

## BSI Online Testing Company FAQ

Why did OWASA partner with Backflow Solutions, Inc. (BSI) to administer their backflow prevention program?

- BSI is well known for being customer friendly to both water customers and backflow testers

Who will be the primary contact for the backflow test questions?

- BSI will serve as the primary point of contact for backflow inspection information within the OWASA Service area and can be reached at 1-800-414-4990 or [bsionline@backflow.com](mailto:bsionline@backflow.com). The Towns of Carrboro or Chapel Hill should be consulted about permitting issues and can be contacted at <http://www.ci.carrboro.nc.us/748/Building-Permits> or <http://www.townofchapelhill.org/>.

What testing credentials are before testing in the OWASA service area?

- All testers wishing to perform testing within the OWASA service area must provide their up to date contact information, testing certificate(s) and equipment calibrations to BSI online. <https://www.bsionlinetracking.com/default/testing-company-signup>. OWASA can request that a tester be removed for violations of the OWASA testing ordinance.

When and where do I submit the OWASA backflow test report results?

- Tentatively beginning November 1, 2017, all backflow assembly test reports must be submitted electronically via the BSI Online system at [www.bsionlinetracking.com](http://www.bsionlinetracking.com). In order to submit a test report, the tester must have an account with BSI Online.

Are my tester credentials required to be up to date?

- Yes. Please be sure that your online credentials are up to date. Each tester must have a current backflow tester license from a North Carolina Backflow testing school accepted by OWASA. Testers that do not keep their backflow preventer information up to date with BSI Online will lose testing privileges in the OWASA service area until the testing documents have been updated. Testers with credentials that are expired will not have login privileges until the certifications are up to date. Tester can retrieve their status from [www.bsionlinetracking.com](http://www.bsionlinetracking.com).

What documents are required for testing equipment(s) in the OWASA service area?

- Testers must provide current copies of test kit calibration certificates to BSI identifying that all calibration has been performed and the equipment is up to date for testing. These can be uploaded via BSI Online, or faxed/mailed to BSI.

What documents are required for new backflow preventer customers?

- All new and existing customers that have a new backflow preventer(s) installed where none previously existed, such as new construction homes, must be inspected by the OWASA Engineering Inspector, then submit a backflow preventer test report through the BSI Online system at [www.bsionlinetracking.com](http://www.bsionlinetracking.com).

What documents are required for existing customer and backflow preventers?

- Backflow preventer (annual) test submittals shall be submitted through BSI Online. If you replaced your backflow preventer(s) due to damage or change of use, the backflow test will be submitted to BSI Online. Before permanently dismantling and abandoning a backflow device, please contact OWASA at 919-537-4292 to arrange for OWASA site visit.

What is the filing fee for submitting an OWASA backflow test report?

- At this time OWASA has decided to pay the filing fee for backflow assemblies in the OWASA service area. The usual filing fee is \$12.95 per test report. In the future this fee will be paid by the tester submitting the test report.