



CHEROKEE METROPOLITAN DISTRICT

ORDINANCE 84-001

CROSS CONNECTION & BACKFLOW
CONTROL

Amended December 13, 2011

CHEROKEE METROPOLITAN DISTRICT

ORDINANCE 84-001

CROSS-CONNECTION AND BACKFLOW CONTROL

Section 1. CROSS-CONNECTION CONTROL – GENERAL POLICY

1.1 Purpose:

- 1.1.1 To protect the public water systems from the possibility of contamination or pollution by isolating within its customers' internal distribution system(s) or its customers' private water system(s) such contaminants or pollutants which could backflow or backsiphon into the public water systems.
- 1.1.2 To promote the elimination or control of existing cross-connections, actual or potential, between its customers' in-plant potable water system(s) and non-potable water systems, plumbing fixtures and industrial piping systems. A survey will be conducted periodically to identify any hazards and to indentify the backflow preventer required for that hazard, for industrial and commercial business water users or to identify any changes in water use.
- 1.1.3 To provide for the maintenance of a continuing program of cross-connections control which will systematically and effectively prevent the contamination or pollution of the potable water system.

Section 2. DEFINITIONS

- 2.1 "Agency" means the Cherokee Metropolitan District which is vested with the authority and responsibility of the enactment and enforcement of this ordinance.
- 2.2 "Approved" means accepted by the agency as meeting the applicable specification stated or cited in this ordinance, or as suitable for the proposed use.
- 2.3 "Auxiliary Water Supply". Any water supply on or available to the premises other than the purveyor's approved public potable water supply. These auxiliary waters may include water from another purveyor's public potable water supply or any natural source(s) such as a well, spring, river, stream, harbor, etc., or "used waters" or "industrial fluids". These waters may be polluted or contaminated or may be objectionable and constitute an unacceptable water source over which the water purveyor does not have sanitary control.
- 2.4 "Backflow Preventer".A device or means designed to prevent back-flow or back pressure or back-siphonage.
 - 2.4.1 "Air Gap". The unobstructed vertical distance through the free atmosphere between the lowest opening from any pipe or faucet supplying water to a tank, plumbing fixture, or other device and the flood level rim of said vessel. An

approved air-gap shall be at least double the diameter of the supply pipe, measured vertically, above the top of the rim of the vessel; and, in no case less than one inch.

- 2.4.2 "Reduced Pressure Principle Device." An assembly of two independently operating approved check valves with an automatically operating differential relief valve between the two check valves, tightly closing shut-off valves on either side of the check valves, plus properly located test cocks for the testing of the check and relief valves. The entire assembly shall meet the design and performance specifications and approval of a recognized and agency approved testing agency for backflow prevention assemblies. The device shall operate to maintain the pressure in the zone between the two check valves at a level less than the pressure on the public water supply side of the device. At cessation of normal flow the pressure between the two check valves shall be less than the pressure on the public water supply side of the device. In case of leakage of either of the check valves the differential relief valve shall operate and maintain the reduced pressure in the zone between the check valves by discharging to the atmosphere. When the inlet pressure is two pounds per square inch or less, the relief valve shall open to the atmosphere. To be approved, these devices must be readily accessible for in-line maintenance and testing and be installed in a location where no part of the device will be submerged.
- 2.4.3 "Double Check Valve Assembly". An assembly to two independently operating approved check valves with tightly closing shut-off valves on each side of the check valves, plus properly located test cocks for the testing of each check valve. The entire assembly shall meet the design and performance specifications and approval of a recognized and agency approved testing establishment for backflow prevention devices must be readily accessible for in-line maintenance and testing.
- 2.5 "Back Pressure" means backflow caused by a pump, elevated tank, boiler or other means that could create pressure within the system greater than the supply pressure.
- 2.6 "Backsiphonage" means the flow of water or other liquids, mixtures or substances into the distribution pipes of a potable water supply system from any source other than its intended source caused by the sudden reduction of pressure in the potable water supply system. Examples of causes of a sudden reduction of pressure are; an open fire hydrant, irrigation, or a main line break.
- 2.7 "Certified Inspector and/or Tester" means a person who has passed a State approved and/or sponsored testing and/or inspection course and who is listed by the State as a certified inspector and/or tester.
- 2.8 "Check Valve" means a self-closing device which is designed to permit the flow of fluids in one direction and to close if there is a reversal of flow. Not an approved backflow assembly.
- 2.9 "Colorado Department of Health Cross Connection Control Manual". A manual that has been published addressing cross connection control practices which will be used as a guidance document for the agency in implementing a Cross Connection Control Program.

- 2.10 "Contamination" means an impairment of the quality of the potable water by sewage, industrial fluids or waste liquids, compounds or other materials to a degree which creates an actual hazard to the public health through poisoning or through the spread of disease.
- 2.11 "Critical Level" means the critical level C-L or C/L marking on a backflow prevention device or vacuum breaker which is a point conforming to approved standards and established by the testing laboratory (usually stamped on the device by the manufacturer), which determines the minimum elevation above the flood-level rim of the fixture or receptacle served at which the device may be installed. When a backflow prevention device does not bear a critical level marking, the bottom of the vacuum breaker, combination valve, or the bottom of any such approved device shall constitute the critical level.
- 2.12 "Cross Connection" shall mean any unprotected, actual, or potential connection or structural arrangement between a public, or a consumer's potable water system and any other source, or system, through which it is possible to introduce into any part of the potable system any substance, other than the intended potable water, with which the system is supplied. By-pass arrangements, jumper connections, removable sections, swivel or changeover devices and other temporary, or permanent, devices through which, or because of which "backflow" can or may occur, are considered to be cross-connections.
- 2.13 "Cross-Connections-Controlled". A connection between a potable water system and a non-potable water system with an approved backflow prevention device properly installed that will continuously afford the protection commensurate with the degree of hazard.
- 2.14 "Flood-Level Rim" means the edge of the receptacle from which water overflows.
- 2.15 "Hazard-Health". Any condition, device, or practice in the water supply system and its operation which could create, or in the judgment of the "Manager" may create a danger to the health and well-being of the water consumer. An example of a health hazard is a structural defect, including cross-connections, in a water supply system.
- 2.16 "Hazard-Plumbing". A plumbing type cross-connection in a consumer's potable water system that has not been properly protected by a vacuum breaker, air-gap separation or backflow prevention device. Unprotected plumbing type cross-connections are considered to be a health hazard. Example a water softener connected to the sewer drain with-out an air gap.
- 2.17 "Hazard-Pollutional". An actual or potential threat to the physical properties of the water system or to the potability of the public or the consumer's potable water system but which would constitute a nuisance or be aesthetically objectionable or could cause damage to the system or its appurtenances, but would not be dangerous to health.
- 2.18 "Hazard-System". An actually or potential threat of severe damage to the physical properties of the public potable water system or the consumer's potable water system or of a pollution or contamination which would have a protracted affect on the quality of the potable water in the system.

- 2.19 "Industrial Fluids System". Any system containing a fluid or solution which may be chemically, biologically or otherwise contaminated or polluted in a form or concentration such as would constitute a health system, pollutional or plumbing hazard if introduced into an approved water supply. This may include, but not be limited to: polluted or contaminated waters; all types of process waters and "used waters" originating from the public potable water system which may have deteriorated in sanitary quality; chemicals in fluid form; plating acids and alkalies, circulated cooling waters connected to an open cooling tower and/or cooling towers that are chemically or biologically treated or stabilized with toxic substances; contaminated natural waters such as from wells, springs, streams, rivers, bays harbors, seas, irrigation canals or systems, etc.; oils gasses, glycerin, paraffins, caustic and acid solutions and other liquid and gaseous fluids used in industrial or other purposes or for fire-fighting purposes.
- 2.20 "Manager" means the Manager of the Cherokee Metropolitan District or his/her duly authorized representative.
- 2.21 "Non-Potable Water" means water that is not safe for human consumption or that is of questionable potability.
- 2.22 "Pollution" means the presence of any foreign substance (organic, inorganic, radiological or biological) in the water that may degrade the water quality so as to constitute a hazard or impair its usefulness.
- 2.23 "Potable Water" means water free from impurities in amounts sufficient to cause disease or harmful physiological effects. The bacteriological, chemical, and radiological quality shall conform to the State of Colorado Drinking Water Regulations.
- 2.24 "Submerged Inlet" means a water pipe or extension thereto from a public water supply terminating in a tank, vessel, fixture or appliance which may contain water of questionable quality, waste or other contaminant and which is unprotected against backflow.
- 2.25 "User" means any person who takes water from, or is connected to, water supply system of the District or any person who discharges or causes or permits the discharge of wastewater into the District's wastewater treatment system.
- 2.25.1 Commercial User means any person whose use of the water supply or wastewater systems of the district is in connection with the operation of a business, trade or occupation whether or not for profit. Such persons shall include, but shall not be limited to, clubs, lodges, hotels, apartments and rooming houses, tourist camps and cottages, multi-family dwellings where more than one dwelling unit is served through one meter, schools, governmental buildings and churches.
- 2.25.2 Residential User means any person whose use of the water supply or wastewater system of the District is exclusively for domestic purposes in a private home or individual dwelling unit where not more than one dwelling unit is served through one meter.
- 2.26 "Vacuum" means any pressure less than that exerted by the atmosphere.

- 2.27 "Vacuum Breaker, Atmospheric Type" means a vacuum breaker which has a moving element inside, which during flow prevents water from spilling from the device and during cessation of flow, drops down to provide a vent opening. The atmospheric vacuum breaker cannot be installed where there can be backpressure, only where there can be backsiphonage. This device should not remain under pressure for long durations (more than 12 hours in any 24 hour period) and it cannot have any shut-off valve downstream of it.
- 2.28 "Vacuum Breaker, Pressure Type" means a vacuum breaker that cannot be installed where there can be backpressure, only where there can be backsiphonage. The pressure vacuum breaker can have shut-off valves downstream of the device.
- 2.29 "Water-Service Connection" means the terminal end of a service connection from the public potable water system; i.e., where the water purveyor loses jurisdiction and sanitary control over the water at its point of delivery to the customer's water system. If a meter is installed at the end of the service connection, then the service connection shall mean the downstream end of the meter. There shall be no unprotected takeoffs from the service line ahead of any meter or backflow prevention device located at the point of delivery to the customer's water system. Service connection shall also include water service connection from a fire hydrant and all other temporary or emergency water service connections from the public potable water system.

Section 3. REQUIREMENTS

3.1 Water System

3.1.1 The water system shall be considered as made up of two parts: The Utility System and the Customer System.

3.1.1a The Utility System shall consist of the Source Facilities and the Distribution System; and shall include all those facilities of the water system under the complete control of the utility, up to the point where the customer's system begins.

- i. The Source Facilities shall include all components of the facilities utilized in the production, treatment, storage, and delivery of water to the distribution system.**
- ii. The Distribution System shall include the network of conduits used for the delivery of water from the source to the customer's system**

3.1.1b The Customer System shall include those parts of the facilities beyond the termination of the utility distribution system which are utilized in conveying utility delivered domestic water to points of use.

3.2 Policy

3.2.1 No water service connection shall be installed or maintained by the Water Purveyor unless the water supply is protected as required by Federal, State County, Local and Cherokee Metropolitan District laws, regulations and this Ordinance. Service of water to any premises shall be discontinued by the Water Purveyor if a backflow prevention device required by the Ordinance is not installed tested and maintained, or if it is found that a backflow prevention device has been removed, by-passed, or if an unprotected cross-connection exists on the premises. Service will not be restored until such conditions or defects are corrected.

3.2.2 The customer's system should be open for inspection at all reasonable times to authorized representatives of the "Manager" to determine whether cross-connections or other structural or sanitary hazards, including violations of these regulations, exist. When such a condition becomes known, the "Manager" shall deny or immediately discontinue service to the premises by providing for a physical break in the service line until the customer has corrected the condition(s) in conformance with State and District statues relating to plumbing and water supplies and the regulations adopted pursuant thereto.

3.2.3 An approved containment backflow prevention device assembly for, industrial and commercial businesses shall be installed depending on degree of hazard. Such a device shall be installed at or near the property line or immediately inside the building being served; but, in all cases, before the first branch line leading off the service line wherever the following conditions exist:

- 3.2.3a** In the case of the premises having an auxiliary water supply which is not or may not be of safe bacteriological or chemical quality and which is not acceptable as an additional source by the District, the public water system shall be protected against backflow from the premises by installing a backflow prevention device in the service line appropriate to the degree of hazard.
- 3.2.3b** In the case of premises on which any industrial fluids or any other objectionable substance is handled in such a fashion as to create an actual or potential hazard to the public water system, the public system shall be protected against backflow from the premises by installing a backflow prevention device in service line appropriate to the degree of hazard. This shall include the handling of process waters and waters originating from the utility system which have been subject to deterioration in quality.
- 3.2.3c** In the case of premises having (1) internal cross-connections that cannot be permanently corrected and controlled, or (2) intricate plumbing and piping arrangements or where entry to all portions of the premises is not readily accessible for inspection purposes, making it impracticable or impossible to ascertain whether or not dangerous cross-connections exist, the public water system shall be protected against backflow from the premises by installing an approved reduced pressure assembly a in the service line.
- 3.2.4** The type of protective device required under subsections 3.2.3.a, b, and c shall depend upon the degree of hazard which exists as follows:
- 3.2.4a** In the case of any premises where there is an auxiliary water supply as stated in subsection 3.2.3a of this section and it is not subject to any of the following rules; the public water system shall be protected by an approved air-gap separation or an approved reduced pressure principle backflow prevention device.
- 3.2.4b** In the case of any premises where there is water or substance that would be objectionable but not hazardous to health, if introduced into the public water system, the public water system shall be protected by an approved reduced pressure principle backflow prevention device.
- 3.2.4c** In the case of any premises where there is any material dangerous to health which is handled in such a fashion as to create an actual or potential hazard to the public water system, the public water system shall be protected by an approved air-gap separation or an approved reduced pressure principle backflow prevention device. Examples of premises where these conditions will exist include chemical manufacturing plants, hospitals, mortuaries, and plating plants.
- 3.2.4d** In the case of any premises where there are "uncontrolled" cross-connections, either actual or potential, the public water system shall be protected by an approved air-gap separation or an approved reduced pressure principle backflow prevention device at the service connection.

3.2.4e In the case of any premises where, because of security requirements or other prohibitions or restrictions it is impossible or impractical to make a complete in-plant cross-connections survey, the public water system shall be protected against backflow ~~or~~ by back-siphonage or back pressure from the premises by the installation of a backflow prevention device in the service line. In this case, maximum protection will be required; that is, an approved air-gap separation or an approved reduced pressure principle backflow prevention device shall be installed in each service to the premises.

3.2.5 Any backflow preventions device required herein shall be of a model and size approved by the Manager or his designee the Cross Connection Control Coordinator. The term "Approved Backflow Prevention Device" shall mean a device that has been manufactured in full conformance with the standards established by the American Water Works Association entitled:

Latest Edition of AWWA: Standards for Reduced Pressure Principle and Double Check Valve Backflow Prevention Devices.

And, have met completely the laboratory and field performance specifications of the Foundation for Cross-Connection Control and Hydraulic Research of the University of Southern California established by:

Specifications of Backflow Prevention Devices - the most current issue.

Said AWWA and FCCC & HR Standards and specifications have been adopted by the agency. Final approval shall be evidenced by a "Certificate of Approval" issued by an approved testing laboratory certifying full compliance with said AWWA standards and FCCC & HR Specifications.

The following testing laboratory has been qualified by the Manager to test and certify backflow preventers:

Foundation for Cross-Connections Control & Hydraulic Research
University of Southern California
University Park
Los Angeles, CA 90007

Testing laboratories other than the laboratory listed above will be added to an approved list as they are qualified by the Manager or his designee the Cross Connection Control Coordinator.

Only "approved Backflow Prevention Devices" may be used.

3.2.6 It shall be the duty of the Commercial user at any premises where backflow devices are installed to have certified inspections and operational tests made at least annually there-after by a certified cross connection control technician In those instances where the Manager or the designee the Cross Connection Control Coordinator deems the hazard to be great enough, he/she may require certified inspections at more frequent intervals. Cost for these inspections shall

be borne by the customer-user. These shall be performed by a certified inspector and/or tester. These devices shall be repaired, overhauled or replaced within 10 days as per state required at the expense of the customer-user whenever said devices are found to be defective. Records of such tests, repairs and overhauls shall be kept and made available to the _____ Manager or his designee the Cross Connection Control Coordinator. The test form shall be submitted to the agency within five 5 days after the device has been tested and or inspected.

It shall be the duty of the residential user to install a backflow device for any new irrigation system. A permit must be obtained from Pikes Peak Regional Building Department. A copy of the complete permit must be submitted to the District. It is also the duty of the residential user to have certified inspections and operational test made at least annually there-after by a certified cross connection control technician.

- 3.2.7 Installation of New Devices – The agency will be informed of all backflow prevention devices that are installed on any premises. Upon installation, the device will be inspected and tested by a certified inspector and/or tester. The agency will be informed in writing of the results of this inspection and test with-in five 5 days.

Section 4. EXISTING CROSS CONNECTIONS

- 4.1 Within ten (10) days as per the Colorado Drinking Water Regulations time following the adoption of the regulation, existing cross-connections between a public water system and any secondary water system shall be eliminated or protected by means of a Cherokee Metropolitan District approved backflow preventer.

Section 5. SPECIFIC SYSTEM REQUIREMENTS

- 5.1 Irrigation Systems. The following guidelines relating to backflow prevention devices for irrigation systems shall apply:
 - 5.1.1 Pressure vacuum breakers shall be installed at the beginning of each irrigation circuit and at a minimum of twelve inches above the highest irrigation head on the circuit. Individual irrigation circuits having quick coupling valves or other similar type heads that will permit pressure to be retained in the circuit shall have a pressure vacuum breaker installed as a minimum requirement for each circuit. Irrigation systems using the subsurface drip method shall have a pressure vacuum breaker on each circuit. A pressure vacuum breaker may not be installed where a double check valve assembly, reduced pressure principle backflow prevention device, or air separation is required.
 - 5.1.3 Double check valve assemblies are not allowed for irrigation systems
 - 5.1.4 A reduced pressure principle backflow preventer or air-gap separation shall be required before any piping network in which fertilizers, pesticides and other chemicals or toxic contaminants are injected or siphoned into the irrigation system. A reduced pressure principle backflow preventer may be installed to serve multiple irrigations circuits in lieu of vacuum breakers on each individual irrigation circuit.

- 5.2 **Fire Systems.** Water systems for fighting fire, derived from a supply that cannot be approved as safe or potable for human use shall, whenever practical, be kept wholly separate from drinking water pipelines and equipment. In cases where the domestic water system is used for both drinking and fire fighting purposes, approved backflow prevention devices shall be installed to protect such individual drinking water lines as are not used for firefighting purposes.

Section 6. VIOLATIONS

6. The Manager or his designee, the Cross Connection Control Coordinator, shall notify the owner, or authorized agent of the owner, of the building or premise in which there is found a violation(s) of these regulations. The Manager or his designee the Cross Connection Control Coordinator shall set a 10 day time limit as per the Colorado Drinking Water Regulations a specific time for the owner to have the violation removed or corrected. If the owner fails to correct the violation(s) in the specified time, the Manager or his designee the Cross Connection Control Coordinator may, in addition to any other remedy, terminate the water service to the building or premises.

Section 7. SEVERABILITY

7. If any provision of this chapter, or its application to any person or circumstance is held invalid, the application of such provision to other persons, or circumstances, and the remainder of this chapter, shall not be affected thereby.

Attachment A: Listed Type of Backflow Prevention Required

Attachment B: Tester Registration Form Required

Attachment C: Annual Test Compliant Schedule

List of Testers available at the District Office.

ATTACHMENT A

TYPE OF BACKFLOW PREVENTION REQUIRED

A State approved backflow prevention device of type specified shall be installed on each domestic service line to the flowing of facilities. **This list is a guideline and should not be construed as being complete. The train for installing a containment backflow preventer is as follows.** 1. Shutoff Valve 2. Pressure Regulator 3. Water Meter 4. Backflow Preventer

A/G – Air Gap

DC-Double Check Valve Assembly

PVB- Pressure Vacuum Breaker Assembly

RPZ- Reduce Pressure zone Principal Assembly

RDC- Residential Dual Check Device

<u>No.</u>	<u>Type of Facility</u>	<u>Type of Protection</u>	<u>Hazard</u>
	Auxiliary Water Systems - Connected or not	RPZ	HIGH
	Barber/Beauty Shop	RPZ	HIGH
	Beverage Bottling Plants	RPZ	HIGH
	Car Wash	RPZ	HIGH
	Cemeteries	RPZ	HIGH
	Chemical Plants	RPZ	HIGH
	Dairies	RPZ	HIGH
	Dental Cleaners	RPZ	HIGH
	Dry Cleaners	RPZ	HIGH
	Film Laboratory or Processing Plant	RPZ	HIGH
	Fire line System with Chemical	RPZ	HIGH
	Fire Line System without Chemical	DC	LOW
	Florist Shop <u>with</u> irrigation and plant growth	RPZ	HIGH
	Florist Shop <u>without</u> irrigation and plant growth	RPZ	HIGH
	Food Processing	RPZ	HIGH
	Gas Station, pumps only	RPZ	HIGH
	Garage for equipment and vehicle repair	RPZ	HIGH
	Hospitals, and Clinics,	RPZ	HIGH
	Medical Buildings	RPZ	HIGH
	Hotels and Motels	RPZ	HIGH
	Laundries with Dry Cleaning	RPZ	HIGH
	Laundries without Dry Cleaning	RPZ	HIGH
	Metal Plating and Processing Plant	RPZ	HIGH
	Morgues or Mortuaries	RPZ	HIGH
	Nursing Homes	RPZ	HIGH
	Petroleum Storage Yard	RPZ	HIGH
	Print Shops	RPZ	HIGH
	Restaurants	RPZ	HIGH
	R. V. Parks and Campgrounds	RPZ	HIGH
	Sand and Gravel Pits	RPZ	HIGH
	Single Family Residential	RDC	HIGH
	Sprinkler or Irrigation Systems	PVB-RPZ	HIGH
	Swimming Pools	RPZ	HIGH
	Sewage Treatment Pumping Stations	A/G-RPZ	HIGH
	Veterinary Establishments	RPZ	HIGH

ATTACHMENT B

Cherokee Metropolitan District

Certified Backflow Prevention Assembly Tester Registration Form

Instructions: Each backflow tester is required to complete and submit this form prior to testing any backflow assemblies within the district. This form is to be resubmitted when there are any changes made that effect the tester's certification or contact information.

Name of Company:

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First Name	Middle Initial	Last Name
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Contact Information:

Phone Number	Cellular Phone Number
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E-mail

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Certification Information:

Certifications are valid for 36 months. Please submit a current copy of your 8.5 x 11 certificate as evidence of certification, attach supporting document to this application.

Certification Number	Original Certification Date
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Certification Expiration Date	Certification Agency:
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	ABPA.	ASSE.	ABC.
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Along with current certification of testing equipment.

Acknowledgment

The information I have provided on this registration form is true, accurate and complete to the best of my knowledge and is provided in good faith. I have read and understand the Cherokee Water & Sanitation District (Ordinance) for Cross - Connection and Backflow Control.

Print Name

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Signature

Date

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Technician Required Responsibility

The Technicians first responsibility is to the public.

Copies of all records shall be sent to the Water Supplier within (5) five working days.

The technician shall verbally report any Assembly which fails attest or inspection or which cannot be repaired to the water supplier and the consumer. This notification shall be made immediately, if possible, but in no case later than one work day after the discovery of the failed Assembly. A written notification shall follow within three working days. Technicians shall keep accurate records of all Assembly tests, inspections, maintenance and repairs performed by the technician regardless of the location of the assembles for a period of at least three years.

A Cherokee Metropolitan District Test and Maintenance form, for each assembly must be completed in full by the Certified Cross Connection Control Technician, testing the backflow preventer. If the report form is not legible or incomplete; it will not be accepted by The Cherokee Metropolitan District Cross Connection Department.

ATTACHMENT C

Compliance and Noncompliance Request			
Annual Test Due Date Compliant Resolved	1 Calendar Day Past Due Date	31 Calendar Days Past Due Date	61 Calendar Days Past Due Date
	1st Letter: Notice of Reminder	2nd Letter: Notice of Violation	3rd Letter: Notice of Violation
	Notice of Violation sent to billing address and or Tenant and Owner if different	Notice of Violation sent to billing address and or Tenant and Owner if different	Notice of Violation sent to billing address and or Tenant and Owner if different
	Requests compliance within 30 calendar days from annual test due date	Notice of Violation to include: \$50.00 added to water bill for the property as civil penalty	Notice of Violation to include: \$100.00 added to water bill for the property as civil penalty
Compliant Resolved	Compliance within 60 days of due date \$50.00 of charge will be waived	Compliance within 60 days of due date \$50.00 of charge will be waived	Water service shut off
	Compliant Resolved	Compliant Resolved	Water service turned on
			Compliant Resolved