

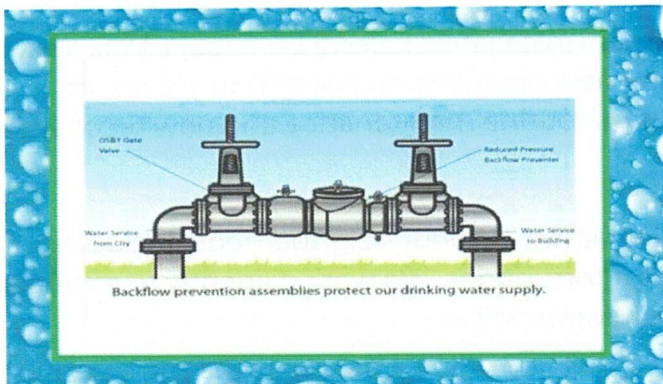
WATERWISE

QUARTERLY NEWSLETTER - SPRING 2026

BACKFLOW BASICS

Annual Testing Reminders

Backflow testing starts May 1, 2026 and will go through October. Watch your mailbox- We send letters with important details, including your scheduled testing window and instructions. Please ensure your backflow device is **accessible** and **dewinterized**. If your backflow device is behind a fence, make sure the fence is unlocked. If you choose not to use your irrigation system you can submit a non-use form. Call our office if you have any questions.



Important Backflow Testing Information

- Tennessee Department of Environment & Conservation (TDEC) requires all public water systems to maintain a cross-connection control program to protect drinking water.
- Backflow can occur due to backpressure or backsiphonage, allowing contaminants to enter the public water supply.
- Approved backflow prevention assemblies must be installed where a cross-connection hazard is identified.
- Backflow devices must be tested at least annually by a certified tester to ensure proper operation.
- Customers are responsible for maintaining backflow devices on their property, including repairs.
- Failure to comply may result in service interruption until the hazard is corrected.
- These requirements help ensure safe, clean drinking water statewide and reduce the risk of contamination incidents.

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WHAT TO DO AFTER A FAILED BACKFLOW TEST

If you receive a tag on your door stating your backflow device failed its annual inspection, please contact a plumber or irrigation company to repair or replace the backflow device. The door hanger will include why it failed and a date when an H.B. & T.S. representative will return to perform a retest. Please make sure the device has been repaired and remains accessible for our staff in the time frame allotted. If your repair provider is certified to test backflows, they may complete the retest and submit the results to our office by email at awelch@hbtsud.com or deliver them in person to 505 Downs Blvd., Franklin, TN, before the retest date on the door hanger. If your repair provider is not certified, please call our office at 615-794-7796 to report that the repair has been completed, and we will send a technician to retest the device and remove the lock once it passes.

If your backflow preventer fails a second time after the retest, the device will be locked and will be inoperable until repairs are completed. In most cases, the lock will be placed in a way that still allows repairs to be made without removing it.

If your backflow device passes on the first round of testing, you will not receive a door hanger notification. The only indication will be a \$50 test fee applied to your next bill.

CONSTRUCTION UPDATE:

As we move into the spring season, construction activities continue to move forward in order to improve the reliability and supply of the water system. Warmer weather provides ideal conditions for these infrastructure upgrades, and several important projects are already underway or scheduled to begin soon.

This spring, construction crews will focus on water main installations along Lewisburg Pike and Columbia Highway, as well as beginning work on the new Columbia Highway Pump Station. Furthermore, District repair crews continue to focus on routine maintenance and new tap installations throughout the service area.

Just a friendly reminder, you may notice construction activity in your neighborhood, including equipment, temporary lane closures, or brief service interruptions. We work diligently to minimize inconvenience and will provide advance notice whenever possible.

In addition to construction projects, our team will continue hydrant flushing and system inspections to keep the distribution system operating at peak performance. Flushing may cause temporary discoloration of water, which is harmless and should clear quickly.

We appreciate your patience and support as we invest in critical infrastructure. These improvements are part of our ongoing commitment to delivering safe, reliable water service to our community. If you have questions about current or upcoming projects, please contact our office for updates.