



Backflow prevention testing program

Frequently asked questions (FAQs)

Who is responsible for backflow prevention?

Westernport Water is responsible for the safe delivery of drinking water to the community. Property owners, however, are responsible for ensuring that backflow does not occur on their property.

Backflow Prevention is broken up into three different categories Low, Medium & High Risk, if your property is identified as a Medium or High risk as per the AS/NZS 3500.1:2025 then a testable backflow prevention device is required to be installed immediately downstream of your water meter for containment protection.

Why do I need a backflow prevention device installed at my property?

Your property was identified as Medium or High risk, which requires a backflow prevention device to prevent the reverse flow of potentially contaminated water into the drinking water supply, helping to protect public health and maintain water quality.

Why do I have to get my backflow prevention device tested every year?

The Australian Standard AS/NZS 3500.1:2025 specifies that backflow prevention devices must be tested annually.

Do I have to pay the annual testing fee on the day?

For the 2025-26 financial year, the fee will be added to your next water bill. As of 1 July 2026 the fee will be split over your quarterly water bills.

What are the ongoing costs involved with having a backflow prevention device?

If you are a part of the testing program, the fee for testing is \$168.97, this includes the annual test and administration fee of \$87.15. Program fees are subject to CPI each year.

If you are not part of the program, it will be your responsibility to engage a backflow qualified plumber to test your device and provide Westernport Water with the test report. The administration fee applies.

How long does the test take?

The test should take approximately 40 minutes and your water will be isolated during the test period.



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Do I have to be a part of the backflow prevention device annual testing program?

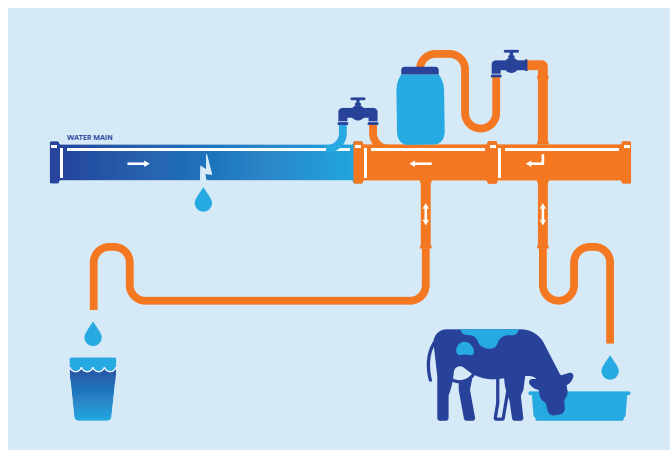
No, this is an opt in service that Westernport Water is providing to assist customers with organising and payment of annual inspections.

What happens if the test fails?

As a part of the test fee, Westernport Water's contractor will service and re-test the backflow prevention device. If parts are required, you will be notified and will have the option to use our contractor to repair the device or use a private plumber of your choice.

Can the expenses for additional parts (if required) be added to my quarterly bills?

Unfortunately, no, this will be paid directly to the plumber who completes the work.



How backflow occurs.

What is backflow?

Backflow occurs when potentially unsafe water flows in reverse into the drinking water supply. This water may contain contaminants that pose a risk to public health.

What is BackflowID?

BackflowID is an interactive asset tag that is currently used by numerous authorities and utilities in managing annual backflow device testing compliance. Plumbers use their smart phone to scan the assigned QR code which then presents them with contextually relevant information for them to complete the annual test. This is all done in real time with GPS locations to ensure plumber compliance.

BackflowID streamlines the process of annual testing and allows authorities to ensure backflow prevention devices are being tested correctly.

For more information visit www.backflowid.com.



Westernport Water employee demonstrating the backflow testing procedure.

Is my information safe?

Yes, your information is safe with BackflowID. Westernport Water's Information Technology Team have assessed BackflowID and are satisfied the necessary cyber security is in place.

How do I know when my backflow prevention device is tested?

Westernport Water's contractor will be in contact with you to advise when they will be attending your property to complete the test.

Can I get a copy of the results?


Yes, Westernport Water can provide you with a copy of the test results on request.

If I engage a private plumber to conduct the test, will the plumber still need to use BackflowID to complete the annual test?

Yes, if you engage a private plumber to conduct the test the plumber will need to use BackflowID to complete the annual test.

FURTHER INFORMATION

 **Contact Project Manager, Claire Fabian**

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