



Date: 2/25/2026

CITY OF GALVESTON BACKFLOW REGISTRATION

1. A backflow tester must be registered with the city of Galveston prior to testing backflows.
 - a. To register submit the application ([application](#)) along with all associated documents listed on the application to backflow_desk@galvestontx.gov.
 - b. Once we receive the application and enter the information for the tester in our system you will receive an email with the login information for the tester. Please include the tester in the email.
 - c. You must wait 24 hours for the TOKAY system to update then you can enter the test into TOKAY. All fees for testing are in TOKAY \$1.00 for residential and \$26.00 for commercial.
 - d. Please note that newly registered testers will have (6) six months to enter tests and then will be required to pay the \$50.00 renewal fee and every year after. All existing testers will pay a renewal fee every year from the date they last paid the renewal fee.
 - e. You will be required to send backflow_desk@galvestontx.gov the updated BPAT license and Gauge Certification when they expire. Then the tester will be allowed to enter a test report in TOKAY. You will send these items to the above email.
 - f. You may have to ask us for a "hazard ID" to locate the device in TOKAY you can send an email to backflow_desk@galvestontx.gov and we will get the hazard ID to you as soon as we can. When requesting a hazard ID please be sure to include the following information:
 - i. Type of device: example: PVB, RP, DCDA, Bypass etc.
 - ii. Serial number
 - iii. Size
 - iv. Make and model of device
 - v. What it serves example: Domestic water, irrigation, fire system etc.
 - vi. Where it is located on the property: example, First floor in riser room etc.
 - vii. Is it new, existing or replaced
 - viii. The tester will need to provide the water meter number when available, this is a good way to locate a device.
 - g. The above information will help us to identify what device you need a Hazard ID for.
2. When a test fails, please contact the customer and let them know that it failed. If repairs are needed and parts are being ordered wait to enter a failed test into TOKAY. Once the device Passes a test you can enter them in the same test report in TOKAY. You will enter the first test as failed and enter the second test as passed in the same test report. This will keep us from sending letters for a failed test unnecessarily to the customer.
3. If the customer does not want the device repaired or replaced enter the failed report and we will send a letter to have the device repaired or replaced.