



**What is backflow?**

Backflow is the reversal in the direction of the normal flow of water in a piping system. This can be caused by backsiphonage or backpressure. A negative or reduced pressure in the supply piping causes backsiphonage much the same way as drinking through a straw. Potential for backpressure backflow exists wherever there is a heating system, elevated tank, or other pressure producing equipment. When the pressure is reduced, the flow in the supply piping is reversed.

**Does water really flow backwards?**

Yes, it does happen. When the public water distribution system is in normal operation, water flows directly from the City's water main to your property. However, in certain situations backflow can occur causing water to flow back into the distribution system. The most likely time for this to happen is during periods of high water usage such as when fighting a fire, flushing a hydrant, water main breaks or repairs in the water distribution system.

**What is a backflow prevention device?**

A backflow prevention device is a plumbing mechanism that provides a physical barrier to prevent the possibility of backflow from occurring and potentially polluting or contaminating the public water supply.

**Why do I have to test my backflow prevention device?**

Backflow prevention devices are required to be tested annually because they have internal seals, springs, and moving parts that are subject to fouling, wear, or fatigue. Therefore, all backflow prevention devices have to be tested annually to ensure they are functioning properly to protect the public water system.

**How often do I have to test my backflow prevention device?**

Backflow prevention devices (of all types) are required by Indiana (see Indiana Administrative Code 327 IAC 8-10) to be tested annually, and are considered past due the following calendar day after the test due date.

**Who can test my backflow prevention device?**

Testing must be performed by a State Certified Backflow Tester. A list of companies that offer this service is available on our website at: [www.cityoffortwayne.org/utilities/backflow-prevention.html](http://www.cityoffortwayne.org/utilities/backflow-prevention.html) or at [www.trackmybackflow.com](http://www.trackmybackflow.com) under the Resources tab.

**Backflow Preventer Device Testing**

Are you in need of backflow device testing? City Utilities maintains a [Backflow Tester Business Listing](#). City Utilities provides this list for the convenience of our customers. Companies and individuals appearing on the list are not endorsed by City Utilities. City Utilities does not warrant or guarantee the work done by the companies or individuals listed.

**Track My Backflow** *Your easy-to-use backflow management software*

Home | Login / Enter Test Results | New Tester Registration | Resources

**Water Customers**

Water customers can find registered testers by clicking on the "Registered Testers" button.

**Registered Testers**

**Does City Utilities earn revenue from this program?**

City Utilities does not earn any revenue by implementing and enforcing this program. Revenue associated with this program is contained within the private sector (Backflow Testers/Plumbing Companies & Aqua Backflow.) We realize and understand that there is an expense and inconvenience involved with complying with the requirements. However, protecting the public water supply is everyone's responsibility and at City Utilities, we take our part very seriously.

**Why has City Utilities decided to hire an outside vendor to help manage the program?**

City Utilities contracted with a firm called Aqua Backflow to help improve the efficiency of our customer communication, notification, and test results submittal process. For several years our staff manually entered the results of tests sent to us into our backflow management software. As our utility grows and we begin to protect more service lines, this task becomes increasingly cumbersome and is better managed by a firm that specializes in this process.



**Where can I find information on the Indiana Administrative Code regarding Cross Connection Control & Backflow Prevention?**

327 IAC 8-10 may be found online at [www.in.gov/legislative/iac/](http://www.in.gov/legislative/iac/).

**How do I contact Aqua Backflow?**

Aqua Backflow – Cross Connection Control Operations  
977 Elizabeth St. – Elgin, IL 60120  
847-742-2296 (Phone)  
847-742-9696 (Fax)  
[info@AquaBackflow.com](mailto:info@AquaBackflow.com) (Email)

**How do I know when my backflow prevention device is due to be tested or who tested it most recently?**

You will receive a reminder notice from Aqua Backflow before your backflow prevention device is due to be tested. The notice will include the test due date and the last company on record who has serviced it. This information can also be found online by visiting [www.trackmybackflow.com](http://www.trackmybackflow.com). Select the Resources tab, and then select the "My Backflow" button. Enter your Site ID and the Site Address Number only. The Site ID is listed on the letter you received from Aqua Backflow. If you do not have a Site ID available to you, contact Aqua Backflow at 847-742-2296.

The screenshot shows the 'Track My Backflow' website. At the top, there are navigation tabs: Home, Login / Enter Test Results, New Tester Registration, Resources, and Forms. Below the tabs, there are two buttons: 'Registered Testers' and 'My Backflow'. A blue arrow points from the 'My Backflow' button to a search form. The search form has two input fields: 'Site Id' with the value '3088281' and 'Site Address Number Only' with the value '123'. There is an 'AND' label between the fields and a 'Search' button. Below the search form, it displays 'Site ID: 3088281'. At the bottom, there is a table with the following data:

Hazard ID	Address	Category	TestDue	Last Testing Company	Company Phone
3417678	123 Main St	Domestic	06-30-2016	zTest Company	

**Can backflow notifications be sent to a mailing address that is different from the billing address?**

The notification can be sent to a mailing address separate from your billing address, if you prefer. Contact Aqua Backflow at 847-742-2296 to have your backflow mailing address updated.

**Where do I submit backflow prevention device test results?**

You must be a State Certified Backflow Tester to submit your test results online at [www.trackmybackflow.com](http://www.trackmybackflow.com). A water utility customer *may not* submit the results on the tester's behalf. Additionally, if you send a copy to City Utilities' or Aqua Backflow's office, this does not guarantee that you won't receive a non-compliance notice.

**I had my backflow prevention device tested. Why am I receiving a notice?**

Contact Aqua Backflow at 847-742-2296 to inquire if your State Certified Backflow Tester submitted the results.

**Can I have an extension on when my backflow prevention device is due to be tested?**

A reasonable extension may be available. Contact Aqua Backflow at 847-742-2296 to discuss extending your test date.



## FWCU Cross Connection Control & Backflow Prevention – Frequently Asked Questions

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### **I have a Lawn Irrigation System that I don't use. Am I still required to test my backflow prevention device annually?**

Yes. According to state law (see Indiana Administrative Code 327 IAC 8-10), you are required to test your backflow prevention device annually even if you are not using your system. You may request a temporary or permanent removal of your backflow prevention device if you no longer wish to use your irrigation system. Contact Aqua Backflow at 847-742-2296 to discuss temporary or permanent removal of your backflow prevention device.

### **I have removed or replaced my backflow prevention device. What do I need to do?**

Contact Aqua Backflow at 847-742-2296 to ensure the records are up-to-date.

### **What happens if I fail to comply? Will my water be shut off if I don't test my backflow prevention device?**

City Utilities may terminate water service for a customer who is found to be in non-compliance. You will receive multiple notices prior to the ultimate disconnection of your water service.

### **I've received a Final Disconnection Notice, Recorded Message, or Red Tag. What do I need to do?**

If you have received a Final Disconnection Notice, Recorded Message, or Red Tag related to backflow prevention compliance, we suggest you schedule testing with a State Certified Backflow Tester immediately to avoid interruption in your water service.

### **My water has been disconnected. What needs to be done to have my service restored?**

Once your service has been disconnected, your State Certified Backflow Tester must call City Utilities Water Maintenance & Service Department at 260-427-2476 to schedule your service to be turned back on to allow your backflow prevention device to be tested.