



Dear Water Customer,

The City of Charlevoix provides safe, clean drinking water to households, businesses, and institutions throughout our community. Section 608.6 of the Michigan Plumbing Code prohibits hazardous interconnections to public water systems and requires all public water systems to develop a comprehensive Cross-Connection Control Program. Section 608.13 requires specific backflow prevention devices, methods, and assemblies to isolate cross-connection control hazards associated with potable water supply plumbing.

Elements of this new safety program include:

- Postal notifications to water customers with instructions and responsibilities.
- Requirements to provide Annual Test Reports of existing Backflow Preventers.
- Potential on-site surveys for undetected Cross-Connections
- Potential corrective action for non-compliance service connections.

To ensure cost-effective compliance and high-quality service, the City of Charlevoix has contracted with HydroCorp, a specialized service provider for Cross-Connection Control Programs with over 39 years of experience. HydroCorp will be notifying water customers with specific instructions for each service connection and handling frequently asked questions via a toll-free phone line, online chat, and web pages. Learn more about HydroCorp and this new program at WaterCustomer.com or HydroCorpinc.com

Your cooperation and participation in this important local safety program is appreciated. Questions should be directed to my assistant, Liz Anderson at 231-547-3273 or emailed to liza@charlevoixmi.gov.

Regards,

A handwritten signature in blue ink that reads "Pat".

Pat Elliott
Superintendent
City of Charlevoix