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FAYETTEVILLE PUBLIC WORKS COMMISSION  
955 OLD WILMINGTON RD  
P.O. BOX 1089  
FAYETTEVILLE, NORTH CAROLINA 28302-1089  
TELEPHONE (910) 483-1401  
WWW.FAYPWC.COM

[Date]

[Owner]  
[Address]  
[City, State ZIP code]

Re: **First Notice of Repairs Needed for Backflow Prevention Assembly**  
Property Address: \_\_\_\_\_

Dear Customer,

Federal and state laws require water providers to meet certain standards to obtain, treat and deliver water to protect public health. Fayetteville Public Works Commission (PWC) periodically examines its water distribution system for backflow, including testing of the backflow prevention devices located at residential properties. Backflow prevention devices prevent non-potable water from flowing backwards within the water system and contaminating our public water supply. PWC works with certified backflow testing companies to conduct periodic backflow prevention assembly testing; these devices must be tested and certified to ensure that they are working properly.

**Our records indicate the backflow prevention assembly at your residential property, referenced above, has failed this test.**

Residential consumers are responsible for maintaining the good operating condition of backflow prevention assemblies located at their property. The Fayetteville Code of Ordinances, Chapter 28, Article IV, "Cross Connection Control," provides as follows:

Sec. 28-233. Responsibilities

...

(d) *Consumer*. The consumer has the primary responsibility of preventing pollutants and contaminants from entering his potable water system or the public potable water system. The consumer's responsibility starts at the point of delivery from the public potable water system and includes all of his water system. The consumer, at his own expense, shall install, operate, test, and maintain approved backflow prevention assemblies as directed by the Public Works Commission. The consumer shall maintain accurate records of tests and repairs made to backflow prevention assemblies and shall maintain such records for a minimum period of three years. The records shall be on forms approved by the Public Works Commission and shall include the list of materials or replacement parts used. Following any repair, overhaul, repiping or relocation of an assembly, the consumer shall have it tested to ensure that it is in good operating condition and will prevent backflow. Tests, maintenance and repairs of backflow prevention assemblies shall be made by a certified backflow prevention assembly tester.

You must complete any repairs or replacement of the failed backflow prevention assembly within twenty-one (21) calendar days of this Notice (Sec. 28-238, "Testing and repair of

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assemblies”). Any licensed plumber or contractor may perform this work. After the work has been completed, a PWC certified tester must re-test the assembly to ensure compliance. For important information regarding Connection, Control Ordinance, including approved assemblies, installation specifications, and certified testers, please visit

[www.FayPWC.com/About-Backflow-Prevention/](http://www.FayPWC.com/About-Backflow-Prevention/).



Note that PWC is authorized to discontinue lawn irrigation services to your property in the event of non-compliance. If you have questions, feel free to contact me at (910) 223-4704. Thank you for giving this matter your immediate attention.

Very Truly Yours,

**PUBLIC WORKS COMMISSION**

Jordan Clabo  
System Protection Specialist

Attachment [if applicable]

c: [Name of person to receive a copy]