



Current Riverside Public Utilities Backflow Testing & Reporting Policy

In an attempt to assist you in better facilitating our customers, we will no longer be requiring original paperwork. As a result, reports will no longer be printed on colored paper.

Additionally, RPU prefers to receive reports via E-mail at backflow@riversideca.gov. While we will still continue to accept faxed reports, we discourage them, as they tend to be illegible and incomplete.

Incomplete and illegible copies will be discarded, and neither you nor your client will be notified if your report is discarded for this reason. Please note, that it is your responsibility to submit a legible, complete report.

Generic reports will still only be accepted in the case of a service call out or the installation of a new device, where no record of pending work has been generated. In this case, all customer information including service address, meter number, and serial number of device being replaced must be complete on the generic report.

Our meter's have two number's; a serial number and a meter number. The serial number is usually the longer number on the lid. The meter number is the shorter number usually stamped under the brass lid models or, hot stamped on top of the plastic lid models; please record the meter number or both on the paperwork. This information is the most critical when submitting blank report.

If it is determined that a device will need to be replaced after annual test failure, please include the new information on original test report. If a device fails its annual test, repairs must be made within 15 days of failure. If customer is not authorizing repairs then report must be returned to customer until he/she has repairs made. This also applies when a device has been removed. ***Do not forward original reports of failure to this office until repairs are made.***

Keep in mind that these forms are legal binding documents that are retained by Riverside Public Utilities and all information must be complete, legible, and signed by tester.

Regards,
Riverside Public Utilities Backflow Program Staff