



## Operating Procedures for Cross-Connection Control Program

---

### Interagency Backflow Tag Purchases Via Journal Entry

#### 1 Purpose

The purpose of these instructions is to describe procedures for City agencies to purchase backflow tags from Customer Services Bureau (CSB) by journal entry. Tags can be obtained by mail or picked up in person at the CSB counter on the first floor at 525 Golden Gate Avenue between 9:00 AM and 4:30 PM, Monday-Friday (no exceptions).

#### 2 Description of Tags

Backflow tags are small (about 1 inch by 1<sup>3</sup>/<sub>8</sub> inch) adhesive tags with a unique number. Every year, the color of the tag is changed, as is the letter that precedes the number. The tags come on long strips, with 10 tags per strip and 10 strips per pack. Tags are affixed to backflow prevention assemblies after they have passed testing.



#### 3 Procedures for Purchases

1. Fill out the *Interagency Request to Purchase Backflow Tags* (form attached). If tags are to be obtained by mail, the minimum purchase amount is 10 tags, and a \$15 processing fee applies. If picked up in person, tags may be obtained in any amount with no processing fee.
2. Provide the form to requestor's accounting department, which will approve (or deny) the request and route it to the City controller.
3. If the City controller approves the request, the requestor will be informed of the approval.
4. The requestor must take a screenshot of the final approval and email it to Water Quality Division and CSB: [RLau@sfwater.org](mailto:RLau@sfwater.org) and [Cashier\\_InternalUse@sfwater.org](mailto:Cashier_InternalUse@sfwater.org). **CSB will only release the tags after the screenshot has been received by Water Quality Division and CSB.**
  - If the tags are to be mailed, also send a scan or screenshot of the request form.
  - If the tags are being picked up at CSB, take a printed copy of the request form and the City controller's final approval.



Customer Services Bureau  
San Francisco Public Utilities Commission  
525 Golden Gate Avenue, San Francisco, CA 94102 • (415) 551-3000



## Interagency Request to Purchase Backflow Tags

**Form Valid December 1, 2025–June 30, 2026**

To obtain backflow tags, fill in the requested information below, print out the form, and submit it to your accounting department. Be sure to indicate whether you would like the tags mailed to you or whether they will be picked up at Customer Services Bureau (525 Golden Gate Avenue, 1st Floor). If by mail, tags will be sent by certified mail (signature required).

Requester:

Telephone or email (required):

City agency:

Journal entry number:

Delivery method:                      Mail                      Pickup at CSB

If by mail, mailing address:

Number of tags\*                                      at \$30 each =

If by mail, add \$15 processing fee

Total

\*Mail orders require a minimum purchase of 10 tags.