

La Crosse Water Utility
Cross-Connection Control (CCC) Program Description and Procedures

1. Inspection Agents and Schedule

A. General Information

- 1) Residential inspections will be completed during scheduled meter replacement. The current residential meter replacement program is based on a 20-year exchange frequency.
- 2) Low-risk* commercial, industrial and public authority inspections will be completed at maximum of every ten (10) years.
- 3) High-risk commercial, industrial and public authority inspections will be completed every two (2) years.
- 4) Low risk inspections shall include areas exclusive of bathrooms and kitchens and may also provide approved vacuum breakers for unprotected, threaded hose connections. Educational information will be provided to customers to allow self-inspection of other low risk areas.
* "Low risk" is defined as having similar or lesser risk as residential installations.

B. Inspection Agent

- 1) Cross-connection inspections will be conducted by City or utility staff or by agents contracted by the utility.
- 2) For calendar year 2014, the contracted agency for cross-connection control inspections is:
Hydro Designs, Inc.
2665 South Moorland Road, Suite 209
New Berlin, WI 53151

2. Public Education Program

- A. Information describing the utility's full CCC program, including educational information for low-risk customers, will be included on the City's website, www.cityoflacrosse.org. The utility's annual Water Quality Report (Consumer Confidence Report) will also reference this information and direct customers to the website.
- B. Educational information will be mailed to all residential customers a minimum of once every three (3) years and provided as part of every residential cross-connection inspection.
- C. A copy of the current educational information is attached to this program description.

3. Enforcement Agent and Procedures

- A. Cross-connection control requirements are included in Chapter 4.19 of the City of La Crosse Municipal Code.
- B. The enforcement agent for the CCC program is the La Crosse Water Utility, under the oversight of the City's Board of Public Works.
- C. The contracted inspection agency shall provide the utility with a written or electronic file report for each completed inspection. Inspection reports shall note compliance or identify CCC violations to be corrected by the property owner.
- D. Enforcement Procedure
 - 1) A First Notice of Non-Compliance letter will be sent via U.S. Mail to the property owner within (7) business days of the initial violation.**
 - 2) A Final Notice of Non-Compliance letter will be sent via U.S. Mail to the property owner within (44) business days of the initial violation.**
 - 3) The utility's Disconnect Notice, per PSC requirements, will be initiated within (71) business days of the initial violation.**

** Initial violation may include: Failure to schedule CCC inspection/re-inspection appointment.
 Failure to correct CCC violations identified through inspections.
 Failure to allow access to property or show-up for scheduled appointment.

- E. Special circumstances or requests for extended compliance schedules will be referred to the Board of Public Works for consideration.

4. Program notes

- A. Program Description and Procedures to be reviewed & updated annually.
- B. Last Program updated completed as of: December 16, 2013 by Mark Johnson
Updated Program approved by Board of Public Works as of: December 16, 2013