

Village of Glenview  
Cross-Connection Control Program  
PO Box 246  
Worth, IL 60482

November 28, 2012

Dear Water Customer:

The Illinois Environmental Protection Agency (IEPA) requires that all water systems in the State of Illinois have an effective Cross Connection Control Program. Cross connections within the public water supply are a serious concern, as they can allow contaminants or pollutants to enter the public water system through what is called “backflow”. Backflow occurs when a drop in water pressure causes your water to flow in the opposite direction. This can allow contaminated or polluted water to flow back into your drinking water. Given IEPA regulations and the dangers that exist from unprotected cross connections, it is necessary to establish and maintain an effective cross connection control program to protect both the integrity of Glenview’s water supply as well as to protect our water customers.

In order to provide the best program possible, the Village of Glenview has contracted with Backflow Solutions, Inc to inspect our water supply. Backflow Solutions, Inc. is a professional service company fully devoted to helping public and private water systems with the development, implementation, and maintenance of cross connection control programs.

A vital step in this program is a comprehensive mail survey of the water system to determine where cross connections exist. Enclosed with this letter is a survey card for your water service location that you must complete and return within ten (10) days. The return survey card is pre-addressed, so simply answer the questions appropriately, sign and date the card, and put it back in the mail. Alternatively, you may also file your survey reports online at [www.bsiprograms.com](http://www.bsiprograms.com).

The Village of Glenview is proud of the water that we deliver to you every day. We should all be concerned with the safety and quality of our drinking water. By working together and cooperating in this critical program, we can further protect our water from potential contamination. Should you have any questions, please contact Backflow Solutions, Inc at 800-414-4990. Thank you for your assistance.

Sincerely,

Brad Stancampiano, Agent for the Village of Glenview