

## *Cross Connection Control Program – Inspection Notice*

John Smith  
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Print Date: 5/13/22

**RE: [FACILITYNAME] at [SERVICEADDRESS1]**

Reference #: **[REFERENCENUMBER]**

Dear Water Customer,

The purpose of Tidewater Utilities, Inc. Cross Connection Control Program, as defined in Tidewater's Tariff for Water Service, is to help eliminate possible contamination of the public water distribution system.

Our records indicate it is time for a cross-connection survey of the backflow prevention assembly(s) at your facility. Any costs associated with the cross-connection survey, replacement, modification, installation, and/or testing of backflow prevention assembly(s) is the responsibility of the property owner/manager and/or occupant. The survey must be performed by an ASSE (American Society of Sanitary Engineering) approved Cross-Connection surveyor.

### **What should you do next?**

**Step #1:** Locate and schedule an ASSE approved Cross-Connection surveyor to conduct your inspection. Please visit HydroCorp's website at [watercustomer.com](http://watercustomer.com) or contact Lisa with the Delaware Rural Water Association at 303-424-3792 to view a list of known and approved surveyors in your area. We suggest contacting several to get the best pricing available. NOTE: Neither HydroCorp or Tidewater Utilities can aid in the inspection process of your backflow prevention assembly(s) nor can a certified surveyor be recommended to you.

**Step #2:** Schedule a date with the surveyor you have chosen to complete your inspection. Inspection results must be submitted on or before the required due date of **[RESPONSEDATE]**.

**Step #3:** Once the Cross-Connection survey has been completed, instruct your surveyor to submit the results online at <https://portal.hydrosoft.io>. Inspection results will not be accepted via mail, fax or email.

You will be notified following the cross-connection survey if corrective measures &/or testing of backflow prevention assemblies is necessary.

Thank you for assisting us with protecting our water supply! If you have any questions or require additional information, please contact HydroCorp from 8am to 6pm EST Monday through Friday at 1-844-493-7641 or visit their website at [hydrocorpinc.com](http://hydrocorpinc.com).