

## OUR PROMISE

At Aquatera, we promise to provide trusted quality, valued service and peace of mind to our customers and communities.

## BYLAWS AND CROSS CONNECTION CONTROL POLICY

[www.aquatera.ca/transparency-growth/reporting-and-policies](http://www.aquatera.ca/transparency-growth/reporting-and-policies)



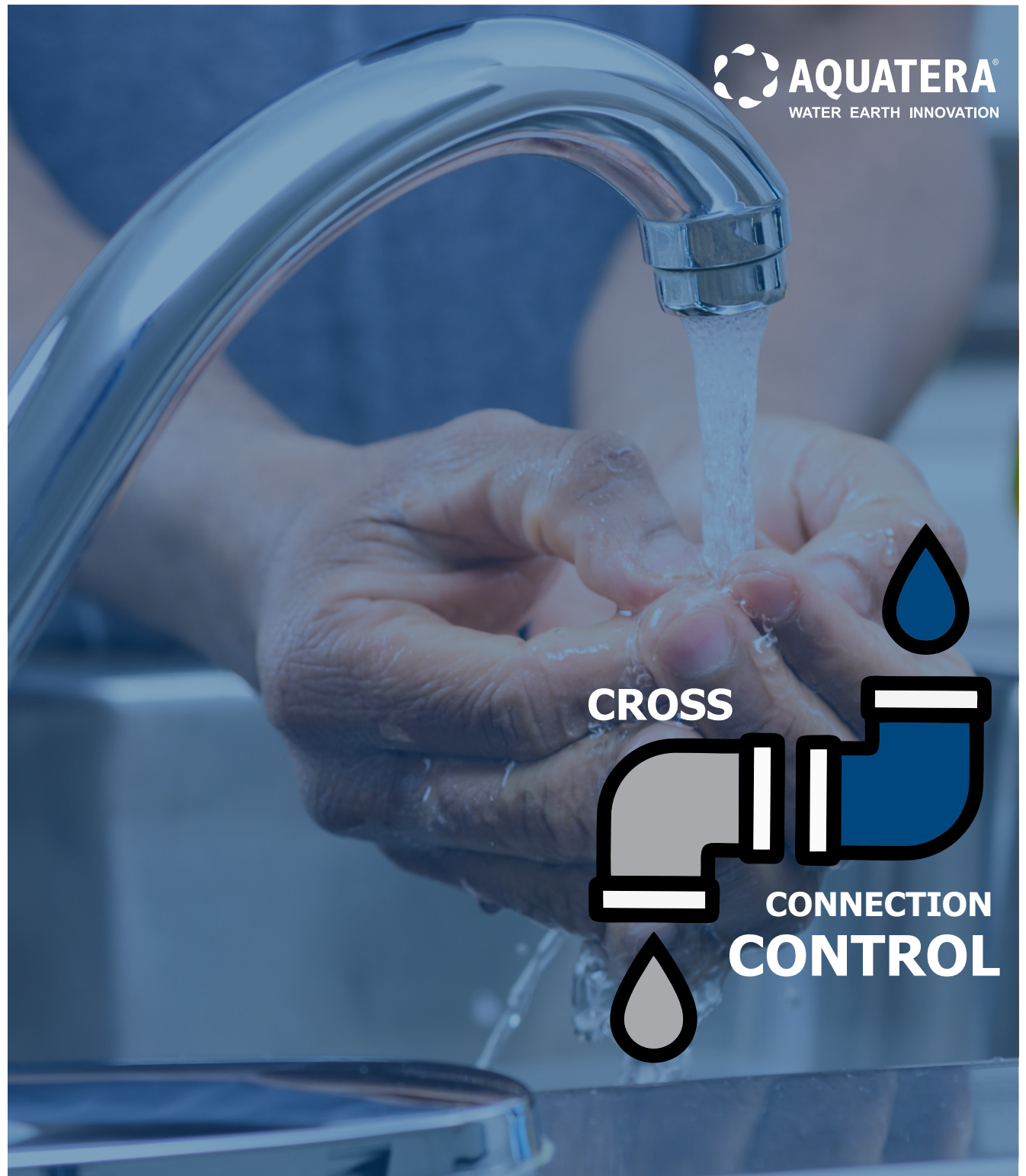
## CONTACT



[www.aquatera.ca/cross-connection-control](http://www.aquatera.ca/cross-connection-control)



[riskcontrols@aquatera.ca](mailto:riskcontrols@aquatera.ca)





## WHAT IS CROSS CONNECTION CONTROL?

Any existing temporary, permanent, or potential connection between any part of the waterworks system and any other environment containing other substances in a manner, which, under any circumstances, allows or may potentially allow such substances to enter the waterworks system.

An improper connection can be a health hazard if it is a cross connection between drinking water and a contaminated source.



## BACKFLOW

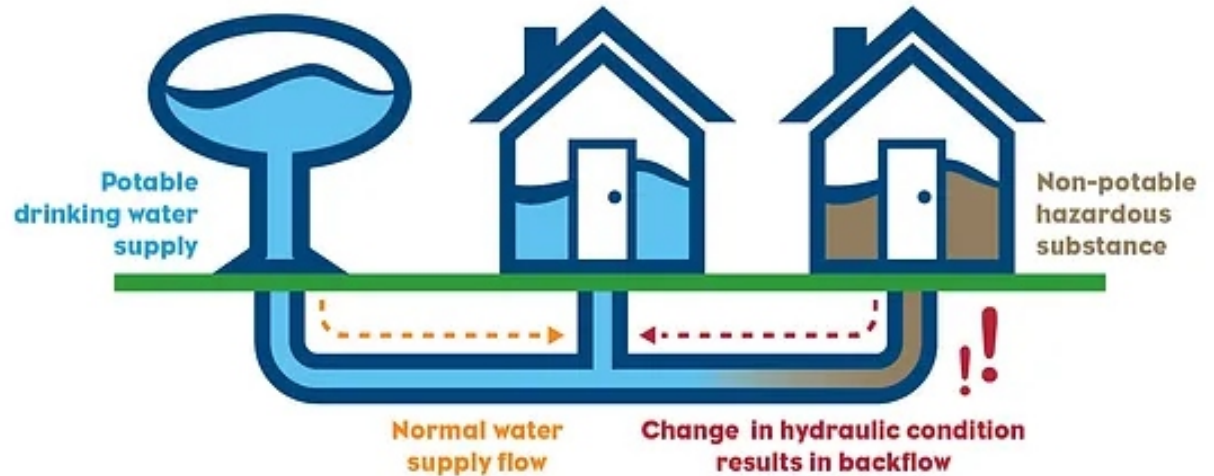
Backflow is the flowing back or reversal of the normal direction of flow in either the waterworks system or a consumer's plumbing system. Backflow is caused by back pressure or back siphonage. Backflow created by back pressure can be produced by a heating system or any other system that operates at a higher pressure than the public water supply. Backflow created by back siphonage can be produced by undersized piping or by an interruption of the water supply during plumbing or water utility repairs. Since all water supplies are subject to backflow, they need to be protected by approved cross connection control devices.



## THE IMPORTANCE OF BACKFLOW PREVENTION

To protect our public water from harmful chemicals and bacteria that could backflow through unprotected cross connections, creating a public health hazard.

## THE CROSS-CONNECTION THREAT



## EXAMPLES OF CROSS CONNECTIONS

- Boilers
- Car washes
- Hospitals and health clinics
- Irrigation systems
- Laboratories
- Restaurants
- Sprinkler systems
- Swimming pools



## RESPONSIBILITIES

It is the consumers responsibility to have the appropriate backflow preventers installed at the point where the drinking water enters the building or facility, as well as any other existing cross connections on the property.