

# Fact Sheet

## Backflow prevention

Recently, we found 2,000 properties in our service area without a backflow prevention device installed that could lead to unsafe water from customer properties entering the drinking water supply. We have assessed each property and are now working with customers to prevent this risk.

### Background

Backflow is unsafe water flowing backwards into the drinking water supply. This unsafe water may carry contaminants that could potentially harm people's health.

A backflow prevention device stops the potential backwards flow of unsafe water into the drinking water supply.

### What you need to do

You need to install a backflow prevention device. The property owner is responsible for ensuring that the correct backflow prevention device is installed and a licensed backflow plumber can inspect your premises and advise you on your property's needs.

You can either arrange a licensed plumber to complete the work or we can arrange it on your behalf.

It's important that you let us know which of these two options you'd like to proceed with. If you don't, we may complete the work and pass the cost on to you later.



### Ongoing maintenance

All backflow prevention devices must be tested annually. Once your device is installed, we can arrange this for you at a cost of \$150 each year.

### Assistance available

If you're experiencing financial difficulties, we have a number of options available to assist you. Please email [backflow@gippswater.com.au](mailto:backflow@gippswater.com.au) and we'll be happy to help.

### More information

You can download the following Backflow prevention containment guidelines and visit the [Victorian Building Authority](#) for further industry standards.

If you need more information or would like to discuss your individual circumstances, please email [backflow@gippswater.com.au](mailto:backflow@gippswater.com.au) or call us on 1800 050 500.



# FAQs

## Backflow prevention

### What is backflow?

Backflow involves potentially unsafe water flowing backwards into the drinking water supply. This unsafe water may carry contaminants that could potentially harm people's health

### Why do I need a backflow prevention device?

A backflow prevention device stops the potential backwards flow of unsafe water into the drinking water supply.

### Who is responsible for backflow prevention?

Gippsland Water is responsible for ensuring the safe delivery of drinking water to our community. Property owners are responsible for ensuring that backflow doesn't occur at your property.

### Is help available to pay for the backflow prevention device?

If you're experiencing financial difficulties, we have a number of options available to assist you. Please email [backflow@gippswater.com.au](mailto:backflow@gippswater.com.au) and we'll be happy to help.

### What happens if I don't install the backflow prevention device?

You are required to install a backflow prevention device. The property owner is responsible for ensuring that the correct backflow prevention device is installed and a licensed backflow plumber can inspect your premises and advise you on your property's needs.

### Are there any ongoing costs after installation?

Yearly testing of your backflow prevention device is required. Once your device is installed, we can arrange this for you at a cost of \$150 each year.

### Who can I contact for more information?

For more information, please email [backflow@gippswater.com.au](mailto:backflow@gippswater.com.au) or call us on 1800 050 500.

