



# We Need You to Protect the Water Supply

By ordinance, water and sewer customers are required to help protect the town's water supply.

## Cross connection and backflow prevention

Section 14-56 of the Hillsborough Code of Ordinances, adopted May 12, 2008

### REQUIREMENT

Use an approved backflow prevention device to isolate individual service connections from water distribution lines.



Backflow enclosures like this one (left photo) at a car wash in Hillsborough house backflow prevention devices, which keep contaminants out of the water supply.

The device above has a heat lamp and heat trace tape to protect it in winter.

### EXPLANATION

The town must control and eliminate possible cross connections in the water system to better serve and protect utility customers and to comply with state and federal laws regarding safe drinking water. A cross connection is a link between potable (drinking) and non-potable water systems. Contamination can occur when a water supply line to a customer is connected to equipment containing a substance not fit for drinking. This can create backflow, a reversal of a liquid, solid or gas's normal flow.

### CROSS CONNECTION AND BACKFLOW RESPONSIBILITIES

<b>Town</b>	Assure water quality.	<b>Customer</b>	Install approved backflow prevention devices when required.
	Enforce federal, state and town codes.		Have the devices maintained and tested annually by a certified backflow tester. Contact Backflow Solutions for a list of testers.
	Develop and implement a backflow prevention program.		Report results of testing and maintenance to Backflow Solutions, which the town contracts with to manage its testing program.
	Evaluate and inspect services and backflow devices.		

### MORE INFORMATION

- Utilities Infrastructure Protection Supervisor Troy Miller, MESH — 919-296-9653 or troy.miller@hillsboroughnc.gov
- Backflow Solutions Inc. — 800-414-4990, bsionline@backflow.com or bsionline.com