

**BACKFLOW PROGRAM  
ANNUAL TESTER NOTIFICATION AND  
DISCONTINUATION OF WATER SERVICE  
STANDARD OPERATING PROCEDURE**

1. First notice letters are sent out sixty (60) days prior to certified backflow test being due and water being shut off. (A response time of 60 days is noted on the letter)
2. If the passing test reports are not received after thirty (30) days, a reminder notice letter is sent prior to water being shut off. (A response time of 30 days is noted on the letter)
3. If the passing test reports are not received after forty-five (45) days, a final reminder notice letter is sent out prior to the water being shut off. (A response time of 15 days is noted on the letter)
4. If the passing test reports are not received by the compliance date, water service will be shut off on the following working day.
5. Water service will remain shut off until a passing certified backflow test is received or performed under the observance of a water quality representative, with a copy of such provided at that time.

**AUTHORITY REFERENCES**

**Arizona Administrative Code R18-4-155:** Backflow Prevention requires that "A water supplier shall protect its public water system from contamination caused by backflow through unprotected cross-connections by requiring the installation and periodic testing of backflow-prevention assemblies..."

**Chandler City Code 52-36 Policy (A):** "No water service connection to any premises shall be installed or maintained by the City unless the water supply is protected as required by State laws and regulations and this article. Service of water to any premises may be discontinued by the City if a backflow prevention device required by this article is not installed, tested, and maintained..."