

City of Spokane

Cross Connection Control Program

*Protecting the Water Distribution System
from Cross-Connection Contamination
meeting the requirements of [WAC 246-290-490:](#)*

**Water and
Hydroelectric Services**

September 6, 2023

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SECTION I

LEGAL AUTHORITY

Spokane Water Departments' (SWD) legal authority to implement a cross connection control program is provided by the [Spokane Municipal Code 13.04.0818](#) and City of Spokane Ordinance C-31957 adopted by the City of Spokane Council on July 28, 1997. The ordinance requires SWD to implement a cross connection control program in accordance with [WAC 246-290-490](#); or subsequent revisions of the WAC as adopted by the Washington State Department of Health.

SECTION II

PURPOSE, RESPONSIBILITY, AND GENERAL REQUIREMENTS OF PROGRAM

A. Purpose and Responsibility

1. The purpose of SWD's cross-connection control program shall be to protect the public water system, as defined in WAC 246-290-490, from contamination via cross-connections.
2. SWD's responsibility for cross-connection control shall begin at the water supply source, include all the public water treatment, storage, and distribution facilities, and end at the point of delivery to the consumer's Water system, which begins at the consumer's water service at a point typically near the property line or utility held easement. As the authority having jurisdiction, we can enforce backflow protection in-premises.

B. General Program Requirements

1. SWD shall develop and implement a cross-connection control program that meets the requirements of [WAC 246-290-490](#), but may establish a more stringent program through SWD's ordinance or operating policies.
2. SWD shall ensure that good engineering and public health protection practices are used in the development and implementation of cross-connection control program. Department publications and the most recently published editions of references, such as, but not limited to those listed below, are used as guidance for the cross-connection program development and implementation.
 - a. Accepted Procedure and Practice Cross-Connection Control Manual published by the Pacific Northwest Section of the American Water Works Association (PNWS-AWWA Manual).

- b. Manual of Cross-Connection Control published by the Foundation for Cross-Connection Control and Hydraulic Research, University of Southern California (USC Manual).
3. SWD may implement their own cross-connection control program, or any portion thereof, directly or by means of a contract with another agency or party acceptable to the State Department of Health.
4. SWD is the authority in all matters concerning cross-connection control. SWD shall document and describe such coordination, including delineation of responsibilities in the written cross connection control program required in subsection 2 (e) of [WAC 246-290-490](#)
5. SWD shall ensure that cross-connections between the distribution system and the consumer's water system are eliminated or controlled by the installation of an approved backflow preventer commensurate with the degree of hazard. This will be accomplished by implementation of a cross-connection program and policy that relies on:
 - a. Premise isolation as defined in [WAC 246-290-010](#)
 - b. In-premise protection as defined in [WAC 246-290-010](#)
 - c. Combination of both.
6. When SWD's cross-connection control program relies both on premise isolation and/or in-premise protection:
 - a. The program shall comply with the premise isolation requirements specified in subsection (4)(b) of [WAC 246-290-490](#); and
 - b. May reduce premise isolation requirements and rely on in-premise protection for premises other than the type addressed in subsection (4)(b) of [WAC 246-290-490](#); if the conditions in (4)(c)(ii) of that subsection are met.
7. SWD may rely on in-premise protection only when the following conditions are met:
 - a. The in-premise backflow preventers provide a level of protection commensurate with the purveyor's assessed degree of hazard:
 - 1) Backflow preventers which provide the in-premise backflow protection shall meet the definition of approved backflow preventers as described in [WAC 246-290-010](#)
 - 2) The approved backflow preventers are installed, inspected, tested (if applicable), maintained, and repaired in accordance with subsections (6) and (7) of [WAC 246-290-490](#);
 - 3) Records of such backflow preventers are maintained in accordance with subsections (3)(j) and (8) of [WAC 246-290-490](#); and
 - 4) SWD has reasonable access to the consumer's premise to conduct an initial hazard evaluation and periodic reevaluations to determine whether the in-premise protection is adequate to protect SWD's distribution system.
8. SWD shall take appropriate corrective action within its authority if:
 - a. A cross-connection exists that is not controlled commensurate to the degree of hazard assessed by SWD.

- b. A consumer fails to comply with SWD's requirements regarding the installation, inspection, testing, maintenance, or repair of approved backflow preventers required by the [WAC 246-290-490](#).
- 9. SWD's corrective action may include, but is not limited to:
 - a. Denying or discontinuing water service to a consumer's premises until the cross-connection hazard is eliminated or controlled to the requirements of the purveyor.
 - b. Requiring the consumer to install an approved backflow preventer for premise isolation commensurate with the degree of hazard; or
 - c. SWD installing an approved backflow preventer for premise isolation commensurate with the degree of hazard. All costs associated with the installation of the backflow preventer installed by SWD shall be charged to the property owner.
- 10. SWD denying or discontinuing water service to a consumer's premises for one or more of the reasons listed in subsection 2.(i) of the [WAC 246-290-490](#) shall notify the local administrative authority prior to taking such action except in the event of an emergency.
- 11. SWD shall prohibit the intentional return of used water to the purveyor's distribution system. Such water would include, but is not limited to, water used for heating, cooling, or any other purposes within the consumer's water system.

SECTION III

APPROVED BACKFLOW PREVENTER SELECTION

A. SWD CROSS CONNECTION CONTROL SPECIALIST (CCS) ENSURES:

- 1. The degree of hazard posed by the consumer's water system upon SWD's distribution system; and
- 2. Determines the appropriate method of backflow protection for premise isolation in accordance with Table 12 listed in [WAC 246-290-490](#).
- 3. Premise isolation requirements.
 - a. For service connections with premises posing a high health cross connection hazard including, but not limited to, those premises listed in Table 13, the purveyor shall ensure that an approved air gap or RPBA is installed for premise isolation.
 - b. If SWD's CCS determines that no hazard exists for a connection serving a premise of the type listed in Table 13, the requirements of 3.a. of this section do not apply.
 - c. SWD will document, on a case-by-case basis, reasons for not applying the requirements of 3.a. of this section to a connection serving premises of the type listed in Table 13 and include such documentation in the cross-connection control program summary report as required by [WAC 246-290-490](#).

TABLE 12

APPROPRIATE METHODS OF

BACKFLOW PROTECTION FOR PREMISES ISOLATION

Degree of Hazard	Application Condition	Appropriate Approved Backflow Preventer
High health cross-connection hazard	Backsiphonage or backpressure backflow	AG, RPBA, or RPDA
Low health cross-connection hazard	Backsiphonage or backpressure backflow	AG, RPBA, RPDA, DCVA, or DCDA

TABLE 13

HIGH HEALTH CROSS-CONNECTION HAZARD PREMISES REQUIRING PREMISES ISOLATION BY AG OR RPBA

Agricultural (farms, marijuana grows, and dairies)

Beverage bottling plant

Car washes

Chemical plants

Commercial laundries and dry cleaners

Premises where both reclaimed water and potable water are provided.

Film processing facilities

Food processing plants

Hospitals, medical centers or offices, nursing homes, veterinary, medical/dental clinic, and blood plasma centers

Premises with separate irrigation systems using the purveyor's water supply which utilizes chemical addition or a booster pump +

Laboratories

Metal plating industries

Mortuaries

Petroleum processing or storage plants

Premises with an unapproved auxiliary water supply

Survey access denied or restricted

Wastewater lift stations and pumping stations

Wastewater treatments plants*

Radioactive material processing plants or nuclear reactors*

+ For example, parks, playgrounds, golf courses, cemeteries, estates, etc.

* RPBA's for connections serving these premises are acceptable only when used in combination with an in-plant approved air gap; otherwise, SWD shall require an approved air gap at the service connection.

4. Backflow protection for single-family residences.
 - a. Single-family residential service connections shall comply with the premise Isolation requirements when applicable.
 - b. If the single family residential premise isolation does not apply and the requirements specified in subsection (2)(h) of [WAC 246-290-490](#) are met, SWD will rely on backflow protection provided at the point of hazard in accordance with [WAC 51-46-0603](#) of the Uniform Plumbing Code (UPC) for hazards such as, but not limited to:
 - 1) Irrigation systems
 - 2) Swimming pools or spas
 - 3) Ponds
 - 4) Boilers
5. Backflow protection for fire protection systems.
 - a. Backflow protection is not required for residential flow-through or combination fire protection systems constructed to potable water piping and materials.
 - b. For service connections with fire protection systems other than flowthrough or combination system, SWD shall ensure that backflow protection is consistent with [WAC 51-46-0603](#) of the UPC is installed. The UPC requires minimum protection as follows:
 - 1) An RPBA or RPDA for fire protection systems with chemical addition or using unapproved auxiliary water supply; and
 - 2) A DCVA or DCDA for all other fire protection systems.
 - c. For new connections made on or after the effective date of the current regulations, SWD shall ensure that backflow protection is installed before water service is provided.
 - d. For existing fire protection systems:
 - 1) With chemical addition or using unapproved auxiliary supplies, SWD shall ensure that backflow protection is installed within ninety days of the purveyor notifying the consumer of the high health cross-connection hazard or in accordance with an alternate schedule based on the level of hazard.
 - 2) Without chemical addition, without on-site storage, and using only SWD's water (i.e., no unapproved auxiliary supplies on or available to the premises), the SWD shall ensure that backflow protection is installed in accordance with a schedule acceptable to SWD or at an earlier date, as the agency administering the Uniform Building Code as adopted under chapter [19.27 RCW](#).
6. SWD may require backflow preventers commensurate with the degree of hazard determined by SWD to be installed for premise isolation for connections serving premises that have characteristics such as, but not limited to, the following:

- a. Complex plumbing arrangements or plumbing potentially subject to frequent changes that make it impractical to assess whether cross connection hazards exist.
 - b. A repeated history of cross-connections being established or reestablished; or
 - c. Cross-connection hazards are unavailable or not correctable, such as, but not limited to tall buildings.
7. Any service with a booster pump raises the level of protection requirement by one.

SECTION IV

APPROVED BACKFLOW PREVENTERS

- A. SWD shall ensure that all backflow prevention assemblies relied upon by the SWD are models included on the current list of backflow prevention assemblies approved for use in Washington State. The current approved assemblies' list is available from the State.
- B. SWD may rely on testable backflow prevention assemblies that are not currently approved by the department, if the assemblies.
 1. Were included on the department and/or [USC list of approved backflow prevention assemblies](#) at the time of installation.
 2. Have been properly maintained.
 3. Are commensurate with SWD's assessed degree of hazard; and
 4. Have been inspected and tested at least annually and have successfully passed the annual test.
- C. SWD shall ensure that an unlisted backflow prevention assembly is replaced by an approved assembly commensurate with the degree of hazard, when the unlisted assembly:
 1. Does not meet the conditions specified in B. of this section of this subsection.
 2. Is moved.
 3. Cannot be repaired using spare parts from the original manufacturer.
- D. SWD shall ensure that AVB's meet the definition of approved atmospheric vacuum breakers as described in [WAC 246-290-010](#).

SECTION V.

APPROVED BACKFLOW PREVENTER INSTALLATION

- A. SWD shall ensure that approved backflow preventers are installed in the orientation for which they were originally approved by the certifying laboratory.
- B. SWD shall ensure that approved backflow preventers are installed in a manner that:
 - 1. Facilitates their proper operation, maintenance, inspection, and/or in-line testing (as applicable) using standard installation procedures acceptable to the department such as those in the USC Manual or PNWS-AWWA Manual.
 - 2. Ensures that the assembly will not become submerged due to weather-related conditions such as flooding and ground water.
 - 3. Ensures the assembly is installed in an accessible location with adequate clearances from walls, equipment, etc. that will allow repairs and or replacement of the assemblies.
 - 4. Ensures compliance with all applicable safety regulations.
- C. SWD shall ensure that approved backflow assemblies for premise isolation are installed at a location adjacent to the meter or property line or an alternate location acceptable to SWD.
- D. When premise isolation assemblies are installed at an alternate location acceptable to SWD, SWD and the property owner shall ensure that there are no connections between the point of delivery from the public water system and the approved backflow assembly, unless the installation of such a connection meets cross-connection control requirements and is specifically approved by SWD.
- E. SWD shall ensure that approved backflow preventers are installed in accordance with the following time frames:
 - 1. For new connections made on or after the effective date of these regulations, the following conditions listed in Section A through B shall be met before service is provided.
 - 2. For existing connections where the purveyor identifies a high health cross connection hazard, the provisions listed in Section VII C.3.e.1 shall be met:
 - 3. For existing connections where the purveyor identifies a low health cross connection hazard, the provisions listed in Section VII C.3.e.2 shall be met in accordance with a schedule acceptable to the purveyor.
- F. SWD shall ensure that bypass piping installed around any approved backflow preventer is equipped with an approved backflow preventer that:
 - 1. Affords at least the same level of protection as the approved backflow preventer that is being bypassed; and
 - 2. Complies with all applicable requirements.

SECTION VI

APPROVED BACKFLOW PREVENTOR INSPECTION AND TESTING

- A. SWD shall ensure that:
 - 1. A SWD CCS inspects backflow preventer installations to ensure that protection is provided commensurate with the assessed degree of hazard.
 - 2. Either a Backflow Assembly Tester (BAT) or CCS inspects:
 - a. Backflow prevention assemblies for correct installation and approval status.
 - b. Air gaps installed in lieu of approved backflow prevention assemblies for compliance with the approved air gap definition.
 - 3. A BAT tests the approved backflow prevention assemblies upon installation for proper operation.
- B. SWD shall ensure that inspections and/or tests of approved air gaps and approved backflow assemblies are conducted:
 - 1. At the time of installation
 - 2. Annually, after installation, or more frequently if required by for connections serving premises or systems that pose a high health cross-connection hazard or for assemblies that repeatedly fail.
 - 3. After a backflow incident; and
 - 4. After an assembly is repaired, reinstalled, or relocated or an air gap is replumbed.
- C. SWD shall ensure that an inspection and testing of an approved backflow assembly after being installed on irrigation systems:
 - 1. At the time of installation.
 - 2. After a backflow incident, and
 - 3. After repair, reinstallation, or relocation
- D. SWD shall ensure that approved backflow prevention assemblies are tested using procedures acceptable to the department, such as those specified in the most recently published edition of the USC Manual. When circumstances, such as, but not limited to, configuration or location of the assembly, preclude the use of USC test procedures, SWD may allow, on a case-by-case basis, the use of alternate (non-USC) test procedures acceptable to the department.
- E. SWD shall ensure that the results of backflow prevention assembly inspections and tests are documented and reported in a manner acceptable to SWD.
- F. SWD shall ensure that an approved backflow prevention assembly, whenever found to be improperly installed, defective, not commensurate with the degree of hazard, or failing a test (if applicable) is properly reinstalled, repaired, overhauled, or replaced.

- G. SWD shall ensure that an approved air gap, whenever found to be altered, or improperly installed, is properly replumbed or, if commensurate with the degree of hazard, is replaced by an approved RPBA.

SECTION VII

EVALUATION OF PROTECTION REQUIRED

A. New Water Services - Commercial

1. Prior to providing water service, the following procedures are followed:
 - a. A service application shall be properly filled out by the owner of the project or his designated agent.
 - b. A copy of the site plan is required.
 - c. If premise is listed as a high hazard per table 13 in [WAC 246-290-490](#), SWD will initially classify it as a high health hazard.
 - d. If the premise is not listed in table 13 of [WAC 246-290-490](#) or there is a question as to whether it is a high hazard, the following steps are followed:
 - 1) A copy of the mechanical (plumbing) and plumbing fixture schedule is requested.
 - 2) The plans are reviewed for actual and potential cross connections.
 - 3) Each fixture and/or cross connection is assessed for degree of hazard and backflow protection required for each according to plans.
 - 4) Based on this information, the degree of hazard the premise poses to SWD public water system is assessed and backflow protection shall be required in accordance with the assessed degree of hazard.
 - 5) Backflow protection will be required at the property line or where water service enters the premise prior to the first branch tee. SWD shall have final authority on where the backflow device will be located.
 - 6) When construction begins, SWD monitors & inspecting progress. When backflow prevention assemblies SWD has required are installed, one of SWD's CCS will inspect to assure proper type of assembly has correctly been installed.
 - 7) When installation is approved, SWD gathers the required information for each assembly and the assembly is tested by a certified tester.
 - 8) All required information is gathered for the facility and assemblies are entered into SWD's backflow assembly computer database program.

B. New Water Services - Residential

1. At the time-of-service installation an SWD Water Service Inspector (CCS) will assess the degree of hazard posed by the residential premises to SWD's distribution system.

2. Based on this information, the degree of hazard the premise may pose to SWD's distribution system is assessed and backflow protection shall be required in accordance with the assessed degree of hazard.

C. Existing Water Services

1. All surveys are conducted in accordance with [WAC 246-290-490](#):
2. Backflow protection is required:
 - a. On the service line to some facilities
 - b. Or service lines and at the fixture(s)
 - c. Or required only at the fixture. When relying on only fixture protection, UPC and current PNWS AWWA Cross Connection Control Manual and/or SWD's requirements were depended upon to ensure backflow protection was commensurate with degree of hazard.
3. When the customer is relying on in-premise backflow protection, SWD will require owners to follow the following provisions which includes, but is not limited to:
 - a. A water use survey of premise's entire plumbing system by a SWD inspector (CCS) will be required.
 - b. The SWD Inspector (CCS) shall be required to correctly prepare a cross connection control inspection report including:
 - 1) Identifying all cross connections, including degree of hazard, and if properly controlled in accordance with Section III.A.4.b.
 - 2) Inspect all backflow protection for correct installation and USC approved.
 - 3) A backflow assembly test and a completed test report for all testable backflow preventers.
 - 4) Returning to SWD, by the annual compliance date, the inspection report, test report(s) and documentation of air gap and atmospheric vacuum breaker inspection.
 - 5) If owner does not comply, SWD will proceed with procedures for discontinuing water service or installing backflow protection on water service line as described in Section II.B.9.
4. Under [WAC 246-290-490](#):SWD will implement a program to reevaluate all commercial premises that do not presently have an RPBA installed on their water service.
 - a. A priority list will be made with the premises SWD determine pose the highest hazards to SWD's potable water supply. The list will rank the hazards in order of threat. The greatest threats will be listed at the top and least potential threats at the bottom. Table 13 in the State regulation will be used as a guideline for establishing this list.
 - b. The priority list will be used for re-evaluating the degree of hazard starting with the highest threat and working down the list.
 - c. A letter will be sent to the owners of each facility listed on the priority list. This letter will review cross connection control basics, with the addition of the reasons

for water use reevaluation, and a prospective date for a meeting and/or water use survey.

- d. Degree of hazard will be determined by Table 13 of [WAC 246-290-490](#)., the current PNWS AWWA Cross Connection Control Manual, the UPC and/or by a water use survey of the premises.
- e. Backflow protection shall be required based upon the above findings in accordance with Table 12 of [WAC 246-290-490](#).:
 - 1) If it is determined the premise poses a high hazard to SWD's public water system; an RPBA will be required on water service to facility within 90 days or in accordance with an alternate schedule acceptable to SWD.
 - 2) If it is determined the premise poses a low hazard to SWD's public water supply, a DCVA will be required on water service to facility within 90 days or in accordance with an alternate schedule acceptable to SWD.Reason for DCVA requirement shall be, but not limited to:
 - a. SWD has no control of plumbing changes inside premises.
 - b. Lack of personnel to make annual water use surveys of these premises.
- f. Existing fire suppression systems not presently controlled by State approved backflow protection will be required to comply as described in Section III.A.5.d.
- g. Existing irrigation systems that are capable of polluting or contaminating SWD's public water supply and controlled by State approved backflow protection, shall comply, as described in Section III.A.4.b.
- h. Backflow protection will be installed:
 - 1) On the service line to premises requiring premise isolation at or near property line or inside of facility prior to the first, branch tee; or
 - 2) At the point of supply to fire suppression and irrigation systems.
- i. When backflow prevention assemblies are installed, SWD follows the same procedures listed in Section V. SWD shall have final authority on where the backflow assembly will be located.

D. Periodic Reevaluation

- 1. All premises without an RPBA installed on a water service are subject to periodic reevaluation.
 - a. All changes in occupancy of commercial and industrial facilities will be monitored through SWD's backflow computer database and business office billing system computer.
 - b. If type of occupancy changes, which may increase degree of hazard, a water use reevaluation will be conducted within 90 days. The procedures followed are:
 - c. A letter will be sent to the owner of each premises to be reevaluated. This letter will review cross connection control basics as described in A. 1.6. of this section

with the reasons for the reevaluation and a prospective date for a meeting and/or water use survey.

- d. Based upon the water use survey, backflow protection will be required commensurate with degree of hazard as described in Section III.

SECTION VIII

SWD CROSS CONNECTION CONTROL PERSONNEL

- A. 1 Head CCS
- B. 6 Cross Connection Control Inspectors,
- C. 13 State Certified Cross Connection Control Specialists
- D. 12 State Certified Backflow Assembly Testers.

SECTION IX

ANNUAL TESTING PROGRAM

- A. SWD has developed and implemented a backflow prevention assembly testing quality assurance program. This includes but not limited to:
 1. Documentation of tester certification by requiring proof of current certification of all testers.
 2. Documentation of brand, model, serial number, and date of last verification of accuracy is required on all test kits used to test backflow Preventers in SWD's jurisdiction.
 - a. Verification of accuracy of test kits is required annually.
 3. A test report for each backflow prevention assembly required to be tested is sent to the owner of the backflow preventer.
 - a. Test report lists the following information:
 - 1) Owner's name, address, service number and phone number
 - 2) Name of business, if applicable, and contact person
 - 3) File number and assembly number
 - 4) Cross connection controlled.
 - 5) Location of backflow preventer
 - 6) Type, Brand, Model, and size of backflow preventer
 - b. The tester is required to correctly fill out the test report, including:
 - 1) System water pressure at time of test.
 - 2) Pressure differentials, buffer, etc. for assembly being tested.
 - 3) Note if the assembly passed or failed the test.
 - 4) If the assembly is installed correctly.
 - 5) Are there any unauthorized connections or modifications to the assembly.
 - 6) Test kit brand, model, serial number, and date of last verification of accuracy.

- 7) Print full name and phone number of tester.
- 8) Signature and certification number of tester.
- 9) Date of initial test.
- 10) If assembly failed:
 - a. List repairs made.
 - b. Person making repairs.
 - c. Results of final test.
 - d. Signature and certification number of tester.
 - e. Date of final test.
- c. A letter accompanies the test report that contains basics of cross connection control with the addition of testing requirements and compliance date for returning test report.
 - 1) Test report and letter is sent to owner and lessee, if applicable.
 - 2) A list of area commercial testers is included.
- d. Compliance date for returning completed test is included in the letter.
 - 1) Report is sent out 30 to 40 days prior to the compliance date.
 - 2) If completed test report is not returned by compliance date, a "second notice" (1st letter of non-compliance) is sent.
 - a. This letter is sent by email/mail to the owner.
 - b. The letter indicates that this is the "second notice."
 - c. Completed test report must be returned within 15 days.
 - d. Owner is reminded if test report not returned by due date, SWD will proceed to discontinue water service to premises.
4. If completed test report is not returned by compliance date, a "third notice" (2nd letter of non-compliance) is sent.
 - a. Letter is sent by mail to the owner.
 - b. Letter indicates this is the third notice.
 - c. Completed test report must be returned within 5 working days.
 - d. Owner is reminded if test report is not returned by due date, SWD will proceed to discontinue water service to premise.
5. If completed test report is not returned by compliance date, a fourth notice, (3rd letter of non-compliance) is sent.
 - a. Letter indicates this is the fourth notice and is delivered in person to the facility/property.
 - b. Completed test report must be returned within 5 working days.
 - c. Owner is reminded if test report is not returned by due date, SWD will proceed to discontinue water service to premise.

SECTION X

RECORD KEEPING

- A. SWD maintains cross connection control records per [WAC 246-290-490](#):
- a. Records of all documented backflow incidents occurring in SWD's service area will be reported within 24 hours to the State. These records will be kept for a minimum of 5 years after the life of the assembly.
 - b. All cross-connection control records and reports are either maintained in a backflow protection computer database program, as hard copies, or both.
 - c. A cross connection control annual summary report will be submitted annually to the State using a form or format available from or approved by the State. These reports will be kept by SWD a minimum of 5 years.

SECTION XI

BACKFLOW INCIDENT INVESTIGATION PROCEDURES

- A. The SWD has adopted the PNWS-AWWA Cross Connection Control Committee Procedures for incident investigation reporting.

SECTION XII

RECLAIMED WATER

- A. Premises served by SWD receive/utilize reclaimed water, SWD will enforce the State's requirements under a permit issued in accordance with [Chapter 90.46 RCW](#).
- B. Any facility using or producing reclaimed water is required to have an RPBA at premise, and an Air Gap at the point of reclaimed water usage. [WAC 246-290-490](#):

SECTION XIII

PUBLIC EDUCATION

A. An organized and well-executed education program is essential for SWD's Cross Connection Control (CCC) program to succeed. SWD has been involved for years in educating all entities associated with the water works industry. This includes, but is not limited, to the following:

1. CCC Organizations
 - a. SWD has been actively involved in establishing, supporting, and actively participating in National (American Backflow Protection Association), Regional (Pacific Northwest Section — American Water Works Association), and Local (Spokane Regional CCC) organizations. These organizations strive to establish continuity of enforcement and requirements in CCC. In doing so, they develop various manuals, brochures, and training aids that are used in education. SWD depends on much of this material for their public education program.
2. Water works related entities.
 - a. Actively involved in educating the related entities that SWD's CCC program is greatly dependent upon. This includes plumbers, plumbing inspectors, fire protection contractors, irrigation installers, etc. This is accomplished by conducting training sessions, distributing brochures, handouts, and face-to-face conversations.
3. SWD Employees
 - a. SWD's water department employees believe in the CCC program and are knowledgeable in cross connection control. This enables them to intelligently discuss, explain, and answer questions regarding CCC.
4. SWD Customers
 - a. Attempts to educate SWD's customers have been conducted through mail stuffers and brochures, through SWD's billing statements, hand out material specifically designed for customers installing irrigation systems; displays and information booths set up in shopping malls, displays set up in SWD's business office, etc.