



Stay informed and protect our community



Tips inside on how to:

- ✓ Keep your water safe to drink with backflow prevention.
- ✓ Keep informed and up to date with us.

Dear Customer:

Veolia remains committed to keeping the water we deliver and the systems we use to deliver it at the best quality possible for our customers.

Every day, the Veolia team is dedicated to making sure you have safe and reliable drinking water in the Treasure Valley. Keeping your confidence in the quality of that water is integral to our way of life and is a strong value of Veolia.

Our customers are an important part of that equation. **Check to see if your property requires backflow protection, and if so, ensure it is properly inspected and maintained.** These devices can protect your home and neighborhood from serious waterborne illness.

Backflow assemblies are testable devices that prevent pollutants or contaminants from entering the public drinking water supply. Both homes and businesses may be required by Idaho state law to have the appropriate backflow assembly properly installed, maintained and annually tested. This guide can help you learn what that means for you.

We also ask that you **double-check your contact information is current and correct within our website, mywater.veolia.us.** Accurate contact information is critical for us to reach you with any water-related matters such as regular maintenance in your neighborhood or in the event of an emergency.

Veolia employs a dedicated and local team of customer service professionals who are ready to answer any questions you may have about our services. We are passionate about delivering safe, clean drinking water to your homes and businesses. We want to hear from you! You can contact us via phone, email or message through our website. We can't help solve a concern if we don't know the issue.

Thank you for trusting us to deliver an essential service to you and your family.

Marshall Thompson
Vice President and General Manager
Idaho Operations



Backflow Education

What is backflow?

Backflow is the undesirable reversal of flow from the intended direction in potable (drinking) water distribution piping caused by either backsiphonage or backpressure conditions.

What is a backflow prevention assembly, and do I need one?

A backflow prevention assembly is a testable device that prevents non-potable substances from entering the drinking water system. If you have a sprinkler system installed on your property you are required to have an approved backflow assembly properly installed and annually tested. It's a good idea to have your backflow assembly tested every Spring when your irrigation system is turned on.

What if I have separate pressurized irrigation service?

Dual connection services that are supplied by Veolia and an alternate source such as pressurized irrigation, a private well, ditch pump, or any other type of non potable source will require a Reduced Pressure Backflow Assembly properly installed and annually tested.

How do I get my backflow assembly tested?

A complete list of water professionals licensed as Backflow Assembly Testers by the State of Idaho can be found at <https://apps.dopl.idaho.gov/DOPLPublic/LPRBrowser.aspx>.

- Under Profession, select “Water & Wastewater Professionals”
- Under license type, select “BAT-Backflow Assembly Tester”

Visit this state website to find a professional to test your backflow assembly. Protect your community and prevent water supply pollution or contamination!



Backflow Education

How am I at risk if there is a backflow incident?

If there is a backflow or backsiphonage event at your property, you could pollute or contaminate our drinking water. Non-treated water from an irrigation canal or water pooled around a sprinkler head with fertilizer on it are common potential threats to our water distribution system when the appropriate backflow assembly is not correctly installed and operational.

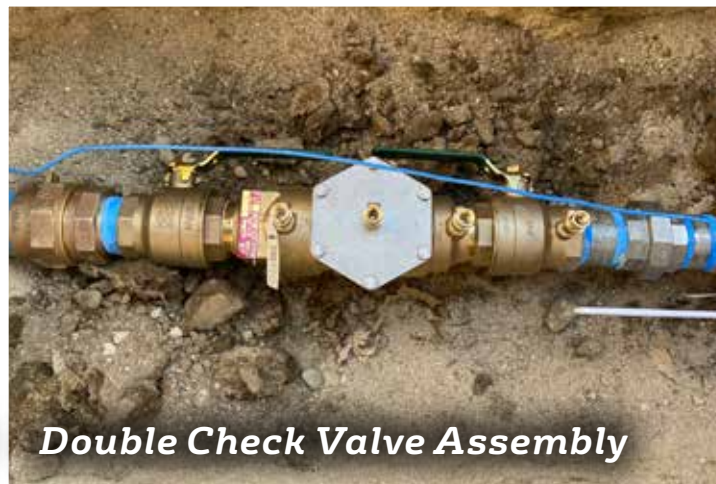
Also, if you use your hose to fill a wading pool or hot tub, a reversal of the water flow could siphon pool or spa chemicals back through the garden hose and into your internal plumbing.

Garden hoses that are used to apply chemical fertilizers or pesticides are also susceptible to drawing contaminants into your home. If your home was built after 1985, it should be equipped with backflow-preventing hose bibs.

Below are common backflow assemblies used by our customers.



Reduced Pressure Backflow Assembly



Double Check Valve Assembly

Don't forget to protect your family – Test your backflow assembly!

If you have a sprinkler system connected to the public water supply or own a commercial property, you are required to have an approved backflow assembly installed and tested at least annually.

Backflow assemblies are mechanical devices that safeguard public health by preventing contaminants from entering the public water supply.

If your home is older, we recommend the proper protection for outside faucets has been installed.

If there is a backflow incident at just one home in a neighborhood, there is the potential for pollutants or contaminants to spread into the public water supply, threatening your community.

A properly operating backflow assembly can help prevent this.



Pressure Vacuum Breaker Assembly

If you have any additional questions, please contact us. Our Cross-Connection Control team can provide you with information about approved devices and their installation as well as ongoing test requirements. Call **208-362-7304** to schedule an appointment.

Remember, failure to provide for ongoing maintenance and annual testing of an approved backflow assembly may result in termination of service in accordance with the Idaho Public Utilities Commission (IPUC) Customer Relations Rules and Regulations.

Hazards Identified in Cross Con

All backflow prevention assemblies must obtain approval from Veolia prior to being removed.

Depending on the degree of hazard, a removed backflow assembly (as shown to the right) may result in denial of water service to new customers or immediate termination of existing customers.

Reestablishing Service After a Cross Connection Related Termination.

Following a cross connection related service termination (as shown to the right), customers must contact Veolia to schedule a site inspection for service reestablishment. Prior to reconnection, it is the responsibility of the customer to demonstrate to Veolia's satisfaction that the root cause for termination has been addressed. At a minimum, this will require completion of a backflow test by a state licensed backflow assembly tester. In locations where an approved assembly was not in place, it will require installation and inspection of an approved backflow assembly per determination instructions from Veolia's Cross Connection Control Specialists. Assembly owners are responsible for the full cost of assembly installation and testing.



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How to reach us:

You can reach our local Customer Service department:

Monday - Friday, 8:00 am - 4:30 pm

208-362-7304

(After-hours, holidays and emergencies 208-362-1300)

csid@veolia.com or at mywater.veolia.us

f Facebook: Veolia Water Idaho

t Twitter: @VeoliaWaterID

Check:

*mywater.veolia.us/idaho/water-in-my-area
for more information about how we serve you.*

Monitor your water bill:

Sign up for an online account at mywater.veolia.us to review your water usage and receive notifications.

Check your contact info:

*Please take a moment to confirm your contact information is up to date in your account. Check mywater.veolia.us and select *My Profile* after logging in. Select *Notification Preferences* and check the boxes for:*

✓ Billing & Payments

✓ Emergency Water Alerts

✓ Water Usage

✓ Maintenance Water Alerts

✓ Water Quality

Stay informed on your water usage and save money every day.



Idaho Operations
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**Your
local
water
company
for over
100 years**