

# VACA 2015 Achievement Award Information Technology Backflow Prevention Database September 9, 2015

*Hanover: People, Tradition & Spirit*



**HANOVER: PEOPLE, TRADITION & SPIRIT!**

- Cross connection and backflow program
  - Purpose is to protect the public water system from contamination from water that has passed from the public water system to a customer's water system



**Double Check Valve Assembly**  
**Totopotomoy Wastewater Treatment Plant**

- There are currently 1050 active devices that Public Utilities tracks
  - Program is required by VDH regulations
  - Testing is completed by our customers
  - Annual reminder letters must be sent
  - Results of testing must be tracked and retained
  - Questions must be answered



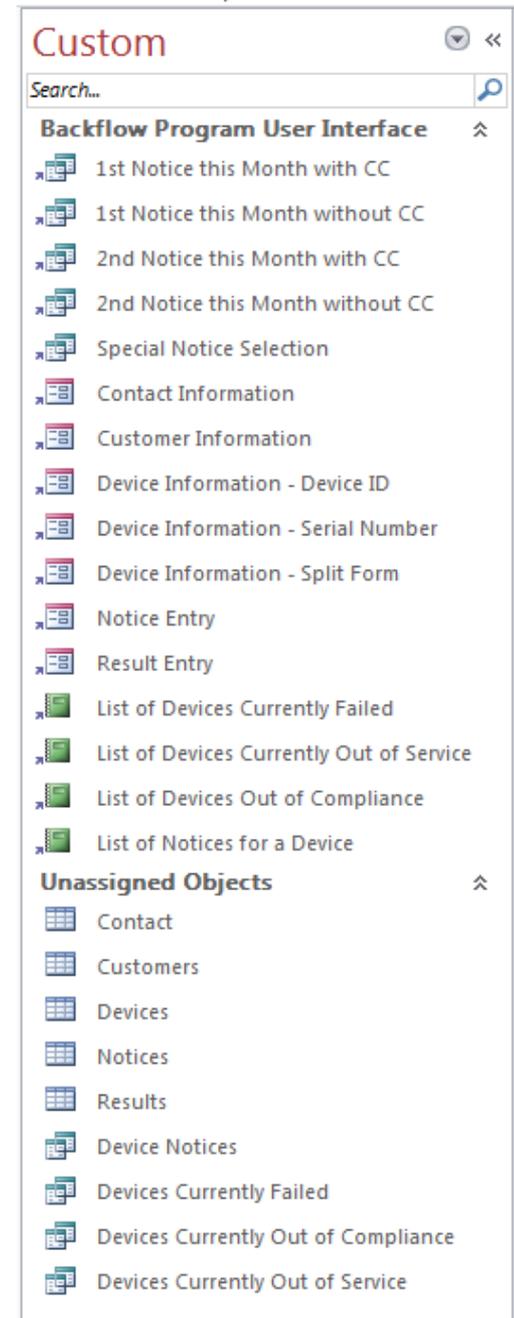
**RPZ Hanover Administration Building**

- Until December 2014 DPU used an Excel Spreadsheet to manage program
  - Worked well when system was smaller
  - Excel was becoming unwieldy and time consuming to use
  - It could be difficult to find information to answer customer questions in a timely manner, particularly when multiple devices were involved



Fire Line Double Check Valve Assembly

- December 2014 moved to Access Database
  - Developed in-house by DPU
  - Immediate benefits were seen:
    - Regular and Late Notices took less than ½ time to prepare
    - Enabled most customer questions to be answered immediately
    - Improved tracking of compliance history
  - Overall outcomes have been:
    - Improved customer service
    - Improved regulatory documentation and tracking
    - Improved reporting
    - The time required to manage the program has been cut significantly



Tables, Queries, Forms and Reports

- Access is part of the MICROSOFT Office Suite which is widely used and available
- The database was developed by a DPU employee using “Access for Dummies” so it is easily customizable
- Hanover is happy to make the database available to other utilities that might be interested in using it

#### ENTER NEW DEVICES AND UPDATE DEVICE INFORMATION

Select Device

Device ID:   Active  CC Device Location  Failed Device

Customer:

Customer ID:  Location ID:

Address Number

Street:

City, State, Zip:

Primary Contact:

Secondary Contact:

Size:

Type of Device:

Make:

Model:

Type:

Serial No:

Location:

Anniversary Date:  Install Date:

Notes:

Device Information Form

# Questions?



*James T. Bruce Operations Center*

## ***MISSION STATEMENT***

To provide water and wastewater services that, within regulatory guidelines, meet or exceed our customers' needs and expectations for safety, quality and quantity; To provide these services at a competitive price and in a fair, equitable and environmentally responsible manner; and, To provide opportunities for personal and professional development for employees at all levels of the department.

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