

WE'RE HERE TO HELP

We will work with customers to answer any questions they may have regarding backflow prevention and the corrective actions necessary to ensure compliance. Please contact our Cross Connection Department at (859) 268-6310.



QUESTIONS?

We can be reached at our
Customer Service Center:
1-866-430-0820

Hours: 7 a.m.–7 p.m.

For emergencies,
we're available 24/7.



PROVIDING QUALITY IN EVERY DROP

CROSS CONNECTION AND BACKFLOW

Cross Connection is any physical connection between a potable (drinkable) water supply and any source of non-potable liquid, solid or gas that could contaminate drinking water under certain circumstances.

Backflow is the reverse flow of water or other substances through a cross connection into the treated drinking water distribution system. There are two types of backflow: backpressure and backsiphonage.

Backpressure happens when the pressure of the contaminant source exceeds the positive pressure in the water distribution main. An example would be when a drinking water supply main has a connection to a hot water boiler system that is not protected by an approved and functioning backflow preventer. If pressure in the boiler system increases to where it exceeds the pressure in the water distribution system, backflow from the boiler to the drinking water supply system may occur.

Backsiphonage is caused by a negative pressure (vacuum or partial vacuum) in the water distribution system. This situation is similar in effect to the sipping of water through a straw. Negative pressure in the drinking water distribution system can happen because of a water main break or when a hydrant is used for fire fighting.

HOW TO PREVENT BACKFLOW CONTAMINATION

All non-residential water utility customers are required to have an approved and functioning backflow prevention device installed by a qualified professional and tested annually. The cost of the device, maintenance and installation are the responsibility of the customer. For a list of qualified testers, visit www.Missouriamwater.com and click **Water Quality**.

BACKFLOW PREVENTION

BACKFLOW PREVENTION AND HOW TO COMPLY

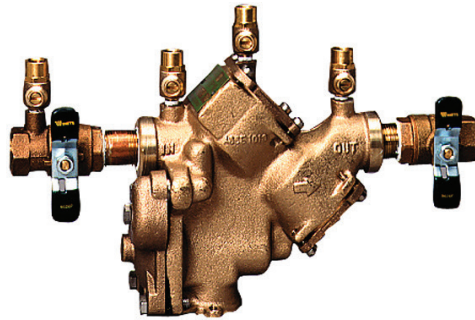
All non-residential customers are required to take steps to prevent cross connections and backflow. This includes the installation of an approved backflow prevention device and annual testing. Residential customers with permanently installed fire sprinklers or lawn sprinklers are also required to install backflow prevention devices. Failure to comply can result in water service disconnection. Missouri American Water can help determine if you are in compliance.

WHY BACKFLOW PREVENTION IS IMPORTANT

When drinking water leaves the water treatment facility, it can become contaminated in the distribution system by backflow when:

- A backflow prevention device on the customer's service connection is not properly installed and functioning.
- A physical cross connection is made between the drinking water distribution main and a contaminant source.
- Backflow conditions occur.

DOMESTIC OR IRRIGATION



REDUCE PRESSURE DEVICE (RP)

