



Carefree Water Company Backflow Prevention Policy

1. Purpose

The purpose of this policy is to protect the public potable water supply from contamination or pollution due to backflow, back-siphonage, or cross-connections. This policy establishes requirements for the installation, testing, maintenance, and enforcement of backflow prevention measures within the water utility's service area.

2. Authority

This policy is adopted under the authority of the Water Utility and in accordance with applicable federal, state and local laws, regulations, and plumbing codes governing public water systems and cross-connection control.

3. Scope

This policy applies to all water service connections supplied by the Water Utility, including but not limited to:

- Residential properties
- Commercial and industrial facilities
- Institutional and governmental facilities
- Temporary and construction-related water services

4. Definitions

- Backflow: The reversal of the normal direction of water flow, which may allow contaminants or pollutants to enter the potable water system.
- Backflow Prevention Device (BPD): A mechanical device designed to prevent backflow.

- Cross-Connection: Any physical or potential connection between a potable water system and a non-potable water source.
- Customer: Any individual, business, or entity receiving water service from the Water Utility.
- Certified Tester: An individual approved by the Water Utility to test backflow prevention devices.

5. Policy Requirements

5.1 Cross-Connection Control

- Cross-connections that pose a risk to the potable water system are prohibited unless protected by an approved backflow prevention device.
- The Water Utility reserves the right to inspect any water service connection to determine the degree of hazard.

5.2 Backflow Prevention Device Installation

- Customers shall install approved backflow prevention devices when required by the Water Utility.
- Devices must be installed at locations and in configurations approved by the Water Utility.
- Installation costs are the responsibility of the customer unless otherwise specified.

5.3 Testing and Maintenance

- All required backflow prevention devices must be tested at least annually, or more frequently if required by the Water Utility.
- Testing must be performed by a certified tester approved by the Water Utility.
- Customers are responsible for ensuring devices are properly maintained, repaired, or replaced as needed.

5.4 Records and Reporting

- Test results must be submitted to the Water Utility within the timeframe specified.
- The Water Utility shall maintain records of installed devices, test reports, and enforcement actions.

6. Enforcement

6.1 Enforcement Timeline

The Water Utility shall use a progressive enforcement process to ensure compliance with this policy. Timeframes may be adjusted at the discretion of the Water Utility when public health risks warrant immediate action.

Step 1: Initial Notice of Requirement

- **Trigger:** New service connection, change in use, failed inspection, missing test report, or identified cross-connection.
- **Action:** Written notice issued to the customer describing the compliance requirement and deadline.
- **Compliance Period: 30 days** from the date of notice.

Step 2: Second Notice (Non-Compliance Warning)

- **Trigger:** Failure to comply within the initial 30-day period.
- **Action:** Second written notice issued stating continued non-compliance and potential enforcement actions.
- **Compliance Period: 30 additional days** from the date of the second notice.

Step 3: Final Notice / Notice of Service Discontinuation

- **Trigger:** Failure to comply after the second notice.
- **Action:** Final written notice issued indicating intent to discontinue water service if compliance is not achieved.
- **Compliance Period: 15 days** from the date of the final notice.

Step 4: Water Service Discontinuation

- **Trigger:** Failure to comply after the final notice period.
- **Action:** Water service may be suspended until all policy requirements are met and verified by the Water Utility.

Immediate Enforcement

- If a cross-connection or backflow condition is determined to pose an **immediate threat to public health**, the Water Utility may:
 - Require immediate corrective action, or
 - Discontinue water service **without prior notice**

Service will not be restored until the hazard is eliminated and compliance is confirmed.

Restoration of Service

- Water service will be restored once:

- An approved backflow prevention device is installed, repaired, or tested as required, and
- All documentation is submitted and approved by the Water Utility, and
- Any applicable fees or penalties are paid.

7. Customer Responsibilities

Customers shall:

- Prevent cross-connections on their premises
- Allow reasonable access for inspection
- Ensure timely testing and maintenance of backflow prevention devices
- Notify the Water Utility of any changes in water use that may affect backflow risk

8. Water Utility Responsibilities

The Water Utility shall:

- Administer and enforce this policy
- Provide guidance on backflow prevention requirements
- Review test reports and maintain records
- Conduct inspections as necessary

9. Policy Review and Updates

This policy shall be reviewed periodically and may be updated to reflect changes in regulations, industry standards, or utility practices.

10. Effective Date

This policy shall take effect on March 10, 2026, and shall remain in force until amended or repealed.