



Tucson Water Backflow News

www.tucsonaz.gov/water/backflow.htm

December 2008

VERIFY INFO

One very important step when you are entering your tests into iBAK is to verify that the METER NUMBER and BPA SERIAL NUMBER are the same as you found in the field. If the validation screen shows a FEBCO, 2", 825y, SN J00123, and you tested a WATTS, 2", 009M1QT, SN 1235, chances are the BPA has been replaced and needs a permit. If you have a question, please don't hesitate to call our office. We can check things out and advise you how to proceed. DO NOT enter the test results for an incorrect assembly. This could be interpreted as falsifying test results.

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



When you're entering your tests into iBAK, be sure the address line says [/backflowprod/](#). This will insure that you are in the correct system! And remember, when the test is entered correctly, the Next Text Date: field on the Test Result screen will show a date in 2009.

\$87 CHARGE- NOT MY FAULT?

Think again. Here is a recent example
Compliance date: 9/16/2008
Test Date: 9/09/2008
Test turned in: 9/23/2008

The customer was charged an \$87 four-day compliance fee. Moral of this story? We know some customers procrastinate, but this test was done with time to spare. If the test had been entered shortly after it was done, no \$87 four-day fee would have been charged. Test results must be received by Tucson Water within 5 days of the test and by the compliance date. iBAK is the most efficient way to get your test results to Tucson Water.

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.

BE ON THE LOOK OUT FOR.....

...little red tags. Tucson Water recently stopped using padlocks to lock off a meter. Instead, a red tag which says "Tucson Water" is inserted through the closed curb stop. If you find one of these tags on a meter when you are trying to test a backflow, DO NOT cut it off. Instead, contact the area Cross Connection Control Specialist. They can assist you with the test and make sure the meter is secured again once you have finished your job. Thanks in advance for your cooperation with this new procedure.



Watch for the little red tag.