BOZEMAN MT
Water / Sewer Operations

City of Bozeman Tokay Backflow Web Test Entry Procedures

(https://bozeman.tokaytest.com/)

1. **The web Portal is only for retests/annual test entry.**
    a. We do not accept the following tests in the web Portal:
        i. Failed tests.
        ii. Tests for assemblies outside City limits and/or not connected to City water.
            1. This includes tests for assemblies on Montana State University property.
        iii. Tests for new construction/water connections/services.
            1. For new construction, the test should be emailed to us, and we will enter it.
        iv. Tests for assemblies that are down-stream of the water connection ('isolation' backflow preventers).
            1. We only accept tests for assemblies that are at the water connection where it enters the building from the city water main ('containment' backflow preventers) on fire and domestic/irrigation services.
2. Your account:
    a. We must set up your login credentials and create your account for you. Your credentials are auto-generated. If you would like to change your login ID or password at any time, just let us know.
    b. Tests must be submitted to us through the web test entry portal within 30 days of the date of the test.
    c. There is a fee of $1 per test to submit a test through the portal. You must use a credit card and create a prepaid balance in the web-test entry portal, and then $1 is deducted from that balance each time a test is submitted.
3. **The web Portal is specific when asking for info in order to pull up and enter a test, so getting the proper & exact info is key.** Tests should be entered into the Portal by the technician while he/she is still on site, if possible. Some backflow testing businesses may prefer to have someone at a home office do the test entry, but info is more accurate when the person who is with the plumbing at the physical address is able to enter the records.
    a. **The most successful method** that has great benefits, and may be easier or useful, **is having your technician put the meter serial number on the tests**, and then using that number to look up accounts in the web Portal.
        i. When testing a domestic backflow, the meter is almost always attached to the upstream side of it, and when testing a fire service backflow, the domestic service/meter is usually nearby.
            1. The meter serial number is 8-digits and stamped on the brass of the meter; on the flange for larger meters, and near the plastic register/computer that sits atop the meter for the smaller meters.
            2. On some of our newer meters the serial number is not stamped on the brass, but you will find two serial numbers printed on the top of register/computer. The serial number is the 8-digit number on the lid, and when you lift the lid to expose the display screen, it is also printed above the display.
            3. ***PLEASE SEE PHOTOS BELOW, AT THE BOTTOM OF THIS DOCUMENT FOR EXAMPLES OF WATER METER SERIAL NUMBERS CIRCLED IN RED.***
    b. **One of the best solutions for looking up tests in the web Portal is to use the Testing Notice letter.** There is useful info at the bottom of the annual letter that we send to Bozeman water customers reminding them to have their backflow tested.
        i. When a customer calls you to schedule the test, try and get a copy of the 'Notice Requesting Annual Testing Of Backflow Preventer' letter that they have received from the City of Bozeman.

c. **The above methods have many benefits, including:**
    1. Ruling out your customers who are not in Bozeman City limits.
    2. Ruling out tests that are for isolation assemblies that we do not track, such as a boiler backflow.
    3. Bypassing address errors.
    4. Bypassing backflow serial number errors.

d. **<u>If you look up a backflow assembly using the address or backflow assembly serial number:</u>**
    i. When using the assembly serial number or address to enter your test, you will need BOTH the address AND the serial number.
    ii. Confirm that you have the correct physical address for the location of the assembly you are testing. Enter the building number part of the address. For example, for 814 N Bozeman Ave, enter '814.'
    iii. Often, when you are testing a backflow assembly in the downtown area, a building will have multiple addresses that share one water service.
        1. Use the address that the water bill is sent to, if that does not work, try searching using one of the other addresses in the building.
    iv. When entering the backflow serial #, you can encounter multiple issues:
        1. The most common issue is that some technicians will omit the first digit if it is a zero when submitting a test, which leads us to not having the leading zero recorded in our database. It that case, try re-entering the test by omitting the leading zero and then adding the zero back into the serial number during the next step in the Portal, if needed, where you can make changes to our database.
        2. The opposite of the above issue is also sometimes the case, where a technician will add in a zero, but the next technician who comes along will omit it. In this circumstance, add a zero to the serial number to get the test to come up, then make the change, if needed, to correct the serial number issue in the next step of the Portal.
        3. Another common error is made when the serial number is divided into two parts by either a space or a dash, i.e., 123-4567, versus 123 4567. Try exchanging one for the other when searching on the Portal.

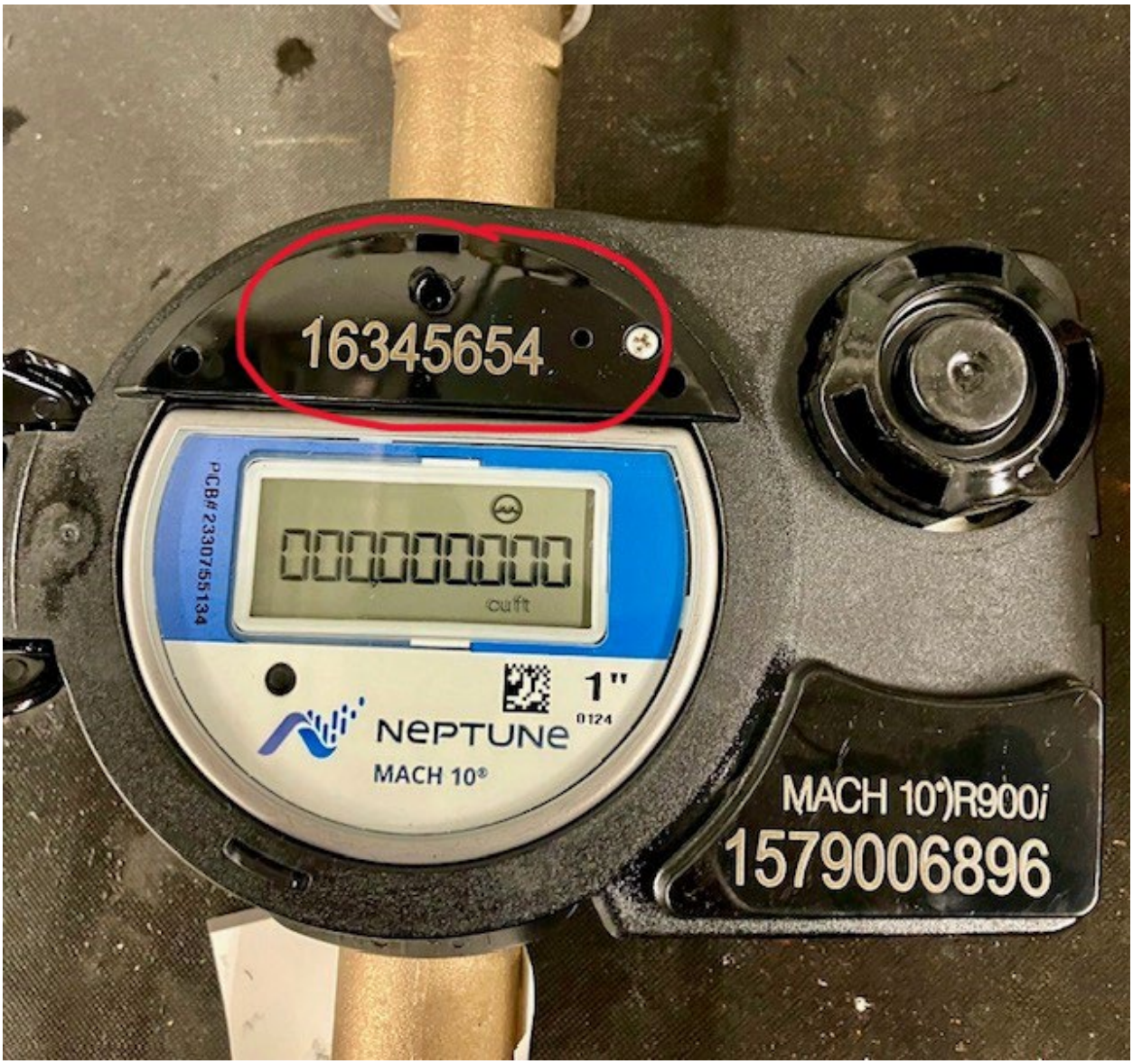
e. **<u>If you have tried all of the above steps to enter a test, then it may be possible that you are testing an assembly that we do not have in our system because it has not been tested or submitted to us. In this case you will need to email the test to us so that we can get it entered into our system.</u>**

It is our hope that knowing these steps will make test entry more straight forward in the future. Please reach out with any questions. <u>The backflow technicians and their companies are our lifeline to keeping the info accurate and up to date.</u> If our database is current, then we can send reminder letters to the right place, therefore generating regular backflow testing and going a long way to help ensure we are providing safe, high-quality water for our customers.

Tim Tusken, CCCS, BPAT, WDC-1A, Water Operator Class II
Cross-Connection Control Specialist/Backflow & FOG Prevention
City of Bozeman Utility Operations

1. 1.5” and larger Mach 10 ultrasonic meter serial number on brass flange

All sizes of Mach 10 ultrasonic meter MIU housing lid with meter serial number



All sizes of Mach 10 ultrasonic meter MIU housing with meter serial number above display

Positive displacement meters, sizes 1" *& 5/8"(3/4"), with meter serial number on brass body.