



RE: Notice of Water Meter Replacement and Backflow Prevention Device Installation; and Internal System Check by Customer

Dear City of Powder Springs Water System Customer:

Please read carefully, **CUSTOMER ACTION MAY BE REQUIRED**. The City of Powder Springs has contracted with Concord Utility Services to replace approximately 2,500 older water meters over the next four months. The water meter servicing your home is scheduled for replacement this year. Please be advised Concord Utility Services will begin working in your area as early as the next 30 days, and over the next four months.

The technicians will knock to alert you of their arrival; however, the replacement occurs outside of your home and you do not need to be present for the work to take place. City Water and Concord Utility Services vehicles will be clearly marked, and employees will wear uniforms and carry a photo-identification badge. It is anticipated your meter replacement will take up to two hours, and the water will be off for a portion of this time. When change out is completed, the contractor will flush the service line at your outdoor faucet to remove any air or loose sediment that may appear. Faucets which are not accessible or usable may require you to flush your system internally. This can be done by allowing the cold water tap to run for a few minutes until the water is clear. It is important to note that the water will be safe to drink and will meet all Federal and State standards at all times. A door hanger notice will be provided to inform you that work has been completed.

In conformance with state requirements to implement a Cross Connection Control and Backflow Prevention Program, a backflow prevention device will be installed with the new water meter at no cost to the customer. This device prevents the reverse flow of water from a customer's plumbing system to the public water distribution system, thereby protecting the public water distribution system from the entry of possible contaminants.

As a result of the installation of the backflow prevention device, your water heater and internal plumbing could be affected by thermal expansion. Thermal expansion occurs when water is heated; as water is heated, its volume expands. With a backflow preventer in place, a closed system is created on the customer's plumbing and the expanded water has no path to flow back to the system supply. Within this closed system, the pressure increases, possibly resulting in leaks, as well as potential damage to the water heater, pipes, and other plumbing fixtures. To eliminate this potential problem, you should determine whether you have an operational thermal expansion device on your internal plumbing system.

Water heaters installed after January 1, 2001, were required by plumbing code to include a thermal expansion device. Although water heaters are equipped with a temperature and pressure (T&P) relief valve, this T&P valve is not considered a thermal expansion device.

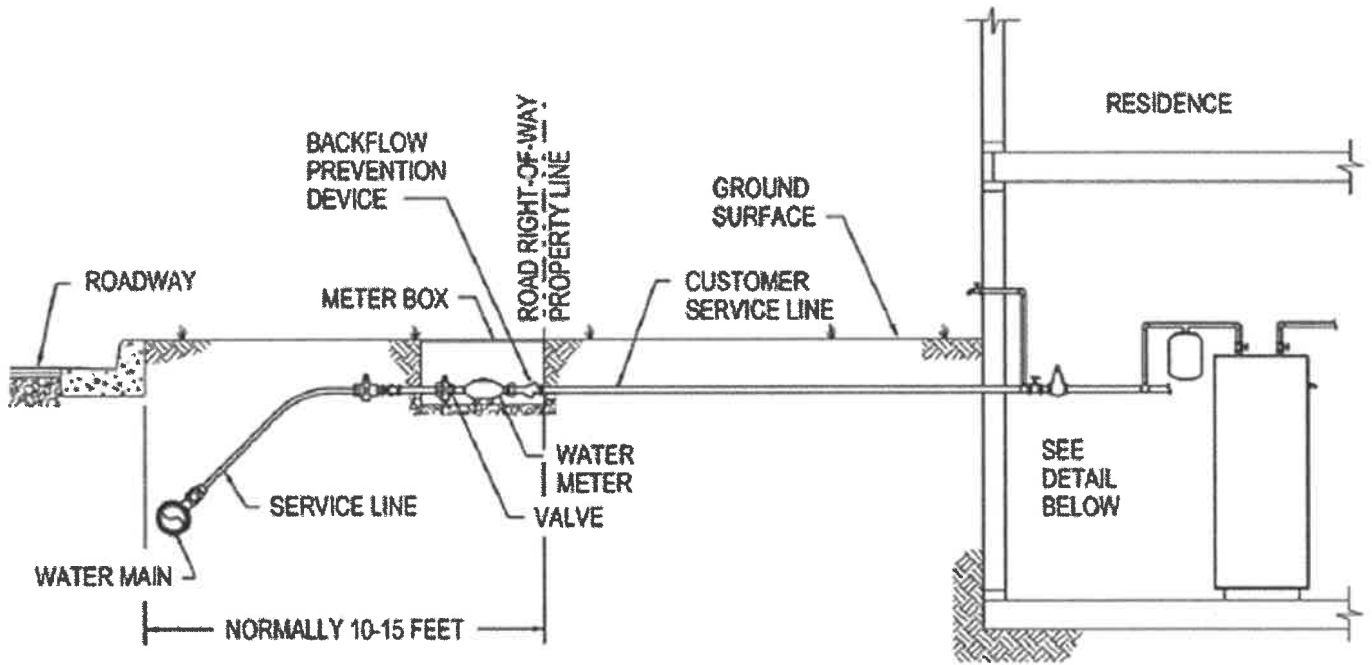
If you do not have a thermal expansion device, one should be installed. THIS IS THE RESPONSIBILITY OF THE CUSTOMER. There are different thermal expansion devices and approaches. Any local hardware or building supply store should be able to provide guidance on these products and any associated services. Some installation alternatives may require the services of a plumbing contractor. As in all contracted work, it is suggested that you seek the services of reputable contractors and obtain several cost estimates prior to making any commitments.

For more information about Thermal Expansion, please visit the website at www.cobbwater.org and find Backflow Prevention under "Programs" on the left side of the screen; a link to Thermal Expansion is then on the right side of the page. Alternatively, you may call a Thermal Expansion information message line at (770) 293-0122 and we will be in contact with you. The City of Powder Springs appreciates your cooperation during this process.

Sincerely,

**City of Powder Springs
Utility Billing Division, Finance Department
Water Division, Public Works Department**

ILLUSTRATION OF TYPICAL RESIDENTIAL WATER SUPPLY



DETAIL

