

**CRESTLINE-LAKE ARROWHEAD WATER AGENCY**

**CROSS-CONNECTION CONTROL PROGRAM**

**Chapter 1 – Program Overview**

**1.1 Purpose**

The Crestline-Lake Arrowhead Water Agency (Agency) is responsible for protecting its water supply from contamination by implementation of a Cross-Connection Control Program. The purpose of the Cross-Connection Control Program is:

- to protect the Agency’s water supply against actual or potential cross-connection by isolating within the premise contamination that may occur because of some undiscovered or unauthorized cross-connection on the premises;
- to eliminate existing connections between drinking water systems and other sources of water that are not approved as safe and potable for human consumption;
- to eliminate cross-connections between drinking water systems and sources of contamination;
- to prevent the occurrence of cross-connections in the future;
- and to provide basic educational information on backflow prevention to build awareness within our community.

**1.2 Applicability**

The Cross-Connection Control Policy Handbook (CCCPH) standards apply to all California Public Water Systems as defined in California’s Health and Safety Code (CHSC, § 116275(h)). Through the adoption of the CCCPH, the State Water Resources Control Board is exercising its authority under California’s Safe Drinking Water Act (SDWA).

**1.3 Definitions**

Except as otherwise specified herein, the terms used in this Plan shall have the meanings ascribed to them in Section 3.1.1 of the CCCPH.

“Customer” means water user.

“Agency” means Crestline-Lake Arrowhead Water Agency.

**Chapter 2 – Crestline-Lake Arrowhead Water Agency’s Cross-Connection Control Plan**

**Article 1 – Legal Authority**

**2.1.1 Legal Authority for Cross-Connection Control Program**

On June 5, 2025, the Agency’s Board of Directors adopted its Cross-Connection Control Policy (Policy) by ordinance. The Policy establishes the Agency’s authority to prevent contamination of its potable water system through required installation, testing, and maintenance of backflow prevention assemblies; and sets procedures for hazard

assessments, public education, coordination with local entities, and certification of testers. It authorizes corrective actions – including discontinuation of water service – when customers fail to comply and permits immediate disconnection when an imminent health risk exists. The Policy also outlines administrative responsibilities and an appeals process to ensure consistent implementation and protection of public health.

The Policy is attached as Exhibit A.

## **Article 2 – Hazard Assessments**

### **2.2.1 Initial Hazard Assessments**

To evaluate the potential for backflow into the Agency’s distribution system, the Agency shall complete an initial hazard assessment of all service connections including single-family residences within the service area in five years or by July 1, 2030. Methods used to conduct the initial hazard assessment are as follows:

- New customers shall report new commercial uses of properties.
- All customers shall allow for inspections.
- In-person assessments.
- Review of customer water use practices.
- Review of water quality complaints.
- Review of water quality lab results from routine monitoring.

The Agency will continue to review all requests for new services to determine if backflow protection is needed. Plans and specifications must be submitted to the Agency upon request for review of possible cross-connection hazards as a condition of service for new service connections. If it is determined that a backflow prevention device is necessary to protect the public water system, the required approved device must be installed before service will be rendered.

The Agency may require an on-premise inspection to any new or existing site to evaluate cross-connection hazards. The Agency will send a written notice requesting an inspection appointment to each affected customer. Any customer that cannot, or will not, allow an on-premise inspection of their piping system shall be subject to enforcement provisions under Section 5 of its Policy.

The Agency may require a reinspection at its discretion for cross-connection hazards of any premise to which it serves water. The Agency will contact the customer to request an inspection. Any customer that cannot, or will not, allow an on-premise inspection of their piping system shall be subject to enforcement provisions under Section 5 of its Policy.

The Agency will notify the customer in writing of its survey findings and issue a Notice to Install when required. The Agency may also issue a Notice of Violation, listing any corrective action to be taken (see Section 2.3.8.).

### **2.2.2 On-Going Hazard Assessments**

After the initial hazard assessments described above, the Agency will conduct a hazard assessment under the following criteria:

- if a customer premises changes account holder, excluding single-family residences;
- if a customer premises is newly or reconnected to the Agency's system;
- if the Agency becomes aware of changes in the activities or materials on a customer's premises;
- if backflow from a customer's premises occurs;
- if the State Water Resources Control Board requests a hazard assessment of a customer's premises;
- or if the Agency concludes an existing hazard assessment may no longer accurately represent the degree of hazard.

The Agency shall conduct site surveys and/or hazard assessments of the entire Agency every 15-20 years after the initial hazard assessment depending on Agency resources.

### **2.2.3 Fire Protection Systems**

Certain commercial properties within the Agency are required to have private fire sprinkler protection systems and all are adequately protected from cross-connections with at least a double check valve. Under Section 8.4 of this Policy, all newly installed fire protection systems will be protected with at least a double check valve unless it meets the criteria listed in CCCPH section 3.2.2(e)(3). High hazard cross-connection fire protection systems require a reduced pressure backflow prevention assembly. The type of device will be determined by the Agency.

## **Article 3 – Cross-Connection Control Program Implementation**

### **2.3.1 Cross-Connection Control Program Coordinator**

The Cross-Connection Control Program Coordinator (Coordinator) is required by the CCCPH to ensure that the program is consistently maintained by at least one designated person. The point of contact is:

Kyle Shaw  
Cross-Connection Specialist  
Crestline-Lake Arrowhead Water Agency  
P.O. Box 3880  
Crestline, CA 92325  
909-338-1779  
Cross-Connection Control Specialist Number 03876 (CA-NV/AWWA)  
Backflow Tester Certification Number 20050 (CA-NV/AWWA)

**Additional Staff:**

Curtis Vanderwoude  
Cross-Connection Specialist  
Crestline-Lake Arrowhead Water Agency  
P.O. Box 3880  
Crestline, CA 92325  
909-338-1779  
Cross-Connection Control Specialist Number 03920 (CA-NV/AWWA)  
Backflow Tester Certification Number 20340 (CA-NV/AWWA)

Ronald Olson II  
Water System Supervisor  
Crestline-Lake Arrowhead Water Agency  
P.O. Box 3880  
Crestline, CA 92325  
909-338-1779  
USC Cross Connection Control Specialist and Backflow Tester

**2.3.2 Installation**

Whenever backflow protection has been found necessary, the Agency will issue a Notice to Install an Agency approved backflow prevention device at the customer's sole expense.

Backflow prevention assemblies installed shall be no less protective than that which is commensurate with the degree of hazard at a customer's premises, as specified in its Policy and the CCCPH Appendix D and as determined by the Agency based on the results of a hazard assessment.

Each air gap shall meet the requirements in Table 1, Minimum Air Gaps for Generally used Plumbing Fixtures, page 4 of the American Society of Mechanical Engineers (ASME) A112.1.2-2012 (R2017) (see Appendix B of CCCPH).

Each replaced or newly installed pressure vacuum breaker back siphonage prevention assembly, spill-resistant pressure vacuum breaker back siphonage prevention assembly, double check valve, and reduced pressure backflow prevention assembly shall be approved through both laboratory and field evaluation tests performed in accordance with Standards found in Chapter 10 of Southern California Foundation for Cross-Connection control and Hydraulic Research. Backflow prevention assemblies shall not be modified following approval. A backflow prevention assembly tester shall notify the Agency if a backflow prevention assembly has been modified from the CCCPH Section 3.3.1(b) approval.

Backflow prevention assemblies shall be installed in accordance with any and all criteria set forth in CCCPH Section 3.3.2. Except as otherwise provided and required by the CCCPH, approved backflow prevention assemblies shall be installed and located as close as practical

to the customer's service connection, or at a location approved by the General Manager, and all approved backflow prevention assemblies shall be installed before the first branch line leading off the service.

### **2.3.3 Testing**

The Agency will notify affected customers by mail when annual testing of the device is required. The written notification shall give the customer 15 days to schedule the required testing. If the Agency does not have the testing scheduled within 15 days, the customer shall be subject to the enforcement provisions established in Section 5 of its Policy.

The testing notification will include a list of Agency approved certified backflow testers. The affected customer must select one of the approved certified backflow testers to perform the required test(s). Only tests administered by approved testers will be valid. Agency staff must witness the test.

If the device fails, is untestable or needs to be replaced, repairs or replacement must be done immediately. The tester must have parts available for all devices they are scheduled to test to prevent any delays in repairs. Any time extensions for repair and/or replacement must be approved by the General Manager. Non-testable backflow devices will need to be replaced immediately.

### **Certified Backflow Prevention Assembly Testers**

The Agency's staff must witness all tests conducted by approved certified testers. In order to be on the list, a contractor must possess a valid tester and/or specialist certification by a State Water Resources Control Board certifying organization and provide the field test kit, or gauge equipment, accuracy verification record to the Agency. Provisions for revocation from the list include, but are not limited to, falsifying information or providing negligent recommendations inconsistent with industry-standard cross-connection control guidelines. The Agency is required to report any tester that falsifies test forms to all regulatory agencies. The Agency reserves the right to conduct an audit on a backflow prevention assembly tester at any time regarding their testing procedures.

### **2.3.4 Tracking System**

The Agency maintains software that lists all customer premises with an installed backflow prevention assembly. The software identifies the type and size of each backflow prevention assembly, along with other pertinent details such as installation date, the date of the most recent test, and whether a backflow incident has been previously reported. As part of its hazard assessment, the Agency is updating the software to include all premises, noting the date the hazard assessment was completed, the type of uses on the premises, and whether a potential hazard was identified that required the installation of a backflow prevention assembly. The software will also reflect the current installation status. All highest-hazard premises, as well as any premises subject to enforcement, will be specifically noted.

The Agency will retain all records subject to the retention requirements specified in Section 2.3.7.

### **2.3.5 Backflow Incident Response**

The Agency takes water quality complaints seriously and responds to every complaint on the same day. When a potential incident is detected, the Cross-Connection Coordinator reviews all past water quality samples taken, as well as all pressure readings in the affected part of the distribution system.

The Cross-Connection Coordinator is also involved in the backflow incident response procedure. If a backflow incident is confirmed to be an actual cross-connection (not just a potential one), the Cross-Connection Coordinator will confirm that all backflow prevention assemblies – up to four connections upstream and four downstream – are functioning correctly, which is verified by testing. If no backflow prevention assemblies are present, the Cross-Connection Coordinator will locate the nearest backflow prevention assembly, perform a test, and take a chlorine residual at that location.

The Agency will notify the State Water Resources Control Board and local health agencies of any known or suspected incidents of backflow within 24 hours of the Agency's determination and comply with applicable reporting and/or notification requirements, including those contained in CCCPH Section 3.5.3.

### **2.3.6 Local Agency Coordination**

Whenever there is an issue with a customer's fire protection system, the Cross-Connection Coordinator notifies the customer to alert the local fire department if fire service will be down for more than four (4) hours. In addition, law enforcement is notified of any instances of backflow vandalism or theft.

The Agency will also coordinate with applicable local entities that are involved in either cross-connection control or public health protecting (including plumbing, permitting, or health officials, law enforcement, fire departments, maintenance, and public and private entities) to ensure hazard assessments can be performed, to ensure appropriate backflow protection is provided, and to provide assistance in the investigation of backflow incidents.

### **2.3.7 Record Keeping**

The Agency must maintain the following records for a minimum of three (3) previous calendar years:

- The two most recent hazard assessments for each customer premise.
- For each backflow prevention assembly, the associated hazard or application, location, owner, type, manufacturer and model, size, installation date, and serial number.
- For each air gap installation, the associated hazard or application and the location, owner, and as-built plans of the air gap.

- Results of all backflow prevention assembly field testing and air gap inspection, including the name, test date, repair date, and certification number of the backflow prevention assembly tester, as well as the current field test kit of gauge equipment accuracy verification for each backflow prevention assembly field test, and air gap inspection.
- Repairs made to, or replacement or relocation of, backflow prevention assemblies.
- The most current cross-connection tests (e.g. shutdown test, dye test).
- Descriptions and follow-up actions related to all backflow incidents.
- If any portion of the cross-connection program is carried out under contract or agreement, a copy of the current contract or agreement.
- The current Agency Cross-Connection Control Plan.
- Any public outreach or education materials issued.

All information listed above must be available to the State Water Resources Control Board upon request.

#### **2.3.8 Enforcement**

When the Agency identifies a violation of its Policy, it may take corrective action to protect the potable water supply. Violations include, but are not limited to, failure to install, inspect, field test, or maintain a backflow prevention assembly in the manner or within the time prescribed by the Agency, or denial of entry to authorized representative of the Agency for inspection.

Before taking corrective action, the Agency shall issue a Notice of Violation specifying the corrective action required and the timeframe for compliance. If the customer fails to comply within the time required, the Agency may take corrective action at the customer's expense. Corrective actions may include, but are not limited to installation, replacement, repair, inspection, field testing, or maintenance of a backflow prevention assembly. All charges will be added to the customer's billing statement and will be payable immediately. Any charges not paid by the due date will be subject to a late fee and may be applied to the property tax bill, if unpaid.

A Notice of Violation related to field testing shall be issued at least 15 days before corrective action is initiated. A Notice of Violation for all other violations shall be issued at least 30 days before corrective action is initiated. The Agency's General Manager may, at their sole discretion, grant an extension of time to complete the required corrective action.

#### **Discontinuation of Water Service**

In lieu of or in addition to corrective action, the Agency may discontinue or terminate water service for violations of its Policy or Program that do not create an immediate health risk to the public water system after providing 48 hours' notice of the scheduled discontinuance. The Agency will post such a notice in a conspicuous location on the property and made a good faith effort to contact an adult at the property by telephone or in person.

Notwithstanding the above, the Agency may discontinue or terminate water service without advance notice anytime a condition exists which creates an immediate health risk to the public water system.

### **2.3.9 Public Outreach**

The Agency will implement a public outreach and education program that includes educating staff, customers, and the community about backflow protection and cross-connection control. Methods include providing information on cross-connection control and backflow protection on billing statements and information in upcoming consumer confidence reports.

**ORDINANCE NO. 70**

**AN ORDINANCE OF CRESTLINE-LAKE ARROWHEAD WATER AGENCY  
ADOPTING A CROSS-CONNECTION AND BACKFLOW PREVENTION PROGRAM**

**WHEAREAS**, Crestline-Lake Arrowhead Water Agency ("Agency") wishes to adopt a cross-connection and backflow prevention program as required by California law to protect against the introduction of harmful constituents in the Agency's potable water supply from on-site conditions or uses by Agency customers that create a risk of contamination;

**NOW, THEREFORE, BE IT ORDAINED** by the Board of Directors of Crestline-Lake Arrowhead Water Agency that the Agency's cross-connection and backflow prevention program shall be as follows:

**Section 1 Rules and Regulations**

**Section 1.1 State and Local Regulations.** This Ordinance constitutes the cross-connection control policy ("Policy") of the Crestline-Lake Arrowhead Water Agency ("Agency") and is intended to comply with the State Water Resources Control Board Division of Drinking Water ("SWRCB DDW") Cross-Connection Control Policy Handbook ("CCCPH") and implement a cross-connection control program ("Program"). To the extent anything in this Policy conflicts with applicable laws or regulations, including without limitation the provisions of the CCCPH, as may be amended from time to time, the provision of such laws or regulations, including the CCCPH, shall control.

**Section 1.2 Purpose.** This Policy, as well as the Program and CCCPH, are intended to protect the Agency's water system from the possibility of contamination or pollution by isolating within customer systems such contaminants or pollutants which could backflow or back-siphon into the Agency system. This Policy and the Program are also intended to provide for the maintenance of a continuing program of cross-connection control which will systematically and effectively prevent the contamination or pollution of the Agency's potable water system.

**Section 2 Plan for Cross-Connection Control**

Prior to the deadline set forth by the CCCPH, the Agency will submit a written Cross-Connection Control Plan ("Plan") to the SWRCB DDW in accordance with the requirements set forth in CCCPH Section 3.1.4 and other applicable sections of the CCCPH. The Agency will ensure its Plan remains updated and representative of its Program, and will resubmit the Plan to the SWRCB DDW when substantive revisions are made.

### **Section 3 Definitions**

Except as otherwise specified herein, the terms used in this Policy shall have the meanings ascribed to them in Section 3.1.1 of the CCCPH.

### **Section 4 Fees**

The Board of Directors may, by resolution, establish fees or charges assessed under this Policy to ensure that the costs reasonably borne by the Agency are collected from the customer.

### **Section 5 Enforcement**

**Section 5.1 Compliance.** Failure to comply with this Policy or the Program constitutes a violation of the Agency's rules and regulations for service. The Agency may take action to correct any violation of this Policy or the Program. Violations include, but are not limited to, failure to install, inspect, field test, or maintain a backflow prevention assembly in the manner or within the time prescribed by the Agency, or denial of entry to authorized representatives of the Agency for inspection.

(a) Corrective actions may include, but are not limited to, the installation, replacement, repair, inspection, field testing, or maintenance of a backflow prevention assembly.

(b) Before taking corrective action under subdivision (a), the Agency shall issue a Notice of Violation informing the customer that the Agency will proceed with corrective action at the customer's expense unless the customer completes the required work within the time specified in the Notice.

(1) A Notice of Violation related to field testing shall be issued at least 15 days before corrective action is initiated.

(2) A Notice of Violation for all other violations shall be issued at least 30 days before corrective action is initiated.

(c) The Agency's General Manager may, at their sole discretion, grant an extension of time to complete the corrective action.

**Section 5.2 Discontinuation of Service.** In lieu of or in addition to corrective action pursuant to Section 5.1, the Agency may discontinue or terminate water service for violations of this Policy or the Program that do not create an immediate health risk to the public water system after providing 48 hours' notice of the scheduled discontinuance. The Agency will post such notice in a conspicuous location on the property and make a good faith effort to contact an adult person at the property by telephone or in person. Notwithstanding the above, the Agency may discontinue or terminate water service without advance notice anytime a condition exists which creates an immediate health risk to the public water system.

**Section 5.3 Restoration of Service.** Once service has been disconnected, it will not be restored until a backflow prevention assembly has been installed or repaired at the customer's expense and passes testing by an approved certified backflow prevention assembly tester, the cross-connection is abated to the satisfaction of the Agency, or the violation is otherwise corrected or remediated. The Agency may require a fee to reinstate service.

**Section 5.4 Remedies not Exclusive.** The remedies provided in this Policy are not exclusive and may be used in addition to any other remedies available under law or equity.

## **Section 6 Coordinator; Administration and Enforcement**

The General Manager of the Agency ("General Manager") shall designate a program coordinator ("Coordinator") responsible for the development of, and the reporting, tracking, and other administrative duties of the Program. The General Manager (or designee) are authorized to administer and enforce this Policy and the Program.

## **Section 7 Hazard Assessments**

The Agency will survey its service area and conduct a hazard assessment as required by Chapter 3, Article 2 of the CCCPH.

## **Section 8 Backflow Prevention**

**Section 8.1 Backflow Prohibited.** No person is permitted to cause, permit, facilitate, or maintain an actual or potential cross-connection or any type of connection that permits an actual or potential backflow of water to the Agency's system.

**Section 8.2 Installation of Approved Backflow Prevention Assembly.** The Agency shall issue a Notice to Install to any customer who is required to install an approved backflow prevention assembly. The customer shall install, maintain, inspect, and test such assembly in accordance with applicable State law or regulation (including CCCPH) and this Policy, at the customer's expense and within the time prescribed by the Agency. All installations are subject to inspection by the Agency. Failure, refusal, or inability on the part of the customer to install said assembly or assemblies constitutes a violation of this Policy and the Program and is subject to enforcement pursuant to Section 5.

**Section 8.3 Entry and Inspection.** All customer systems and premises shall be readily accessible for inspection at all reasonable times to authorized representatives of the Agency to enable the Agency to ascertain the existence of cross-connections or other structural or sanitary hazards, including violations of the cross-connection rules and regulations in this Policy. Failure to allow an Agency representative on premises is a violation of this Policy.

#### **Section 8.4 Levels of Protection Required.**

(a) Customers shall install backflow prevention assemblies as required in this Section. Backflow prevention assemblies installed shall be no less protective than that which is commensurate with the degree of hazard at a customer's premises, as specified in this Policy and the CCCPH Appendix D, and as determined based on the results of a hazard assessment.

(b) Customers shall at all times protect the Agency system from high hazard cross-connections through premises containment, through the use of air gap separation or a reduced pressure principle backflow prevention assembly. Customer shall comply with any additional requirements or degrees of protection for particular high hazard cross-connections set forth in CCCPH Appendix D.

(c) A swivel-ell type of backflow prevention assembly may be appropriate for use instead of an air gap separation, subject to Agency approval at the Agency's discretion, if all of the criteria listed in CCCPH section 3.2.2(d) are met.

(d) Unless an exception applies, customers shall protect the Agency system with no less than a double check valve backflow prevention assembly protection for a customer's premises with a fire protection system, within 10 years of adoption of the CCCPH. Exceptions are as follows:

(1) A high hazard cross-connection fire protection system (including those that may utilize chemical additions or an auxiliary water supply) shall have at least a reduced pressure principle backflow prevention device protection.

(2) A backflow prevention assembly is not needed for a low hazard fire protection system on a residential customer's premises if the Agency determines all of the criteria listed in CCCPH section 3.2.2(e)(3) are satisfied.

(3) If the Agency identifies alternatives in its Program, pursuant to CCCPH Section 3.2.2(e)(2), for existing premises that cannot timely comply with double check valve device protection requirements, such alternative may apply unless the SWRCB DDW disapproves.

#### **Section 8.5 Backflow Prevention Assembly Standards.**

(a) Each air gap separation shall meet the requirements in Table 1, Minimum Air Gaps for Generally Used Plumbing Fixtures, page 4 of the American Society of Mechanical Engineers (ASME) A112.1.2-2012 (R2017) (see Appendix B of CCCPH).

(b) Each replaced or newly installed pressure vacuum breaker back siphonage prevention assembly, spill-resistant pressure vacuum breaker back siphonage prevention assembly, double check valve, and reduced pressure principle backflow prevention assembly shall be approved through both laboratory and field evaluation tests performed in accordance with the Standards found in Chapter 10 of the Manual of Cross-Connection Control, Tenth Edition, published by the University of Southern California Foundation for Cross-Connection Control and Hydraulic Research. Backflow prevention assemblies shall not be

modified following approval. A backflow prevention assembly tester shall notify the Agency if a backflow prevention assembly has been modified from the CCCPH Section 3.3.1(b) approval.

#### **Section 8.6 Backflow Prevention Assembly Installation Criteria.**

(a) Backflow prevention assemblies shall be installed in accordance with any and all criteria set forth in CCCPH Section 3.3.2.

(b) Except as otherwise provided and required by the CCCPH, approved backflow prevention assemblies shall be installed and located as close as practical to the customer's service connection, or at a location approved by the General Manager or designee, and all approved backflow protection assemblies shall be installed before the first branch line leading off the service.

#### **Section 9 Certification of Specialists and Testers**

All backflow prevention assembly testers and cross-connection control specialists shall be certified per CCCPH Chapter 3, Article 4.

#### **Section 10 Backflow Prevention Assembly Testing**

**Section 10.1 General Provisions.** Through implementation of this section, the Agency will ensure compliance with CCCPH Section 3.3.3, governing field testing and repair of backflow prevention assemblies and inspection of air-gap separations. The Agency will also comply with and ensure compliance with the procedures for testing identified in its Plan.

##### **Section 10.2 Customer Testing.**

(a) **Testing.** The customer will own the approved backflow prevention assembly and will have full responsibility for contacting a certified approved backflow prevention assembly tester during annual testing (or more often if required by the Agency) and other testing in compliance with this Policy and CCCPH Section 3.3.3, as well as maintenance, repair and retesting, and winterized protection of the device. The customer shall also have a field test conducted by a certified approved backflow prevention assembly tester on all backflow prevention assemblies following installation, repair, depressurization for winterizing, or permanent relocation. Air-gap separations shall be visually inspected at least annually. Testing forms will be provided by the Agency and tests will be witnessed by Agency personnel.

(b) **Service is Contingent.** The Agency will not provide continuous water service to a customer with a newly installed backflow prevention assembly until the Agency witnesses a passing field test.

(c) **Annual Testing Notices.** Annual testing inspection notices will be mailed to the Agency's customers giving them 15 days to have the annual test scheduled for

their assembly. If the test is not scheduled within 15 days, a second notice will be sent giving a final deadline for scheduling. If the test is not scheduled by the deadline, a Notice of Termination will be sent to the customer. Nothing in this section precludes the Agency from terminating service without notice when the Agency determines that a condition exists that creates and immediate risk to the public water system.

(d) **Failed Tests.** If the device fails, is untestable, or needs to be replaced, the device must be repaired or replaced immediately. Backflow prevention assemblies that fail field tests/inspections or that cannot be tested shall be repaired or replaced and retested by the certified approved backflow prevention assembly tester immediately, unless otherwise approved by the General Manager. Failure to repair or replace and test a device may result in discontinuation of service. The Agency's General Manager, at their sole discretion, may grant a time extension.

(e) **Backflow Incidents.** Backflow prevention assembly testers shall notify the Agency as soon as possible (within 24 hours maximum) if a backflow incident or an unprotected cross-connection is observed at the backflow prevention assembly or prior to the customer's premises during a field visit. The Agency will immediately conduct an investigation and discontinue service to the customer's premises pursuant to this Policy if a backflow incident is confirmed, and water service will not be restored to that customer's premises until the Agency witnesses a passing backflow prevention assembly field test from a certified approved backflow prevention assembly tester and the Agency determines the backflow prevention assembly is protecting the Agency.

(f) **Testing, Inspections, and Repair Records.** Each customer who is required to install, test, inspect, maintain, or repair an approved backflow prevention device shall maintain records of such tests, inspections, repairs, and overhaul for three years and shall provide a copy of the records to the Agency on request.

## **Section 11 Backflow Incident Response, Reporting, and Notification**

**Section 11.1 Inclusion in Agency Plan.** Pursuant to Chapter 3, Article 5 of the CCCPH, the Agency will include backflow incident response procedures in its Plan, and the Agency will comply with such procedures.

**Section 11.2 Notification of SWRCB DDW and Local Health Agency.** The Agency will notify the SWRCB DDW and local health agencies of any known or suspected incidents of backflow within 24 hours of the Agency's determination and comply with applicable reporting and/or notification requirements, including those contained in CCCPH Section 3.5.3.

## **Section 12 Public Outreach and Education**

The Agency will implement a public outreach and education program that includes educating staff, customers, and the community about backflow protection and cross-connection control. Methods may include providing information on cross-connection control and backflow protection in periodic water bill inserts, notices on billing statements, new customer documentation, and consumer confidence reports.

## **Section 13 Local Entity Coordination**

The Agency will coordinate with applicable local entities that are involved in either cross-connection or public health protection (including plumbing, permitting, or health officials, law enforcement, fire departments, maintenance, and public and private entities) to ensure hazard assessments can be performed, to ensure appropriate backflow protection is provided, and to provide assistance in the investigation of backflow incidents.

## **Section 14 Appeals**

**Section 14.1 Initial Appeal.** A customer may appeal any final determination made pursuant to this Policy by filing in writing with the General Manager within 10 days after the determination, setting forth the following:

(1) The appealing property owner's full name, address, and phone number;

(2) The determination subject to the appeal;

(3) The date of the determination;

(4) The appealing property owner's interest in the challenged determination; and

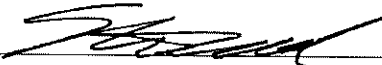
(5) Each issue which the appealing customer alleges was wrongly determined together with every argument and a copy of every item of evidence that supports the property owner's allegations.

**Section 14.2 Appeals Relating to New Meters or Service.** If an appeal involves a new meter installation, the Agency will not commence water service until after a written decision is made. The written decision of the General Manager will be final.

**Section 14.3 Appeals of Matters Involving Immediate Health Risk.** If an appeal concerns a matter involving an immediate health risk to the public water system, the Agency shall be entitled to take any action authorized by this Policy, its rules and regulations, or State law for the benefit of the public water system while such an appeal is pending and proceeding.

**BE IT FURTHER ORDAINED** that this Ordinance shall become effective immediately after its adoption and shall supersede prior inconsistent ordinances.

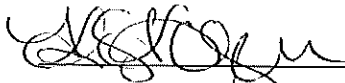
Adopted this 5<sup>th</sup> day of June, 2025.



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President of the Board of Directors  
Crestline-Lake Arrowhead Water Agency

ATTEST:



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Secretary of the Board of Directors  
Crestline-Lake Arrowhead Water Agency