

## What's in it for you?

*Cross Connection and Backflow Prevention are necessary for the protection of the water you and other New Holstein residents and businesses use and consume.*

*By working together, we can make our water supply safer by installing or having installed for us, simple devices that will prevent impurities from entering our drinking water.*

*New Holstein Utilities would like to thank you in advance for your assistance and cooperation and for helping to make the water we use daily safe for everyone.*

**Cross Connection  
and  
Backflow Prevention**



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People you know,  
service you trust.

## Protect Your Drinking Water

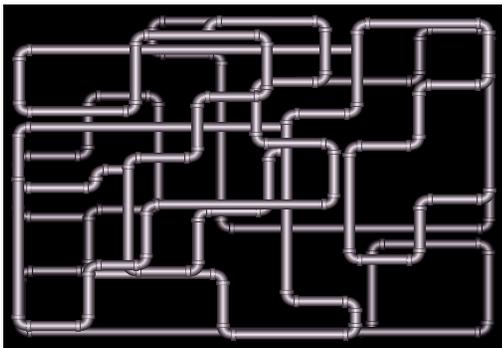


Cross Connection  
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## Keeping Our Drinking Water Safe

It is the goal of New Holstein Utilities to eliminate all sources and possible sources of contamination from your water system— this should be your goal too.

A "Cross Connection" means a connection or potential connection between any part of the New Holstein Utilities' water supply system and another environment containing substances in a manner that, under any circumstances, would allow the substances to enter the water supply system by means of back siphonage or back pressure.



"Backflow" is when water in a hose or pipe reverses its proper or intended direction of flow.

A good example of a cross connection/backflow would be a hose connected to a faucet. In this situation, should the water system pressure drastically change, water in contact with the hose end would have the opportunity to be drawn back into the water system.

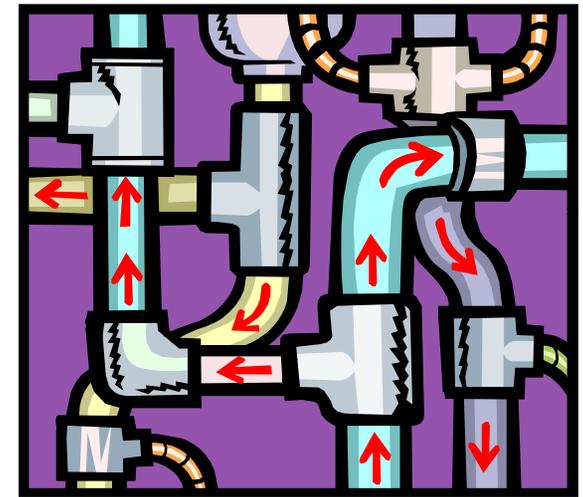
### The Law.

According to the Wisconsin Administrative Code NR810-15 and DPCS.382.41, New Holstein Utilities is required to protect the New Holstein water system from contaminants due to backflow through the water service connection.

New Holstein Utilities Water Dept. personnel are required to survey every home and business in the City of New Holstein that is connected to the water system to determine whether any cross connections exist and identify locations where the possibility of contamination due to cross connection or backflow might occur.

### The survey and compliance process.

You will be contacted by NHU staff to schedule an appointment to have your water meter changed and a cross connection survey completed. This is generally completed every 8 years. Upon completion of the survey of the interior/exterior connections for your home or business, you will be provided a report. If a cross connection is identified, you will need to correct it. The report will identify the location where the possibility of the backflow exists. Common locations that may be identified in



the survey may include outside faucets, toilet connections, or any threaded faucet by a sink.

You will be required to purchase and install the devices designed to prevent backflow or siphonage. Most people can complete the work on their own. In some cases, you may need to hire a plumber to do the work. The devices need to be installed within 30 days from the date of the survey. Upon completion of the installation of the devices, call NHU to schedule an appointment to have the work inspected by a NHU Water Dept. employee to ensure the proper installation.

### What will it cost?

Local plumbers, home improvement/hardware stores have or can order most of the components that may be required to bring your plumbing into conformance with the law. The component most people will be required to purchase is a backflow preventer for outside hose bibs. The cost of backflow devices will vary, but could be up to \$20.

### Consequences of non-compliance

Per state law, failure to comply with scheduling a meter change and/or a cross connection survey, or failure to comply with the installation of proper backflow preventers can lead to the disconnection of your water service.