



July 5, 2022

Dear Raleigh Water Certified Tester,

As we approach our Go Live date of July 5th 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 5th, 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 and following the direction for creating a tester account.

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
- 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 (Search: Cross Connection)
 - Attended Raleigh Water's Orientation Training. For Orientation Training dates, visit our webpage at 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 5th.
- 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 (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 1st.
- Residential Single Family irrigation backflow assemblies are to submit a report online by July 1st 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 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 with any technical questions on how to use the software.

Sincerely,
Joanie Hartley
Raleigh Water Cross Connection Coordinator