



May 1st, 2017

To: Backflow Assembly Testers (BPAT's), Plumbers, Fireline Contractors, Customer Service Inspectors and Irrigators:

This letter serves to inform you of the new procedures and requirements for delivering Backflow Assembly Test Reports to and Customer Service Inspections to the City of Tyler. The City has partnered with SC Tracking Solutions LLC, a web-based software tool used to track, catalog, and confirm validity of testers and their inspections.

Announcements:

- May 24th, 2017                    The City will be hosting a training session on the SC Tracking Tool for all BPAT's that would like to attend. Location for the training will be 511 W. Locust Tyler, Texas 75702 at 11AM.
- June 1st, 2017                    All existing and new backflow prevention assembly test reports are required to be submitted through the SCTS tool at [www.sctrackingsolutions.com](http://www.sctrackingsolutions.com) by the BPAT. Paper reports will no longer be accepted as of 12am.
- June 23rd, 2017                    First notices go out to commercial properties, whose backflow prevention assembly tests are due and/or past due.

1. To register for the first time, go to [www.sctrackingsolutions.com](http://www.sctrackingsolutions.com) and create a login. All Backflow Prevention Assembly Test Reports and Customer Service Inspection Reports will be delivered at this website.
2. Upload, fax, or email current company documentation, professional license(s), TCEQ BPAT/CSI license, liability insurance, gauge accuracy report, fire (if app.) and driver's license. Please ensure they are all current. Please allow us 24 hours to cross-check information with state databases and issue you a password.
3. Once you have a password issued you can upload Backflow Prevention Assembly and CSI Reports using the Customer Catalog # (Customer Catalog # is issued to every commercial or residential property owner, who receives the notice of compliance). Any missing test reports that are due and/or past due will be forwarded to the Water Utilities Department of the City of Tyler for enforcement action.

**SC Tracking Solutions Customer Service Phone #: 1-866-232-0174**

**SC Tracking Solutions Fax #: 972-217-8387**

**SC Tracking Solutions Email: [cs@sctrackingsolutions.com](mailto:cs@sctrackingsolutions.com)**

Required fees upon the completion of an inspection are as follows, please bid accordingly:

Report Submission BPAT/CSI:	\$11.95 total per report, plus state sales tax
Annual City registration:	\$0
Insurance required:	Not Required
Confined space:	Not Required

Sincerely,

*Pam Lee*

Senior Utilities Specialist  
Tyler Water Utilities