Cross-Connection Survey FAQs

The Widefield Water & Sanitation Connection Control Program is designed to safeguard public health by protecting the municipal drinking water supply. Your cooperation is essential. Following are a list of the most frequently asked questions and answers related to surveys of all residential water customers in the District.

Why did I receive a water survey from Widefield Water & Sanitation?

The Colorado Department of Public Health and Environment’s requires every water supply provider to develop and implement a backflow prevention control program. The program mandates surveying all commercial water customers to identify and eliminate connections that could allow contaminants to accidentally flow back into the drinking water from sources such as fire protection sprinkler systems, boilers, lawn sprinklers and swimming pools.

How should I respond to the survey?

You have several options. The easiest is to fill out form, scan, and email it to debbie@wwsdonline.com. You also can return the completed survey in the mail to 8495 Fontaine Blvd., Colorado Springs, CO 80925, Attn: Debbie. In addition, the survey can be faxed to 719-392-4328 or dropped off at our office at the above address.

What is a cross connection?

A cross connection is a connection between a potable water supply and a non-potable source, where a contaminant potentially could enter the drinking water supply. Cross connections should be protected by a valve called a backflow preventer.

What is a backflow preventer?

A backflow preventer is a device that allows the water to flow only in one direction and prevent a pipe or device connected to the water supply line to allow water to flow back into the municipal supply system.

What should I do if I don't know the answer to any of the questions on the survey?

If you don't know the answer to any of the questions, (most residential customers generally have typical water usage) please call Widefield Water & Sanitation District at 719-955-0548 with any questions.

What happens if I do not fill out the survey?

All water customers are required to complete and return this survey. While there are no penalties or fines for not completing the survey, everyone is encouraged to complete the survey to ensure the District is in compliance with CDPHE regulations and can assess the potential risks to our drinking water supply.