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To: New Water Service Customer

Subject: Backflow Preventer Requirements

North West Utility District welcomes you as a new customer to our service area. We desire to provide you with great water during your time as a NWUD customer. This document is provided to you as both a way to inform our customers of responsibilities they inherit when applying for a water service and information on why certain requirements are necessary.

North West Utility District has a responsibility to protect our community's water source as well as all persons consuming the District's drinking water. This responsibility requires us to make sure that adequate safeguards are in place to prevent contamination to our water source and your drinking water. As a District customer, we ask that you follow the standards we have adopted in our policies that follow current industry standards and rules provided by agencies such as the EPA, and TDEC. Please take time and review the following information and the requirements for a variety of scenarios to make sure you are taking the necessary steps to protect your household's drinking water, your neighbor's water, and the public water distribution system.

Risks vary from location to location but both residences and business provide situations that can result in backflow of contaminants into the public water system. In businesses and residences, any direct connection between plumbing and a device that contains non-potable water can introduce the risk of contaminations. For example, in businesses devices such as a soda fountain, salon stations, fire sprinkler systems, lawn sprinkler systems and medical devices have direct connections with the potable water piping and without a backflow device installed under certain circumstances contaminants from those devices can siphon back into the drinking water provided by the public water system. Residences provide risks from lawn irrigation systems, wells, swimming pools and yard hydrants. In protecting the public water system, at no time shall a private well be connected to plumbing that is connected to the public water system. If your residence has a private well connected to the house plumbing that is also served by a water service meter there is a high risk of cross contamination that could pose a health risk to others. This high risk is the reason for the requirement of all wells to be detached from plumbing connected to the public water system.

If you are operating a business, you are required to have a minimum a reduced pressure backflow assembly installed by a plumber following the acceptable installation design of the assembly. This device can be located either in an inside room or outside above ground in a weatherproof enclosure prior to the first device connection. If you have water service at a residence and have a swimming pool, a lawn irrigation system or water faucets located in your yard a reduced pressure backflow pressure assembly is required prior to the first sprinkler head, faucet, or swimming pool location. This assembly will need to be located above ground and in a weatherproof enclosure. A completed backflow test/report must be turned into North West Utility District before the water meter can be turned on. These devices are required to be tested annually by a State of Tennessee certified backflow tester. The device must be repaired if the test results show a failing device and retested. These tests are required to be submitted to NWUD for our records in compliance with rules governing backflow programs at public water utilities. The District employs a backflow program coordinator that can answer your questions regarding these requirements. Once a year you will receive notification from the District informing of the required testing for your convenience.

North West Utility District would like to thank you for helping us protect the public water system so we may continue to serve you with great water. If you have additional questions, please call 423-332-2427 and ask to speak with the backflow coordinator or email Erin Hale at erin@nwud.net.

Regards,

A handwritten signature in blue ink that reads "Erin Hale". The script is cursive and fluid, with the first letters of each name being capitalized and prominent.

Erin Hale
Cross connection and Backflow Coordinator
North West Utility District