

**Village of Iola Dept of Public Works**  
**CROSS CONNECTION CONTROL PROGRAM (CCCP)**  
UPDATED 9-9-2024

**I. AUTHORITY**

The Village of Iola of Cross Connection Control Program will be administered as defined in Chapter 251-42 of the Village of Iola Municipal Code.

The Department of Natural Resources requires Village of Iola to maintain a Cross Connection Control Program under s. NR 810.15, Wisconsin Administrative Code.

**II. RESIDENTIAL AND SIMILAR COMMERCIAL PROPERTIES – Performed by Village of Iola Public Works staff**

In additions to the residential and similar-risk commercial, appropriate Village of Iola - owned public authority structures will be inspected under this part of the program. This includes wastewater treatment plants, water treatment plants, well houses, public works buildings, etc.

***Frequency of Inspections***

Residential cross connection inspections will be performed by Village of Iola Public Works staff in conjunction with periodic water meter replacements. Periodic meter replacements are performed on a 20-year cycle.

Commercial property owners that have plumbing and fixture layouts similar to that of a residential property will have cross connection inspections performed by Village of Iola Public Works staff on the same schedule as the periodic small meter replacements, a 20 year cycle.

Whenever it is suspected or know that modifications have taken place to piping systems serving a particular water customer, reinspections of the premise will be made.

Any user with a secondary water supply shall be inspected every five years and shall have their private well permitted to comply with the Village of Iola private well permitting ordinance, number 251.41.1.

***Schedule inspections***

Contact property owner by phone and letter to schedule inspections.

***On-site inspection form***

1. List fixtures to be inspected
2. Check box for acceptable, not acceptable, or not applicable
3. Comment on location and type (ASSE #) of the backflow prevention device
4. Comment on the cross connection control violation, if applicable
5. Discuss findings with property owner/tenant and if applicable note that the violation must be corrected within 30 days and instruct property owner/tenant to contact Village of Iola office for re-inspection.
6. Provide public education material and instruct customer to review low hazard area kitchen and bathroom fixtures exempt from inspection

7. Require signature of responsible party, if nonavailable, send letter with copy of report,

#### ***Reinspections where corrective action was required***

Staff will conduct reinspections within three (3) months of the initial inspection.

#### ***Compliance follow-up - Service disconnection for noncompliance***

1. If violations not corrected, send follow up reminder letter.
2. If follow-up reminder letter is not acted on in 30 days, send water service disconnection letter. Disconnection letter will state water will be shut off in 10 days if not compliant. The letter will be copied to the Village of Iola-Department of Public Works.
3. If the premise has multiple tenants, each resident will need to be notified.
4. If no response to the disconnection letter, an orange disconnection card will be hand-delivered to the site 24 hours prior to shut off. In-person contact will be attempted. The Village of Iola-Police Department will also be notified to tag the premise building as non-habitable.

#### ***Compliance follow-up - Fines levied by Village of Iola***

1. If follow-up reminder letter is not acted on in 30 days, the Village of Iola-Department of Public Works will send a non-compliance letter, outlining violations and applicable fines for non-compliance. Letter will also state water may be shut off in 30 days if not compliant.

#### ***Distribution of Educational Information to Customers***

Public education material will be included in utility invoices once every three years, made available at the utility office, and posted on the utility web site.

Public education materials will also be provided to residential, and utility inspected commercial customers with low hazard areas consisting of normal kitchen and bathroom fixtures during on-site inspections.

#### ***Low Risk Areas Exempt from Inspections***

Normal kitchen and bathroom fixtures including faucets, toilets, dishwashers, hand-held showerheads, icemakers will not be inspected by Village of Iola-Department of Public Works.

Other fixtures typical to a residence, such as point of use water treatment devices, laundry sinks with threaded faucets, hot water or steam boilers, and indoor/outdoor hose bibbs are not normal kitchen and bathroom fixtures and will be inspected during the cross-connection inspections.

#### ***High Risk Fixtures***

Example high risk fixtures include, but not limited to, indoor/outdoor hose bibbs, hot water or steam boiler heating systems with chemical feed systems, lawn irrigation systems, residential fire protection systems, whole house water treatment systems (including water softeners), furnace humidifiers, and water pressure driven sump pumps. Interconnection with other systems such as pools, saunas, hot tubs, fountains, ponds, wells, and cisterns shall also be considered high risk. Any other situation that is deemed

a threat, including hobbies that require toxic chemicals, shall also be considered high risk.

### **III. INDUSTRIAL, COMMERCIAL CROSS CONNECTION AND PUBLIC AUTHORITY CONTROL PROGRAM – Performed by Village of Iola Public Works staff**

In addition to the commercial and industrial properties, non-utility-owned, public authority structures such as public and private schools, will be inspected under this section of the program.

#### ***Frequency of Inspections***

Non-Residential cross connection inspections will be performed by Village of Iola Public Works staff on a two-year frequency, unless the utility has determined a lesser frequency is appropriate.

Whenever it is suspected or know that modifications have taken place to piping systems serving a particular water customer, reinspections of the premise will be made

#### ***Schedule inspections***

Contact the property owner by phone call and letter to schedule inspections.

#### ***On-site inspection form***

1. List fixtures to be inspected
2. Check box for acceptable, not acceptable, or not applicable
3. Comment on location and type (ASSE #) of the backflow prevention device
4. Comment on the cross connection control violation, if applicable
5. Discuss findings with property owner and if applicable note that the violation must be corrected within 30 days and instruct property owner/tenant to contact Village of Iola office for reinspection.
6. Require signature of responsible party, if nonavailable, send letter with copy of report

#### ***Reinspection's where corrective action was required***

Staff will conduct reinspections within three (3) months of the initial inspection.

#### ***Compliance follow-up - Service disconnection for noncompliance***

1. If violations not corrected, send follow up reminder letter.
2. If follow-up reminder letter is not acted on in 30 days, send water service disconnection letter. Disconnection letter will state water will be shut off in 10 days if not compliant. The letter will be copied to the Village of Iola- Police Department,
3. If the premise has multiple tenants, each resident will need to be notified.
4. If no response to the disconnection letter, an orange disconnection card will be hand-delivered to the site 24 hours prior to shut off. In-person contact will be attempted. The Village of Iola Police Department will also be notified to tag the premise building as non-habitable.

### **IV. FOLLOW-UP FOR ALL CUSTOMERS WITH HIGH RISK**

Cross-connections which pose an eminent and extreme hazard shall be disconnected immediately as specified in the Village of Lola ordinance and so maintained until necessary protective devices or modifications are made.

**V. DESCRIPTION OF METHODS, DEVICES AND ASSEMBLIES**

Descriptions of approved devices to protect the potable water supply from back flow or back siphonage are provided in s. SPS 382.41, Wisconsin Administrative Code (formerly Comm 82.41).

**VI. COMPLIANCE REPORTING TO WDNR**

Reporting of cross connection control activities will be provided annually on the DNR-provided form to meet the requirements of s. NR 810.15(1)(f), Wisconsin Administrative code.

