

## BSI Online Testing Company FAQ

### Who did the Town partner with for their backflow prevention program?

- The Town of Apex has partnered with Backflow Solutions, Inc (BSI) to administer their cross-connection control / backflow tracking program.

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

- BSI will serve as the primary point of contact for backflow inspection information within the Town of Apex and can be contacted at 1-800-414-4990.

### What is required before testing in the Town of Apex?

- All testers wishing to perform testing within the Town of Apex jurisdiction must provide their testing certificate(s) and equipment calibration(s) to the Town for review **before** they register with BSI Online services. Once the Town reviews their documentation, the Town will send notice to BSI Online allowing the tester(s) to register with BSI Online.

### Where do I register my tester information?

- All testers must register online at <https://www.bsionlinetracking.com/default/testing-company-signup>. The Town only registers individual testers to test in the Town's jurisdiction. Their company information can be submitted with their information.

### When and where do I submit the Town of Apex backflow test reports?

- Tentatively beginning May 1, 2015, 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?

- 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 the Town of Apex. Testers that do not keep their backflow preventer information up to date with BSI Online will lose testing privileges in the Town of Apex 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. Testers can retrieve their status from [www.bsionlinetracking.com](http://www.bsionlinetracking.com).

### What documents are required for testing equipment(s) in the Town of Apex?

- Testers must provide current copies of kit calibration certificates to the Town of Apex and 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 / emailed to BSI.

### What documents are required for new backflow preventer customers?

- All new and existing customers that have a new backflow preventer(s) installed will provide a backflow preventer survey to the Public Works and Utilities department. All backflow preventer test report(s) will be submitted through the BSI Online system at [www.bsionlinetracking.com](http://www.bsionlinetracking.com).

**What documents are required for existing customers 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 tests will be submitted to BSI Online.

**When are testers reviewed and accepted by the Town for testing permissions?**

- The Town will review and accept new testers on a requested basis. The Town and BSI will only update the tester list once a month. All testers must have their documentation submitted to the Town and BSI by the 25<sup>th</sup> of each month to be on the next month's list.

**When are backflow prevention surveys required?**

- Backflow preventer surveys will be required for all new installs, certificate of occupancy, change of use, company name change, and ownership change. The surveys can be found in the following departments: Public Works and Utilities, Construction Management, Planning departments, and the Town's website - [www.apexnc.org](http://www.apexnc.org).

**What is the filing fee for submitting a Town of Apex customer test report?**

- The filing fee for backflow assemblies in Apex is \$12.95 per test report and will be paid by the tester submitting the test report.