## To Our Customer:

Thank you for allowing our meter technician to serve you today. We value you as a customer and your appreciation of pure, clean Milwaukee drinking water.

We're providing this information as part of our residential property survey required by the City of Milwaukee and the Department of Natural Resources, in collaboration with the City of Milwaukee Department of Neighborhood Services.

Our meter technician will check your laundry tub faucet for a potential cross-connection. If your faucet has exterior screw threads for use with a hose, we will give you a hose bibb vacuum breaker to attach to the faucet. We will give you a second one to attach to the faucet outside your home if it also has exterior screw threads.

As Milwaukee's water utility, we are responsible for making sure the water delivered to your home is safe to drink and use. Please help us keep water safe in your home and our water system safe from potential contamination due to cross-connections.

**Please read this brochure to learn more.**

*Milwaukee Water Works Meter Services*

## Questions?

Please call the Department of Neighborhood Services Cross-Connection Section at (414) 286-3361, Monday-Friday, 7:30 a.m. to 3:30 p.m.

Visit milwaukee.gov/dns

City of Milwaukee

**Department of Neighborhood Services**

2019

MILWAUKEE

# PROTECT YOUR DRINKING WATER

milwaukee.gov/water

Milwaukee Water Works
Safe, Abundant Drinking Water.

**A cross-connection** is any actual or potential physical connection between a drinking water system and a source of non-drinkable water or substances.

**A backflow** occurs when water or other substances flow in the opposite direction than intended, allowing contaminants to enter the public water system or consumers' plumbing.

**A hose bibb** is the part of a faucet with screw rings on the exterior for attaching a hose.

## Examples of cross-connections that may allow contaminated water to mix with clean drinking water:

- A hose connected to the laundry tub faucet is submerged in a sink filled with soapy water.
- A toilet fill valve (ballcock) is submerged below the water overflow line.
- A non-plumbing-approved fill valve was installed in a toilet.
- A handheld shower hose that does not have a backflow preventer.

## Backflow can be the result of a pressure drop in the drinking water system due to:

- a water main break.
- a hydrant opened for testing.
- firefighters opening a hydrant for water for firefighting.
- a power outage to a pump.

## Garden hoses connected to outside faucets can create a potential cross-connection.

## Here are tips to avoid problems:

- **Install a hose bibb vacuum breaker** on your exterior faucet, or hose bibb, before attaching a garden hose.
- **Do not leave a hose with the open end in a container**, like a bucket of soapy water for car washing.
- **Do not leave a hose submerged** in a swimming pool.
- After using a sprayer attached to a hose for weed killing, etc., **remove the sprayer for storage.**
- **Do not leave a hose lying on the ground** or lawn, which may be contaminated with fertilizer and garden chemicals. Hang up the hose on a rack.

## Take action. Put a backflow prevention device:

- **On the laundry tub faucet.**
- **On the exterior faucet where you connect a garden hose.**

This exterior faucet, or hose bibb, has a hose bibb vacuum breaker attached to it to prevent backflow.

Make sure to drain exterior hose bibb vacuum breakers before freezing winter temperatures set in.