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CROSS CONNECTION CONTROL

The Algoma Utilities prides itself in providing high quality drinking water to your home or business, **everyday!** To ensure the safety of your water, it goes through careful treatment and many tests. While your drinking water is safe, it is possible for contaminants to be introduced into the distribution system when water is being transported to your home or business. This is possible through **unprotected cross connections**. Algoma Utilities has a Cross Connection Control Program which is designed to identify and mitigate unprotected cross connections.

Why now?

While protecting water in Algoma's municipal water system is important, it is equally important to protect the water within your home or business. Algoma Utilities cross connection program has been around for many years. The Wisconsin Department of Resources (DNR) requires documentation of a cross connection program from local water suppliers. In addition to being a requirement of DNR 810.15, it is also a requirement of Algoma City Ordinance 13.06. Algoma Utilities reports to the DNR annually on cross connection inspections completed at the homes and businesses we serve.

Algoma Utilities greatly appreciates your help in keeping our water supply safe through proper cross connection control!

Who is responsible for keeping the water supply safe? **EVERYONE!**



What is a cross connection?

A cross-connection is a piping arrangement which allows a contaminant to enter the drinking water supply. A few examples are a hose that is submerged in a pool, carwash bucket, bath tub or laundry sink; or a pesticide sprayer connected to a garden hose. If a water main breaks, the potential exists for unsafe substances to be siphoned back into the water supply. This means that contaminated water from the pool, carwash bucket, bathtub, laundry sink, or pesticide sprayer could be drawn into the water system. Once there, the contamination could affect the water supply system.

How does it occur?

Water normally flows in one direction. Under certain conditions, water can actually flow backwards. This is called backflow. There are two conditions that can cause water to flow backward: backpressure and backsiphonage.



Backpressure may be created when a source of pressure in a plumbing system (such as a boiler or pump) creates a pressure greater than the water pressure of the water system. This may cause contaminated water to be pushed into your plumbing system due to a cross connection that is not protected.



Backsiphonage may occur due to a loss of pressure in a water system due to a watermain break, system repair or firefighting emergency. This loss of pressure creates a siphon effect that can pull contaminants into the drinking

water.



What can be done to prevent backpressure from occurring?

In the case of backpressure due to a boiler, a device similar to the one on the left must be installed into your boiler system plumbing. This device will prevent water from moving backwards into your home water system.

What can be done to prevent backsiphonage from occurring?

The devices shown below are backflow preventers, which are also called vacuum breakers (VB). These are small devices which can be easily attached at a hose faucet. Installation can reduce the risk and protect our community and water supply from contamination. These devices prevent water from moving backwards into the water system. The device on the left is for use indoors. The device on the right is frost-free which is designed for use outdoors.

VB for indoor use



Frost-free VB for outdoor use



How does the cross connection program work?

Algoma Utilities has again contracted with Hydro Corp of New Berlin, Wisconsin to manage its program. Most homes and businesses in Algoma have already had a survey completed once. We are on our follow up visits to each home or business. Surveys are completed on a rotating basis, so you may not require a survey this year. Letters will be going out soon for customers to schedule a survey of their property.



What is a cross connection survey?

A survey is a walk-through of the water system piping in a property, starting at the water meter and ending at the last free-flowing tap. There is no charge for the survey. After completion of the survey, you will be notified by letter if any unprotected cross connections are found. This letter will identify any item that requires correction and a time frame for compliance. Property owners are responsible to make any corrections noted, although most are relatively inexpensive. Frequently, a simple fix is the installation of vacuum breakers, which screw on to the end of a faucet. Hydro Corp will have vacuum breakers available at the time of survey. Any vacuum breakers provided are billed on your monthly utility bill.



What should I do if/when the letter arrives?

After receipt of a survey letter, we urge you to contact Hydro Corp at 1-800-315-4305. An appointment can be made to best fit your schedule. A cross-connection survey takes approximately 1/2 hour per service address to complete. If you do not receive a letter, that indicates you are not on the schedule this year. When that is the case, no action is required on your part.

What happens if a customer refuses to make necessary corrections or refuses to allow completion of a cross connection survey?

City of Algoma Municipal Code 13.06 has established penalties for not permitting surveys, and failure to correct deficiencies.



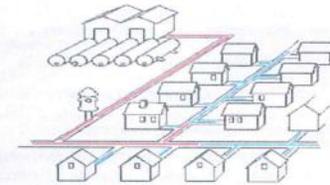
What else does Algoma Utilities do to ensure water safety?

Algoma Utilities conducts frequent testing of its water to ensure federal and state drinking water safety standards are met.

Algoma Utilities' Annual Water Quality Report, also known as the Consumer Confidence Report, is available on our web site at

<https://www.algomautilities.com/water-department> .

Backflow prevention and cross connection are subjects that affect everyone. Preventing backflow is extremely important to safeguard your safe water supply. Cross connections are a serious threat to the health and safety of all water users. Cross connection control is a long term investment, which requires a cooperative effort between Algoma Utilities, property owners and businesses. You cannot be too careful when it comes to your family's health. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future! Algoma Utilities greatly appreciates your help in keeping our water supply safe!



We're All Connected.....

Maintaining the integrity of your public drinking water system.

Protect before you connect!



Water is our most precious natural resource. It is important that we protect it and conserve. With populations continuing to rise, using water wisely helps save this vital resource for future generations.