

Backflow Prevention Programs

BACKFLOW
PREVENTION SERVICES

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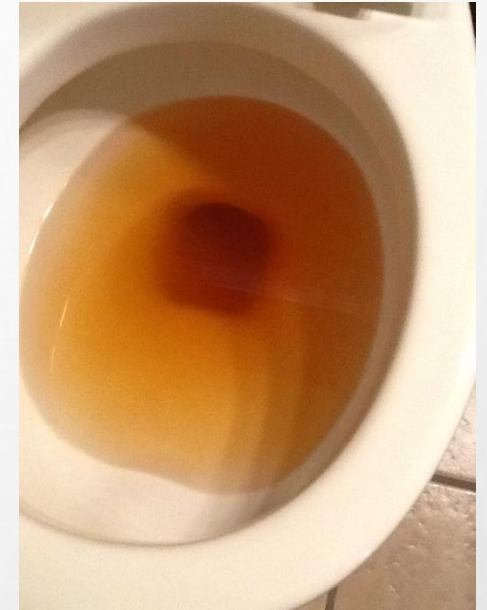
www.backflowpreventionservices.com

*Mitch
LeBas*



REASONS FOR A PROGRAM

1. Liability Issues
2. Public Confidence
3. Public Health Issues
4. PR Nightmare



HAWAII STATE REGULATIONS

HAWAII CODE OF RULES, TITLE 11 – CHAPTER 21

Establishes regulations on cross-connection control and backflow prevention. HCR effective 12/26/81

Purpose: To provide for the maintenance of a program to prevent contamination of potable water systems.

Installation and Location: Backflow preventers shall be installed above grade at the meter. (Containment protection)

Testing: Backflow preventers must be tested annually, when repaired or relocated, upon installation.

Backflow Prevention Programs



Water System should:

1. Involve Stakeholders - *particularly the customer*
2. Develop a Written Plan
3. Select Comprehensive Data Management Software Application
4. Identify Hazards through Surveys
5. Educate the Customer during the Survey

STAKEHOLDER INVOLVEMENT

1. Water System Personnel
2. Administrators
3. First Responders
4. Customers
5. Plumbers and Testers

CUSTOMER INVOLVEMENT

Educate the Customer

Explain the Purpose of the Program

Identify Hazards through Surveys

Empathy

Recognize Customer's Burdens

PLUMBER INVOLVEMENT

CONDUCT PLUMBER/TESTER MEETING

1. Prepare and distribute Plumber's Packet (approved test report and installation drawings)
2. Define test report submittal requirements
3. Discuss Permitting requirements (approved tester list)

Invite ALL plumbers in the area (even those without testing endorsement). May develop competitive pricing!

Discuss Enforcement for non-compliance!

Program Development Tasks

1. Create Ordinance
2. Craft Policy & Procedures Manual
3. Software Selection
4. Prepare Plumbers Packet
5. Review PWS Data

Program Implementation Tasks

1. Data Import into Software for Recordkeeping
2. Conduct Plumbers Meeting

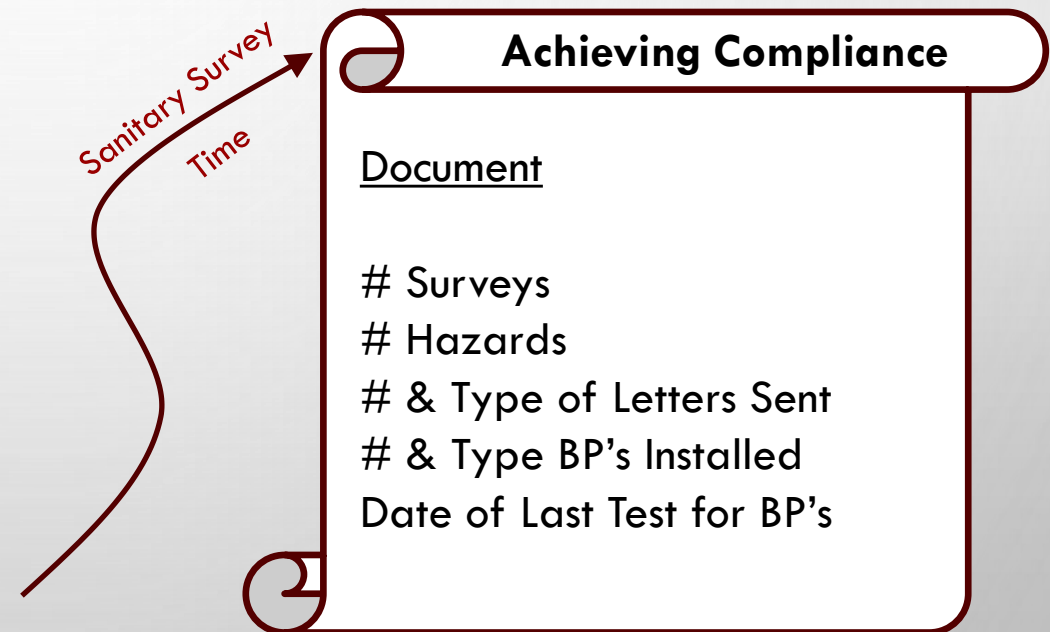
3. Perform Surveys

- a. Drive-by
- b. Technical

4. Letter Distribution

- a. Annual Test
- b. Due Install

5. Data Recordation



DRIVE-BY SURVEYS

SAMPLE OF FINDINGS



TECHNICAL SURVEYS

Actual Site Visits to all Non-Residential

Approach – **Follow the flow!** (from the water main)

Evaluate ALL water uses at a facility ... inside and outside.

3 types of potential surveys at each location

- Potable supply
- Fire supply
- Irrigation supply

LETTERS

After Surveys are complete, time to send letters.

1. Types of Letters

- A. Air Gap

- B. Due Install (1st, 2nd, 3rd)

- C. Annual Test (1st, 2nd, 3rd)

- D. Incorrect Installation

2. Content

3. Compliance Time

SEND LETTERS TIMELY!

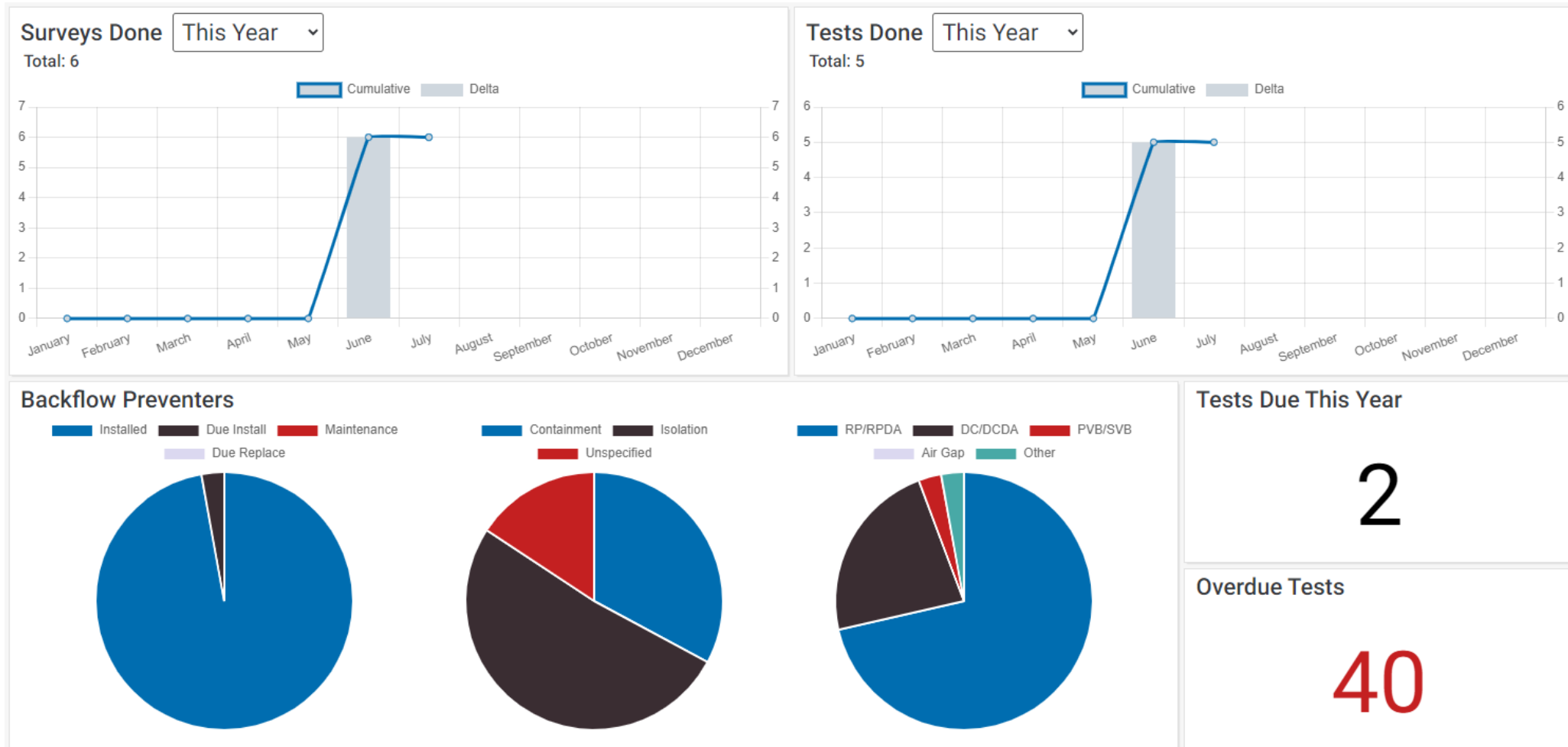
TEST REPORTS

1. Record Customer Information
2. Make, Model, and Serial Numbers
3. Accurately Record Test Results
4. Sign and Date Report

With Quality Software Application, this information should autofill upon Tester Login to perform test!

Regulatory Compliance Documentation

Program Status



Application should provide status of backflow prevention program.

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