

Cross Connection Control Program – Test 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.

This correspondence addresses testing of backflow prevention assemblies. Periodic testing of backflow prevention assemblies is required to ensure proper working order.

Our records indicate it is time for testing of the backflow prevention assembly(s) at your facility. Any costs associated with the replacement, modification, installation, and/or testing of backflow prevention assembly(s) is the responsibility of the property owner/manager and/or occupant. Testing of backflow prevention assembly(s) must be performed by an ASSE (American Society of Sanitary Engineering) Backflow Prevention Assembly Tester.

What should you do next?

Step #1: Locate a State Approved ASSE Certified Backflow Tester to complete testing of your backflow prevention assembly(s). The assembly(s) required to be tested at this time are listed on the following page(s). For your convenience, a courtesy listing of known testers is available on HydroCorp's website at watercustomer.com or you may contact Lisa with Delaware Rural Water at 303-424-3792. We suggest contacting several testers to get the best pricing available. NOTE: Neither HydroCorp or Tidewater Utilities can aid in the testing of your backflow prevention assembly(s) nor can a certified tester be recommended to you.

Step #2: Schedule a date with the tester you have chosen to have your backflow prevention assembly(s) tested. Completed test results must be submitted on or before the required due date of **[RESPONSEDATE]**.

Step #3: Once testing has been completed, instruct your tester to submit the results online at <https://portal.hydrosoft.io>. Test results will not be accepted via mail, fax or email. NOTE: Compliance can only be achieved if the test results equal passing or your tester/plumber indicates the supply has been disconnected and the backflow assembly(s) have been removed. You will continue to receive notification if the results equal failure and/or repairs are 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.