

Wiscasset Water District
65 Birch Point Road
Wiscasset, Maine 04578
e-mail: wiscwater@myfairpoint.net
website: wiscwater.org

(207) 882-6402

(207) 882-5958 Fax

Dear Water Customer,

The Wiscasset Water District has contracted New England Backflow, Inc. ("NEB") to conduct all backflow prevention device inspections on behalf of the district. **Until further notice, the Wiscasset Water District will not accept backflow test reports from any entity other than New England Backflow.**

New England Backflow Office: (603) 669-4004

#1: Confirm an appointment scheduled by NEB

#2: Schedule a new test

#3: Schedule a repair following a failed test

Please Read Carefully

NEB Scheduling and Testing Procedures

- Beginning in **2026**, routine testing will occur in **April and October**.
 - **2025** served as a transition year, with most tests completed in August and November.
- The **frequency of testing** is determined by the Wiscasset Water District and depends on:
 - The type of backflow device
 - The hazard classification of the device
- NEB will schedule test dates based on technician availability.
 - You will receive a call from NEB with the scheduled date and an approximate arrival time.
 - Notifications are typically made **5–10 days in advance**.
 - Please ensure NEB has your current **preferred phone number and email address**.
 - Each inspection takes approximately **15 minutes**. The water will be shut off while testing takes place.
 - Testing occurs between **8:00 a.m. and 4:00 p.m.**
 - **Failure to provide access** to your backflow prevention device may result in **water service interruption**.
 - Testing fees are billed directly to the district and will appear as a separate invoice from the district. No payment is required at the time of service.

If Your Backflow Device Fails Inspection

- Any failed device must be fixed or scheduled to be fixed within 14 days after failed test. Failure to do so will result in a disconnect notice and your water may be shut off.
- NEB will automatically send you a proposal for repair or replacement (email communication is preferred).
- You are **not required** to use NEB for repair.
 - If NEB performs the repair, an automatic retest is included in their service.
- All repair or replacement costs are the responsibility of the property owner and will be billed directly to you and must be paid within 30 days of the service.
- If you choose another company for repairs, you are still **required** to schedule a retest with NEB.
 - Retest fees, if not part of NEB's repair process, will appear on a separate invoice from the district.

If You Have Any Questions, Please Contact

- New England Backflow – 603-669-4004 or tracking@nebackflow.com
- Wiscasset Water District – 207-882-6402