

Customer Letter Templates

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Residential Letter



Eugene Water & Electric Board
4200 Roosevelt Blvd.
Eugene, OR 97402-6520
541-685-7000
www.eweb.org

Date

Responsible Party Full Address

Dear EWEB Customer,

Oregon Administrative Rule (OAR) 333-061-0070 requires Eugene Water & Electric Board to protect the public water system from contamination. As part of this program, the Oregon Health Authority (OHA) mandates that every backflow assembly in the system be tested and receive a passing score annually. For more information on how backflow prevention protects you and your family's drinking water, please read the brochure at www.eweb.org/Documents/water-quality/water-drinkable.pdf.

You must contact a tester to test the assembly listed at the end of this notice and submit passing test results to EWEB no later than 30 days from your test due date. Your test due date is **Test Valid**

This test must be conducted by an OHA-certified tester. A list of certified testers in the Eugene area is enclosed and also available at: www.eweb.org/backflow. Your tester will forward the results to EWEB and is required to provide you with a copy.

If your assembly fails its annual test, it must be replaced or repaired and retested within 10 days of the failed test.

If you would like to avoid receiving testing reminders like this in the future, you can enroll in the Good as Gold Program and designate a yearly tester. You will avoid testing reminders from EWEB, and your assembly will automatically be placed in the tester's work queue each year. Enrollment is simple:

1. Contact your tester of choice from the enclosed list and confirm that they can fit your test into their annual schedule.
2. If the tester is able to complete the work, they will inform EWEB of your choice.
3. We will note them as your yearly tester until you notify us otherwise.
4. All the yearly testing reminders will be sent to the tester, not you.
5. You will pay the testing fee directly to the tester, not EWEB.
6. You can change your tester at any time.

Contamination through cross connections remains one of the top threats to the public water supply.

Thank you for helping to keep the public water system safe. If you have any questions, please contact us at Backflow@EWEB.org or 541-984-4747.

Sincerely,

EWEB Backflow & Cross Connection Program

Make	Model	Serial#	Assembly Address	Location	VCC#
Manufacture/Model	Serial	Address	Location of Device	VCC Number	

Commercial Letter



Eugene Water & Electric Board
4200 Roosevelt Blvd.
Eugene, OR 97402-6520
541-685-7000
www.eweb.org

Date

Responsible Party Full Address

Dear Valued Water Customer,

It is time to schedule the annual test for the backflow prevention assembly(s) installed on your water service as required by Oregon Department of Health Services (OAR 333-061-0070). These assemblies are installed and tested annually to protect the public water supply.

Backflow assembly address: Address **Due Date:** Test Valid Until
VCC# All VCC Numbers

Do you want EWEB to facilitate the backflow testing for you?

- I authorize EWEB to facilitate the testing of my backflow assembly(s) until I notify EWEB otherwise. I understand that all charges incurred (confined space, etc.) are separate from the test(s) and I will be notified if my assembly(s) needs repair. At that time, I may contract with the EWEB facilitated tester, or contact a tester of my choice to make needed repairs. Labor rates for repairs may vary so customer is advised to compare rates. I authorize EWEB to provide my information to the contracted tester and agree to provide access to all backflow assemblies within my property and facility. I agree to have all necessary repairs completed within 10 days of the assembly failure.

If this option is chosen, please sign below and mail to EWEB Backflow Program at the above address, fax to 541-685-7525, email to backflow@eweb.org, or complete the backflow assembly testing online form at www.eweb.org/backflow.

Signature/Print _____ Phone# _____

*If you do not wish for EWEB to facilitate your backflow assembly testing, you must contact a tester to test the assembly(s) and submit passing test results to EWEB **no later than 30 days from your test due date. Your test due date is shown above.** A list of area testers is available at www.eweb.org/backflow. Please call 541-984-4747 or email backflow@eweb.org to notify EWEB which tester you have contacted.*

This will be your only notice from EWEB this year. If EWEB does not receive passing test results by the date listed above, EWEB will send a contracted tester to complete the required annual testing and charge to your utility bill all charges incurred for the required testing. If access to assemblies for testing is denied, water service to facility will be terminated as outlined in OAR 333-061-0070.

If you have any questions regarding this notice or wish to appeal this action, please contact us at Backflow@eweb.org or 541-984-4747.

Sincerely,

EWEB Backflow & Cross Connection Program

Test Results by Email

From: Eugene Water & Electric Board <backflow@eweb.org>
 Sent: Tuesday, November 29, 2022 6:00 PM
 To: [REDACTED]
 Subject: VEPO CrossConnex

Dear Customer,

You are receiving this email from VEPO CrossConnex because your backflow device has just been tested. Attached is a copy of the test for your own personal records.

The frequency of testing for your backflow device is determined by your local Water Utility, County and State. You will receive future emails from VEPO CrossConnex notifying you in advance when your next test is required.

This is for your records only. No further action is required from you at this time

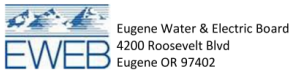
Testing Details

Date: 11/29/22

VCC: EWEB [REDACTED]

Location: [REDACTED]

Thank you,
 VEPO CrossConnex



Backflow Assembly Test Report

Contact Info: BEN [REDACTED] [REDACTED] AVE EUGENE OR 97402		Preventer Address: [REDACTED] AVE Location of Device: new device location				
Device Info	Serial # <small>newdevice</small> Old SN	Device DC	Manufacturer Beeco	Model <small>newmodel</small>	Size 1"	Hazard Protected Fireline
Test Type	New		Program Type	No Program		
Test Date	11/29/22		Test Submitted Date	11/29/22		
Test Results	Check Valve #1	Check Valve #2	Relief Valve	PVB/SVB		System PSI
	Held at 5.6 PSID <input checked="" type="checkbox"/> Closed Tight <input type="checkbox"/> Leaked	Held at 5.9 PSID <input checked="" type="checkbox"/> Closed Tight <input type="checkbox"/> Leaked	<input type="checkbox"/> Opened at _____ PSID <input type="checkbox"/> Did Not Open	Air Inlet Open at _____ PSID <input type="checkbox"/> Opened Fully <input type="checkbox"/> Did Not Open Check Valve Held at _____ PSID <input type="checkbox"/> Leaked		
Comments	new device test					
Test Results	Passed					
Failure Reason						
Tester Information						
Tester Signature	[Signature]		Gauge Serial #	3233-iii		
Tester Name	Tester Ian		Certification ID	123iii		
Company Name	Company I		Test Fee			
Tester Address	123I st		Includes Confined Space Charge?	<input type="checkbox"/>		
Tester Phone	[REDACTED]		EWEB Service Fee			

Failed Assembly Letter



Eugene Water & Electric Board
4200 Roosevelt Blvd.
Eugene, OR 97402-6520
541-685-7000
www.eweb.org

Date

Responsible Party Full Address

Re: Failed Backflow Assembly at Address

Serial# Serial Number

Failed Test Date Last Test Date

Dear EWEB Water Customer:

Oregon Administrative Rules (OAR) 333-061-0070 require all backflow assemblies connected to EWEB's water system be tested annually and maintained in proper working condition.

The backflow assembly, located at the above address, failed its annual test on the date shown above. As of today, it has not been repaired and retested. EWEB's requirements state that all assembly repairs must be completed within 10 working days of the failing test unless other arrangements have been made with EWEB.

These requirements are mandatory and EWEB is required to discontinue water service to premises for failure to maintain an approved backflow assembly or conduct an annual test on a backflow assembly per the above listed OAR. In order to protect the public water supply, please have the backflow assembly repaired or replaced and forward a passing test report to EWEB **within 30 days from the date of this letter.**

If you have any questions, please contact us at 541-984-4747 or backflow@eweb.org.

Thank You,

EWEB Backflow & Cross Connection Program
541-984-4747
backflow@eweb.org

Rely on us.