# CROSS-CONNECTION CONTROL/BACKFLOW PREVENTION

## GENERAL INFORMATION

**What is cross-connection?**
A cross-connection is any actual or potential connection between the public or consumer's potable water system and any non-potable source or substance that presents a hazard to the quality of the public or consumer's potable water system. Therefore, cross-connection control is the management or "control" of these cross-connections to protect public safety by preventing backflow incidents within the public or water consumer's potable water system.

**What is backflow?**
Typically, water will flow from the public water supply to the consumer's plumbing distribution system. Backflow is the undesirable reversal of this flow of water and undesirable substances from the non-potable source to the potable source.

**Why do we need a cross-connection control/backflow prevention program?**
As required by the Indiana Environmental Protection Agency and the Department of Public Health, every drinking water system must have a cross connection control program, more commonly known as a backflow prevention program. Backflow prevention is designed to protect the public water supply from contamination from non-drinkable sources. For this reason, the East Chicago Water Department created a cross-connection control program with the goal of ensuring the quality of supplied water and protecting water customers.

**Administering the Program**
Backflow Solutions, Inc. or BSI Online is North America's leading cross-connection control/backflow data management and program administration firm. BSI Online has partnered with over 550 water purveyors to develop and manage effective cross-connection control programs to help protect all our water resources. BSI helps water purveyors by sending notifications, assists with customer service inquiries, and manage required data on behalf of the East Chicago Water Department.

East Chicago Water Department has contracted with BSI Online to assist the East Chicago Water Department with State required cross-connection/backflow tracking regulations. BSI Online will serve as the primary point of contact for the program and can be contacted below:

- **Testing Company Support**
  - Phone: 800-414-4990
  - Fax: 888-414-4990
  - Email: bsionline@backflow.com
  - Website: https://bsionline.com

- **Water Customer Support**
  - Phone: 888-966-6050
  - Email: support@backflow.com