



## Certified Backflow Test Company/Tester Letter of Agreement

In order to be recognized as a tester for the City of Chandler, each tester working for the applying company, along with a company representative, must agree to the following by signing page 3 of 3.

1. Notify the City of Chandler, Water Quality Division, in writing of any changes, additions, or deletions to employment, gauges, tester and gauge certifications, and licenses held by the company or testers which are listed on page 1 as soon as they occur. **Backflow tester certification and/or gauge calibration changes must be received within one month of change. City of Chandler, Water Quality Division, must have current backflow tester certification and gauge calibration certification prior to receiving any test reports.** Should the City receive test reports prior to having updated certification information for the tester or gauge, the report(s) will be returned pending submittal of appropriate information.
2. To ensure correspondence regarding the Cross-Connection Control and Backflow Program are received and documented properly, they must be either mailed, faxed or sent via email to the following:

City of Chandler / Water Quality Division  
PO Box 4008, MS 803  
Chandler, AZ 85244-4008  
(480) 782-3660 phone  
(480) 782-3630 fax  
or e-mail [chandlerbackflowreports@chandleraz.gov](mailto:chandlerbackflowreports@chandleraz.gov)

3. All test reports submitted must include the following: Assembly make, model, size, serial number, address, location, type of service (domestic, irrigation, etc.), designation (containment/isolation), whether it is a new install or not, meter number, tester's name and signature, backflow tester's certification number, date of test, test kit serial number, test results, and it must denote passing or failing. In addition, all test reports will have contact information for the company submitting the test report. **Should any of this information be missing, the test report will be returned to the test company/owner for completion. If the completed test report is not returned prior to the compliance date, the backflow assembly will be out of compliance. As a result, the water to the assembly will be terminated until a completed and passing test report is received by the City of Chandler, Water Quality Division.**
4. All test reports are to be submitted by e-mail, fax, or mail to the City of Chandler (see information in #2 above) prior to the compliance date, and must be sent within ten (10) business days of any activity performed on an assembly. Customers are given a 60-day notice prior to the compliance date with several reminders in between, which include a 30, 15, and 5-day notice. **Testing should be performed no earlier than sixty (60) days prior to, but well before the compliance date, as no extensions will be given for any reason including repairs, etc. Water will be shut off one (1) business day following the compliance due date!**
5. Testers who are on the "City of Chandler Backflow Assembly Tester List" through a particular company, do not automatically stay on the list if they leave that company. Testers must re-submit their information under the company they move to, or submit their company information if they are testing for themselves. Testers working for multiple companies must have their information submitted by each company they work for. It is the responsibility of the company to submit an updated application signature page any time a new tester is hired, in addition to the new tester certification number and any test kit serial number information.
6. The City of Chandler has a reclaimed water system, and are identified by the color purple. A backflow prevention assembly is identifiable on the reclaimed water system by either being painted purple, being fed by a water meter that is painted purple, or by a meter with a purple register. Reclaimed water is effluent water, which is wastewater that has been treated to achieve a quality suitable for its intended use as prescribed by Federal and State regulations. In the City of Chandler, the intended use is generally for irrigation, ponds, and water features. Even though the water has been treated to a quality acceptable for these uses, it is not acceptable for consumption and in no way shall be connected with potable/domestic water. Therefore, you are **not allowed** to test any backflow assemblies within the City of Chandler if they are on the Reclaimed System. Doing so will contaminate your gauge and the City will not accept any future backflow test reports using the gauge until it undergoes disinfection by chlorination in the presence of City of Chandler Staff (see gauge disinfection policy). The gauge must be re-calibrated and the calibration certification must be submitted to the City of Chandler, Water Quality Division.
7. **Should a backflow assembly on the Reclaimed system need testing, you will need to contact the Water Distribution Superintendent at 480-782-3706.** All testing on the reclaimed system is performed under Water Distribution's direction in order to prevent any gauge contaminations. Also, if you are asked to repair a backflow assembly, any tools used to work on the reclaimed system must only be used on the reclaimed system, and must be identified as such by painting them purple. No tester shall use reclaimed equipment on the potable water system or vice versa.

