

41-0259

SAFE WATER PROGRAM

WAGON WHEEL WATER COMPANY

P. O. BOX 6961 - BEND, OREGON 97709
(541) 383-0514 - FAX (541) 382-8041

May 9, 2000

Dear Customer:

**THE FOLLOWING INFORMATION IS IMPORTANT TO YOU.
PLEASE READ THE ENCLOSED INFORMATION.**

Effective May 1, 1999, a new "Backflow Prevention Program" was initiated. The goal of the program was eventually to have all Wagon Wheel Water Co. connections equipped with a Backflow Prevention Assembly.

The following categories of served property must have a Backflow Prevention Assembly installed and tested. A Double Check Valve Assembly (DCVA) will usually suffice.

1. Any new connection
2. Any property which is sold or transferred
3. Any rental property which changes occupancy
4. Any property on which any change in water use is made, i.e, a new sprinkler system, hot tub, solar panels, dark room, etc.
5. Any property on which Wagon Wheel Water personnel detect a potential threat for system contamination

A property owner or a licensed contractor may install Backflow Prevention Assemblies. In the event that you wish to install your assembly, Wagon Wheel Water Co. will provide drawings and specifications.

If you have any questions you may call Wagon Wheel Water Company's service department at (541) 383-0514.

Your cooperation with Wagon Wheel Water Co. in assuring an uncontaminated water supply is appreciated.

Sincerely,

Paul S. Rugloski
President

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COMMONLY ASKED QUESTIONS

- 1. Why is backflow assembly needed?** A backflow assembly protects against the occurrence of backflow incidents, thereby helping to maintain safe drinking water.
- 2. Who is responsible for the cost of installation, testing and repair?** The owner of the property is responsible for the costs to install, test, and maintain the assembly in proper working order.
- 3. Who can install a backflow assembly?** The property owner or employee of the property owner, a licensed plumber, or a landscape contractor with the proper license.
- 4. Is a permit required?** Yes, a permit is required to install a backflow assembly, but anytime plumbing work is being done a plumbing permit is required. The cost at time of printing is: Deschutes County \$44.10; City of Bend \$26.24; and Crook County \$42.00.
- 5. Where can I buy an assembly and how much do they cost?** Local plumbing supply stores, hardware stores, irrigation supply stores and Wagon Wheel Water Co. sell assemblies and establish the cost. These assemblies must be approved by the Oregon State Health Dept.
- 6. Are there special installation requirements?** Yes, each assembly has its own unique installation requirements, depending upon the manufacturer. All backflow assembly installations must comply with standards set by Wagon Wheel Water Co.'s Tariff.
- 7. Will installation of a backflow assembly affect my water pressure?** Yes, all assemblies create some pressure loss. The loss can vary from very minimal to significant. Consult with the manufacturer or sales representative for information about pressure loss. Approved assemblies in Oregon shall not lose more than 5 pounds of pressure.
- 8. What do I need to know about maintenance?** The assembly needs to be protected from freezing (Wagon Wheel Water Co. can provide details on how to protect your backflow assembly). Internal maintenance is done by the tester.
- 9. How often should I expect my assemblies to fail, or how long will they last?** Most assemblies come with a one-year warranty. The most common reason for failure is debris in the assembly. Maintenance and longevity depend on environment, water quality, and pressure surges.
- 10. How often do backflow assemblies need to be tested?** All assemblies must be tested at least once a year, and whenever they are repaired or moved. High hazard assemblies may require testing as directed by Wagon Wheel Water Co.
- 11. Who can test assemblies?** A person who has received adequate training and is certified by the Oregon State Health Division.
- 12. How much does a test cost?** The cost for testing assemblies is established by the certified tester. The assembly owner should compare charges with more than one tester.
- 13. What will happen if I don't have my assembly tested?** The Wagon Wheel Water Co. Tariff requires water service termination for failure to comply with cross connection control rules, including testing and maintenance of assemblies.

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USE THESE GUIDELINES WHEN INSTALLING SMALL SIZE DOUBLE CHECK VALVE ASSEMBLIES (DCVA) BELOW GROUND LEVEL.

1. Minimum box size is 14" x 20", which is commonly referred to as a **Jumbo Meter Box**. Please note these boxes come in various heights and can be stacked if necessary.
2. We recommend you use a Jumbo Meter Box. Boxes made of treated wood or concrete are acceptable, if they are at least 14" x 20". Untreated wood is not acceptable. Depth of box shall be sufficient to protect the DCVA.
3. To insure the clearance beneath the DCVA we use a box below the device.
4. The DCVA must be installed with the test cocks facing up at a depth of 12" to 18".
5. Sufficient drainage must be provided to prevent the DCVA from being submerged.
6. Oregon Administrative Rules require all DCVAs to be tested by a licensed tester within one week of installation and annually thereafter. If Wagon Wheel Water Co. does not do your installation, it is your responsibility to provide us with a copy of the first test. Thereafter, Wagon Wheel Water Co. will notify you when your DCVA is due for its annual test. Wagon Wheel Water Co. will do the test and associated paperwork for \$40.00, or we will provide you with a list of licensed testers who can test your DCVA. If you choose an independent tester, it remains your responsibility to provide Wagon Wheel Water Co. with a copy of the test results of your DCVA within one week of the test being performed.
7. Please be aware that the DCVA remains the property of the property owner. Also be aware that the DCVA needs to be protected from freezing or other physical damage. Wagon Wheel Water Co. has a program to test and maintain DCVAs. This program includes winterizing and testing. If the assembly fails a test, we will repair or replace it as necessary. The cost of this program is \$4.50 per month. If you wish to avail yourself of our services please contact us.