



# THE COST OF CROSS-CONNECTION CONTROL ADMINISTRATION

## How Hidden Costs Drain Your Resources Every Month

Cross-connection control programs are complex by nature. Many moving parts require time and money to keep program activities on track and maintain compliance with state regulations.

Administrative tasks alone require significant staff hours: From sending postal notifications and scheduling on-site visits to customer communication, data entry, and record management. Do you understand the full extent of administration and how it draws from your limited resources (namely, time and money)?



### CUSTOMER SUPPORT

The more service connections a utility has, the greater the need for customer support. From making and rescheduling appointments to fielding requests for additional information to handling complaints, customer service is a big part of any successful cross-connection control program.

- **5-10%** of water customers reach out when you establish a new program
- **2-5%** of water customers reach out when you implement a change in your program
- The average customer call or email follow-up takes **~3 minutes**

For mid-sized water systems with 1,000 to 10,000 service connections, this can mean **50 administrative hours a month** spent answering questions and providing customer support.



10,000  
CUSTOMERS



1,000  
CALLS



3 MIN  
PER CALL



50 HOURS  
PER MONTH



### POSTAL NOTIFICATIONS

Cross-connection control programs require notifications at virtually every stage—for scheduling, testing, and compliance and non-compliance. A system with 10,000 residential connections may send 30,000 notices (or more!) per year.

Per mailing cycle, mid-sized public water systems can spend **15-40 hours** manually sending postal notifications. Software reduces that time, but preparing and mailing postal notifications can still take up to **15 hours** each cycle, including time to:

- Sort and upload data into notice templates
- Print, fold, stuff, and mail notices
- Document notices that have been sent and when



40 HOURS



15 HOURS

MANUAL MAILING

SOFTWARE ASSISTED



### DATA ENTRY

Manual data entry can consume up to **50 hours a month** for a mid-sized public water system. While software can cut down the number of hours you spend on data entry, your team will still be spending **10-20 hours monthly** on data entry and management, including:

- Entering test forms and survey information
- Generating and tracking notices
- Keeping up with compliance documentation



MANUAL PROCESS



50  
HOURS



WITH SOFTWARE



20  
HOURS



### DEVICE & TESTER APPROVALS

Mid-sized water systems can spend up to **20 hours a month** on device and tester approvals. This includes:

- Accepting new testers into the system
- Reviewing and approving tester credentials
- Reviewing and approving submissions for new devices, replacements, and removals

NEW TESTER  
APPROVALS

CREDENTIAL  
REVIEWS

DEVICE  
CHANGES

20 HOURS  
PER MONTH

TIME SPENT ON APPROVALS

### TOTALING UP

Bringing all this together—just for administrative work—your office staff can easily spend more than **160 hours a month** on cross-connection control. At a salary of \$75,000/year, you could be spending more than **\$5,700 every single month** just on administrative labor for your program. Not to mention, these tasks often take away from other critical work, resulting in deferred maintenance and increased liability risk. The administrative side of a cross-connection control program is often a full-time job in itself.

Remember, this doesn't include the time, training, and dollars it takes to send certified surveyors on-site to each connection in your water system.

### THE HYDROCORP SOLUTION



HydroCorp virtually eliminates the administrative burden of cross-connection control on water system staff, freeing up their time and allowing them to focus on core responsibilities.

- **ASSE-Certified Customer Support Team**
- **Managed Postal Notifications**
- **Proprietary Software Designed for Cross-Connection Control**

Say goodbye to the tedious, time-consuming tasks associated with your cross-connection control program and continue providing the highest level of service to your water customers on all fronts with HydroCorp.



### ADMIN WORK IS ONLY THE TIP OF THE ICEBERG

