

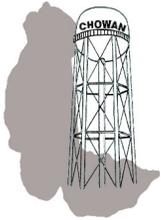
CHOWAN COUNTY WATER DEPARTMENT

POST OFFICE BOX 1030
EDENTON, NORTH CAROLINA 27932

NOTICE TO ALL CHOWAN COUNTY WATER CUSTOMERS

On February 4, 2008 the Chowan County Board of Commissioners adopted a Cross-Connection and Backflow Prevention Policy to be administered by the Chowan County Water Department. The purpose of the policy is to protect your water supply by preventing any water that has passed through a customer's meter from returning to the county water system, which is called backflow. By preventing backflow, the quality of the water in our water system is ensured. Most of our water customers will not have to do anything to comply with the new policy, however a small percentage will have to install backflow prevention devices. Please read the question/answers below to determine what, if anything you will have to do to comply with this new policy. Thank you for your interest in the water system.

1. **Why is the county doing this?** The State of North Carolina requires public water systems to have a cross connection policy.
2. **How will it affect me and what do I have to do?** That depends on how you use the water you purchase from the county. **We anticipate that more than 90% of our customers will not have to do anything.** If you are the typical **residential** user and you **do not** operate a business out of your home, and you **do not** have a permanently installed in-ground irrigation system, and you **do not** regularly fill chemical tanks from your home water system **you will not have to do anything, and this new policy does not affect you.** On these typical residential services, the county provides suitable cross connection protection in the meter box when the service is installed.
3. **What if I am a residential user, but I do operate a small business out of my home?** Depending on the type of business, you may have to add cross connection protection on your side of the meter. For example, if the small business does not use water as part of the business, such as accounting, or computer consulting, or a computer based business, etc., no additional protection would be required, and this new policy will not affect you. However, if the home based business does use water as a part of the business, such as a beauty shop or a farming operation that fills tanks from the residential water service, this new policy will require you to add cross connection protection on your side of the water meter. If you have any question as to whether or not cross connection protection is needed, please contact the Chowan County Water Department at 252-482-7477 for clarification.
4. **What if I am a residential user, but I have a permanently installed in-ground sprinkler system?** These users must install cross connection protection on your side of the meter. If the in-ground irrigation system does not use any pumps, or does not add chemicals to the water, an approved double check valve assembly (DCVA) must be added to your side of the meter. However, if the in-ground irrigation system does use a booster pump, or does add chemicals to the water, an approved reduced pressure zone (RPZ) assembly must be added to your side of the meter.
5. **I am a residential customer, but I regularly fill farm tanks from my home system. What do I have to do?** You must install cross connection protection on your side of the meter, and this protection must be either an approved reduced pressure zone (RPZ) assembly or an air gap.
6. **What if I am a commercial water customer?** A commercial water customer is a customer that has a water service to supply water to a business. **All commercial customers** must add cross connection protection on your side of the water meter. In this case, the type of cross connection protection required will depend on the type of business. Depending on the type of business, you may have to add cross connection protection on your side of the meter. For example, if the business does not use water as part of the business, such as accounting, realty, computer consulting, or a computer based business, etc., no additional protection would be required, and this new policy will not affect you. However, if the business does use water as a part of the business, such as a beauty shop or a farming operation that fills tanks from the water service, or the business uses chemicals, dyes, industrial fluids, or other potentially hazardous fluids as a part of the business, this new policy will require you to add cross connection protection on your side of the water meter. If you have any question as to whether or not cross connection protection is needed, please contact the Chowan County Water Department at 252-482-7477 for clarification. If the business does not use water as a part of the business, such as an accounting office or any other



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business that only uses water for domestic use such as for flushing toilets and for drinking water, the cross connection device would need to be a double check valve assembly (DCVA). Commercial users that use water as a part of the business operation will need at least a double check valve. Other commercial uses may require a higher level of protection that could be an approved reduced pressure zone (RPZ) backflow preventer or an air gap. Examples of commercial users that require either an approved RPZ or an air gap would be farming operations, plant farms, garden supplies, funeral homes, doctors and dentist offices, laundry operations, car washes, dye operations, etc. The Chowan County Water Department will assist you in determining the type of protection you must install; contact them at 252-482-7477.

7. **What if I am a commercial user and my facility has a fire sprinkler system?** If your fire sprinkler system does not add any chemicals to the water, such as for freeze protection or corrosion prevention, you will need an approved double check valve assembly (DCVA) installed on your side of the meter. If your fire sprinkler system does add chemicals to the water, you need to install an approved reduced pressure zone assembly (RPZ) on your side of the meter.
8. **If I determine that I need either an approved double check valve assembly, a reduced pressure zone backflow preventer, or an air gap, who is responsible for having this device installed, and for paying for and maintaining this new device?** You are. All testable devices, such as a DCVA or an RPZ, must be installed by a licensed plumber, must be tested by a certified backflow tester before initial operation, and must be annually re-tested by a certified backflow tester. A copy of all test results must be filed with the water department within 1015 days of the test. Please note that the county personnel cannot test these devices. Air gaps do not require that a licensed plumber install them, do not require any testing, and do not require annual reporting to the water department.
9. **How much is this going to cost me if I have to add one of these devices?** You will have to hire a plumber to do this work, and individual costs will vary depending on the complexity of the installation.
10. **I have determined from the above information that I have to add a backflow preventer. How soon must it be installed?** Existing water system customers will have until June, 2009 to have the device installed and tested. All new water customers must comply with the policy upon initial connection to the system.