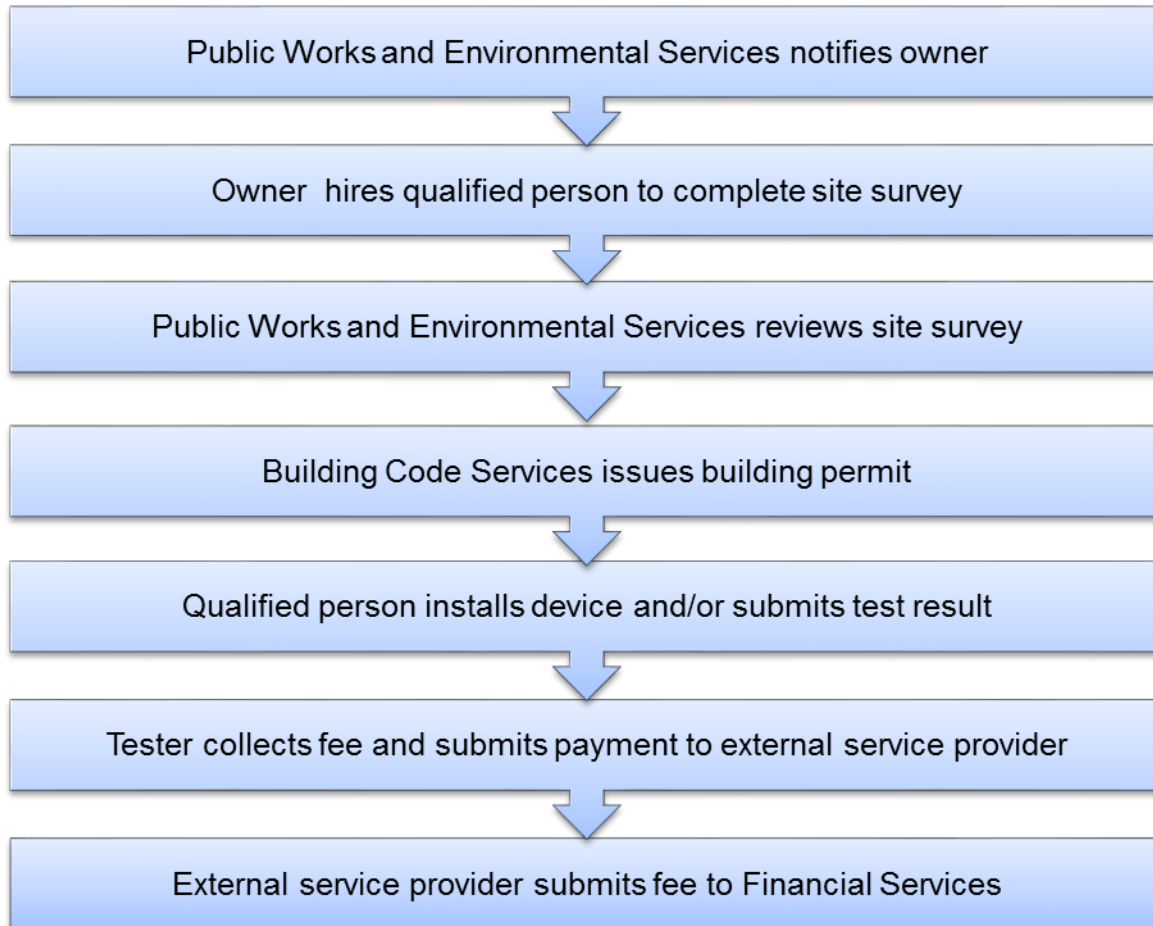


## Document 5 – Backflow Prevention Program Delivery

### Roles and Responsibilities

The process flow diagram below provides an overview of the Backflow Prevention Program roles and responsibilities.



### Technical Solution Requirements

The high level requirements for the technical solution are listed below. These and other requirements will be specified in the external service provider procurement process.

#### ***Backflow device management:***

- Web-based database with launching platform on Ottawa.ca
- Login requirements and access limitations, for example, testers can view their inputs, property owners can view their results

- Access for City staff, owners and testers to submit and/or review site assessments, device installations, annual testing
- Device registration and tracking – i.e. device location, model, property owner

***Tester information and management:***

- List of qualified testers – meet requirements, certification, valid license
- Tester equipment calibration records
- Device installations and testing: installation and testing deadlines, test results
- Ability to track testers for devices

***Payments, billing:***

- Accept payment for device registration, annual testing fee
- Manage payments to testers, service provider
- Partial payments, corrections, late payment fees
- Reconciliation and accounting reports

***Administration:***

- Management of overall program, system access and users
- Financial administration, compliance with payment rules
- Monthly and annual reporting, and tracking for audit purposes

***Information management:***

- Respond to queries from property owners, City staff, testers
- Issue notifications to property owners and testers
- Provide a means to monitor and track compliance with program, information for enforcement purposes
- Meet French language, MFIPPA and AODA requirements