

### *What is AMUC's responsibility?*

Ave Maria Utility Company, LLLP is responsible for enforcing the Cross-Connection Control Program in order to ensure compliance with all state and federal standards.

For Residential Service customers, AMUC will test your backflow annually to determine if the device is working properly. If the test indicates that the backflow requires repair, you will be notified in writing of the problem and will need to coordinate any repairs and retests. If your device is working properly, then your backflow is approved for use for another year and you will not receive any notification. The cost for the annual test is already included as part of the AMUC rates.

AMUC does not test General Service (commercial, institutional, parks, etc.) backflows. For these assemblies, the customer is responsible for coordinating the proper testing and certification on an annual basis. Contact AMUC for more information.

### *What is the Customer's responsibility?*

You are responsible for protecting the water on your property. The responsibility starts at the water meter and includes your entire property's water system.

All costs associated with the installation, operation, maintenance, and/or repair of backflow prevention devices are the responsibility of the customer.

If you receive notice that your backflow's test failed, there will be additional instructions in the notice with regard to the time-frame you have to make the repair and submit the properly certified documentation to AMUC.

### *Who can repair my backflow?*

Repair of your backflow must be performed by a technician licensed and certified in the testing and repair of backflow assemblies. Certified documentation of the repair and successful retesting results, on forms approved by AMUC, shall be provided to the our office for record keeping.

Several local plumbing companies can provide this service. AMUC personnel can (on a limited basis) also provide repair services. Contact the AMUC office for more information on backflow repair fees and schedule availability.

### *What if I don't comply?*

Any person failing to comply with this program shall be deemed non-compliant and water service may be terminated by AMUC.

Water service shall not be restored until the customer has complied with the requirements of this program and has paid all applicable fees relating to reconnecting the water service.

In emergency situations where the public water supply is being contaminated or is in immediate danger of contamination, water service may be disconnected at AMUC's discretion.

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For More Information Please Contact:

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# Backflow Prevention program



*Maintaining the integrity of your public drinking water system*

# Purpose

*To provide safe drinking water to the consumers at Ave Maria.*

Regulated by the Florida Department of Environmental Protection and the U.S. Environmental Protection Agency, we follow strict standards to ensure that the public water supply remains clean and safe.

Our consumers also have a responsibility to help keep the public water supply safe. How?

Wherever a source of water exists on your property, like a pool or irrigation system, other than Ave Maria Utility Company's water supply, the possibility of contamination could occur. To avoid contamination, we require the installation of backflow preventers whenever there is an actual or potential hazard for a cross-connection.

## Commonly Asked Questions

### *What is a cross-connection?*

Cross-connections are connections between drinking water and other water or fluids of unknown quality. Our program is designed to help identify and prevent cross-connections. A backflow preventer is required if the potential for a cross-connection exists. If your water piping is connected to a source of non-potable or undrinkable water, a direct cross-connection has occurred.

Indirect cross-connections can be made by garden hoses and temporary connections that may be connected for only a few minutes.

*An example of an indirect cross-connection.*



### *What is backflow?*

Backflow is when water flows backward into the public water supply distribution system. This is usually caused when pressure in a home plumbing system is higher than the pressure in the distribution system (back siphonage).

The difference in pressure could be due to a pressure drop in the distribution system. For example, if there is a main break in your area or if water is drawn from a hydrant near your home, the pressure in the distribution system could be less than that in your plumbing system.

### *Why are backflow preventers needed?*

Backflow preventers are designed and installed to prevent the flow of water backwards through a pipe. This keeps pollutants and contaminants from flowing into the public water supply system.



*A typical residential backflow preventer.*

### *How can my home contaminate the public water supply?*

Back siphonage can create a vacuum and if, for example, a garden hose end is immersed into a pail of soapy water or connected to a pesticide dispenser, this contaminated water/fluid can be pulled into the public water supply system.

### *Does the backflow need to be in the front of my house?*

In order to protect the community water system as much as possible and meet state requirements, the backflow preventer needs to be installed as close to the water meter as possible.