



BACKFLOW TEST REPORTS

Business Process

MONTHLY NOTIFICATION LETTERS	<ul style="list-style-type: none"> Reminder letters created via mail merge [[from Access db]] and mailed to all commercial properties that have backflow devices which are due for mandatory annual testing NOTE: Backflow testing for existing Residential properties is not required on any kind of routine basis; therefore, no letters are ever mailed out, but backflow testing is required for all new ground-up residential construction
DOCUMENT INTAKE	<ul style="list-style-type: none"> Test report(s) received via mail, email or hand delivery Permit Techs immediately date stamp paper test report(s) Paper test report(s) placed in Sanitarian's inbox; Emailed test report(s) forwarded to Sanitarian's email
SANITARIAN REVIEW	<ul style="list-style-type: none"> Sanitarian reviews test report(s), comparing the data on the report to the data in the Access db & categorizes as either: <u>APPROVED</u>: (1) all devices on-site were tested; (2) all tested devices passed inspection; (3) submitting backflow tester is in good standing on both municipal & state accreditation levels [[Access db is updated with most recent inspection date]] <u>INCOMPLETE</u>: (1) Not all devices on-site were tested; (2) Test report(s) are missing information or not filled out completely; notification letters are manually generated & mailed to properties; 10-day deadline <u>REPAIR / RE-TEST</u>: One or more devices failed testing and must be repaired & re-tested; notification letters are manually generated & mailed to properties; 10-day deadline <u>DENIED</u>: Location of backflow device(s) tested is outside of the city's jurisdiction
DOCUMENT RETENTION	<ul style="list-style-type: none"> <u>APPROVED</u>: Sanitarian & Permit Techs manually scan test reports & enter metadata as they find time; COMMERCIAL TESTS: retained for 3 yrs; RESIDENTIAL TESTS: Administratively valuable / permanent retention <u>INCOMPLETE</u>: These test reports remain in paper form on the Sanitarian's desk until all forms are turned in & fully complete <u>REPAIR / RE-TEST</u>: These test reports remain in paper form on the Sanitarian's desk until all failing devices have been repaired & pass re-testing and forms are turned in & fully complete <u>DENIED</u>: All forms are destroyed

