



Jan. 21, 2025

Dear Valued SAWS Customer,

Effective Dec. 1, 2024, San Antonio Water System requires all Backflow Assembly Test and Maintenance (T&M) reports to be submitted online at bsionline.com. SAWS has contracted with Backflow Solutions Inc., or BSI, to help manage San Antonio's backflow prevention program.

Additionally, beginning March 30, 2025, the San Antonio Development Services Department will require a copy of the Backflow Assembly T&M report(s) that have been submitted through the BSI Online system when requesting a Certificate of Occupancy.

What action do I need to take regarding this change?

The applicant will need to show proof that the T&M report was submitted to SAWS through BSI Online in the form of the receipt from BSI and the corresponding T&M report. Nothing else is changing in the application for the Certificate of Occupancy process.

The contractor should schedule the backflow assembly test with the licensed and approved backflow assembly tester. It is recommended that the T&M report be submitted seven (7) days prior to applying for the Certificate of Occupancy, to allow time for processing by BSI.

All information regarding the SAWS Backflow Program, including links to BSI reporting forms and resources, will continue to be available at saws.org/backflow.

Questions or concerns?

- You can learn more about BSI at bsionlinetracking.com/customer/faq.
- **Water Customers:** Contact BSI Online at **888-966-6050** or support@backflow.com. (Water customers can also sign up at bsionlinetracking.com/customer to access test reports, property information and notifications.)
- **Testing companies:** contact BSI Online at **800-414-4990** or bsionline@backflow.com.

Testing of these plumbing devices is required by City of San Antonio ordinance and state regulations. Per Texas Commission on Environmental Quality regulations, section 290.44 (h) (4), all backflow prevention assemblies are required to be tested upon installation by a recognized backflow prevention assembly tester and certified to be operating within specifications. **This testing ensures the public water supply, as well as your home or business, is protected from harmful contamination.**

Additionally, all backflow prevention assemblies must also be tested and certified to be operating within specifications at least annually by a recognized backflow assembly tester.

Thank you for your help in making this change.

Sincerely,

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