



Press

Release



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For Immediate Release

February 2, 2023

City Contracts with Backflow Solutions Inc.

Wichita Falls, Texas- Beginning February 1, 2023, Wichita Falls water customers with irrigation systems as well as commercial customers with additional backflow preventers began receiving letters from Backflow Solutions Inc. (BSI). The letters will indicate the water customer is up for testing or replacement of their backflow preventer.

Backflow Solutions Inc. is a 3rd party vendor the city has contracted with to help manage and keep records that are required by the Texas Commission on Environmental Quality in relation to backflow preventers.

Residential customers are required to have their backflow preventers inspected once every 5 years. Commercial customers are required to have their backflow preventers inspected every year.

A backflow preventer stops possibly contaminated water from flowing back into the city's water supply. Any backflow water into a line with treated clean water could cause a health hazard.

The BSI letter will list the contractor who last serviced the backflow preventer at the water customer's address. Customers can choose that contractor or hire another licensed contractor to perform the inspection and test.

The testing fee through BSI is \$30 for each backflow preventer and is paid to BSI through the licensed contractor.

BSI Online will serve as the primary point of contact for the program and can be contacted below:

Testing Company Support

Phone: 800-414-4990

Fax: 888-414-4990

Email: bsionline@backflow.com

Website: <https://bsionline.com>

Water Customer Support:

Phone: 888-966-6050

email: support@backflow.com

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