



The Compliance Engine (TCE) Helpful FAQs for Backflows



1. Why is Rochester Public Utilities contracting with BRYCER to enhance their backflow compliance program?

- To ensure we deliver on our mission of providing a safe community. The Compliance Engine is the vehicle that will track all the backflow devices in Rochester and when they are due for their testing. The Compliance Engine will also ensure the maintenance on devices that fail their test is accomplished. TCE is the most cost-effective way for the city to enforce our adopted codes and policies with the goal of keeping our community, residents, and visitors safe.

2. Why was BRYCER chosen as the vendor for Rochester Public Utilities?

- The alignment of BRYCER's mission and services is the best fit for Rochester's backflow compliance needs. TCE's ease of use for both testing companies and our utilities department is key in our selection process. TCE's experience, references (both AHJ and Testing Companies) and results in large cities utilizing TCE stands alone in the market. The price point for services offered was most economical for both Rochester and the Testing Companies.

3. Who owns the data?

- The City of Rochester and the testing company own the data. BRYCER's "terms of use" agreement is a great place to look for the protection of data language. Additionally, BRYCER and the city of Rochester have a contract which addresses the ownership of data.

4. As a testing company, will I be able to see my competitor's reports?

- No. You will only see the test reports your company submits, you will not see any other reports or whether the premise has other backflow devices

5. As a property owner, will I be able to see my properties reports?

- Yes. The Rochester Public Utilities has the ability to grant premise owners access to a view only format of their property, backflow devices, status of backflow devices, test reports, last test dates, etc.

6. Does BRYCER have ownership in companies that test backflow devices?

- No. BRYCER has no ownership in a company that competes with the testing companies. We understand this is not true for others that compete in BRYCER's market.

7. Won't this program overwhelm Rochester Public Utilities with information?

- No. Case studies show that 85 percent of the administrative time associated with addressing the reports submitted by testers is alleviated.

8. What is the cost charged to my testing company for uploading a report?

- The fee is \$12 per device type, per property, per annum. Furthermore, testing companies will not be charged again for submitting backflow repair reports to correct the failed device they have established for their customer.

9. Is it the building or testing company's responsibility to upload the reports to The Compliance Engine?

- It is the responsibility of your testing company to provide the backflow device report to Rochester Public Utilities via The Compliance Engine portal.

10. Will we, as a property, be charged for The Compliance Engine?

- No. The Compliance Engine charges the testing company directly at the time of upload.

11. Will the overall cost be locked, or guaranteed? What keeps it from inflating?

- Yes, we have a contract with BRYCER and any fee increase will need to be approved by and between BRYCER & Rochester Public Utilities.

12. How does this impact properties?

- Positively, as 40% of all premises go un-tested and un-maintained each year; they will now be inspected and maintained. TCE levels the playing field for all buildings, owners, testing companies, and reducing the risk from un-maintained and un-tested backflows.

13. How does this impact property owners?

- TCE will proactively inform those responsible for maintaining the backflow devices of their required annual testing and service. They will be notified for renewal testing, if they are overdue, and/or if their backflow device fails the test and the AHJ requires corrections.

14. Has Rochester talked with other cities using The Compliance Engine?

- Yes. Rochester Public Utilities has discussed the use of TCE with several cities and the feedback has been positive. These conversations have been instrumental in assisting us with the selection of TCE and how to best implement TCE into our backflow compliance program.

15. How will the initial database of properties and backflow devices be created in The Compliance Engine?

- BRYCER and Rochester Public Utilities have been compiling the database for several months from our internal records management system. That said, we understand that the database will not be 100% correct. We look forward to building on our partnership with the help of the testing companies to fill in missing properties, backflow devices and contact information. This is key reason for selecting BRYCER to partner with because the database is a critical component to a successful backflow compliance program.

16. What level of customer service can we expect from the BRYCER team?

- BRYCER offers 24/7/365 customer service to both Rochester Public Utilities and all registered testing company users. This includes complementary training for all users of the application. It's called the *BRYCER Advantage Program*.

17. When will notices be sent to properties?

- Renewal notices will be sent by Email and USPS 37 days prior to the device being due for its annual test. Overdue notices will go out 45 days afterward if Rochester Public Utilities does not receive the test report by the renewal date. Deficiency notices will be sent within 24 hours of the testing company uploading the failed test report.

18. Do we need to do anything differently as a property?

- No. Continue to have your backflow devices tested and maintained as required.

19. Can I still utilize the same testing company?

- Properties have the right to choose any backflow testing and maintenance company as long as they are certified to perform the work.

20. What if my backflow device is past due or failed the test?

- Contact your testing company to come out and perform a test or perform repair work. Following the test, please advise your testing company to upload the documentation to Rochester Public Utilities via The Compliance Engine portal.

21. What if my device was tested, but I still receive an Overdue Notice from BRYCER?

- Contact your testing company to advise them that Rochester Public Utilities has yet to receive the documentation for your backflow device via The Compliance Engine portal.