

This NEW website is a fast, easy and secure method of submitting required reports under **Markham's Backflow Prevention Program**. Since most forms auto-populate from City records, it's more convenient than ever! The website is available 24/7 and has data verification functions that will catch some input errors during the submission process.

Its functionality allows:

- **Qualified Persons** to electronically submit all types of **Backflow Prevention Reports** to the City.
- **Property Owners** to access the City's records about their facilities and check their **Backflow Prevention Bylaw Compliance** status. Use the **Facility Owners** function to view and print the latest **Survey, Test and Device Upgrade Reports** that your **Qualified Persons** have submitted. Due dates for next survey and test reports are also conveniently displayed on the site!

Every time your **Qualified Person** makes a submission through the website on your behalf, the City will send you and your **Qualified Person** an **acceptance** or **submission denied** email after it has been reviewed and processed.



Access this NEW service by visiting [www.markham.ca](http://www.markham.ca) and following the path: Online Services > Utilities > Backflow Prevention Program

## No charge for using the Backflow Prevention Program website to submit reports

The City of Markham asks that all **Qualified Persons** use the website to submit their reports.

Online submissions are processed by the City, free-of-charge.

Starting August 1, 2015, all submissions made via email, in-person, by fax, or by mail will be subject to administrative fees.

These fees will be included in the City of Markham's Fee Bylaw.

## Need more information about the Backflow Prevention Program Online Services?

Contact us at [backflow@markham.ca](mailto:backflow@markham.ca) or 905-475-4862, or visit us at [www.markham.ca](http://www.markham.ca) (search for "backflow").



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# BACKFLOW PREVENTION PROGRAM ONLINE SERVICES

## Facility Owners User Guide





## Website Login

Each facility owner in the program is issued a **Facility ID** and **Password** by the City via mail.

Facility ID:

Password:

Use this login information to access the website. If you cannot locate the City's letter indicating your login account, please contact the City by email or phone immediately. You

can change your **Password** anytime when you are logged into the website.

## Facility Owner's Information

After logging in, you will see your **Facility Owner's** information recorded in the City's database.

Any required changes or corrections should be provided in the **Comments** section. Once the City reviews and accepts your comments, they will be updated in the City's database.

Backflow Prevention Program Online Services - FACILITY OWNERS  
**Facility Owner's Information**

**1. Facility Information**

Facility ID:  13838      Facility Name:

Facility Address:  1 Town Centre Blvd

Facility Address 2:

**2. Primary Contact/ Facility Owner**

Name:

## Backflow Devices & Testing

The website lists all testable backflow preventers in your facility and their latest testing information recorded in the City's database.

Please note the dates in the column under **Next Test Due**. The most recent **Test Report** for each device submitted by your **Qualified Person** can be printed or viewed as a PDF.

#	Make, Model, Size, and Type	Serial No.	Device Location	Last Test Date	Tester's Name	Tester's Company	Next Test Due	Most Recent Test Report
1	Watts, 007, 2", DCVA	9999	Boiler Room	Nov 21, 2014	John Doe	ABC Company	Nov 21, 2015	79902115724.pdf
2	Watts, 007/M1, 1", DCVA	54321	Meter Room	Nov 20, 2014	John Doe	ABC Company	Nov 20, 2015	79902798837.pdf
3	Watts, 007/M1, 3/4", DCVA	12345	testing area	Nov 19, 2014	John Doe	ABC Company	Nov 19, 2015	79399138575.pdf
4	Apollo/Conbraco, PVB, 1 1/2", PVB	444444	South Park	Oct 31, 2013	John Doe	ABC Company	Oct 31, 2014	79396058797.pdf
5	ARI, RP 500, 1 3/4", PVB	No.	Locatein	Nov 10, 2014	John Doe	ABC Company	Apr 10, 2016	
6	Wilkins/Zurn, 375RP, 2", RP	222222	East Boiler Room	Nov 21, 2014	John Doe	ABC Company	Nov 21, 2015	79502188329.pdf
7	Apollo/Conbraco, SV9, 1/4", SVB	333333	West Park				Mar 01, 2013	

The **Backflow Devices & Testing** webpage can be printed for your reference.

## Survey Reports & Device Upgrade Reports

The website will list the latest **Survey and Device Upgrade Implementation Reports** received by the City. The **Survey Report** and **Device Upgrade Implementation Report(s)** submitted by your **Qualified Person** can be printed or viewed as a PDF.

#	Date of Survey Report	Survey Report (.pdf)	Surveyor's Name	Surveyor's Company	Next Survey Due Date	Are the device upgrades on this Survey completed?	Device Upgrade Implementation Reports (.pdf)
1	Nov 01, 2014	79152008362.pdf	John Doe	ABC Company	Nov 01, 2019	Yes - Not implemented	3, 4

The **Survey Reports & Device Upgrade Reports** webpage can be printed for your reference.

## Compliance Status & Notices

The **Backflow Prevention Compliance Status** of your facility is displayed in this section.

It is mandatory to address all overdue items listed under **Notices** to achieve **Full Compliance** with the bylaw.

Backflow Prevention Program Online Services - FACILITY OWNERS  
**Compliance Status & Notices**

Facility ID:  13838

Facility Address:  1 Town Centre Blvd

Facility Address 2:

Compliance with submission of Survey and Test Reports?  Type of Partial Compliance:  Incomplete Testing

Partial Compliance:

If a Survey Report for your facility is submitted, does the Survey require any Device Upgrade?  
Yes - Not Implemented

**NOTICES!**

The **Compliance Status & Notices** webpage can be printed for your reference.

## Change Password

To change your password, verify that your **Current Password** is correct. Your **New Password** and your **Confirm New Password** must match. It will take 2-3 days to update your password in the City's database.

Facility ID:  13838

Facility Address:  1 Town Centre Blvd

Facility Address 2:

Please type in your current password.

Current Password:

Please type in your new password.

New Password:

Confirm New Password: