In January 2022, Raleigh Water’s Cross Connection Program completed a Request for Proposal (RFP) process to select a third-party vendor to develop a database that can provide administrative services for mailing testing notices to current water customers and property owners as well as receive backflow test reports. The third-party vendor that we have selected is Vepo, who will begin receiving test reports on July 5, 2022.

To ensure a smooth transition to Vepo, the Cross Connection Program will stop accepting emailed/faxed test reports on June 1, 2022. From June 2, 2022, until July 5, 2022, please hold any and all test reports until they can be entered into the Vepo system.

In the coming weeks, Vepo will be reaching out to you with further information regarding the transition and to provide resources and training.

What does this mean for our Certified Testers?
- Until June 1, 2022, Test Reports for newly installed containment assemblies are to be submitted electronically to the Cross Connection Program by email to cross.connection@raleighnc.gov or fax 919-996-1868.
- Beginning July 5, 2022, and until further notice, test reports for all existing and new containment assemblies are to be submitted to Vepo.
- Fees will be reinstated on July 5, 2022.
- If a submitted test report is needed to provide documentation for a Certificate of Compliance, please attach the test report to the completed COC application.

What does this mean for our customers and/or Property Owners?
- Testing dates and frequency will remain the same and are according to our Testing Schedule as posted on raleighnc.gov. (search Cross Connection)
- Providing safe, sustainable water for all customers is our mission, and when necessary, enforcement actions needed to provide this service will still be instituted.

If you have any questions or concerns during this time of transition, please feel free to contact our office at 919-996-2747 or cross.connection@raleighnc.gov.

Raleigh Water: Serving the people of Garner, Knightdale, Raleigh, Rolesville, Wake Forest, Wendell, and Zebulon areas.

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