

BACKFLOW PREVENTION POLICY**POLICY FOR THE MANAGEMENT OF RISKS POSED BY THE BACKFLOW OF WATER INTO CWW'S WATER SUPPLY SYSTEM.**

1. City West Water is committed to managing, operating and protecting the water supply system with a view to preventing its contamination.
2. The potential for backflow will be managed in accordance with statutory requirements and with a view to preventing contamination of the water supply system.
3. City West Water requires customers to install containment backflow prevention devices with respect to all new applications for connection to the water supply. Furthermore, temporary connections to the Company's water supply must include adequate backflow prevention at the point of connection.
4. City West Water will focus on Medium and High risk areas as a priority. All Medium and High risk customers (including trade waste customers renewing Trade Waste agreements) are required to fit backflow prevention devices. The backflow prevention devices are to be fitted near the property boundary at the outlet of the meter assembly or the stop valve if a meter assembly is not fitted. Where 'testable devices' are present, or are required to be installed, the customer will enter into City West Water's *Agreement for the installation of a backflow prevention device*.
5. Where customers fail to install the backflow prevention devices as per notification, City West Water will take appropriate action through the Victorian Plumbing Industry Commission to ensure the required backflow prevention works are undertaken.
6. Backflow prevention device specifications and modes of installation will meet Australian Standards.
7. City West Water will undertake regular communication with all customers, including low risk customers, on backflow prevention from the perspective of highlighting community benefits, customer obligations, as well as recommendations for installation and maintenance.