



Dear Water Customer,

The Dover Water Department is dedicated to providing safe, clean drinking water to households, businesses, and institutions throughout our community. In compliance with state regulations, we are launching a cross-connection control program to protect our water system from harmful contaminants.

This new program will require the participation of every member of our community, including you.

Key elements of the program include:

- Annual testing of existing backflow preventers
- On-site surveys for undetected cross-connections
- Corrective actions for non-compliant service connections

While not every program activity will apply directly to your home or business, each element will support safe drinking water for the entire community.

To ensure cost-effective compliance and high-quality service, Dover Water has partnered with HydroCorp, a specialized service provider with over 40 years of experience, to support the new initiative.

HydroCorp will soon begin distributing postal notifications with further details and instructions regarding your responsibilities. A team is available to answer any questions, and you can learn more about the program at WaterCustomer.com.

Your cooperation and participation in this important program help protect your home, your business, and your community. We appreciate your support

Trevor Klar, Superintendent

Dover Water, Wastewater Department

Commented [JR1]: we will need this site updated before we use this new letter

Commented [MC2R1]: Good call--we can remove this line if we want to start using in the meantime? Or just direct them to contact the purveyor/look at the purveyor's site?

Commented [JR3R1]: maybe we just sent them to <https://watercustomer.com/contact-us/> if they have questions?