

BACKFLOW SERVICES, INC.

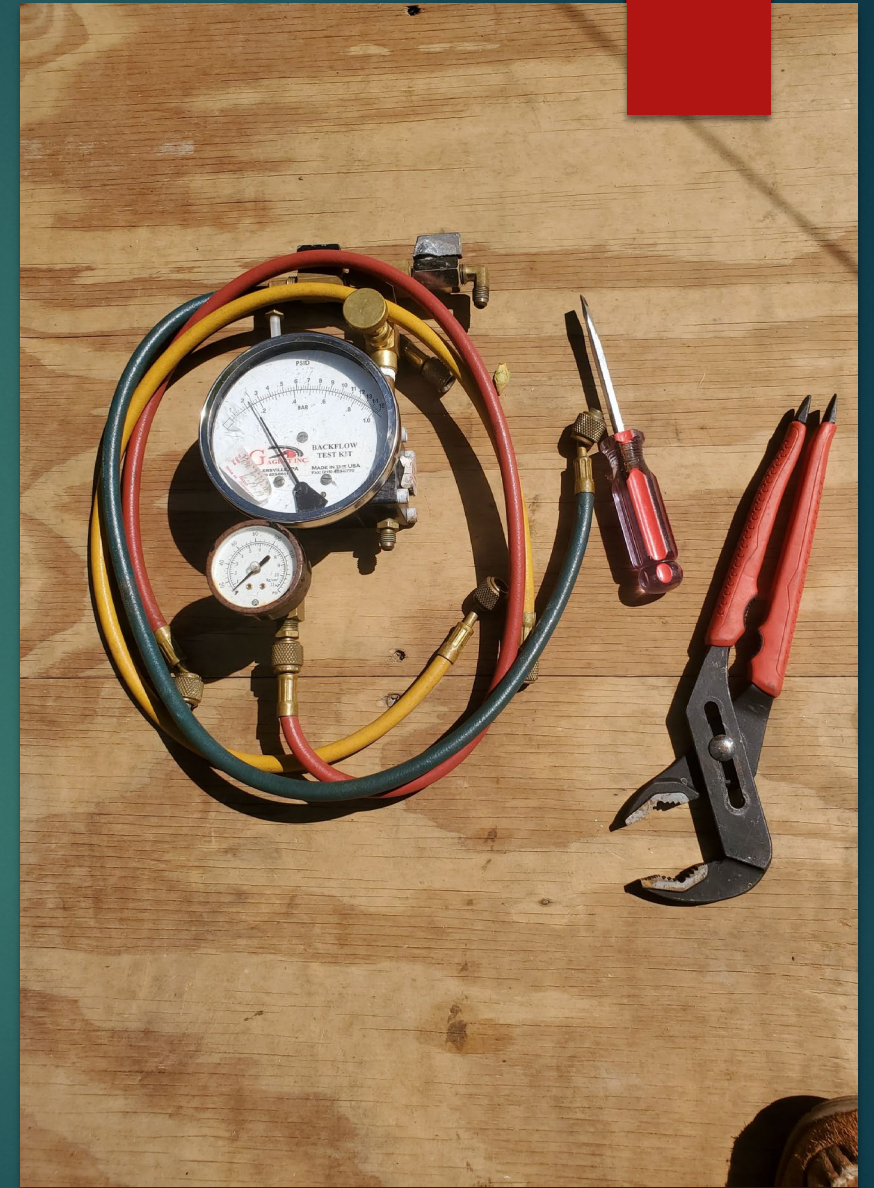


WHAT I WISHED I KNEW 20 YEARS AGO

- ▶ THE CRYSTAL BALL METHOD TO BACKFLOW TESTING
- ▶ BACKFLOW WHISPERER (SELF PROCLAIMED)

Quick History

- ▶ Started out as a non-certified tester (no local or state certification)
- ▶ TK9A 3 valve using manufacturer's procedure
- ▶ Tools included a screwdriver and a pair of channel locks pliers
- ▶ Today we are a full service CCC company that offers everything from Program Management to Training and Testing, repair and maintenance across the Commonwealth of Virginia



Test, Report and Repeat

- ▶ Passed test – complete report and see you next year (Customers are not Loyal)
- ▶ Failed test - diagnostic, can it be repaired? Are you Qualified?
- ▶ Repairs don't always work (Seats)
- ▶ Estimate process, approval and scheduling repair work (After Hours)





Best Management Practices

- ▶ Estimate high
- ▶ Plan for worst case scenario
 - ▶ Complete rebuild vs rubber kit
 - ▶ Some models do not have rubber kits
- ▶ Know when to say when (6" OS&Y Job)
- ▶ Don't be afraid to ask for help
- ▶ Sub the work if you are not able to do it or do it safely. Use it as a Teachable Moment!

Protect yourself and your company

▶ Education

▶ Integrity

▶ Legal Authority ***

