

Backflow prevention is the best protection

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Backflow is a reverse flow of water that can contaminate our fresh water supply. Installing a backflow prevention device on your property is the best way to manage backflow risk.

*Certified to best practice standards
ISO 9001 / 14001 and AS/NZS 4801*

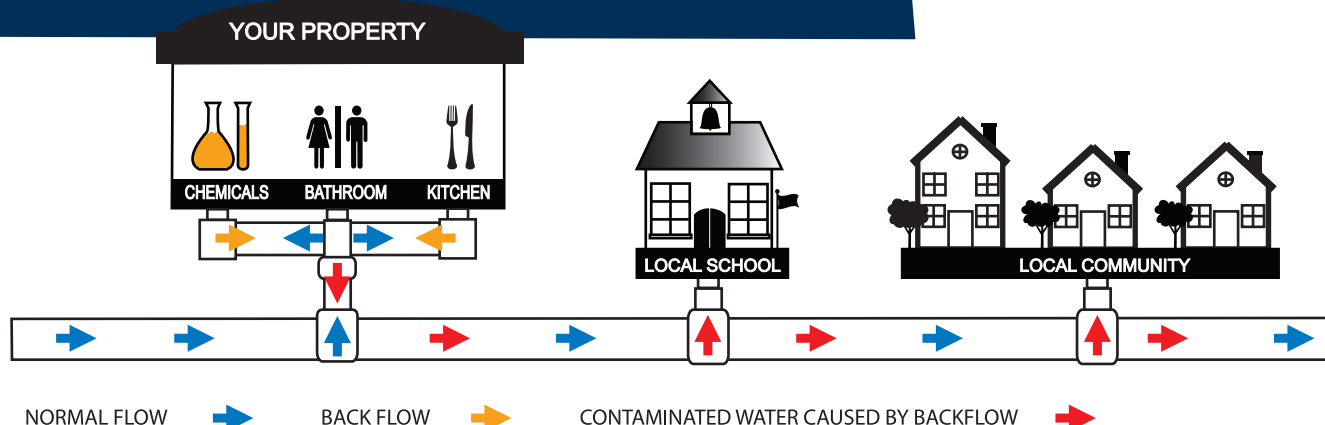
How does backflow occur?

Backflow occurs when water flows from a customer's pipes back through the meter into GWMWater's pipes. Backflow is caused by a sudden drop in pressure in the supply pipe or when a property's pump pressure is higher than the pressure in our supply pipelines.

Protect your ...

- ☒ **Business**
- ☒ **Customers**
- ☒ **Staff**
- ☒ **Water Supply**

When the pressure drops, contaminated water can mix with the fresh water in the mains network. When the system is pressurised again, contaminated water can unknowingly be distributed to other local water users.

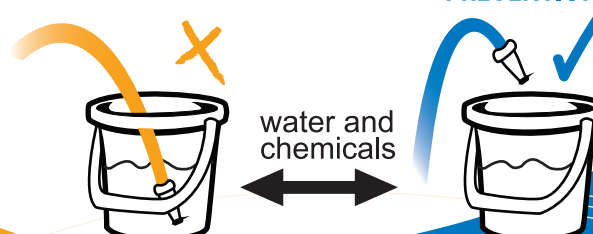


What can cause backflow?

- > Connecting water to equipment used to mix chemicals with water.
- > Cleaning of equipment used on chemical or biological substances.
- > Connecting water to cooling towers and heating systems.
- > Connecting water to equipment using recycled water.
- > Leaving a hose running in a container with chemicals in it.

RISK OF CONTAMINATION

PREVENTION





Sites and processes that risk backflow contamination

The below list includes examples of sites and processes where backflow contamination is a higher risk.

- > motels and hotels
- > schools, kindergartens and day care centres
- > restaurants, food handling centres
- > caravan parks (with sewage dump points)
- > hospitals, nursing homes, dental clinics and medical clinics
- > shops
- > commercial laundries and dry cleaners
- > premises with grey water re-use systems
- > vehicle washing facilities
- > some food processing plants
- > premises with disinfected reticulated reclaimed water systems
- > fire hose reels
- > public swimming pools or ponds
- > abattoirs and poultry processing
- > agricultural or irrigation use
- > industrial processes
- > toxic chemicals, fertilisers and pesticides
- > other types of plant and equipment if permanently attached to the water supply
- > vehicle maintenance garage, service stations, spray painting, panel beating
- > mortuaries and funeral parlours

Visit Australian Institute of Refrigeration, Air Conditioning and Heating at airah.org.au to find out more.

New business customers

When you first apply to connect to GWMWater's water supply system, we will let you know if a backflow prevention device must be installed on your property.

Visit our website at gwmwater.org.au/backflow to download a copy of the 'Consent to Connect to the Water Supply System'.

Existing business customers

Some existing properties within the network may have the wrong type of backflow prevention device fitted or no device at all. We assess existing water connections for backflow prevention compliance. If your property fits either of these scenarios, you will receive a letter from us explaining why you need a backflow prevention device fitted and what you need to do to make your existing connection safe for everyone. Complying with this request is a requirement under the Water (Estimation, Supply and Sewerage) Regulations 2014.



Your responsibilities

Business and/or property owners

If you are a business owner or a property owner where a business is operating, you are responsible for:

- > making sure that any activity on your property does not contaminate the water supply
- > using a licensed plumber with the appropriate qualification in backflow prevention to:
 - identify your property's hazard rating
 - identify the type of backflow prevention device you need
 - install and maintain backflow devices on your property appropriate to your property's hazard rating
 - if your device is testable, test the backflow prevention device every 12 months. Your plumber must send us the test report within 14 days of the test.

Plumbers

If you are a licensed plumber with backflow prevention qualifications, you are responsible for:

- > assessing a property's hazard rating (We will help you to determine the property's rating)
- > choosing the appropriate backflow prevention device
- > installing and testing the device
- > providing the test report to GWMWater within 14 days of the test.

For more information about plumbers' responsibilities, visit the Victorian Building Authority's website at vba.vic.gov.au

Types of devices by hazard rating

To view backflow prevention devices by hazard ratings, visit our website at gwmwater.org.au/backflow

Fire Service Connections require a Single Check Detector Assembly (SCDAT) as minimum backflow prevention. If the fire service has hose reels fitted, the backflow prevention device required depends on the hazard rating of the property.

Maintaining your device

As the property owner, you are responsible for arranging installation and ongoing maintenance of a backflow prevention device to your water service.

After your backflow prevention device has been installed by a licensed plumber, and approved by GWMWater, your plumber is to provide us with commissioning test report. Your backflow prevention device must then be maintained every 12 months by a licensed plumber. Your plumber must provide us with the test report within 14 days of each test.

If you wish to check that we have received your test report please call our Backflow Prevention Officer on 1300 659 961.

Further information

For more information or to download our Backflow Prevention Application Form, please visit our website at gwmwater.org.au/backflow. Alternatively you may prefer to contact us on 1300 659 961 or by email at backflow@gwmwater.org.au