

# Keeping Your Water Safe

## CROSS-CONNECTION CONTROL

Water providers work hard to deliver safe & clean drinking water to you and your family. One way your water provider maintains their high quality water standard is through a comprehensive Cross-Connection Control Program. You, the water customer, play a vital role in making sure this program is a success. The first step is recognizing and understanding cross-connections.

## WHAT IS A CROSS-CONNECTION?

A cross-connection is defined as any real or potential connection between the public water system or your drinking water and another source that could contaminate or pollute that water.

## WHAT IS BACKFLOW?

Backflow occurs when a loss in water pressure causes the water in your pipes to flow in the opposite direction. This could allow contaminated or polluted water to backflow into your drinking water. This is referred to as backsiphonage. Backflow can also be caused by backpressure. This is less common for residential properties, but can occur if using a booster/auxiliary pump for an irrigation or fire protection system.

## WHAT YOU CAN DO

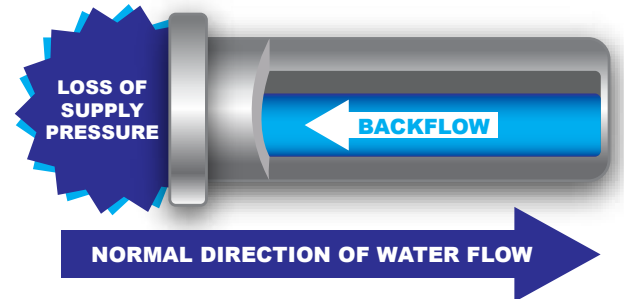
Cross-connections can occur every day but often go unreported. They can cause health problems ranging from gastrointestinal illnesses (often attributed to food poisoning) to much more serious health issues. Cross-connections can also negatively affect the overall quality of your water. As the water customer, you are the best resource in protecting or eliminating cross-connections and therefore, preventing backflow.

## HELPFUL TIPS

- Recognize potential cross-connections in your home or business, i.e. fire systems and underground irrigation systems.
- Protect all potential cross-connections with the appropriate backflow preventer.
- Report to your water provider if water is discolored or has an unusual odor or taste.
- If you have a backflow device, comply with annual testing.

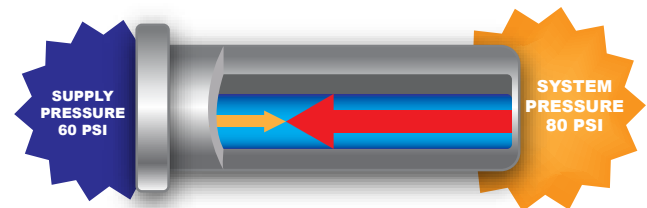
## BACKSIPHONAGE

Reverse flow caused by a loss of supply pressure



## BACKPRESSURE

An increase in water pressure caused by elevation or mechanical pumping that raises the system in pressure above the supply pressure



System pressure greater than supply pressure