



Backflow Testing Frequently Asked Questions

What is backflow?

CCWA's Backflow Prevention program was implemented to insure the safety of our water supply. Backflow devices were installed by our staff at all customer connections. This device is used to prevent the unintentional backflow of potentially contaminated water from a customers' side back into our public water supply. Backflow and the resulting drinking water system contamination could occur when we experience significant pressure drops in our system due to fire fighting events, water pipeline breaks, customer owned water booster pumps failure and many other events.

Why is testing needed?

Backflow prevention is required by the Federal Safe Drinking Water Act and the State of Georgia has adopted these federal standards (Georgia Environmental Protection Division – Section 391-3-5-.13 "Cross Connections"). These standards regulate the public health aspects of the supply of drinking water "to protect the health, safety, or welfare of the users of water". These regulations also state that the local utility (Clayton County Water Authority) is responsible for preventing contaminated water from entering its public water system.

When will CCWA test the backflow device at my business?

We will be testing each device annually. We are developing a schedule based on the Water Authority's meter reading cycles.

Will I be notified in advance when the test will take place?

We cannot guarantee the date or time that we will perform the test on CCWA's backflow device. Our Backflow Testing Specialists will let you know when they arrive that they are there to test device.

Do I need to be present during test?

No, you do not need to be present during the test. If you are not present, our Backflow Testing Specialists will leave a door tag to let you know that the test was completed and water service restored.

Can you test the backflow device after hours?

Our Backflow Testing staff works Monday – Friday from 7:30 a.m. – 4:30 p.m.

Will my water service be interrupted while you test the backflow device and, if so, for how long?

Water service will be interrupted while we test our backflow device. This should take about 15 to 20 minutes if the backflow device is working properly and passes the initial test. You will be notified prior to service interruption to ensure minimal impact to your business. If our backflow device fails the initial test, it will take one – two hours to repair

the device and retest. The amount of time will depend on the size of the backflow device.

Can I get a copy of the test?

Yes. To have a copy of the test mailed to you, please call 770.960.5881.

May I use my own plumber to test the backflow device?

No. The Clayton County Water Authority owns the meter and the backflow device so we are responsible for all testing.