



From Sebago Lake to Casco Bay

Portland
Water
District

Customer Service

Business Hours

8:00 a.m. – 4:30 p.m.

January 22, 2026

Dear Certified Backflow Device Inspector,

The Portland Water District is updating its Cross Connection Control Program (CCCP) and will begin using the VEPO CrossConnex platform to administer backflow device inspections starting **March 1, 2026**. This transition will modernize the program and move reporting to an electronic, paperless system.

What This Means for You

VEPO CrossConnex provides both mobile and desktop access and is designed to streamline the testing and reporting process for certified testers.

Key Benefits

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|---------------------------------|--|------------------------------------|-------------------------------------|
| Mobile app and desktop platform | Automatic email and text notifications | Preloaded customer and device data | Built-in payment processing options |
| Reporting features | Secure record archiving | Scheduling tools | No paper forms required |

The inspector of record's email will appear on customer notices, helping customers contact you more easily.

What You Need to Know

- Effective March 1, 2026, all annual backflow assembly inspection reports **must be submitted electronically** through the VEPO CrossConnex mobile app or desktop platform.
- Visit www.vepocc.com to register and download the mobile app or access the desktop platform.
- Each customer will be assigned a **VEPO CrossConnex (VCC) Number**. You must obtain this number from your customer or from PWD prior to your initial inspection in order to access customer records.
- Annual inspection schedules and compliance requirements remain unchanged.
- Inspectors will be required to include or verify a customer email so the program generates reminders.

Training, Assistance, and Support

- Two live webinar trainings for inspectors will be offered on February 9, 2026 and February 12, 2026, at 8:30 a.m. To request an invitation, email info@vepocrossconnex.com. The webinars will be recorded.
- Visit www.vepocrossconnex.com for prerecorded tutorials and frequently asked questions.
- For assistance setting up your profile or for technical support, contact VEPO at (877) 860-VEPO.

Cost

There is an \$18 fee per backflow test report to use the VEPO CrossConnex system. The fee is paid by the inspector at the time the backflow test report is submitted through the platform.

We are confident this transition will improve efficiency, accuracy, and service for both inspectors and customers. Thank you for your cooperation as we modernize the CCCP. For technical questions, please contact VEPO at (877) 860-VEPO or info@vepocrossconnex.com. For all other questions, please contact the Portland Water District at backflow@pwd.org or 207.761.8310.

Sincerely,

Portland Water District