



GARLAND

September 23, 2010

Dear Garland Water Utilities Customer:

In order to protect public health, federal and state laws require all water providers to meet certain standards to obtain, treat, and deliver water. Procedures enforced by the Texas Commission on Environmental Quality (TCEQ) require that all water providers establish a Cross-Connection Control and Backflow Prevention Program (a 'Program'). Generally, this includes establishing requirements for the installation of backflow assemblies or devices that prevent flows or back-siphonage from unwanted connections that may threaten public health. In brief, the TCEQ requires that all backflow devices or assemblies:

- Must be tested upon installation and at least once annually. More testing may be required, depending on the health hazard.
- Must receive a periodic Customer Service Inspection. These inspections are intended to identify and validate all device locations and their appropriateness, and determine if additional devices are required.

For some time now, the City of Garland has required annual testing and reporting from owners of known backflow devices. However, in order to more adequately process and administer the state-required Program, the Garland City Council recently approved an ordinance which specifically addresses cross connection and backflow prevention fees. You have received this letter because our records indicate that you are, or may be, responsible for a water system that includes one or more backflow devices. The ordinance establishes a fee of \$36.00 per backflow device, per year. The fee(s) will be billed monthly at \$3.00 per device and will be included on your water bill, beginning with the October 1, 2010 billing cycle.

The City ordinance also requires annual testing of all backflow devices. These tests must be scheduled by the backflow device owner, at the owner's expense. You may expect to receive notice of a Customer Service Inspection performed by the City of Garland's Backflow Prevention Division.

If you have questions or comments regarding this program, contact Casimiro Ruiz at 972-205-3214 or Chris Williams at 972-205-3244.

For further information regarding cross connections and backflow, the TCEQ's Cross Connection Control and Prevention Program, the City's Backflow Prevention Program, or how to find registered backflow testers, please visit:

www.garlandwater.com/gov/rz/utilities/water/backflow.asp.

Sincerely,

John Baker
Managing Director
City of Garland Water Utilities