



Tucson Water Backflow News

www.tucsonaz.gov/water/backflow.htm

September 2008

RECHECK PERMIT REQUEST INFO

Effective August 1, if a permit is pulled for an incorrect location, you will be charged \$87. A new permit must be pulled for the correct location and the \$87 fee will be charged. In the past, Mark has graciously made the time consuming changes. A letter has been sent to those who pull permits with more details. The lesson to be learned? ***Before you request a new permit, recheck that all the information, meter number, old BPA serial #, etc., is correct.***

Sometimes I enter test results in iBak, but the customer calls and says Tucson Water has not received them. Why?



When you are entering your tests into iBAK, be sure the address line says /backflowprod/ not /backflowdev/. Mark changes your password when you change from development to production, so be sure you are in the correct system! And remember, when the test is entered correctly, the next text date on the Test Result screen will be next year.

CUSTOMERS CAN HELP

Before you go out on a job, rather than calling the zone inspector, check with your customer to find out where their meter and backflow are located. They are familiar with their property and can give you a lot of helpful information. And if it is a new installation, be sure the permit is pulled *before* the installation is done, not after.

SEND US AN EMAIL!

Continuing with our shift into using 21st Century technology, we encourage you to send us emails rather than calling. As you are surely aware, we sometimes have difficulty answering the phone. Staff meetings (which we have every Thursday morning), training, customers at the counter, or just being on another call, mean we might not be available to answer your call. So, send us an email instead! tw_backflow@tucsonaz.gov is the address to use. We will get back to you ASAP.

FUTURE RECLAIMED SITE INSPECTIONS

Karen and Mark have been working with AZ Water to develop a Reclaimed Water Site Inspection Training Program. It's a long process, but if everything goes as planned, certification classes will start in 2009. Yearly reclaimed site inspections performed by independent, certified reclaimed site testers are scheduled to begin in 2010. This is something to keep in mind if you want to be certified to perform the site inspections. We will keep you informed as more information becomes available.



Lush landscape irrigated with reclaimed water