



**DEPARTMENT OF WATER SUPPLY • COUNTY OF HAWAII**

345 KEKŪANAŌ'A STREET, SUITE 20 • HILO, HAWAII 96720  
TELEPHONE (808) 961-8050 • FAX (808) 961-8657

August 13, 2007

Dear Customer:

**CROSS-CONNECTION CONTROL AND BACKFLOW PREVENTION PROGRAM**

The Department of Water Supply is providing the following information to our consumers of our Cross-Connection Control and Backflow Prevention Program.

The goal of the Cross-Connection Control and Backflow Prevention Program is to protect the Department's water systems from being contaminated by other water supplies or water beyond our meters that we do not control.

Being proactive in the protection of our water supply system, our Rules and Regulations and the Department of Health's Title 11 Chapter 21, HRS 340E-2 and 340E-9 require a backflow prevention assembly be installed after the meter location for certain conditions.

New customers since 1999 which could pose a threat to our system were required to install these assemblies. Government agencies have been put on a compliance notice schedule since 2005.

This informational notice may or may not affect you. (Please see the back of this letter for further information). We are asking for your cooperation in complying with these regulations which could affect our water system if you meet the conditions listed.

If you have any questions please call the Cross-Connection Section of our Water Quality Assurance and Control Branch at **(808) 961-8670**.

Sincerely yours,

Milton D. Pavao, P.E.  
Manager

MKW:dms

*... Water brings progress...*

# Do you need a backflow prevention assembly?

## What

A backflow prevention assembly prevents the return of water into the public water system from the consumer's premises.

## Why

Backflow prevention assemblies are required by Federal, State, and County agencies to protect the public water system from possible contamination.

## WHO

Consumers who meet any of the following conditions are required to install a backflow prevention assembly:

- Agricultural activities  
**Note: The installation of a backflow prevention assembly does not automatically constitute approval for agricultural rates.**
- Auxiliary water sources including, but not limited to, swimming pools, catchment tanks, and irrigation/sprinkler systems
- Commercial activities
- Government facilities
- Non-residential facilities including, but not limited to churches and community parks
- Residential facilities with potential hazards (eg. pressurized systems)

## How

Consumers required to have a backflow prevention assembly need to hire, at their expense, a licensed plumber to install a backflow prevention assembly. The installation will have to be inspected and approved by the Department of Water Supply (DWS). The operation, maintenance, and periodic testing of the backflow prevention assembly will be the responsibility of the consumer.

## Where

A backflow prevention assembly can be purchased locally. Your plumber will know where. Your plumber needs to make sure that it meets the requirements of the DWS.

## Contact

Please contact personnel at the **Cross-Connection Control section, phone number 961-8670**, for approval once the backflow prevention assembly has been installed or should you have any questions.

The Department of Water Supply is an Equal Opportunity provider and employer.