

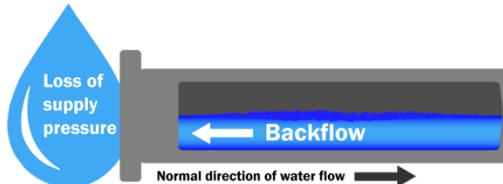
## Cross-Connection Control/Backflow Prevention General Information

### What is cross-connection?

A cross-connection is any actual or potential connection between the public or consumer's potable water system and any non-potable source or substance that presents a hazard to the quality of the public or consumer's potable water system. Therefore, cross-connection control is the management or "control" of these cross-connections to protect public safety by preventing backflow incidents within the public or water consumer's potable water system.

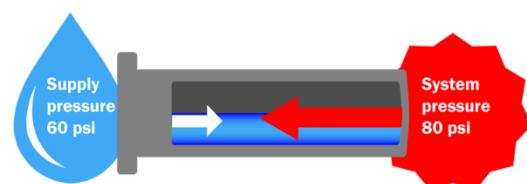
### What is backflow?

Typically, water will flow from the public water supply to the consumer's plumbing distribution system. Backflow is the undesirable reversal of this flow of water and undesirable substances from the non-potable source to the potable source.



#### Backsiphonage

Backsiphonage is created when there is a negative or reduced pressure in the water supply main. **Water main breaks or hydrant flushing** are two of the **main causes of backsiphonage**.



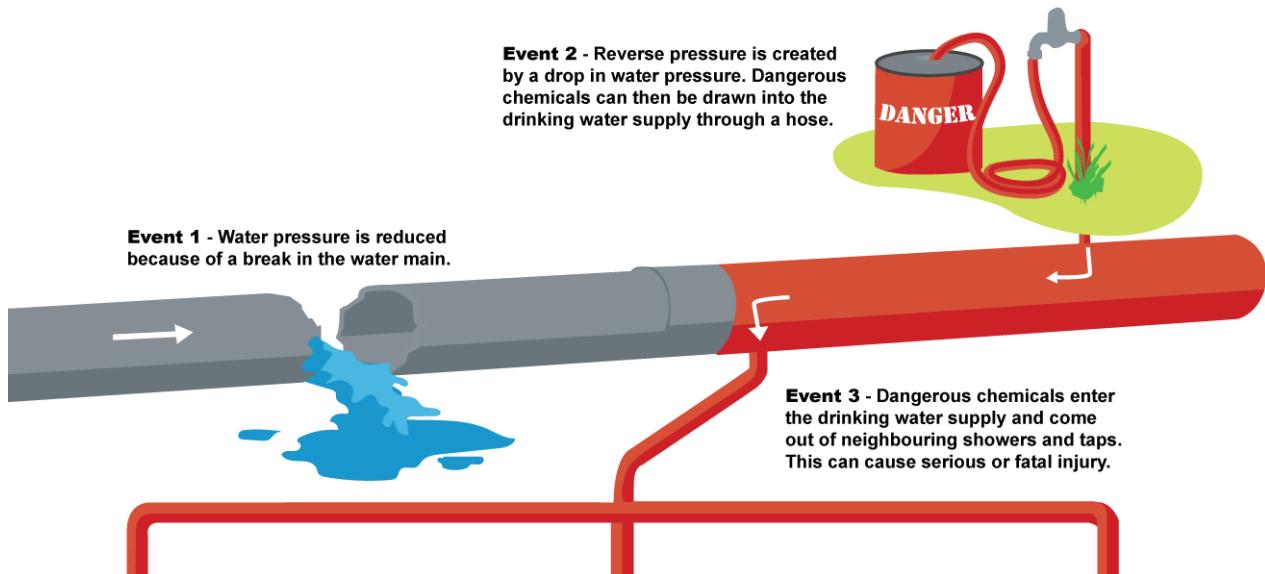
#### Backpressure

Backpressure is created when the pressure within the customer's system increases to a point that it exceeds the pressure in the water mains supply system. **Boilers, elevated tanks, heating systems and booster pumps** are some of the **main causes of backpressure**.

### Why do we need a cross-connection control/backflow prevention program?

As required by the State of Washington, every drinking water system must have a cross-connection control program or backflow prevention program. Cross-connection control or backflow prevention is designed to protect the public water supply from contamination from non-drinkable sources. For this reason, the Town of Friday Harbor created a cross-connection control program with the goal of ensuring backflow prevention assemblies are tested annually and records are maintained for State inspection.





To learn more about backflow, check out BSI's [Backflow Academy](#).

### Cross-Connection Control/Backflow Prevention Program

Backflow Solutions, Inc. or [BSI Online](#) is North America's leading cross-connection control/backflow data management and program administration firm. BSI Online has partnered with 1,000+ water systems across the United States to develop and manage effective cross-connection control programs to help protect all our water resources. BSI helps water purveyors by sending notifications, assisting with customer service inquiries, and managing required data on behalf of the Town of Friday Harbor.

The Town of Friday Harbor has contracted with BSI Online to assist the District with State required cross-connection/backflow tracking regulations. BSI Online will serve as the primary point of contact for the program and can be contacted below:

- **Testing Company Support:**
  - Phone: 800-414-4990
  - Fax: 888-414-4990
  - Email: [bsionline@backflow.com](mailto:bsionline@backflow.com)
  - Submit tests here: <https://bsionline.com>
  
- **Water Customer Support:**
  - Phone: 888-966-6050
  - Email: [support@backflow.com](mailto:support@backflow.com)
  - Check your property's compliance here: <https://www.bsionlinetracking.com/customer>



### Additional Resources

BSI Online's Backflow Academy - <https://backflow.com/backflow-academy/>

University of Southern California Foundation for Cross-Connection Control and Hydraulic Research (USC FCCCHR) - <https://fccchr.usc.edu/>

American Backflow Prevention Association (ABPA) - <https://www.abpa.org>

Environmental Protection Agency (EPA) Cross-Connection Control Manual -  
[https://www.epa.gov/sites/default/files/2015-09/documents/epa816r03002\\_0.pdf](https://www.epa.gov/sites/default/files/2015-09/documents/epa816r03002_0.pdf)

American Water Works Association (AWWA) M14 Backflow Prevention and Cross-Connection Control -  
<https://www.awwa.org/portals/0/files/publications/documents/m14lookinside.pdf>



[backflow.com](https://backflow.com)



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