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 BOARD OF PUBLIC UTILITIES
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December 15, 2016

Via Email and Regular Mail

Hon. Irene Kim Asbury
 Secretary
 State of New Jersey
 Board of Public Utilities
 44 South Clinton Ave.
 3rd Floor, Suite 314
 P.O. Box 350
 Trenton, NJ 08625-0350

WR 15010035

Re: Plainsboro Township Letter of November 7, 2016

Dear Secretary Asbury:

New Jersey American Water is in receipt of the November 4, 2016 letter from Anthony Cancro, Township Administrator for the Township of Plainsboro, to the Board of Public Utilities ("BPU") regarding the location of backflow prevention devices, and hereby submits its response, as follows:

As the licensed operator of the water system serving the Township of Plainsboro (the "Town"), New Jersey American Water ("NJAW" or the "Company") is responsible for providing safe, proper and adequate water service to the Town and the surrounding communities within its service territory. Backflow prevention devices are required to be installed, "at facilities with physical connections between public community water systems and facilities which have sources of water which may be contaminated or of questionable or unknown quality over which the supplier of water has little or no control for the purpose of protecting the public community water system from backflow from such waters." N.J.A.C. 7:10-10.1. The New Jersey Administrative Code goes on to state that, "[t]he approved physical connection installation . . . shall be installed as close to the meter as is reasonably practicable . . ." (emphasis added) N.J.A.C. 7:10-10.4(a).

NJAW also operates pursuant to its tariff, which has been approved by the BPU. The Company's tariff incorporates by reference the above-cited code sections (Sheet 9, paragraph 13, attached hereto for reference) and otherwise spells out in explicit terms the requirement for physical connections to have a

*Case mgmt
 J. Kane
 E. Vachon*

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cross-connection protective device on a customer's service, and **which will be purchased and installed at the expense of the customer.** This is an existing condition of service that applies everywhere in NJAW's service territory. The developer community and new customers are fully aware of this requirement; it is neither unique nor new.

The placement of the backflow prevention devices involves the exercise of professional judgement by the licensed operator. As a rule, NJAW maintains that locating the backflow device on the discharge side of the meter immediately adjacent to the vault in a hotbox is reasonably practicable when the overall length of the service line is greater than approximately 100 feet, subject to local operating conditions and other sensible accommodations. This decision is typically made in a collaborative fashion with the developer or property owner and the Company's professional engineering and operations personnel, including the licensed operator or someone working under his/her direct supervision. In the case of Plainsboro, the Company has reached accommodations with both of the recent applicants.

With all due respect to Mr. Cancro and the staff of the township, the concern raised about a written policy is new, and NJAW is not aware of it having been raised in any of the other 187 municipalities in which we provide water service. Furthermore, the exercise of professional judgement required to implement the regulatory policy behind the cross-connection protection installations lies with the licensed professional operator of the public community water system. That professional judgment is guided by a detailed Cross-Connection Control Practice that was implemented by American Water in 2013. That Practice is currently under review and may be updated. The Company typically does not publish its practices for a number of reasons: they may contain company-confidential and/or proprietary business information; they are subject to modification at the Company's discretion; and they are not binding on external parties, among other reasons.

However, given the level of concern expressed by Mr. Cancro, and in keeping with the Company's commitment to working with our municipal partners and our customers, NJAW will seek to refine the guidance it provides to the public, including developers and new customers. The Company already provides the following:

Developer Services Customer Resources page:
<http://www.amwater.com/njaw/working-with-us/doing-business-with-us/developers-customer-resources.html>

Cross Connection and Backflow Prevention page:
<http://www.amwater.com/njaw/water-quality-and-stewardship/cross-connection.html>

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Thank you for the opportunity to provide this information. NJAW welcomes the opportunity to engage with its customers, municipal officials and other stakeholders, and we endeavor to provide clear and constructive communication where possible. Any follow up inquiries regarding projects in Plainsboro may be directed to me, with copies to:

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and

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Respectfully submitted,



Robert J. Brabston

RJB:dlc

C: Maria Moran, Director, Division of Water and Wastewater, NJBPU (via email)
Mona Mosser, Bureau Chief, Bureau of Conservation and Engineering, NJBPU (via email)
Kenneth Welch, Bureau of Conservation and Engineering, NJBPU (via email)
Anthony Cancro, Township Administrator, Plainsboro Township (via email)

STANDARD TERMS AND CONDITIONS
WATER

DOMESTIC, INDUSTRIAL AND COMMERCIAL WATER SERVICE CONNECTION (Continued)

- 10- Water sales to customers or entities using trucks or tanks that require additional attention can affect the Company's daily operations. A surcharge may be applied as listed in Rate Schedule P-1 of the present tariff.
- 11- A deposit may be required to guarantee payment for water service used for general construction and contracting purposes in an amount equal to the cost of the meter furnished. The deposit, less the cost of repairs to the meter, if any, will be refunded after surrender of the meter and payment of all charges for water supplied through it.
- 12- Physical connections, such as cross-connections, interconnections, valves, pumps, or similar devices, either permanent or temporary, connecting the pipelines or facilities of the Company with other pipelines or facilities supplied with water from other sources will not be permitted without the express written consent of the Company. Water which has once been drawn from the Company's distribution network and used for any purpose or stored in tanks, is considered an unapproved source of supply.
- 13- The Company may require a cross-connection protective device on a customer's service, in accordance with N.J.A.C. 7:10-10, which will be purchased and installed at the expense of the customer. The cross-connection device shall be of the type approved by the Company. Inspection and testing at intervals, in accordance to N.J.A.C. 7:10-10, will be performed at the expense of the customer.
- 14- No device or connection is permitted between pipes carrying water from the mains of the Company and any portion of the plumbing system of the premises, which may under any condition permit back-flow or back-siphonage unless prior written permission has been granted by the Company.
- 15- Customers requesting a relocation of their service line will be required to pay a fee for the new service line and elimination of the existing service line.
- 16- Customers requesting a relocation of a Public Fire Hydrant will be required to pay a fee for its relocation.
- 17- Installation of electronic meter reading devices and other equipment designed to facilitate efficient and accurate meter reads, protect the integrity of the water system and/or quality of the water supplied by the Company may be required from any customer as a condition of service at the discretion of the Company.

Issued: September 16, 2015

Effective: September 21, 2015

By: William M. Varley, President
1025 Laurel Oak Road, Voorhees, New Jersey 08043
Filed pursuant to Order of the Board of Public Utilities entered in
Docket No. WR15010035 dated September 11, 2015.