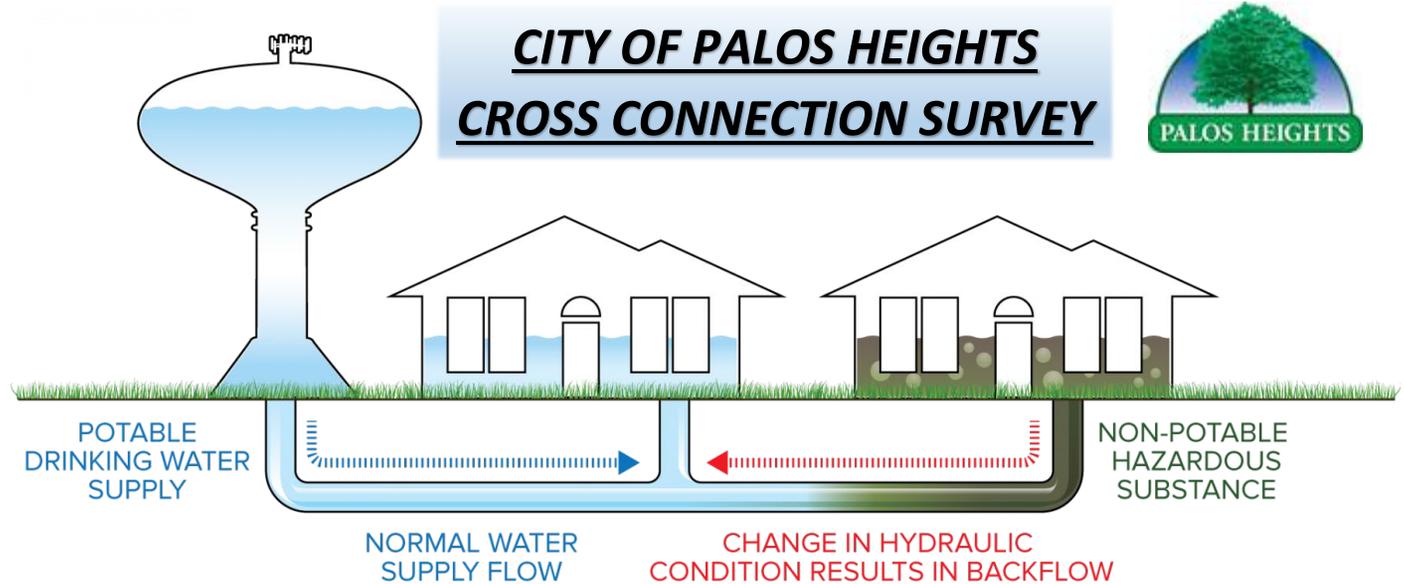
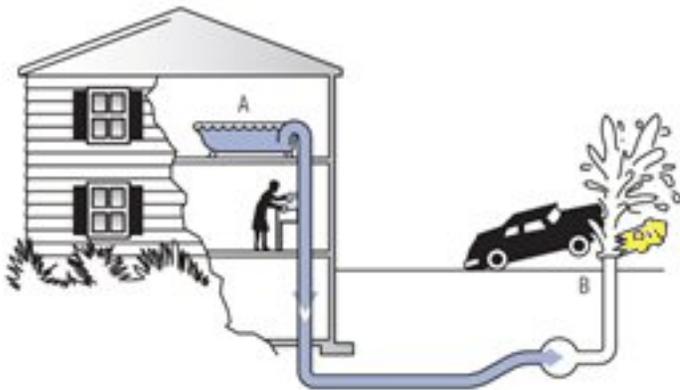


CROSS CONNECTION

A cross connection is a point where your water supply pipe comes into contact with a separate source that could potentially contaminate your and the City's water supply. If left unprotected, these sources can "backflow" through the cross connection and carry contaminants or pollutants back to your water source. Lawn irrigation systems, fire sprinklers, hot tubs/spas and in ground pools are all examples of cross connections.



CITY OF PALOS HEIGHTS **CROSS CONNECTION SURVEY**



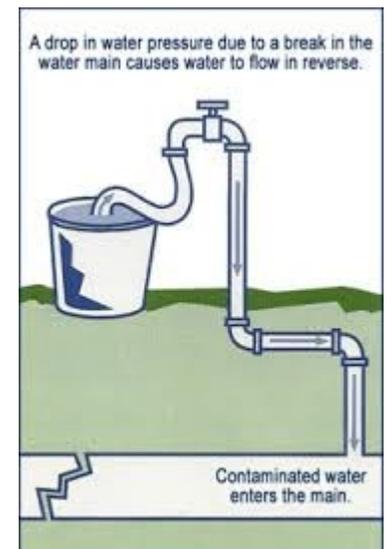
of water from a fire hydrant. This creates a vacuum, which may pull or siphon contaminants or pollutants into the drinking water supply.

Backpressure may be created when a source of pressure, such as a pump, boiler, or building elevation creates a pressure greater than that supplied from the water distribution system; this may force water to reverse direction. Backflow occurs when a drop in water pressure causes water to flow in the opposite direction, increasing the potential for contaminated water to flow back into the system.

BACKFLOW

Water normally flows in one direction, from the public water system through the meter and plumbing system to a faucet or other plumbing fixture. Under certain conditions, water can flow in the reverse direction. This is known as backflow, and it occurs when backsiphonage or backpressure is created in a water line.

Backsiphonage may occur when there is a drop in the supply pressure of the water distribution system. This can be caused by a water line break, water main repair, or during a rapid withdrawal



WHAT IS A CROSS CONNECTION SURVEY???

Recently each water customer in the City of Palos Heights received a cross connection survey with their water bill. Your participation in this mandatory, comprehensive mail survey of the water system will help determine if cross connections exist. Please file your survey report online at www.backflow.com/palos-heights. Alternatively, you may complete the supplied form and mail it back with your water payment.

Given Illinois Environmental Protection Agency, IEPA, regulations and the dangers that exist from unprotected cross connections, it is necessary to establish and maintain an effective cross connection control program to protect both the integrity of City of Palos Heights water supply as well as to protect our water customers. The cross connection survey is the first step in our program where the City of Palos Heights contracted with Backflow Solutions, Inc (BSI) to collect information on our water supply. Backflow Solutions, Inc. is a professional service company fully devoted to helping public and private water systems with the development, implementation, and maintenance of cross connection control programs. The survey will assist the City with identification of potential cross connections and help to plan a long term inspection program.

The City of Palos Heights is proud of the water that we deliver to you every day. We should all be concerned with the safety and quality of our drinking water. By working together and cooperating in this critical program, we can further protect our water from potential contamination. Should you have any questions, please contact City of Palos Heights at 708-361-1806. Thank you for your assistance.

