

Dear Water Customer:

This letter is to familiarize you with the rules and regulations regarding the backflow prevention device(s) found on your property. As you may already know, under State of Texas law, all backflow prevention devices must be tested on an annual basis to ensure they are working properly. This is a vital component of protecting the public water supply from accidental contamination and your cooperation is highly appreciated. Below are some frequently asked questions regarding backflow prevention devices and your responsibilities for your reference.

What is backflow?

Backflow is the reverse flow of water from a customer's water system to the public system. In many cases, this is not a concern. However, the water used in a customer's system can become contaminated and unusable for drinking or other purposes. For example, many fire suppression (sprinkler) systems mix anti-freeze with their water to prevent their pipes from bursting. In a case where water pressure drops, this mixed water could re-enter the public supply and contaminate it. Backflow prevention devices are installed at these locations to help prevent this by stopping the reverse flow of water.

What are my obligations?

Under State law, on annual basis, commercial properties must have their device(s) tested to ensure it works as designed. Residential properties (typically irrigation systems) must have their devices checked once every five (5) years. A certified tester must do this. Once the device is tested and passes, your tester will submit all necessary paperwork to the City. Please provide your tester with your Customer Confirmation Number listed on the due notice so they can submit this paperwork.

What is my testing due date?

Your individual due date has been established as being approximately one year from the date of the last passing test the City has received. This will be the permanent due date for your device(s) going forward. You will be sent a reminder approximately 30 days before your due date by the City's testing certification manager, BSI Online.

What happens if I do not have my device tested?

You will receive a final notice to test and, if that deadline is missed, the matter will be referred to the City. Any devices that are not tested at that point may be subject to water termination or fines until the device is tested.

I have permanently disconnected my device. What should I do?

If you want to disconnect your device, please contact a registered plumber or your registered lawn irrigator to pull a permit and disconnect the device. A staff member will visit your property and verify the disconnection. At that point, you will no longer be responsible for testing the device. However, if the device is reconnected, you must resume testing.

I do not plan on using my device this year. What should I do?

A property owner or the licensed plumbing/Irrigator contractor will need to contact the Building Inspections office for information on devices not being used for the upcoming year at 940-761-7459.

How do I know if I need a device?

Please consult with a licensed plumber for advice on if a device is needed and what type of device.

Where can I get more information?

For more information, see the BSI online handout for general information or contact the Building Inspections department at 940-761-7459.