Backflow Solutions, Inc.

BSI Online Program Summary

For over 15 years, BSI has been the country's leader in backflow management. To better assist municipalities, BSI has developed a revolutionary way to administer the mandated backflow tracking portions of a cross-connection control program. This program, called BSI Online, is a completely tester driven and environmentally friendly system. Better yet, BSI Online is NOT software that municipal staff must constantly update and maintain - i.e. NO time consuming data entry and NO expensive start up and support fees.

BSI Online eliminates the time needed to administer a tracking program, while allowing you to maintain complete control of your backflow program.

Here's how it works:

DATABASE SETUP

All existing backflow assemblies within your municipality will be added to the BSI Online database by BSI staff. This information is garnered from your existing database and past test reports, as well as any additional backflow data discovered during inspections and surveys.

TESTER MEETING

BSI will perform in initial tester meeting with all companies doing backflow testing in your community. This meeting is designed to train the tester as to how to submit test reports via the BSI Online system, answer any questions they may have and also to serve as a way to get to know all the local testing companies.

NOTIFICATIONS

BSI will send written notifications via U.S. Mail (postage paid, letters sent with your municipal logo) to water customers informing them of their backflow testing requirements. BSI Online sends multiple notices, which are all 100% customizable. To assist your water customers and increase compliance, BSI Online also includes the company name and contact information for the last tester of record on each notification. BSI will handle all returned mail, ensuring that each customer is properly notified. Lastly, we keep a detailed log of all notices sent, should the municipality ever need copies.

DATA ENTRY

All test reports for existing or replacement backflow assemblies are entered by the backflow tester via the BSI Online program. BSI Online requires all information to be filled in, eliminating incomplete test reports and automatically verifies whether the test is passing or failing per State standards. The system is easy to use and provides many benefits to the testing companies as well, such as email reminders and past history reports for their company.

TEST REPORT SUBMITTAL

The tester will pay a $12.95 filing fee when submitting each backflow test report. As each report is successfully submitted, PDF copies of the report are automatically sent via email to both the municipality and the tester. The tester also receives a receipt via email detailing all test reports submitted.

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SECURITY

BSI Online takes the security of your system very seriously. All customers are protected by an individual confirmation number that keeps their information private. Your data is backed up multiple times a day on separate, off site servers (which utilize the most up to date firewalls and system protections).

REPORTING

The municipality will have complete access into the system. Your data will always be accessible to you, and you will be able to view the backflow information for your customers, as well as track the companies working in your town. We have developed a comprehensive dashboard which will immediately allow you to view non-compliant customers, as well as a customizable reporting system which is constructed to fit your specific needs.

CONSULTING

BSI will provide consulting services to the municipality on all backflow related issues for the duration of the agreement. BSI will also provide representation/ consulting during any inspections or inquiries from your local governing agency. BSI is comprised of industry experts willing to assist you in any way possible.

CUSTOMER SERVICE

BSI will handle all customer service issues and questions from water customers and testers via our 24 hour, 800 customer service number. This includes assistance with BSI Online, statutory and code questions, technical plumbing and fire protection questions, as well as general customer inquiries. Your customers will speak to a live, human being who can answer their questions, and will never be directed to automated menus.

Total Cost for Tracking/Management for the BSI Online Program: $495.00 per year

(includes both non-residential and residential connections, no limit as to the number of connections or backflow assemblies)

Summary:

The goal of BSI Online is to provide you with a comprehensive and budget friendly way to administer your backflow program. BSI Online provides extensive reporting features, GIS integration and allows you to maintain complete control of your program while taking advantage of BSI Online's capabilities and expertise.

Please contact us with any questions. We thank you for considering us and look forward to becoming a member of your community.

Sincerely,

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