Administrative Rule

Cross Connection Control Program Practices and Procedures

Rule No. 12.01.080-06-01
Effective 06-06-2012

The purpose of this program is to protect the water supply from contamination or pollution from cross connections and to assure approved backflow prevention assemblies (public and private) are tested annually as mandated by Oregon Administrative Rules (OAR) 333-61-0070 Cross Connection/Backflow Rules permanently adopted January 31, 2006.

I. Cross Connection Control Program Provisions

A. Installation or maintenance of any cross connection which would endanger the city water supply is prohibited. Any such cross connection now existing or hereafter installed is hereby declared unlawful and a nuisance and shall be abated as directed by the city or its authorized representative(s).

B. Control or elimination of cross connections shall be in accordance with regulations of Oregon State Health Division and Oregon Plumbing Specialty Code. Practices, procedures, and criteria for determining appropriate levels of protection shall be in accordance with *Accepted Procedure and Practice in Cross Connection Control Manual*, American Water Works Association, Pacific Northwest Section, and Oregon Administrative Rules, Chapter 333-061-0071.

C. Authorized city employees, with proper identification, shall have free access at reasonable hours of the day to those parts of a premise, or within buildings, to which water is supplied. Water service may be refused or terminated to any premise for failure to allow necessary inspections.

D. Water may be shut off at any time for repairs or other necessary work with or without notice. Conditions may cause a variation of pressure. City will not be responsible for any damage caused by interruption of service or varying pressure. When service is interrupted, hot water faucets should be kept closed to prevent backflow of hot water or steam.

II. Backflow Prevention Assembly Testing

A. Property owners with backflow prevention devices are responsible to schedule annual device testing in compliance with state rules. Backflow assembly testing contractors shall provide the city with compliance documentation.

B. Inspections and tests of approved backflow prevention assemblies protecting public water system shall be conducted at time of installation, repair or relocation

C. Installed backflow prevention assembly which affect public water system shall be inspected and tested annually

D. Testing of all backflow prevention assemblies within Tigard Water Service Area shall be performed by an Oregon Health Authority (OHA) approved backflow assembly tester

E. Should property owner fail to conduct annual test or if device fails the test and not immediately repaired, the city shall send a compliance warning letter to property owner

F. Property owner must meet compliance standards by conducting test or removing physical cross connection. Elimination of backflow prevention assembly shall be field verified by city staff.

G. Failure to comply with backflow prevention assembly testing requirements may be grounds for termination of water service. Termination shall follow all notification procedures set forth in these practices and procedures.

III. Residential Backflow Assembly Prevention Testing Customer Notification Process

A. First Notice: City publishes an article in a direct mailed newsletter as a reminder that annual backflow prevention device testing is required by June 1st of each year.

B. Second Notice: If annual test is not performed within thirty (30) days of specified June 1st date, a second notification in the form of a letter shall be sent by mail or door hanger posted on property. Letter will reference original newsletter article and request annual test to be performed within fifteen (15) days of receipt of door hanger/letter notification.

C. Final Notification: Failure to comply with backflow prevention assembly testing requirements shall result in a final door hanger notification to property owner informing them water service will be turned off if completed backflow prevention assembly test report is not received within 48 hours of final notification date. A final notification process fee shall be assessed to billing charges as noted in the current city fees and charges schedule.

D. Failure to complete test within 48 hours of final notification as described above shall result in termination of water service. A water disconnection charge shall be assessed to billing charges as noted in current city fees and charges schedule.

E. The city reserves the right to grant time extensions to customers due to mitigating circumstances on a case-by-case basis. Such grants of time extensions shall be made in writing, shall include approval of the amount of extended time and final date compliance is required.

IV. Commercial Backflow Prevention Assembly Testing Customer Notification Process

A. First Notice: During the week of the 20th prior to the scheduled test month, a letter will be sent to property owner as reminder of annual test to be performed on backflow assembly. This test is to be completed within thirty (30) days of the date of the letter.

B. Second Notice: If annual test is not performed within thirty (30) days of first notice, a second notice will be send to property owner requesting annual test to be performed within fifteen (15) days of the notification.

C. Final Notification: Failure to comply with backflow prevention assembly testing requirement shall result in final notification to property owner informing them water service will be turned off if completed backflow prevention assembly test is not received within five (5) days of final notification date. A final notification process fee shall be assessed to billing charges as noted in the current city fees and charges schedule.

D. Failure to complete test within five (5) days of final notification as described above shall result in termination of service. A water disconnection charge shall be assessed to billing charges as noted in current city fees and charges schedule.

E. The city reserves the right to grant time extensions to customers due to mitigating circumstances on a case-by-case basis. Such grants of time extensions shall be made in writing, shall include approval of the amount of extended time and final date compliance is required.

V. Appeal Process

A. Property owner whose water service is being terminated due to non-compliance with backflow prevention and cross connection rules and regulations may appeal to city manager.

B. Appeals must be in writing and state reason for appeal in a clear and concise manner.

C. The city manager or designee shall conduct an investigation and within 48 hours after receipt of written appeal and provide customer with a decision. All decisions by city manager are final.

Approved by:

Martha L. Wine, City Manager

6/6/2012

Date