

Backflow Tester Program Frequently Asked Questions for Renewal

Processing time can take 1-2 weeks during renewal (July-October).

Please do not call us prior to this timeframe.

Please verify you have not received an email from us asking for further information/documentation prior to calling us (check your spam folder as well).

When can I renew my backflow tester registration?

Our online renewal window opens on July 1. You will not be able to renew prior to this date. To renew online, please visit our regulatory website at: <https://www.idph.iowa.gov/regulatory-programs/backflow>

What should I do if my 5 hour recertification training course isn't in your database?

Your training provider is responsible for rostering all course attendees and will upload your CEU's in our database. If this has not been uploaded, you will need to contact your training provider to let them know. We do not have access to this information.

Where can I take my 5 hour recertification course?

You must take an IDPH approved 5 hour BPAT training course to renew your backflow tester certification. Click [here](#) for a list of training providers. In order for a 5 hour recertification course to qualify for this renewal period, it must be taken after October 31, 2019.

What if my registration lapsed?

A backflow tester registration can be inactive for 2 years and can still be reinstated. If it has been more than two years, you will need to retake the IDPH approved 32 hour BPAT training course.

Why am I still getting late notice emails when I submitted my renewal? Either of these may apply:

- Our processing time is 1-2 weeks. If your renewal was submitted, it may not be processed yet therefore you would receive the late notice email.
- You have not successfully completed your renewal. If the process is incomplete, it will not notify us of your renewal or application that is pending. Please log back in to our online system and verify the following:
 - All questions were answered.
 - Your 5 hour training course was uploaded.
 - All fees were paid.

<https://dphregprograms.iowa.gov/PublicPortal/Iowa/IDPH/common/index.jsp>

Why haven't I received my registration?

If you have not seen your registration after 1-2 weeks of submitting your renewal/application, please verify you have not received an email from us asking for further information/documentation. If you have not received an email from us, please contact us.

All registrations are emailed to the email address we have on file. Please be sure we have an updated email. Email addresses can be updated in our online system by logging into your account.

I am having trouble processing my online renewal:

We have step-by-step instructions posted on our regulatory site to help you. If you do not already have an A&A account, you will need to create one first.

<https://idph.iowa.gov/regulatory-programs/backflow>

If you do not have access to a computer, paper renewal forms are available, please call (515) 724-4209.