



Pender County Utilities
605 E. Fremont Street
Burgaw, NC 28425
910-259-1570

Pender County Utilities

Backflow Prevention, Cross Connection Control Program

Starting January 15th, 2022, Pender County Utilities will be contracting with Backflow Solutions Inc. to administer the county's backflow prevention program.

All customers with backflow preventers connected to PCU water will be required to have their backflow prevention assemblies tested annually.

The test reports will be required to be sent to (BSI) Backflow Solutions Inc.

All new construction having backflow assembly's installed will need to have them inspected by the Pender County Utilities Inspector and be tested by a certified backflow tester upon installation.

Testing Company Support

- **Phone** 1-800-414-4990
- **Fax** 1-888-414-4990
- **Email** bsionline@backflow.com
- **Website** www.bsionline.com

Water Customer Support

- **Phone** 1-888-966-6050
- **Email** support@backflow.com

Pender County Utilities Inspector

- Office (910) 259-1570
- FAX (910) 259-1579
- Mobile (910) 540-5279
- cblanton@pendercountync.gov

Pender County Utilities is proud of the water they deliver to you every day. By working together and cooperating in this critical program, we can further protect our water resources.

BSI Online Testing Company FAQ

Why did Pender County Utilities partner with Backflow Solutions, Inc. (BSI) to administer their backflow prevention program?

- BSI is well known for being customer-friendly to both water customers and backflow testers.

Who will be the primary contact for the backflow test questions?

- BSI will serve as the primary point of contact for backflow inspection information within the Pender County service area and can be reached at 1-800-414-4990 or bsionline@backflow.com.

What testing credentials are required before testing in the Pender County area?

- All testers wishing to perform testing in the Pender County service area must provide their up-to-date contact information, testing certificate(s), and equipment calibrations to BSI online. <https://www.bsionlinetracking.com/default/testing-company-signup>.

When and where do I submit the PCU backflow test report results?

- Beginning January 15th, 2022, all backflow assembly test reports must be submitted electronically via the BSI Online system at www.bsionlinetracking.com. To submit a test report, the tester must have an account with BSI Online.

Are my tester credentials required to be up to date?

- Yes. Please be sure that your online credentials are up to date. Each tester must have a current backflow tester license from a North Carolina Backflow testing school accepted by PCU. Testers who do not keep their backflow preventer information up to date with BSI online will lose testing privileges in the Pender County service area until the testing documents have been updated. Testers with credentials that are expired will not have login privileges until the certifications are up to date. Testers can retrieve their status from www.bsionlinetracking.com.

What documents are required for testing equipment in the PCU area?

- Testers must provide current copies of test kit calibration certificates to BSI identifying that all calibration has been performed and the equipment is up to date for testing. These can be uploaded via BSI Online or faxed/emailed to BSI.

What documents are required for new backflow preventer customers?

- All new and existing customers that have a new backflow preventer(s) installed where none previously existed, such as new construction homes, must be inspected by the Pender County Utilities Inspector, then submit a backflow preventer test report through the BSI Online system at www.bsionlinetracking.com.

What documents are required for existing customers and backflow preventers?

- Backflow preventer (annual) test submittals shall be submitted through BSI Online. If you replaced your backflow preventer(s) due to damage or change of use, the backflow test will be submitted to BSI Online. Before permanently dismantling and abandoning a backflow device, please contact the Pender County Utilities Inspector at 910-471-8129.



STATE LAW REQUIRES SEPARATE IRRIGATION METERS (General Statutes 143-355.4)

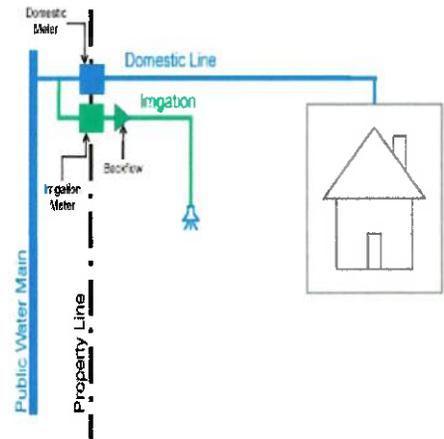
State law requires a separate irrigation meter for all new in-ground irrigation systems connected to the public water supply. The intent of this legislation is to reduce water systems vulnerability to drought and allow them a quicker response to water shortages. Residential customers needing a $\frac{3}{4}$ " or larger irrigation service now have two options:

OPTION 1: SINGLE SERVICE LINE

For new construction with irrigation, one 1" line will be tapped onto the main, and two meters will be set from the reduced $\frac{3}{4}$ " line. The full connection charge will be collected for the domestic service and the irrigation service, with a reduced tap charge.

On an existing domestic service adding irrigation, a tee will be installed just before the domestic meter on the domestic line.

Backflow prevention assembly is typically installed immediately following the meter.



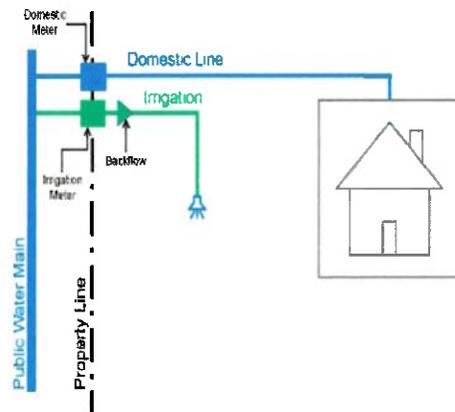
OPTION 2: DEDICATED SERVICE LINE

The customer can elect to have a separate tap and a separate line run to each meter box. In this case, the standard connection charges and tap fees will be assessed. This option may be necessary if the existing domestic meter is in a driveway or there is some other circumstance that prevents splitting off the single service line.

If customers need more than a $\frac{3}{4}$ " irrigation service, they may purchase larger services for added capacity.

Services larger than $\frac{3}{4}$ " will be tapped on the main with standard connection and tap fees.

Backflow prevention device is typically installed immediately following the meter.



BACKFLOW PROTECTION

To ensure the safety of our community's drinking water, a backflow prevention assembly is required on in-ground irrigation systems. This prevents hazardous substances from inadvertently being drawn into the drinking water system, contaminating it.

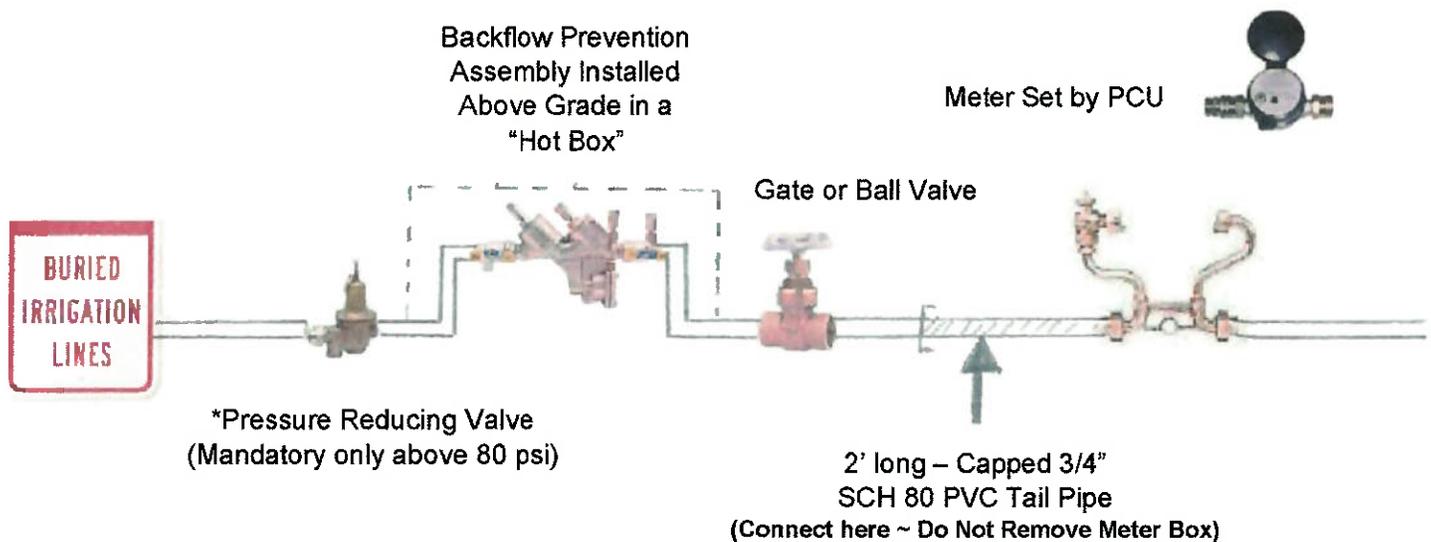
The private water service connection (section of pipe between the meter and the backflow preventer including an isolation valve and the backflow preventer itself) serving the irrigation system must be installed by a North Carolina licensed plumbing or utility contractor. Workmanship and materials for this part of the system must be permitted and inspected by Pender County Utilities.

Inspections of the private water service connection must be requested and scheduled by the contractor.

IRRIGATION CONTRACTORS

Installations of new in-ground irrigation systems costing \$2,500 or more must be performed by a North Carolina licensed irrigation contractor, unless the work is done by the property owner. Exclusions include agricultural and nursery operations. Visit www.nciclb.org for more details. Water meter box must be at or above existing grade upon inspection to pass; bottom of meter shall be level with bottom of box. If below box, service must be raised and centered in box.

Pender County Utilities Irrigation Supply Connection



MORE INFORMATION

To request an irrigation meter or for meter and fee questions, call 910-259-1570.

Keeping Your Water Safe

CROSS-CONNECTION CONTROL

Water providers work hard to deliver safe & clean drinking water to you and your family. One way your water provider maintains their high quality water standard is through a comprehensive Cross-Connection Control Program. You, the water customer, play a vital role in making sure this program is a success. The first step is recognizing and understanding cross-connections.

WHAT IS A CROSS-CONNECTION?

A cross-connection is defined as any real or potential connection between the public water system or your drinking water and another source that could contaminate or pollute that water.

WHAT IS BACKFLOW?

Backflow occurs when a loss in water pressure causes the water in your pipes to flow in the opposite direction. This could allow contaminated or polluted water to backflow into your drinking water. This is referred to as backsiphonage. Backflow can also be caused by backpressure. This is less common for residential properties, but can occur if using a booster/auxiliary pump for an irrigation or fire protection system.

WHAT YOU CAN DO

Cross-connections can occur every day but often go unreported. They can cause health problems ranging from gastrointestinal illnesses (often attributed to food poisoning) to much more serious health issues. Cross-connections can also negatively affect the overall quality of your water. As the water customer, you are the best resource in protecting or eliminating cross-connections and therefore, preventing backflow.

HELPFUL TIPS

- Recognize potential cross-connections in your home or business, i.e. fire systems and underground irrigation systems.
- Protect all potential cross-connections with the appropriate backflow preventer.
- Report to your water provider if water is discolored or has an unusual odor or taste.
- If you have a backflow device, comply with annual testing.

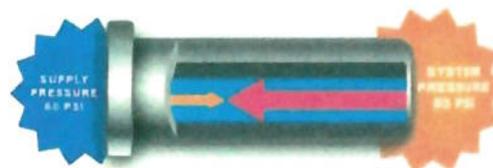
BACKSIPHONAGE

Reverse flow caused by a loss of supply pressure



BACKPRESSURE

An increase in water pressure caused by elevation or mechanical pumping that raises the system in pressure above the supply pressure



System pressure greater than supply pressure



backflow.com



PO Box 246, Worth, IL 60482



800.414.4990