

Missouri American Water Cross Connection Department

THE FOLLOWING INFORMATION IS A REFERENCE FOR
THE MISSOURI AMERICAN WATER CROSS CONNECTION PROGRAM ONLY

MISSOURI AMERICAN WATER CROSS CONNECTION CONTROL CONTACT INFORMATION:

- **Telephone number:** 1 (866) 554-2912
- **e-mail address:** moaw.crossconnection@amwater.com

INFORMATION & GENERAL FAQs:

- Beginning September 1st, 2023, Missouri American Water began using BSI (Backflow Solutions, Inc.) for managing test reports. All reports must be submitted by a certified tester to www.bsionline.com within 30 days of the test to be accepted.
- BSI may be reached at 888-966-6050 or support@backflow.com for any questions.

For customers

- To view previous test reports that have been entered or to find a certified tester visit www.bsionline.com. Once there click on Water Customer and enter the Customer Confirmation Number (CCN) found on your test notice.
- For your convenience your test notice may include contact information for the testing company you last used if it is on record.
- The certified tester you choose will need your Customer Confirmation Number (CCN) found on the test notice letter to submit your report. Testers may also contact BSI to retrieve the information.

For testers

- All testers must have a login with BSI to enter test reports. Contact BSI with questions around setup or to assist with test report entry.
- The Customer Confirmation Number (CCN) is needed to process test reports. This number may be found on the test notice reminder sent to customers or by contacting BSI.