

**Who ya going to call?**

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**WHY WOULD YOU PUNISH A GOOD CUSTOMER?**

- NEED TO GENERATE FUNDS?
- HAVE NO CLUE HOW TO ADMINISTER A CCC PROGRAM?
- MAYBE ADMINISTRATORS THAT CONSIDER THE BOTTOM LINE MORE IMPORTANT THAN THE HEALTH AND SAFETY OF YOUR CUSTOMERS?

**WHAT ABOUT YOUR CUSTOMERS?**

- *OH NO, THE LETTER!*
- *WHAT DO I HAVE TO DO?*
- *WHO DO I CALL?*
- *WHO CAN I TRUST?*
- *WHAT IS A BACKFLOW PREVENTER?*
- *IS THIS REAL OR JUST ANOTHER SCAM?*

**HOW DO YOU PUNISH YOUR GOOD CUSTOMERS?**

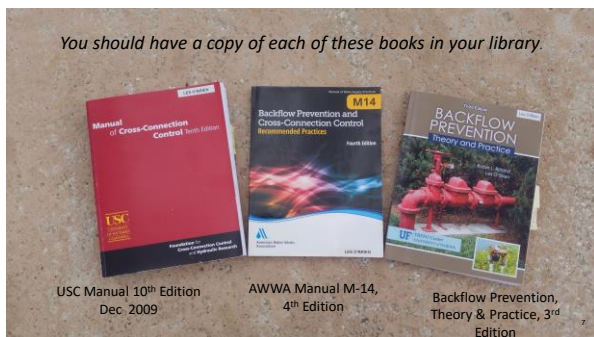
- REQUIRING FIELD TESTS THAT ARE UNNECESSARY?
- REQUIRING REPLACEMENT OR REPAIR THAT IS UNNECESSARY?
- REQUIRING EXCESSIVE FEES FOR TESTING?

**IF I HAVE COMPLIED AND INSTALLED AN ASSEMBLY...**

- My neighbors are protected from me.
- Why am I paying but my neighbors are not?
- Shouldn't everyone be sharing the costs?

**INFORMATION FOR WATER PURVEYORS**

- Make sure your approved testers are up to date.
- Have your legal counsel review your CCC program.
- Make sure your Ordinance or Policy meets Industry Standards.



### INFO TO SEND TO YOUR CUSTOMERS

- IT IS TIME FOR THE ANNUAL FIELD TEST. THIS TEST IS REQUIRED FOR ALL APPROVED BACKFLOW PREVENTION ASSEMBLIES. (FDEP RULES)
- ALL OF THE BACKFLOW MANUFACTURERS RECOMMEND THAT THE ASSEMBLIES BE TESTED AT LEAST ONCE A YEAR.
- YOU MAY RECEIVE A LIST OF APPROVED AND CERTIFIED BACKFLOW PREVENTION TESTERS FROM YOUR WATER COMPANY.
- PLEASE CONTACT ONE OF THE TESTERS ON YOUR LIST. YOU MAY WANT TO CALL SEVERAL TESTERS AND GET A QUOTE FOR THE CHARGES.
- **NOT ALL CERTIFIED TESTERS RECEIVE THE SAME TRAINING.**

### REQUIRED ANNUAL FIELD TEST

- THE ANNUAL FIELD TEST NORMALLY TAKES ABOUT 10 MINUTES. IF IT NEEDS A CLEANING OR NEW REPAIR PARTS IT MAY TAKE A FEW MINUTES MORE. USUALLY THE INITIAL TEST, A GOOD CLEANING, REPLACING ANY DAMAGED RUBBER PARTS, AND A FINAL TEST CAN BE ACCOMPLISHED IN ONE HOUR FOR ASSEMBLIES TWO INCHES AND SMALLER.

### COST TO TEST A BACKFLOW ASSEMBLY

- THE AVERAGE COST IN FLORIDA FOR RESIDENTIAL TESTING IS ABOUT \$50.00. COMMERCIAL CUSTOMERS MAY BE SLIGHTLY MORE.
- THESE APPROVED BACKFLOW PREVENTION ASSEMBLIES ARE DESIGNED TO LAST TWENTY PLUS YEARS WITH PROPER MAINTENANCE. THEY SHOULD NOT BE REPLACED UNLESS PARTS ARE NO LONGER AVAILABLE OR IF THE ASSEMBLY HAS SUSTAINED DAMAGE TO THE BODY.
- SOME TESTERS WILL TELL YOU THE ASSEMBLY NEEDS TO BE REPLACED. THIS IS RARELY TRUE.

### TESTING & REPAIR

- THE CERTIFIED TESTERS CAN ORDER AND RECEIVE REPAIR PARTS WITH A NEXT DAY DELIVERY. MANY WILL HAVE THE PARTS ON THEIR TRUCK.
- IF THE ASSEMBLY NEEDS TO BE REPAIRED THE RUBBER PARTS REPAIR KITS ARE USUALLY VERY REASONABLE.

### YOUR ASSEMBLY MAY ONLY NEED TO BE CLEANED



**ASSEMBLIES ARE EASILY REPAIRED**

- REMEMBER, THESE ASSEMBLIES ARE DESIGNED TO BE EASILY REPAIRED. IF THE TESTER TELLS YOU THAT THE ASSEMBLY MUST BE REPLACED ASK THEM TO GIVE YOU THE OLD ASSEMBLY. AFTER ALL IT IS YOURS. **YOU PAID FOR IT.** YOU CAN SEND THE REPLACED ASSEMBLY TO YOUR CCC SUPERVISOR AT THE UTILITY COMPANY. THEY CAN STUDY THE ASSEMBLY TO SEE WHAT HAS CAUSED THE FAILURE.
- OR GET A SECOND OPINION. THERE ARE OTHER TESTERS.

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NOW, FOR SOME INFORMATION FOR THE WATER PURVEYOR

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WHAT ABOUT PUBLIC EDUCATION?

- WINTERIZING THE ASSEMBLIES IN COLD CLIMATES
- THERMAL EXPANSION – PLUMBING CODE REQUIREMENTS
- INFORMATION ON LANDSCAPING

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### FIELD TESTING THE RP

- THE REDUCED PRESSURE BACKFLOW PREVENTION ASSEMBLY (RP) ONLY REQUIRES FOUR TESTS.

1. CHECK VALVE #1 MUST HOLD TIGHT.
2. THE RELIEF VALVE SHOULD OPEN BEFORE THE GAUGE DROPS BELOW 2.0 PSI.
3. CHECK VALVE #2 MUST HOLD TIGHT WITH BACKPRESSURE.
4. CHECK VALVE #1 SHOULD READ 5.0 PSI OR HIGHER ON THE GAUGE.

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### FIELD TESTING THE RP

THE ASSEMBLY SHOULD BE ABLE TO BE TESTED EVEN THOUGH THE **OUTLET SHUT-OFF VALVE HAS A SLIGHT LEAK.**

A LEAKING SHUT-OFF VALVE DOES NOT **FAIL** THE ASSEMBLY.

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### LAWN IRRIGATION SYSTEMS

- LAWN IRRIGATION SYSTEMS MUST HAVE EITHER A RP OR PRESSURE VACUUM BREAKER FOR PROPER PROTECTION OF YOUR DRINKING WATER AND THE PUBLIC WATER SYSTEM.
- THIS ALSO A PLUMBING CODE REQUIREMENT.

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### PRESSURE VACUUM BREAKER

- IF YOU HAVE A PRESSURE VACUUM BREAKER (PVB) THERE ARE ONLY TWO TESTS.
1. THE AIR INLET VALVE MUST OPEN BEFORE THE GAUGE DROPS BELOW 1.0 PSI.
  2. THE CHECK VALVE MUST HOLD A MINIMUM OF 1.0 PSI.

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## WHEN YOUR CCC PROGRAM IS IN TROUBLE...

### DOES YOUR CCC PROGRAM HAVE....

- A UF-TREEO CERTIFIED BACKFLOW ASSEMBLY TESTER ON STAFF?
- A PROPER ORDINANCE OR POLICY?
- UPPER MANAGEMENT WHO UNDERSTANDS YOUR PROGRAM AND SUPPORTS YOU?
- YOUR LEGAL COUNSEL IN FULL SUPPORT OF YOUR PROGRAM?
- A PROPER WAY TO FINANCE YOUR PROGRAM WITHOUT BURDENING YOUR CUSTOMERS?

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