

## Commercial businesses & facilities

The City of Norfolk requires all commercial businesses and facilities to have a Reduced Pressure Zone Backflow Preventor (RPZ) installed on the main water line. This device completely contains the water in the facility and prevents it from coming back into the public water supply through backpressure or backsiphonage. To ensure the continued function of these devices, we require all devices to be tested annually and inspected by our team at any time at our discretion. Fire sprinkler systems also require their own RPZ.



For more information on backflow prevention and cross connections, call us at our Moores Bridges cross connection office at 757-441-5774, or email us at [UTbackflow@Norfolk.gov](mailto:UTbackflow@Norfolk.gov).

Senior Cross Connection Specialist  
Nathan Gwinn  
Ext. 274

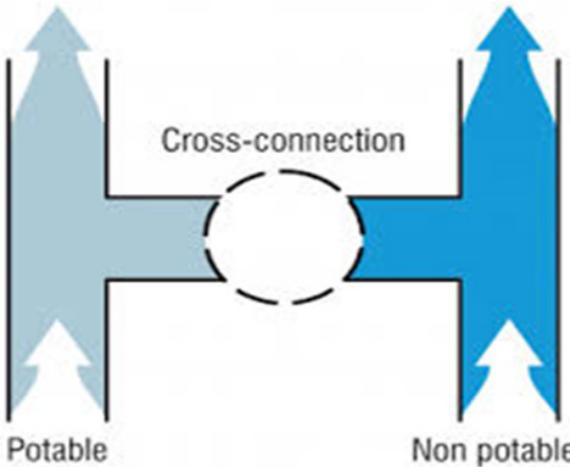
For water quality complaints/testing requests  
Ext. 261  
FOG office: 757-620-2688

For EMERGENCY water and sewer services,  
call 757-823-1000.



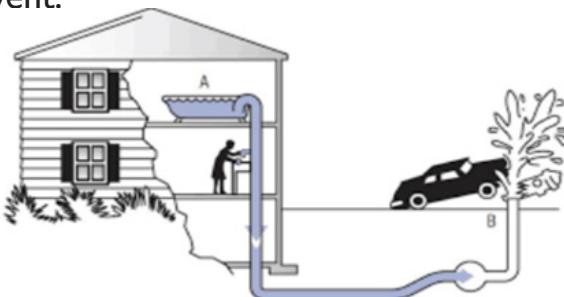
## Cross Connection Control Program





## What is a cross connection?

Any physical or potential connection between a potable water supply and source of contamination or pollution. Sources of contamination could be a waste pipe, sewer, drain, lawn irrigation system, or even a garden hose submerged in dirty water. If a backflow event occurs, a contaminant can flow back into your drinking water through a cross connection. This is why we at the Cross Connection Control Program have regulations and procedures put in place to protect your water in such an event.



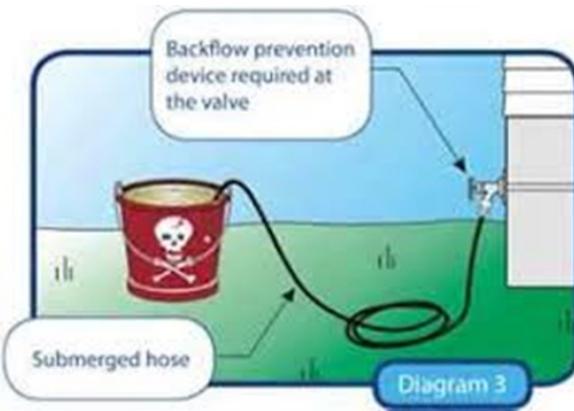
## What causes backflow?

### Backpressure

A condition in which the pressure in a nonpotable system is greater than the pressure in the potable distribution system. Water is essentially pushed in the wrong direction.

### Backsiphonage

A type of backflow where the upstream pressure to a piping system is reduced to a sub atmospheric pressure. Caused by negative pressure in a public water system. Water is essentially sucked in the wrong direction.



## How can you protect your home from backflow?

- Install a backflow prevention device on all cross connections.
- Do not submerge hoses or place hoses where they could become submerged, such as sinks, tubs, or pools.
- Install hose bib vacuum breakers on hose spigots.
- Install a backflow preventer on your irrigation system.
- Have your backflow prevention device(s) tested annually.

