



June 14, 2022

Dear Raleigh Water Certified Tester,  
As we approach our Go Live date of July 5<sup>th</sup> with VEPO, we wanted to give you further instructions on how to register your company and provide you with the dates of our upcoming user training.

**Start Dates:**

- Beginning July 5, 2022, our new application will Go Live enabling our Certified Testers to begin submitting reports electronically to VEPO. While you are encouraged to register your company prior to July 5<sup>th</sup>, the VEPO online portal will not be open for test report submissions until we Go Live.
- You can download the VEPO CrossConnex Mobile Application from the Apple App Store or Google Play for Android devices.
- If you prefer, test data can also be entered from any PC by visiting [www.vepocc.com](http://www.vepocc.com) and following the direction for creating a tester account.
- There will be webinar training for testers on **June 21, 2022 at 8AM** and **June 22, 2022 at 1PM**. The online training session will be recorded for viewing later.
- Webinar links:

When: **Tuesday, June 21, 2022 8:00 AM-9:15 AM** (UTC-05:00) Eastern Time (US & Canada).

Where: <https://us02web.zoom.us/j/89960010705?pwd=dyt3Z2Rrd1VPNHV0RnF6LzFjYnRFQT09>

Join from a PC, Mac, iPad, iPhone or Android device:

Please click this URL to join.

<https://us02web.zoom.us/j/89960010705?pwd=dyt3Z2Rrd1VPNHV0RnF6LzFjYnRFQT09>

Passcode: 1234

Description: This webinar will be training for certified backflow testers to learn how to use VEPO CrossConnex backflow management software.

When: **Wednesday, June 22, 2022 1:00 PM-2:15 PM** (UTC-05:00) Eastern Time (US & Canada).

Where: <https://us02web.zoom.us/j/83401773654?pwd=UUNWNUkzbmdrRHZMZHIZbWhQcXd0UT09>

Join from a PC, Mac, iPad, iPhone or Android device:

Please click this URL to join.

<https://us02web.zoom.us/j/83401773654?pwd=UUNWNUkzbmdrRHZMZHIZbWhQcXd0UT09>

Passcode: 1234

Description: This webinar will be training for certified backflow testers to learn how to use VEPO CrossConnex backflow management software.

**Registration:**

- If you need help setting up your profile with VEPO Cross Connex after downloading the application, or have any technical questions regarding the software, please call 877-860 2776 for assistance.
- Educational videos on how to set up and use the app can be found at [www.vepocrossconnex.com](http://www.vepocrossconnex.com)
- Please be sure your credentials are up to date. To submit reports online, each tester must have:
  - Attended an approved Certification School. For a list of approved Certification Schools, please visit our webpage at [www.raleighnc.gov](http://www.raleighnc.gov) (Search: Cross Connection)
  - Attended Raleigh Water's Orientation Training. For Orientation Training dates, visit our webpage at [www.raleighnc.gov](http://www.raleighnc.gov) (Search: Cross Connection)
  - Have a current calibration report for your test kit

**Filing Fees:**

- Our test report submittal fee will be reinstated on July 5<sup>th</sup>.
- The filing fee for each test report submitted is \$9.95
- The fee is paid by the credit card used to establish your account

**Test Report Submittal Tips:**

- Raleigh Water has the responsibility of ensuring all containment backflow assemblies are tested according to Raleigh City Code requirements. A containment assembly is the first backflow after a domestic or irrigation meter or right-of-way for fire service lines and before any branches of the service line. Any backflow assembly installed after the containment assembly is considered isolation and is **not** to be reported to Raleigh Water.
- Raleigh Water Certified Testers will have the ability to submit backflow assembly edits or additions.
- Raleigh Water has an annual backflow assembly testing schedule. This schedule can be found at [www.raleighnc.gov](http://www.raleighnc.gov) (Search: Cross Connection)
- All domestic and fire containment assembly test reports can be submitted two (2) months prior to the annual backflow testing date. Irrigation assembly test reports can be submitted five (5) months prior to the annual irrigation test date of July 1<sup>st</sup>.
- Residential Single Family irrigation backflow assemblies are to submit a report online by July 1<sup>st</sup> every three years. Certified Testers will be able to view a customer's account online to assist them in verifying their next test year. All other backflows are to have a passing test report submitted annually.
- Obtaining the Testing Notice from the customer will assist you in properly submitting the backflow test reports for each service address.

- Raleigh Water Certified Testers will be able to search by the customers VEPO CrossConnex (VCC) # listed on the letter as well as by the customer service address or meter #. The VCC # and service address can be found on the Reference line of the customer's testing notice.

For any questions outside the test form submission process, please contact our Cross Connection program at [cross.connection@raleighnc.gov](mailto:cross.connection@raleighnc.gov) or 919-996-2747. Thank you for your assistance in keeping our drinking water safe. Please contact VEPO at (877) 860-2776 or at [info@vepocrossconnex.com](mailto:info@vepocrossconnex.com) with any technical questions on how to use the software.

Sincerely,  
Joanie Hartley  
Raleigh Water Cross Connection Coordinator