

Town of Discovery Bay Cross-Connection and Backflow Prevention - Frequently Asked Questions (FAQ's)

1. What is a cross-connection?

A cross-connection is any temporary or permanent connection between the public water system (or your home/business drinking water system) and a source that may contain non-potable water or other substances. Examples include connections to auxiliary water supplies, cooling systems, irrigation systems, garden hoses submerged in pools or chemical containers, water spigots or hoses at boat docks, and other piping arrangements that might contaminate your drinking water if a backflow occurs.

2. What is backflow and how does it happen?

Backflow is the undesirable reversal of water flow, allowing contaminated water or other substances into the drinking water pipes in the street or your home/business from external sources. It can occur in two primary ways:

- Back-pressure: When the water pressure on your property (from pumps, elevated tanks, etc.) is higher than the water pressure in the pipes in the street.
- Back-siphonage: When a vacuum or negative pressure occurs (often due to a water main break, heavy hydrant usage, or fire department operations), creating suction that pulls contaminants into the water pipes in the street.

3. Why is preventing cross-connections and backflow important?

Any backflow event has the potential to introduce contaminants into the public water supply, making water unsafe to drink for everyone in our Town. California mandates public water suppliers—including Discovery Bay—to implement and enforce cross-connection control programs to protect public health and comply with state law.

4. What types of properties are required to have backflow prevention assemblies?

All commercial, irrigation, institutional, industrial, and multi-family residential properties must install approved backflow prevention devices. Certain single-family residential connections may also be required, especially if they pose specific hazards (e.g., irrigation wells, pools, fire sprinkler systems, or near waterways).

5. How can residents prevent cross-connections in their homes?

- Never submerge the end of a garden hose in a pool, tank, lake/delta, or container.

- Ensure any connections to other water sources are reviewed and separated as required by law.

6. Who is required to install a backflow device?

Property owners are required to install, at their own expense, approved backflow prevention devices on all service connections where there is or might be a cross-connection, as determined by the Town's hazard assessment, in accordance with the Cross-Connection Control Policy Handbook (CCCPH). Devices must meet American Water Works Association (AWWA) standards or those set by regulatory agencies. Installation must be carried out by a licensed plumber within the timeframe specified in the Town's notification.

7. What are the responsibilities regarding backflow prevention device testing, maintenance, and recordkeeping?

Testing: All backflow prevention devices must be tested upon installation, annually thereafter, or more frequently if required by the Town, by a certified tester. Test results shall be submitted to the Town within 30 days of testing. Residents must ensure backflow prevention assemblies are in proper working order at all times.

Maintenance: It is the responsibility of the property owner to maintain backflow devices in proper working condition at all times. Any defective device must be repaired or replaced within 30 days of notification, or sooner as required by the Town.

Recordkeeping: Records of installation, testing, and maintenance shall be submitted and maintained by the Town for at least five (5) years as required by the Cross-Control Connection Policy Handbook (CCCPH).

8. What happens if a cross-connection hazard is found and/or regulations are not followed?

- Water service may be discontinued immediately for unresolved cross-connection hazards, especially those threatening public health.
- The Town is legally required to enforce these standards—failure to comply can lead to fines, service disruption, and legal action.
- The State may issue compliance orders, and residents who refuse corrective action may face mounting penalties.

9. Why does the Town of Discovery Bay outsource cross-connection services?

The Town partners with specialized service providers (currently HydroCorp) to ensure compliance, program management, public communication, and efficient hazard assessment. Outsourcing reduces costs, regulatory risks, and administrative burdens for both the Town and residents, while maintaining high standards of water safety.

10. Why am I getting a Cross Connection Control Survey Appointment Request Notice for my address?

You are receiving a Cross Connection Control Survey Appointment Request Notice for your address because the Town of Discovery Bay is required by California state law to maintain a safe public water supply by identifying and preventing possible cross-connections, which are points where contaminants could enter the drinking water system.

The State Water Resources Control Board has adopted strict standards that require local water systems to periodically assess properties for potential hazards. This process includes scheduling on-site surveys to:

- Identify any plumbing or irrigation connections that could allow non-drinking water, chemicals, or other substances to enter the public water supply through backflow.
- Confirm your property is in compliance with state-mandated cross-connection and backflow prevention regulations.
- Ensure the continued safety and health of the entire community's water supply.

These routine surveys are part of the Town's compliance program and public health protection efforts. If a hazard is found, the surveyors will explain the next steps. Regular assessments also help Discovery Bay avoid significant state fines and ensure uninterrupted water service for all residents.

11. What if I do not comply with the Notice to make an appointment and have my property surveyed?

The Town is legally required to enforce these standards—failure to comply can result in fines, service disruptions, and legal action.

12. What if my property is identified as a high risk?

Water service will be temporarily suspended until the appropriate backflow prevention device is installed and tested. Failure to comply with this requirement could result in fines according to Town Ordinance No. 7 and applicable State Regulations.

13. Who do I contact with questions or if I need a test for my backflow prevention device?

Contact the Town of Discovery Bay at 925-634-1131 for program details and compliance requirements.

14. Where can I learn more about state regulations?

See the California State Water Resources Control Board's Cross-Connection Control Policy Handbook for regulatory details ([State Water Resources Control Board](https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/cccp.html))

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15. Where can I read the Town's Ordinance?

The Town Ordinance No. 7 can be found on the Town's website.

<https://todb.ca.gov/ordinances-for-the-town-of-discovery-bay#docaccess-1e0e81503b4d5ac0d44ab70818df5525d4be3cadb2eee1f9176fb6f9128c8529>

16. SAMPLE Cross-Connection Appointment Request Notice.

Letter Notice #1



Town of Discovery Bay
1800 Willow Lake Road
Discovery Bay, CA 94505



Backflow Prevention - Appointment Request Notice

Print Date: 10/27/2025

Reference #: **WP1-J29-4AQ**

Dear Water Customer,

Town of Discovery Bay is dedicated to ensuring the safety and quality of our public water distribution system. As outlined in our local ordinance, our **Cross-Connection Control Program** is designed to prevent potential contamination and protect our community's water supply.

Our records indicate that it is time to conduct a **cross-connection survey** of the backflow prevention devices at your property. While there are no fees for the survey itself, please note that if cross-connections are identified, any costs related to the replacement, modification, installation, and/or testing of backflow prevention assembly(s) will remain the responsibility of the homeowner.

To facilitate this process, **Town of Discovery Bay has contracted with HydroCorp** to assist in administering the **Cross-Connection Control Program**. In the coming weeks, a **HydroCorp inspector** will be visiting your neighborhood to assess external connections that could pose a risk to the water distribution system. This inspection typically takes **less than twenty minutes** and will focus on the following exterior components:

- Garden hose connections
- Lawn sprinkler systems
- Pools and spas
- Secondary water sources (e.g., privately owned wells)

The inspector **will not** be entering your home and will only make direct contact with you if assistance is needed to access restricted areas due to fencing or other obstructions. **Your first step is to visit [schedulemyinspection.net](https://www.hydrocorp.com/schedulemyinspection.net) to schedule an appointment at your earliest convenience.** Your appointment must be scheduled within **10 business days of receiving this notice.** Inspectors will be in your area from **12/09/2025 to 12/11/2025.** If your preferred date is not available, please check back periodically within the 10 business days window. The first two days will open for scheduling initially, and HydroCorp will make available additional dates as previous days fill. After the inspection is completed, you will be notified if any modifications or testing of backflow prevention assemblies are required.

If you have any questions or need assistance scheduling your appointment, please contact **HydroCorp at 1-844-493-7641** (available Monday through Friday, 5 AM - 5 PM PST) or visit [watercustomer.com](https://www.watercustomer.com).

Thank you for your attention to this important matter.