



CITY OF LA CROSSE UTILITIES

WATER • SEWER • STORM

400 La Crosse Street
La Crosse, WI 54601

In Partnership with HydroCorp

Cross Connection Control Program Inspection Notice

CUSTOMER NAME
MAILING ADDRESS
LA CROSSE, WI 54601

Print Date: 11/16/2015

SAMPLE RESIDENTIAL INITIAL SCHEDULING NOTICE

RE: CUSTOMER NAME at SERVICE ADDRESS

Dear Dear Water Customer

The La Crosse Water Utility will be working jointly with inspectors from HydroCorp to perform the State and Federally mandated Cross Connection Control and Meter Replacement Program. Thank you in advance for your cooperation in this matter.

The first step is to visit www.hydrocorpinc.com/lacrosse or call 800-690-6651 Ext. 5019 to schedule your appointment within 30 days of this notice. An Inspector will be in your area starting January 11, 2016 with appointment times scheduled in half hour intervals starting at 8:30am, with the last appointment at 2:30pm. The Inspector is scheduled in La Crosse for limited dates to complete the required inspections. Since a large number of customers are receiving this notification, as more appointments are scheduled, there will be fewer days and times available; providing for less flexibility in the meter exchange and cross-connection inspection schedule. Therefore, the sooner you schedule an appointment, the greater your options may be. As an alternative, you can have a friend, family member, or neighbor; over the age of 18, meet us on-site to complete the appointment.

Prior to the scheduled appointment, it is the property owner's responsibility to:

- (1) Provide a clear, unobstructed access to the water meter. This means the technician has access to operate both valves and is able to access, remove and replace the meter with both hands.
- (2) Provide fully operable shut off valves on both sides of the meter. If these valves leak or fail during the meter replacement, it is the property owner's responsibility to replace or repair the valves. If it is found to be unsafe to exchange the meter due to accessibility or because of obvious deterioration of the valves, the meter exchange will have to be rescheduled after the homeowner has made the necessary repairs.

The purpose of the Cross Connection Control Program, as defined in City of La Crosse Ordinance **Sec. 46-40**, is to help eliminate possible contamination of the public water distribution system. There are three required components of the program; 1) Site Inspection, 2) Compliance with State Plumbing Code SPS. §382.41, and 3) the Meter exchange. Failure to comply with this mandated program would result in enforcement, up to and including the discontinuation of your water service.

As part of this program, an inspection of the internal water system at your property in the area near the water meter, will be completed, and typically takes less than 20 minutes. Inspectors will be reviewing your water system for connections that could possibly contaminate the water distribution system. There are no fees for the inspection(s). The La Crosse Water Utility will provide up to (4) Hose Bibb Vacuum Breakers free of charge to aid in gaining compliance. *To assist with reducing compliance issues, please find some of the more common violations found in residential properties on Page 2.* If you review this list prior to the inspection and make corrections beforehand, it may eliminate the Utility from having to come back for a second appointment to perform a re-inspection. All other costs associated with the installation, replacement or modification of backflow prevention assemblies, and devices, and other work required for compliance with cross-connection standards are the responsibility of the property owner, as well as any damages associated with the replacement of the water meter.

Following the inspection, you will be notified in writing if plumbing modification(s) and/or registration of backflow prevention assemblies are necessary. We look forward to working with you in protecting the drinking water supply. If you have any questions or concerns, please contact HydroCorp at **800-690-6651 Ext. 5019** or the La Crosse Water Utility at (608)789-7536 between the hours 8:00 am and 5:00 pm. For further information, visit the La Crosse Water Utility web page at www.cityoflacrosse.org