

Naperville's Water-Use Survey

Frequently Asked Questions

Updated January 20, 2023

Why did I receive a water use survey from the City of Naperville and [Aqua Backflow](#)?

Every water customer in Naperville should have received a postcard in January about a short, free online water use survey. The survey – which only takes a few minutes to complete – aims to identify potential sources of cross contamination between drinking water and non-drinking water systems.

The Illinois Environmental Protection Agency (IEPA) requires every water supply provider to develop and implement a backflow prevention control program. The program mandates surveying all residential water customers every three years 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?

Visit the website [TrackMyBackflow.com](#), click on Water Use Survey, enter the Site ID from your postcard notice and complete the survey. If you have questions or cannot complete the survey online, contact Aqua Backflow at (847) 742-2296 or email info@aquabackflow.com.

What is a cross connection?

A cross connection is between a potable water supply and a non-potable source, where a contaminant could potentially enter the drinking water supply. A backflow preventer valve protects cross connections from contamination.

What is a backflow preventer valve?

A backflow preventer valve prevents the water in your main water supply lines from flowing in a reverse direction, thereby preventing contamination.

Where would a Naperville Water Utility customer install a backflow preventer valve?

Customers typically install backflow preventers on systems that irrigate lawns, fill swimming pools, and fire sprinkler systems. If radiators supply heat, the hot water boiler should have a preventer, as should a water softener. Toilets, bathtubs, sinks, hot water heaters and other standard plumbing fixtures do not require backflow preventers.

Who is Aqua Backflow?

Aqua Backflow is the contractor hired by the Naperville Water Utility to implement and oversee Naperville's backflow assessment program. Aqua Backflow specializes in cross connection control management.

Will anyone contact me after I take the survey?

If you have or require backflow protection, you may be contacted for compliance testing, repairs, installations, inspections or additional surveys.

What happens if I do not complete the survey?

Naperville's Water Utility strongly encourages customers to complete the survey to have the best possible data to protect the water supply.