

BexarMet Customer:

Re: Cross-Connection Control Survey

We want to take a moment to share some information with you. BexarMet is required by the Texas Commission on Environmental Quality (TCEQ) to develop and implement a Cross-Connection Control Program. The purpose of a cross-connection control program is to help protect public health by preventing pollution and/or contamination of the drinking water as it is delivered to your home.

As part of our efforts to keep your drinking water safe, BexarMet is conducting a Cross-Connection Control Hazard Survey of residential and commercial customers served by our systems. The purpose of such survey is to help us determine if any of our residential and commercial customers have special plumbing or activities on their premises that can increase a risk in polluting and/or contaminating our water system.

Beginning May, 2009, BexarMet's Cross-Connection Control Division will be conducting field surveys of each active public water system. For most residential and commercial customers the cross-connection control hazard to the public water system will be minimal. This is because household and commercial plumbing was installed in compliance with the Uniform Plumbing Code. Such said code generally provides protection of potable water piping and our distribution system from potential cross-connections. However, some customers with certain plumbing or activities within their premises may present a potential risk to their plumbing or other customers served by our system.

During our survey BexarMet staff will discuss and address questions pertaining to the cross-connection control program. Certain documents and educational literature will be provided to further communicate our program. BexarMet appreciates your cooperation in protecting drinking water delivered to your homes.

If you have any questions regarding this letter, please contact our Cross-Connection Control / Backflow Manager, Matthew Digges, at (210) 354-6555 Monday thru Friday 8:00 am to 5:00 pm or mmdigges@bexarmet.org.

Sincerely,
BEXARMET WATER DISTRICT

QUESTIONS AND ANSWERS REGARDING CROSS-CONNECTION CONTROL SURVEY

Q. What is a Cross-Connection?

A. A physical connection between a public water system and either another supply of unknown or questionable quality, any source which may contain contaminating or polluting substances, or any source of water treated to a lesser degree in the treatment process.

Q. What is the purpose of a Service Agreement?

A. The purpose is for BexarMet to notify each customer of restrictions in place to protect the drinking water supply from contamination or pollution which can result from improper private water distribution system construction or configuration. During BexarMet's field survey an example "service agreement" letter will be provided and explained to customers.

Q. What is a Customer Service Inspection (CSI)?

A. An examination of the private water distribution facilities for the purpose of providing or denying water service.

Q. Who can perform a customer service inspection?

A. Individuals with the following credentials are authorized by the Texas Commission on Environmental Quality (TCEQ) and recognized by BexarMet: CSI personnel who have completed a "CSI" course, made application and passed the examination, and who have received a license from TCEQ, Licensed Plumbing Inspectors and endorsed Water Supply Protection Specialist who are approved by the Texas State Board of Plumbing Examiners. BexarMet has compiled a list of such individuals and can provide during survey.

Q. What is backflow?

A. Undesirable or unwanted reversal of flow of water into the distribution pipes of the potable supply caused by a differential in pressure. There are two types of pressure conditions which cause backflow: back pressure or backsiphonage.

Q. What is Back Pressure and Backsiphonage?

A. Back pressure occurs when the pressure in the downstream piping system is higher than the supply piping system pressure and can be caused by a pump, elevation, or boiler unit. Backsiphonage occurs when there is negative or reduced pressure in the supply piping caused by a water main break, fire fighting, hydraulic flushing, pump failure or high demand condition.

Q. What are some methods to protect public water systems from cross-connections?

A. Federal, state and BexarMet policies indicate that two distinct methods in achieving an acceptable level of cross-connection protection are: Premises Isolation/Containment and Internal Protection.