**SAMPLE LETTER: NOTIFICATION OF INSPECTION**

(Letterhead)

Date

Customer Name

Address

City, State, Zip

Dear Customer:

 In accordance with the State of West Virginia Cross Connections and Backflow Prevention Regulations enacted April 1, 1976, (revised and accepted March 2004) the *(water company name)* has initiated a cross-connection and backflow prevention program. As part of this program, we will inspect your facility/home for the presence of cross-connections and determine the degree of hazard present. After inspection, you will be notified in writing of the results of the survey and any corrective action that will be necessary. You may be required to remove existing cross-connections or install backflow prevention assemblies or devices. Backflow is a reversal of normal flow in a drinking water distribution system. Normally, water flows from the water company’s public water distribution (piping) system into your home or business. During backflow, water flows from your plumbing system back into the distribution system. Any contaminants that are picked up while the water is in your plumbing system could contaminate the water in the public water supply. Backflow may occur due to either a build-up of pressure that overcomes the pressure of the public water supply or to a loss of pressure in the distribution system that causes water to be siphoned from your plumbing system.

 For backflow to occur, a cross-connection must exist. Two types of cross-connections exist, the direct connection and the submerged inlet. A direct connection is created by connecting one pipe to another pipe or container. A submerged inlet is a connection where incoming water enters a container below water level. The presence of either of these cross-connections may require that a backflow prevention assembly or device be installed on your premises.

 You will be contacted to arrange a convenient time for the inspection. If you have any questions regarding the inspection please contact the *(water company name)* at  *(telephone number).* We appreciate your cooperation in helping us maintain a clean and safe water supply.

 Sincerely,

 *(Name)*

 *(Title)*