

3745-95-03 **Surveys and investigations.**

- (A) The supplier of water shall conduct or cause to be conducted an initial assessment and periodic surveys or investigations of water use practices within a consumer's premises to determine whether there are actual or potential cross-connections to the consumer's water system through which contaminants or pollutants could backflow into the public water system or determine where in the judgment of the supplier of water, a pollitional system, health or severe health hazard to the public water system exists.

To meet this requirement, the supplier of water shall conduct or cause to be conducted an on-site investigation of all premises at least every five years to identify changes in water use practices at the consumer's property so that new or increased hazards to the water supply are identified and mitigated.

- (1) In lieu of conducting an on-site investigation of all premises every five years, the supplier of water can document, in writing, an alternate, on-going, methodology to identify changes in water use practices that may represent a new or increased hazard to the public water supply. An on-site investigation is required when a potential new or increased hazard is suspected to confirm the degree of risk and how it will be addressed. Information obtained through a water use survey questionnaire or in coordination with the local building, zoning, health, fire protection and other licensing agencies may be used as an indicator of when an on-site investigation should be conducted. Other triggers, such as a request to the supplier of water for a new or additional service line, or an additional or larger meter should warrant an on-site investigation.
- (2) In lieu of conducting an on-site investigation of each residential premise, the supplier of water may institute an on-going educational campaign to inform consumers of common backflow hazards created during residential water use and provide a reporting mechanism for suspected cross-connections. An education campaign may use local media and advertising resources, but must also include information delivered, either electronically or hard copy, to each residential service connection at least annually.
- (B) The supplier of water, or the supplier's authorized representative, shall have the right to enter premises served by the public water system at all reasonable times for the purpose of making surveys and investigations of water use practices within the premises.
- (C) On request by the supplier of water, or the supplier's authorized representative, the consumer shall furnish the supplier, or the supplier's authorized representative, information on water use practices within the consumer's premises.
- (D) Paragraph (A) of this rule does not relieve the consumer of the responsibility for conducting, or causing to be conducted, periodic surveys of water use practices on his premises to determine whether there are actual or potential cross-connections

in the consumer's water system through which contaminants or pollutants could backflow into a public water system or a potable consumer's water system.

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