

**The State of Illinois requires all water systems to have and maintain an effective cross-connection control program. A component to the program is a comprehensive mail survey of the water system.**



The City of West Chicago partners with Backflow Solutions, Inc. (BSI Online) to assist in cross-connection program management, including mail surveys and annual testing notifications.

### **What is a Cross-Connection?**

A cross-connection is a physical connection between a possible source of contamination and the public drinking water system piping. This connection, if not properly protected, can lead to the contamination of the drinking water system through a backflow event – or when the flow of water is reversed.

# Customer Responsibility

It is the customer's responsibility to ensure that unprotected cross-connections are not created. Required backflow prevention assemblies must be tested to ensure they meet requirements and must be maintained in operable condition.

## Next Step:

Complete the Cross-Connection Survey  
Please complete your survey online at:  
**[bsionline.com/westchicago](https://bsionline.com/westchicago)**.



Scan to complete survey.  
Escanee para completar la encuesta en español.



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