



Missouri American Water Cross Connection Department

THE FOLLOWING CONTACT INFORMATION IS A REFERENCE FOR
MISSOURI AMERICAN WATER CUSTOMERS ONLY

Contact Information:

- Telephone number: 1 (866) 554-2912
- E-mail: moaw.crossconnection@amwater.com
- Fax number: 314-576-2054
- MoAmwater CCN Department web site for FAQs and program requirements:
www.amwater.com/mocrossconnection
- Missouri Department of Natural Resources web site for list of qualified testers:
www.dnr.mo.gov/env/wpp/backflow
- Mailing Address:
Missouri American Water Company
Attn: Cross Connection Department
901 Hog Hollow Road
Chesterfield, Mo 63017

When submitting completed test:

- It is the responsibility of the certified tester to fill out the form in full, including the date of the test with the tester's signature. Please make sure the physical address of where the backflow assembly is located is filled out on the form as well as the mailing address. The test will not be accepted if all information on the form is not filled out in full. It is also the testers' responsibility to submit the test report to the water company and the customer within 30 days of the test
- If possible include an account or premise number on the test form. These numbers can be found on test notices mailed to the customer or on billing statements. This is not required information, but can help ensure that the report information is recorded accurately in our system
- Preferred methods for submitting completed backflow test are by E-mail or fax
- Accepted file formats for test(s) submitted through the department's E-mail are tiff or pdf file types. Tiff files are preferred if possible
- When faxing in completed test(s), please make sure the fax transmittal sheet confirmation reads "Ok" for the amount of pages submitted. This is especially important during peak lawn irrigation season

THANK YOU FOR YOUR COOPERATION