



## **ACTION REQUIRED**

### **Cross Connection Program Inspection Notice**

Dear Detroit Water & Sewerage Department Customer,

As part of Detroit Water & Sewerage Department (DWSD) cross-connection program, established under City of Detroit ordinance and State of Michigan law, your property is **REQUIRED** to undergo an on-site water system inspection. DWSD authorized vendor, **HydroCorp**, must inspect both the **inside and outside of your home** to identify and address cross connections to ensure the continued safety of your clean drinking water supply.

**To schedule your inspection,  
call 313-343-1768 or visit [www.detroitmi.gov/protectyourwater](http://www.detroitmi.gov/protectyourwater).**

**YOU MUST SCHEDULE YOUR INSPECTION  
WITHIN 10 BUSINESS DAYS OF RECEIVING THIS LETTER.**

A **cross connection** occurs when private plumbing is at risk of allowing contaminated water to mix with clean drinking water as a result of a backflow.

During the inspection, an inspector will look for common backflow hazards, including:

- **Garden Hoses:** If an unprotected hose is placed in a bucket of soapy water or attached to a chemical sprayer, those substances can backflow into your home's water system.
- **Laundry Tubs:** A hose submerged in a sink may allow wastewater to backflow into your home's private plumbing.
- **Boilers:** Periods of low pressure can cause water in the boiler to backflow.
- **Sprinkler Systems:** Fertilizer and soil can enter the water system through sprinkler heads.

To prevent these risks, the inspector will identify where backflow prevention devices, such as vacuum breakers, are necessary to stop contaminants from entering the water supply.

## **Inspection Process**

The inspection will be conducted by **HydroCorp**, a DWSD-authorized vendor. All HydroCorp employees will wear a name badge with the DWSD logo.

- **Cost:** There is no fee for the inspection.
- **Duration:** The on-site review of your water system will take **approximately 10 minutes**.
- **What to expect:** The inspector will only check specific areas within your home that pose a backflow risk. They will start in the basement at your water meter to verify your water service line and then check your laundry tub and boiler. Lastly, they will check your outside water systems. **The inspector will not enter your bathrooms, kitchen, or other living areas.**
- **Scheduling:** Appointments are scheduled in **two-hour time blocks**. You must be available throughout your selected window. An adult aged 18 or older must be present for the inspection.
- **Verification:** Following the inspection, you are required to sign a form to verify the inspection is complete. If the inspector identifies any cross connections, they will provide you with specific instructions on how to install the required backflow prevention devices.
- **Free devices:** As a courtesy, HydroCorp will provide free vacuum breakers, if needed, for common verified cross connections, such as garden hoses (as shown to the right).
- **Installation of devices:** The homeowner is responsible for the proper installation. This may require a licensed plumber and permit for devices for a boiler system and/or lawn irrigation systems.



## **Inspection Requirement**

This inspection is a requirement of the State of Michigan law and City of Detroit ordinance. All residential properties must be inspected, both inside and outside. To be within compliance, schedule your appointment today.

**Do not delay - schedule your inspection now!**

**Scheduling early ensures the greatest flexibility in selecting an appointment time that works for you.**

*Thank you for your immediate cooperation in this matter and for keeping our water safe.*

To schedule an appointment, read more information, or to watch a video about cross connections, visit **[www.detroitmi.gov/protectyourwater](http://www.detroitmi.gov/protectyourwater)** or call **313-343-1768** to schedule your appointment today.