

GASPARILLA ISLAND WATER ASSOCIATION, INC. (GIWA)

BACKFLOW PREVENTION AND CROSS-CONNECTION CONTROL PROGRAM

I. INTRODUCTION

A cross-connection is any temporary or permanent connection between a public water system or consumer's potable drinking water system, and any source or system containing nonpotable water or other substances. If a cross-connection exists, then it is possible for the contaminant to enter the potable community water supply through backflow. Backflow is the undesirable reversal of flow of nonpotable water or other substances through a cross-connection, and into the piping of a public water system or consumer's potable water system. There are two types of backflow--backpressure backflow and back-siphonage.

The most common form of cross-connection is the ordinary garden hose which can easily be connected to the potable water supply and used for a variety of potentially dangerous applications. It may be used with a sprayer attachment for spraying various chemicals on lawns and shrubs. The hose may be left submerged in a swimming pool, hot tub or simply left on the ground in a puddle which may be contaminated with fertilizer or other garden chemicals. If a pressure drop occurs in the system so as to create back-siphoning, these contaminants may be drawn back into the lines providing a potentially hazardous situation.

Cross-connections, as defined in Florida Department of Environmental Protection (FDEP) Rule 62-550.200, F.A.C., are prohibited unless appropriate backflow protection is provided to prevent backflow through the cross-connection into the public water system. This rule requires each community water system to establish and implement a cross-connection control program utilizing backflow protection at service connections in order to protect the public water supply from contamination caused by cross-connections on customers' premises. This program must include a written plan that is developed using recommended practices of the American Water Works Association set forth in Recommended Practice for Backflow Prevention and Cross-Connection Control: AWWA Manual M14, Third Edition.

II. PURPOSE

The purpose of this program is

- (a) To protect the potable water supplied by GIWA from the possibility of contamination or pollution by isolating actual and/or potential cross-connections from the public potable water system that could create backflow by backpressure or back-siphonage;
- (b) To promote the elimination and control of cross connections (actual or potential) between potable water system(s), and any other system (s) or plumbing fixtures (2) in any existing commercial or residential connections;
- (c) To provide for the management and operation of a continuing program of cross connection and backflow control which will prevent the contamination or pollution of GIWA's water distribution system, as required by F.A.C. Chapter 62-555.360.

III. RESPONSIBILITY & AUTHORITY

GIWA

This Backflow Prevention and Cross-Connection Control Policy as adopted by Gasparilla Island Water Association, Inc. (GIWA) Board of Directors at a meeting held February 4, 2015, and incorporated into the Rules and Regulations of GIWA serves to insure that the safety of the potable water system of GIWA is maintained.

The Utility Director, or their designee, shall be responsible for the protection of GIWA's potable water distribution system from contamination or pollution due to backflow of contaminants or pollutants through the water service connections. If in the judgment of the Utility Director, or their designee, an approved backflow prevention assembly is required by this program at GIWA's service connection to any member's premises, notice in writing shall be given to said member to install such an approved backflow prevention device. Cross-connection control devices shall comply with FAC 62-555.360. The member shall immediately install such approved device or devices or assemblies at their own expense, and provide written verification of such to GIWA. Failure, refusal or inability on the part of the member to install said device or assemblies immediately shall constitute grounds for discontinuing water service to the premises until such device or assemblies have been properly installed.

MEMBERS

The member has the primary responsibility of preventing contaminants and pollutants from entering his water supply system, and from entering the public water main. The member shall protect his water supply system against actual or potential cross-connection, backflow, or back-siphonage, as required by this program, or other applicable regulations.

All backflow prevention devices required by this program will be installed by the member and will remain the property of the member. Member shall assure that all assemblies are maintained in working condition.

The member's premises should be open for inspection at all reasonable times to authorized representatives of GIWA to determine whether cross-connections or other structural or sanitary hazards, including violations of these regulations exist.

IV. DEFINITIONS

Auxiliary Water Supply shall mean any water supply on or available to the premises other than GIWA's potable water supply. Such water supplies include water sources such as reclaimed water, wells, ponds, pools, canals, lakes, retention areas or any other natural or manmade water source.

Auxiliary water system shall mean a pressurized system of piping and appurtenances using auxiliary water, which is water other than the potable water being supplied by the CWS and which includes water from any natural source such as a well, pond, lake, spring, stream, river, etc., includes reclaimed water, and includes other used water or industrial fluids described in AWWA Manual M14 as incorporated in paragraph 62-555.360(1)(a), F.A.C., and subsection 62-555.360(2), F.A.C.; however, "auxiliary water system" specifically excludes any water recirculation or treatment system for a swimming pool, hot tub, or spa. (Note that reclaimed water is a specific type of auxiliary water and a reclaimed water system is a specific type of auxiliary water system.)

Backflow is the undesirable reversal of flow of nonpotable water or other substances through a cross-connection and into the piping of a public water system or consumer's potable water system. There are two types of backflow--backpressure backflow and back-siphonage.

Backflow Incident is an event where contaminants or foreign substances are found within a public water system or customer's potable water system, and the occurrence of the contaminants or foreign substances is known, or reasonably suspected, to have been caused by backflow.

Backflow Preventer is a method (i.e., air gap), or a mechanical assembly or device, that prevents backflow. An assembly has test cocks and shutoff valves that are used for field testing or repairing the backflow preventer while it is installed in-line. A device usually cannot be field tested or repaired while it is installed in-line. Acceptable backflow prevention methods are detailed in Section VI.

Backpressure is backflow caused by a downstream pressure that is greater than the upstream or supply pressure in a public water system or consumer's potable water system. Backpressure (i.e., downstream pressure that is greater than the potable water supply pressure) can result from an increase in downstream pressure, a reduction in the potable water supply pressure, or a combination of both. Increases in downstream pressure can be created by pumps, temperature increases in boilers, etc. Reductions in potable water supply pressure occur whenever the amount of water being used exceeds the amount of water being supplied, such as during water line flushing, fire fighting, or breaks in water mains.

Back-siphonage is backflow caused by a negative pressure (i.e., a vacuum or partial vacuum) in a public water system or consumer's potable water system. The effect is similar to drinking water through a straw. Back-siphonage can occur when there is a stoppage of water supply due to nearby fire fighting, a break in a water main, etc.

Check Valve shall mean a valve that shall permit no leakage in a direction reverse to the normal flow. The closure element (e.g. clapper, poppet or other design) shall be internally loaded to promote rapid and positive closure.

Certified Backflow Prevention Device Tester is a person who can provide documentation proving competency in testing cross connection control assemblies to the satisfaction of the Utility Director. The tester shall have attended and successfully completed an AWWA approved course endorsed by AWWA, or other programs or training acceptable to the Utilities Director and FDEP.

Cross-Connection is any temporary or permanent connection between a public water system or consumer's potable (i.e., drinking) water system and any source or system containing nonpotable water or other substances. An example is the piping between a public water system or consumer's potable water system and an auxiliary water system, cooling system, or irrigation system.

Fire Protection System shall mean a system, public or private, used exclusively for the purpose of having water ready for the extinguishing of fire, usually sprinkler systems, hose rack systems or hydrant systems, metered and unmetered, connected or independent of the waterworks system.

Foreign substances shall mean any substances other than the potable water being supplied by the Public Water System (PWS) including gases, liquids, and solids, such as steam, water from other sources (potable or non-potable), used water that has passed beyond the PWS's control at the point of delivery (meter) and has been used in a way that might contaminate it, chemicals, and any matter that might change the color or taste of water or add odor to water.

High or Health Hazard shall mean an actual or potential cross-connection involving any foreign substance that, if introduced into a potable water system would be a danger to health.

Industrial Premises include premises where there is a manufacturing or processing establishment.

Irrigation System is a system of in-ground piping and appurtenances that is used to apply water from a public water system (PWS) to landscaping or agricultural crops at commercial, industrial, or residential premises. Such a system could be connected directly to a PWS's distribution system via a "dedicated irrigation service connection" or could be connected internally to the potable water system of a customer of a PWS. Note that a system of piping and appurtenances that is used to apply water from an auxiliary water supply, or reclaimed water, to landscaping or agricultural crops is considered an auxiliary water system or a reclaimed water system, respectively.

Low or Non-health Hazard shall mean an actual or potential cross-connection involving any foreign substance that, if introduced into a potable water system, generally would not be a health hazard but could constitute a nuisance or be aesthetically objectionable.

Member shall mean the owner or operator of a private plumbing and/or water system who receives water from GIWA's potable water system.

Non-residential Service Connection shall include all service connections with the EXCEPTION of service connections, including any dedicated irrigation or fire service connection, that is two inches or less in diameter and that supplies water to a building, or premises, containing only dwelling units.

Potable Water shall mean any water, which according to recognized standards is safe for human consumption.

Reclaimed Water System shall mean a system of piping and appurtenances that convey and utilizes reclaimed water supplied by a water reclamation facility regulated by the Florida Department of Environmental Protection.

Residential Service Connection shall mean any service connection, including any dedicated irrigation or fire service connection, that is two inches or less in diameter and that supplies water to a building, or premises, containing only dwelling units.

Tall Building shall mean a building having 5 or more stories above ground level.

Thermal Expansion is the tendency of matter to increase in volume or pressure when heated. In water systems damage may occur if there is not a method to relieve the pressure.

V. **RULES FOR THE PROTECTION OF THE PUBLIC POTABLE WATER SUPPLY SYSTEM**

The water system shall be considered as made of two parts: GIWA's system and the member's system.

- **GIWA system** shall consist of the source facilities and the distribution system, and shall include all those facilities of the water system under the complete control of GIWA, up to the point where the member's system begins.
- **Member's system** shall include those parts of the facilities beyond the termination of the GIWA's distribution system (meter or dedicated fire line tap) that are utilized in conveying utility-delivered domestic water to points of use.

For the purpose of this program, "residential service connection" means any service connection, including any dedicated irrigation or fire service connection, that is two inches or less in diameter and that supplies water to a building, or premises, containing only dwelling units; and "non-residential service connection" means any other service connection.

The Table in Section VII details the minimum type of back backflow protection required at each service connection to protect GIWA's potable water supply from possible contamination from backflow. Members may also want additional backflow prevention devices to prevent backflow into their home plumbing system as well. All backflow prevention devices and assemblies shall be installed and maintained by the member.

Using the Table in Section VII, GIWA shall evaluate all new members' premises at newly constructed service connections to establish the category for each member and the backflow protection required at or for the service connection before GIWA begins supplying water to the service connection.

Using the table in Section VII, GIWA shall evaluate all existing service connections to establish the category for each member and the backflow protection required at or for the service connections. GIWA will reevaluate whenever the member connects to a reclaimed water distribution system, whenever an auxiliary water system is discovered on the member's premises, whenever a prohibited or inappropriately protected cross-connection is discovered on the member's premises, when ownership changes, and whenever the member's premises is altered under a building permit in a manner that could change the backflow protection required at or for a service connection to the member.

GIWA shall ensure that appropriate backflow protection is provided at or for all water service connections regardless of whether any cross-connections exist, are eliminated or whether internal backflow protection is installed at the cross-connection to the member's plumbing system.

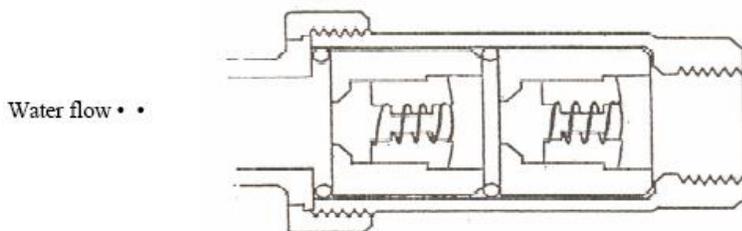
Upon discovery of a prohibited or inappropriately protected cross-connection, GIWA either shall ensure that the cross-connection is eliminated, shall ensure that appropriate backflow protection is installed to prevent backflow into the public water system, or shall discontinue water service.

VI. ACCEPTABLE BACKFLOW PREVENTION METHODS

Acceptable backflow prevention methods listed in an increasing level of protection include the following:

- **Dual Check, Residential (DuC)**

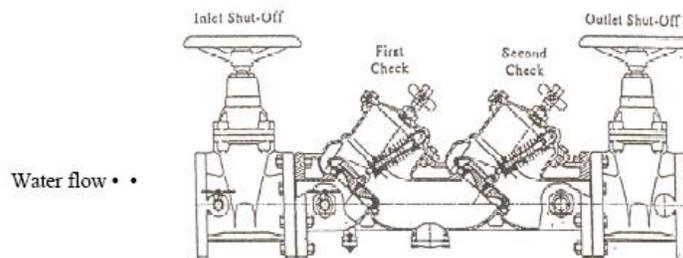
A DuC is a mechanical backflow preventer consisting of two independently acting, spring-loaded check valves. It usually does not include shutoff valves, may or may not be equipped with test cocks or ports.



During normal operation, both DuC check valves remain closed until there is a demand for water. In the event of backflow, both checks close to prevent the reversal of flow. A DuC is effective against backpressure backflow and back-siphonage, but should be used to isolate only non-health hazards and is intended for use only in water service connections to single-family homes.

- **Double Check Valve Backflow Assemblies (DC)**

A DC is a mechanical backflow preventer that consists of two independently acting, spring-loaded check valves. It includes shutoff valves at each end of the assembly and is equipped with test cocks. During normal operation, both check valves remain closed until there is a demand for water. In the event of backflow, both check valves close preventing reversal of flow. A DC is effective against backpressure backflow and back-siphonage but should be used to isolate only non-health hazards.



- **Double Check Detector Assembly (DCDA)**

A DCDA shall consist of a main-line DC with a bypass (detector) arrangement around the main-line DC that shall contain a bypass water meter and a bypass DC. The DCDA shall be installed as an assembly as designed and constructed by the manufacturer. This assembly shall only be used on fire lines to protect against non-health hazards.

- **Reduced-Pressure Backflow Assemblies (RP)**

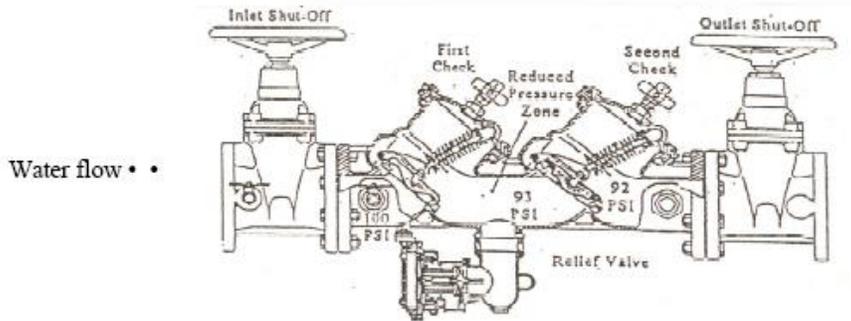
An RP is a mechanical backflow preventer that consists of two independently acting, spring-loaded check valves with a hydraulically operating, mechanically independent, spring-loaded pressure differential relief valve between the check valves and below the first check valve. It includes shutoff valves at each end of the assembly and is equipped with test cocks. An RP is effective against backpressure backflow and back-siphonage. An RP may be used to isolate health or non-health hazards.

This assembly will indicate leakage through one or both check valves or the relief valve by the discharge of water from the relief valve port. During normal operation, both check valves remain closed until there is a demand for water. The differential relief valve remains closed because the inlet pressure is higher than the pressure in the intermediate zone.

During a backpressure condition, pressure increases downstream of the assembly and both check valves close to prevent backflow. If the second check valve is prevented from closing tightly,

leakage back into the zone between the check valves will increase the pressure in the zone and cause the relief valve to open. Water in the zone will then be discharged.

During back-siphonage, the supply pressure drops and the relief valve opens automatically and drains enough water from the zone to maintain pressure in the zone lower than the supply pressure. The second check valve closes to prevent downstream water from draining through the relief valve.

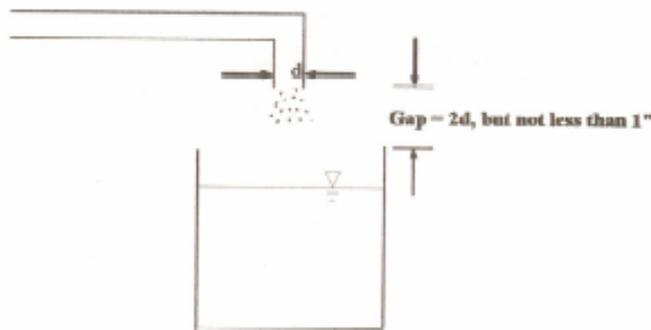


- **Reduced-pressure Detector Assembly (RPDA)**

A RPDA shall consist of a main-line RP with a bypass (detector) arrangement around the main-line RP that shall contain a bypass water meter and a bypass RP. The RPDA shall be installed as an assembly as designed and constructed by the manufacturer. This assembly shall be used on fire lines to protect against health and hazards.

Air Gap

An air gap is a vertical, physical separation between the end of a water supply outlet and the flood-level rim of a receiving vessel. This separation must be at least twice the diameter of the water supply outlet and never less than one inch. An air gap is considered the maximum protection available against backpressure backflow or back-siphonage but is not always practical and can easily be bypassed.



VII. BACKFLOW PREVENTION REQUIRED AT SERVICE CONNECTION

**Minimum Backflow Protection Required at or for the Service Connection from the GIWA to the Member
(Effective 5-5-14)**

Category of Customer	Minimum Backflow Protection to Be Provided at or for the Service Connection from the GIWA to the Member
<p>Residential Connections</p>	<p>At a minimum all residential connections shall be protected with a DuC.</p>
<p>Premises where there is an auxiliary or reclaimed water system....</p> <p>Auxiliary water system” means a pressurized system of piping and appurtenances using auxiliary water, which is water other than the potable water being supplied by GIWA and which includes water from any natural source such as a well, pond, lake, spring, stream, river, etc., includes reclaimed water, and includes other used water or industrial fluids described in AWWA Manual M14 as incorporated in paragraph 62-555.360(1)(a), F.A.C., and subsection 62-555.360(2), F.A.C.; however, “auxiliary water system” specifically excludes any water recirculation or treatment system for a swimming pool, hot tub, or spa.</p> <p>Reclaimed water is a specific type of auxiliary water and a reclaimed water system is a specific type of auxiliary water system.</p> <p>Upon discovery of any cross-connection between the plumbing system and any reclaimed water system on the customer’s premises, GIWA shall ensure that the cross-connection is eliminated.</p> <p>A DuC may be provided at residential service connections only if there is no known cross-connection between the plumbing system and the auxiliary or reclaimed water system on the customer’s premises. Upon discovery of any cross-connection between the plumbing system and any reclaimed water system on the customer’s premises, GIWA shall ensure that the cross-connection is eliminated. Upon discovery of any cross-connection between the plumbing system and any auxiliary water system other than a reclaimed water system on the customer’s premises, GIWA shall ensure that the cross-connection is eliminated or shall ensure that the backflow protection provided at or for the service connection is equal to that required at or for a non-residential service connection.</p> <p>Reclaimed water regulated under Part III of Chapter 62-610, F.A.C., is a low hazard unless it is stored with surface water in a pond that is part of a stormwater management system, in which case it is a high hazard; well water is a low hazard unless determined otherwise by GIWA; industrial fluids and used water other than reclaimed water are high hazards unless determined otherwise by GIWA; reclaimed water not regulated under Part III of Chapter 62-610, F.A.C., and surface water are high hazards.</p> <p>When the auxiliary supply is a rainwater cistern, it shall be classified as high hazard, and a reduced pressure back-flow assembly shall be required for residential and non-residential service connections.</p>	<p>A. At or for a residential service connection where there is no known connection between the plumbing system and the auxiliary or reclaimed water system on the member’s premises: DuC; or RP if the auxiliary water system utilizes cisterns.</p> <p>B. At or for a non-residential service connection: DC if the auxiliary or reclaimed water is a low hazard; or RP if the auxiliary or reclaimed water is a high hazard</p>

Commercial, Industrial & Other Connections	
Commercial, Industrial & Other Connections	All non-residential service connections shall at a minimum be protected with a DC.
Beverage processing plant, including any brewery	DC if the plant presents a low hazard; or RP if the plant presents a high hazard
Cannery, packing house, rendering plant, or any facility where fruit, vegetable, or animal matter is processed, excluding any premises where there is only restaurant or food service facility	RP
Car wash	RP
Chemical plant or facility using water in the manufacturing, processing, compounding, or treatment of chemicals, including any facility where a chemical that does not meet the requirements in paragraph 62-555.320(3)(a), F.A.C., is used as an additive to the water	RP
Dairy, creamery, ice cream plant, cold-storage plant, or ice manufacturing plant	RP A DC may be provided if it was installed before 5-5-14; and if such a DC is replaced on or after 5-5-14, it may be replaced with another DC.
Dye plant	RP
Film laboratory or processing facility or film manufacturing plant, excluding any small, noncommercial darkroom facility	RP
Hospital; medical research center; sanitarium; autopsy facility; medical, dental, or veterinary clinic where surgery is performed; or plasma center	RP
Laboratory, excluding any laboratory at an elementary, middle, or high school	RP
Laundry (commercial), excluding any self-service laundry or Laundromat	RP
Marine repair facility, marine cargo handling facility, or boat moorage	RP
Metal manufacturing, cleaning, processing, or fabricating facility using water in any of its operations or processes, including any aircraft or automotive manufacturing plant	DC if the facility presents a low hazard; or RP if the facility presents a high hazard
Mortuary	RP
Premises where oil or gas is produced, developed, processed, blended, stored, refined, or transmitted in a pipeline or where oil or gas tanks are repaired or tested, excluding any premises where there is only a fuel dispensing facility	RP
Premises where there is a cooling tower	RP
Radioactive material processing or handling facility or nuclear reactor	RP
Paper products plant using a wet process	RP
Plating facility, including any aircraft or automotive manufacturing plant	RP
Restricted-access facility	RP
Steam boiler plant	RP
Tall building - a building with five or more floors at or above ground level	DC if the customer has no potable water distribution lines connected to the suction side of a booster pump; or RP if the customer has one or more potable water distribution lines connected to the suction side of a booster pump
Wastewater treatment plant or wastewater pumping station	RP
Member supplied with potable water via a temporary service connection from a hydrant	Hydrant meters are required; GIWA supplies RP with meter

VIII. INSTALLATION OF BACKFLOW PREVENTION DEVICES

1. Approved Backflow Prevention Devices - An approved backflow prevention device is an assembly that has been manufactured in full conformance with the American Water Works Association (AWWA) standards.

Backflow prevention assemblies must have met completely the laboratory and field performance specifications of the Foundation for Cross-Connection Control and Hydraulic Research of the University of Southern California.

2. Installation

- New connections – The backflow prevention device or assembly required by this program for all new service connections shall be installed and tested by a certified backflow prevention device tester before GIWA begins supplying water to the service connection.
- Existing members shall install, at their cost, an approved backflow prevention device or assembly as required by this program within ninety (90) days of notification in writing by GIWA.
- Required backflow prevention devices or assemblies will be based upon the evaluation of member’s premises, and shall comply with the Table in Section VII, “Minimum Backflow Protection Required at or for the Service Connection from the GIWA to the Member.”
- Backflow prevention devices shall be installed in accordance with the manufacturer’s installation instructions, and any additional instructions approved by GIWA. The size of the assembly or device installed shall not be less than the size of the meter currently being used. The Utility Director shall designate the location of all cross connection control assemblies. Assemblies shall typically be within one (1) foot of the member’s side of the water meter, or as otherwise approved by the Utility Director.

3. Residential Dual Check Valves (DuC) – A DuC may be utilized at residential connections including those with an auxiliary or reclaimed water system on the premises provided there is no known cross-connection between the plumbing system and the auxiliary or reclaimed water system. Upon discovery of any cross-connection between the plumbing system and any reclaimed water system, GIWA shall ensure that the cross-connection is eliminated. Upon discovery of any cross-connection between the plumbing system and any auxiliary water system other than a reclaimed water system on the member’s premises, GIWA shall ensure that the cross-connection is eliminated or shall ensure that the backflow protection provided at or for the service connection is equal to that required at or for a non-residential service connection.

A DuC may also be used for residential dedicated fire service connections providing the system contains no chemical additives and is not connected to an auxiliary water system.

4. Inspection of newly installed backflow prevention devices – Member shall notify GIWA in writing within thirty (30) days of installation. For testable devices, member shall also provide satisfactory operational test results conducted by a certified backflow technician showing the device meets required specifications. GIWA shall maintain a list of approved certified testers.

An appointment will be scheduled for GIWA to inspect.

5. Thermal Expansion

Backflow preventers can create hazardous conditions by preventing the backflow of water from water heaters (heated water expands) or any other types of equipment that create back pressure. The piping inside a customer's facility or house is considered a closed system whenever a working backflow prevention device or assembly is installed at the main service line. According to plumbing regulations, all water heaters are required to have temperature and pressure valves, but they can fail. Plumbing code requires a device for controlling pressure when a backflow device is installed on the water system when backpressure may occur due to water heating equipment. Members should consider installing a thermal expansion tank or other methods for additional protection.

IX. TESTING & MAINTENANCE

1. Testable Backflow Prevention Devices and Assemblies

Testing shall be required on all testable backflow prevention devices. Testing shall be conducted by a certified backflow prevention device tester. GIWA shall maintain a list of approved certified testers. GIWA's Backflow Prevention Assembly Report is attached as Exhibit "A".

Initial testing shall be conducted within thirty (30) days installation, and member will be responsible for providing the initial test results conducted by a certified backflow prevention device tester to GIWA.

All testable backflow prevention devices located at non-residential connections shall be tested a minimum of every twelve (12) months. All testable backflow prevention devices located at residential connections shall be tested at a minimum biennially. At the discretion of the GIWA, if a backflow preventer is used in an extremely high hazard application, GIWA may require more frequent testing.

With the exception of backflow prevention devices for fire suppression systems, GIWA will conduct annual and biennially testing free of charge for backflow prevention devices. GIWA will notify the member of any necessary repairs which shall be made at member's expense.

2. Fire Suppression System - Members with testable fire suppression system backflow prevention assemblies will be notified by GIWA when testing is due. Member shall hire a certified backflow technician to conduct testing and provide results to GIWA within thirty (30) days.
6. Residential Dual Check Valves (DuC) – Residential connections with installed DuC's shall have the DuC either refurbished or replaced once every five years. GIWA will notify member when their DuC is due for refurbishment or replacement.
7. Repairs - The member will be responsible for any and all repairs or alterations necessary to maintain satisfactory working conditions of the backflow prevention equipment. The owner of a backflow prevention device that fails a test or does not meet the standards of this program must have the backflow preventer repaired or altered to meet the standards of this program, and shall have thirty (30) days from the date of the inspection report to correct any deficiencies or

problems with the backflow preventer. Member shall provide GIWA with copies of satisfactory test results completed by a certified backflow prevention device tester showing the repairs are complete and the device is functioning as designed within (30) days.

X. APPROVED CERTIFIED TESTERS

GIWA shall maintain a list of approved certified testers. To be included as an approved tester, an application included as Exhibit “B” must be submitted to GIWA. GIWA shall use that information including the following to check the qualifications of the tester submitting test reports.

- Copies of their certificates, or cards showing their certification number;
- The most recent calibration of test gauges. The gauges should be tested annually;
- The tester’s recertification requirements will be determined by the organization that supplied the training.

XI. EDUCATION

Education is an essential part in the development and maintenance of an effective cross-connection control program. GIWA will utilize the following the educate members about the dangers of cross-connections:

- Printed material including brochures, pamphlets, and flyers distributed with bills, at utility sites and special events;
- Videos posted at mygiwa.com;
- Information provided to local media.

XII. NON-COMPLIANCE

Failure, refusal or inability on the part of the Member to install or repair an assembly or device shall constitute grounds for refusal of water or fire service or the discontinuance of serve to the premises until such as assembly or device has been properly installed or repaired. In emergency conditions, when the public potable water supply is being contaminated or is in immediate danger of contamination, the water service may be disconnected by the Association without notice.

Water service to a member shall be discontinued by GIWA if a cross connection control assembly required by this Policy is not installed, tested and maintained, or if it is found that a cross connection control assembly has been removed, by-passed or an unprotected cross-connection exists on the premises. Water service shall not be restored until such conditions or defects are corrected at the Member’s expense.

Fees-Disconnect/Reconnect: Any member having been deemed to be in non-compliance with this program, and has had their service terminated will not have their service restored until a \$25 during normal operating hours or \$50 after hours reconnection fee is paid.

XIII. RECORDS

Records concerning inspections, installation, test reports, repair summaries, or other communications relating to this cross-connection control program will be maintained by GIWA for a minimum of ten (10) years.