

RECEIVED
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Heritage Water Company
Cross-Connection Policy

TECHNICAL SERVICES
DRINKING WATER PROGRAM

41-00743

All community water systems must regularly review the customer base they serve for possible cross connections. Premises that present cross connection concerns must be inspected, and the appropriate backflow assembly will be required to be installed when actual or potential cross connections are found.

If it is determined that a backflow assembly will be required, Heritage Water Company will assist the property owner in determining the appropriate device which shall be one that is approved by the Oregon State Department of Health.

If a backflow assembly is deemed necessary it shall be located immediately downstream from the water meter and provided by the residential property owner, purchased, installed, maintained and tested as necessary. All costs incurred will be the responsibility of the property owner.

Some backflow assemblies are required to be tested annually by a certified tester. This cost shall also be the responsibility of the property owner as well as submitting a copy of test results to Heritage Water Company. Failure to fully comply with these regulations will result in an immediate discontinuation of water service to the premises. Having a cross-connection policy is mandated by the Oregon State Department of Health.

In summation, let me reiterate that safe water for all of us is the ultimate goal and concern, as well as obeying rules, regulations and laws that apply. Together we can insure we protect one of our most valuable resources.

Heritage Water Company

Sincerely, *Robert R. and Renee M. Palmer*

Robert R. and Renee M. Palmer

Heritage Water Company
4716 Poinsettia St. NE
Salem, OR 97305
Phone (503)393-2762
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Cross-Connection Survey

Water quality, purity and our customers safe supply of potable water is of the utmost importance to Heritage Water Company and to each of you, our customers.

Heritage Water Company tests our potable water on a monthly basis, which is a microbiological analysis for E.Coli and Coliform. We also test for lead and copper annually, as well as a very extensive analysis of any possible contaminants every three years as mandated by the regulatory authorities.

To insure safe water for everyone we need your cooperation with the following cross-connection survey.

An Introduction to Cross-Connection Control

The term backflow means any unwanted flow of used or non-potable water or substance from any domestic, industrial or institutional piping system into the pure, potable water distribution system. The direction of flow under these conditions is in the reverse direction from that intended by the system and formally assumed by the owner of the system. Backflow may be caused by numerous specific conditions, but, basically the reverse pressure gradient may be due to either a loss of pressure in the supply main called backsiphonage, or by the flow from a customer's pressurized system through an unprotected cross-connection, which is called backpressure. Thus, the term backflow covers both a backsiphonage condition and a backpressure condition. A reversal of flow in a distribution main—or in the customer's system—can be created by any change of system pressure wherein the pressure at the supply point becomes lower than the pressure at the point of use. When this happens in an unprotected situation the water at the point of use will be siphoned back into the system; thus, potentially polluting or contaminating the remainder of the customer's system. It is also possible that the contaminated or polluted water could continue to backflow into the public distribution system. The point at which it is possible for a non-potable substance to come in contact with the potable drinking water system is called a cross-connection. To prevent backflow from occurring at the point of a cross-connection a backflow prevention assembly must be installed. However, it is important the backflow prevention assembly match the particular hydraulic conditions at that location and is suitable to protect against the degree of hazard present. The particular type of backflow preventer appropriate for specific needs will need to be reviewed with Heritage Water Company and the property owner.

Survey

Please Fill out and return to Heritage Water Company

NAME: _____

ADDRESS: _____

PHONE: _____

- | | Please Circle | |
|---|---------------|----|
| | Yes | No |
| a. Do you have a sprinkler system installed in your yard? | | |
| b. If so, do you have an atmospheric vacuum breaker on this system? | | |
| c. Do you have a hot tub? | | |
| d. Do you have a water bed? | | |
| e. Do you have a home photo processing lab? | | |
| f. Do you have a well used for irrigation on your property? | | |
| g. Do you have or use a boiler system for heating your home? | | |
| h. Do you have a swimming pool either above ground or built in? | Yes | No |
| i. Do you ever use a radiator flush kit attached to your garden hose? | Yes | No |
| j. Do you ever apply fertilizer or sprays from a sprayer attached to a garden hose? | Yes | No |

As a community water system we are required to inspect for any cross-connection or source of contaminants such as those indicated in this survey. Therefore, it is critical for 100% cooperation and participation in filling out and returning this survey by: _____.

We look forward to your help ensuring that we all have safe water.

Heritage Water Company

Sincerely,

Robert R. and Renee M. Palmer

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