

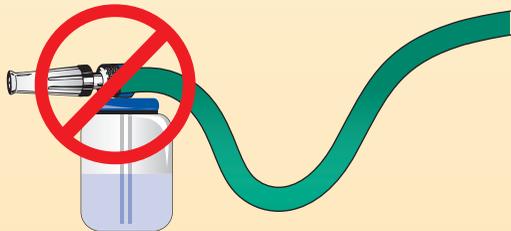
Do these backflows really occur?

Yes. Recognizing this hazard, the California Legislature in 1987 amended Title 17 of the State Administrative Code to require water purveyors such as San José Water Company to protect the public water system against cross connections and backflow.

Backflow Hazards at Home

Some of the seemingly harmless actions that could create cross connections in your home include: a garden hose in a bucket of soapy water to wash the car; spraying insecticide with a garden hose sprayer, attaching a hand sprayer to your kitchen faucet to wash your dog or your own hair. Although these may seem harmless you could be endangering the health and safety of yourself, your family and your neighbors.

The danger comes when the hose comes in contact with a harmful substance. If the pressure in the water main drops while the hose is submerged in contaminated water, then the water (and the chemical or whatever else is in it) could be sucked back into your pipes and then into the public drinking water supply. Water pressure drops can occur when hydrants are opened to fight fires or when repairs are being made to a broken water main.



DO NOT use spray attachments without a backflow prevention device

Cross Connection Control and Backflow Prevention

Maintaining an effective Cross Connection Control program requires the cooperation of businesses, industries, homeowners, health agencies, and the Water Company. Let's continue to work together for a safe water supply.

Please call **(408) 279-7872** if you have any questions about the information contained in this brochure or need more information about San José Water Company's **Cross Connection Control Program.**

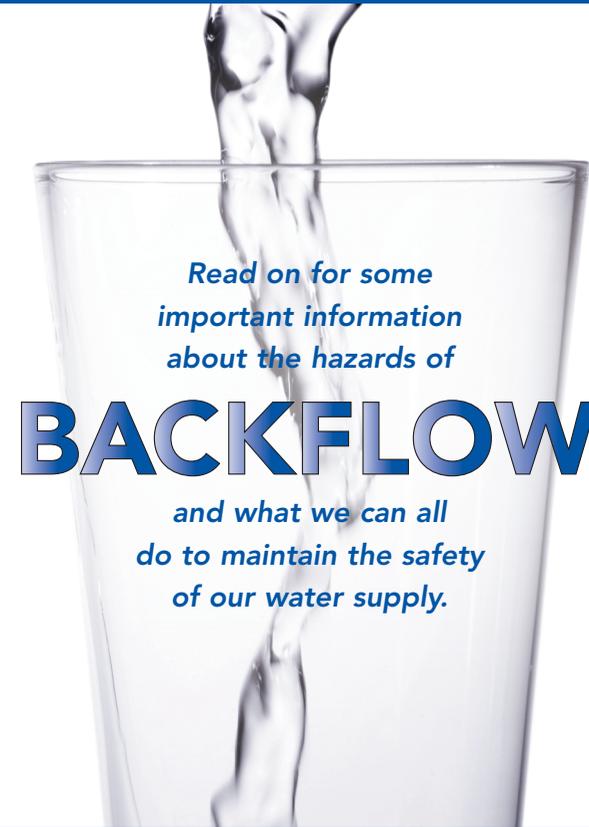


CROSS CONNECTION CONTROL PROGRAM
(408) 279-7872



San Jose Water Company
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San José, CA 95110
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San José Water Company works hard to protect your drinking water from contamination. This effort begins at the well and watershed where your water is collected, and continues through the entire treatment and distribution process. What about after the water reaches your home or business? Who protects the water from the meter to your tap?



BACKFLOW

Read on for some important information about the hazards of
BACKFLOW
and what we can all do to maintain the safety of our water supply.

What Is Backflow?

Normally water flows directly from our mains to your property, but in certain situations, such as a main break, water can flow backwards into the distribution system.

What harm could that cause?

Plenty. When water is delivered to your property, it is exposed to many different types of fixtures, including sprinklers, washing machines, hose bibs, kitchen faucets, tubs, showers and toilets. For industrial users the system may be attached to boilers, photo processing equipment, chemical mixing tanks, chillers, water towers, pressure pumps, healthcare and laboratory equipment, etc. Connections between the potable water system and potential sources of contamination are called "cross connections." When backflow occurs through a cross connection, there is a chance that contaminants can be drawn into the public water system.

DO install inexpensive backflow prevention devices for all threatened faucets



NEVER submerge hoses in buckets, pools, tubs or sinks



San Jose Water Company

Este folleto contiene información importante. Si no entiende la información de este folleto, pida que se lo traduzcan.

Tài liệu này có các chi tiết quan trọng. Nếu quý vị không hiểu được các chi tiết trong tài liệu này, xin nhờ người dịch ra tiếng Việt.

Why do I have to have a backflow device but my neighbor doesn't?

Backflow devices are required on property where there is a potential for a cross connection or backflow into the distribution system. There are different situations that require these devices. The State of California is requiring that you install a backflow device because your property falls under the criteria that the State has determined has a potential for contaminating the distribution system.

San José Water Company in cooperation with the Department of Public Health for the State of California are attempting to do all we can to protect the public water supply. Cross Connection is just one of the ways that we do this.

How do I install a device?

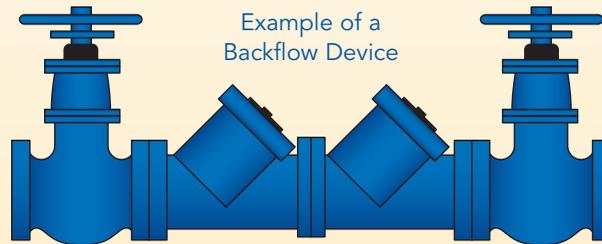
Please access our website at www.sjwater.com or call our office at (408) 279-7872 to get information regarding specific backflow devices and their correct installation. The website also provides a list of certified installers.

Will you repair my device for me?

San José Water Company tests your device for you on a yearly basis free of charge. If the device does not pass the test, you will receive a letter from us indicating that it needs to be repaired. Unfortunately, we do not do the repairs for you but will be happy to provide you with a list of certified testers that can assist you with repairs.

Private Wells

Backflow can also occur in the absence of a water main pressure drop. For example, some homes have backup water systems supplied by private wells or springs. If these systems are connected and overcome the pressure in the public water supply, backflow will occur. Because these private wells may not be tested regularly, they may pose a hazard to the potable water systems and must be equipped with proper backflow prevention devices.

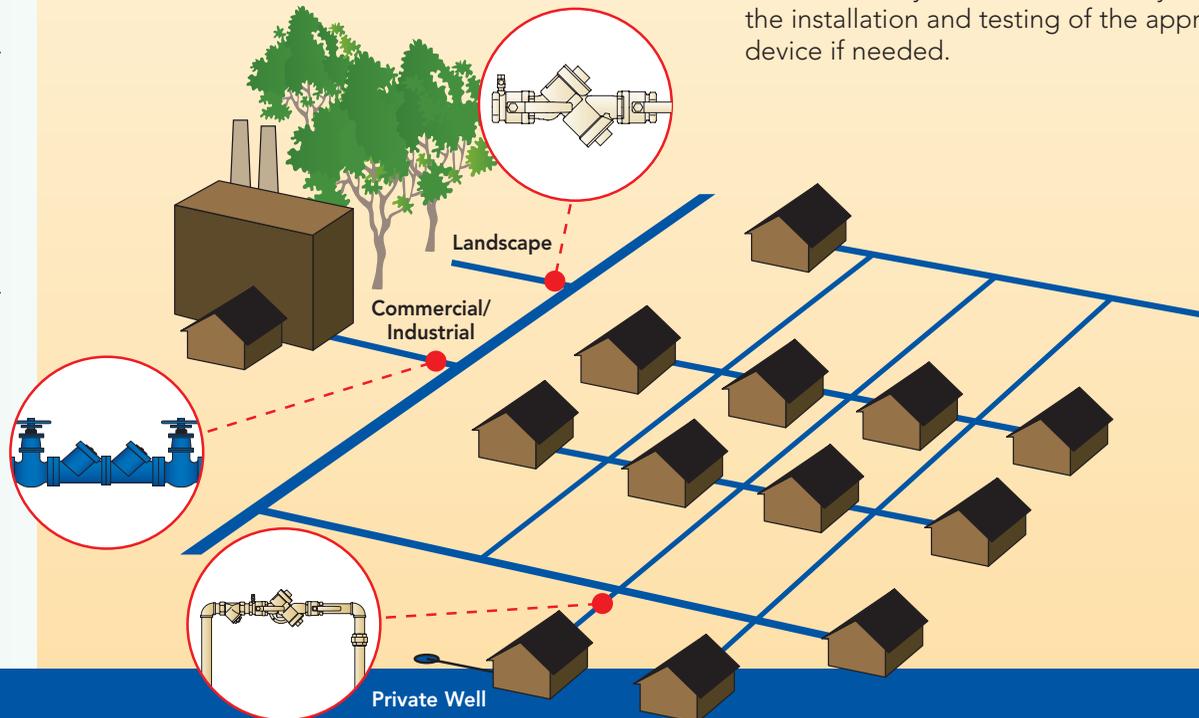


Commercial-Industrial Requirements

In commercial or industrial situations water often comes in contact with different types of hazardous substances, whether it is for mixing, diluting, flushing or cleaning. State law requires that certain businesses be surveyed for potential cross connections and that proper backflow prevention devices are installed to protect the public water supply. San José Water Company surveys manufacturing plants, hospitals, mortuaries, dental offices, dialysis centers, veterinary clinics, doctors' offices and many other businesses in order to identify potential hazards to the water system.

If your business requires a survey, we will contact you for an appointment and meet with you at your facility to identify specific hazards and discuss the applicable backflow prevention requirements.

We realize that there is some inconvenience and often some expense in complying with these requirements. Our Cross Connection Specialists will make every effort to work with you to facilitate the installation and testing of the appropriate device if needed.



San José Water Company's Cross Connection Control Program

Fortunately, San José Water Company has not had any backflow incidents that have impacted our water system and we want to keep it that way. San José Water Company's Cross Connection Control Program, which fully satisfies the requirements of Title 17, begins with the identification of businesses, industries, and residential areas that are likely to contain cross connections. As mandated by the State of California, an onsite survey of the property is conducted by one of our certified Cross Connection Specialists. If it is determined that your residence or business has a potential to jeopardize the water system through a backflow incident, you will be asked to install a backflow prevention device at the meter that will protect the public water supply. After the device is installed the law requires that it be tested by a certified test person at least once a year. San José Water Company is one of the few utilities in the state that provides a yearly testing service free of charge. If the device is tested but does not pass the test, we will send you a letter requesting that it be repaired and re-tested by a certified backflow tester. We do not make repairs for you, but will provide you with a list of certified backflow testers that will assist you.