

### Multi-Family and Commercial Water Customers

The water distribution system is designed to allow water to travel in one direction, from the water treatment plant to the customer. When a sudden loss of pressure occurs in the distribution system, water can flow in the opposite direction from the normal flow. i.e. backward. This unwanted process is known as backflow. When this occurs, potentially harmful contaminants can mix with drinking water and threaten the safety of the City water supply. For example, irrigation systems have the possibility of contamination from lawn chemicals, pet waste or other pollutants. Backflow prevention devices are valves that prevent water from flowing backward into the City's water system. They require annual testing to certify they are functioning properly to protect the distribution system.

To further ensure the distribution system is protected against backflow the City has partnered with Backflow Solutions, Inc. or BSI Online, the nation's leading backflow data management firm. BSI provides an efficient and cost effective means of managing the city's inventory of backflow prevention devices. All Backflow prevention assemblies at multifamily, commercial, industrial or institutional buildings require annual testing by a certified backflow prevention assembly tester. The city's deadline is September 30th of each year for customers to submit their annual testing. Starting on June 15, 2023, on behalf of the City of Louisville, BSI began sending backflow device testing notifications to all commercial and multi-family water customers as well as past-due and failed-test notifications. Once tested the tester or testing company representative submits each test report and pays the filing fee in the BSI database. Customers can also send reports directly to BSI Online at: [bsionline@backflow.com](mailto:bsionline@backflow.com).

Learn more about the [Colorado Drinking Water Regulations for backflow prevention and cross-connection control](#) here.

Learn more about the [City's Cross-Connection Control Program](#) here.