



CROSS-CONNECTION CONTROL PROGRAM

For

City of Dover, Delaware

Department of Water & Wastewater

City of Dover Approved: October 24, 2022

Revised: October 27, 2025

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1. DEFINITIONS

Air Gap: The unobstructed vertical distance through the free atmosphere between the lowest opening from any pipe or faucet conveying water or waste to a tank, plumbing fixture, receptor, or other assembly and the flood level rim of the receptacle. These vertical, physical separations must be at least twice the diameter of the water supply outlet and at no time less than 1 inch.

Approved: Accepted by the Authority responsible as meeting an applicable specification stated or cited in this Program or as suitable for the proposed use.

Auxiliary Water System: Any water system on or available to the premises other than the purveyor's approved public water system.

Backflow: The undesired reversal in the direction of flow of water or other liquids, mixtures, or substances into the potable water system from any source other than the intended source of the potable water system, due to backpressure or backsiphonage.

Backflow Preventer: An assembly, device or method designed to prevent backflow.

Backflow Prevention Assembly: A mechanical backflow preventer used to prevent backward flow of contaminants or pollutants into a potable water distribution system. An assembly has a resilient seated, full flow shut-off valve before and after the backflow preventer making it testable in line.

Backflow Prevention Device: A mechanical backflow preventer without shut-off valves.

Backpressure: A pressure, higher than the supply pressure, caused by a pump, elevated tank, boiler, or any other means that may cause backflow.

Backsiphonage: Backflow caused by negative or reduced pressure in the potable water system piping.

Containment or Service Line Protection: Installation of an approved backflow prevention device, assembly, or other method at the point of service to confine potential pollution or contamination caused by a cross-connection within the building or facility where it arises.

Contaminant: Any foreign substance (liquid, solid or gas) that degrades the quality of water and creates a health hazard.

Cross-connection: A connection or potential connection between any part of a potable water system and any other environment containing other substances which, under any circumstances, would allow such substances to enter the potable water system. Other substances may be gases, liquids, or solids, such as chemicals, waste products, steam, water from other sources (potable or non-potable), or any matter that may change the quality of the water.

High-Hazard: Premises types that represent a health or high hazard to the public water system. These types can be found in Title 16 Delaware Administrative Code § 4462-21.2.4.2 Cross-Connection Control.

Non-Potable Water: Water that is not safe for human consumption or of questionable quality.

Pollutant: Any foreign substance (liquid, solid or gas) that degrades the quality of water as to constitute a non-health hazard or impair the usefulness of the water.

Potable Water: Water that is safe for human consumption as described by the public health official having jurisdiction.

Premises: A house, building or facility, together with its land and accessory structures, including the privately owned portion of the water service connection(s).

Property Owner: an individual or entity that is the legal owner of a parcel of real estate.

Reclaimed Water: Water from a variety of sources that is properly treated and reused for a direct beneficial use or a controlled use that would not otherwise occur and is not safe for human consumption.

2. INTRODUCTION

2.1 Purpose

The purpose of this document is to outline the City of Dover Cross-Connection Control (CCC) Program and policies for all non-residential, residential, and miscellaneous facilities having service connections to the City of Dover public water system. The goals of this policy are summarized as follows:

- Protect the public water system from contaminants and pollutants that could backflow through the service connection(s).
- Promote the elimination of actual and/or potential cross-connections between the public water system and non-potable water systems, plumbing fixtures and sources or systems containing substances of unknown or questionable quality.
- Promote the elimination of actual and/or potential cross-connections between the building or facility potable water system and non-potable water systems, plumbing fixtures and sources or systems containing substances of unknown or questionable quality.
- Identify all hazards, whether low or high, that may exist and may pollute or contaminate the public water system.
- Provide guidance for a continuing program of protection from the potential of service line and internal cross-connections within the building or facility.
- Educate the Dover Community on the dangers of cross-contaminants and the procedures needed to further protect their premises and the public water system.

2.2 Legality

In accordance with the Delaware Department of Health and Social Services (DHSS), Division of Public Health, the City of Dover proclaims this CCC Program as a continuing effort to maintain safe potable water. The City of Dover shall comply with the CCC regulations in Title 16 of the Delaware Administrative Code § 4662-21.0 Cross-Connection Control (CCC Code).

By reference to the CCC Code requirement, *“we hereby establish the City of Dover Cross-Connection Control Program.”* This Program was adopted by City of Dover City Council on October 24, 2022 and made effective on October 24, 2022. This program was revised and effective on October 27, 2025.

2.3 Local Ordinance

Legal authority to carry out and enforce the City of Dover CCC Program is provided in the Dover Code of Ordinances. The Ordinance establishing this Program is Ordinance #2022-17, adopted by City of Dover City Council on October 24, 2022.

2.4 Authority

The City of Dover City Manager or their designee (City) shall be the Authority and the Administrator of the CCC Program. The City may contract with a third party, as its Designated Agent (Agent), to perform the role of Administrator of the CCC Program. This CCC Program shall include, but not be limited to:

- Local Ordinance
- Establishment of Authority
- Applicable Rules and Regulations
- Approved Backflow Prevention Devices and Assemblies
- Testing Requirements of Backflow Prevention Assemblies
- Survey Process and Requirements
- Non-Compliance
- Data Management
- Reporting
- Education and Awareness

3. BACKFLOW PREVENTION ASSEMBLIES, DEVICES, AND METHODS

3.1 Approved Backflow Prevention Assemblies, Devices and Methods

- 1) The City of Dover accepts American Society of Sanitary Engineers (ASSE) recognized backflow prevention devices, assemblies, and methods appropriate to the level of hazard as recognized by the applicable Delaware Statutes, Rules, and Regulations.
- 2) Installation of all backflow prevention must conform to the applicable ASSE Standards, most recent versions.

3.2 Responsibility of the Property Owner

- 1) The Property Owner shall be responsible for the protection of the public water system from pollution or contamination due to backflow through water service connection(s).

- 2) The Property Owner shall be responsible for the elimination of all unprotected cross-connections, including but not limited to, any service line protection and any connections downstream of the service line supply to the premises.
- 3) Installation and maintenance of backflow prevention assemblies, devices, and methods at all non-residential premises to protect existing cross-connections shall be the responsibility of the Property Owner.
 - For residential premises, ASSE 1024 residential dual checks (RDC) installed on the public water system service line at the water meter outside on the premises shall be maintained by the City. For new construction, the Property Owner / Developer will be responsible for purchasing and installing the RDC.
 - Where there are three (3) or more living units in a structure, this shall be considered an Apartment Building and categorized as commercial. Section 3.4 below shall apply.
- 4) At any premises connected to the City of Dover public water system, the installation and maintenance of backflow prevention installed to protect against cross-connections in accordance with Section 3.6, shall be the responsibility of the Property Owner.
- 5) For all work required by the City or their Agent, including but not limited to installation, alteration, replacement, relocation or repair of backflow prevention assemblies, devices or methods, the Property Owner shall be responsible for obtaining an approved City of Dover permit through the offices of the Building Inspector and the City Planner in accordance with Dover Code of Ordinances Chapter 22 Building and Building Regulations, Chapter 46 Fire Prevention and Protection and other applicable sections.

3.3 Rights of the City of Dover

The City reserves the right to direct and administer testing and/or maintenance of any backflow prevention assemblies or devices. All costs associated with testing and any necessary installation, alteration, replacement, relocation, maintenance or repairs of these assemblies or devices shall be the sole responsibility of the Property Owner. If, in the interest of public safety and safety of the water system, the City assumes the responsibility of backflow assembly or device installation, testing, maintenance, alteration, relocation or repair at a premises, all costs for such will be charged to the Property Owner in a manner deemed appropriate by the City.

3.4 Containment Backflow Prevention Assembly Protection

With respect to backflow prevention assemblies installed at the service line, the City will require the following:

- 1) Containment shall be required as outlined in the CCC Code, or as required by the City.
- 2) Backflow prevention assemblies shall be installed downstream of the water meter and prior to the first branch line in the plumbing system.
 - For premises with multiple meters, the Property Owner or their designee can contact the City per Appendix A to request a waiver for the installation of one (1) backflow

preventer upstream of all of the meters and prior to the first branch line in the plumbing system. The City shall review on a case-by-case basis.

- 3) Non-residential service line backflow prevention assemblies shall be DCVs or RPBPs, as determined by the City.
- 4) All high hazard non-residential customers are required to have, at a minimum, a RPBP installed immediately after the water meter and prior to the first branch line in the plumbing system. See the CCC Code, Section 21.2.4.2, most recent version, for further information on high hazard designations.
- 5) RPBPs are prohibited from being installed below grade or in an underground pit.
- 6) Pressure Vacuum Breaker (PVB) assemblies and Atmospheric Type Vacuum Breakers (AVB) shall not be installed as containment on domestic water service lines.
- 7) Where a backflow prevention assembly is required, the Property Owner shall also install appropriate protection from thermal expansion within the premises, when necessary.

3.5 Residential Containment Backflow Prevention Assembly Protection

As a minimum requirement, all new residential properties connected to the City of Dover public water system shall have a RDC installed at the water meter located outside on the premises on the public water system service line, per the City of Dover Water/Wastewater Handbook. The RDCs shall be installed downstream of the water meter. All RDCs installed at the water meter outside on the premises on the public water system service line shall be maintained by the City. For new construction, the Property Owner / Developer will be responsible for purchasing and installing the RDC.

3.6 Additional Requirements

For all premises being served by the City of Dover public water system, there are additional requirements noted below. If backflow prevention is required to be installed per these requirements, the Property Owner must comply with Section 3.1 through 3.4, when applicable.

Backflow prevention must be installed in accordance with the applicable ASSE standard, the applicable portions of the International Plumbing Code (IPC) as adopted by the City of Dover or as required to be administered by the municipality per Delaware code, and the manufacturers' installation requirements, most recent version.

1) Lawn Irrigation Systems

Specific lawn irrigation systems connected to the City of Dover public water system shall be protected against backflow. For inground and chemical injection lawn irrigation systems, separate backflow prevention in the form of an RPBP or PVB, shall be installed on the water service line where the service line branches off to supply the irrigation system.

2) Reclaimed Water and/or Auxiliary Water System(s)

Those premises that are connected to the City of Dover public water system that are also served by reclaimed water or auxiliary water system(s) shall have a RPBP installed on the water service line downstream of the meter but prior to the first branch line.

3) Swimming Pools

Swimming pools connected to the City of Dover public water system shall be protected against backflow. Separate backflow prevention in the form of a RPBP or PVB is required on the water service line where the service line branches off to supply the swimming pool.

4) Fire Suppression Systems

Those premises which have a fire suppression system connected to the public water system shall be equipped with appropriate backflow prevention. Fire suppression systems shall be independently protected against backflow by appropriate backflow prevention. The installation of the backflow prevention on a fire suppression system, of whatever sort, shall be installed in such a way as to not adversely affect the operation of the fire suppression system. They must be installed in accordance with the City of Dover Fire Marshal's Office.

5) Other

If the premises does not qualify under Section 3.6, 1) through 4) but is determined to present a hazard to the City's public water system, the City has the right to require the installation of the appropriate backflow prevention at the premises to protect the public water system.

3.7 Other Service Types

1) Temporary Water Services

Temporary connections to the public water system shall have the appropriate backflow prevention as approved by the City. Contact the City per Appendix A for review.

2) Water Trucks and Mobile Equipment

Unauthorized use of the public water system for direct fill up of water reservoirs, tanks, or comparable equipment on vehicles and mobile equipment is strictly prohibited and may be subject to fees or fines in accordance with the Dover Code of Ordinances, Appendix F Fees and Fines, Chapter 110.

Use of the public water system for direct fill up is permissible if and only if the request and the proposed backflow prevention is approved by the City. Contact the City per Appendix A for review.

3) Tall Buildings

Buildings that contain plumbing that meets or exceeds thirty (30) feet in elevation above the water main, where the service line taps the water main, shall be required to have, at a minimum, backflow prevention in the form of a DCV.

3.8 Testing of Backflow Prevention Assemblies

- 1) All testable backflow prevention assemblies, including residential backflow prevention assemblies, shall be tested upon installation, repair, relocation, after a reported backflow incident, and on an annual basis. Assemblies must be tested in accordance with the applicable ASSE standard, the applicable portions of the International Plumbing Code (IPC) as adopted by the City of Dover or as required to be administered by the municipality per Delaware code, and the manufacturers' installation requirements, most recent version.
- 2) Equipment, such as three and five hose test gauges, used to field test assemblies must be certified and calibrated for accuracy annually. Single hose testing is prohibited.
- 3) Assembly test forms to record test results will be maintained by the Property Owner and shall be submitted and filed in a location as directed by the City or their Agent.
- 4) The Property Owner shall have all assemblies tested by a certified Tester having completed the applicable forty (40) hour ASSE Backflow Prevention Assembly Tester Training and Certification Course. All Testers must also complete a recertification exam at an interval not to exceed once every three (3) years.
 - For fire suppression systems, the Tester shall be a licensed public fire protection company approved and listed on the State of Delaware office of the State Fire Marshal's most recent listing.

3.9 Assembly and Device Abbreviation List

Backflow Prevention Assembly and Device Legend			
A.S.S.E Standard	Legend	Acronym	Testable Device
1001	Atmospheric Type Vacuum Breakers	AVB	No
1002	Anti-siphon Fill Valves (Ballcocks)	ASBC	No
1011	Hose Connection Vacuum Breaker	HBVB	No
1012	Backflow Preventer w/Intermediate Atmospheric Vent	VDCV	No
1013	Reduced Pressure Backflow Prevention Assembly	RPBP	Yes
1015	Double Check Valve Backflow Prevention Assembly	DCV	Yes
1019	Vacuum Breaker Wall Hydrants	HBIVB	No
1020	Pressure Vacuum Breaker Assembly	PVB	Yes
1022	Backflow Preventer for Carbonated Beverage Machine	VMBP	No
1024	Dual Check Valve Type Backflow Preventers	DC	No
1024	Residential Dual Check	RDC	Yes/No
1035	Laboratory Faucet Backflow Preventer	LFVB	No
1037	Pressurized Flushing Devices (Flushometers)	PFD	No
1047	RP Detector Backflow Prevention Assembly	RPDA	Yes
1048	Double Check Detector Backflow Prevention Assembly	DDCV	Yes
1052	Hose Connection Backflow Preventer	HCBP	No
1055	Chemical Dispensing Systems	AG	No
1056	Spill Resistant Vacuum Breaker Assembly	SVB	Yes
1057	Freeze Resistant Yard Hydrant W/Backflow		No
A112.1.2	Air Gap	AG	No

4. SURVEYS OF EXISTING CUSTOMERS

4.1 Responsibility of the Property Owner

The Property Owner shall be responsible for participation in the Initial Survey and Site Survey(s) for their premises, when applicable.

4.2 Initial Survey

- 1) The Initial Survey form will be provided to premises served by the City of Dover public water system to determine the level of hazard existing at the premises and to obtain record of existing backflow prevention installed. At the effective date of the CCC Program, the City or their Agent will send the Initial Survey to all existing non-residential premises. Once completed, residential premises will be contacted.
- 2) If it is determined by the City or their Agent that a site visit is required as a follow-up to the Initial Survey, the Property Owner will be contacted to schedule the site survey.
- 3) If it is determined that backflow prevention needs to be installed, altered, replaced, relocated, or repaired, the Property Owner shall comply with these requirements based on the following schedule:
 - High Hazard
 - a. All Property Owners shall ensure that all required new installations, alterations, replacements, relocations or repairs shall be completed within ninety (90) days of receipt of the first notification letter from the City to perform the work.
 - Low Hazard
 - a. All low hazard premises, connected to the City of Dover's water system, that do not have existing backflow prevention assemblies installed, are not required to install backflow prevention assemblies, except when subject to the requirements stated in Section 3.6.
 - i. All new installations required in Section 3.6 shall be installed within ninety (90) days of the first notification letter from the City to perform the work.
 - b. All Property Owners shall ensure that all required alterations, replacements, relocations or repairs shall be completed within ninety (90) days of receipt of the first notification letter from the City to perform the work.
- 4) All work required by the City or their Agent, including but not limited to installation, alteration, replacement, relocation, or repair of backflow prevention shall be completed under an approved City of Dover permit through the offices of the Building Inspector and the City Planner in accordance with Dover Code of Ordinances Chapter 22 Building and Building Regulations, Chapter 46 Fire Prevention and Protection, and other applicable sections.

4.3 Site Survey

- 1) After the Initial Survey, Site Surveys will be conducted at certain times, as outlined below, on the Property Owner's premises. Survey scheduling and completion shall be the responsibility

of the Property Owner. The City or their Agent will contact the Property Owner, when necessary, to provide notification that a survey is required.

Site Surveys will be completed at the following intervals, when applicable:

- Backflow Prevention Assembly Testing
Site surveys shall be conducted by a certified Tester/Surveyor during the testing of a backflow prevention assembly, which occurs upon installation, repair, relocation, after a reported backflow incident, and on an annual basis.
- Substantial Change to Premises
Site Surveys shall be conducted if there is a substantial change to the premises. This includes, but is not limited to, changes in premises plumbing, addition of a water service line(s), addition of fire suppression, or any other substantial additions or modifications to the premises which may affect the City of Dover public water system.
- Reassessment
Existing service line connections shall be reassessed/surveyed at an interval of no more than every ten (10) years to determine if the backflow prevention requirements have changed on the premises.

2) Internal Plumbing System Survey

- The facility's internal water use practices shall be reviewed by a certified Surveyor during the Site Survey to determine whether there are actual or potential cross-connections to the plumbing system through which contaminants or pollutants could backflow into the public water system and/or the facility's internal plumbing system.
- Recommendations for internal plumbing cross-connection control and backflow prevention will be provided to the Property Owner upon survey completion.

3) Surveyors

Surveyors having proper identification shall be permitted to enter the building/premises at any reasonable time for the purpose of survey for the presence or absence of cross-connections, testing, repair, and maintenance of any part of the plumbing system related to any cross-connection control device connected to the City of Dover public water system.

A Surveyor having both the required experience component and certification/training component shall be contacted by the Property Owner to conduct on-site surveys in accordance with this CCC Program.

- Surveyor Experience

Acceptable experience must include one (1) or more of the following:

- a. Be employed or have been employed by a Water Utility, Water Purveyor, Building Department, Code Enforcement Department for a period of not less than three (3) years, not more than five (5) years ago; or,
- b. Held the position of Cross-Connection Surveyor, or similar position, with a

- municipal body or branch of the military for a period of not less than three (3) years, not more than five (5) years ago; or,
- c. Have one (1) year or more full-time experience in conducting cross-connection control surveys in non-residential and/or residential facilities for a private, non-governmental, entity.

- Surveyor Certification/Training

Acceptable certification/training shall include successful completion of the American Society of Sanitary Engineers Standard 5120 – relating to Cross-Connection Control Surveyors and a current, valid certification of completion. (All Surveyors must complete a recertification exam at an interval not to exceed once every three (3) years.)

- a. Fire suppression backflow preventers shall be inspected by a licensed public fire protection company approved and listed on the State of Delaware office of the State Fire Marshal's most recent listing.

4) Survey Forms

A Survey Form shall be used in every required survey and will be filed in a location as directed by the City. This form will be used to record the level of hazard existing at the premises, any existing backflow prevention discovered at the premises and any additional backflow prevention required or recommended to be installed at the premises at the time of the survey.

5) Survey Procedure

Completed CCC surveys shall include the following information:

- Identify the premises to be surveyed and date of survey.
- The building or facility contact/Property Owner, or their designated representative.
- Notation that the purpose of the CCC Program was explained to the building or facility contact/Property Owner or their designated representative.
- Survey/Evaluate the level of hazard present within the premises and the status of cross-connection control and backflow prevention containment protection on the premises.
- Survey the premises and record the following information:
 - a. Any identified deficiency in the exposed piping and water outlets/uses downstream of the service connection(s)
 - b. All existing backflow prevention assemblies, devices, and methods (including make, model number, size, serial number if applicable) that are currently in place on the premises
 - c. Any point of use or equipment supplied for each backflow prevention assembly, device, or method
- Any required or recommended backflow prevention assemblies to be installed at the premises for corrective action or containment or isolation protection.
- A piping diagram or schematic of the plumbing system may be requested or required.

4.4 Record Keeping and Data Management

The City or their Agent has the right to request specific CCC and backflow prevention related information, including but not limited to, containment or service line protection methods, backflow assembly installation, repair, relocation, and test records, CCC Program compliance information, and piping diagrams for the premises.

All data, reports, test results, surveys and any other related information obtained by the City or their Agent from the Property Owner will be entered into a data management system and held for a period of no less than ten (10) years, according to the CCC Code. This information will include:

- Address and location
- The building or facility contact/Property Owner, or their designated representative and their contact information
- Survey information
- Premises type/use
- Level of hazard classification
- Backflow prevention assemblies present at the premises
- Location of any assemblies
- Make, model, and size of assemblies
- Testing and maintenance records for the assemblies
- Description of other cross-connections within the building or facility
 - Air gaps
 - Non-testable devices
 - Methods

5. SITE PLANS AND PERMITS

5.1 Procedures

Site plans and permits submitted to the City of Dover shall be reviewed by the City for compliance with the CCC Program and backflow prevention requirements, when applicable.

- 1) For new site development and substantial changes to existing premises, all backflow prevention installations shall be completed prior to being issued the Certificate of Occupancy from the Planning & Inspections Department.
 - Substantial changes include, but are not limited to, change in premises plumbing, addition of a water service line(s), addition of fire suppression, or any other substantial additions or modifications to the premises which may affect the City of Dover public water system.

5.2 Inspections

The City of Dover shall continue to inspect the work authorized by the permit, in compliance with Dover Code of Ordinances Chapter 22 Building and Building Regulations and Chapter 46 Fire Prevention and Protection.

Service line connections shall be assessed by the City or their Agent to determine the level of hazard and the appropriate method of containment backflow protection required.

5.3 Records

All data, surveys, reports, test results and any other related information obtained by the offices of the City of Dover Building Inspector, City Planner and Fire Marshal for permit-required work including backflow prevention assemblies, devices and/or methods shall be provided to the administrators of the CCC Program. This shall also include all annual testing reports provided by the Property Owner to the Planning & Inspections and Fire Marshal offices.

6. ENFORCEMENT

Failure, refusal, or the inability on the part of the Property Owner to comply with the requirements of this CCC Program shall be unlawful and may be subject to the Dover Code of Ordinances, Appendix F Fees and Fines, Chapter 110.

After reasonable notice to the Property Owner, the City may also deny or discontinue water service for refusal or failure to comply with the CCC Program.

If there are any circumstances in which the Property Owner determines compliance cannot be reached, the Property Owner or their designee can contact the City per Appendix A, and the City shall review on a case-by-case basis.

6.1 Non-Compliance

Non-compliance with the CCC Program includes, but is not limited to, the following:

- Failure to test assemblies and/or submit appropriate test forms.
- Refusal or failure to complete and/or return the Initial Survey provided to the Property Owner.
- Refusal or failure to schedule a cross-connection survey and/or submit completed survey forms.
- Failure, refusal, or the inability on the part of the Property Owner to correct any deficiency or violation found during a survey in the timeline indicated below:

Timeline for Corrective Actions by Property Owner:

The Property Owner shall have ninety (90) days from receipt of the first notification from the City, to correct any deficiency or violation noted. After ninety (90) days have passed and the Property Owner has not corrected any deficiency or violation, a second notification shall be sent to the Property Owner from the City, providing another forty-five (45) days to correct any deficiency or violation noted. After these forty-five (45) days have passed and the Property Owner has not corrected any deficiency or violation, a third notification shall be sent to the Property Owner from the City notifying the Property Owner that they are now subject to fees or fines in accordance with the Dover Code of Ordinances, Appendix F Fees and Fines, Chapter 110.

6.2 Site Plans and Permits

- 1) It shall be unlawful for the failure, refusal, or the inability on the part of the Property Owner/Developer to comply with the CCC Program and backflow prevention requirements during site plan/permit review or in performing the work authorized by the City of Dover permit, in the timeframe indicated to the Property Owner by the City. The water service and the certificate of occupancy may be initiated, for a limited period not to exceed forty-five (45) days, until compliance is achieved and approved. The City may deny water service to the premises.

6.3 Danger to Public or Occupants

- 1) If there is reason to believe the building/premises poses an immediate danger to the public and/or occupants, the City shall deny or discontinue water service to the building/premises.

7. EDUCATION AND AWARENESS

Those involved in administering the City's CCC Program must have a thorough understanding of cross-connection control. They shall receive proper in-the-field training as well as classroom education focusing on terminology, backflow prevention, regulations, and hydraulic concepts, coordinated by the public water system. In addition, they will be encouraged to receive continuing education to be made aware of new backflow prevention, regulation changes (i.e., plumbing code updates), new water use devices that pose cross-connection concerns, etc.

Additionally, public education about cross-connection and backflow prevention will be provided, including but not limited to, distributing pamphlets on common residential cross-connections, visiting schools, providing onsite education of facility management and maintenance staff when requested, speaking at homeowner's association meetings and neighborhood meetings, providing information on the City of Dover website, social media posts, and newsletter article(s), or posting newspaper announcements. Educational content will comply with the applicable CCC Code requirements with respect to public education.

The City and their Agent shall be available upon request to provide backflow prevention education to pertinent community officials and City of Dover employees.

APPENDIX A – CCC PROGRAM INFORMATION

CONTACT INFORMATION	
Phone Number	302-736-7025
City of Dover E-mail	waterquality@dover.de.us
Fax Number	302-736-4217
CCC PROGRAM INFORMATION	
Website	https://www.cityofdover.gov/WaterandWastewater
Title 16 Del. Admin Code § 4462-21.0 Cross-Connection Control	https://regulations.delaware.gov/AdminCode/title16/4462