



PROTECT YOUR DRINKING WATER

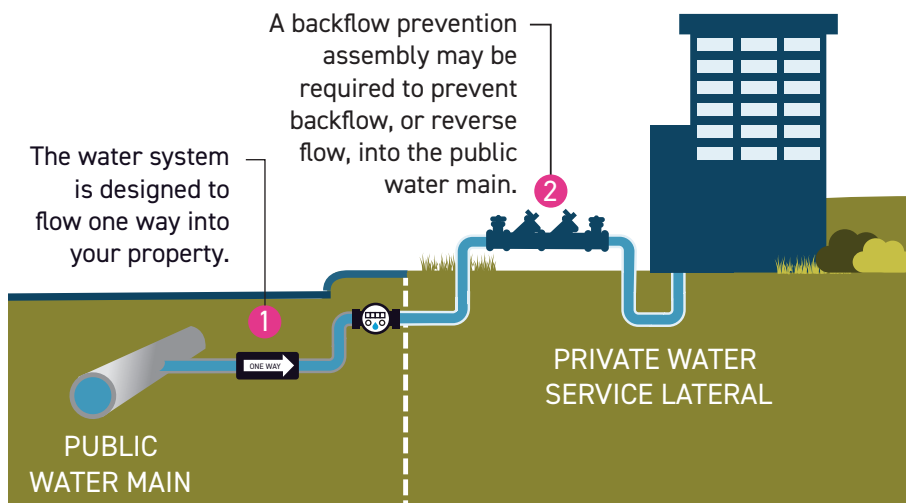
Understanding Cross-Connections

At City of Pleasanton, we are committed to delivering safe drinking water to your property. A key part of keeping drinking water safe is protecting against cross-connections, which could contaminate your drinking water.

Cross-connections are points in the water system where non-potable water sources (water unsafe for drinking) on your property could contact drinking water. Examples of sources of non-potable water include washwater in a bucket, swimming pools, landscape irrigation systems, pesticide and fertilizer sprayers, booster pumps, and other appliances and equipment that use water.

Normally, drinking water flows one way into your property. However, unprotected cross-connections could allow contaminated water from non-potable sources on your property to backflow—or reverse flow—into your drinking water system. Backflow negatively impacts your property's water quality and poses a risk to the drinking water system and public health.

The State Water Resources Control Board has new requirements to provide more information on cross-connections to the public. Together, we can keep drinking water flowing one way into your property, keeping it safe for you and the community.



How Contamination Can Occur

Backflow is the reverse flow of water from a non-potable water source into the drinking water system, potentially contaminating your drinking water. Backflows can occur at unprotected cross-connections due to pressure differences.

Backflow can occur in two ways:

Backpressure: When the pressure in a non-potable water source (such as a boiler) is greater than the pressure in the drinking water system, contaminants from the non-potable source can be pushed into your drinking water. Buildings four or more stories high with booster pumps may generate backpressure.

Backsiphonage: When there is a sudden drop in the drinking water system pressure, such as during firefighting or a water main break, a vacuum or siphoning effect can draw non-potable water and any contaminants present into your drinking water.

Potential Contaminants and Hazards

Examples of contaminants and hazards that could enter the drinking water system through cross-connections include:



BIOLOGICAL CONTAMINANTS

- harmful pathogens
- biological substances, such as blood and fecal matter



CHEMICAL CONTAMINANTS

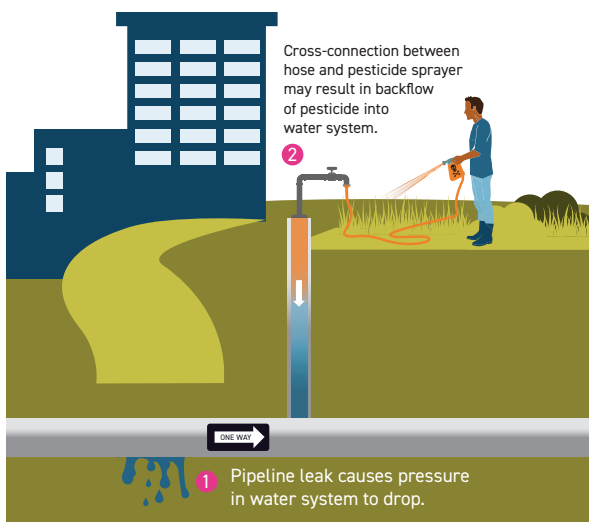
- household cleaning products such as bleach and detergents
- pesticides and herbicides used for pest and weed control
- fertilizers
- antifreeze and corrosion inhibitors used in heating and cooling systems
- heavy metals such as chromium or lead used in industrial processes

Cross-Connection Control

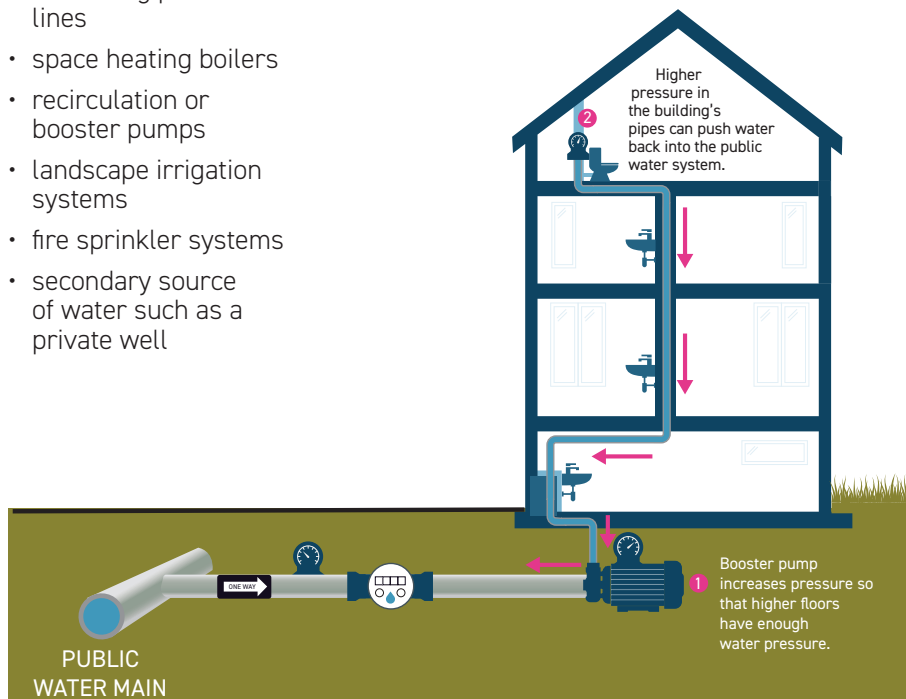
Cross-connection control protects against backflow of non-potable water sources on your property into your drinking water system. This prevents contamination of your drinking water.

Cross-connections can be found in both residential and commercial plumbing systems. Examples of where you can look for cross-connections include:

- hose bibbs
- toilet flush valves
- swimming pool fill lines
- space heating boilers
- recirculation or booster pumps
- landscape irrigation systems
- fire sprinkler systems
- secondary source of water such as a private well



Examples of backflow conditions at cross-connections due to pressure differences.



Keeping Your Drinking Water Safe: A Shared Responsibility



DON'T

- Submerge hoses in pools, buckets, or other containers.
- Attach chemical dispensers, like pesticide sprayers, to hoses.
- Connect your drinking water system to an appliance without proper education on plumbing codes and any potential risks.



DO

- Keep hoses stored safely and clear of contaminants.
- Inspect your plumbing for potential unprotected cross-connections.
- Use air gaps or approved backflow prevention assemblies to protect against backflow, and schedule inspection/testing when required.
- **Contact the City if you notice changes in your water quality or suspect contamination of your drinking water at (925) 931-5500.**

Requirements for Property Owners

As a property owner, you are responsible for cross-connection control on your side of the water meter. To prevent contaminants from entering your drinking water, air gaps or approved backflow prevention assemblies may be required to protect against backflow at cross-connections.

- Air gaps are physical vertical separations between water supply outlets (such as faucets) and the highest fill levels of the receiving containers. **Air gaps must be inspected annually** by approved testers or specialists.

- Backflow prevention assemblies stop the reverse flow of water into the drinking water system when pressure changes occur. After proper installation, **these assemblies must be inspected and tested annually** by approved testers.

Failure to comply with these requirements could result in fines or discontinuation of your water service until proper cross-connection control is in place.

Cross-connection control is a partnership between the City of Pleasanton and our customers. Your attention to these safety measures protects your property's water quality, keeping drinking water safe for you and the community.

For more information on cross-connection control and testing requirements, please visit our website:
www.PleasantonWater.com