

Cross Connection Control Program

Frequently Asked Questions (FAQs):

HOW WILL I KNOW WHEN MY DEVICE IS DUE FOR TESTING?

Backflow Solutions, Inc. will send you a letter thirty days before your device is due for its annual test. This letter will include a unique Customer Confirmation Number that your testing contractor will use to register your test results.

DOES BACKFLOW SOLUTIONS, INC. PERFORM BACKFLOW DEVICE TESTING?

No, Backflow Solutions, Inc. is not permitted to do any testing. They are only contracted to accept test results and maintain the village's database.

IS THERE A FEE FOR TESTING MY BACKFLOW DEVICE?

Your licensed testing contractor will charge you a fee for the services that they perform. Their bill will include the \$12.95 documentation fee that they pay to Backflow Solutions, Inc.

ARE THERE ANY PENALTIES/FINES FROM THE CITY IF THE TEST IS NOT DONE BEFORE THE DEADLINE DATE ON THE LETTER?

According to the Village's Ordinance APPENDIX: "Cross Connection Control Regulations"; the Village of Chatham will not issue monetary fines to residents or business owners who fail to have their back-flow device tested annually. In lieu of monetary fines the Water Department Foreman or his/her designee is authorized to turn off water service to customers who place the public water supply at risk. Customers who fail to comply will receive reminders from Backflow Solutions, Inc., and will receive a final notice from the Village prior to disconnection.

SHOULD I TELL BACKFLOW SOLUTIONS, INC. IF MY LAWN SPRINKLER IS PERMANENTLY OR TEMPORARILY DISCONNECTED?

Lawn sprinkler systems that are disconnected from the public water supply are not required to have backflow devices tested until they are reconnected. If this is the case, please have your plumber or sprinkler service contractor contact Backflow Solutions, Inc. to suspend the due date.

DO I SEND MY TEST REPORT TO BACKFLOW SOLUTIONS, INC. FROM NOW ON?

No, your backflow testing contractor will submit your test results online.

HOW DO I KNOW IF MY TEST REPORT HAS BEEN RECEIVED?

To verify that your test results have been received, go to www.bsionlinetracking.com/customer and enter the Customer Confirmation Number (CCN) that appears on your notification letter. If your test results have not been entered, please remind your contractor to do so.

CAN THE CITY OR BACKFLOW SOLUTIONS, INC. RECOMMEND CONTRACTORS TO USE FOR MY TESTING?

Backflow Solutions, Inc. will tell you which company tested your device last year. They also maintain an online list of licensed Cross Connection Device Inspectors who operate in Illinois. Each customer is responsible for choosing their own testing contractor and is under no obligation to continue using their previous contractor.