

June, 2010
Office of the Town Manager

URGENT ATTENTION REQUIRED

Dear Water System User:

I have an important document in this mailing for your review and action. Enclosed is a questionnaire that is required of every water system user. The Virginia Department of Health regulates our system and requires Kilmarnock to review *every* water installation for the potential for “cross connection” every three years. We start this process with the questionnaire on the attached page and ask your cooperation in completing this.

Cross-connections, which are defined as actual or potential connections between a potable water supply and a non-potable source, are where it is possible for a contaminant to enter the drinking water supply. External contaminant introduction diminishes the water quality of drinking water distribution systems. I am requesting your support in protecting our community’s public water supply from contamination from other uses of water or “backflow”. Backflow occurs when water used in another application (for example: irrigation, swimming pools, industrial use) is caused to flow into the original source.

Please complete the questionnaire and return by July 15, 2010.

If we do not have a completed questionnaire we will have to complete a phone interview and perhaps an onsite inspection. This may require access to the interior of your location.

We will contact you in advance to arrange this. Anyone who comes to your home or business will have a Town of Kilmarnock identification card with them.

Please help us effectively use our resources by completing this information.

If you have an application where the potential for cross connection exists, an annual inspection of your cross connection prevention device(s) will be required. A listing of authorized inspectors is available at the Town offices or on our website, www.kilmarnockva.com/water-wastewater.

We thank you for your attention in completing the questionnaire. Should you have any questions, please contact me directly.

Tom

Tom Saunders
Town Manager
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1. Why does the Town of Kilmarnock have a Backflow Prevention and Cross Connection Control Program?

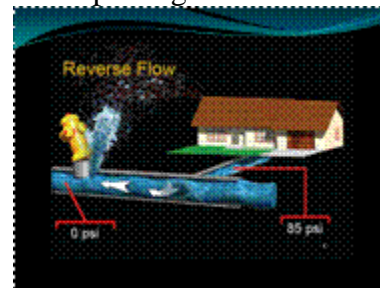
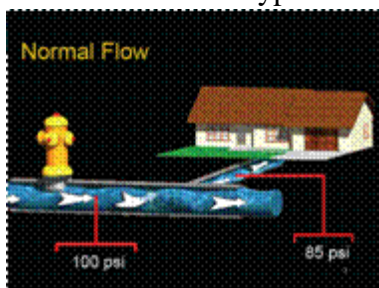
First and foremost, because we want to ensure that our water distribution system remains safe from harmful substances. It is also required by the Virginia Department of Health's (VDH) Waterworks Regulations. We, as your water system operator, are required to have this program as a condition for the issuance of our water system operator's license.

2. What is a cross-connection?

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

3. What is backflow?

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



4. What is backpressure?

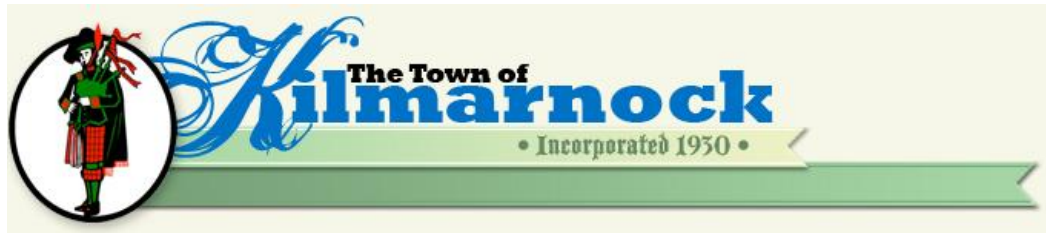
Backpressure is backflow caused by a downstream pressure that is greater than the upstream or supply pressure in a public water system or consumer's potable water system. Backpressure (i.e., downstream pressure that is greater than the potable water supply pressure) can result from an increase in downstream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

5. What is backsiphonage?

Backsiphonage is backflow caused by a negative pressure (i.e., a vacuum or partial vacuum) in a public water system or consumer's potable water system. The effect is similar to drinking water through a straw. Backsiphonage can occur when there is a stoppage of water supply due to nearby fire fighting, a break in a water main, routine maintenance flushing, or any other situation that causes a significant loss in water system pressure.

6. Why do water system operators need to control backflow? Backflow into a public water system can pollute or contaminate the water in that system, and each water supplier has a responsibility to provide water that is safe to drink under all foreseeable circumstances.

Furthermore, consumers generally have absolute faith that water delivered to them through a public water system is always safe to drink. For these reasons, each water supplier must take reasonable precautions to protect its public water system against backflow.



2010 Cross Connection Control Program: Water Consumer Questionnaire, June 2010

Every three years, the Town of Kilmarnock is required by the Virginia Dept. of Health to ensure that certain types of connections to the water system do not have the capability to send water backward into the central water supply. This is called “back flow” or “cross connecting” and preventing this is critical to maintaining a secure water system. You are being sent this questionnaire to determine if this situation could occur at your location(s). We are required by the Virginia Department of Health to have your response on file.

Name _____ Date _____
 Address _____
 Home Telephone _____

Property Owner if not current resident

Name _____
 Address _____
 City, State, Zip _____
 Telephone _____

Please check any item that may apply to your premises:

Outside Spigot without Vacuum Breaker	Swimming Pool	
Frost-proof Spigot without Vacuum Breaker	Jacuzzi / Hot Tub	
Yard Hydrant, Yard Spigot, Standpipe	Solar Heating System	
Shampoo Bowl/Sink	Steam or Hot Water Heating System	
Private Well, Spring or Cistern	Lawn Irrigation Sprinkler System	
Darkroom / Photo Development	Fire Protection Sprinkler System	
Mop Sink, Laundry Sink, Utility Sink with Hose Bibb Threads	Hose End Sprayer for Fertilizer or Other Chemicals	
Baptismal Pool	Pressure Booster Pump	
Dye Vat	Water Storage Tank	
Carbonated Drink Machine	Dialysis Equipment	

Please offer a brief description of any other items or treatment units connected to the water system on your property:

Please list any existing cross connection control devices you have installed and if they appear to be working properly:

Any additional comments:

**Please return this questionnaire to the Town offices by July 15, 2010.
 You may either mail or deliver to 514 N. Main Street.**

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Place
postage
here

Town of Kilmarnock
P.O. Box 1357
Kilmarnock, VA 22482