Cross Connection Control Program Facts and Questions (FAQs)

Aqua North Carolina (Aqua) is regulated by the United States Environmental Protection Agency (EPA) and North Carolina Department of Environmental Quality (NCDEQ) under the Safe Drinking Water Act (SDWA) to protect the public water supply and our customer's health. Aqua is prohibited by the SDWA from providing water to a consumer unless the public water supply is protected from hazards created by cross-contamination and backflow.

What is a backflow?

Backflows are caused by hydraulic conditions that occur on customer-owned water service line(s) (water line connections from the meter box to and throughout the house) that can allow contamination of the water system by reversing flow from a fixture or equipment back into the drinking water system. Most plumbing fixtures inside your home or business have built-in backflow protection by way of an air gap. However, irrigation systems, boilers, yard spigots, fire lines, machinery, and storage tanks, may not have air gaps that prevent back siphonage. Therefore, to protect the water supply, the SDWA requires utilities to have a cross connection control program.

What is Aqua North Carolina's Cross Connection Control Program (ANC CCCP)

Aqua has developed and implemented a program that requires all irrigation systems, automatic filling pools, and commercial/industrial customers to have and maintain an approved backflow prevention assembly on their property before connecting to our public water system. Testing of these devices is required annually.

Aqua has contracted with National Water Specialties Company (NAWSC) to track backflow devices and testing of these devices. Their responsibilities also include notifying customers of expiring certifications and due dates and processing online survey results. Customers will receive up to two notifications at 60 and 30 days prior to the due date. Once it has passed the due date and NAWSC has not received passing test results, the device is considered non-compliant.

Who is required to have an annual inspection of their backflow prevention devices?

A testable backflow prevention device is required for residential customers with irrigation systems, automatic pool fillers, fire protection systems, or when property poses a risk to health or water quality. All commercial/industrial customers are required to have backflow prevention devices installed and a passing test recorded annually. All required backflows are to have passing test results submitted annually.

Who can a customer contact to perform the required annual inspection of their backflow prevention devices?

Customers can choose a certified tester by county from National Water Specialties Company's website at NAWSC.net.

Once the testing is completed by a certified backflow tester, do I need to do anything with the test results?

Your testers will upload test information directly into NAWSC online system. If a test fails, the device is required to be repaired and retested.

What if a backflow test is not completed within the required timeframe?

If a customer does not perform the test within the required timeframe, a violation letter will be mailed to the customer, and there is the potential for enforcement actions, including disconnection of water service.

I had a new irrigation system installed; what do I need to do?

Customers installing new irrigation systems are required to submit an irrigation application to the Aqua New Business Development department. In accordance with General Statute 143-355.4(A), there are specific requirements for all irrigation customers. Regardless of separate meter requirements, all irrigation systems must install a testable backflow prevention assembly.

Helpful Links:

Water Customers, Testers, or Testing Companies can reach NAWSC by:

Phone- 1-844-605-5213

Email- CCC@NAWSC.net

Online- NAWSC.net.

Questions about the Aqua North Carolina Cross Connection Program can be sent to NCBackflow@aquaamerica.com

USEPA Cross Connection Control Manual