

The Ohio Environmental Protection Agency (Ohio EPA) requires all municipal water systems to implement a cross-connection control program. Cross-connections are the physical connection between the potable water system and where a containment hazard exists, such as irrigation systems, fire protection systems, and any other potential or actual hazard connected directly to the main water supply. "Backflow" is the reverse flow from the fixture/equipment back into the drinking water piping. If improperly protected and a backflow event were to occur, contaminants could flow back into the municipal water supply.

Consequently, it is necessary for the City of Canal Fulton to establish and maintain a cross-connection control program ensuring all backflow devices are protected and tested annually.

To provide the best program possible, the City of Canal Fulton has partnered with Backflow Solutions, Inc. or BSI Online, the nation's leading backflow data management firm. BSI is fully devoted to helping public water systems with the development, implementation, and maintenance of cross-connection control programs.

This letter serves as notification to you about the new program procedures. As of August 1, 2021, BSI will be sending backflow assembly due and past due notifications on behalf of the City of Canal Fulton. Contractors have also been informed of the new program procedures, as they will now have to submit test results through BSI Online. You will still need to call your contractor to schedule your annual backflow assembly test.

Water customers may contact BSI Online with any questions at 888-966-6050 or [support@backflow.com](mailto:support@backflow.com).

The City of Canal Fulton is proud of the water they deliver to you every day. By working together and cooperating in this critical program, we can further protect our water resources.

Sincerely,

Geoff Marchand  
Utility Department Superintendent  
City of Canal Fulton

Christine Walsh  
Agent for the City of Canal Fulton  
BSI Online