

C31995 Residential Backflow Upgrade Program

Public Utilities Department

Questions and Answers

What is the Residential Backflow Upgrade Program?

The Residential Backflow Upgrade Program was approved by the Hillsborough County Board of County Commissioners as part of its Capital Improvement Program.

Hillsborough County Public Utilities will replace customer-owned backflow devices with County-owned devices. This means that homeowners will no longer own, service, or be required to provide their backflow device. The County will own, maintain and provide service on the device.

What do homeowners have to do?

Nothing, the contractor will be working in the immediate vicinity of your water meter. They will notify you that the water will be off for the next hour or so. When the work is complete, they will notify you with a door hanger, which explains how to flush your lines to clear any trapped air.

When will the project start?

Assuming no issues with procuring the services of qualified plumbing contractors, we anticipate starting the retrofit program in the summer of 2017.

The first neighborhood will be Valencia Lakes.

What will it cost me?

For residential customers who already have a backflow preventer at their point of connection, there is no cost for the retrofit. The retrofit program was approved by the Hillsborough County Board of County Commissioners as part of its Capital Improvement Program.

How long will the job take?

The job should take a little over an hour. An inspection port may remain, until the inspection is complete.

How long will my water be off?

Your water is expected to be off a little over an hour.

What if I'm not home, or away for a long period of time when the work needs to be done?

If no one is home when we come through that section of the development, we will replace the backflow preventer, and leave a door hanger explaining how to flush your lines to clear any trapped air. We are happy to answer any questions upon the property owner's return.

What do I do when the job is done?

Hillsborough County Public Utilities recommend flushing your pipe lines to remove any air that might be in your system. Since your water service was interrupted to replace your backflow device, you will need to flush the cold water side of your faucets, beginning at the bath tub and working your way through the house, flushing until clear. The replacement of a dual-check backflow device on a service connection creates a closed plumbing system on your side of the backflow device.

Why do I have dirty looking water at my sink, bathtub, and faucet?

Although all steps will be taken to prevent this, sometimes during a repair a small amount of dirt may get into your pipe. Follow the directions on the your door hanger, which explains how you will need to flush the cold water side of your faucets beginning at the bath tub working your way through the house, flushing until clear.

What if I discover a leak days after the job is done?

The new device will be field-tested for leaks, before the contractor leaves the area.

If the resident is not happy with condition of site after work is completed what recourse do they have?

Please contact the Project Manager, Cecil Herline directly at (813) 272-5977 x43421

Will Public Utilities re-plant any landscaping moved to accommodate replacing device?

Hillsborough County Public Utilities is committed to restore any disturbed landscaping to its original, or better, condition. We will take both before, and after pictures of the installation to help address any concerns that might arise.

What's my responsibility as a homeowner?

The replacement of a dual check backflow device on a service connection creates a closed plumbing system on your side of the backflow device. According to the Florida Plumbing Code, you are responsible for assessing, providing, and maintaining thermal expansion control on your side of the backflow preventer.

What is thermal expansion?

Thermal expansion occurs when your hot water heater heats the water, causing it to expand.

Who's responsible for the new backflow device after changeover?

Hillsborough County Public Utilities Department will own and maintain the new backflow preventer, a dual-check device.

Will Public Utilities install a dual-check and leave the reduced pressure assembly in place?

No. There is no need for two backflow preventers to be in place.

As the homeowner am I required to update my backflow device from my reduced pressure assembly to a County- owned and maintained dual-check?

Yes. This project is in accordance with Hillsborough County Ordinance Chapter 121. The contractor will remove the property owners reduced pressure assembly, and replace with a dual-check device. The reduced pressure assembly will be left at the property owner's house.

If you have any water quality anomalies call Hillsborough County Public Utilities' Water Quality Hotline (813) 264-3835, select option 1 for South Hillsborough County area, or select option 2 for North Hillsborough County area.