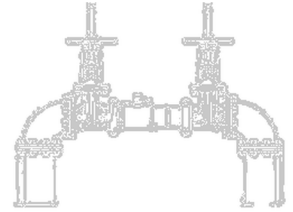




KINNELOA IRRIGATION DISTRICT

Cross-Connection Control Program



1999 KINCLAIR DRIVE, PASADENA, CA 91107 • (626) 797-6295 • kid@kidwater.info

IMPORTANT! This letter contains important information about your drinking water.

¡MUY IMPORTANTE! Esta carta contiene información importante sobre su agua potable. Por favor, traduzcala o pida ayuda a alguien que la entienda.

August 3, 2026

Dear Customer:

To comply with California State Water Resources Control Board requirements, Kinneloa Irrigation District operates a Cross-Connection Control Program that helps protect your drinking water from contamination. A cross-connection is any point where a drinking water pipe could connect to a source of non-drinking water — such as another pipe, system, or piece of equipment — creating a path for contaminants to reach the drinking water supply. When water reverses its normal direction and flows back through that connection, it's called *backflow*. Backflow happens in two ways: *backsiphonage*, when a drop in system pressure pulls water backward, and *backpressure*, when higher pressure on the customer's side forces the water backward. Both are preventable.

Sprinkler systems are the most common residential hazard. An essential part of our cross-connection control program is a hazard assessment to determine the degree of hazard, if any, which is posed by each customer's plumbing system(s). Non-residential customers (Commercial, Industrial, Institutional) pose a special concern because of the greater complexity of their plumbing systems, special water uses, and fire protection systems.

Enclosed is a Cross-Connection Survey, specific to your property type, that is being distributed to all customers in the District. This survey is being conducted so that we can inventory those sites that are a potential cross-connection hazard to you and others, and to work with those property owners to prevent backflows.

It is vital that we receive a response from every customer so we can work diligently to protect your drinking water. We would like to encourage all customers to return this critical survey in lieu of actual site inspections within thirty (30) days as this survey's goal is to protect your potable water. Customers who do not return this survey may be required to install a double check valve assembly on their side of the meter (as required by the District's Cross-Connection Control Ordinance, Resolution 2025-07-02-1) within ninety (90) days of the date of this letter. Please contact us if you require more than thirty (30) days to return the survey, and we will ensure you receive a reasonable extension. If you do have a backflow device installed at this time, please confirm the District has the latest test results.

Please fill out the Cross-Connection Survey and return it to the District. If none of the listed cross-connections apply to your property, please still complete the form by marking "NONE OF THE ABOVE" and return it. You may return your completed survey online at <https://tinyurl.com/KIDprotectwater>, by e-mail to kid@kidwater.info, by dropping it in any of KID's three courtesy drop boxes (locations are shown on the back of your bill statement), or by mail to the District's address listed at the top of this letter.

We appreciate your time and cooperation in completing this survey. Should you have any questions or need assistance, please do not hesitate to contact the District at (626) 797-6295 or kid@kidwater.info.

Sincerely,

Kinneloa Irrigation District