

**REPORT TO REGIONAL WATER SUPPLY COMMISSION
MEETING OF WEDNESDAY, APRIL 15, 2026**

SUBJECT **Capital Regional District Cross Connection Control Program Update**

ISSUE SUMMARY

To provide an overview and status update of the Capital Regional District's (CRD) Cross Connection Control (CCC) program.

BACKGROUND

The CRD's CCC program is a key component of the Greater Victoria Drinking Water System's multi-barrier approach to ensuring a safe and sustainable drinking water supply. The program was recognized by the BC Water & Waste Association (BCWWA) with the Excellence & Innovation Award in 2025 for its contributions to drinking water protection.

In 2005, Island Health's Chief Medical Health Officer issued an Order under Section 25 of the *Drinking Water Protection Act* requiring the CRD to develop, implement, and maintain a bylaw-based program to identify, eliminate, and prevent cross connections within the regional drinking water system. CRD Bylaw No. 3516 was adopted in 2008 to support this mandate.

A cross connection is an actual or potential connection between the drinking water system, and a non-potable source that could put potable water at risk. Examples include fire sprinklers, boilers, restaurant, medical equipment, water trucks, and irrigation systems.

Program Overview

The program's mandate is to protect the public drinking water supply by identifying actual or potential connections to the drinking water system that pose a risk to water quality.

Service delivery is organized around the five strategic areas:

- 1) Regulation – enforcing CRD Bylaw No. 3516 and applicable plumbing codes
- 2) Inspections – identifying actual or potential cross connections through facility audits
- 3) Testing – ensuring backflow assemblies are installed, registered, and tested as required
- 4) Education – supporting awareness among industry, trades, and the public
- 5) Data Management – maintaining accurate records through a database and online portal

A program overview presentation is provided as an attachment to this report and was presented to the Water Advisory Committee at their meeting held April 14, 2026.

Program Status

The program has registered approximately 32,000 devices across more than 16,000 facilities. This represents a 62% increase over the past 10 years, driven by regional growth and expansion of the drinking water system. In 2025, the program added an average of 55 new devices per month to the registry. Additional program statistics are provided in Appendix A. With the shift to

paperless administration for submitting test results, staff will review the program after the coming year to assess any changes, including additional resources, for the program to address the number of new devices that require oversight.

Regulation and Inspections

Through facility inspections, the program identifies cross-connection hazards and ensures appropriate backflow prevention is in place. In 2025, staff conducted 858 facility audits. The introduction of the new CRD Bylaw Notice Enforcement Bylaw in 2025 has strengthened the program's ability to issue tickets for bylaw violations without the need for protracted and time-consuming court proceedings. The CCC program will expand its enforcement activities using this new tool to encourage more timely compliance with the bylaw.

Testing Oversight

The required regular testing of backflow prevention devices is performed by approximately 300 BCWWA-certified testers in the region and overseen by the CCC program. In 2025, staff reviewed and recorded 21,000 test reports, 67% of which were submitted digitally.

Education and Outreach

Education remains essential to achieving program objectives with limited resources. Activities include:

- the annual Inspectors Roundtable
- stakeholder presentations
- engagement with special-interest groups
- guest lectures at trade schools such as Camosun College

Program staff also participate in provincial and national committees to advance technical standards and promote awareness of cross-connection risks.

Data Management

The program uses the Cross Connection & Regional Source Control Information System (CRIMS) and a public portal to manage device registrations, test results, and inspection data. In 2025, the program began transitioning to a paperless process for test-result reporting, which will improve data accuracy and processing efficiency.

2026 - 2027 Projects

Key initiatives for 2026 and 2027 include:

- paperless program – full transition to digital test-result submissions
- development of an updated database and online portal
- revision of Bylaw No. 3516 to align with the current legislation and standards
- development of a Backflow Simulation Model to support outreach and training

The program will also develop a five-year plan with performance metrics to monitor effectiveness and identify future resource needs.

IMPLICATIONS

Alignment with Board & Corporate Priorities

The program aligns with Commitment 1 of the 2025 Regional Water Supply Strategic Plan: “Provide high quality, safe drinkable water.” The program is included under Priority 2 and Near-Term Actions as part of the region’s multi-barrier, risk-based approach to drinking water protection.

Financial Implications

The program consists of 4.6 Full-Time-Equivalent staff and has a budget of \$872,672; embedded within the Water Quality Program under the Environmental Protection Division of the Parks, Recreation and Environmental Services Department.

As the paperless program expands and a continually growing inventory of facilities and water connections, part of the five-year plan will be to assess the need for additional staff.

CONCLUSION

The CRD Cross Connection Control Program was established in response to a 2005 Island Health Order requiring a bylaw-based approach to preventing cross-connection risks in the Greater Victoria Drinking Water System. This report outlines current program activities, including inspections, testing oversight, education, data management, and the growing number of registered devices requiring ongoing monitoring. Staff are advancing process improvements such as the transition to paperless test-result reporting, enhanced enforcement tools, and development of a new database and online portal. Next steps include updating CRD Bylaw No. 3516 in 2026 - 2027 and developing a five-year plan to guide future resource needs and support continued protection of drinking water quality.

RECOMMENDATION

There is no recommendation. This report is for information only.

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ATTACHMENTS

- Appendix A: CRD Cross Connection Control Program Statistics
- Appendix B: Cross Connection Control Program (presentation to Water Advisory Committee, April 14, (2026))