City of Greeley Spry Backflow System FAQ

1. When does the new Spry Backflow system launch?

The City of Greeley is launching a new backflow reporting system (Spry Backflow) on December 16, 2024. At that time, the previous reporting system (Swift Comply) will be turned off. All Greeley backflow customers will need to create a new account in Spry Backflow.

2. Why is Greeley switching to the Spry Backflow system?

The new Spry Backflow system is part of the City of Greeley's transition to a new water and sewer billing system. This new system offers enhanced functionality and improved data management features that will benefit both customers and city staff.

3. What are the benefits of the Spry Backflow system for customers?

Spry Backflow offers great benefits that will enhance your backflow reporting experience. The new system is very user-friendly, making it even easier for you to upload test reports. Best of all, test report uploads will now be FREE!

4. How can I create my new account in Spry Backflow?

All Greeley backflow customers will receive a mailed letter with instructions on how to create your new account in Spry Backflow. Please keep an eye out for this important letter, which will arrive sometime during the week of December 16, 2024.

5. How soon do I need to create my new Spry Backflow account?

We encourage you to create your new Spry Backflow account as soon as you receive your letter. That way you're ready to go when it's time to upload test reports.

6. **What happens if I don't create a new Spry Backflow account?**

   If you do not create a new account in Spry Backflow, as a service provider you will not be able to upload your test reports. This could result in your customer receiving penalties and/or loss of service.

7. **How can I upload backflow test reports in Spry Backflow?**

   To upload your backflow test reports, you will need the new 4-digit PIN(s) associated with your backflow assemblies. These PINs will be sent to the backflow account owner when there is an upcoming test due. The owner should share this PIN with the individual who will be uploading their backflow test reports. As a service provider, you can search for the customer PIN using the assembly serial number.

8. **What if I can't access my backflow assembly PINs?**

   If you are having trouble locating the 4-digit PIN(s) associated with your backflow assemblies, please contact the backflow account owner. If you need additional assistance, please reach out to the City of Greeley's backflow team by calling (970) 336-4012.

9. **Where can I get help using the new Spry Backflow system?**

   If you need assistance using Spry Backflow, please review the user guide at greeleygov.com/cross-connection. We hope you enjoy the new and improved system! If you need additional assistance, please reach out to the City of Greeley's backflow team by calling (970) 336-4012.