



## **This announcement only applies to New London township residents with New London city water.**

Dear New London customers,

The New London water department is requesting your assistance in conducting surveys for residential homes **outside** of the New London city limits, that contain actual or potential cross-connections to an auxiliary water source. A cross-connection is a connection between a potable water source and a non-potable water source. The risk when you have a cross-connection like this is called backflow. Backflow is a reversal in the normal direction that water flows, which can occur for many different reasons. When backflow does occur, it can cause harmful contaminants to enter the Village water mains and be distributed throughout the water system. To help eliminate backflow events from happening, testable backflow devices can be installed on water lines to prevent backflow from occurring. Our goal at the Village of New London water department is to provide clean, safe, drinking water to our residents. To accomplish this, we must be mindful of any harmful contaminants that can potentially enter our distribution system through cross-connections.

We are mandated by Ohio revised code and the Ohio EPA to conduct periodic surveys to investigate cross-connections to our potable water system. Our job is to help educate on the importance of preventing backflow occurrences. To do this, we need to conduct on-site surveys in residential homes that have an auxiliary water source that could potentially be cross-connected to our potable water source. Any well, cistern, or pond is considered a potential auxiliary water source that could be cross-connected. We are asking for your cooperation in conducting these surveys, we understand that this is an inconvenience to you. We must be able to enter your residence to inspect the water lines and make sure that there are no existing cross-connections. If you do have cross-connection between our potable water system and an auxiliary water source, we will ask you to separate that connection, if a resident does not separate a cross-connection your water service will be disconnected until the cross-connection has been terminated. **Ohio revised code 3745-95-08 and Village ordinance 921.13, states that we can discontinue water service if there is an unprotected cross-connection, or we have reason to believe that there is potentially an unprotected cross-connection, and a homeowner does not allow us to physically inspect a residence.**

In most cases, auxiliary water source surveys can be completed in a short amount of time (approximately 10-15 minutes) with the cooperation of the homeowner. More information on backflow, as well as the schedule for the Village of New London auxiliary water source inspections can be found on our website ([www.newlondonoh.com/watersewer-department](http://www.newlondonoh.com/watersewer-department)). For more information on surveys, backflow, or scheduling a time to do a survey, please contact the New London water department at 419-929-4091, [nlbackflow@newlondonoh.com](mailto:nlbackflow@newlondonoh.com) or [asstsupt@newlondonoh.com](mailto:asstsupt@newlondonoh.com). Business hours are 8am to 4pm, Monday through Friday.