



SPRINGFIELD UTILITY BOARD
WATER DIVISION
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CUSTOMER STEWARDS IN PREVENTING CROSS-CONNECTIONS

The Water Division acknowledges the importance of SUB customers as participants in protecting the public water supply. The water, its use and the facilities past the meter are the sole responsibility of the customer. As a condition of water service, the Customer Water System shall be maintained and operated by the customer in combined accordance with the rules and requirements of SUB Board Policy and Cross-Connection Control (CCC) Program, the Oregon Administrative Rules (OARs) and Oregon Plumbing Specialty Code (OPSC). Responsibilities of SUB's customer participants shall be but are not limited to:

- 1.** Access shall be granted by the customer to the Water Division for Cross-Connection inspections of all buildings and premises, including customer water piping and backflow assembly installations.
- 2.** The person in control of the customer water system shall ensure that no cross-connections exist between the water meter and an assembly that is installed as backflow protection for the public water system. Any changes or additions made to the customer water piping that creates a cross-connection between the water meter and an assembly shall require the installation of a premise isolation assembly.
- 3.** The customer shall ensure that all backflow assemblies are tested by a certified backflow assembly tester upon installation, at least annually (assemblies for sprinkler systems are due to be tested annually in the spring), after repairs or relocation, and/or after a backflow incident with the passing test results submitted to SUB.
- 4.** A customer who connects their customer water system to the public water supply shall notify SUB if they add any chemical or substance to the water.
- 5.** Notification shall be made to the Water Division by the customer prior to making any changes or modifications to their plumbing system, such as the installation or alteration of an irrigation system or installation of commercial appliances, equipment or machinery directly connected to the water supply.
- 6.** Customer's that have and/or are planning to install an auxiliary water supply on their property shall notify the Water Division so that an inspection of the auxiliary water supply can be made by the Water Division.
- 7.** Access to the customer property by the Water Division will be required for more frequent inspections where Atmospheric Vacuum Breakers (AVB) Pressure Vacuum Breaker Assemblies (PVBA) and Double Check Valve Assemblies (DCVA) remain in use within the customer's water system as the only means of protection for the public water system.
- 8.** Customer water systems that have premise isolation assemblies are encouraged to install backflow assembly protection on their water piping where cross-connection hazards exist as a means to protect the water circulating within the customer water system.
- 9.** Customers that receive water from the public water system by means of a temporary water service and/or obtain a permit for a temporary hydrant water service shall do so within the rules and requirements of SUB Board Policy and CCC Program, the OARs and OPSC.
- 10.** If the customer has a fire protection system and it is expanded or converted from a non-chemical to chemical type system, the customer shall notify the Water Division so that an inspection may be made by the Water Division to determine if changes are required for the level of backflow prevention protection.