

FREQUENTLY ASKED QUESTIONS ON BACKFLOW TESTING

What does the inspection consist of?

A certified Manchester Water and Sewer Department employee will meet with a representative of the facility (or homeowner for residential properties) knowledgeable of the plumbing and water uses on the premises. The inspector will tour the facility looking for any cross connections and backflow devices already installed. Depending on the size of the facility, the length of an inspection may range from one hour to multiple days. A report form will be filled out indicating any violations and needed corrections including recommended devices.

How often are inspections performed?

Depending on the facility and use of water, inspections will be conducted annually or every five years. Most institutional, commercial, and industrial facilities will require an annual inspection in addition to any annual device testing. Some facilities and most residential properties will be a five-year inspection cycle; however, any testable backflow prevention devices will still need to be tested annually.

Why do I need to have my backflow prevention device tested annually?

A backflow preventer is a mechanical device and is prone to wear and tear. Sometimes parts inside the backflow device do break down or become fouled with debris and fail, causing the device to no longer provide protection. Failures are detected through routine testing. Annual testing is required by CT State Health code to ensure the device is working properly and the potable water system is protected.

Who is responsible for the costs of installation, inspection, maintenance, and repairs?

The owner of the property is responsible for the cost of installation, inspection, maintenance, and repairs to or if needed, the replacement of the backflow prevention device for correcting a failed inspection. Once corrected they must notify the Manchester Water and Sewer Department and a retest of the device will occur. Installation, maintenance, repairs, and replacements should be performed by a licensed plumbing professional. The Department does not repair devices and is not responsible for any damage of a backflow prevention device due to maintenance issues.

Fees:

Cross Connection Inspection – No charge

Backflow Device Testing – \$65.00 per device

Retesting – First retest per device will be of no charge, any additional retest will be subject to the \$65.00 fee.

What if I refuse entry or to correct any violations or failed backflow prevention devices?

The customer has 30 days to correct any violation, failed test, or refusal for an inspection. By code, the Manchester Water and Sewer Department will then notify the Health Department for their decision which can lead to termination of water service until compliance is met.

I have an inground irrigation system, but I might not use it this year, what should I do?

Any customer that has an irrigation system that are not being used must have the backflow device tested to comply with regulations. Backflow preventers that do not have water turned on to them for a long period of time are more prone to failures. Our inspector only needs the water turned on to the device to test, the whole irrigation system does not need to be energized. Customers who no longer use their irrigation system should remove the backflow device and provide an air gap to the system. You may call the office and speak to the inspector, and they will guide you through this process.

What happens after I notify Manchester Water and Sewer Department of my device?

The inspector will put you on the testing list and contact you to schedule the annual testing.