

CITY OF LANCASTER DIVISION OF WATER  
225 NORTH MEMORIAL DRIVE  
LANCASTER, OH 43130



August 15, 2023

Dear Service Provider,

The City of Lancaster Division of Water has instituted a new process for service providers who test backflow prevention devices. Effective **10/01/2023** all fire, domestic, irrigation, or residential backflow test reports are required to be submitted electronically by your respective organization via The Compliance Engine's online system at [www.thecomplianceengine.com](http://www.thecomplianceengine.com).

The City of Lancaster Division of Water is dedicated to delivering 100% compliance with our adopted plumbing code and ensure clean drinking water for our residents and visitors. This web-based service will aggregate, track, and streamline the collection of testing data on our jurisdiction's devices. Property owners will receive timely proactive notifications of their testing requirements, and we will gain the ability to better mitigate the risk in our community by improving safety to our citizens.

All service providers who test backflow prevention devices within the City of Lancaster Division of Water's jurisdiction are required to register and submit all test reports via The Compliance Engine. All reports must be submitted in accordance with the testing schedule and requirements outlined in our adopted code.

Benefits to you:

- Increases market opportunity and demand for your testing and repair services
- Ensures all reports arrive, affording you the ability to track our department's follow up
- Improves customer retention with renewal notifications identifying you as company of record

This proven process requires the service provider to pay a nominal filing fee at the time of submittal. There is no fee to register your company with The Compliance Engine. Once registered, pricing is viewable under the AHJ icon in The Compliance Engine. If you are a licensed testing contractor and are not currently registered with Brycer, please do so at [www.thecomplianceengine.com](http://www.thecomplianceengine.com).

We look forward to partnering with you to better protect and serve our community. We are confident this will benefit us ALL.

Sincerely,

Jason Laskowski  
Compliance Manager

[jlaskowski@ci.lancaster.oh.us](mailto:jlaskowski@ci.lancaster.oh.us)

### **Keys to Getting Started:**

- Register at [www.thecomplianceengine.com](http://www.thecomplianceengine.com)
- Sign up for training
- Complete account set up by entering all inspectors, inspector licenses, and company licenses
- Add users and company logo for brand awareness

### **Key Processes to Know:**

- Select correct template for each report submitted: irrigation, domestic, fire, etc.
- Enter all test reports and type out deficiencies
- Attach pdf version of test report when using short form
- Ensure all reports entered are submitted for payment
- Update deficiency tracking to inform AHJ that violations have been corrected
- Check notifications icon to track sent out by AHJ
- Open test reports are saved reports not yet submitted to AHJ, if not submitting these to AHJ delete
- Submit a new premise when necessary (if you cannot locate the premises in the existing database)
- View your transaction list to confirm correct payment
- Create new users when necessary
- Update credit card information