



December 2021

In January 2022, Raleigh Water's Cross Connection Program will complete an extensive multi-year project by going live with an in-house master database. To assist us with this master database, we will be completing our Request for Proposal (RFP) process by selecting 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.

What does this mean for our Certified Testers?

- 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.
- Until January 1, 2022, Certified Testers will continue to submit reports online to BSI for any existing backflow assemblies.
- Beginning January 1, 2022, and until further notice, test reports for all existing and new containment assemblies are to be submitted electronically by email to cross.connection@raleighnc.gov or fax 919.996.1868.
- Fees will not be assessed during the interim of hiring a new third party vendor but will be reinstated upon our transition to our vendor's database.
- If a submitted test report is needed to provide documentation for a Certificate of Compliance, please attach the completed COC application when submitting the report(s).
- Tester Backflow Certification Renewals and Test Kit Calibration Reports will require the following:
 - Until January 1, 2022, copies submitted online to BSI
 - Beginning December 20, 2021 and until further notice, a copy of the certification or report submitted by email or fax to our Cross Connection Program. Cross.Connection@raleighnc.gov fax: 919-996-1868

What does this mean for our Customers and/or Property Owners?

- Customers and/or Property Owners are still required to have a passing operational test report on file for each containment assembly to be considered compliant. A containment assembly is the first backflow after a meter or right-of-way for a dedicated fire service line and prior to any branching of the service.
- 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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