



### **Industrial/Commercial Customer Responsibilities for Backflow Prevention Assembly:**

- All industrial/commercial domestic, irrigation, and fire services must be protected by an approved Backflow Prevention Assembly.
- Customers are responsible for all costs related to the installation, maintenance, and repair of the Backflow Prevention Assembly
- Connecting the system to a well or other unapproved water source is illegal and will result in immediate service suspension
- The Backflow Prevention Assembly must be maintained in a manner that allows access for required inspection and testing.
- Installation must comply with current plumbing laws and regulations and PWC's installation specifications for Backflow Prevention Assemblies.
- The installer must ensure the backflow is functioning properly upon installation and notify PWC's Environmental System Protection Department within 15 days of establishing water service. Information provided should include service address, owner's name and contact details, assembly location on the property, installation date, installer's information (including name, plumbing company, tester certification number, project permit number), and backflow size, model, and serial number.
- Backflow Prevention Assemblies must remain in proper operating condition at all times, including passing periodic recertification testing as specified by the City of Fayetteville Cross Connection Control Ordinance, conducted by a certified tester.
- The owner is responsible for hiring a certified tester to perform annual retest/recertification of their backflows. Certified testers must enter retest/recertifications through PWC's online backflow database portal.
- If the Backflow Prevention Assembly fails the periodic test, or cannot be tested due to broken or inoperable shut-off valves or other conditions, it is deemed noncompliant. PWC will notify the customer in writing, and the customer has 21 days to repair and retest the assembly at their expense. Failure to comply will result in enforcement actions according to the City of Fayetteville's Cross Connection Control Ordinance and PWC's Enforcement Response Plan.

### **What happens if a backflow fails and needs to be repaired or replaced?**

- Customers with failed inspections will receive notice and time to make necessary repairs or replacements without service interruptions.

- If a commercial backflow remains non-compliant, the customer will be fined \$500. If no action is taken, the fine increases to \$1000. Continued non-compliance will result in service disconnection until issues are resolved and penalties paid.
- For questions regarding Backflow Prevention Assemblies, installation, specifications, testing, repair, and recertification, contact PWC Environmental System Protection Department at (910) 223-4703.

#### **Backflow Prevention Assemblies Notes:**

- A Reduced Pressure Principle Backflow Prevention Assembly is required for all lawn irrigation services.
- The type of backflow required for industrial/commercial domestic and fire services depends on the facility's hazard level.
- For more information about installation requirements, testing, and repairs of the Backflow Prevention Assembly, visit [PWC's website](#) under Conservation/Environmental > Backflow Prevention. For questions about Backflow Prevention Assemblies and specifications, contact PWC's Environmental System Protection Office at (910) 223-4703.