



Announcement: Process Change for Backflow Assemblies Associated with Permits

Effective **September 25, 2026**, a process change has been made for backflow assemblies that are tested as part of a permit.

WHAT IS CHANGING

Backflow testers will no longer be required to provide the backflow test report directly to the City of Dallas Planning and Development Department (PDD) Plumbing Inspector.

Dallas Water Utilities (DWU) will review and approve all applicable test reports through SwiftComply. Once approved, DWU will provide the test report to PDD using the associated permit number.

WHAT TESTERS NEED TO DO

When testing a backflow assembly that is associated with a permit, it is important that you:

1. Enter or locate the backflow assembly in SwiftComply.
 - For existing backflow assembly: Search SwiftComply for the location and backflow assembly serial number.
 - For newly installed backflow assembly: Enter as new device and all required device information.

For more information on SwiftComply, visit: bit.ly/SwiftComplyServiceProviders

2. Confirm that the permit number and location address listed on the test report are correct. This will ensure DWU can accurately associate the report with the appropriate permit and provide it to PDD.
3. Submit the completed backflow test report through SwiftComply.

WHAT HAPPENS AFTER THE TEST REPORT IS SUBMITTED

If the test report is accepted: DWU will provide the approved test report to PDD using the associated permit number. The permit's primary contact(s) will receive an email from PDD's *DallasNow* system confirming that the backflow test passed and the report was submitted.

If the test report is rejected: The backflow tester will receive a notification through SwiftComply identifying the discrepancy or required correction. The permit's primary contact(s) may also receive an email from PDD's *DallasNow* system with information regarding the rejected test report. Testers should make the necessary corrections and resubmit the test report through SwiftComply.

IMPORTANT

Please do not send the test report directly to the PDD Plumbing Inspector. DWU will manage the review and submission of the approved test report to PDD.

This change will streamline the permitting process and ensure that DWU and PDD have the appropriate documentation associated with each permitted backflow assembly.

QUESTIONS

If you have any questions regarding this notice, please contact the DWU Backflow Inspections group at **DWUBackflowInspections@dallas.gov** or call **214-670-0910**.

For additional information about the Cross Connection Control Backflow Prevention Program, visit:
bit.ly/BackflowPreventionProgram.



For questions regarding your permit request, please contact the PDD Permit Service Center at 214-948-4480.

Thank you for your cooperation.

Para hablar con un representante en español referente a este programa, favor de comunicarse al 214-670-0910.