



CROSS CONNECTION CONTROL & IRRIGATION PROGRAM SERVICES

August 26, 2020

Edited December 8, 2020



866-777-2124

Contact: Tom Staroske – Tom@AquaBackflow.com

TABLE OF CONTENTS

Proposal Submittal

A. Cover Letter / Executive Summary.....	3 - 4
B. General Information.....	5
C. Scope of Proposal.....	6 - 7
D. Capability and Assigned Personnel.....	8-13
E. Availability.....	14
F. Sustainability/TBL Methodology.....	15
G. Cost and Review...Backflow Program.....	16
H. Cost and Review...Commercial Irrigation Audit Program.....	17
I. Contract	18



Protecting your water supply from contamination

977 Elizabeth Street, Elgin, IL 60120 (847) 742-2296 (847) 214-9696 fax

www.AquaBackflow.com

www.TrackMyBackflow.com

Gail Donaldson
Water Conservation Manager
Community Services
City of Allen
305 Century Parkway
Allen, TX 75013

Office: 214-509-4559
Email: gdonaldson@cityofallen.org

Cover Letter / Executive Summary

Gail Donaldson

August 26, 2020

Edited December 8, 2020

Thank you for the opportunity for us to provide you with a guide to our professional services. Aqua Backflow has a unique, global approach to solving a decades old paper-consuming and data entry nightmare...Internet-based tracking programs that can be funded specifically by those customers that have created this additional expense and workload for you.

Each and every tracking program is unique and is set up to the specifications or requests of the water purveyor. All forms, educational material, and letters can be customized to your program. You also always have full unlimited access to your data, histories, site notes, tests, and more via your included online portal. Unlimited utility users have 24/7/365 access to your up-to-the minute 'live' data.

Aqua Backflow is a spin-off of a 50+ year-old plumbing & backflow firm. We incorporated over 13 years ago and have been meeting / exceeding our client's needs since inception. Our knowledge, professionalism, and experience spans decades. Staff is comprised of licensed plumbers, backflow technicians & cross connection control experts, inspectors, military, former municipal personnel, and more.

Aqua Backflow customers currently assists hundreds of water utility clients across roughly 20 states. Of all of our customers, the smallest has only 13 backflow preventers, while our largest has over 50,000.

Services provided by us can be pick & choose, or we can implement and manage your entire cross connection control program 100% per state regulatory (TCEQ) requirements.

Do you need physical site surveys and/or inspections? Our team's experience and knowledge are unmatched! Our site inspectors are certified boiler technicians, licensed plumbers, AND certified cross connection control surveyors!



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Cover Letter / Executive Summary

Need to send a Water Use Survey? Easily done! Aqua Backflow's TrackMyBackflow program has automated the process. A Water Use Survey post card can be mailed to any/all of your water customers with a unique identification number on it. Your customer then goes to our website, enters the number, and answers a few simple questions. Our software takes it from there. It recognizes sites that need testing, sites that need installations, and more. Notices then get sent to your customers as a follow-up. Elderly or water customers without a computer can simply call our offices and staff will complete the 30 second survey while on the phone with them. Again, our program can be all-inclusive!

Conflict of interest? Not with Aqua Backflow. Unlike some firms that also operate large backflow testing companies, we do not. We do not test, repair, or install backflow preventers. We also do not refer customers to any specific tester. Rather, we have a full registered tester list on our website.

Need to generate revenue? Not a problem with our program. We can return and/or bank 100% of any excess funds received on your behalf!

In review, Aqua Backflow truly is unique and innovative. Not only will your program be effective, eco-friendly, and low cost, it will also be easy to use for your local testers. We regularly receive testimonials from backflow testers stating that they love the simplicity of our program, love dealing with our courteous staff, and have also noted that they have seen an increase in work since we took over the program. Water purveyors love us too, as witnessed by the accolades Aqua Backflow receives from its customers.

There is no cost to you for our program - NOTHING! Utility-owned assembly tests are entered online by your tester at no charge. You can even lock in pricing for up to 3 years. We have never raised our prices! To the contrary, as we add more customers, we gain in efficiencies. Cost of Living (Consumer Price Index) increases? NO! Increase our rates due to higher postage costs? NO!

Want to pay for your program in-house? Great! You won't find lower pricing than what we are offering you. It's much less than if you were to buy the software, staff the program, and administer the program in-house!

Ask our water utility clients and/or backflow testers...Who has the best program, customer service, and pricing? Aqua Backflow does. We hear it all the time.

Thank you again for your time and consideration. Feel free to contact me if you have any questions.

Sincerely,

Tom Staroske
Chief Operating Officer

General Information

- 1) Aqua Backflow incorporated in 2006 and specializes in cross connection control programs. 99% of our business is backflow, while the remaining 1% is Fats, Oils, and Grease (FOG) Programs.
- 2) We are owned and managed by plumbers/backflow technicians. Both the President and COO come from families of plumbers and certified backflow professionals.
- 3) Our staff members have backgrounds in the plumbing, backflow, military, and or municipal water industry. They have also been trained extensively in cross connection control, plumbing codes, and customer service.
- 4) To keep costs down, we operate out of only 1 office which is located in the Midwest, near Chicago. We can always be at your doorstep within hours however, if the need arises.
- 5) Your primary contact is Tom Staroske, COO. All of our customers have come to expect (and receive) prompt, professional, and courteous customer support from Tom as well as all other managers and support staff.
- 6) Aqua Backflow has never worked with any subcontractors. All work is performed by experienced, trained, and professional employees of our firm.
- 7) Aqua Backflow staff hold numerous licensing, certifications, and degrees, making us uniquely qualified to manage your program.
- 8) We currently assist hundreds of water purveyors nation-wide with their program, with more signing up regularly.
- 9) Aqua Backflow is an originator of online cross connection control tracking that includes online payment methodology options. Many of the programs you see today, took our knowledge, expertise, and experience to create their own program versions for themselves.
- 10) Aqua Backflow does not use an “Auto-Attendant” for answering incoming phone calls. Any and all staff answer the phones and also answer any/all questions! Callers don’t get transferred from person to person.

Program and scope of work:

1. Track all existing as well as newly found and/or installed backflow assemblies
2. Track all testers, tester licensing, certifications, test kits and annual test kit calibrations.
3. Track the testing companies, employees, licensing, and certifications.
4. Track the quality and skill level of the testers. Verify that they are performing the tests per recommended practices.
5. Send notifications of “test due” to the customer. 1st year educational tri-fold brochure can be included.
6. Send notifications of “past due” to the customer as applicable.
7. Send notifications of “final notice” via registered/certified mail to the customer (*only if approved by the utility as there are additional costs associated with this service...can be funded by increased test entry fee*)
8. Send “test failure” notices for backflow tests that have been submitted to us indicating a test failure.
9. If the water purveyor has a cross connection control inspector, we will work with him/her to gain compliance. “Installation Due” notices, follow-up notifications, and compliance are all included.
10. We train and educate your employees and local testers about your program via on-site visits, webinars, phone, and email support.
11. We educate the public with mailers, brochures, written newspaper articles, informative websites, by answering phones with educated office employees, etc.
12. ALL letters, brochures, educational material, etc. can be customized to each water purveyor.
13. Educational brochures will be forwarded to water customers as needed. We can include a brochure in our initial contact letters with your water customer at no additional cost, if requested. The Purveyor can also receive up to 300 additional brochures annually to pass out as it pleases.
14. We will receive an electronic CSV file (Excel) or similar database and your loose test reports from you initially, listing all water connections, backflow prevention devices, contact/mailing information etc. We immediately begin tracking the existing backflow prevention assemblies.
15. Once testers are registered, they are issued a user name and password. Data is easily entered into our TrackMyBackflow.com website by using the Hazard ID assigned to each device or by serial number and/or address. *Each CCC hazard ID # stays with the hazard indefinitely!*

Scope of Proposal

16. We encourage online data entry but will allow and accept occasional “off-line” backflow test results for those testers that do not have access to a computer or are computer illiterate. Off-line fees apply.
17. Our offices are fully staffed from 7am – 5pm CDT weekdays. We can be reached via our toll-free phone number, fax, or email at any time during the business day & nights/weekends for emergencies.
18. Utility staff will also receive emergency contact information and can reach us 24 hours a day.
19. There are never any licensing costs, software upgrade fees, new release expenses, hardware costs...we are all-inclusive. Utilities also have an unlimited amount of user access to all data on desktop PCs as well as on mobile devices.
20. Large utility customers such as hospitals, universities, etc. can be invoiced directly through us.
21. You and your staff will have full online access to all tester, backflow, customer, customer and/or tester notes, reports, photographs, and much, much more through your unique and secure Utility Dashboard. Sample reports available may include: Tests Due, Tests Past Due, New Assemblies Entered, Letters Sent, and any other report you may desire from our database. If you would like a specialized report, we can create and store that report template for you.
22. We do not plan or partake in scheduled software downtime in order to implement program/software upgrades and/or updates. All updates occur while our program is live.
23. Your utility will not need any special hardware, software, equipment, training, or anything to access your data online. A basic computer workstation, laptop, tablet, smart-phone, etc. is all that’s needed!
24. We have included the computer software and data entry costs of adding your database into our systems.
25. All of our programs and systems are professionally monitored 24/7/365.
26. Data received on behalf of the water purveyor or directly from the water purveyor remains the property of the water purveyor. Water and backflow information is kept in the strictest confidence and is not accessible or distributed to anyone without the express written consent of the water purveyor. Upon completion of the contract, all paper and electronic files will be returned to the water purveyor.
27. Informational and/or tracking websites maintained by us:

www.AquaBackflow.com	www.BackflowCases.com	www.TrackMyBackflow.com
		www.TrackMyFOG.com
28. With hundreds of customers across roughly 20 states (including in Texas), rest assured that you are choosing the firm with the best customer service, customer support, water customer support, most experienced, and lowest cost to partner with. Together, we’ll make your program the best it can be! We have many customers with 97%, 98%, 99%, even 100% compliance rates!

Corporate Background...The Aqua Backflow Organization:

What differentiates our organization, programs, and services from others? Aqua Backflow has earned a nationwide reputation for proactive, innovative, and professional cross connection control services and management. With over 50 years in the plumbing and backflow prevention industry, we have strived to develop programs that meet the needs of our customers, ensuring that you will receive the best possible services while conserving your, and your water customers' dollars. John Skirmont is president, while Tom Staroske is the Chief Operating Officer and both direct the company from corporate offices in Elgin, Illinois along with expert consultants and software, programming, and other intellectual technology professionals. Our support staff is second to none.

While there are many attributes that set us apart from others in this industry, a few of these we consistently hear from our customer-partners include:

Customer Service = Customer Loyalty:

Our ability to customize to meet our customer's needs is unsurpassed. Aqua Backflow is consumer focused and result driven and as such, we can customize services according to a customer's needs & requirements rather than trying to make a client fit "our box." While Aqua Backflow is recognized as a leader in the industry, we try to maintain the "small company" approach to customized and personalized service. Even though we are living in a society where names rarely matter, we feel it is important to know and build relationships with customers and we do that by continued contact and visits to our customers.

Staff:

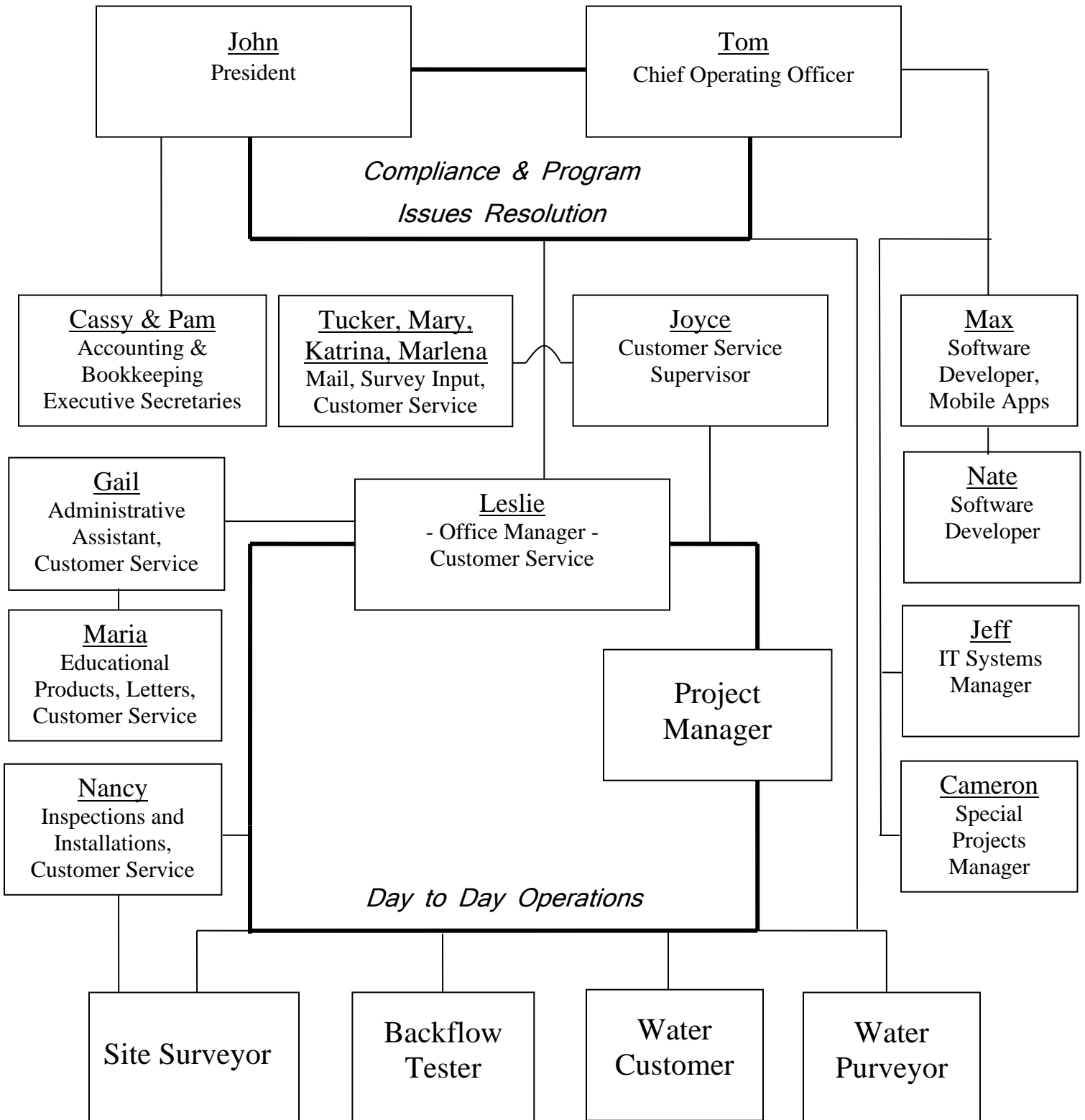
Aqua Backflow's office and field staff set us apart from our competition. Our average in-field of expertise time is 10+ years. Most have numerous cross connection control certifications for surveying, ordinance creation, and/or program management. All have been professionally trained in customer service, software programs, plumbing issues, and backflow prevention. Staff walks a fine line as strong and compassionate advocates for your water customers, while working to gain regulation compliance in order to protect your water distribution systems.

IT:

Aqua Backflow has a very strong internal IT department with programmers on staff, as well as long-term relationships with several software, hardware, and web development professionals. This allows us to offer immediate problem solving solutions to any issues that may arise. In addition, specialty reports can be programmed to meet the customer's needs rather than only giving a customer the option of utilizing "canned" report data.

Partial

Staffing Flow Chart



Some professionals available for your project...

- Contractor Information and Experience -

Note that there are many more support staff members that are not listed

Jack Skirmont - President

Jack earned his Bachelor of Science and Construction Management from Colorado State University and his certification of: Cross Connection Control Management; Cross Connection Control Survey and Inspection; and Cross Connection Control Ordinance and Organization from the University of Florida - TREEO Center. He has been a licensed plumber for over 20 years and an Illinois EPA Cross Connection Control Device Inspector for over 15 years.

Tom Staroske -Chief Operating Officer (COO)

Tom earned his certification of: Cross Connection Control Management; Cross Connection Control Survey and Inspection; and Cross Connection Control Ordinance and Organization from the University of Florida - TREEO Center, as well as Cross Connection Control Surveying from the University of Wisconsin - School of Engineering. He has been a licensed plumber for over 35 years and has been performing Cross Connection Control Inspections for over 25 years. Tom is also certified by the Texas Commission on Environmental Quality (TCEQ) and the Illinois Environmental Protection Agency (IEPA) as a Backflow Prevention Assembly Tester. Tom has managed office and field personnel on inspections, installations, and repairs for well over 20 years.

Leslie Craig - Office Manager

Leslie spent time as a US Navy diesel mechanic; she is very experienced and knowledgeable with “hands-on” mechanical operations. She has held administrative positions where her responsibilities were to several senior managers. Prior to joining Aqua Backflow over 10 years ago, Leslie worked in a local municipality for the finance director for over 5 years. She oversees all office operations and also assists water purveyors by providing requested information or reports. Leslie also analyzes all electronic data, checking for accuracy.

Joyce Anderson - Customer Service Manager

Joyce has been office manager and in charge of customer service and dispatch for several mechanical contractors for over 20 years. She has been with Aqua Backflow; assisting water purveyors, water customers, and licensed plumbers and testers with any questions they may have for the past 10 years. She also assists all testers and testing companies in the registration process and with their online data entry on a daily basis.

Gail Manning – Notifications Manager

Gail has been with us for 5 years and came from a strong customer healthcare service & billing background. She creates and/or customizes all letters to the requests of the water purveyor and oversees mailing processing. Gail also maintains the organization of all paper records and assists water purveyors and their customers with bringing sites into compliance.

Jeff Beach - IT Systems Manager

Jeff earned his Bachelor of Computer Science from Carthage College. His day-to-day tasks include developing and maintaining complex and critical systems. He also oversees the development and proper functioning of all our websites, software and hardware.

Cameron Staroske – Special Projects Manager

With a Business Degree from Northern Illinois University as well as extensive training in Computer Sciences, Web Design, and Finance, Cameron oversees any and all special tasks that require more than a quick resolution.

REFERENCES

(dozens more available upon request)

Alabaster Water Board
213 1st Street North
Alabaster, AL 35007
Contact: Kenyatta Dunnigan
Phone: 205-663-6155
Email: KDunnigan@AlabasterWater.com

Online tracking. Site inspections by Aqua Backflow
Population: 32,000
BFPs: 700



City of Salida
340 West Highway 291
Salida, CO 81201
Contact: David Lady – Director of Public Works
Phone: 719-539-6257
Email: David.lady@cityofsalida.com

Online tracking. Site inspections by Utility staff
Population: 5,500
BFPs: 500



Village of Lincolnshire
1 Olde Half Day Road
Lincolnshire, IL 60069
Contact: Terry Hawkins – Utilities Superintendent
Phone: 847-883-8600 x2104
Email: thawki@village.lincolnshire.il.us

Online tracking and mailed site surveys
Population: 7,500
BFPs: 850



City of North Liberty
1 Quail Creek Circle
North Liberty, IA 52317
Contact: Tom Palmer – Building Official
Phone: 319-626-5736
Email: tpalmer@northlibertyiowa.org

Online tracking. Site inspections by Utility staff
Population: 20,000
BFPs: 1,000



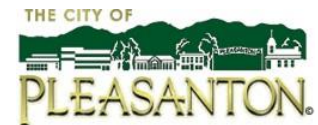
City of Fort Wayne Utilities
200 East Berry Road
Fort Wayne, IN 64802
Contact: Miranda Braun – CCC Program Manager
Phone: 260-427-2543
Email: miranda.braun@cityoffortwayne.org

Online tracking. Site inspections by Utility staff
Population: 266,000
BFPs: 8,500



City of Pleasanton – Utilities
333 Busch Road
Pleasanton, CA 94566
Contact: Scott Walker – Backflow Program Administrator
Phone: (925) 931-5527
E-Mail: swalker@cityofpleasantonca.gov

Online tracking. Site inspections by Utility staff
Population: 82,400
BFPs: 3,000



City of Evansville
Water & Sewer Utilities
1931 Allens Lane
Evansville, IN 47720
Contact: Jeff Merrick – Regulatory Compliance Officer
Phone: 812-436-7853
Email: jmerrick@ewsu.com

Online tracking. Site Inspections by EWSU staff
Population: 118,000
BFPs: 5,800



Extremely proud to continually be chosen to
work for many branches of the Military across
the United States of America



U.S. AIR FORCE



HELPING PROTECT THE WATER FOR:



Population: 100,000
Backflow Preventers: 2,200



Naperville

Population: 150,000
Backflow Preventers: 15,300



Cedar Falls Utilities
THE POWER OF SERVICE

Population: 41,600
Backflow Preventers: 1,700



Population: 266,000
Backflow Preventers: 8,500



Population: 97,000
Backflow Preventers: 6,000



Population: 33,000
Backflow Preventers: 3,300



Population: 85,000
Backflow Preventers: 5,000



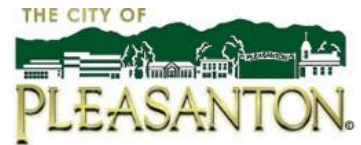
Population: 57,200
Backflow Preventers: 4,000



Population: 214,000
Backflow Preventers: 221 +



Population: 862,817
Backflow Preventers: 50,000



Population: 82,400
Backflow Preventers: 3,000



Population: 32,300
Backflow Preventers: 1,200



Population: 52,300
Backflow Preventers: 1,500



Population: 118,000
Backflow Preventers: 5,800



Population: 60,000
Backflow Preventers: 1,000



Population: 54,000
Backflow Preventers: 8,000



Population: 26,600
Backflow Preventers: 1,800



Population: 7,500
Backflow Preventers: 5,000



Population: 47,200
Backflow Preventers: 2,200

Low-cost programs with high-end results.

The top portion below is a snippet of a newsletter that gets sent regularly to local backflow testers by the utility.



CITY OF FORT WAYNE

THOMAS C. HENRY, MAYOR

September 30, 2016

Cross Connection Control and Backflow Prevention News

From Fort Wayne City Utilities

In This Issue

- ❖ COMPLIANCE RATE CLIMBS – THANK YOU
- ❖ DISCONNECTION OF WATER SERVICE DUE TO NON-COMPLIANCE !
- ❖ TURNING WATER BACK ON FOR INSPECTION !
- ❖ SUBMITTING TEST RESULTS PROMPTLY
- ❖ DCDAs ON FIRE SYSTEMS

There are new changes to City Utilities' Cross Connection Control & Backflow Prevention Program! We ask that you please read this newsletter carefully.

❖ COMPLIANCE RATE CLIMBS – THANK YOU

City Utilities is proud to announce that since April 1st, 2016, the implementation date of the TrackMyBackflow.com website, the backflow prevention device testing compliance rate has risen an incredible 30% with a current compliance rate of 91%! This could not have been possible without your dedication and professionalism. We thank you, and we are excited to see this rate continue to climb as we continually strengthen our program.

❖ DISCONNECTION OF WATER SERVICE DUE TO NON-COMPLIANCE ! IMPORTANT

City Utilities works diligently to ensure the safety and quality of our drinking water, including pursuing enforcement actions against

Unsolicited Utility praises

I'm really liking the services that Aqua Backflow provides. Your staff is great and it's so good to see people getting their devices tested.

Tom Ruzicka, Water Division
Bartlett, IL

Tom, that makes total sense. I cannot thank you enough. I have heard a lot of opinion, different code interpretations, and some strange theories, but you tied the code to common sense. I will make sure we get this installation cleaned up to meet the code. (A photo was sent to Aqua Backflow from the Village, a Code question was asked, and an explanation was provided by Aqua Backflow)

Keith Steiskal, Building Official
Village of Lombard

Unsolicited Backflow Tester praises

Customer service is perfect - Pleasure talking with customer service and very helpful - Aqua Backflow was the best of help when I was originally introduced to them. Everyone at your company has been great and very helpful, I just wish you would cover more areas because you are more reasonably priced than others and that helps with customer satisfaction.

Please keep up the great quality service. Have a great day!

Mark Mueller, Choice Plumbing

It's absolutely delightful to call Aqua Backflow and get personalized assistance from all the ladies, especially Joyce! She is always knowledgeable, helpful, cheerful and patient and seems to know exactly what every location has. Staff takes the time to review test sheets that are submitted Aqua Backflow. When something doesn't look right she immediately calls to verify information. It's comforting to know that our information is being protected against fraudulent use. As a plumbing contractor, we would recommend Aqua Backflow be used by every municipality to protect the health of their residents.

Maggie LePine, Code Mechanical, Inc

Allen, TX

Full Implementation Plan and Timeline

ACTIVITY	SCHEDULE (in weeks)												
	Jan 1, 2021			Feb 1, 2021			Mar 1, 2021						
	1	2	3	4	5	6	7	8	9	10	11	12	13
Contract receipt, P.O. or similar from Utility	X												
Obtain local & state licensing (if applicable)	X												
Creation of customer notices, brochures, etc.	X	X	X										
Accept test results online at N/C until start-up		X	X										
Multiple database receipts from Utility	X												
Creation of Utility's new database & programs		X	X										
Notification to local testers of new programs	X												
Educating auditors & testers	X	X	X	X	X					
Training Utility staff			X				X						
Training local auditors & testers			X	X	...					
Newsletter & newspaper articles published			X										
Initial notifications sent to customers			X				X						
Implementation of backflow tracking program				X									
Implementation of irrigation tracking program								X					

We have included this implementation plan as a courtesy. Please recognize however, that Aqua Backflow can customize this, or shorten it when needed.

During implementation, Aqua Backflow will work closely with your Utility contact person. Our implementation team will work to ensure that all items are transitioned and implemented smoothly. Conference calls can be arranged upon request. While many items can be completed in a short period of time, the recommended timeline is shown above with additional information below.

Within 10 days of program approval:

- Aqua Backflow will receive, review, and sign into an agreement for your professional cross connection control program services
- We will work with you for the creation of any specific features and/or functions that are not already included in our proposed base program
- We will receive electronic data from you pertaining to your water customer database as well as an electronic backflow preventer database
- We will receive paper documents (test results) from you that have not yet been entered into your electronic database
- We will receive your electronic logo and/or letterhead from you as you would like it to appear in your letters
- Custom features, letters, notifications, educational material, news briefs and articles, and more will have been created by us and have been approved by your staff
- We will have notified, met with, and trained Utility staff as well as local testers on your new program features, procedures, and online access.
- Test Due notifications, including educational items, will be mailed before the month that your online program tracking actually begins, to those backflow preventers where tests are due in that month

We work with Utility staff to educate all local testers and water customers, and to receive and track tester information, assigning user names and passwords once registered and approved.

Sustainability and Triple Bottom Line

1. To reduce the consumption of paper, trees, and fuel, electronic test submission programs are suggested to all water purveyors. This is also why we have elected to email our proposal to you.
2. Although mailed notices to your water customers are standard protocol, often times a customer may request email notifications instead. Email notification procedures save trees, paper, ink, and more. Email requests are typically honored.
3. Aqua Backflow staff is trained on eco-friendly procedures, including but not limited to the following:
 - a) Turn off computers when not in use for extended time periods
 - b) Turn off lights when not working in specific offices or work areas
 - c) Recycle all water bottles and soda cans.
 - d) Office-supplied Municipal water for drinking is encouraged verses bottled water
 - e) Recycle all paper, cardboard, chipboard, plastics, etc...anything recyclable.
 - f) Open exterior windows when weather permits, verses using air conditioning
 - g) Car pool to and from work when available
4. Aqua Backflow estimates that approximately 80% of its office “waste” is recycled
5. Our offices and personal homes have automatic setback thermostats to save energy
6. Our offices and personal homes have high-efficiency heating & cooling systems
7. Our office light fixtures utilize energy efficient fluorescent and/or LED light bulbs
8. Individual offices, copy rooms, server rooms, etc. utilize motion sensing automatic light switches
9. In an effort to curb underemployment, Aqua Backflow supports efforts in giving our employees what they need in providing a comfortable, safe, and fun work atmosphere as well as providing enough income to support them. The majority of part-time employees become full-time employees.
10. Allowing our employees to retire comfortably, Aqua Backflow offers a 401k program with generous match contributions.
11. To keep commute times to a minimum, employees must reside within 15 minutes of our offices
12. Aqua Backflow believes in contributing to local causes, such as schools & churches. We also are a regular contributor to the Water for People organization.
13. We encourage and pay for our employees to further their education. Microsoft products, college courses, cross connection control courses, and much more are available to our staff at no cost
14. We have a firm belief that our employees are family. Mental and financial assistance & support are given to those in need.
15. Time off is freely given to those with health issues, family health issues, and other private concerns.

Population: 103,400 **Total Water Connections:** 45,000 (est) **Non-Residential Connections:** 3,800 (est)
Total Backflow Preventers: 6,000 (est) **Total Utility-Owned Backflow Preventers:** 150 (est)

► **BASE PROGRAM:** Purveyor Annual Cost\$ 0.00

BASE PROGRAM includes: Notifications, educational material, creation of database, software, maintenance, secure online water purveyor dashboard with full real-time data access, and much more! *Also includes:* Tracking all backflow preventers, testers, testing companies, test kits & calibrations, etc. for annual certifications.

Base program is **tester funded** whereby testers pay \$9.95 per test submission entered online.

► 1-3 year contract: *Initial here* _____ *to accept Base Program for* _____ *years*

SAMPLE OPTIONS

Based on the quantities shown above. Other options are available

BASE PROGRAM ADDER: **Task funding:** Add \$10 to the test filing fee when past due _____ Invoice the utility \$10 each _____

► Send certified 3rd (Final) Test Due Notices at \$10 additional cost per test result filed after the test due date

OPTION #1: Tester funded & Certified Letters - *Initial here* _____ *to accept this option for* _____ *years*

► Includes BASE PROGRAM above **PLUS** all necessary 3rd notices (for non-compliant) will be sent via certified mail
 Testers pay (\$ 10.95ea) for entering test results online..... Purveyor Annual Cost\$ 0.00

OPTION #2: Tester funded & Revenue Generator - *Initial here* _____ *to accept this option at \$* _____ *for* _____ *years*

► Includes BASE PROGRAM above

EX: Testers pay (\$ 14.95ea) for entering test results online.....Estimated Purveyor Annual REVENUE \$ 30,000.00

Any amount can be used as a tester fee. The water purveyor selects the fee to be implemented. Amounts above our \$9.95 fee can be utilized to help cover other purveyor administrative costs and can be 'banked' or returned via check, funds transfer, or similar to the water purveyor monthly, quarterly, or annually. Can be utilized on Base Program, Option #1, or other options

OPTION #3: Utility & Tester funded - *Initial here* _____ *to accept this option for* _____ *years*

► Includes BASE PROGRAM above [Water purveyor pays \$5.00 for each test result entered. – invoiced monthly]

Testers pay (\$ 4.95ea) for entering test results online.....Estimated Purveyor Annual Cost \$ 30,000.00

OPTION #4: Utility funded - *Initial here* _____ *to accept this option for* _____ *years*

► Includes BASE PROGRAM above [Discounted to a \$9.50ea fee when paid monthly via check or EFT]

Testers pay (\$ 0.00ea) for entering test results online.....Estimated Purveyor Annual Cost \$ 57,000.00

Mailed Surveys: *Initial here to accept* _____ *and to be invoiced \$1.00 x water customer quantity (minimum of 500 per mailing for this rate)*

Post card mailed and tracked by Aqua Backflow. Surveys are entered online at TrackMyBackflow.com... \$ 1.00 ea

Free easy-access survey questionnaire online is included. Customers without a computer can simply call us to complete the survey

Costs and revenues are estimated and are based on the quantity of tests entered each month

Notes:

* Other than what is noted on this page, there are no start-up, program, registration, tester, or filing fees.

* Purveyor-owned backflow preventers do not incur any data entry filing fee.

Aqua Backflow recommends Base Program or Options #1 - #2, as your annual cost will never change. Realize that any utility-funded program may see an increase in costs as more backflow preventers are found and placed into the system

COMMERCIAL IRRIGATION INSPECTION AND AUDIT PROGRAM

Population: 103,400

Total Commercial Irrigation: 1,300

Annual Audits/Inspections: 433

► **BASE PROGRAM:** Purveyor Annual Cost\$ 0.00

BASE PROGRAM includes: Audit Due notification, Audit Due Reminder notification, creation of database, software, maintenance, secure online water purveyor dashboard with full real-time data access, and much more! *Also includes:* Tracking all irrigation systems, controllers, heads, etc., auditors, auditor companies, auditor certifications, etc.

Base program is **auditor funded** whereby auditors pay \$24.95 per audit submission entered online.

► 3 – 5 year contract: *Initial here* _____ *to accept Base Program for* _____ years

SAMPLE OPTIONS

Based on the quantities shown above. Other options are available

BASE PROGRAM ADDER: Task funding: Add \$10 to the audit filing fee when past due _____ Invoice the utility \$10 each _____

► Send certified 3rd (Final) Test Due Notices at \$10 additional cost per audit filed after the audit due date

OPTION #1: Auditor funded & Certified Letters - *Initial here* _____ *to accept this option for* _____ years

► Includes BASE PROGRAM above **PLUS** all necessary 3rd notices (for non-compliant) will be sent via certified mail

Auditors pay (\$ 26.95ea) for entering audit results online..... Purveyor Annual Cost\$ 0.00

OPTION #2: Auditor funded & Revenue Generator - *Initial here* _____ *to accept this option at \$* _____ *for* _____ years

► Includes BASE PROGRAM above

EX: Auditors pay (\$ 29.95ea) for entering audit results online.....Estimated Purveyor Annual REVENUE \$ 2,165.00

Any amount can be used as a tester fee. The water purveyor selects the fee to be implemented. Amounts above our \$19.95 fee can be utilized to help cover other purveyor administrative costs and can be 'banked' or returned via check, funds transfer, or similar to the water purveyor monthly, quarterly, or annually. Can be utilized on Base Program, Option #1, or other options

OPTION #3: Utility & Auditor funded - *Initial here* _____ *to accept this option for* _____ years

► Includes BASE PROGRAM above [Water purveyor pays \$10.00 for each audit result entered...invoiced monthly]

Auditors pay (\$ 14.95ea) for entering test results online.....Estimated Purveyor Annual Cost \$ 6,473.35

OPTION #4: Utility funded - *Initial here* _____ *to accept this option for* _____ years

► Includes BASE PROGRAM above [Discounted to a \$24.50ea fee when paid monthly via check or EFT]

Auditors pay (\$ 0.00ea) for entering test results online.....Estimated Purveyor Annual Cost \$ 10,608.00

OR

OPTION #5: Pay a one-time development fee of \$18,000.00 with 50% upfront and balance due upon completion. If selecting this option, the software remains the property of Aqua Backflow and is to be utilized by the City of Allen at no cost.

If chosen, initial here _____ *to accept this option with the standard Base Program filing fee of \$9.95 each.*

...Options from above:

Option #1a: Auditors would pay \$11.95 per audit submission *Initial here* _____ *to accept this option for* _____ years

Option #2a: Auditors would pay () per audit submission *Initial here* _____ *to accept this option for* _____ years

Option #3a: Auditors pay \$4.95 and City pays \$5.00 per audit *Initial here* _____ *to accept this option for* _____ years

Option #4a: Auditors pay \$0.00 and City pays \$9.50 per audit *Initial here* _____ *to accept this option for* _____ years



CONTRACT

Cross Connection Control Program and/or Commercial Irrigation Audit Program

This agreement is made this December 8, 2020 by and between, and shall be binding upon, the City of Allen, TX herein after referred to as (the “Purveyor”) and Aqua Backflow, Inc, an Illinois corporation licensed throughout the U.S. (the “Contractor”).

Witnesseth that in consideration of the mutual promises of the parties delineated in the Contract Documents (attached hereto and made a part hereof), and herein, the Contractor agrees to provide services and the Purveyor agrees to pay at a minimum, every 30 days (if applicable) for the following described items and the management of the program as set forth in the Contract Documents:

Provide labor, software/data input, software maintenance, and management services as necessary to complete cross connection control data management, backflow preventer & tester tracking, and public education for a Cross Connection Control and/or Irrigation Program. Purveyor costs and specific program details are to be determined by the attached documents.

Simply initial the selected Option(s) on pages 16 and/or 17 of the proposal and fill in the term (years) of the contract. Then, complete & return this contract along with proposal pages 16/17.

1. This contract shall embrace and include all of the applicable Contract Documents listed below as if attached hereto or repeated herein:
 - A. Cross Connection Control Program Services dated August 26, 2020 with December 8, 2020 edit.
2. The Purveyor agrees to pay, and the Contractor agrees to accept as full payment for the work described, which is the subject matter of this contract, in accordance with the provisions of the Local Government Prompt Payment Act or any other applicable State or Federal Regulation regarding the payment of Local Government Contractual expenses and the provisions of the Contract Documents.
3. Risk of loss, destruction, or damage of or to goods under this Contract shall be assumed by the Contractor until acceptance of the goods and services by the Purveyor. All data obtained by Aqua Backflow on behalf of or from the Purveyor remains property of the Purveyor.
4. The Contractor represents and warrants that it will comply with all applicable Federal, State, and local laws concerning prevailing wage rates regarding the services provided under this Contract and all Federal, State, and local laws concerning equal employment opportunities.

5. This Contract represents the entire understanding between the parties and supersedes any contracts, agreements or understandings (oral or written) of the parties, with respect to the subject matter hereof. In the event of any conflict between the terms and conditions set forth in this agreement and the terms and conditions set forth in any Contract Documents annexed hereto, the terms and conditions of this Contract Documents shall govern. No term of this Agreement may be amended except upon written agreement of both parties.
6. Contract will be automatically renewed until thirty (30) days written notice via registered and certified U.S. Mail is received by either party in reference to contract cancellation. Terms may be renegotiated after initial contract expiration and annually thereafter. All notices shall be in writing and shall be deemed given when received or refused, to the parties at the following addresses:

If to Contractor:

*Aqua Backflow, Inc.
977 Elizabeth Street
Elgin, IL 60120*

If to Purveyor:

*City of Allen
305 Century Parkway
Allen, TX 75013*

7. Aqua Backflow shall receive \$1,500 from the Purveyor if the Purveyor elects to terminate the Cross Connection Control Program contract within the first year after implementation for any reason other than lack of performance by the contractor. \$18,000 from the purveyor if the Purveyors elects to terminate the Commercial Irrigation Audit Program within the first 2 years of implementation. These reimbursements defray start-up costs
8. Where the terms of this contract conflict with the provisions of the Contract Documents, the Contract Documents shall be binding.
9. Purveyor acknowledges that the services provided by Contractor are intended to assist the Purveyor in implementation and management of Purveyor services. Purveyor agrees that it does hold Contractor harmless and releases Contractor of any claims of any kind or nature whatsoever related to any incident or injury resulting from any act or omission not caused by Contractor. Further Purveyor does hereby release Contractor from any claims asserted by Purveyor or any third party on behalf of Purveyor related to any injury to property or person resulting from an event or occurrence alleged to be caused by any act or omission of Contractor, including but not limited to backflow incidents, latent or non visible cross connections, third party damage or the acts or omissions of third parties.


10. The failure of either party to insist upon strict compliance with any term of this Agreement in any one or more instances will not be deemed to be a waiver of its rights to insist upon such strict compliance with respect to any subsequent failure. If any term of this Agreement is declared invalid or unenforceable by a court or other body of competent jurisdiction or any arbitrator, the remaining terms of this Agreement will continue in full force and effect.
11. In any dispute resolution or suit filed between the parties in connection with this Agreement, the prevailing party will be entitled to recover its' reasonable attorney's fees and costs in such proceeding from the other party.

IN WITNESS WHEREOF, the City of Allen, by _____
name

_____, _____
title
of the City of Allen, and the Contractor have hereunto set their hands this 8th day of December, 2020.

Signed this 8th day of December, 2020.

Aqua Backflow, Inc
An Illinois Corporation

By: 
John Skirmont, President

Accepted this _____ day of _____, 20____.

The City of Allen, Texas

By: _____

Printed Name: _____

Position/Title: _____

ATTEST:

By: _____

Printed Name: _____

Position/Title: _____

Backflow Preventer or FOG Tracking Compliance at absolutely no cost to you – NOTHING!

*minimum quantity required

- Is your Cross Connection Control or FOG Program suffering due to lack of funding?
- Is your staff already overworked because of a manpower freeze or reduction?
- Have you always known the requirements for a CCC or FOG program but never had \$?

WHAT ARE YOU WAITING FOR?

Public and Staff Education included

Ordinance and Policy Review

Consultations

Training

Site Inspections

Educational Brochures

Web-Based CCC Programs

Unique User Online Dashboard

Simple Online Forms

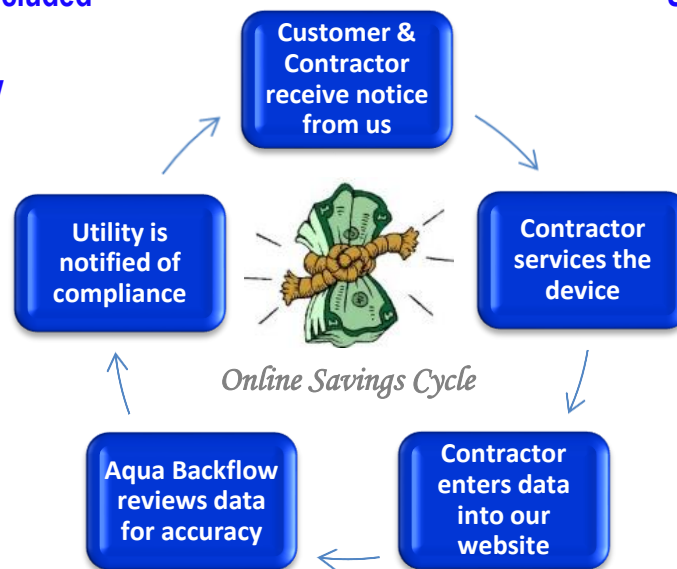
Easy Access

Eco-Friendly

Tester-Friendly

Secure Data Protection

Web-Based FOG Programs



NO SOFTWARE TO BUY
NO SOFTWARE UPGRADES
NO ANNUAL SOFTWARE FEES
NO PAPERWORK TO FILE
NO OFFICE STAFF REQUIRED

NO HEALTH BENEFITS TO PAY
NO PENSION BENEFITS TO PAY
NO VEHICLE TO PURCHASE
NO FUEL TO PAY FOR
NO POSTAGE COSTS

NO ENVELOPES OR LETTERHEAD
NO FORMS TO CREATE
NO ONGOING EDUCATION COSTS
NO LICENSING OR CERTIFICATION
NO

866-777-2124

Aqua Backflow, Inc

We increase our efficiencies, but NEVER our prices!

Lincolnshire, Village of



Backflow Prevention Assembly Test and Maintenance Report

Customer Information

Name Village of Lincolnshire Water Customer
Contact
Address 34 COLDSTREAM CIR
 LINCOLNSHIRE, IL 60069
Residential ☒ **Non-Residential** ☐

Assembly Information

Type RP **Model** 009QT
Size 1 **Serial#** 25246
Manufacturer Watts **Hazard** LawnIrrigation
Location Crawlspace
Hazard ID 3414017

Assembly Test Report

Initial Test		
Check Valve #1	Check Valve #2	Relief Valve
8.6	8.2	4.8
<input checked="" type="checkbox"/> Closed Tight	<input checked="" type="checkbox"/> Closed Tight	<input checked="" type="checkbox"/> Opened
<input type="checkbox"/> Leaked	<input type="checkbox"/> Leaked	<input type="checkbox"/> Did Not Open

Final Test		

Repairs and Notes: Device moved to outside, west side of house

Tester Information

The backflow prevention assembly detailed on this form has been tested and maintained as required by codes and regulations, is certified to be true & accurate, and is operating within acceptable parameters at time of testing. * Only Manufacturer's replacement parts have been used. **Test records must be kept for a minimum of three years

Tester Name Bruce DeHoog - Arrow Plumbing, Inc.
Tester License Expiration 05/31/2020
Certification # XC3187
Test Kit Mfr & Mod # Watts TK-99E
Serial # TG04162013
Company Arrow Plumbing, Inc.
Address 547 North Ave
 Libertyville, IL 60048-
Phone (847)549-9600

PASS

Test Date: 08/02/2019
Date Submitted: 08/08/2019

Cross Connection Control (Backflow) Program

Warrenville, IL – The City of Warrenville has elected to move forward with an eco-friendly online cross connection control (backflow preventer) tracking program. The Illinois Environmental Protection Agency (IEPA) requires every water supplier to develop and implement a comprehensive cross connection control program for the elimination of existing cross connections and prevention and protection from all future cross connections.

Backflow preventers may be found at any number of locations on your water systems. Typically, most commercial customers will have backflow preventers just after the water meter and also on wet fire protection systems. They may also have lawn irrigation systems which require backflow protection. Note too, that there may be other water connections throughout commercial or industrial facilities that also require backflow protection.

Residential backflow preventers may exist or be required on lawn irrigation systems, wet fire protection systems, hot water heating (boiler) systems, swimming pool fills, water features, etc. Backflow preventers may also be required if there is another water source on the site such as a well, pond, river, etc.

Backflow preventers are the property of the water customer and the responsibility lies with the customer for annual testing and maintenance. The water customer must contract with a licensed tester to perform the required annual tests. Most local plumbers are certified to test backflow preventers.

The contractor hired to implement and oversee Warrenville's backflow program is the specialized firm of Aqua Backflow, located in nearby Elgin. Aqua Backflow can be reached at 847-742-2296 with any questions. Warrenville's Public Works can be reached at 630-836-3051

The Warrenville Cross Connection Control Program is designed to safeguard public health. We ask for your cooperation with our program, its enforcement, and any requests for information that come from Aqua Backflow or City staff.

Cross Connection Control Notice:

LAWN SPRINKLERS – Federal, state, and local regulations require every municipal water supplier to develop, implement, and maintain a comprehensive Cross Connection Control program designed to safeguard the public water supply.

Cross connections are sometimes protected by a valve called a backflow preventer. Backflow preventers are the property of the water customer and the responsibility lies with the customer for required annual testing and maintenance. The water customer must contract with a licensed tester to perform the required annual tests and any necessary repairs. Most plumbing contractors and irrigation firms are certified to test backflow preventers. Please realize that there are costs associated with testing and maintaining backflow preventers.

Backflow preventers may be found at any number of locations on your water systems. Typically, commercial & industrial customers will have backflow preventers just after the water meter and also on wet fire protection systems. Lawn irrigation systems or other water connections throughout their facilities may also have or require backflow protection.

Residential backflow preventers may be found on lawn irrigation systems, wet fire protection systems, hot water heating (boiler) systems, swimming pool fills, water features, etc. Backflow preventers may also be found or required if there is another water source on the site such as a well, pond, river, etc.

Lawn sprinkler systems will be starting up soon. Plumbing Code and state regulations require that your backflow preventer be tested annually upon system start-up and/or when a backflow preventer is re-installed every season.

Aqua Backflow has been hired by your utility to assist with administering the backflow program. They specialize in cross connection control management. If you have or require backflow protection, you may be notified by them for compliance (testing, repairs, installations, inspections, or surveys). Aqua Backflow can be reached at 847-742-2296 with any questions. Aqua Backflow **does not** test, install, or repair backflow preventers.

Remember that Connection Control programs are designed to safeguard public health. We ask for your cooperation with our program, its enforcement, and any requests for information that come from Aqua Backflow or Utility staff.

Cross Connection Control Operations
977 Elizabeth Street
Elgin, IL 60120
PH: 847-742-2296
FAX: 847-214-9696
EMAIL: info@aquabackflow.com

Algonquin

SAMPLE



Backflow Prevention Assembly Test(s) Due

John Doe
123 Main St
Anytown, USA 60123

Site Id: 3061920
John Doe

123 Main St
Sample, WY 00000

Notice Date: 06/30/2015

Dear Sir/Madam:

As required by Federal, State, and Local regulations, the Village of Algonquin enforces its Cross Connection Control Program to keep our drinking water safe. Backflow preventer(s) currently located on your water system must be tested regularly.

It is the responsibility of the water customer to hire a licensed and/or certified backflow tester. Most plumbing contractors are licensed to perform these services.

**** A list of testers is available under the "Resources" tab at TrackMyBackflow.com ****

Immediately after testing your backflow preventer(s), your tester must enter the test results through the website of TrackMyBackflow.com. Be sure the pay your tester promptly, so he/she does not "hold" your test(s) due to non-payment. Late data entries may result in you receiving a non-compliance letter from us.

If you have questions about the program, please contact Aqua Backflow by emailing info@AquaBackflow.com or calling 847-742-2296. Aqua Backflow was hired by the Village to assist with Cross Connection Control operations. Your Village of Algonquin contact is Andrew Warmus, Utilities Superintendent at 847-658-2754 x 4420.

Thank you for your cooperation.

<u>Hazard ID</u>	<u>Test Due</u>	<u>Size</u>	<u>Model</u>	<u>Serial</u>	<u>Service/Location</u>
3403021	07-31-2015	1	800M4	657078	Please Identify / Please identify location

Last tester on record: ABC Testing, 847-742-2296

Cross Connection Control Operations
977 Elizabeth Street
Elgin, IL 60120
PH: 847-742-2296
FAX: 847-214-9696
EMAIL: info@aquabackflow.com

Algonquin



Backflow Prevention Assembly Test(s) Due - FINAL NOTICE -

John Doe
123 Main St
Anytown, USA 60123

Site Id: 3061920
John Doe

123 Main St
Sample, WY 00000

Notice Date: 06/30/2015

**Previous Notice Sent:
05-27-2015**

Dear Sir/Madam:

The Village of Algonquin enforces its Cross Connection Control Program to keep our drinking water safe. Backflow preventer(s) currently located on your water system must be tested regularly.

**You were previously notified of your obligation to have the backflow preventer(s) tested at your site.
To date, we have not received confirmation of successful tests being performed.**

It is the responsibility of the water customer to hire a licensed and/or certified backflow tester. Most plumbing contractors are licensed to perform these services. A list of testers is available under the "Resources" tab at TrackMyBackflow.com.

Immediately after testing your backflow preventer(s), your tester must enter the test results through the website of TrackMyBackflow.com. Be sure to pay your tester promptly, so he/she does not "hold" your test(s) due to non-payment. Late data entries may result in you receiving a non-compliance letter from us.

You have 15 days from the date of this letter to fulfill your obligation. If compliance is not met, your Utility may take further action, which may include penalties, fines, or termination of your water supply.

If you have questions about the program, please contact Aqua Backflow by emailing info@AquaBackflow.com or calling 847-742-2296. Aqua Backflow was hired by the Village to assist with Cross Connection Control operations. Your Village of Algonquin contact is Andrew Warmus, Utilities Superintendent at 847-658-2754 x 4420.

Thank you for your cooperation.

<u>Hazard ID</u>	<u>Test Due</u>	<u>Size</u>	<u>Model</u>	<u>Serial</u>	<u>Service/Location</u>
3403021	07-31-2015	1	800M4	657078	Please Identify / Please identify location

Last tester on record: ABC Testing, 847-742-2296

Aqua Backflow, Inc
Cross Connection Control Operations
977 Elizabeth Street
Elgin, IL 60120

Ph: 847-742-2296
Email: info@aquabackflow.com

'Nicer' verbiage Test Due



Backflow Prevention Assembly Test(s) Request

John Doe
123 Main St
Anytown, USA 60123

Site Id: 3061920
John Doe

123 Main St
Sample, WY 00000

Notice Date: 06/30/2015

Dear Water Customer:

Our records indicate that your backflow preventer test anniversary date is approaching. As required by federal, state, and local regulations, backflow preventer(s) located on your water system should be tested regularly. Citizens Energy Group utilizes its Backflow Prevention and Cross Connection Control Program to keep our drinking water safe.

The responsibility lies with you to hire a licensed/certified backflow tester. Most plumbing contractors are licensed to perform these services. A tester list is available under the "Resources" tab at TrackMyBackflow.com.

After testing your backflow preventer(s), the tester enters the results on TrackMyBackflow.com. The tester also pays your \$9.95 per device filing fee. Please be sure to pay your tester promptly, so he/she does not hold your test(s) due to non-payment. Your test submission status can be viewed under the *Resources* tab at www.TrackMyBackflow.com. Click *My Backflow* and enter the requested information.

Be aware that if testing is not performed, Citizens may take further action. Actions may include penalties, fines, or possibly even termination of your water supply.

Contact Aqua Backflow with questions by emailing info@AquaBackflow.com or calling 847-742-2296. Aqua Backflow was hired by Citizens to assist with Cross Connection Control program operations, but does not test, repair, or install backflow preventers. General information about the backflow prevention program may be found on Citizens' website at www.citizensenergygroup.com.

Thank you for your cooperation.

<u>Hazard ID</u>	<u>Test Due</u>	<u>Size</u>	<u>Model</u>	<u>Serial</u>	<u>Service/Location</u>
3403021	07-31-2015	1	800M4	657078	Please Identify / Please identify location

Last tester on record: ABC Testing, 847-742-2296



Protecting your water supply from contamination

977 Elizabeth Street, Elgin, IL 60120 (847) 742-2296 (847) 214-9696 fax

www.AquaBackflow.com

Backflow Assembly - Permanent Removal Form

If you have questions about the Utility's Cross Connection Control and Backflow Prevention Program, contact Aqua Backflow. Aqua Backflow was hired by your Utility to assist with operations. You may contact us at 847-742-2296 or info@aquabackflow.com.

Please complete and return this form, with photo evidence, to the mailing address, fax number, or email above within 30 days. This form must be signed by the water customer. It is recommended that you consult with and/or hire a licensed plumber or professional irrigation company. A representative from the Utility may, at their discretion, perform an on-site inspection after the form and supplemental photos have been submitted.

Site Address _____ City _____ State _____ Zip _____

Device Mfr. _____ Model _____ Size _____ Serial No. _____ Serves _____

1. IS THE BACKFLOW ASSEMBLY STILL ON THE WATER LINE?

☐ YES ☐ NO

If the backflow device is on the water line and is connected to the water supply, it must be tested annually even if the water has been turned off.

2. IF THE BACKFLOW ASSEMBLY HAS BEEN TAKEN OFF THE WATER LINE, WHERE IS THE VALVE NOW?

☐ IN STORAGE ☐ DESTROYED ☐ OTHER _____

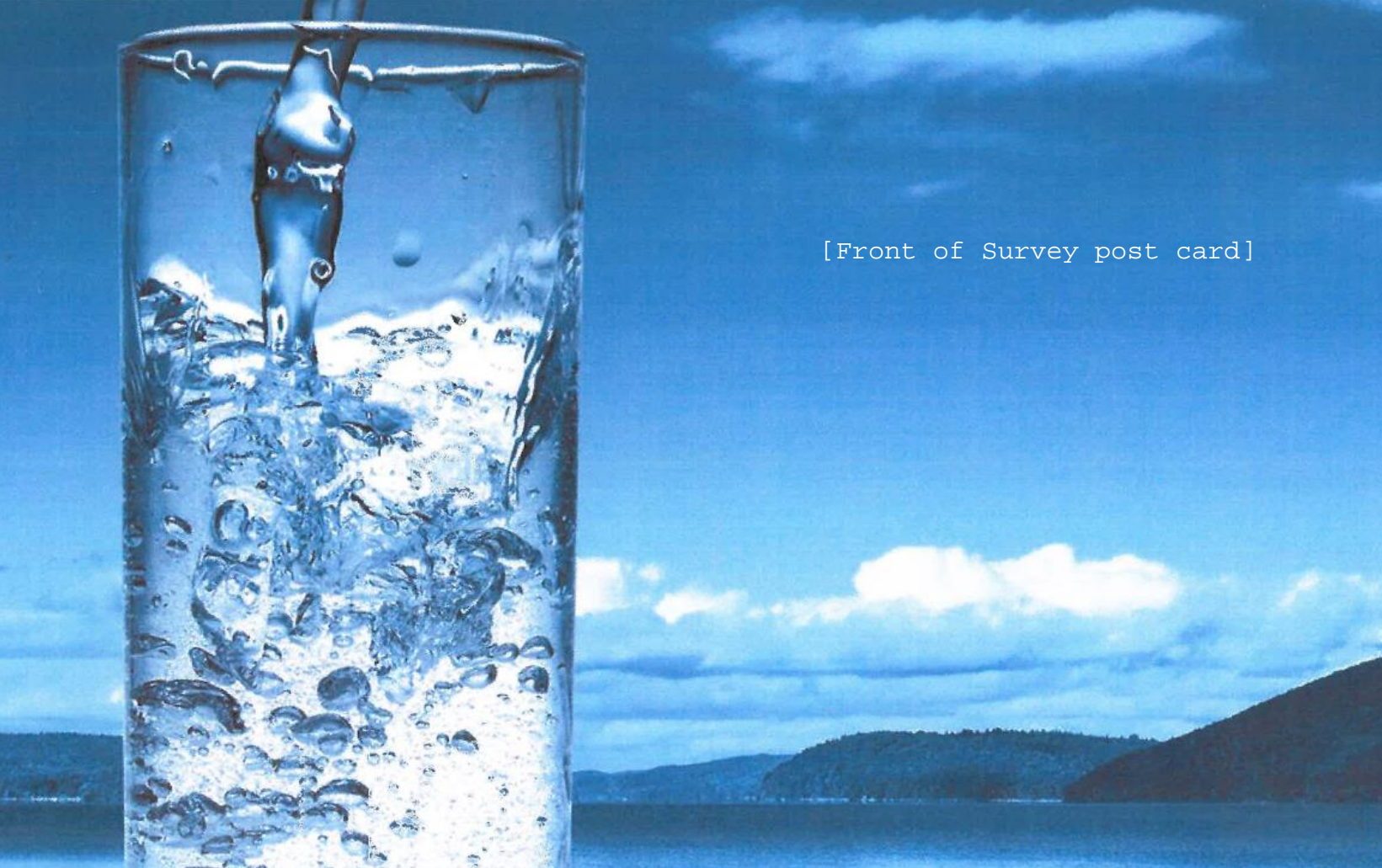
Photos must be included with the submission of this form. Please take a photo depicting that the backflow assembly has been removed and there is physical disconnection between the irrigation system & the water supply. Please also photograph the permanent cap at the water source, showing that there is no pipe dead-end, per code.

Water Customer's Printed Name _____ Water Customer's Signature _____ Date Signed _____

I, the Water Customer, hereby certify that, to the best of my knowledge, the information contained hereon is accurate and true. No cross connections or conditions that may potentially permit the backflow of contaminants and/or pollutants from the Water Customer's piping system into the public water distribution system are present. Piping systems within the Water Customer's premises shall conform in all respects to the latest revision of Administrative & Plumbing Codes, the AWWA Cross Connection Control and Backflow Prevention M-14 Manual, other state regulatory agencies, and the Cross Connection Control Regulations of the Water Utility. I have received information about the requirements to prevent backflow from occurring from the Water Customer's piping systems and understand that I am responsible for illegal cross connections that may result from modifications to the Water Customer's piping systems after the date of this completed form. I agree to indemnify and hold harmless the Utility and/or Aqua Backflow for any claims of property damage, personal injury, or death that may result from any illegal cross connection from my piping system to the public water distribution system. I understand that the Utility may, at their discretion, remove the water meter.

OFFICIAL USE ONLY:

☐ Received by ABF Date _____ ☐ Received by Utility Date _____
☐ Entered into database Date _____ ☐ Entered into database Date _____



[Front of Survey post card]



Village of Oak Park
201 South Blvd
Oak Park, IL 60302

[Back of Survey post card]

WATER USE SURVEY

- Cross Connection Control Program -

The Village of Oak Park proudly supplies millions of gallons of safe, clean water every day to our customers. Our water quality meets or exceeds the standards established by United States Environmental Protection Agency (EPA) and Illinois Environmental Protection Agency (IEPA) Regulations.

Per the IEPA, we must perform a “survey” of all water customers every other year to help protect our water systems. This is NOT an optional survey.

Our program management firm of Aqua Backflow has helped us with our green initiative and created an eco-friendly online survey form for you to complete. It takes only a few moments and there is no cost to you.

Please visit TrackMyBackflow.com within 30 days. Click on the Forms tab. Click Water Use Survey. Enter your Site ID # «Site ID» and complete the questionnaire.

If you have any questions or are unable to complete online, please contact Aqua Backflow at 847-742-2296 or info@aquabackflow.com.

THANK YOU for your cooperation and assistance in keeping our water safe!

CURRENT OCCUPANT OR

«Contact»

«Company»

«Address»

«City», «State» «Zip»

SITE ADDRESS: «Address»

EPA requirements, State Plumbing Codes, the Department of Natural Resources, the Department of Environmental Protection, etc **ALL** have requirements regarding the safety of the water that you supply to your residents & businesses in your city, town, village, county, township, re-seller, water authority, etc.

...public water users must have their sites inspected...existing backflow assemblies must be tested annually by a licensed tester... an approved cross connection control program shall be in place...

Aqua Backflow

Municipalities, Townships, Cities, Villages, Counties, Public Water Districts, Public Water Suppliers, Military, etc ...Serving all businesses & residents!

Aqua Backflow includes the expertise of licensed Cross Connection Control Inspectors, Testers, and Program Managers with decades of backflow experience, an ongoing continuing education program, as well as a fully trained support staff. The Department of Public Health, the Environmental Protection Agency (EPA), and several State organizations oversee our licensing.

Aqua Backflow experts have the knowledge, up-to-date computer software, experience, and GPS tracking to implement a Cross Connection Control and/or F.O.G. Program to meet your specific needs. Let us customize a program to work within your budget and compliment your existing program, or implement a new program for you.

- Management Services –
Web Based Programs Available
- Consultations - Mailings –

Call us for a free consultation!

Proudly serving Water Utilities and the Military around the globe



Aqua Backflow

977 Elizabeth Street
Elgin, IL 60120
Phone (866) 777-2124
Fax (866) 777-2125

www.AquaBackflow.com
www.BackflowCases.com

www.TrackMyBackflow.com
www.TrackMyFOG.com

Aqua Backflow

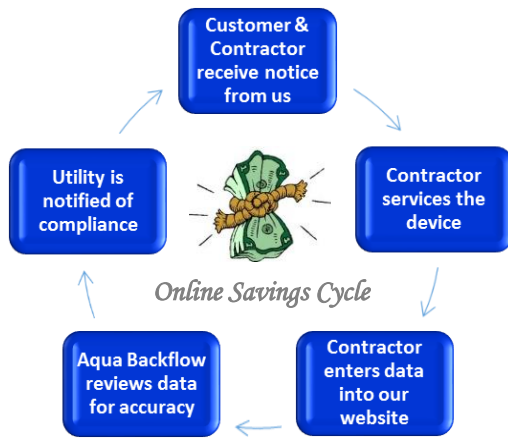
Protecting your water supply from contamination.

CROSS CONNECTION CONTROL & F.O.G. MANAGEMENT SERVICES

- ▶ **ORDINANCE REVIEW**
- ▶ **CONSULTATIONS**
- ▶ **PUBLIC EDUCATION**
- ▶ **BROCHURES**
- ▶ **MAILED SURVEYS**
- ▶ **SITE INSPECTIONS**
- ▶ **CUSTOMIZED MAILERS**
- ▶ **COMPLIANCE TRACKING**
- ▶ **WEB BASED PROGRAMS**
www.TrackMyBackflow.com
www.TrackMyFOG.com



TrackMyBackflow.com



**\$30 a month for online
Backflow or FOG tracking!**

Aqua Backflow

FILLING A NEED TO PROTECT
OUR WATER SUPPLIES

Are you experiencing:

- Budget Cuts?
- Staffing Reductions?
- Lower Revenue?
- Computer Hardware/Software Issues?
- Stacks of Paperwork on your desk?

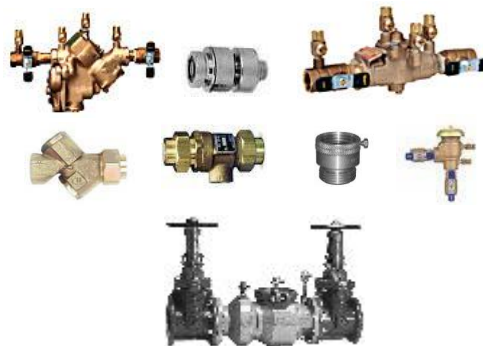
**Let our online programs lighten
your work load *and* create a new
revenue stream for you!**

**Low-cost programs with
high-end results.**

History has shown that our pricing
structure is extremely competitive
and will cost you less than in-house!

**Do you have the pictured
assemblies throughout
your community?**

Are you tracking them?



***...If not,
you should be!***

What is a Cross Connection?

A cross connection is any connection
between a potable (drinking) water supply
system and any source of “non-potable” or
“non-drinkable” liquid, solid, or gas. Under
certain circumstances, a “non-drinkable”
substance could either be pulled or pushed
into the drinking water supply. This is called
backflow.

Backflow can reverse the flow of water or
other substances into the public or private
water system, resulting in chemicals or
contaminants getting into the drinking water.
In other words, the water is flowing in the
opposite direction from what it is intended.

Testimonials:

It is my opinion that the entire staff at
Aqua Backflow has been very professional
and your company has been doing an
outstanding job for us. I personally would
recommend your company to anyone
looking for your services.

...Very good reports, told us exactly what
we needed...more than expected.

It's absolutely delightful to call Aqua
Backflow and get personalized
assistance...

...we would recommend Aqua Backflow
be used by every municipality to protect
the health of their residents.

Just wanted to drop you a note to let you
know how wonderful it is to deal with a
company that has such good customer
service.

Important information from the
City of Evansville regarding the safety
of your water supply!

Evansville Water Customer

Evansville's

Cross Connection Control Program

The City of Evansville proudly supplies millions of gallons of safe, clean water every day to our customers. Our water quality exceeds the standards established by the United States Environmental Protection Agency (EPA) and IDEM Regulations.

Congress established the Safe Drinking Water Act in 1974 to protect human health from contaminants in the drinking water.

The IDEM and Indiana Plumbing Codes require every water supplier to develop and implement a comprehensive cross connection control program for the elimination of all existing cross connections and the prevention of all future cross connections.

The Evansville Cross Connection Control Program is designed to safeguard public health. We ask for your cooperation with our program and its enforcement.

CBBP



Carbonated Beverage
Backflow Preventer

AVB



Atmospheric Vacuum
Breaker

The City of Evansville has contracted with *Aqua Backflow* to assist with the Water Utility's Cross Connection Control Program.

Aqua Backflow may contact you to request information, require a backflow test, or more. Your cooperation and courtesy is appreciated as we perform the required tasks for a complete cross connection control program. Please note that you may be asked to test or install backflow protection where needed in accordance to the State of Indiana Plumbing Code & IDEM Regulations

Let's keep our drinking water safe.

Aqua Backflow

977 Elizabeth Street

Elgin, IL 60120

Phone (866) 777-2124

Fax (866) 777-2125

www.AquaBackflow.com

www.TrackMyBackflow.com

For backflow stories, please visit

www.BackflowCases.com



Jeff Merrick

City of Evansville

Regulatory Compliance Officer

1500 Waterworks Rd

Evansville, IN 47720

(812) 428-0548

What is a Cross Connection?

Plumbing cross-connections are defined as actual or potential connections between a potable and non-potable water supply. This may cause a backflow condition or a serious health hazard to occur.

What is Backflow?

Backflow is when the water in your pipes (the pipes after the water meter) goes backwards (the opposite direction from normal flow).

There are two situations that can cause a backflow condition.

“Back Pressure” – a pressure greater than the supply pressure that may cause backflow.
(High-pressure boiler or pressure washer)

“Back Siphonage” – the creation of a backflow as a result of negative pressure.
(Water main break or use of fire hydrants)

Along with the required backflow preventers and their regular maintenance, site inspections or surveys may be performed at properties that present a potential hazard to our water systems:

* *External* (“site”, or “containment”) – to protect the City’s water supply from cross connections on the customer’s premises.

* *Internal* (“hazard”, or “isolation”) – to protect the customer from potentially hazardous cross-connection in their own system.



Dual Check w/vent



Reduced Pressure Zone



What is considered a potential hazard?

Cross-connections can occur at many points throughout a distribution system and a community's plumbing infrastructure. Cross-connections can be identified by looking for physical interconnections (or arrangements) between a customer's plumbing and the water system. Some examples of backflow incidents that occur are:

► Chemicals backflowing (backsiphoning) through a hose into indoor plumbing.

Over ½ of the nations cross-connections are from unprotected garden hoses!

► Carbonated water from a restaurant's soda dispenser entering a water system due to backpressure.

► Backsiphonage of chemicals from industrial buildings into distribution system mains.

► Backflow of boiler corrosion control chemicals into a building's water supply.



There are numerous, well-documented cases where cross-connections have been responsible for contaminating drinking water, and have resulted in the spread of disease.

The problem is a dynamic one, because piping systems are continually being installed, altered, or extended.

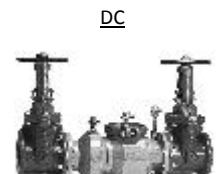


November, 2011 – Columbia, SC:

(WLTx) News19 anchor Andrea Mock discovered her home was missing an irrigation system backflow preventer after brown water ran through her tap. When DHEC came to test her water, they found an elevated level of 2, 4, D, an herbicide. Mock said, "As soon as I found out we didn't have this part, I called DHEC because I wanted to see what we had been drinking. And that test would only show what was in the water on that particular day. There's no telling what we might have consumed over the past five years. Without this part, anything we put on our grass had the potential to come into our water."



Pressure Vacuum Breaker



Double Check Valve

Did you know...

Your water can become contaminated if connections to your plumbing system are not properly protected!

The purpose of the local Cross-Connection Control Program, as required by State Plumbing Code and Regulations, is to ensure that everyone in the community has safe, clean drinking water.

Public Health & Safety....

To avoid contamination, backflow preventers are required by state plumbing codes wherever there is an actual or potential hazard for a cross-connection. The Wisconsin Department of Natural Resources requires all public water suppliers to maintain an on-going Cross-Connection Control Program involving public education, onsite inspections, and possible corrective actions by building owners if required.

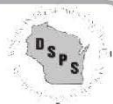
More Information

WI Department of Safety and Professional Services (formerly DOC)
www.dsps.wi.gov

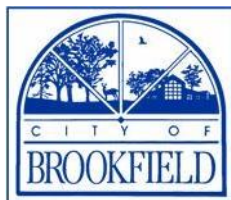
WI Department of Natural Resources
www.dnr.wi.gov

Environmental Protection Agency (EPA)
www.epa.gov

Cross-Connection Control / Backflow Prevention
www.AquaBackflow.com



Mark Simon
Water Superintendent
19700 Riverview Drive
Brookfield, WI 53045
(262) 796-6717



Drinking Water Information



City of Brookfield Water Utility
19700 Riverview Drive
Brookfield, WI 53045

SAMPLE

Residential Water User Cross-Connection Hazards

Bathrooms & Kitchens



We're All Connected.....

**Maintaining the integrity of your
public drinking water system.**

What is a Cross-Connection?

A cross-connection is an actual or potential connection between the safe drinking water (potable) supply and a source of contamination or pollution. State plumbing codes require approved backflow prevention methods to be installed at every point of potable water connection and use. Cross-Connections must be properly protected or eliminated.

How does contamination occur?

When you turn on your faucet, you expect the water to be as safe as when it left the treatment plant. However, certain hydraulic conditions left unprotected within your plumbing system may allow hazardous substances to contaminate your own drinking water or even the public water supply.

Water normally flows in one direction. However, under certain conditions, water can actually flow backwards; this is known as Backflow. There are two situations that can cause water to flow backward: back siphonage and backpressure.

Backsiphonage

May occur due to a loss of pressure in the municipal water system during a fire fighting emergency, a water main break or system repair. This creates a siphon in your plumbing system which can draw water out of a sink or bucket and back into your water or the public water system.

Backpressure

May be created when a source of pressure (such as a boiler) creates a pressure greater than the pressure supplied from the public water system. This may cause contaminated water to be pushed into your plumbing system through an unprotected cross-connection.

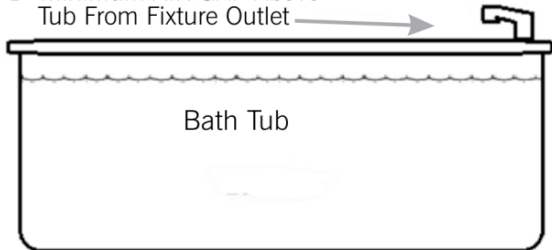
In the Bathroom - Hand Held Shower Fixture

The hand held shower fixture is compliant if:

- When shower head is hanging freely, it is at least 1" above top of the flood level rim of the receptor (tub)
- Complies with **ASSE#1014**
- Has the **ASME code 112.18.1** stamped on the handle



1" Minimum AIR GAP Above
Tub From Fixture Outlet



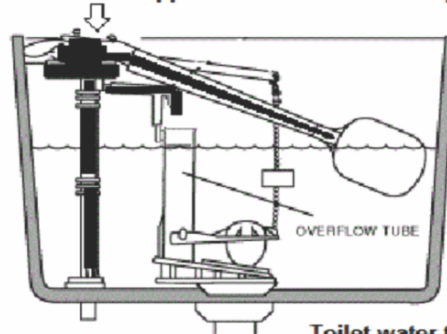
Bath Tub

In the Bathroom - Toilet Tanks

There are many unapproved toilet tank fill valve products sold at common retailers which do not meet the state plumbing code requirements for backflow prevention.

- Look for the **ASSE #1002** Standard symbol on the device and packaging
- Replace any unapproved devices with an **ASSE #1002** approved anti siphon ball-cock assembly. Average cost is typically \$12 to \$22 at home improvement stores
- Verify overflow tube is one inch below critical level (CL) marking on the device

ASSE #1002 Approved Ball Cock Assembly



Toilet water tank

Insights to protect your drinking water

Do...

- Keep the ends of hoses clear of all possible contaminants.
- Make sure dishwashers are installed with a proper "air gap" device.
- Verify and install a simple hose bibb vacuum breaker on all threaded faucets around your home.
- Make sure water treatment devices such as water softeners have the proper "air gap", which is a minimum of one inch above any drain.

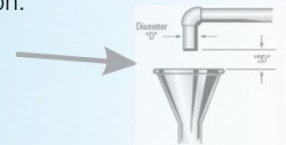
Hose bibb Vacuum Breaker



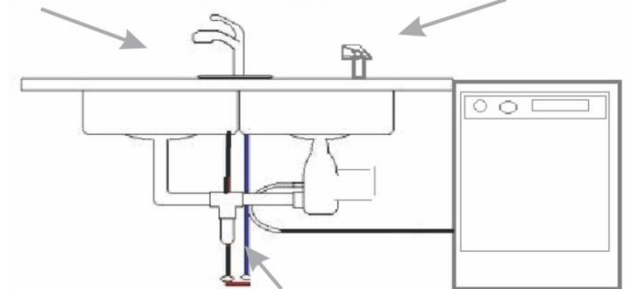
Don't...

- Submerge hoses in buckets, pools, tubs, sinks or ponds.
- Use spray attachments without a backflow prevention device.
- Connect waste pipes from water softeners or other treatment systems directly to the sewer or submerged drain pipe. Always be sure there is a one inch "air gap" separation.

Air Gap



In the Kitchen



Hoses and water treatment devices may create a potential backflow hazard if not properly isolated with backflow prevention methods.

What is a Cross Connection?

A cross connection is any connection between a potable (drinking) water supply system and any source of “non-potable” or “non-drinkable” liquid, solid, or gas. Under certain circumstances, a “non-drinkable” substance could either be pulled or pushed into the drinking water supply. This is called backflow.

Backflow can reverse the flow of water or other substances into the public or private water system, resulting in chemicals or contaminants getting into the drinking water. In other words, the water is flowing in the opposite direction from what it is intended.

Annual testing & reporting required:

Not allowed in Illinois



PVB/SVB



RP & RPDA



DC & DCDA

Annual testing not required:



Water purveyors around the globe have contracted with ***Aqua Backflow*** to manage the Water Utility's Cross Connection Control Program.

Aqua Backflow may contact you to request licensing information, ask for copies of certifications, ask for backflow test kit information, or more. Your cooperation is appreciated as we perform the required tasks for a complete cross connection control program. Please note that all test procedures and installations shall follow Federal, State and local Plumbing and Cross Connection Control Codes and regulations.

Let's keep our drinking water safe!

Aqua Backflow

977 Elizabeth Street

Elgin, IL 60120

Phone (847) 742-2296

Fax (847) 214-9696

Email: info@AquaBackflow.com

www.AquaBackflow.com

For backflow stories, please visit

www.BackflowCases.com

For online backflow tracking,

Please register at and/or visit

www.TrackMyBackflow.com

For online Fats, Oils, and Grease

(FOG) tracking, please visit

www.TrackMyFOG.com

Aqua Backflow's

TrackMyBackflow.com

CROSS CONNECTION CONTROL PROGRAM GUIDE

***This brochure may be used
as a procedural guide for:***

- Backflow testing companies
- Backflow testers
- Plumbing contractors
- Plumbers
- Office support staff

Backflow Prevention tracking over the internet

...why have you received this brochure?
***A water purveyor in your area has
elected to utilize our efficient and
Earth-friendly online backflow
tracking program.***

Please contact us for our
current customer list.

As required by the Safe Drinking Water Act, EPA Guidelines, State Codes, and Local Regulations:

...public water users must have their sites inspected...existing backflow assemblies must be tested annually by a licensed tester... an approved cross connection control program shall be in place...

In an effort to keep costs low, to be environmentally-friendly, and to be more efficient, water purveyors in your area have chosen to utilize our online backflow tracking program.



How the Process Begins:

Go to:

www.TrackMyBackflow.com

Register as a new backflow tester



Once registered, you will receive a registration confirmation email within 24 business hours and a request for copies of your actual tester license/certification; test kit information; last test kit calibration certificate, etc.

Once all data has been received and verified, we will send you a user name and password. Then, proceed to TrackMyBackflow.com and log in.

Track My Backflow

User Name
Password
Login

Remember Me

☐

Now that you are logged in:

The Dashboard shows sites where your company is the last tester on record. **To add a new test:**

- 1) Select "Enter Test Results"
- 2) Locate your backflow preventer by entering the serial # and building #, OR the Hazard ID #, OR Site ID #.
 Houses represent sites
 Triangles represent hazard
- 3) Select "Add Test"
- 4) If device information is missing, complete the noted fields.
- 5) Complete the test form as you would any other. Fill in the initial test results, final test results will only apply to devices that were successfully repaired. Submit the data.
- 6) If you have more tests to enter, repeat steps 1 - 5. When finished, click My Company, Shopping Cart and highlight tests to be processed. You can pay for many tests at one time.
- 7) To cover costs of the program, a filing fee is often charged for test submissions. Tests are not considered "submitted" until they are paid for.
Contact us for a current price list.
- 8) Payment options include:
VISA * M/C * Discover * Debit
American Express * PayPal
Savings/Checking Withdrawal

Not computer savvy?

Let **Aqua Backflow** enter the data for you.
(a \$4 data entry fee is then required for each report)