



## Notice to Backflow Testers Online Test Submittal Information

This notice is to inform backflow testers that beginning July 1, 2021, all backflow testers must submit all annual backflow tests through the City's online Tokay program at <https://morganhill.tokaytest.com>. A User ID and Password, supplied by our office, is required to access the web site. To obtain a backflow tester User ID and password, you must contact a Utilities Division backflow teammate at [Backflow@morganhill.ca.gov](mailto:Backflow@morganhill.ca.gov) with a valid email address. Your Tokay program login information will then be emailed to you at the email address you provided. This email will also be used to contact you if there is ever a problem with a test you have submitted.

NO TEST WILL BE ACCEPTED IF PERFORMED WHILE A TESTER HAS AN UNAPPROVED STATUS.

### **Common causes of losing City of Morgan Hill Backflow Tester approved status**

- Expiration of certification credentials
- Frequently submitting incomplete or incorrect tests
- Falsifying or misrepresenting work

The City is not required to notify testers regarding lapsed or about to lapse credentials. As a courtesy, the City will attempt to notify testers by email when a credential has expired and approval status has lapsed, but testers are responsible for ensuring that credentials kept up to date and for providing current documentation to our office. If a testers credentials lapse, based on the expiration dates on the records provided to our office, they will be removed from approval status and the testers log in credentials will be suspended. Expect 1 to 3 business days following correction of the issue before a tester's login credentials are reinstated.

If the reason for removal from approved status was failure to provide up to date documentation of a credential held by a tester at the time of the test, retesting will not be required as long as the tester can provide documentation showing possession of valid credentials when the device was tested. However, a test will not be accepted if it was performed while a tester did not possess a required credential at the time of the test. In that case, the device would need to be retested.