the required annual inspection of their backflow prevention devices?**

Customers can choose a certified tester from BSI's list of approved testers to complete the required test and certifications. The approved tester list is updated quarterly and can be found on BSI's [www.bsionline.com](http://www.bsionline.com).

**Once the testing is completed by a certified backflow tester, do I need to do anything with the test results?**

No. Testers will upload test information directly into BSI Online's database. If a test fails, the device is required to be repaired and retested. Failed tests cannot be entered into the BSI database.

Customers can also access the BSI Online database to review the data and information submitted on their behalf.

**What if a backflow test is not completed within the required timeframe?**

If a customer does not perform the test within the required timeframe, a violation letter will be mailed to the customer and there is the potential for enforcement actions, including disconnection of water service.

**I had a new irrigation system installed, what do I need to do?**

Customers installing new irrigation systems are required to submit an irrigation application to the Aqua New Business Development department. In accordance with General Statute 143-355.4(A), there are specific requirements for all irrigation customers. All irrigations systems, regardless of separate meter requirements, are required to install a backflow prevention assembly.

**Helpful Links:**

BSI:

Water Customers can call or email:

(888)966-6050

support@backflow.com

Testers/Testing Company can call or email:

(800)414-4990

bsionline@backflow.com

USEPA Cross Connection Control [Manual](#)

Aqua North Carolina Cross Connection Questions: [NCBackflow@aquaamerica.com](mailto:NCBackflow@aquaamerica.com)