

Western Municipal Water District
Cross-Connection Control Program
PO Box 246
Worth, IL 60482



Corner Cafe
C/O John Smith
123 Center St
City, State, Zip

Your Customer Confirmation
Number (CCN) is: **0X00-X0XX**
Backflow Account: 0X00-X0XX
Due Date: DUE DATE

Use this # to see when your reports have
been submitted at
www.bsionlinetracking.com/customer

January 1, 2024

RE: Backflow Assembly Test Due at 123 Center St, City, State, Zip

Dear Water Customer,

Annual testing of backflow prevention assembly(s) located on your premises is due in accordance with the State of California Code of Regulations and Western Municipal Water District’s (Western Water) Ordinance No. 392. The proper operation of each assembly is essential in protecting the public water supply from potential sources of contamination. Western Water has partnered with BSI Online to assist in administering the backflow program in your community. Our records show the following backflow assembly(s) at your property are due to be tested by **February 1, 2024**.

Size	Manufacturer	Model	Serial Number	Type	Location
1"	Febco	860	H07692	RP	NE corner

You are responsible for hiring a licensed backflow tester to perform the annual test and certification of the backflow assembly(s) listed above (BSI does not test backflow assemblies). *Please provide the CCN listed in the top right corner of this letter to your backflow tester, as they will need this number to properly file your backflow test reports via BSI Online.* You may also use this CCN at www.bsionline.com to verify when your backflow test has been filed, locate a list of testers in your area, or to simply learn more about backflow. Please **contact BSI** via e-mail (support@backflow.com) or phone (**888-966-6050**) if you have any questions. Thank you for your cooperation and for helping to protect our water resources.

Failure to comply with installation, repairs, replacement and/or testing of backflow prevention assembly(s) by the due date will result in Non-Compliance fee(s) of \$300.00 per assembly. The fees are explained in Western's Ordinance 392. They are added to your water bill and recur as necessary. **Water service will be discontinued if an unprotected condition continues to exist. Restoration fees will be applied to your water bill if restoration is requested.**

Sincerely,

Albert Magallon
Operations Field Manager • Water Quality
Western Municipal Water District

For your convenience, your last testing company of record (if available) is listed below:

Ray’s Plumbing, LLC (432) 555-0123

Western Municipal Water District
Cross-Connection Control Program
PO Box 246
Worth, IL 60482



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C/O John Smith
123 Center St
City, State, Zip

Your Customer Confirmation Number (CCN) is: **OX00-X0XX**
Backflow Account: OX00-X0XX
New Due Date: NEW DUE DATE

Use this # to see when your reports have been submitted at
www.bsionlinetracking.com/customer

February 2, 2024

RE: Backflow Assembly Test Due at 123 Center St, City, State, Zip

Dear Water Customer,

Several weeks ago, you were notified that the backflow assembly(s) at the property listed above was **due to be tested** per State of California regulations and Western Municipal Water District’s (Western Water) Ordinance No. 392 **by February 1, 2024**. Annual backflow testing is vital in ensuring the safety of our water resources. As of today, we have not received the required certification, which means you are now **OVERDUE**.

Size	Manufacturer	Model	Serial Number	Type	Location
1"	Febco	860	H07692	RP	NE corner

You are responsible for hiring a licensed backflow tester to perform the annual test and certification of the backflow assembly(s) listed above (BSI does not test backflow assemblies). The results from your backflow test must be submitted by your testing company within **15 DAYS** from the date of this letter. Please provide the CCN listed in the top right corner of this letter to your backflow tester, as they will need this number to properly file your backflow test reports via BSI Online. Please visit www.bsionline.com and use the CCN listed above to check on your test report status or to find a list of local backflow testers. Please **contact BSI** via e-mail (support@backflow.com) or phone (**888-966-6050**) if you have any questions. Thank you for your cooperation and for helping to protect our water resources.

Failure to comply with installation, repairs, replacement and/or testing of backflow prevention assembly(s) by the due date will result in Non-Compliance fee(s) of \$300.00 per assembly. The fees are explained in Western's Ordinance 392. They are added to your water bill and recur as necessary. **Water service will be discontinued if an unprotected condition continues to exist. Restoration fees will be applied to your water bill if restoration is requested.**

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February 2, 2024

RE: **Backflow Assembly Test Failure** at 123 Center St, City, State, Zip

Dear Water Customer,

This letter is to inform you that your backflow prevention assembly was recently tested on {Last Test Date} and **has failed**. The proper operation of each backflow assembly is essential in protecting the public water supply from actual or potential sources of contamination. To comply with the State of California Regulations and Western Municipal Water District’s (Western Water) Ordinance No. 392:

The customer is responsible for repairs/replacement of the failing backflow prevention assembly, re-testing, and submitting passing test results within 15 days of failure date.

Size	Manufacturer	Model	Serial Number	Type	Location
1"	Febco	860	H07692	RP	NE corner

Failure to complete the repair within 15 days of the date it was tested and failed may result in discontinuation of water service. Please provide the CCN listed in the top right corner of this letter to your backflow tester, as they will need this number to properly file your backflow test reports via BSI Online. You may also use this CCN at www.bsionline.com to verify when your backflow test results have been filed, locate a list of backflow testers in your area, or to simply learn more about backflow prevention. Please contact BSI via e-mail (support@backflow.com) or phone (**888-966-6050**) if you have any questions. Thank you for your cooperation and for helping to protect our water resources.

Failure to comply with installation, repairs, replacement and/or testing of backflow prevention assembly(s) by the due date will result in Non-Compliance fee(s) of \$300.00 per assembly. The fees are explained in Western's Ordinance 392. They are added to your water bill and recur as necessary. **Water service will be discontinued if an unprotected condition continues to exist. Restoration fees will be applied to your water bill if restoration is requested.**

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