

CITY OF BATAVIA

DATE: January 9, 2013
TO: Public Utilities Committee
FROM: John Dillon
SUBJECT: Cross Connection Control Service Contract

The Batavia Water Utility is mandated by the Illinois EPA to administer a comprehensive Cross Connection Control (CCC) program – City Code 8-2-17. An effective CCC program prevents backflow or back-siphonage of pollutants into the drinking water from improperly cross connected plumbing fixtures. Batavia has been utilizing in-house staff for many years to accomplish the goals of the program.

The CCC program ensures the integrity of the City's drinking water supply is not compromised by providing:

1. Site survey's of high risk industry for presence of cross connections in plumbing.
2. Maintaining a database of all backflow prevention devices
 - a. Provide notices when tests are due - annually
 - b. Record results of tests
 - c. Provide follow-up notifications for delinquent tests
 - d. Provide follow-up notices for test failures
 - e. Administrate address information corrections for GIS and Utility Billing
3. Provide community-wide survey for presence of cross connections & associated plumbing inspection.

The current program is complex due to the volume of record keeping, notifications and correlation with the utility billing customer database. Although the Water Division takes the lead and administrates the CCC program, the ability to maintain the program at optimal levels takes cooperation from the City's IS, Utility Billing and the Building Divisions. Batavia's inventory of backflow prevention devices is approximately 2,000+ devices that are tracked on an annual basis.

As the backflow prevention industry has evolved and grown, there is increasing interest from the private sector to provide Cross Connection Control program administration. Batavia has been evaluating the pros and cons of subcontracting the administration of our program to a private contractor. Staff has interviewed three (3) companies who have experience providing similar contract services to other water utilities.

Although Batavia has been maintaining a successful program utilizing in-house staff, the opportunity to contract out the CCC program has benefits.

1. Contracting the program allows additional staff time for other duties. This is especially important as City staffing levels have been reduced. There has recently been a substantial

increase in staff hours associated with scheduling appointments and record-keeping duties related to the City's water meter change-out program.

2. The quality of services offered by private companies is continually improving as more municipalities utilize the service.
3. The outsourced programs have evolved into on-line web applications with a successful "pay-per-test" business model. Most data is inputted directly by the testers (plumbers). With a pay-per-test business model the costs of the program are shifted to the users of the program.
4. The City has flexibility associated with the monetary fees and therefore the fees can be tailored to fit the municipality's desired outcome. Since the fees are paid by the plumbers, on a per test basis, the fees are either absorbed into their pricing, or passed through to their customers.
5. The city gains valuable knowledge from the contractor to operate a successful program. The private contractors are experts in cross connection control compliance issues and available to assist with resolution of customer issues.

Recommendation: Staff recommends approval to pursue negotiations with a Cross Connection Control contractor and bring a contract proposal back to the Public Utility Committee for approval.

C. Bill McGrath
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