



**Acqua BPA User Manual**

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## Introduction

Welcome to the Acquaa portal, a user-friendly application designed to streamline the process of submitting backflow installations, inspections, replacements, extensions, cross connection eliminations & decommissions. This guide will walk you through the steps you need to perform to ensure a smooth and efficient experience.

**Note:** The data seen on the screenshots shown in this guide is test data. Actual addresses may have been used, but the data is not production quality.

## System Requirements

The Acquaa portal is an internet-based application. You are required to have a stable internet connection. This application is best viewed on a laptop or a computer using one of the following browsers: Microsoft Edge, Chrome, Safari, or Mozilla Firefox. Note that you may not get an optimum experience in a tablet, iPad or a mobile phone.

## Getting Started

When starting with the Acquaa portal you need to:

- Login to the portal.
- Register as a new user.

**IMPORTANT:** Please note that existing third-party portal users do not have to register on Acquaa. They can login and start using the portal right away!

## Login

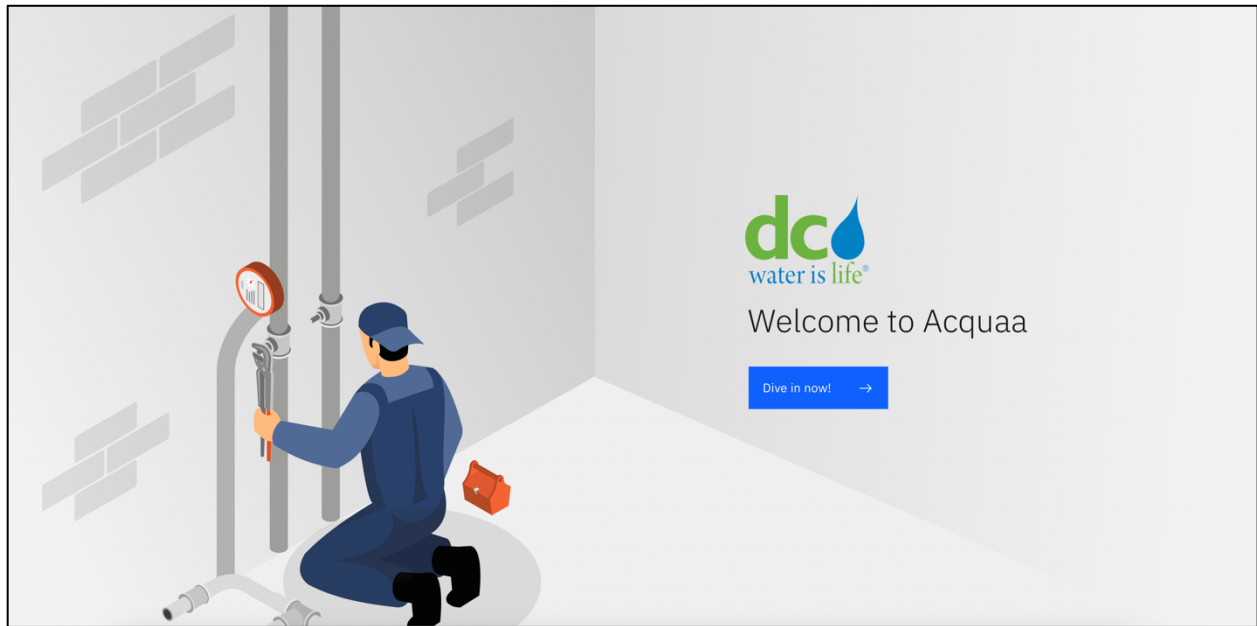
To login to the Acquaa portal:

1. Access the portal using the following URL:

<https://dcwater.acquaa.com>

The “Welcome to Acquaa” page displays.

Note: Please contact your IT administrator if you’re unable to access the Acquaa portal.



**Welcome to Acquaa**

2. Click the “Dive in now!” button.  
The “Acquaa Welcome” page displays.

ACQUAA

## Welcome

Log in to acquaa-uat to continue to Acquaa.

Continue


Please do not hit the browser back button.

OR

### Acquaa Welcome

3. If you are an existing user, you don't have to register on Acquaa.
4. You can sign in via email id and one-time passcode. This method allows you to use any email id – personal or work email id (Microsoft outlook, Hotmail, Gmail, Microsoft work account).
5. Enter your email address in the “Email address” box.
6. Click the “Continue” button.

The “Verify Your Identity” page displays. In this step you need to verify your identity.



## Verify Your Identity

We've sent an email with your code to  
jane.eyretest2@outlook.com

jane.eyretest2@outlook.com [Edit](#)

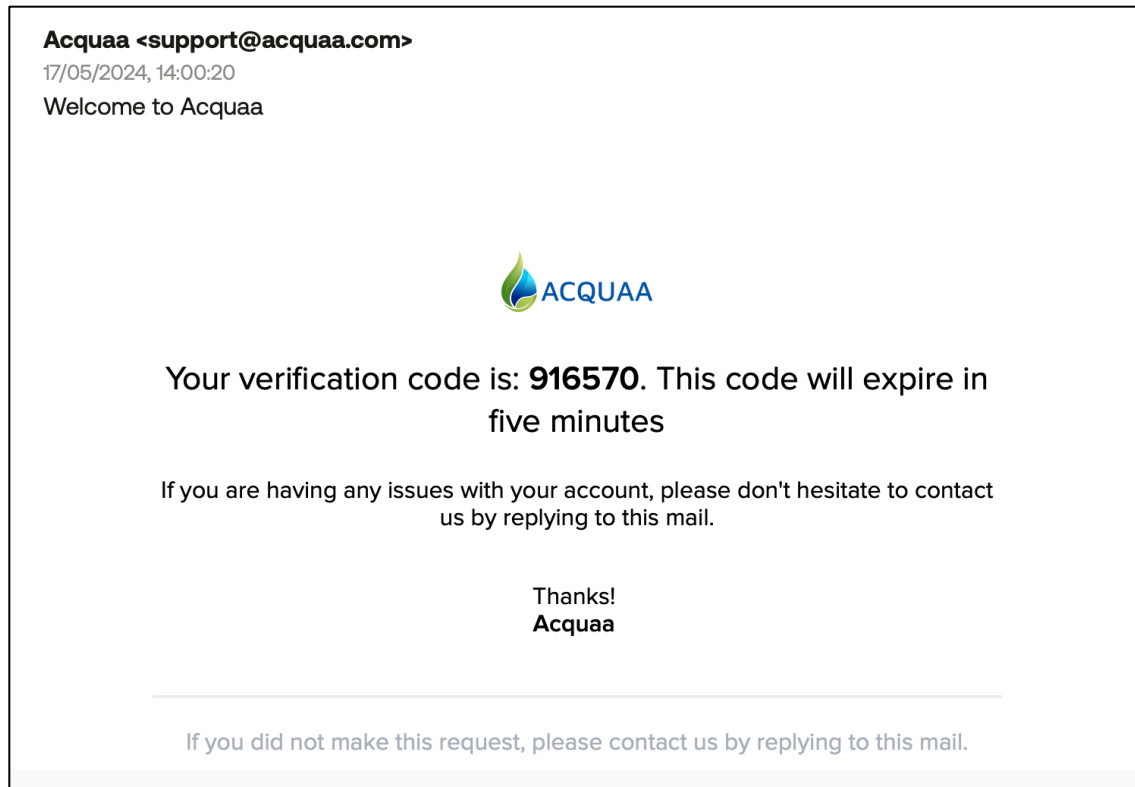
Enter the code\*

Continue

Didn't receive an email? [Resend](#)

### Verify Your Identity Page

7. Go to your email provider. You will have received an email from [support@acquaa.com](mailto:support@acquaa.com). The email is as follows:



### Verification Passcode Email

**Note:** Your screen may differ depending on your email service. However, the information will be the same.

8. Copy the one-time verification code (shown in bold text) and paste it into the “Enter the code” field on the “Verify Your Identity” page.

Note 1: Please check you spam folder if you did not receive an email or contact your IT administrator to allow emails from support@acquaa.com.

Note 2: Please don’t forget to mark the emails from “support@acquaa.com” as “not spam” to receive emails in future.

9. Click the “Continue” button. You will be taken to a landing page that allows you to search for assets in the system. Refer to the Home Page section of this guide for more information about the actions you can perform.

**Note 1:** It is not recommended to hit the browser back button during sign in process.

### Logout

To logout:



1. Click the “V” (down arrow) next to your name in the upper-right corner of the page.  
A menu displays.
2. Select “Logout” from the menu.  
The “Welcome to Acquaa” page displays.

### User Roles

When you register, you can select the role that best describes what you do. These roles and what they can do are as follows:

Role	Description
Plumber/Contractor – BPA Installer	<p>You can further define your role as being a BPA Installer, BPA Inspector, or both.</p> <p>The BPA Installer can create/view/maintain:</p> <ul style="list-style-type: none"> <li>• Installation transactions</li> <li>• Decommission transactions.</li> <li>• Replacement transactions</li> </ul> <p>The BPA Installer can also:</p> <ul style="list-style-type: none"> <li>• Request an extension.</li> <li>• View transaction history</li> <li>• Address corrective actions.</li> <li>• Search for assets.</li> <li>• Download transaction activity reports</li> </ul>
Plumber/Contractor – BPA Inspector	<p>The BPA Inspector can create/view/maintain:</p> <ul style="list-style-type: none"> <li>• Inspection transactions</li> <li>• Decommission transactions.</li> <li>• Replacement transactions</li> </ul> <p>The BPA Inspector can also:</p> <ul style="list-style-type: none"> <li>• Request an extension</li> <li>• Address corrective actions</li> <li>• Search for assets</li> <li>• Download transaction activity reports</li> </ul>
Property Owner/Property Manager	<p>The Property Owner/Property Manager can:</p> <ul style="list-style-type: none"> <li>• Request an extension.</li> <li>• Search for assets and view assets history.</li> </ul>

	<ul style="list-style-type: none"> <li>• Download transaction activity reports.</li> </ul>
Plumbing Company Administrator	<p>The Plumbing Company Admin can:</p> <ul style="list-style-type: none"> <li>• Search for assets.</li> <li>• Search for transactions and view asset history.</li> <li>• Download transaction activity reports.</li> <li>• Invite plumbers to join a plumbing company.</li> <li>• Manage users.</li> <li>• Submit transactions on behalf of the plumbers if the plumber has authorized the Company Administrator.</li> </ul>

### Registration

If you are not an existing third-party portal user, you will have to register on Acquaa. You need to complete a step-by-step registration process. This is a one-time process. You will need to choose the correct role, fill in your personal and company information, upload the required supporting documents depending on the role, and complete the registration. Once your registration is approved by the DCW Administrator you will be able to sign in with your preferred method.

This registration process is for the below user roles:

- BPA Installer
- BPA Inspector
- Property Owner/Property Manager
- Plumbing Company Administrator

You can use any of the below methods to register:

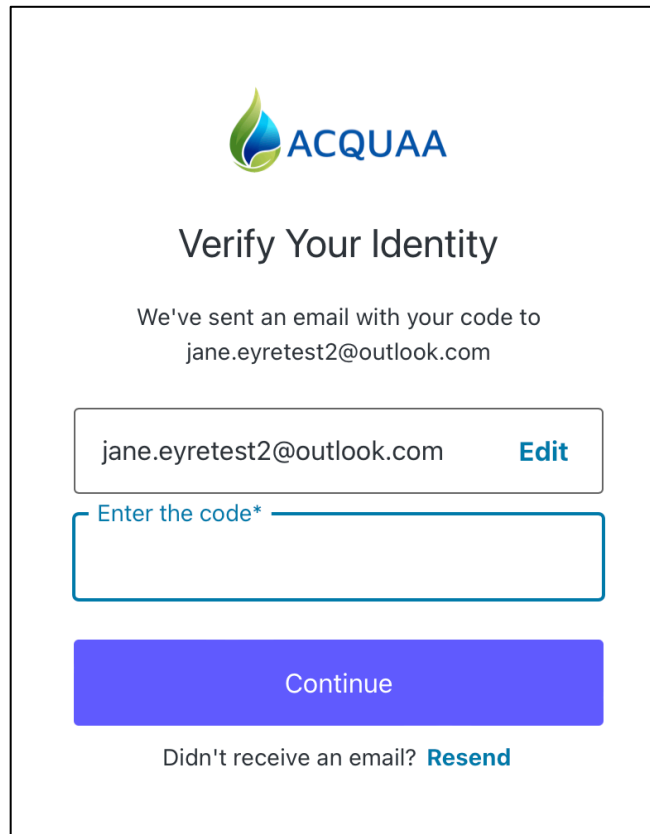
- Using a valid email address. This method allows you to use any email id – personal or work email id (Microsoft outlook, Hotmail, Gmail, Microsoft work account).
- Social sign in via Google account.

### Register via Email Address

The registration process will require you to verify your email address. A one-time passcode will be sent to your registered email address to verify your identity.

1. Enter your email address in the “Email address” box.
2. Click the “Continue” button.

The “Verify Your Identity” page displays. In this step you need to verify your identity.



The screenshot shows a verification email interface for Acquaa. At the top is the Acquaa logo, which consists of a stylized water drop icon in blue and green followed by the word "ACQUAA" in blue. Below the logo is the heading "Verify Your Identity". Underneath, a message states: "We've sent an email with your code to jane.eyretest2@outlook.com". There is a text input field containing the email address "jane.eyretest2@outlook.com" and a blue "Edit" link to its right. Below this is another text input field with the placeholder text "Enter the code\*" in blue. At the bottom of the form is a large blue button with the text "Continue" in white. Below the button, there is a link that says "Didn't receive an email? Resend" in blue.

3. Go to your email provider. You would have received an email from [support@acqquaa.com](mailto:support@acqquaa.com). Below is an example of a verification email sent by Acquaa.

Acquaa <support@acquaa.com>

9/15/2023, 8:13:24 AM

Welcome to Acquaa



Your verification code is: **929725**. This code will expire in  
two minutes

If you are having any issues with your account, please don't hesitate to contact  
us by replying to this mail.

Thanks!  
Acquaa

---

If you did not make this request, please contact us by replying to this mail.

4. Copy the one-time verification code (shown in bold text) and paste it into the "Enter the code" field on the "Verify Your Identity" page.

Note 1: Please check you spam folder if you did not receive an email or contact your IT administrator to allow emails from support@acquaa.com.

Note 2: Please don't forget to mark the emails from "support@acquaa.com" as "not spam".

5. Click the "Continue" button. Once your identity is verified you will have to fill out a registration form.
6. Go to section [Plumber Registration Form](#) to learn how to submit your registration request as a plumber (BPA Installer /BPA Inspector).
7. Go to section [Property Owner Registration Form](#) to learn how to submit your registration request as a property owner.
8. Go to section [Company Admin Registration Form](#) to learn how to submit your registration request as a plumbing company administrator.

### Register via Social Sign in Option

The registration process will require you to use your social media google account.

1. Simple click on Continue with Google option on the welcome page.

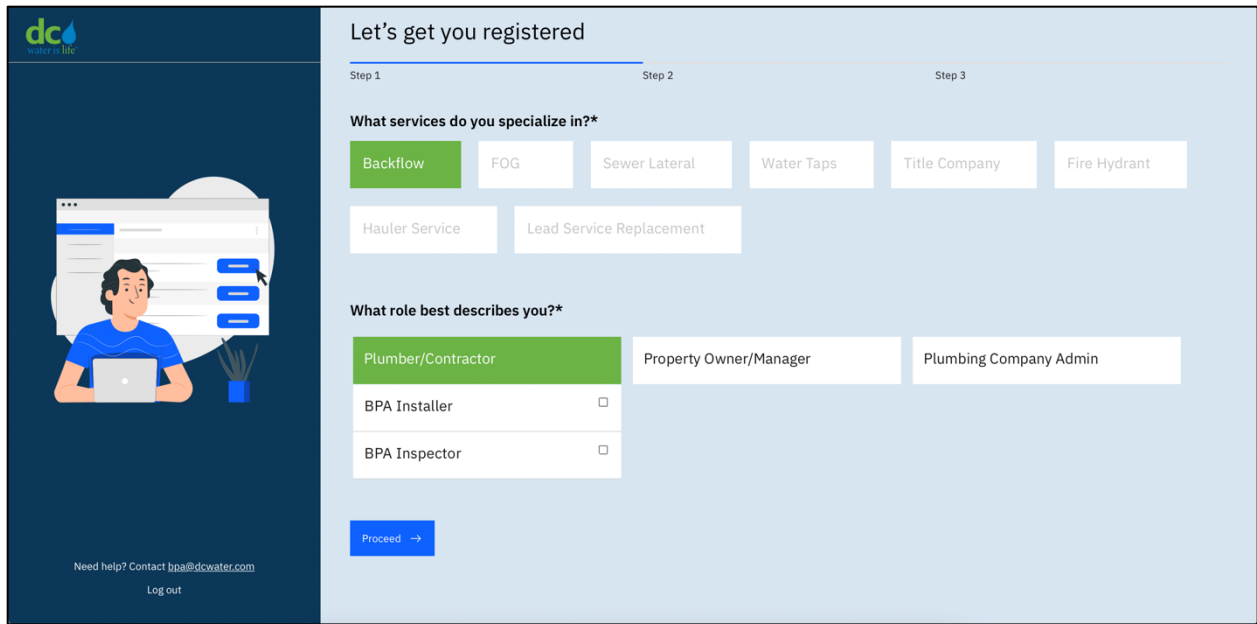
Note: Please ensure your access to Google Mail is not blocked by your IT administrator.

2. You will be asked by Google to verify your identity and you will have to enter your email id, password & two factor authentication credentials.
3. You will also need to give permission to Google to share your name, email address, language preference and profile picture to Acquaa portal's identity manager.  
Note : Acquaa uses Auth0 as the federated identity management system for authentication as well authorization. Refer [Auth0 Data Privacy and Compliance](#) for more information about Auth0.
4. Click on Continue button to proceed. Once your identity is verified you will have to fill out a registration form.
5. Go to section [Plumber Registration Form](#) to learn how to submit your registration request as a plumber (BPA Installer /BPA Inspector).
6. Go to section [Property Owner Registration Form](#) to learn how to submit your registration request as a property owner.
7. Go to section [Company Admin Registration Form](#) to learn how to submit your registration request as a plumbing company administrator.

## Plumber Registration

Plumber registration process is a three-step registration process.

1. In step1, you need to select the service you specialize in and the role that best describes you.



**Plumber registration form – Step1**

2. Complete the page as required:

Field	Description
What services do you specialize in?	Required. Currently, “Backflow” is already selected for you. Other modules are currently unavailable.
What role best describes you?	Required. Click the box that best describes your role. Refer to the “ <a href="#">User Roles</a> ” section for more information.  Select Plumber/Contractor as your role. You need to select one or both from the following options: <ul style="list-style-type: none"> <li>• BPA Installer</li> <li>• BPA Inspector</li> </ul>

3. Click the “Proceed” button.

The “Let’s get you registered – Step 2” page displays. The blue progress bar at the top of the page indicates that you’ve moved to Step 2.

**Plumber registration form – Step2**

- In step 2, you need to fill in your contact details and company details (if applicable). Complete the page as required:


Field	Description
Title	Select your preferred title.
First Name	Required. Enter your first name.
Last Name	Required. Enter your last name. You can include suffixes such as IV or professional labels if desired.
Address	Required. This is a smart search field. Start typing in your contact address and the system will bring up the addresses that match. Select your contact address. Note

Field	Description
	that the application finds the address based on a Google address search.
Apt/Suite/Unit Number	You can enter the apartment, suite, or unit number of your home address
Phone Number	Required. Enter the phone number where you can be contacted for inquiries. Please include an area code with 7 other numbers: ###-###-####.
Email Address	This field is read-only. This is the email you used to start the registration process.
Alternate Email Address	If you want to receive notifications to another email along with the one you already entered at the start of the registration, you can enter that email in this field.
Company Search	Optional for Plumbers. Use the search box to search for your company. If your company is not listed, contact DCW support at: <a href="mailto:bpa@dcwater.com">bpa@dcwater.com</a>

After you select a company, the system auto-populates the remaining fields. You cannot edit these fields. If you need any updates, contact the DCW Administrator at [bpa@dcwater.com](mailto:bpa@dcwater.com).

5. Click the “Proceed” button.  
The “Let’s get you registered – Step 3” page displays. The blue progress bar at the top of the page indicates that you’ve moved to Step 3.
6. In step 3, you need to fill in your license, BPA certificate and test kit details and upload supporting documents.





Need help? Contact [bpa@dcwater.com](mailto:bpa@dcwater.com)  
Log out

### Let's get you registered

Step 1

Step 2
Step 3

**Fill in your license/ certificate details and upload your documents**

**Plumbing License Details**

Plumbing License Number\*

Plumbing License Expiration\*

Date format: MM/DD/YYYY

**BPA Certificate Details**

BPA Certificate Number\*

BPA Certificate Expiration\*

Date format: MM/DD/YYYY

**Test Gauge Calibration Details**

Test Gauge Serial Number\*

Test Gauge Expiration

Date format: MM/DD/YYYY

Test Gauge Last Calibration Date\*

Date format: MM/DD/YYYY

**Upload your documents**

Max file size is 50MB. Supported file types are .pdf, .jpg, .jpeg, .bmp, .gif, .png, .tiff, .webp

**Plumber License Document\***  
 Drag and drop files here or click to upload

**BPA Inspection Certificate\***  
 Drag and drop files here or click to upload

**Test Gauge Calibration Report\***  
 Drag and drop files here or click to upload

Back ←
Review & Submit →

### Plumber registration form – Step3

**IMPORTANT:** Not all fields in the above page will be displayed always. The following table lists the fields related to each role.

7. Complete the page as required:


Roles	Field	Description
Plumber/Contractor – BPA Installers	Plumbing License Number	Displays for installers - Required. Enter your plumbing license number.
	Plumbing License Expiration	Displays for installers - Required. Enter or select the date on which your plumbing license expires.
	Plumber License Document	Displays for Installers – Required. Use the following instructions to attach an electronic copy of your plumbing license.
Plumber/Contractor – BPA Inspectors	BPA Certificate Number	Displays for inspectors - Required. Enter your Backflow Prevention Assembly (BPA) certificate number.
	BPA Certification Expiration	Displays for inspectors - Required. Enter or select the date on which the BPA certificate expires.
	Test Gauge Serial Number	Displays for inspectors - Required. Enter the serial number of the test gauge.
	Test Gauge Expiration	Displays for inspectors – Optional. Enter or select the date on which the test gauge expires.
	Test Gauge Last Calibration Date	Displays for inspectors - Required. Enter or select the date on which the gauge was last calibrated.
	BPA Inspection Certificate	Displays for Inspectors - Required. Use the following instructions to attach an electronic copy of your BPA inspection certificate.

	Test Gauge Calibration Report	Displays for Inspectors - Required. Use the following instructions to attach an electronic copy of your test gauge calibration report.
--	-------------------------------	--




To upload a document:

- a. Click the “Drag and drop files here or click to upload” link.  
The “Open” window displays.


**Note:** You can upload a PDF file or any standard image file such as jpeg, jpg, png, bmp and tiff as mentioned on the page under 50 MB.



- b. Search for your document using standard Windows functionality.
- c. Once uploaded, you can see the number of documents uploaded count.
- d. Click the  (eye) icon to view the uploaded files.
- e. Repeat Steps a through d for all required documents.

**Upload your documents**  
 Max file size is 50MB. Supported file types are .pdf, .jpg, .jpeg, .bmp, .gif, .png, .tiff, .webp

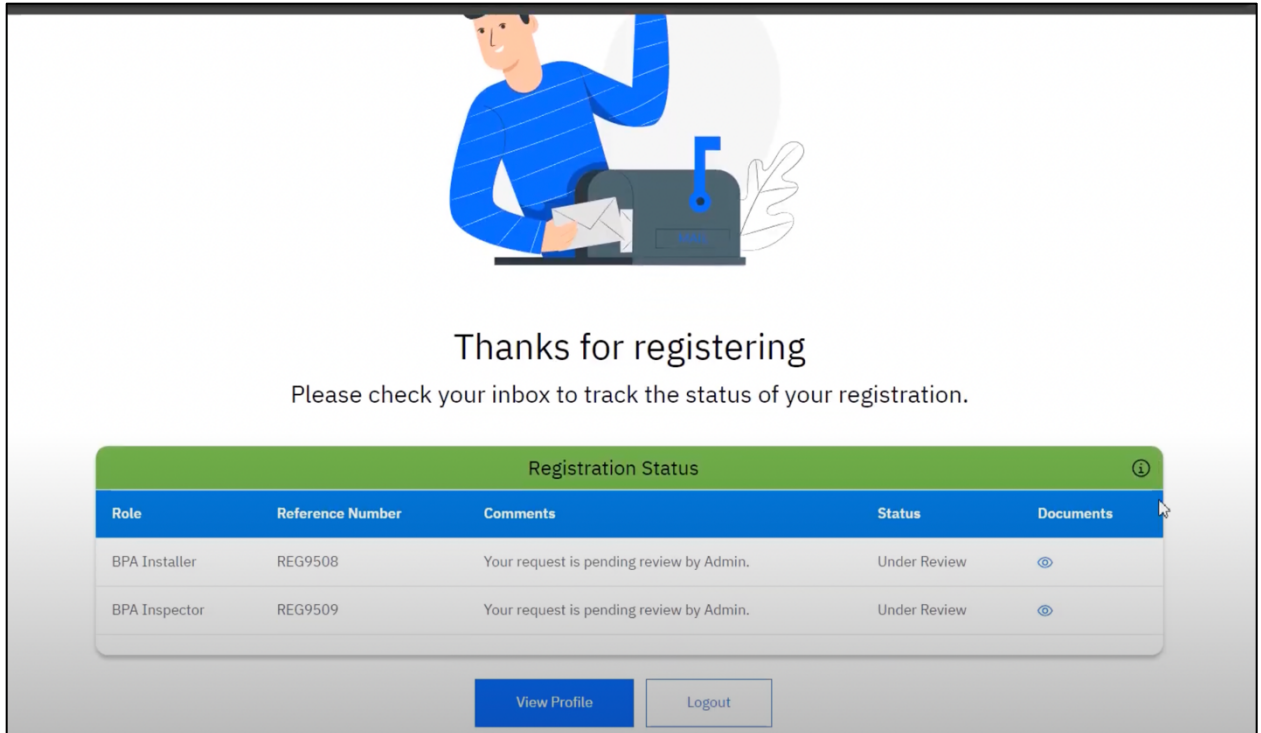
Plumber License Document*	BPA Inspection Certificate*	Test Gauge Calibration Report*
 ✓ 1 Document(s) Available	 ✓ 2 Document(s) Available	 ✓ 1 Document(s) Available

### Upload Files – File Uploaded

**Note:** You can click the  (eye icon) under the file selector to view or delete the file you uploaded if you uploaded the wrong file.

Plumber License Document <span style="float: right;">✕</span>				
File Name	Uploaded On	Status	View	Delete
PLUMBER LICENSE.pdf	09/15/2023	Pending Approval		

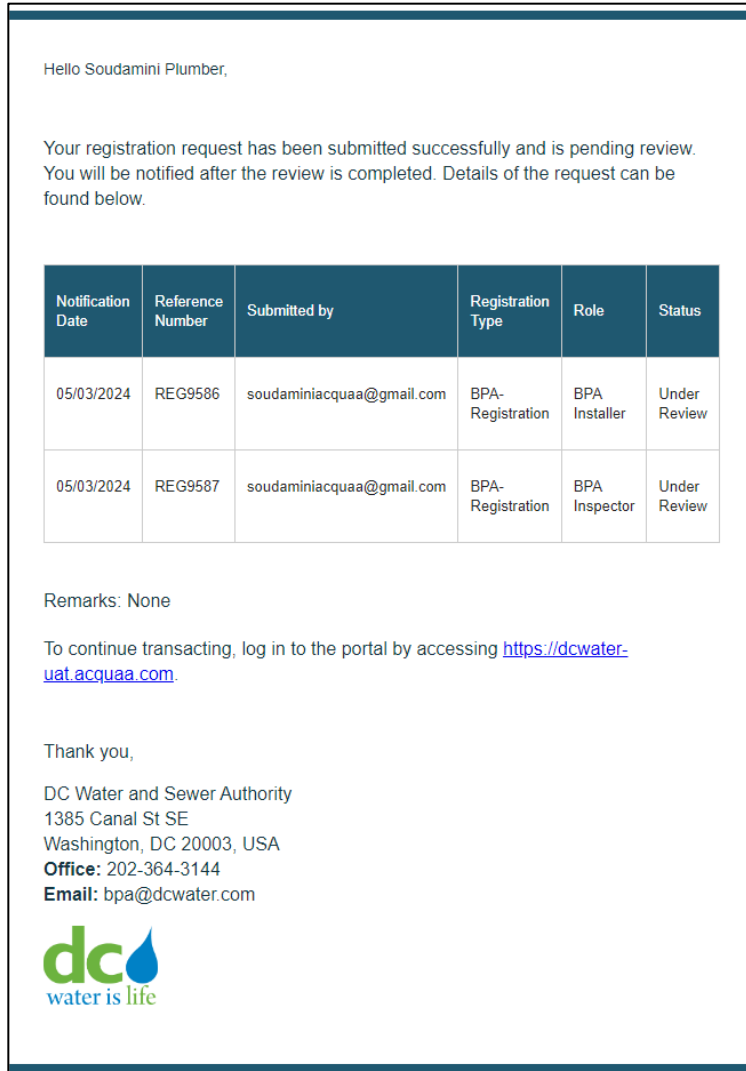
8. Click the “Preview” button.  
 The data entered in each field and for each step is displayed.
9. Review the data you entered. If there is anything you want to change:
  - a. Click the “Back” button in the form.
  - b. Change the data as needed.
  - c. Click the “Proceed” button.
10. Click the “Complete Registration” button.  
 The “Thanks for registering” page displays. Your registration number is shown in the “Reference Number” column starting with “REG.”



### Plumber registration confirmation

**Note:** Two reference numbers will be displayed if you indicated that you were both an Installer and an Inspector.

11. To logout and check back later, click the “Logout” button. You will be taken to the welcome page.
12. To view your profile, click the “View Profile” button. You will be taken to your profile page where you can view the information you submitted during registration and the status of your registration.
13. You will receive an acknowledgement email from the portal about the successful submission of your registration request. Your request is pending review with DC Water Administrator.



**Plumber registration confirmation email**

**Note:** The preceding example shows a registration for both an Installer and Inspector. You will receive a separate registration reference number for both roles. The email will separately indicate the status of each role.

14. You will receive a notification email when the DC Water admin has reviewed your request and either approved, rejected or requested for more information to review your request.

**IMPORTANT:** If your registration is marked as “Missing Information,” you will receive email reminders with a due date to provide the missing information. If you fail to provide the requested information by the due date listed in the email, the system automatically rejects your registration.

## Property Owner Registration

Property Owner registration process is a two-step registration process.

1. In step1, you need to select the service you specialize in and the role that best describes you. “Let’s get you registered – Step 1” page displays. “Step 1” is in the top progress bar and has a blue line showing your progress.

The screenshot shows a registration form titled "Let's get you registered". It has a progress bar at the top with "Step 1" highlighted. The form contains two main sections:

- What services do you specialize in?\***: A grid of buttons for "Backflow", "FOG", "Sewer Lateral", "Water Taps", "Title Company", "Fire Hydrant", "Hauler Service", and "Lead Service Replacement". "Backflow" is selected.
- What role best describes you?\***: A grid of buttons for "Plumber/Contractor", "Property Owner/Manager", and "Plumbing Company Admin". "Property Owner/Manager" is selected.

At the bottom, there is a blue "Proceed →" button. On the left side of the form, there is an illustration of a person at a laptop and a sidebar with the DC Water logo and contact information: "Need help? Contact [bpa@dcwater.com](mailto:bpa@dcwater.com)" and "Log out".

**Property Owner registration form – Step1**

2. Complete the page as required:

Field	Description
What services do you specialize in?	Required. Currently, “Backflow” is already selected for you. Additional features are currently unavailable.
What role best describes you?	Required. Click the box that best describes your role. Refer to the <a href="#">“User Roles”</a> section for more information.  As an individual or a property management company that manages a property, select the “Property Owner/Manager” option.

3. Click the “Proceed” button.

The “Let’s get you registered – Step 2” page displays. The blue progress bar at the top of the page moves to Step 2.

**Property Owner registration form – Step2**

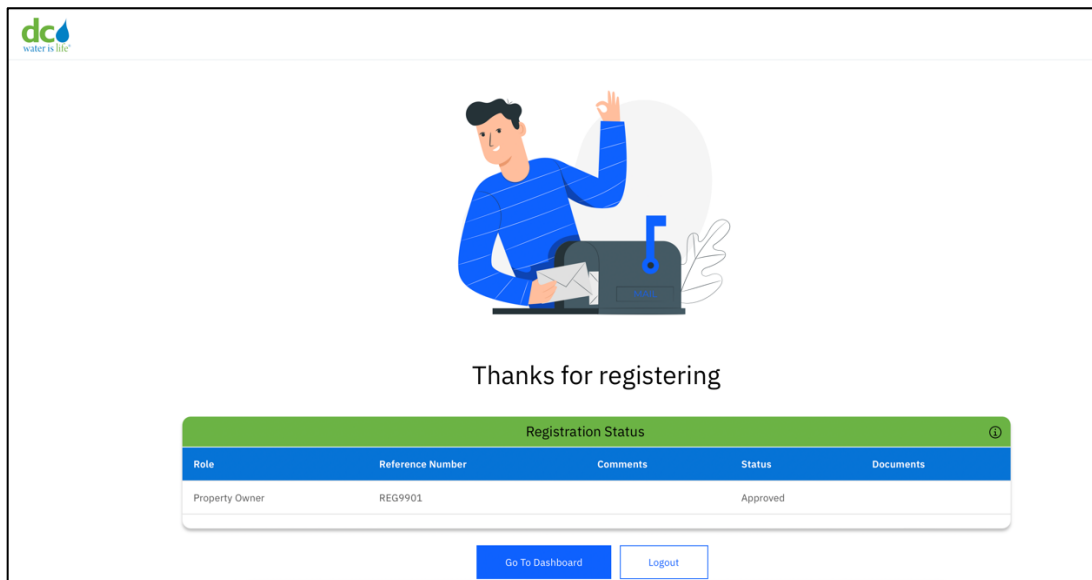
4. In step 2, you need to fill in your contact details. Complete the page as required:

Field	Description
Title	Select your preferred title.
First Name	Required. Enter your first name.
Last Name	Required. Enter your last name. You can include suffixes such as IV or professional labels if desired.
Address	Required. This is a smart search field. Start typing in your contact address and the system will bring up the addresses that match. Select your contact address. Note that the application finds the address based on a Google address search.
Apt/Suite/Unit Number	You can enter the apartment, suite, or unit number of your home address



Field	Description
Phone Number	Required. Enter the phone number where you can be contacted for inquiries. Please include an area code with 7 other numbers: ###-###-####.
Email Address	This field is read-only. This is the email you used to start the registration process.
Alternate Email Address	If you want to receive notifications to another email along with the one you already entered at the start of the registration, you can enter that email in this field.

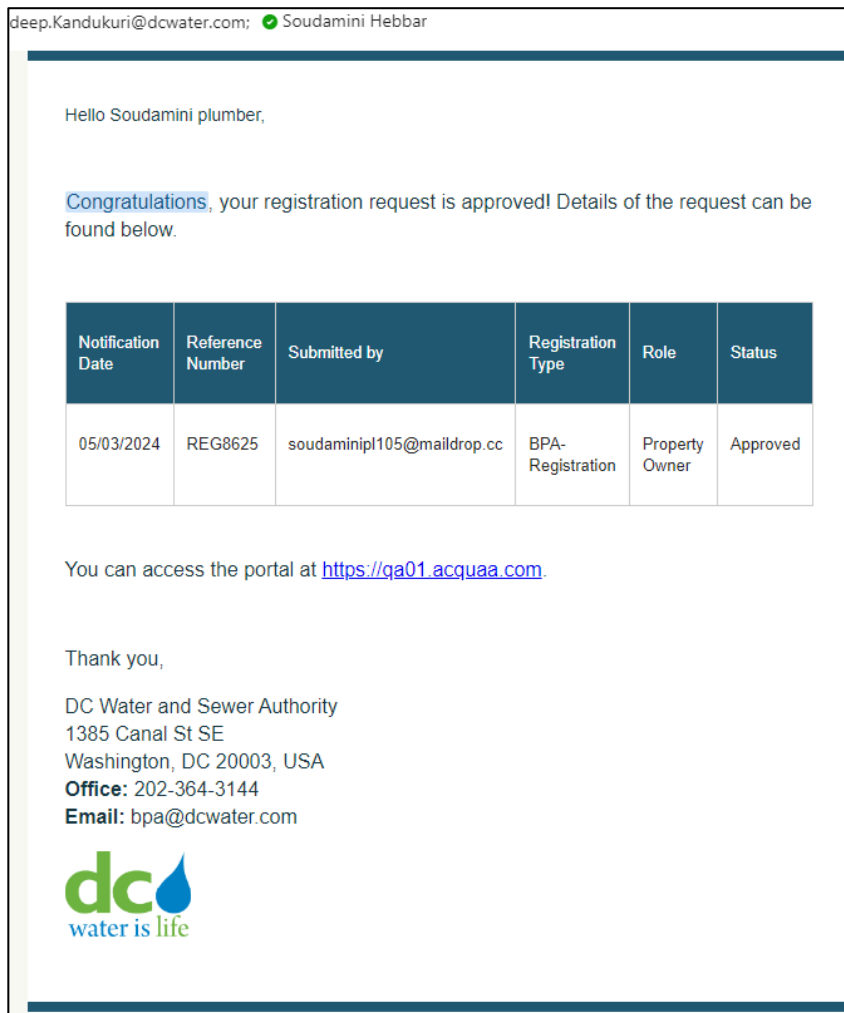
4. Click the “Preview” button.  
The data entered in each field and for each step is displayed.
5. Review the data you entered. If there is anything you want to change:
  - d. Click the “Back” button in the form.
  - e. Change the data as needed.
  - f. Click the “Proceed” button.
6. Click the “Complete Registration” button.  
The “Thanks for registering” page displays. Your registration number is shown in the “Reference Number” column starting with “REG.”



**Property Owner registration confirmation**

**Note:** Property Owners are automatically approved. You can click on the “Go to Dashboard” button and start using the application immediately.

7. To logout and check back later, click the “Logout” button. You will be taken to the welcome page.
8. To view your profile, click the “View Profile” button. You will be taken to your profile page where you can view the information you submitted during registration and the status of your registration.
9. To start using the application, click the “Go To Dashboard” button.
10. You will receive an acknowledgement email about the successful approval of your registration request.

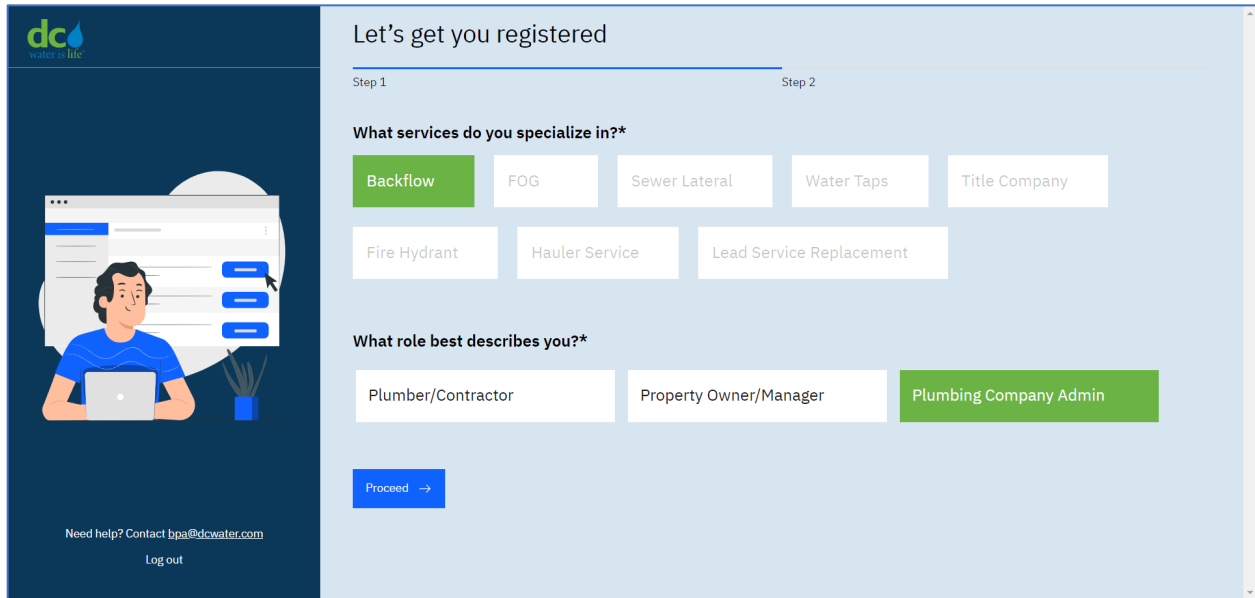


**Property owner registration approval email**

## Company Admin Registration

Company Admin registration process is a two-step registration process.

1. In step1, you need to select the service you specialize in and the role that best describes you. “Let’s get you registered – Step 1” page displays. “Step 1” is in the top progress bar and has a blue line showing your progress.



### Company Admin Registration – Step 1

2. Complete the page as required:

Field	Description
What services do you specialize in?	Required. Currently, “Backflow” is already selected for you. Additional features are currently unavailable.
What role best describes you?	Required. Click the box that best describes your role. Refer to the <a href="#">“User Roles”</a> section for more information.  As you are a staff or administrator of a plumbing company, select “Plumbing Company Admin” option.

3. Click the “Proceed” button.

The “Let’s get you registered – Step 2” page displays. The blue progress bar at the top of the page moves to Step 2.

**Company Admin Registration – Step 2**

4. In step 2, you need to fill in your contact details and company details. Complete the page as required:

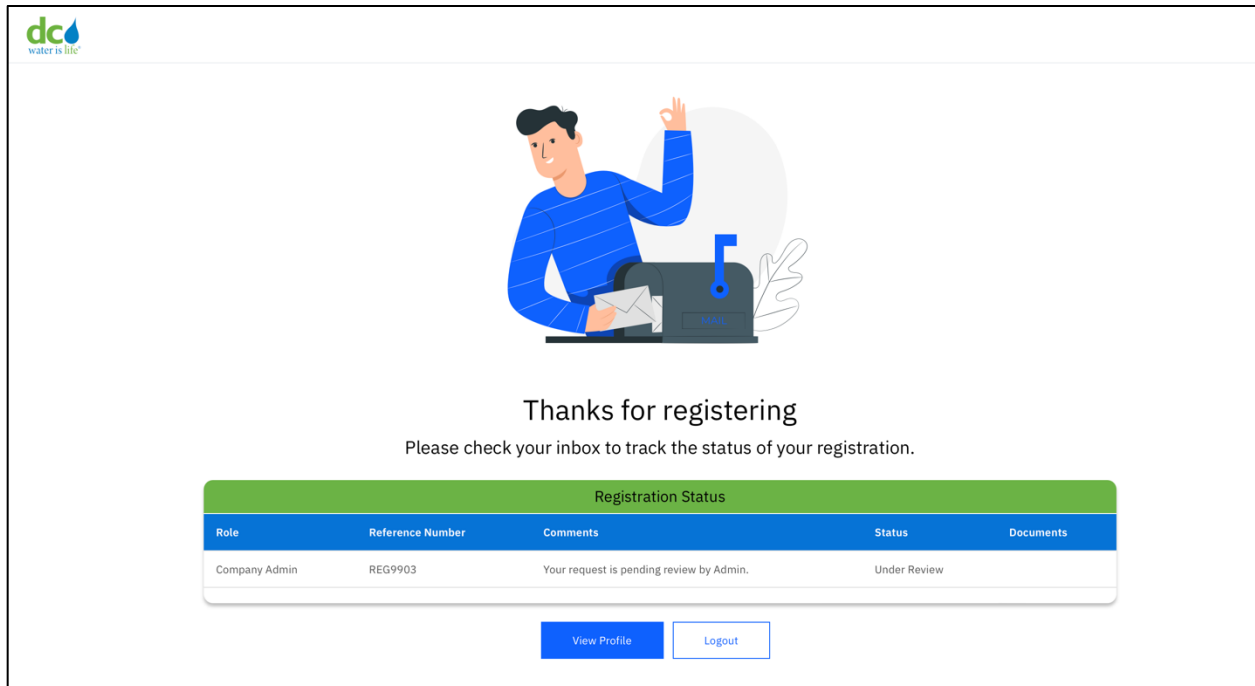
Field	Description
Title	Select your preferred title.
First Name	Required. Enter your first name.
Last Name	Required. Enter your last name. You can include suffixes such as IV or professional labels if desired.

Field	Description
Address	Required. This is a smart search field. Start typing in your contact address and the system will bring up the addresses that match. Select your contact address. Note that the application finds the address based on a Google address search.
Apt/Suite/Unit Number	You can enter the apartment, suite, or unit number of your home address
Phone Number	Required. Enter the phone number where you can be contacted for inquiries. Please include an area code with 7 other numbers: ###-###-####.
Email Address	This field is read-only. This is the email you used to start the registration process.
Alternate Email Address	If you want to receive notifications to another email along with the one you already entered at the start of the registration, you can enter that email in this field.
Company Search	Optional for Plumbers and Property Managers and required for Plumbing Company Admins. Use this field to search for your company.  After you select a company, the system auto-populates the remaining fields.  If your company is not listed, add the company details. You can click on “Clear” and start filling in the company details.
Company Name	Fill in the name of your company
Phone	Fill in the phone number of your company
Company Address	Fill in the address of your company
Company Email Address	Fill in the email address of your company
Business License Number	Fill in the business license number of your company

5. Click the “Preview” button.  
The data entered in each field and for each step is displayed.
6. Review the data you entered. If there is anything you want to change:
  - g. Click the “Back” button in the form.

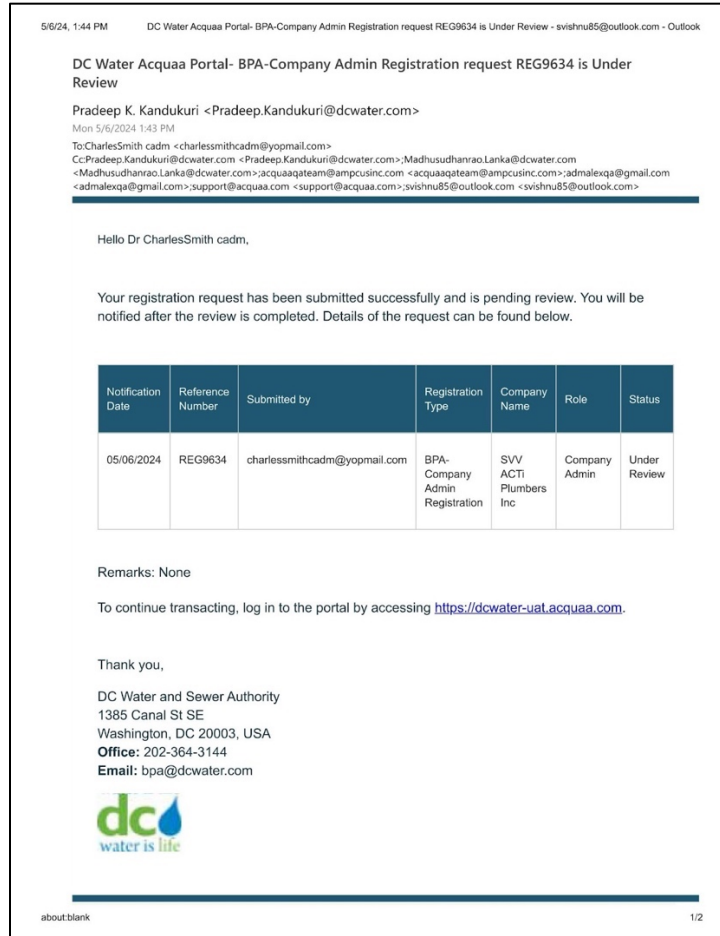
- h. Change the data as needed.
  - i. Click the “Proceed” button.
7. Click the “Complete Registration” button.

The “Thanks for registering” page displays. Your registration number is shown in the “Reference Number” column starting with “REG.”



**Company Admin registration confirmation**

- 8. To logout and check back later, click the “Logout” button. You will be taken to the welcome page.
- 9. To view your profile, click the “View Profile” button. You will be taken to your profile page where you can view the information you submitted during registration and the status of your registration.
- 10. You will receive an acknowledgement email from the portal about the successful submission of your registration request. Your request is pending review with DC Water Administrator.



**Company Admin registration confirmation email**

11. You will receive a notification email when the DC Water admin has reviewed your request and either approved, rejected or requested for more information to review your request.

**IMPORTANT:** If your registration is marked as “Missing Information,” you will receive email reminders with a due date to provide the missing information. If you fail to provide the requested information by the due date listed in the email, the system automatically rejects your registration.

## User Registration Emails

Depending on the action taken on the part of the DC Water administrator, you will receive an email approving your registration, asking for more information, or rejecting the request.


### Approval Emails

When DC Water admin approves a registration request, users receive a notification about the approval.





#### Plumber registration approval email

Below is a sample of the approval notification email sent to plumbers.

DC Water Acquaa Portal- BPA-Registration request REG9588 is Approved



Pradeep K. Kandukuri <Pradeep.Kandukuri@dcwater.com>  
 To: Soudamini Hebbar <soudaminipl10@maildrop.cc>  
 Cc: Pradeep.Kandukuri@dcwater.com; Madhusudhanrao.Lanka@dcwater.com; acquaaqateam@ampcusinc.com; admalexqa@gmail.com; +2 others


 Reply
  Reply all
 

Hello Soudamini Hebbar,

**Congratulations**, your registration request is approved! Details of the request can be found below.


Notification Date	Reference Number	Submitted by	Registration Type	Role	Status
05/03/2024	REG9588	soudaminipl10@maildrop.cc	BPA-Registration	BPA Installer	Approved

Remarks:

To continue transacting, log in to the portal by accessing [https://dcwater-  
uat.acquaa.com](https://dcwater-uat.acquaa.com).

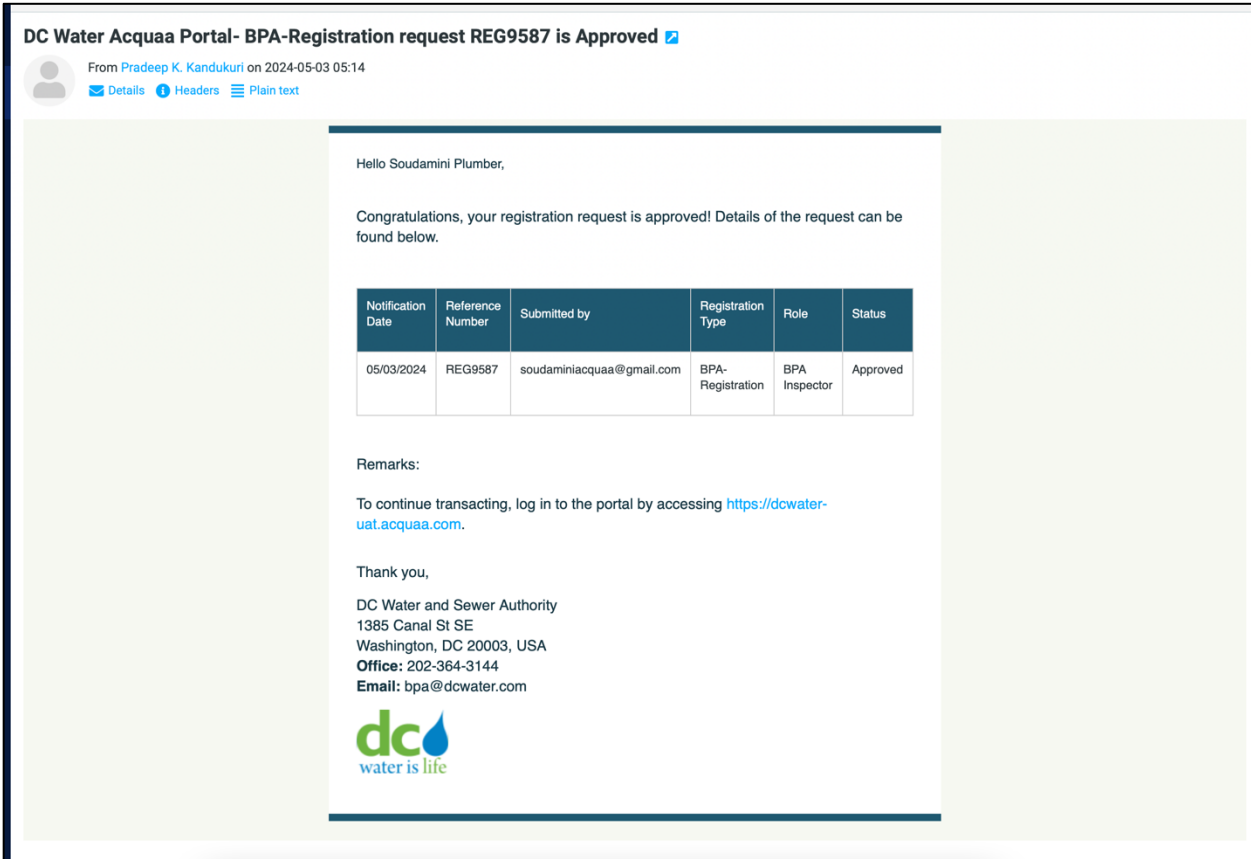
Thank you,

DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



### Plumber(Installer) Registration Approval Email





**Plumber(Inspector) Registration Approval Email**

Property Owner registration auto approval email

Property owner’s registration is auto approved by the system. Below is a sample of the approval notification email sent to property owners.

DC Water Acquaa Portal- BPA-Registration request REG8625 is Approved

AS Acquaa Support <support@acquaa.com> ☺ [← Reply](#) [← Reply all](#)  
 To: Soudamini plumber <soudaminipl105@maildrop.cc>  
 Cc: acquaa.bpaadmin@maildrop.cc; Pradeep.Kandukuri@dcwater.com; ● Soudamini Hebbbar

Hello Soudamini plumber,


[Congratulations](#), your registration request is approved! Details of the request can be found below.

Notification Date	Reference Number	Submitted by	Registration Type	Role	Status
05/03/2024	REG8625	soudaminipl105@maildrop.cc	BPA-Registration	Property Owner	Approved

You can access the portal at <https://qa01.acquaa.com>.

Thank you,

DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Property Owner Registration Approval Email**

Company Admin registration approval email

Below is a sample of the approval notification email sent to plumbing company admins.

5/6/24, 1:50 PM

DC Water Acquaa Portal- BPA-Company Admin Registration request REG9634 is Approved - svishnu85@outlook.com - Outlook

**DC Water Acquaa Portal- BPA-Company Admin Registration request REG9634 is Approved**

Pradeep K. Kandukuri <Pradeep.Kandukuri@dcwater.com>

Mon 5/6/2024 1:49 PM

To: CharlesSmith cadm <charlessmithcadm@yopmail.com>

Cc: Pradeep.Kandukuri@dcwater.com <Pradeep.Kandukuri@dcwater.com>; Madhusudhanrao.Lanka@dcwater.com <Madhusudhanrao.Lanka@dcwater.com>; acquaaqateam@ampcusinc.com <acquaaqateam@ampcusinc.com>; admalexqa@gmail.com <admalexqa@gmail.com>; support@acquaa.com <support@acquaa.com>; svishnu85@outlook.com <svishnu85@outlook.com>

Hello Ms CharlesSmith cadm,

Congratulations, your registration request is approved! Details of the request can be found below.

Notification Date	Reference Number	Submitted by	Registration Type	Company Name	Role	Status
05/06/2024	REG9634	charlessmithcadm@yopmail.com	BPA- Company Admin Registration	SVV ACTi Plumbers Inc	Company Admin	Approved

Remarks: Approving Company admin Registration for Charles smith

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank you,

DC Water and Sewer Authority  
1385 Canal St SE  
Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Company Admin Registration Approval**

## Missing Information Emails

When DC Water admin marks a registration request as “Missing Information”, users receive a notification about the status.

### Plumber registration missing information emails

Plumber receives three notifications reminders to resubmit the registration request after making necessary updates. If plumber does not respond within the due date, the request will be auto rejected by the system after the due date.

- Plumber registration missing information - first notice

Below is a sample of the missing information first notice sent to plumbers.

DC Water Acquaa Portal- BPA-Registration request REG8634 is Missing Information - First Notice

AS Acquaa Support <support@acquaa.com> To: Soudamini Plumb5 <soudaminipl110@maildrop.cc> Cc: acquaa.bpaadmin@maildrop.cc; Pradeep.Kandukuri@dcwater.com; Soudamini Hebbar

Hello Mrs Soudamini Plumb5,

We regret to inform you that your registration request is not approved as it is missing some details or has incomplete information. Details of the request can be found below. Please note that you have to re-submit this request before 05/05/2024 via the portal, failing which the registration request will be automatically rejected by system


Notification Date	Reference Number	Due Date	Submitted by	Registration Type	Role	Status
05/03/2024	REG8634	05/05/2024	soudaminipl110@maildrop.cc	BPA-Registration	BPA Inspector	Missing Information

Remarks: Provide more detail

To continue transacting, log in to the portal by accessing <https://qa01.acquaa.com>.

Thank you,

DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Plumber Registration Missing Information – First Notice**

- Plumber registration missing information - second notice

Below is a sample of the missing information second notice sent to plumbers.

DC Water Acquaa Portal- BPA-Registration request REG8634 is Missing Information - Second Notice

AS Acquaa Support <support@acquaa.com> 🗑️ ↩️ Reply ↩️ Reply all

To: Soudamini Plumb5 <soudaminipl110@maildrop.cc>  
 Cc: acquaa.bpaadmin@maildrop.cc; Pradeep.Kandukuri@dcwater.com; 🟢 Soudamini Hebbar

Hello Mrs Soudamini Plumb5,


This is a notification to remind you that your registration request is missing some information & is pending action from you. Details of the request can be found below. Please note that you have to re-submit this request before 05/05/2024 via the portal, failing which the registration request will be automatically rejected by system

Notification Date	Reference Number	Due Date	Submitted by	Registration Type	Role	Status
05/04/2024	REG8634	05/05/2024	soudaminipl110@maildrop.cc	BPA-Registration	BPA Inspector	Missing Information

To continue transacting, log in to the portal by accessing <https://qa01.acquaa.com>.

Thank you,

DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Plumber Registration Missing Information – Second Notice**

- Plumber registration missing information - final notice (Auto rejection)

Below is a sample of the missing information auto rejection email sent to plumbers.

DC Water Acquaa Portal- BPA-Registration request REG8634 is Auto Rejected

AS Acquaa Support <support@acquaa.com>  
 To: Soudamini Plumb5 <soudaminipl110@maildrop.cc>  
 Cc: acquaa.bpaadmin@maildrop.cc; Pradeep.Kandukuri@dcwater.com; Soudamini Hebbar

Hello Mrs Soudamini Plumb5,

We regret to notify you that your registration request has been rejected due to non-submission of requested missing information. Details of the request can be found below. Please note that you will no longer be able to re-submit this request. If you want to use the portal, you may try registering again!


Notification Date	Reference Number	Submitted by	Registration Type	Role	Status
05/05/2024	REG8634	soudaminipl110@maildrop.cc	BPA-Registration	BPA Inspector	Rejected

Remarks: Auto-rejected by system

To continue transacting, log in to the portal by accessing <https://qa01.acquaa.com>.

Thank you,

DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Plumber Registration Missing Information - Final notice (Auto rejection email)**

Company Admin registration missing information emails

Company Admin receives three notifications reminders to resubmit the registration request after making necessary updates. If he does not respond within the due date, the request will be auto rejected by the system after the due date.

- Company Admin registration missing information - first notice

Below is a sample of the missing information first notice sent to company admins.

DC Water Acquaa Portal- BPA-Company Admin Registration request REG9634 is Missing Information - First Notice

Pradeep K. Kandukuri <Pradeep.Kandukuri@dcwater.com>

Mon 5/6/2024 1:44 PM

To: CharlesSmith cadm <charlessmithcadm@yopmail.com>

Cc: Pradeep.Kandukuri@dcwater.com <Pradeep.Kandukuri@dcwater.com>; Madhusudhanrao.Lanka@dcwater.com <Madhusudhanrao.Lanka@dcwater.com>; acquaaqateam@ampcusinc.com <acquaaqateam@ampcusinc.com>; admalexqa@gmail.com <admalexqa@gmail.com>; support@acquaa.com <support@acquaa.com>; svishnu85@outlook.com <svishnu85@outlook.com>

Hello Dr CharlesSmith cadm,

We regret to inform you that your registration request is not approved as it is missing some details or has incomplete information. Details of the request can be found below. Please note that you have to re-submit this request before 05/08/2024 via the portal, failing which the registration request will be automatically rejected by system

Notification Date	Reference Number	Due Date	Submitted by	Registration Type	Company Name	Role	Status
05/06/2024	REG9634	05/08/2024	charlessmithcadm@yopmail.com	BPA-Company Admin Registration	SVV ACTi Plumbers Inc	Company Admin	Missing Information

Remarks: Rejecting as Missing Information.

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank you,

DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Company Admin Registration Missing Information - First notice**



- Company Admin registration missing information - first notice

Below is a sample of the missing information second notice sent to company admins.

**DC Water Acquaa Portal- BPA-Company Admin Registration request REG9776 is Missing Information - Second Notice** 

From  Pradeep K. Kandukuri on 2024-05-06 21:00

 Details  Headers  Plain text

---

Hello Mrs Cristopher Schimmel,

This is a notification to remind you that your registration request is missing some information & is pending action from you. Details of the request can be found below. Please note that you have to re-submit this request before 05/08/2024 via the portal, failing which the registration request will be automatically rejected by system

Notification Date	Reference Number	Due Date	Submitted by	Registration Type	Company Name	Role	Status
05/07/2024	REG9776	05/08/2024	waterdc01+103246@gmail.com	BPA-Company Admin Registration	autoplumbingtest	Company Admin	Missing Information

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank you,

DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Company Admin Registration Missing Information - Second notice**

Below is a sample of the missing information auto rejection email sent to company admins.

**DC Water Acquaa Portal- BPA-Registration request REG8808 is Auto Rejected**


**From** Pradeep K. Kandukuri <Pradeep.Kandukuri@dcwater.com>  
**To** Irving McCullough <waterdc01+878750@gmail.com>  
**Cc** <Pradeep.Kandukuri@dcwater.com>, <Madhusudhanrao.Lanka@dcwater.com>, <acquaaqateam@ampcusinc.com>, <admalexqa@gmail.com>, <support@acquaa.com>, <automationemail@mailinator.com>  
**Date** 2024-04-25 22:01

Hello Mrs Irving McCullough

We regret to notify you that your registration request has been rejected due to non-submission of requested missing information. Details of the request can be found below. Please note that you will no longer be able to re-submit this request. If you want to use the portal, you may try registering again!

Notification Date	Reference Number	Submitted by	Registration Type	Role	Status
04/26/2024	REG8808	waterdc01+878750@gmail.com	BPA-Registration	Company Admin	Rejected

Remarks: Auto-rejected by system

You can access the portal at <https://dcwater-uat.acquaa.com>.

Thank you

DC Water and Sewer Authority  
 5000 Overlook Avenue SW  
 Washington DC 20032  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Company Admin Registration Missing Information - Final notice( Auto Rejection)**

**Rejection Emails**

When DC Water admin rejects a registration request, users receive a notification about the rejection.

Plumber registration rejection email

Below is a sample of the rejection notification email sent to plumbers.

DC Water Acquaa Portal- BPA-Registration request REG6781 is Rejected

AS Acquaa Support <support@acquaa.com> ☺ [← Reply](#) [← Reply all](#) [→](#)

To: Soudamini plumber <soudaminipl55@maildrop.cc>

Cc: acquaa.bpaadmin@maildrop.cc; Pradeep.Kandukuri@dcwater.com; ● Soudamini Hebbar

Hello Soudamini plumber,

We regret to inform you that your registration request is rejected. Details of the request can be found below. For further assistance, you may contact our customer service team.


Notification Date	Reference Number	Submitted by	Registration Type	Role	Status
05/06/2024	REG6781	soudaminipl55@maildrop.cc	BPA-Registration	BPA Inspector	Rejected

Remarks: Reject

To continue transacting, log in to the portal by accessing <https://qa01.acquaa.com>.

Thank you,

DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Plumber Registration Rejection Email**

Company Admin registration rejection email

Below is a sample of the rejection notification email sent to company admin.

DC Water Acquaa Portal- BPA-Company Admin Registration request REG9634 is Rejected

Pradeep K. Kandukuri <Pradeep.Kandukuri@dcwater.com>

Mon 5/6/2024 1:46 PM

To: CharlesSmith cadm <charlessmithcadm@yopmail.com>

Cc: Pradeep.Kandukuri@dcwater.com <Pradeep.Kandukuri@dcwater.com>; Madhusudhanrao.Lanka@dcwater.com <Madhusudhanrao.Lanka@dcwater.com>; acquaaqateam@ampcusinc.com <acquaaqateam@ampcusinc.com>; admalexqa@gmail.com <admalexqa@gmail.com>; support@acquaa.com <support@acquaa.com>; svishnu85@outlook.com <svishnu85@outlook.com>

Hello Mr CharlesSmith cadm,

We regret to inform you that your registration request is rejected. Details of the request can be found below. For further assistance, you may contact our customer service team.

Notification Date	Reference Number	Submitted by	Registration Type	Company Name	Role	Status
05/06/2024	REG9634	charlessmithcadm@yopmail.com	BPA-Company Admin Registration	SVV ACTI Plumbers Inc	Company Admin	Rejected

Remarks: Rejected

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank you,

DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Company Admin Registration Rejection Email**

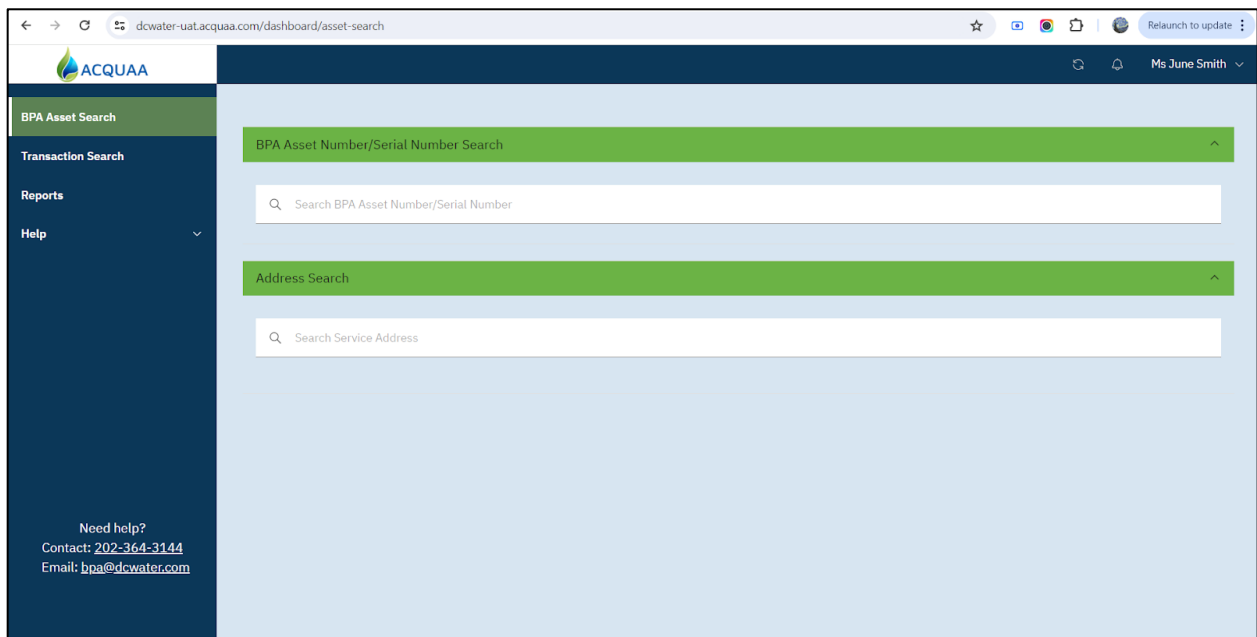
## Home Page

Acquaa portal allows role-based access to functions. A logged in user can see menu options based on the permissions defined for the user’s role.

## Plumber Home Page

Plumber user can have one or more roles such as BPA Installer or BPA Inspector or both. Depending on the role plumber will be able to access application functions - submit transactions, view and download reports. Refer section [User Roles](#) for more information.

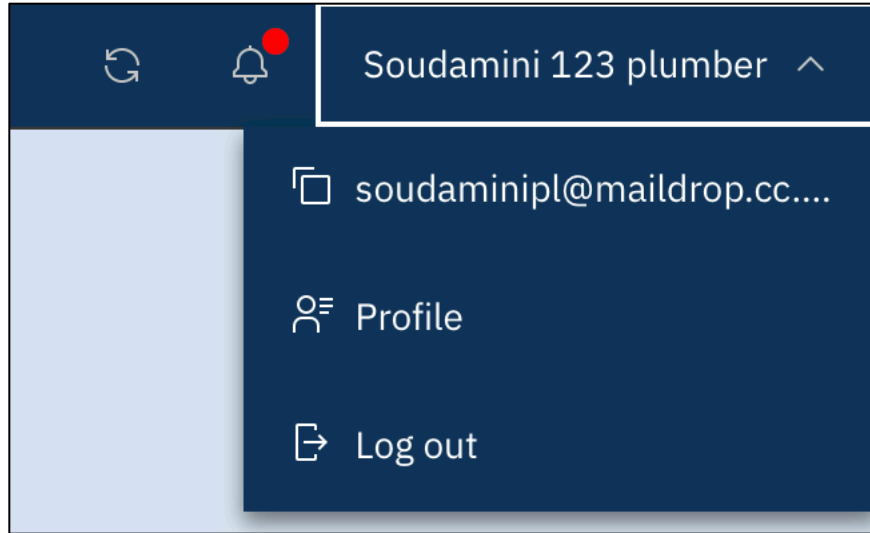
“BPA Asset Search” page is the home page as shown below.





**Plumber Home Page**

The following menu options are displayed for plumbers.

Left menu pane options	Function
BPA Asset Search	Allows plumbers to search an asset or look up a premise and submit transactions
Transaction Search	Allows plumbers to perform transaction search and export reports
Reports	Allows plumbers to download exported reports
Help	Allows plumbers to view user manual

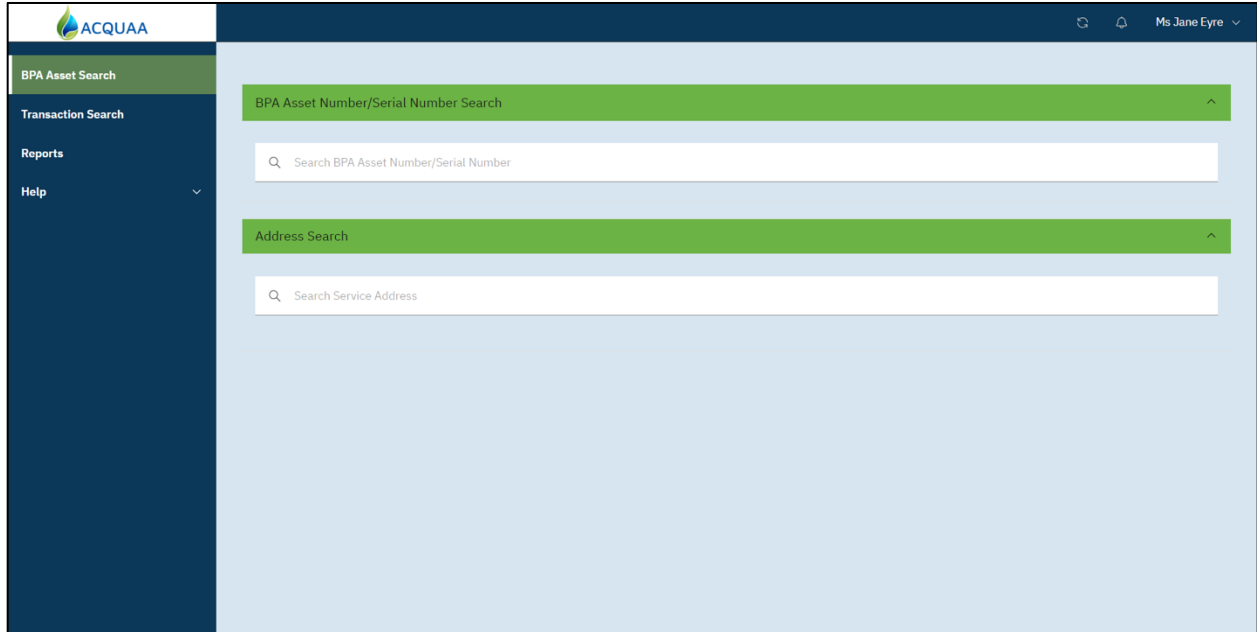


Top menu bar options	Function
Reload 	This function allows user to refresh a page on the portal. Note - Please refrain from using browser refresh.
Notification 	All app notifications are displayed here.
Profile	User can view his profile and manage his contact and company information, update license, certificates, and test kits, respond to invitations, authorize company admin to do on-behalf transactions, manage role- add, renew, reapply, resubmit registrations
Logout	This function allows user to logout of the portal
Session extension prompt	Usually, a session on the portal is valid for 20 min. This function allows user to extend the session if needed.

### Property Owner Home Page

Property owner user can have only one role called Property Owner. This role will allow user to access application functions like search assets, submit extension transactions and download reports. Refer section [User Roles](#) for more information.



“BPA Asset Search” page is the home page as shown below.



**Property Owner Home Page**

The following menu options are displayed for property owners.

Left menu pane options	Function
BPA Asset Search	Allows property owners to search an asset and submit an extension
Transaction Search	Allows property owners to perform transaction search and export reports
Reports	Allows property owners to download exported reports
Help	Allows property owners to view user manual

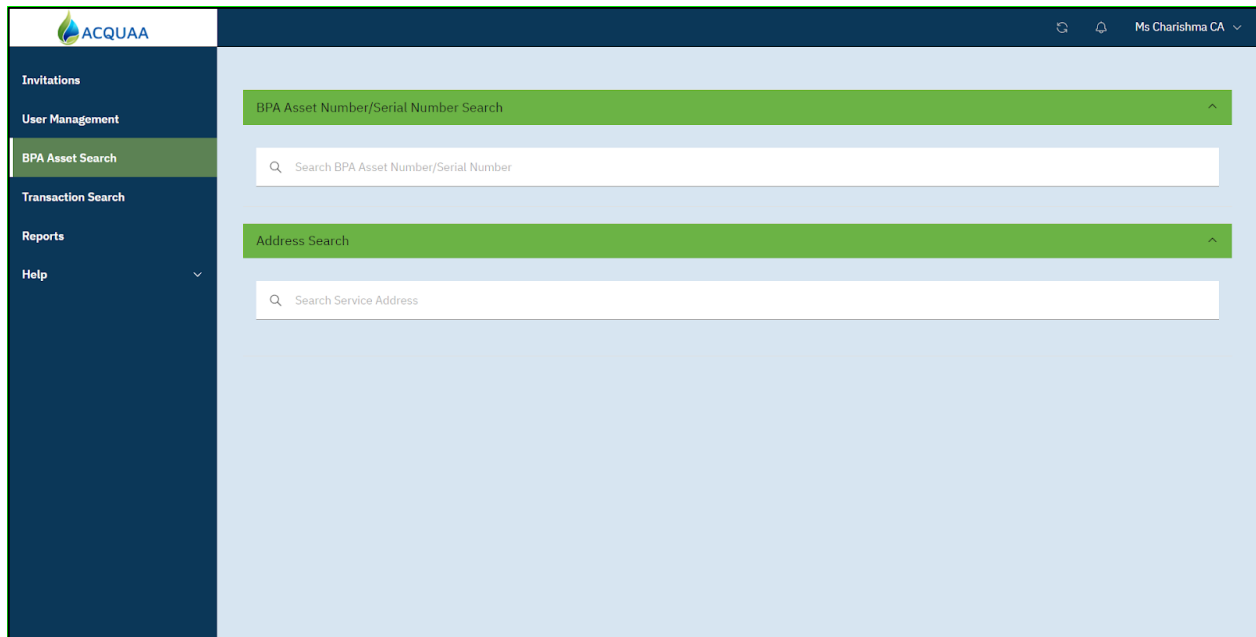
Top menu bar options	Function
Reload 	This function allows user to refresh a page on the portal. Note - Please refrain from using browser refresh.
Notification 	All app notifications are displayed here.

Profile	User can view his profile and manage his contact information, manage role- add new role
Logout	This function allows user to logout of the portal
Session extension prompt	Usually, a session on the portal is valid for 20 min. This function allows user to extend the session if needed.

### Company Admin Home Page

Company Admin user can have only one role called Company Admin. This role will allow user to access application functions like search assets, submit on-behalf transactions, manage users, manage invitations and download reports. Refer section [User Roles](#) for more information.

“BPA Asset Search” page is the home page as shown below.





**Company Admin Home Page**

Left menu pane options	Function
Invitations	Allows company admins to invite plumbers to join their company
User Management	Allows company admins to manage users (plumber & other company admins) who belong to the same plumbing company as theirs
BPA Asset Search	Allows company admins to search an asset and submit an extension



Transaction Search	Allows company admins to perform transaction search and export reports
Reports	Allows company admins to download exported reports
Help	Allows company admins to view user manual

Top menu bar options	Function
Reload 	This function allows user to refresh a page on the portal. Note - Please refrain from using browser refresh.
Notification 	All app notifications are displayed here.
Profile	User can view his profile and manage his contact and company information, update license , certificates and test kits, respond to invitations, authorize company admin to do on-behalf transactions, manage role- add, renew, reapply, resubmit registrations
Logout	This function allows user to logout of the portal
Session extension prompt	Usually, a session on the portal is valid for 20 min. This function allows user to extend the session if needed.

### Backflow Prevention

Backflow prevention is used to protect the drinking water supply by keeping contaminants from flowing back into the drinking water system.

In water distribution systems, water is normally maintained at a certain pressure to allow water to flow from the tap, fountain, or other fixture. Water pressure may fail or be reduced when a water main bursts, pipes freeze, or there is unexpectedly high demand on the water system (for example, when several fire hydrants are opened). Reduced pressure in the pipe may allow contaminated water from the soil, storage tank, or other sources to be drawn up into the system.

This module allows you to:

- Create and maintain assets – Assets are those devices maintained to prevent possible backflow issues such as a fountain, pool, HVAC, etc.
  - [Schedule inspections](#)
  - [Replace assets](#)
  - [Decommission an asset](#)
  - [Request extensions for asset inspections](#)

- [Make a corrective action on an asset](#)
  - Search for [assets](#) and [transactions](#)
  - Generate [reports](#) of assets and transactions.

Refer to the “[User Roles](#)” section of this guide for the actions you can perform based on how you registered to the Acquaa portal.

**IMPORTANT:** The previously listed functions require you to first search for an asset or address. Once a record is located, you can perform the various actions.

### Asset Search

The Asset Search function allows you to search for existing assets based on asset or serial number. Once you locate the asset in which you are interested, you can:

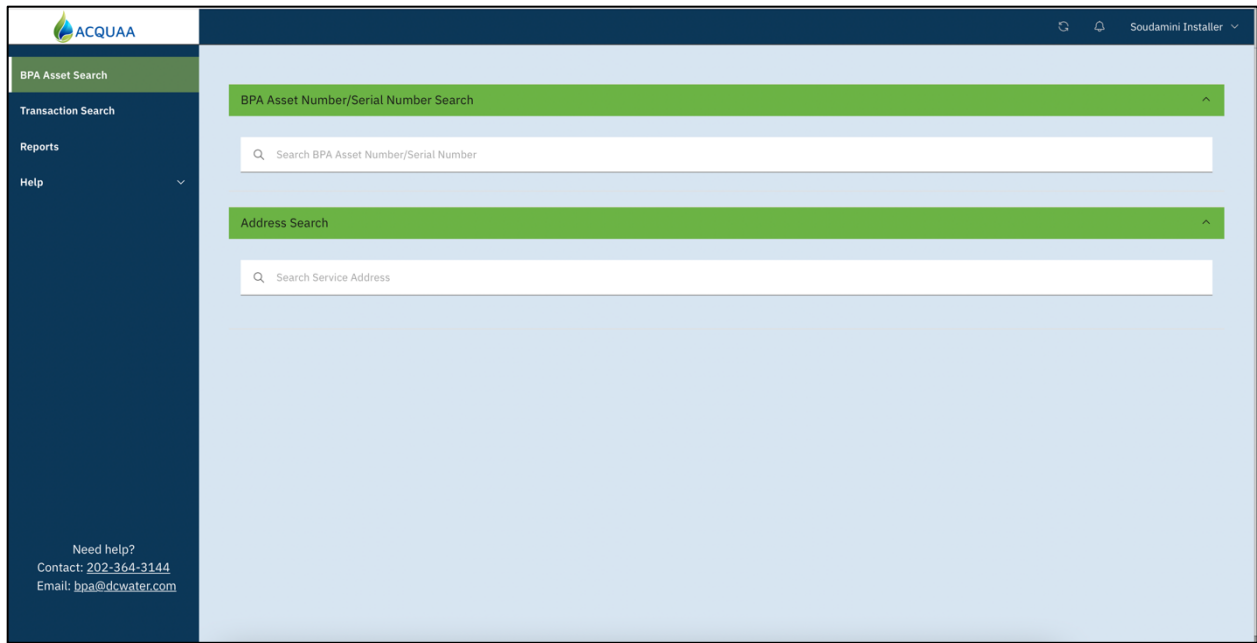
- Update information on the asset.
- Create or maintain an inspection.
- Create or maintain a replacement.
- Create or maintain a decommission of an existing asset.
- Create or maintain a request for an extension for your inspection.
- Review any corrective actions that have been done on an asset.

In order to perform any of the preceding actions, you first need to locate the asset with which you want to work.

**Note:** Application needs to be approved first.

To search for an asset:

1. Upon successfully logging into the portal, the “Dashboard/Search Results” page displays.



### BPA Asset Search

- Enter a BPA asset or serial number in the “BPA Asset Number/Serial Number” Search option.

**Note:** You can enter as much or as little of the number as you want. Once you start typing, the system performs a “like” search and returns all the records that come close or completely match the data you entered. This field allows dashes to be used.

The screenshot shows the search results for the query "SH01-0502". The results are displayed in a table with the following columns: Service Address, Location Details, BPA Asset Number, Serial Number, BPA Type, Size, System Type, Last Inspection Date, and Next Inspection Date. There are four results listed, all for boiler rooms at 1765 VERBENA ST NW Washington DC 20012-1048. The BPA Asset Numbers are 1724994, 1724992, 1724991, and 1724988. The BPA Types are Double Check Assembly, Reduced Pressure Assembly, Double Check Detector 2, and Double Check Assembly. The Last Inspection Date for all is 05/02/2024, and the Next Inspection Date for all is 05/05/2024. At the bottom of the table, there are pagination controls: "Items Per Page: 10", "1-4 Of 4 Items", "1 Of 1 Page", and navigation arrows.

Service Address	Location Details	BPA Asset Number	Serial Number	BPA Type	Size	System Type	Last Inspection Date	Next Inspection Date
1765 VERBENA ST NW Washington DC 20012-1048	Boiler room	1724994	SH01-0502-07	Double Check Assembly	1"	Fire Service Connection	05/02/2024	05/05/2024
1758 VERBENA ST NW Washington DC 20012-1049	Boiler room	1724992	SH01-0502-05	Reduced Pressure Assembly	4"	Fire Service Connection	05/02/2024	05/05/2024
1758 VERBENA ST NW Washington DC 20012-1049	Boiler room	1724991	SH01-0502-04	Double Check Detector 2	4"	Closed loop System	05/02/2024	05/05/2024
1765 VERBENA ST NW Washington DC 20012-1048	Boiler room	1724988	SH01-0502-01	Double Check Assembly	3/4"	Fire Service Connection	05/02/2024	05/05/2024

### Asset Search Results

The following are the columns that display:

Column	Description
Service Address	Displays the physical location of the asset.
Location Details	Displays the details of the exact location of the BPA device.
BPA Asset Number	Displays the system assigned asset number.
Serial Number	Displays the serial number of the installed asset.
BPA Type	Displays the assembly type of the asset.
Size	Displays the size of the asset.
System Type	Displays the system type of installed asset.
Last Inspection Date	Displays the date on which the asset was last inspected. If this is a new asset or an inspection has never been performed, this column will be blank.
Next Inspection Date	Displays the date on which the next inspection of the asset is due.

**Note:** In the expanded view “V” (down arrow), you can see additional information such as onsite, offsite contact details, BPA details, last inspection details and next inspection due date.

^
1754 VERBENA ST NW Washington DC 20012-1049
Boiler room
1800294
SH01-0419-06
Reduced Pressure Assembly
1/2"
Closed loop System
04/15/2024
04/15/2025

**Service Address** ^

Address 1754 VERBENA ST NW Washington DC 20012-1049

---

**Onsite Contact Details (Engineer or Property Manager)** ^

Name\* Mini onsite Email\* minionsite@maildrop.cc

Phone Number\* 🇺🇸 (014) 567-8896

---

**Offsite Contact Details (Property Owner or Property Manager)** ^

Name\* Mini onsite Apt/Suite/Unit Number

Phone Number\* 🇺🇸 (014) 567-8896 Intersection

Email\* minionsite@maildrop.cc City\* Washington

House Number\* 1754 State\* DC - District of Columbia x v

Street Name\* VERBENA ST Quadrant NW x v

House Number Suffix  Zip\* 20012 1049

---

**Backflow Prevention Assembly Details** ^

Location Details\* Boiler room Assembly Type\* Reduced Pressure Assembly x v

Assembly Make\* FEBCO x v System Type\* Closed loop System x v

Model Number\* SH01-2711-01 Service Type\* Main Fire Service x v

Size\* 1/2" x v Unprotected Bypass Line\* Yes x v

Serial Number\* SH01-0419-06 ✕ Unprotected Bypass Image Upload File 📎

Serial Number Image Upload File 📎 Is Building Part Of\* Commercial x v

Do you want to update the Serial Number?

Last Inspected By Soudamini Inspector BPA Last Inspected Tester Contact Phone +1 (014) 545-4587

Last Inspected Tester Contact Email soudaminipl4@maildrop.cc Last Inspected Date 04/15/2024

Next Inspection Due Date 04/15/2025

Review & Submit

Reset

### Expanded view of asset

Refer to the section “[Existing Asset Information](#)” in this guide for more information about those additional fields.

### Sorting your Results

Once the system returns the initial results, you can further sort to find your exact record.

To sort your results:

1. Click any column name with arrows that appear when you mouse over the column. When first clicked, the list sorts in ascending order, then in descending order if clicked again.

**Note:** You cannot sort the “Service Address” or “Size” columns.

### Locating your Results

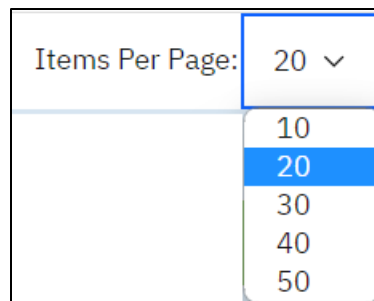
If there is more than one record returned by the system, you can page through the results using the pagination tools at the bottom of the results. You can:

- Select the number of records that appear on the page.
- Select a specific page to which to go.
- Page back and forth between the individual pages.

### Selecting Number or Records per Page

To choose the number of records that display on the page:

1. Select the number of records you want to display from the “Items Per Page” drop-down. The system will display between 10 and 50 records per page if that many exist.



**Records Per Page**

### Selecting a Specific Page

To go to a specific page:

1. Click the “V” (down arrow) next to the “# Pages” field title.
2. Select the specific page to which you want to go.

### Paging through Search Results

To page through the search results:

1. Use the right and/or left arrows to increase or decrease the page number.



Page Navigation

### Address Search

The Address Search function allows you to search for existing assets based on address, either an exact address, near address, or region. Once you locate the address/region in which you are interested, you can:

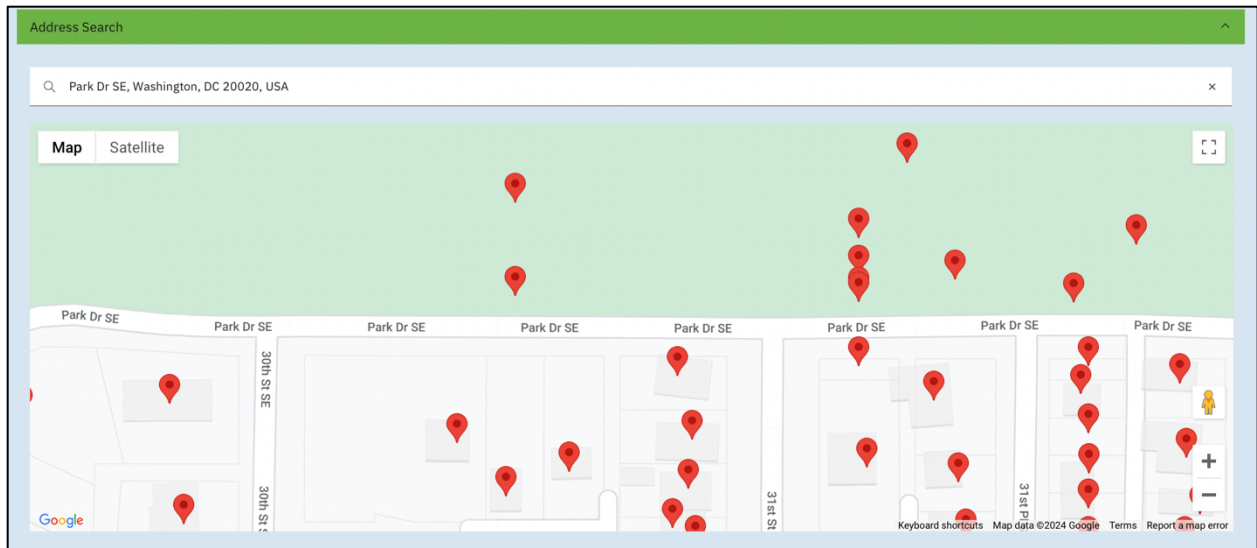
- View and maintain installations.
- Report existing assets (create a new asset and add inspection if required).
- Perform corrective actions (corrective actions include decommissions, inspections, replacements, and cross connection eliminations (CCE)).

To search for an address:


1. Upon successfully logging into the portal, the “Dashboard/Search Results” page displays.
2. Enter an address (or region) in the “Search Service Address” field.  
A map displays.

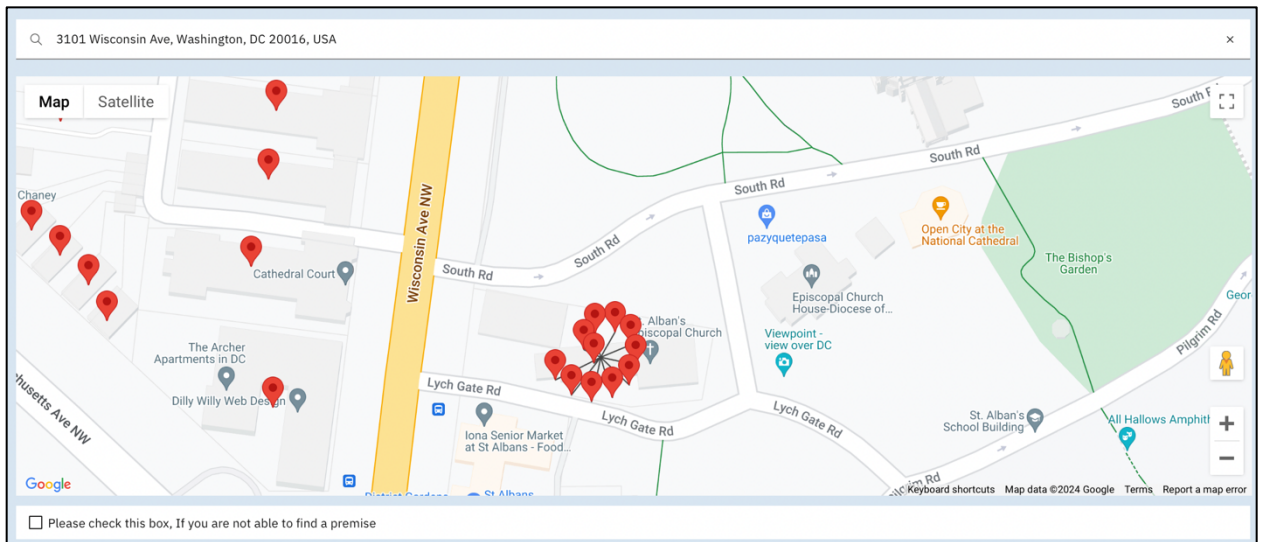
Note: You may need to click the “Address Search” bar for the data entry field to display.

**Note:** A “region” can be a city and state versus an address with the street address, city, state, and zip code. A “like” address can be just the street name. Once you start typing, the system performs a google search and returns all the matches that come close or completely match the address you entered.



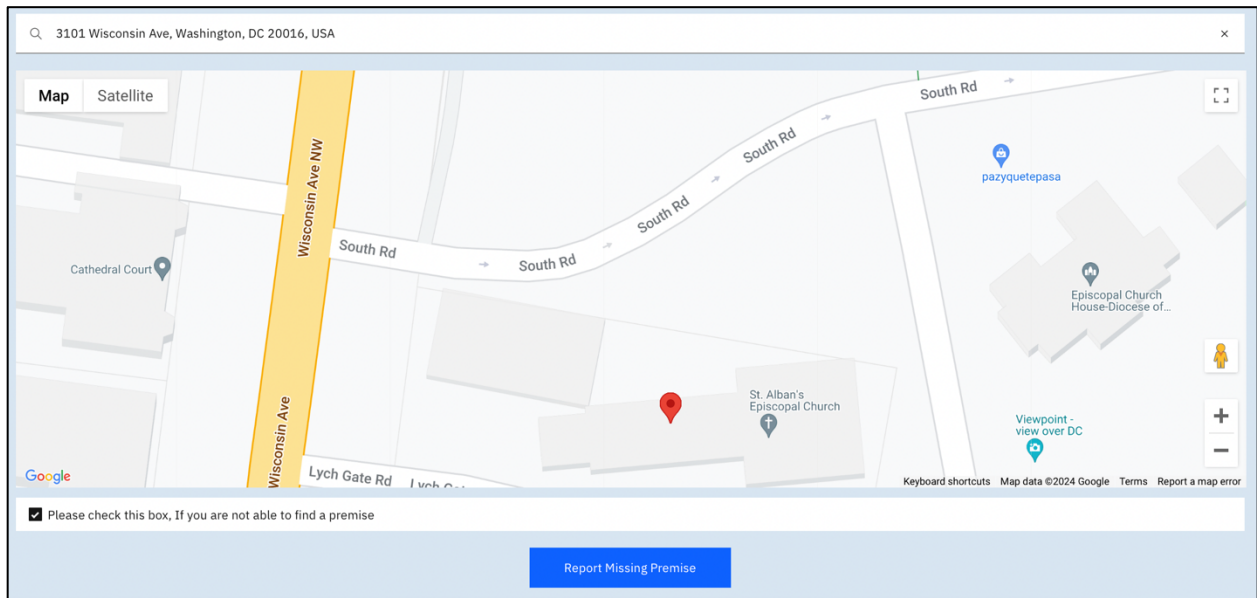
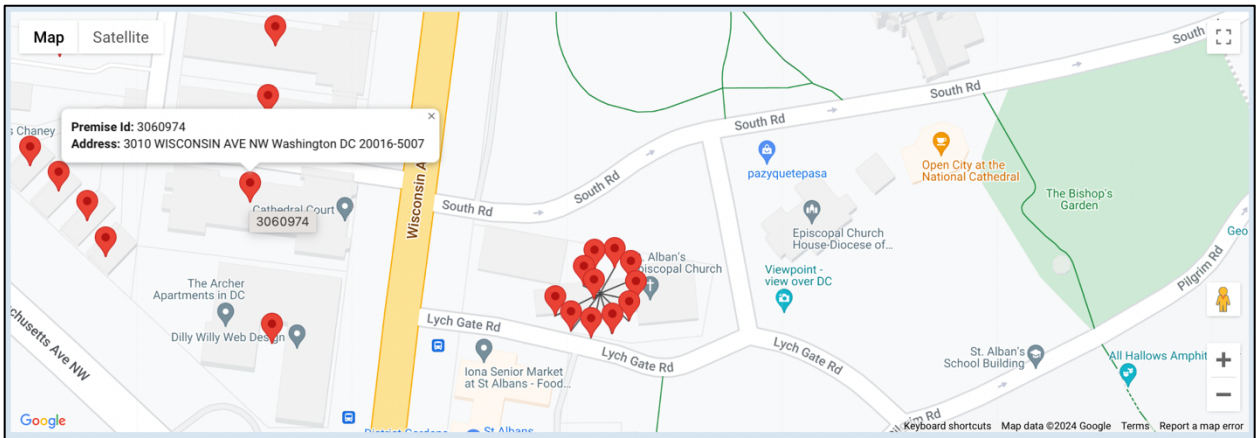
Map of a Region

In the preceding image, a general region was entered for the search. The system returns an image of all the locations serviced in the area. The  (location flag) pinpoints the addresses included in the servicing region. If there are multiple premises overlapping on the map, a spider marker will display.



You can hover over any location flag to see the exact address and Premise ID. The Premise ID is a unique identifier assigned to the address when it is added to the utilities system.









### Map for Specific Address

**IMPORTANT:** If the address for which you are looking does not appear on the map, click the “Please check this box if you are not able to find a premise” checkbox. The “Report Missing Premise” button displays that allows you to add a new asset at a new service address. For more information about adding a new asset, refer to the [“Adding an Asset”](#) section later in this guide.

The map uses Google technology. The Google features are briefly described in the table that follows.

Feature		Description
Map	Satellite	Use this feature to toggle between the map view and the satellite view.
		Use this feature to show the map using the full screen. Once expanded, you can either press “Esc” or use the  (Shrink icon) to return the map back to the smaller size.
		Use this feature to see the street view. You can move this icon around to virtually “walk” through the area.
		Use this feature to enlarge or reduce the map.

- Once the system returns the map, you can scroll below the map to view the initial results.
- You can further filter to find your exact record. Refer to the [“Filtering your Results”](#) section in this guide for more information.

The following are the columns that display:

Column	Description
Premise ID	Displays the system assigned number to identify the service address. You can click this ID to perform a number of functions for the address.
Address	Displays the exact service address.
No. of Asset(s)	Displays the number of assets located at the address. For example, an asset can be a boiler, pool, fountain, etc. You can click this number to view the various assets at the location. Once you click this number, a new table displays where you can scroll through the list to view all the assets.

Address Search Results		
Premise Id	Address	No. of Asset(s)
3156059	1601 RHODE ISLAND AVE NW Washington DC 20036	16

Items Per Page: 100 ▾ 1-1 Of 1 Items 1 ▾ Of 1 Page

Once you click on the number mentioned under the column “No of Asset(s),” a new table displays where you can scroll through the list to view all the assets.

Asset List									
Service Address	Location Details	Asset Number	Serial Number	BPA Type	Size	System Type	Last Inspection Date	Next Inspection Date	
1601 RHODE ISLAND AVE NW Washington DC 20036	SBP	1723245	KNR1	Pressure Vacuum Breaker	4"	Closed loop System		01/06/2024	
1601 RHODE ISLAND AVE NW Washington DC 20036	Hyd	1723246	ADS1	Pressure Vacuum Breaker	4"	Closed loop System	01/04/2024	01/07/2024	
1601 RHODE ISLAND AVE NW Washington DC 20036	sown-siva	NEW262	3456	Reduced Pressure Detector 2	4"	Boiler			
1601 RHODE ISLAND AVE NW Washington DC 20036	Below ground	1722786	SCDED2233389	Reduced Pressure Assembly	1/2"	Medical Equipment		10/08/2023	
1601 RHODE ISLAND AVE NW Washington DC 20036	Below ground	1722787	SCDED223009	Reduced Pressure Assembly	1/2"	Irrigation		10/08/2023	
1601 RHODE ISLAND AVE NW Washington DC 20036	Below ground	1722792	SCDED22355	Reduced Pressure Assembly	1 1/4"	Medical Equipment		10/08/2023	
1601 RHODE ISLAND AVE NW Washington DC 20036	Boiler	1722793	SCDED2236655	Reduced Pressure Assembly	1 1/4"	Irrigation		10/08/2023	
1601 RHODE ISLAND AVE NW Washington DC 20036	Below ground	1722795	SCDED2233383	Double Check Assembly	1/2"	Irrigation		10/08/2023	
1601 RHODE ISLAND AVE NW Washington DC 20036	Below ground	1722796	SCDED223001	Reduced Pressure Assembly	1/2"	Medical Equipment		10/08/2023	
1601 RHODE ISLAND AVE NW Washington DC 20036	Below ground	1722797	SCDED223902	Double Check Assembly	1 1/4"	Medical Equipment		10/08/2023	

Items Per Page: 10 ▾ 1-10 Of 16 Items 1 ▾ Of 2 Pages

You can filter by entering a part of the asset number or serial number like this to get the exact record among the search results. To remove filter click on the remove filter icon( black color icon).

Address Search Results
^

Premise Id	Address	No. of BPA Asset(s)
3057855	1765 VERBENA ST NW Washington DC 20012-1048	12

Items Per Page: 100 ▾
1-1 Of 1 Items
1 ▾ Of 1 Page
◀ ▶

BPA Asset List
^

× 🗑️ 🔄

Service Address	Location Details	BPA Asset Number	Serial Number	BPA Type	Size	System Type	Last Inspection Date	Next Inspection Date
1765 VERBENA ST NW Washington DC 20012-1048	Boiler room	1723744	SH01-0328-10	Double Check Assembly	1"	Chiller		03/30/2024

Items Per Page: 10 ▾
1-1 Of 1 Items
1 ▾ Of 1 Page
◀ ▶

### Filtering by BPA asset number

## Maintaining Assets

After you locate the asset in which you are interested, you can perform any of the below operations based on the permissions of your role.

Asset transactions

Asset Update
Inspection
Replacement
Decommission
Request For Extension
Corrective Action

Asset Update +

From: mm/dd/yyyy 📅 To: mm/dd/yyyy 📅
🔍
🔄

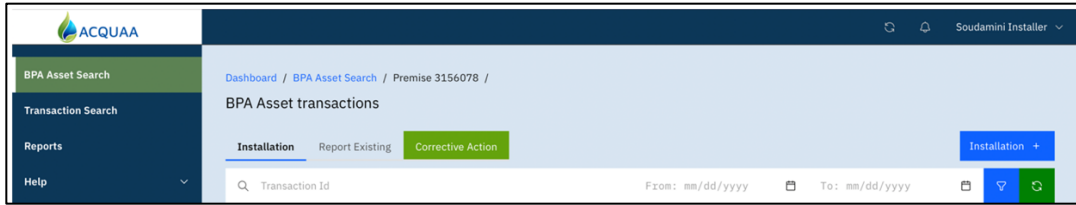
Submitted Date	Last Modified Date	Activity Date	Transaction Id	Address	Asset Number	Transaction Status
No results to show						

Items Per Page: 10 ▾
0-0 Of 0 Items
1 ▾ Of 1 Page
◀ ▶

For more information, refer section [User Roles](#).

- [Update information on the asset.](#)
- [Create or maintain an asset/inspection.](#)
- [Create or maintain a replacement.](#)
- [Create or maintain a decommission of an existing asset.](#)
- [Create or maintain a request for an extension for your inspection.](#)
- [Review any corrective actions that have been done on an asset.](#)

After you locate an address in which you are interested, you can:



- [Create or maintain an installation.](#)
- [Report an existing asset and add an inspection.](#)
- [Address a corrective action.](#)

### Adding an Asset



**Note:** Before you can add an asset, you must first make sure it does not already exist. Refer to the [“Address Search”](#) section of this guide for more information.

**IMPORTANT:** When you add an asset, the asset must be approved by an administrator before any other action can be taken concerning the new asset. You will receive an email informing you that your submission is under review. The administrator can then approve or reject your submission. Either way, you will receive an email informing you of the progress.

### Install BPA Asset

To add an asset at a premise or service address and submit an inspection:

1. Login to the Acquaa portal.  
Refer to the [“Login”](#) section of guide for more information.
2. Perform an address search.  
Refer to the [“Address Search”](#) section of this guide for more information.
3. Click the “Premise Id” hyperlink.  
The “Asset transactions – Installation Tab” page displays. The “Installation” tab is already highlighted.

**Note:** If there are multiple records, you can sort each column in ascending or descending order or filter records by “Transaction ID” or “From”/”To” fields by clicking the  (icon). You can refresh the page by clicking the  (icon).

4. Click the “Installation” tab.

ACQUAA

Dashboard / BPA Asset Search / Premise 3156078 /

BPA Asset transactions

Installation Report Existing Corrective Action Installation +

Transaction Id From: mm/dd/yyyy To: mm/dd/yyyy

Submitted Date	Last Modified Date	Activity Date	Transaction Id	Linked Transaction Id	Address	BPA Asset Number	Transaction Status
05/04/2024	05/04/2024	05/04/2024	INT1173	INS53569	1606 MASSACHUSETTS AVE NW Washington DC 20036	1802866	Approved
05/04/2024	05/04/2024	05/03/2024	INT1171	NA	1606 MASSACHUSETTS AVE NW Washington DC 20036	1802863	Approved
05/04/2024	05/04/2024	05/03/2024	INT1170	NA	1606 MASSACHUSETTS AVE NW Washington DC 20036	1802862	Approved
05/04/2024	05/04/2024	05/03/2024	INT1169	NA	1606 MASSACHUSETTS AVE NW Washington DC 20036	1802861	Approved
05/04/2024	05/04/2024	05/03/2024	INT1168	NA	1606 MASSACHUSETTS AVE NW Washington DC 20036	1802860	Approved
05/04/2024	05/04/2024	05/03/2024	INT1162	NA	1606 MASSACHUSETTS AVE NW Washington DC 20036	1802851	Approved
05/04/2024	05/04/2024	05/03/2024	INT1161	NA	1606 MASSACHUSETTS AVE NW Washington DC 20036	1802850	Approved
05/04/2024	05/04/2024	05/03/2024	INT1160	NA	1606 MASSACHUSETTS AVE NW Washington DC 20036	1802849	Approved

Need help?  
Contact: 202-364-3144  
Email: bpa@dcwater.com

### Installation Tab

**Note:** If no records display, this indicates that no assets have been added. If records display, these are the historic records of past assets. If one of more records display, you can click the “V” (down arrow) next to the “Submitted Date” of an asset to view the details.

5. Click the “Installation+” button.  
The “Asset Details” page displays.

### Add Installation

Refer to section [New Asset Information Capture Form Details](#) for more information on the fields for these sections:

- Service Address
- Onsite Contact Details (Engineer or Property Manager)
- Offsite Contact Details (Property Owner or Property Manager)

- Backflow Prevention Assembly Details
6. If the asset was also inspected at the time of installation, click the “Add Inspection” title bar. Addition fields display.

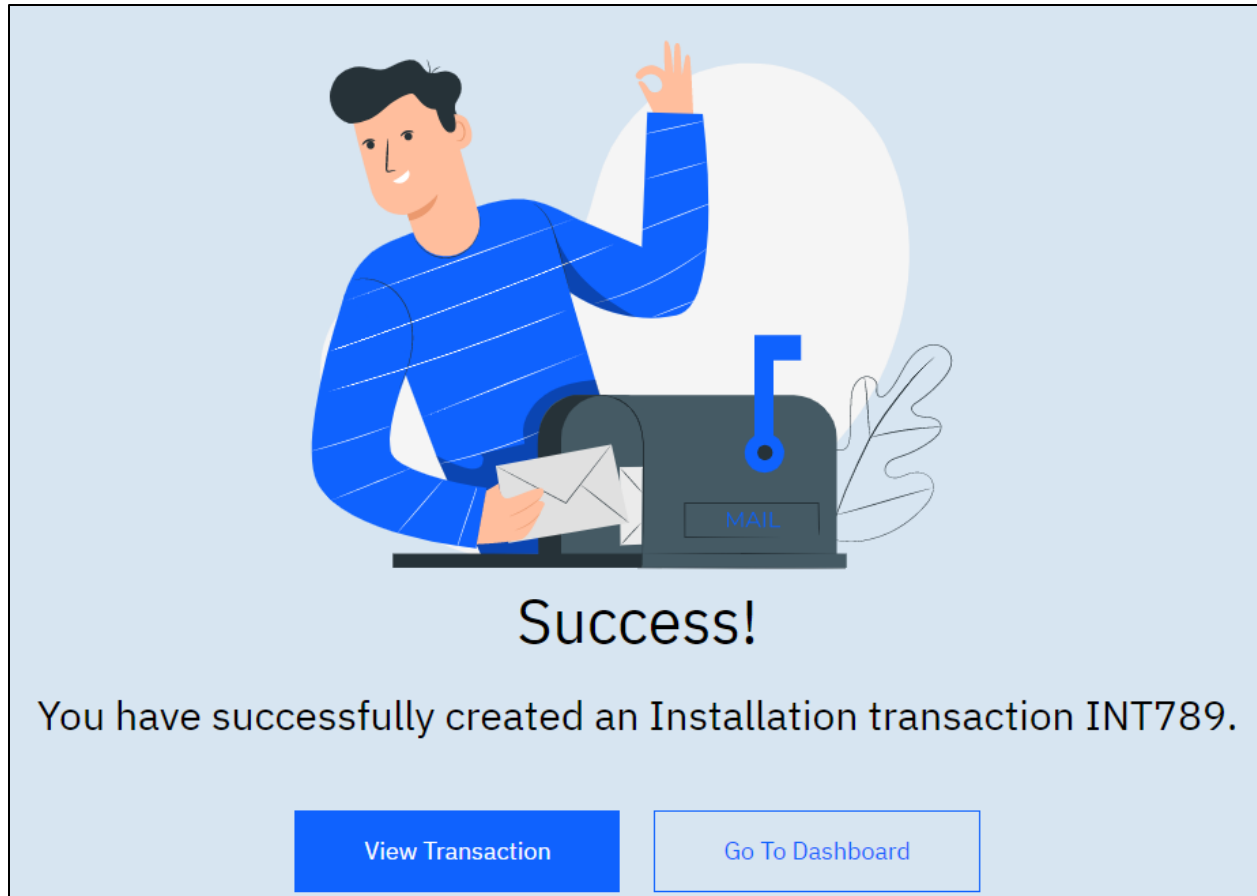
Refer to the “[Submitting Inspection Results](#)” section in this guide for more information on how to complete the inspection fields.

7. After you complete the page, click the “Review & Submit” button.  
The page displays all the fields as read-only.
8. Determine what you want to do next:

Action	Description
Edit your entries	<ol style="list-style-type: none"> <li>1. Click the “Edit” button.</li> <li>2. Change the information as needed.</li> <li>3. Click the “Review &amp; Submit” button.</li> </ol>
Print – Note that this is not an actual “print” function that sends the file to a printer. This option allows you to save the file as a PDF, OneNote, Snagit, XPS Document Writer, or fax.	<ol style="list-style-type: none"> <li>1. Click the “Print” button.</li> <li>2. Choose a destination.</li> <li>3. Complete the other fields as desired.</li> <li>4. Click the “Print” button.</li> <li>5. Select the location to which you want to save the file.</li> <li>6. Enter a file name.</li> <li>7. Click the “Save” button.</li> </ol>
Submit	<ol style="list-style-type: none"> <li>1. Click the “Submit” button. The “Success” page displays and lists the system assigned asset ID.</li> <li>2. Make note of the asset ID for future reference.</li> <li>3. Click the “Go to Dashboard” button to return to the dashboard.</li> </ol> <p>OR</p> <p>Click the “View Transactions” button to return to the “Search Results” page.</p>

Below is a sample of the confirmation page that you will see on the portal once installation transaction is successfully submitted. Note the tracking transaction reference number.





### Installation submission confirmation

**IMPORTANT:** When you add an asset, the request must be approved by a DCW Administrator. You will receive an email informing you that your submission is under review. The administrator can then approve or reject your submission. Either way, you will receive an email informing you of the progress.

Below is a sample of the acknowledgement email sent to user after the installation transaction is successfully submitted.

**DC Water Acquaa Portal- BPA-Installation request is Under Review** 



From Pradeep K. Kandukuri on 2024-05-06 09:01

 Details  Headers  Plain text

Onsite contact - Peter  
Offsite contact - Peter

Your BPA-Installation request has been submitted successfully and is pending review. You will be notified after the review is completed. Details of the request can be found below.

Transaction Details

Submission Date	Activity Date	Reference Number	Submitted By	Transaction Type	Address	Status
05/06/2024	04/01/2024	INT1180	svishnu85@outlook.com	BPA-Installation	1200 PENNSYLVANIA AVE NW Washington DC 20004-2501	Under Review

Asset Details

Serial Number	BPA Type	System Type	Location Details	Size
sno1-3461	Double Check Assembly	Boiler	Q2 column	2 1/2"

**Remarks:** None

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank You,

DC Water and Sewer Authority  
1385 Canal St SE  
Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** [bpa@dcwater.com](mailto:bpa@dcwater.com)



**Installation submission confirmation email**

1. Determine what you want to do next:

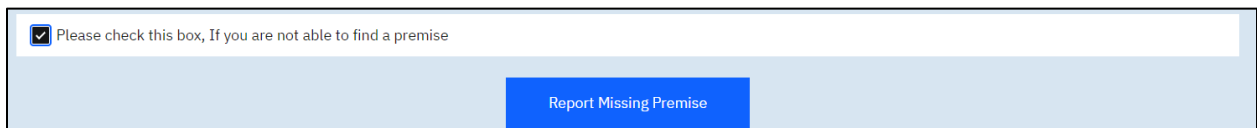
Action	Description
Click the “Dashboard” button.	Takes you to the “Dashboard/Asset Search” page
Click the “View Transactions” button.	Takes you to the “Transaction List” page.

### Report Missing Premise

To report a missing premise and add an asset:

2. Login to the Acquaa portal. Refer to the “[Login](#)” section of guide for more information.
3. Perform an address search for the asset’s location. Refer to the “[Address Search](#)” section of this guide for more information.
4. Make sure the address is not shown on the map.

**Note:** If you enter a general location such as “Washington, DC” a general map will display along with an additional filter that allows you to enter a Premise ID. If the Premise or service address does not display as a pin on the map after your search, you can report a missing address using the “Please check this box if you are not able to find a premise.” checkbox.



5. Click the “Please check this box if you are not able to find a premise” checkbox.  
The “Report Missing Premise” button displays.
6. Click the “Report Missing Premise” button.  
The “Asset Details” page displays.

Soudamini Installer

BPA Asset Search

Transaction Search

Reports

Help

Dashboard / BPA Asset Search / Add Installation /

**Service Address**

Address\*

Can't find address?

Apt/Suite/Unit Number

---

**Onsite Contact Details (Engineer or Property Manager)**

Name\*

Phone Number\*

Email\*

---

**Offsite Contact Details (Property Owner or Property Manager)**

Name\*

Phone Number\*

Apt/Suite/Unit Number

Intersection

City\*

State\*

House Number\*

Street Name\*

House Number Suffix

Quadrant

Zip\*

---

**Backflow Prevention Assembly Details**

Location Details\*

Assembly Make\*

Model Number\*

Size\*

Serial Number\*

Serial Number Image

Activity Date\*

Date format: MM/DD/YYYY

Assembly Type\*

System Type\*

Service Type\*

Unprotected Bypass Line\*

Is Building Part Of\*

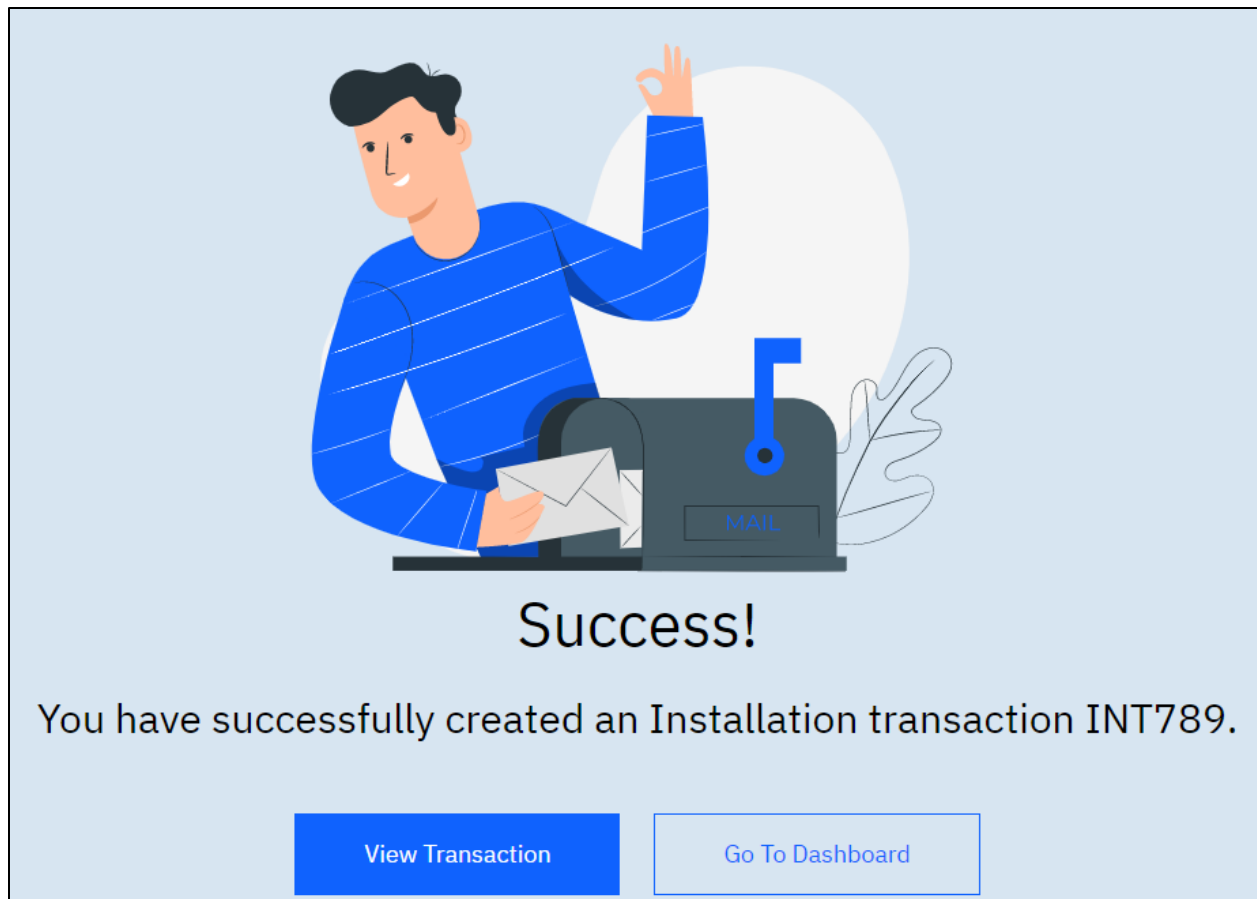
Need help?  
 Contact: 202-364-3144  
 Email: bpa@dcwater.com

**Add Installation( Report Missing Premise)**

7. Complete the page as required. Refer section [New Asset Information Capture Form Details](#) to learn how to fill the form.
8. After you complete the page, click the “Review & Submit” button.  
The page displays all the fields as read-only.
9. Determine what you want to do next:

Action	Description
Edit your entries	<ol style="list-style-type: none"> <li>1. Click the “Edit” button.</li> <li>2. Change the information as needed.</li> <li>3. Click the “Review &amp; Submit” button.</li> </ol>
Print – Note that this is not an actual “print” function that sends the file to a printer. This option allows you to save the file as a PDF, OneNote, Snagit, XPS Document Writer, or fax.	<ol style="list-style-type: none"> <li>1. Click the “Print” button.</li> <li>2. Choose a destination.</li> <li>3. Complete the other fields as desired.</li> <li>4. Click the “Print” button.</li> <li>5. Select the location to which you want to save the file.</li> <li>6. Enter a file name.</li> <li>7. Click the “Save” button.</li> </ol>
Submit	<ol style="list-style-type: none"> <li>1. Click the “Submit” button. The “Success” page displays and lists the system assigned asset ID.</li> <li>2. Make note of the asset ID for future reference.</li> <li>3. Click the “Go to Dashboard” button to return to the dashboard. OR Click the “View Transactions” button to return to the “Search Results” page.</li> </ol>

Below is a sample of the confirmation page that you will see on the portal once installation transaction is successfully submitted. Note the tracking transaction reference number.



### Installation Submission Confirmation

**IMPORTANT:** When you add an asset, the request must be approved by a DCW Administrator. You will receive an email informing you that your submission is under review. The administrator can then approve or reject your submission. Either way, you will receive an email informing you of the progress.

Below is a sample of the acknowledgement email sent to user after the installation transaction is successfully submitted.

**DC Water Acquaa Portal- BPA-Installation request is Under Review** 



From Pradeep K. Kandukuri on 2024-05-06 09:01

 Details  Headers  Plain text

Onsite contact - Peter  
Offsite contact - Peter

Your BPA-Installation request has been submitted successfully and is pending review. You will be notified after the review is completed. Details of the request can be found below.

Transaction Details

Submission Date	Activity Date	Reference Number	Submitted By	Transaction Type	Address	Status
05/06/2024	04/01/2024	INT1180	svishnu85@outlook.com	BPA-Installation	1200 PENNSYLVANIA AVE NW Washington DC 20004-2501	Under Review

Assot Details

Serial Number	BPA Type	System Type	Location Details	Size
sno1-3461	Double Check Assembly	Boiler	Q2 column	2 1/2"

**Remarks:** None

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank You,

DC Water and Sewer Authority  
1385 Canal St SE  
Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com




10. Determine what you want to do next:


Action	Description
Click the “Dashboard” button.	Takes you to the “Dashboard/Asset Search” page
Click the “View Transactions” button.	Takes you to the “Transaction List” page.

### Report Existing BPA Asset

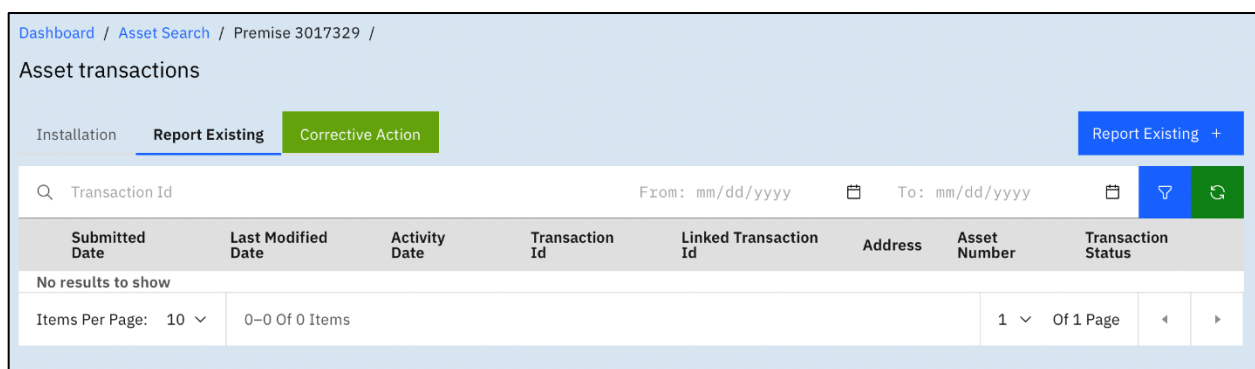
To report an already installed asset at a premise or service address and submit an inspection:

5. Login to the Acquaa portal.  
Refer to the [“Login”](#) section of guide for more information.
6. Perform an address search.  
Refer to the [“Address Search”](#) section of this guide for more information.
7. Click the “Premise Id” hyperlink.  
The “Asset transactions – Installation Tab” page displays. The “Installation” tab is already highlighted.

**Note:** If there are multiple records, you can sort each column in ascending or descending order or filter records by “Transaction ID” or “From”/”To” fields by clicking the  (icon).

You can refresh the page by clicking the  (icon).

8. Click the “Report Existing” tab.



### Asset transactions – Report Existing Tab

**Note:** If no records display, this indicates that no assets have been added. If records display, these are the historic records of past assets. If one of more records display, you can click the “V” (down arrow) next to the “Submitted Date” of an asset to view the details.



9. Click the “Report Existing +” button.  
The “Asset Details” page displays.

🔄 🔔 Soudamini Installer ▾

BPA Asset Search
Transaction Search
Reports
Help ▾

Dashboard / BPA Asset Search / Premise 3156074 / Add Report Existing /

Service Address ^

Address\* 1600 RHODE ISLAND AVE NW ✕

Onsite Contact Details (Engineer or Property Manager) ^

Name\*  Email\*

Phone Number\* 🇺🇸 (xxx) xxx-xxxx

Offsite Contact Details (Property Owner or Property Manager) ^

Offsite contact details are same as onsite contact details

Name\*  Apt/Suite/Unit Number

Email\*  Intersection

Phone Number\* 🇺🇸 (xxx) xxx-xxxx City\* Washington

House Number\*  State\* DC - District of Columbia ✕ ▾

Street Name\*  Quadrant ▾

House Number Suffix  Zip\*

Backflow Prevention Assembly Details ^

Location Details\*  Assembly Type\* ▾

Assembly Make\* ▾ System Type\* ▾

Model Number\*  Service Type\* ▾

Size\* ▾ Unprotected Bypass Line\* ▾

Serial Number\*  Is Building Part Of\* ▾

Serial Number Image Upload File

Activity Date\* mm/dd/yyyy 📅  
Date format: MM/DD/YYYY

Add Inspection (click to add inspection results) ▾

Review & Submit
Reset

Need help?  
 Contact: 202-364-3144  
 Email: [bpa@dcwater.com](mailto:bpa@dcwater.com)

## Report Existing BPA

Refer to section [New Asset Information Capture Form Details](#) for more information on the fields for these sections:

- Service Address
- Onsite Contact Details (Engineer or Property Manager)
- Offsite Contact Details (Property Owner or Property Manager)
- Backflow Prevention Assembly Details

10. If the asset was also inspected at the time of reporting existing asset, click the “Add Inspection” title bar.  
Addition fields display.

Refer to the “[Submitting Inspection Results](#)” section in this guide for more information on how to complete the inspection fields.

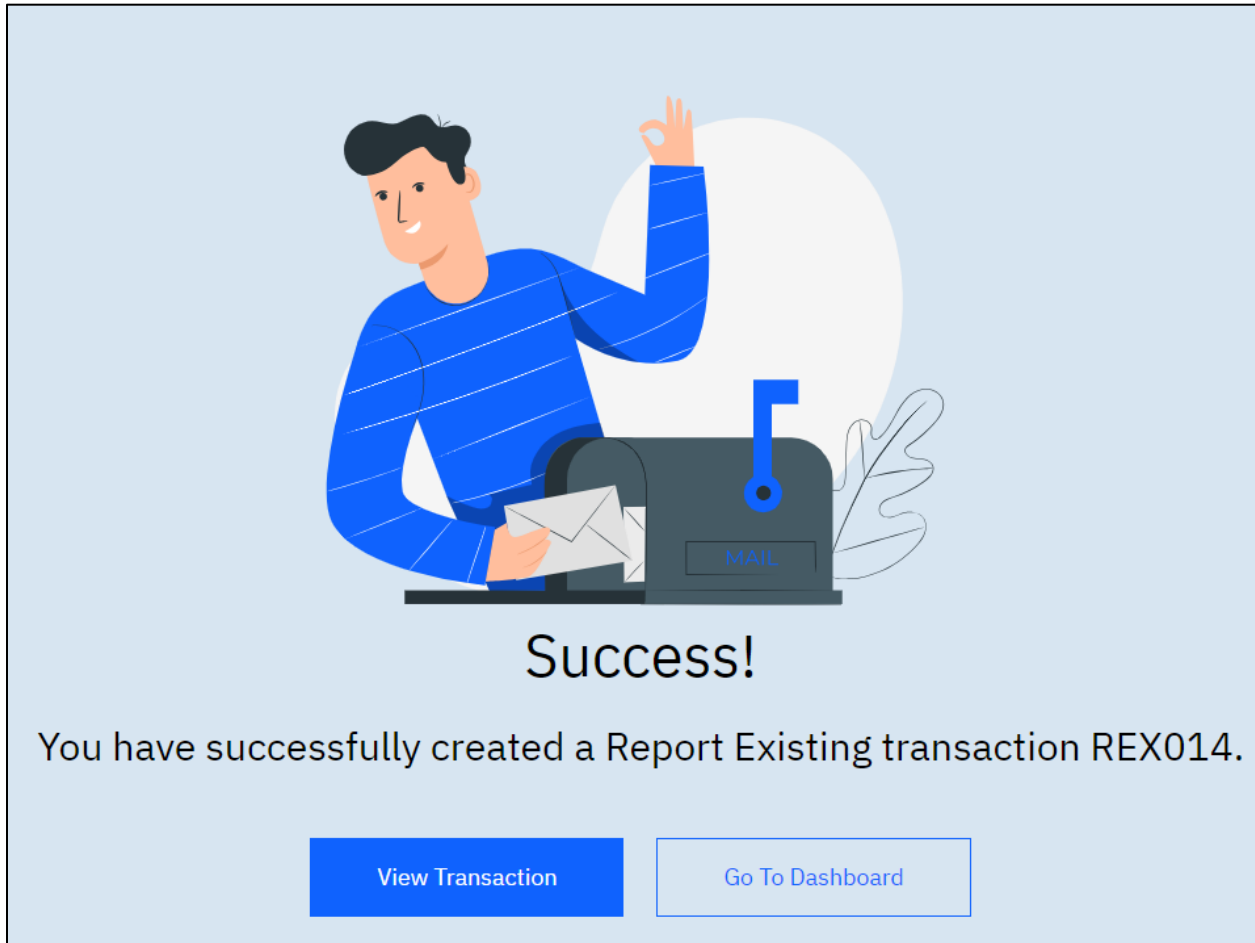
11. After you complete the page, click the “Review & Submit” button.  
The page displays all the fields as read-only.

11. Determine what you want to do next:

Action	Description
Edit your entries	4. Click the “Edit” button. 5. Change the information as needed. 6. Click the “Review & Submit” button.
Print – Note that this is not an actual “print” function that sends the file to a printer. This option allows you to save the file as a PDF, OneNote, SnagIt, XPS Document Writer, or fax.	8. Click the “Print” button. 9. Choose a destination. 10. Complete the other fields as desired. 11. Click the “Print” button. 12. Select the location to which you want to save the file. 13. Enter a file name. 14. Click the “Save” button.
Submit	4. Click the “Submit” button. The “Success” page displays and lists the system assigned asset ID. 5. Make note of the asset ID for future reference. 6. Click the “Go to Dashboard” button to return to the dashboard.

Action	Description
	OR Click the “View Transactions” button to return to the “Search Results” page.

Below is a sample of the confirmation page that you will see on the portal once report existing BPA transaction is successfully submitted. Note the tracking transaction reference number.




**Report Existing Transaction Confirmation**

**Note:** If you did not add an inspection when entering the asset details, the inspection transaction information will not appear on this page.

**IMPORTANT:** When you report an existing asset, the request must be approved by DCW Administrator. You will receive an email informing you that your submission is under review. Administrator can then approve or reject your submission. Either way, you will receive an email informing you of the progress.

Below is a sample of the acknowledgement email sent to user after the report existing BPA transaction is successfully submitted.

**DC Water Acquaa Portal- BPA-Report Existing request is Under Review** [🔗](#)

From  Pradeep K. Kandukuri on 2024-05-07 06:14  
[✉ Details](#) [📄 Headers](#) [☰ Plain text](#)

---

Onsite contact - pradeep  
 Offsite contact - pradeep

Your BPA-Report Existing request has been submitted successfully and is pending review. You will be notified after the review is completed. Details of the request can be found below.

**Transaction Details**

Submission Date	Activity Date	Reference Number	Submitted By	Transaction Type	Address	Status
05/07/2024	05/07/2024	REX169	bpauserregression1@outlook.com	BPA-Report Existing	4000 PENNSYLVANIA AVE SE Washington DC 20020-1104	Under Review
05/07/2024	05/07/2024	INS53579	bpauserregression1@outlook.com	BPA-Inspection	4000 PENNSYLVANIA AVE SE Washington DC 20020-1104	Under Review

**Asset Details**


Serial Number	BPA Type	System Type	Location Details	Size
serial000227	Pressure Vacuum Breaker	Irrigation	loddetails	2 1/2"

**Remarks:** None

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

---

Thank You,  
 DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Report Existing Transaction Confirmation Email**

**New Asset Information**

**Note:** Required fields are denoted by an asterisk (\*) after the field's title.

**Service Address**

Field	Description
Address	Required. Enter the address where the asset is located. You can start typing an address and the system will find valid nearby addresses based on Google’s responses that match what you have entered.
Apt/Suite/Unit Number	Enter the apartment, suite, or unit number of the address where the asset is located.

**Onsite Contact Details (Engineer or Property Manager)**


Field	Description
Name	Required. Enter the full name of the site’s engineer or Property Manager.
Email	Required. Enter the email of the site’s engineer or Property Manager.
Phone Number	Required. Enter the phone number, including area code of the site’s engineer or Property Manager.
Offsite contact details are the same as the onsite contact details	<p>Check this box only if the offsite contact details are the same as the onsite contact details. If you check this box, the fields in the next section are automatically populated by the system.</p> <p><b>Note:</b> The checkbox is only applicable for new installation forms.</p> <p><b>Note:</b> If you want to update the offsite information, you can delete the default values and update the information manually.</p>

**Offsite Contact Details (Property Owner or Property Manager)**


**Note:** If you clicked the “Offsite contact details are the same as the onsite contact details” checkbox, these fields will be automatically populated but can be changed if required.

Field	Description
Name	Required. Enter the full name of the offsite Property Owner or Property Manager. If this information is the same as the onsite contact information, the system will fill this field.
Email	Required. Enter the email of the offsite Property Owner or Property Manager. If this information is the same as the onsite contact information, the system will fill this field.
Phone Number	Required. Enter the phone number, including the area code of the offsite Property Owner or Property Manager. If this information is the same as the onsite contact information, the system will fill this field.
House Number	Required. Enter the house number of the offsite Property Owner or Property Manager's address.
Street Name	Required. Enter the street name of the offsite Property Owner or Property Manager's address.
Apt/Suite/Unit Number	Enter the apartment, suite, or unit number of the offsite Property Owner or Property Manager's address.
Intersection	Enter the closest intersection to the asset's location, for example: The corner of State and Main.
City	Required. Select the City of the offsite Property Owner or Property Manager's address.
State	Required. Select the state of the offsite Property Owner or Property Manager's address.
Quadrant	Required. Select the quadrant of the offsite Property Owner or Property Manager's address.
Zip	Required. Enter the zip code of the offsite Property Owner or Property Manager's address.

**Backflow Prevention Assembly Details**

Field	Description
Location Details	Required. Enter the physical location of the backflow, for example, Sprinkler Room, Basement, Utility Room.
Assembly Make	Required. Select the assembly make. If you cannot find a specific brand in the list, use "Other."
Model Number	Required. Enter the specific model number of the brand.
Size	Required. Indicate the size of the pipe used for the system. Valid values range from ½ to 10 inches.
Serial Number	Required. Enter the unique serial number of the actual asset.
Serial Number Image	<p>To add an image:</p> <ol style="list-style-type: none"> <li>1. Click the "Upload File" button. The "Open" window displays.</li> <li>2. Search for your image using standard Windows functionality.</li> <li>3. Select the image.</li> </ol> <p><b>IMPORTANT:</b> This must be a valid image file type or PDF.</p> <p>Click the "Open" button. The file shows under the "Upload File" button.</p> <p>Note: You can click the  (eye icon) to view the file you uploaded.</p>
Assembly Type	Required. Select the type of assembly used at the location.
By-Pass Serial Number	<p>This field displays based on the Assembly Type. Enter the serial number of the by-pass element.</p> <p>Note: Applicable for Reduced Pressure Detector 2 and Double Check Detector 2 assembly types only.</p>
System Type	Required. Select the type of system installed at the location.



Field	Description
Service Type	Required. Select the type of service to be performed on this asset.
Unprotected Bypass Line	Required. Indicate whether or not an unprotected bypass line is being used for the installation. Note: If you select “Yes” you will be asked to upload an image of the line.
Unprotected Bypass Image	<p>To add an image:</p> <ol style="list-style-type: none"> <li>1. Click the “Upload File” button. The “Open” window displays.</li> <li>2. Search for your image using standard Windows functionality.</li> <li>3. Select the image.</li> </ol> <p><b>IMPORTANT:</b> This must be a valid image file type or PDF.</p> <p>Click the “Open” button. The file shows under the “Upload File” button.</p> <p>Note: You can click the  (eye icon) to view the file you uploaded.</p>
Is Building a Part Of	Required. Select the type of building where the assembly is installed.
Activity Date	Required. Enter the date or choose a date from a calendar when the actual activity of installation or inspection or a Backflow transaction happened. The date cannot be in the future.

**Existing Asset Information**

**Service Address**

Field	Description
Address	Displays the address where the asset is located.

Field	Description
Apt/Suite/Unit Number	Displays the apartment, suite, or unit number of the address where the asset is located.

**Onsite Contact Details (Engineer or Property Manager)**



Field	Description
Name	Displays the full name of the onsite engineer or Property Manager.
Email	Displays the email of the onsite engineer or Property Manager.
Phone Number	Displays the phone number, including area code of the onsite engineer or Property Manager.


**Offsite Contact Details (Property Owner or Property Manager)**

**Note:** If you clicked the “Offsite contact details are the same as the onsite contact details” checkbox, these fields will be automatically populated but can be changed if required.

Field	Description
Name	Displays the full name of the offsite Property Owner or Property Manager.
Email	Displays the email of the offsite Property Owner or Property Manager.
Phone Number	Displays the phone number, including the area code of the offsite Property Owner or Property Manager.
House Number	Displays the house number of the offsite Property Owner or Property Manager’s address.
Street Name	Displays the street number of the offsite Property Owner or Property Manager’s address.
Apt/Suite/Unit Number	Displays the apartment, suite, or unit number of the offsite Property Owner or Property Manager’s address.
Intersection	Displays the intersection of the offsite Property Owner or Property Manager’s address.
City	Displays the City of the offsite Property Owner or Property Manager’s address.
State	Displays the State of the offsite Property Owner or Property Manager’s address.
Quadrant	Displays the Quadrant of the offsite Property Owner or Property Manager’s address.
Zip	Displays the Zip code of the offsite Property Owner or Property Manager’s address.

**Backflow Prevention Assembly Details**

Field	Description
Location Details	Displays the physical location of the BPA asset, for example, Sprinkler Room, Basement, Utility Room.
Assembly Make	Displays the assembly make. If you cannot find a specific brand in the list, use "Other."
Model Number	Displays the specific model number of the brand.
Size	Displays the size of the pipe used for the system. Valid values range from ½ to 10 inches.
Serial Number	Displays the unique serial number of the actual asset.
Serial Number Image	Displays the unique serial number image (if it was uploaded during installation or asset update). Note: You can click the  (eye icon) to view the file.
Assembly Type	Displays the type of assembly used at the location.
By-Pass Serial Number	This field displays based on the Assembly Type. Displays the serial number of the by-pass element. Applicable for Reduced Pressure Detector 2 and Double Check Detector 2 assembly types.
System Type	Displays the type of system installed at the location.
Service Type	Displays the service type of the asset.
Unprotected Bypass Line	Indicates whether or not an unprotected bypass line is being used for the installation. Note: If the selection is "Yes" an image of the line would have been uploaded.
Unprotected Bypass Image	Displays the Unprotected Bypass image. Note: You can click the  (eye icon) to view the file.
Is Building a Part Of	Displays the type of building where the assembly is installed.
Do you want to update serial number? (checkbox)	Optional. Select this checkbox if serial number needs to be updated.

Field	Description
New Serial Number	Required if the above checkbox is selected. Enter the new serial number of the actual asset.
New Serial Number Image	<p>Required. If the serial number of an existing asset needs to be updated, a new serial number image must be uploaded.</p> <p>To add an image:</p> <ol style="list-style-type: none"> <li>1. Click the “Upload File” button. The “Open” window displays.</li> <li>2. Search for your image using standard Windows functionality.</li> <li>3. Select the image.</li> </ol> <p><b>IMPORTANT:</b> This must be a valid image file type or PDF.</p> <p>Click the “Open” button. The file shows under the “Upload File” button.</p> <p>Note: You can click the  (eye icon) to view the file you uploaded.</p>
Last Inspected By	Prepopulated. Displays the last inspected tester’s name.
Last Inspected Tester Contact Phone	Prepopulated. Displays the last inspected tester’s phone number.
Last Inspected Tester Contact Email	Prepopulated. Displays the last inspected tester’s email
Last Inspected Date	Prepopulated. Displays the last passed inspected date of the asset.
Next Inspection Due Date	Prepopulated. Displays the next inspection due date of the asset.

### Updating Asset Details

Maintenance of an asset includes editing the details for the following:

- Onsite Contact Details (Engineer or Property Manager)
- Office Contact Details (Property Owner or Property Manager)

- Backflow Prevention Assembly (BPA)

To maintain an asset:

1. Login to the Acqua Portal.  
Refer to the “[Login](#)” section of guide for more information.
2. Perform an asset search.  
Refer to the “[Asset Search](#)” section of this guide for more information.
3. You can either perform step 4 or step 5 to make updates on the asset if you are a plumber.  
You can perform step 5 to make updates on the asset if you are a plumbing company administrator.
4. Click the “v” (down arrow) next to the “Service Address”.  
The asset details display. Refer to the “[Existing Asset Information](#)” section for more information about the fields on this page. Make the required updates.

BPA Asset Number/Serial Number Search

172499

BPA Asset Search Results

Service Address	Location Details	BPA Asset Number	Serial Number	BPA Type	Size	System Type	Last Inspection Date	Next Inspection Date
1759 VERBENA ST NW Washington DC 20012	reception entry	<a href="#">1724998</a>	SH01-0506-02	Double Check Assembly	1"	Fire Service Connection		05/08/2024
650 MASSACHUSETTS AVE NW Washington DC 20001-3744	Apartment 40	<a href="#">1724997</a>	SN-ames-g1-001	Double Check Assembly	1"	Closed loop System		05/05/2024
1300 PENNSYLVANIA AVE NW Washington DC 20004	Vizag	<a href="#">1724996</a>	cha108	Reduced Pressure Assembly	8"	Display Fountain	05/03/2024	05/11/2024
1220 16TH ST NW Washington DC 20036-3202	New Hemanagar	<a href="#">1724995</a>	PINTU	Pressure Vacuum Breaker	1"	Boiler		05/04/2024
1765 VERBENA ST NW Washington DC 20012-1048	Boiler room	<a href="#">1724994</a>	SH01-0502-07	Double Check Assembly	1"	Fire Service Connection	05/02/2024	05/05/2024
1250 CORREGIDOR ST NW Washington DC 20005	Hyd	<a href="#">1724999</a>	CGMORE	Reduced Pressure Assembly	1"	Closed loop System		05/04/2024

### Asset Search Results

5. Click the “BPA Asset Number” hyperlink. The “Asset transactions – Asset Update Tab” page displays. Click the “BPA Asset Update +” button.

Dashboard / BPA Asset Search / BPA Asset 1724998 /

BPA Asset transactions

Installation **BPA Asset Update** Inspection Replacement Decommission Request For Extension Corrective Action BPA Asset Update +

Transaction Id From: mm/dd/yyyy To: mm/dd/yyyy

Submitted Date	Last Modified Date	Activity Date	Transaction Id	Address	BPA Asset Number	Transaction Status
No results to show						
Items Per Page: 10	0-0 Of 0 Items		1 Of 1 Page			

### Asset Update Tab

### Add Asset Update

- The asset details display. Refer to the [“Existing Asset Information”](#) section for more information about the fields on this page. Make the required updates.

Click the “Review & Submit” button.

**Note:** This button is only active if you made changes to the record. This button is also not available if there is an active transaction associated with the asset. You will be informed immediately if there is an active transaction. This means that the active transaction needs to be reviewed by the DCW Administrator who will change the status to either “Approved” or “Rejected.” If you need immediate assistance, contact the DCW Administrator at [bpa@dcwater.com](mailto:bpa@dcwater.com).

Dashboard / BPA Asset Search / BPA Asset New1566 / Add BPA Asset Update /

A transaction associated with this BPA Asset is pending review with Administrator. Associated transaction id is [INT1194](#)

Service Address ^

Address 1924 8TH ST NW Washington DC 20001

Onsite Contact Details (Engineer or Property Manager) ^

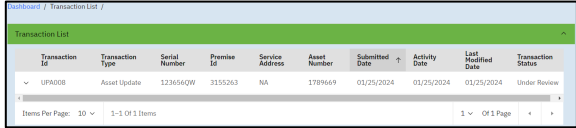
Name\*  Email\*

Phone Number\*

**Note:** You can click the “Reset” button to discard any changes you made.

7. Determine what you want to do next:

Action	Description
Edit your entries	<ol style="list-style-type: none"> <li>1. Click the “Edit” button.</li> <li>2. Change the information as needed.</li> <li>3. Click the “Review &amp; Submit” button.</li> </ol>
Print – Note that this is not an actual “print” function that sends the file to a printer. This option allows you to save the file as a PDF, OneNote, SnagIt, XPS Document Writer, or fax.	<ol style="list-style-type: none"> <li>1. Click the “Print” button.</li> <li>2. Choose a destination.</li> <li>3. Complete the other fields as desired.</li> <li>4. Click the “Print” button.</li> <li>5. Select the location to which you want to save the file.</li> <li>6. Enter a file name.</li> <li>7. Click the “Save” button.</li> </ol>
Submit  Note as shown on the page: By clicking “submit,” I certify under penalty of law that the inspection, testing, installation and/or replacement of the backflow preventer is in accordance with District of Columbia Municipal Regulations in 21 DCMR § 54 Cross-Connections and 12-F DCMR Plumbing Code and the information, document(s) and all attachments were	<ol style="list-style-type: none"> <li>1. Click the “Submit” button. The “Success” page displays and lists the system assigned asset ID.</li> <li>2. Make note of the asset ID for future reference.</li> <li>3. Click the “Go to Dashboard” button to return to the dashboard. OR Click the “View Transactions” button to return to the “Transaction List” page where the “Transaction Status” shows as “Under</li> </ol>

Action	Description																				
<p>prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gathered and evaluated the information submitted. Based on my inquiry of the person or persons who manage the system or those persons directly responsible for gathering the information, the information submitted is true, accurate, and complete to the best of my knowledge. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment.</p>	<p>Review.”</p>  <p>The screenshot shows a table with the following data:</p> <table border="1"> <thead> <tr> <th>Transaction Id</th> <th>Transaction Type</th> <th>Serial Number</th> <th>Premise Id</th> <th>Service Address</th> <th>Asset Number</th> <th>Submitted Date</th> <th>Activity Date</th> <th>Last Modified Date</th> <th>Transaction Status</th> </tr> </thead> <tbody> <tr> <td>UFA008</td> <td>Asset Update</td> <td>123646/QW</td> <td>3155263</td> <td>NA</td> <td>1789669</td> <td>01/25/2024</td> <td>01/25/2024</td> <td>01/25/2024</td> <td>Under Review</td> </tr> </tbody> </table>	Transaction Id	Transaction Type	Serial Number	Premise Id	Service Address	Asset Number	Submitted Date	Activity Date	Last Modified Date	Transaction Status	UFA008	Asset Update	123646/QW	3155263	NA	1789669	01/25/2024	01/25/2024	01/25/2024	Under Review
Transaction Id	Transaction Type	Serial Number	Premise Id	Service Address	Asset Number	Submitted Date	Activity Date	Last Modified Date	Transaction Status												
UFA008	Asset Update	123646/QW	3155263	NA	1789669	01/25/2024	01/25/2024	01/25/2024	Under Review												

**IMPORTANT:** When you maintain an asset, the request must be approved by a DCW Administrator. You will receive an email informing you that your submission is under review. The administrator can then approve or reject your submission. Either way, you will receive an email informing you of the status of the transaction.

Below is a sample of the acknowledgement email sent to user after the asset update transaction is successfully submitted.



**DC Water Acquaa Portal- BPA-Asset Update request is Under Review** 



From Pradeep K. Kandukuri on 2024-05-03 17:57

 Details  Headers  Plain text

Onsite contact - Nadene Quitzon  
Offsite contact - Stacey Gerlach

Your BPA-Asset Update request has been submitted successfully and is pending review. You will be notified after the review is completed. Details of the request can be found below.

Transaction Details

Submission Date	Activity Date	Reference Number	Submitted By	Transaction Type	Address	Status
05/03/2024	05/04/2024	UPA147	waterdc01+int2@gmail.com	BPA-Asset Update	1606 MASSACHUSETTS AVE NW Washington DC 20036	Under Review

Asset Details

Serial Number	BPA Type	System Type	Location Details	Size
562622647804	Pressure Vacuum Breaker	Pool	Electrolux	2 1/2"

**Remarks:** None

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank You,

DC Water and Sewer Authority  
1385 Canal St SE  
Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** [bpa@dcwater.com](mailto:bpa@dcwater.com)



**Asset Update submission confirmation email**

### Asset Inspections

Assets must be inspected after installation and then yearly. The following are the rules and alerts with regards to installations:

- The first inspection of an asset must be completed 15 days after its initial installation.
- The annual inspection is scheduled for every 365 days after the successful completion of the initial inspection.
- Email reminders are sent for first inspection, failed inspection & annual inspection.
- An asset is considered “non-compliant” when it is either not inspected within the due date or fails an inspection. However, the asset may go through more than one inspection prior to the “Inspection Due Date.” If the asset passes prior to the “Inspection Due Date.” even if it is not the first inspection, then there are no issues, and the asset will have a new “Inspection Due Date” automatically set for one year (365 days) after the initial passing of the inspection. If the asset fails inspection and the “Inspection Due Date” has passed, a notification will be sent to the Onsite Contact (Engineer or Property Manager) and Administrator of the failure. Emails are sent to:

Scenario	Inspection Status	Reminder Type	First	Second	Third
Installation without Inspection	Not Done	Reminder for first inspection	Due date-10	Due Date	Due date +5

**Note:** If an asset is found to be non-compliant 120 days after the “Inspection Due Date,” an administrator will contact the Property Owner/Manager to work towards compliance.

### Schedules for Different Type of Reminders


Scenario	Inspection Status	Reminder Type	First	Reminder on	Second	Third	Fourth	Fifth	Sixth	Sixth (only to BPA)
Installation with Pass Inspection	Passed	Reminder for annual inspection	Due Date - 30	Due Date	Due Date +2	Due Date +30	Due Date +60	Due Date +90	Due Date +120	Due Date +120
Installation with fail inspection	Failed	Reminder for failed inspection	Immediate		Approval date+ 5	Approval date+ 10				


Standalone Inspection - Auto approval or manual approval	Passed	Reminder for annual inspection	Due Date - 30	Due Date	Due Date +2	Due Date +30	Due Date +60	Due Date +90	Due Date +120	Due Date +120
Standalone Inspection - Auto approval or manual approval	Failed	Reminder for failed inspection	Immediate		Approval date+ 5	Approval date+ 10				

### Adding an Inspection to an Asset

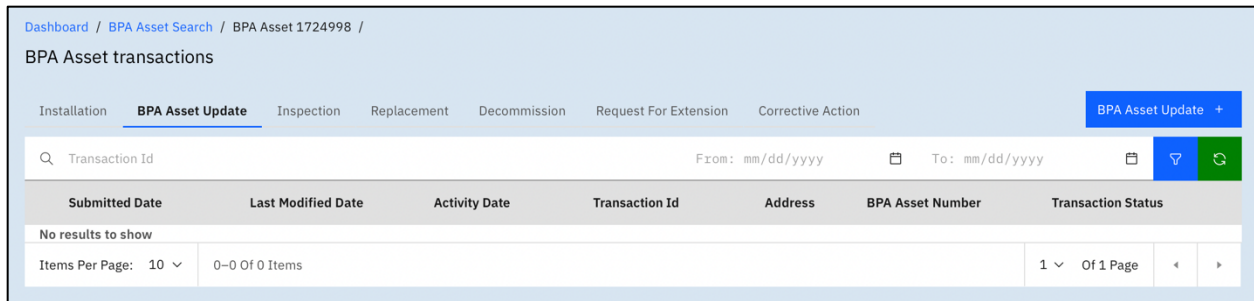
To add an inspection to an asset:

1. Login to the Acquaa portal.  
Refer to the “[Login](#)” section of guide for more information.
2. Perform an asset search.  
Refer to the “[Asset Search](#)” section of this guide for more information.
3. Click the “BPA Asset Number” hyperlink.  
The “Asset transactions – Asset Update Tab” page displays by default. The other tabs and the function you can perform will be discussed in subsequent sections of this guide.

**Note:** If there are multiple records, you can sort each column in ascending or descending order or filter records by “Transaction ID” or “From”/”To” fields by clicking the  (icon).

You can refresh the page by clicking the  (icon).

BPA Asset Numbers starting with the “NEW” prefix indicate that there is an active transaction associated with the asset and a new transaction cannot be created because the current transaction is pending a sync with an external Asset Management system. If there are no details on this page, this indicates that there have been no updates made to the asset.



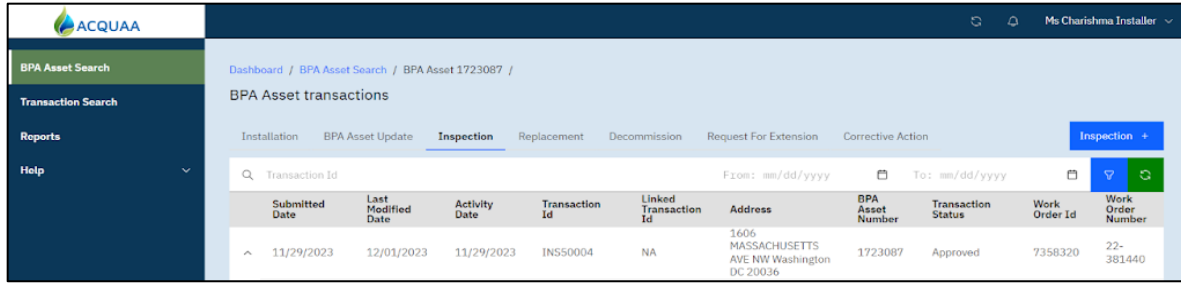
### Asset transactions – Asset Update Tab

The following are the columns that display. These columns can be sorted in ascending or descending order.

Column	Description
Submitted Date	Displays the date on which the asset was submitted for approval.
Last Modified Date	Displays the data on which the record was last updated.
Activity Date	Displays the date on which the actual activity was performed.
Transaction ID	Displays the system assigned number of the transaction.
Address	Displays the service address of the asset.
BPA Asset Number	Displays the identifier of the asset in the asset management system. This is generated when the asset was created.
Transaction Status	Displays the status of the record. Status includes: <ul style="list-style-type: none"> <li>• Under Review</li> <li>• Missing Information</li> <li>• Approved</li> <li>• Rejected</li> </ul>

**Note:** In the expanded view, you can see additional details. Refer to section [New Asset Information Capture Form Details](#) in this guide for more information about those additional fields.

4. Click the “Inspection” tab.  
The “Asset transactions – Inspection Tab” page displays.



### Asset transactions – Inspection Tab

**Note:** If no records display, this indicates that no inspections have been performed at this time. If records are displayed, these are the historic records of past inspections or inspections that are in progress that have yet to be reviewed and approved or rejected.

5. Click the “Inspection +” button.  
The “Asset Details” page displays.

Dashboard / BPA Asset Search / BPA Asset 1724988 / Add Inspection /

Service Address

Address

Onsite Contact Details (Engineer or Property Manager)

Name\*  Email\*   
 Phone Number\*

Offsite Contact Details (Property Owner or Property Manager)

Name\*  Apt/Suite/Unit Number   
 Email\*  Intersection   
 Phone Number\*  City\*   
 House Number\*  State\*   
 Street Name\*  Quadrant   
 House Number Suffix  Zip\*

Backflow Prevention Assembly Details

Location Details\*  Assembly Type\*   
 Assembly Make\*  System Type\*   
 Model Number\*  Service Type\*   
 Size\*  Unprotected Bypass Line\*   
 Serial Number\*  Is Building Part Of\*   
 Serial Number Image   
 Do you want to update the Serial Number?  
 Last Inspected By  Last Inspected Tester Contact Phone   
 Last Inspected Tester Contact Email  Last Inspected Date   
 Next Inspection Due Date

Inspection

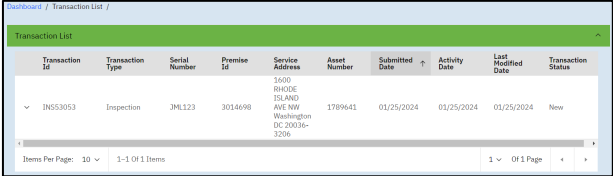
Inspection Result  Date Of Inspection\*   
 Double Check Assembly  
 1st Check Closed Tight At\*  2nd Check Closed Tight At\*   
 Tester Details  
 Tester Name  Tester Email   
 Test Gauge Details  
 Test Gauge Serial Number  Test Gauge Last Calibration\*

### Add Inspection

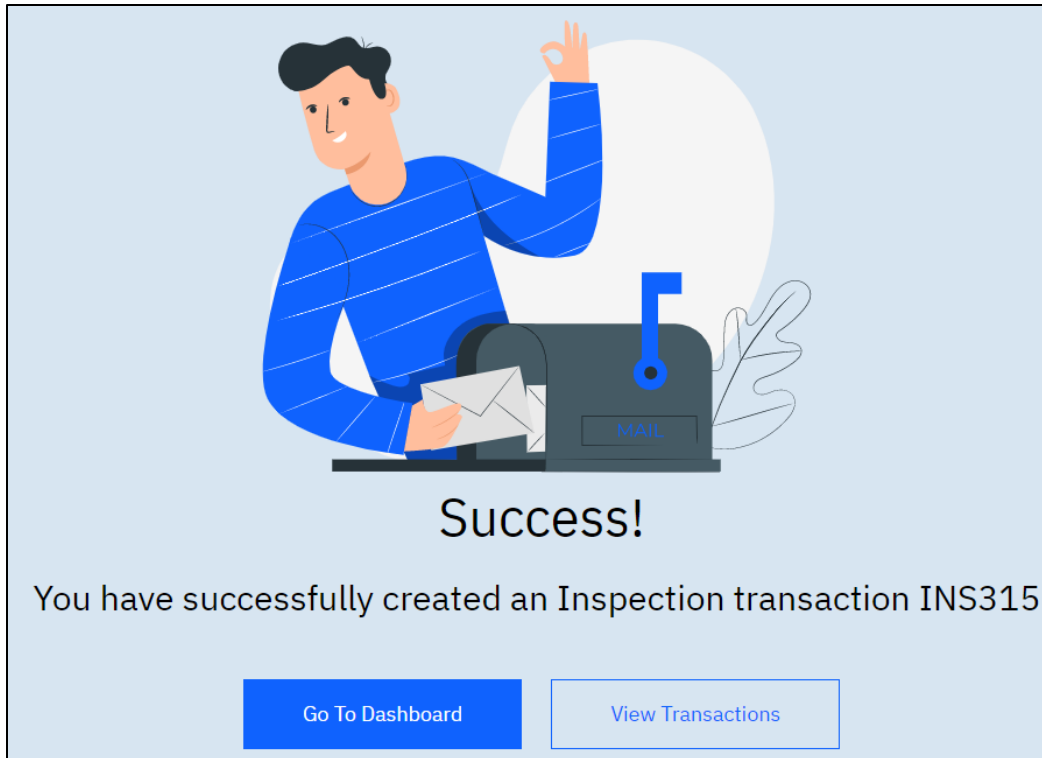
**Note:** If you want to edit any of the fields in the upper portion of the page, refer to section [New Asset Information Capture Form Details](#) in this guide for more information.

6. Refer section [Submitting Inspection Results](#) to learn how to fill inspection results.
7. Click the “Review & Submit” button.  
The page displays all the fields as read-only.

8. Determine what you want to do next.

Action	Description
<p>Edit your entries</p>	<ol style="list-style-type: none"> <li>1. Click the “Edit” button.</li> <li>2. Change the information as needed.</li> <li>3. Click the “Review &amp; Submit” button.</li> </ol>
<p>Submit</p> <p>Note as shown on the page: By clicking “Submit.” I certify under penalty of law that the inspection, testing, installation and/or replacement of the backflow preventer is in accordance with District of Columbia Municipal Regulations in 21 DCMR § 54 Cross-Connections and 12-F DCMR Plumbing Code and the information, document(s) and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gathered and evaluated the information submitted. Based on my inquiry of the person or persons who manage the system or those persons directly responsible for gathering the information, the information submitted is true, accurate, and complete to the best of my knowledge. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment.</p>	<ol style="list-style-type: none"> <li>1. Click the “Submit” button. The “Success” page displays and lists the system assigned asset ID.</li> <li>2. Make note of the inspection ID for future reference.</li> <li>3. Click the “Go to Dashboard” button to return to the dashboard.</li> </ol> <p>OR</p> <p>Click the “View Transactions” button to return to the “Transaction List” page. page where the “Transaction Status” shows as “New.”</p> 










### Inspection submission confirmation

**IMPORTANT:** When you add an inspection, the request, if submitted without and changes to the onsite/offsite contacts or BPA Asset, will be automatically approved by the system, otherwise it must be reviewed by the DCW Administrator. You will receive an email informing you that your submission is under review. The administrator can then approve or reject your submission. Either way, you will receive an email informing you of the progress.

Below is a sample of the acknowledgement email sent to user after the inspection transaction is successfully submitted.

**DC Water Acquaa Portal- BPA-Inspection request is Under Review** 

 From Pradeep K. Kandukuri on 2024-05-06 09:14

 Details  Headers  Plain text

---

Onsite contact - vishnuonsite  
 Offsite contact - vishnuoffsite

Your BPA-Inspection request has been submitted successfully and is pending review. You will be notified after the review is completed. Details of the request can be found below.

**Transaction Details**

Submission Date	Activity Date	Reference Number	Submitted By	Transaction Type	Address	Status
05/06/2024	04/01/2024	INS53577	svishnu85@outlook.com	BPA-Inspection	1200 PENNSYLVANIA AVE NW Washington DC 20004-2501	Under Review


**Asset Details**

Serial Number	BPA Type	System Type	Location Details	Size
SNO3-DCW-1946	Double Check Assembly	Chiller	Control Room	2 1/2"

**Remarks:** failed insp reminder trigger

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank You,  
 DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



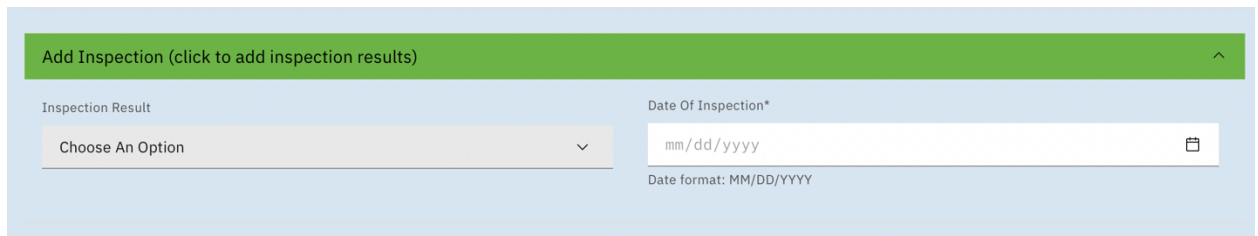
**Inspection submission confirmation email**

9. Determine what you want to do next:

Action	Description
Click the “Dashboard” button	Takes you to the “Dashboard/Asset Search” page
Click the “View Transactions” button.	Takes you to the “Transaction List” page.

### Submitting Inspection Results

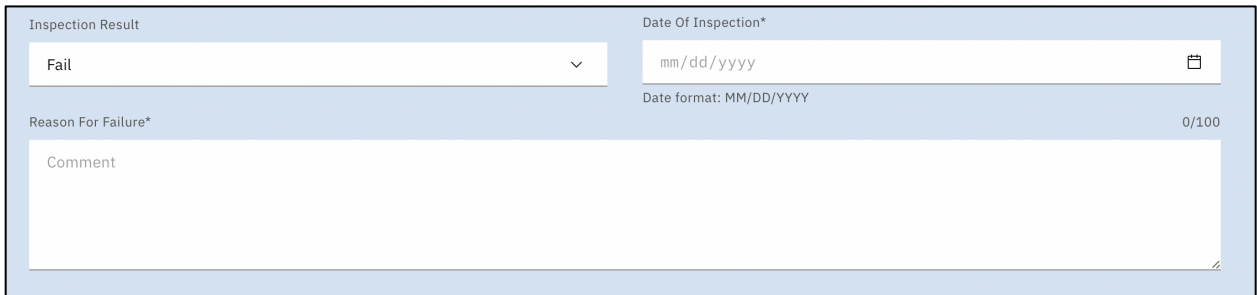
1. Complete the inspection portion of the page as required.



2. If the inspection has passed, select “Inspection Result” as “Pass” and complete the inspection results form based on the fields as determined by the assembly type of the asset.

Field	Description
Inspection Result	The field defaults to “Pass.” If the inspection failed, change this field to “Fail.”
Date of Inspection	Required. Enter or select the date the inspection was completed. This cannot be a future date.
Inspection test results	Depending on the assembly type, enter the various test results that is presented in the form. Refer below.
Tester Details	Tester Name and Email details are pre-populated and displayed as read only fields.
Test Gauge Details	Test Gauge Serial Number and Test Gauge Last Calibration details are pre-populated & editable

3. If the inspection has failed, select “Inspection Result” as “Fail” and enter “Date Of Inspection” and “Reason For Failure”.



The screenshot shows a web form for a failed inspection. It features a dropdown menu for 'Inspection Result' with 'Fail' selected, a date input field for 'Date Of Inspection\*' with a calendar icon and the placeholder 'mm/dd/yyyy', and a large text area for 'Reason For Failure\*' with a character count of '0/100'. The text area contains the placeholder 'Comment'.

### Failed Inspection Result Form

**Note:** The inspection fields display differently based on the Assembly Type that was selected.

#### Inspection Result Forms for passed inspections

Reduced Pressure Assembly Type

Add Inspection (click to add inspection results) ^

Inspection Result

Pass v

**Reduced pressure assembly**

Relief Vent Opened At\*

Relief vent

1st Check Closed Tight At\*

Enter 1st check closed tight at

Backsiphonage Closed Tight At

Enter backsiphonage closed tight at

**Tester Details**

Tester Name

Soudamini Installer ✕

Test Gauge Details

Test Gauge Serial Number

CD-01/1207-01

Date Of Inspection\*

mm/dd/yyyy 📅

Date format: MM/DD/YYYY

Appropriate Air gap At Relief Vent\*

Choose an option v

2nd Check Closed Tight At\*

Enter 2nd check closed tight at

2nd check close tight

Tester Email

soudamini1@maildrop.cc ✕

Test Gauge Last Calibration\*

04/10/2024 📅

Date format: MM/DD/YYYY

Review & Submit

Reset

### Reduced Pressure Assembly Inspection Result Form

Field	Description
Relief Vent Opened At	Required. Enter a number indicating when the vent was opened.
Appropriate Air gap Relief Vent	Required. Select “Yes” or “No” to indicate whether or not the air vent has a relief vent.
1 <sup>st</sup> Check Closed Tight At	Required. First check: confirm that the valve was closed to prevent the process flow from reversing.
2 <sup>nd</sup> Check Closed Tight At	Required. Second check: confirm that the valve was closed to prevent the process flow from reversing.

Field	Description
Backsiphonage Closed Tight At	Confirm that the Backsiphonage valve was closed to prevent the process flow from reversing.

Pressure Vacuum Breaker Assembly Type

Add Inspection (click to add inspection results)
^

<p>Inspection Result</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>Pass</span> <span>▾</span> </div>	<p>Date Of Inspection*</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>mm/dd/yyyy</span> <span>📅</span> </div> <p style="font-size: 0.8em; margin-top: 2px;">Date format: MM/DD/YYYY</p>
<p><b>Pressure Vacuum Breaker</b></p>	
<p>Air Inlet Opened At*</p> <div style="border: 1px solid #ccc; padding: 2px; min-height: 20px;">                     Enter air inlet opened at                 </div>	<p>Check Value Opened At*</p> <div style="border: 1px solid #ccc; padding: 2px; min-height: 20px;">                     Enter check value opened at                 </div>
<p><b>Tester Details</b></p>	
<p>Tester Name</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>Soudamini Installer</span> <span>✕</span> </div>	<p>Tester Email</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>soudaminip1@maildrop.cc</span> <span>✕</span> </div>
<p><b>Test Gauge Details</b></p>	
<p>Test Gauge Serial Number</p> <div style="border: 1px solid #ccc; padding: 2px; min-height: 20px;">                     CD-01/1207-01                 </div>	<p>Test Gauge Last Calibration*</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>04/10/2024</span> <span>📅</span> </div> <p style="font-size: 0.8em; margin-top: 2px;">Date format: MM/DD/YYYY</p>

**Pressure Vaccum Breaker Assembly Inspection Result Form**

Field	Description
Air Inlet Opened At	Required. Enter a number indicating when the vent was opened.
Check Vale Opened At	Required. Enter a number indicating when the vent was opened.

### Double Check Assembly Type

Add Inspection (click to add inspection results)
^

**Inspection Result**

Pass
v

**Double Check Assembly**

1st Check Closed Tight At\*

Enter 1st check closed tight at

Tester Details

Tester Name

Soudamini Installer
 ✕

Tester Email

soudaminip1@maildrop.cc
 ✕

**Test Gauge Details**

Test Gauge Serial Number

CD-01/1207-01

Test Gauge Last Calibration\*

04/10/2024
 📅

Date format: MM/DD/YYYY

Date Of Inspection\*

mm/dd/yyyy
 📅

Date format: MM/DD/YYYY

2nd Check Closed Tight At\*

Enter 2nd check closed tight at

**Double Check Assembly Inspection Result Form**

Field	Description
1 <sup>st</sup> Check Closed Tight At	Required. First check: confirm that the valve was closed to prevent the process flow from reversing.
2 <sup>nd</sup> Check Closed Tight At	Required. Second check: confirm that the valve was closed to prevent the process flow from reversing.

### Reduced Pressure Detector 2 Assembly Type

Add Inspection
^

Inspection Result

Pass
v

Reduced pressure Detector 2

Relief Vent Opened At\*

Relief vent

1st Check Closed Tight At\*

Enter 1st check closed tight at

3rd Check Closed Tight At\*

Enter 3rd check closed tight at

Backsiphonage Closed Tight At

Enter backsiphonage closed tight at

Date Of Inspection\*

mm/dd/yyyy
📅

Date format: MM/DD/YYYY

Appropriate Air gap At Relief Vent\*

Choose an option
v

2nd Check Closed Tight At\*

Enter 2nd check closed tight at

2nd check close tight

### Reduced Pressure Detector 2 Assembly Inspection Result Form

Field	Description
Relief Vent Opened At	Required. Enter a number indicating when the vent was opened.
Appropriate Air gap Relief Vent	Required. Select “Yes” or “No” to indicate whether or not the air vent has a relief vent.
1 <sup>st</sup> Check Closed Tight At	Required. First check: confirm that the valve was closed to prevent the process flow from reversing.
2 <sup>nd</sup> Check Closed Tight At	Required. Second check: confirm that the valve was closed to prevent the process flow from reversing.
3 <sup>rd</sup> Check Closed Tight At	Required. Second check: confirm that the valve was closed to prevent the process flow from reversing.
Backsiphonage Closed Tight At	Confirm that the Backsiphonage valve was closed to prevent the process flow from reversing.



## Double Check Detector 2 Assembly Type

Add Inspection
^

Inspection Result <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>Pass</span> <span>▼</span> </div>	Date Of Inspection* <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>mm/dd/yyyy</span> <span>🗑️</span> </div> <small>Date format: MM/DD/YYYY</small>
Double Check Detector 2	
1st Check Closed Tight At* <div style="border: 1px solid #ccc; padding: 2px; width: 100%;">                     Enter 1st check closed tight at                 </div>	2nd Check Closed Tight At* <div style="border: 1px solid #ccc; padding: 2px; width: 100%;">                     Enter 2nd check closed tight at                 </div>
3rd Check Closed Tight At* <div style="border: 1px solid #ccc; padding: 2px; width: 100%;">                     Enter 3rd check closed tight at                 </div>	

**Double Check Dectector 2 Inspection Result Form**

Field	Description
1 <sup>st</sup> Check Closed Tight At	Required. First check: confirm that the valve was closed to prevent the process flow from reversing.
2 <sup>nd</sup> Check Closed Tight At	Required. Second check: confirm that the valve was closed to prevent the process flow from reversing.
3 <sup>rd</sup> Check Closed Tight At	Required. Third check: confirm that the valve was closed to prevent the process flow from reversing.

4. Complete the tester and gauge details as needed.

### Tester Details

Field	Description
Tester Name	Read-only. Displays the name of the person responsible for testing the asset. This information is pre-populated by the system if logged in as a plumber.
Tester Email	Read-only. Displays the email of the person responsible for testing the asset.

### Test Gauge Details

Field	Description
Test Gauge Serial Number	Enter the serial number of the gauge used for the inspection.

Field	Description
Test Gauge Last Calibration	Enter or select the date on which the gauge was last calibrated. This cannot be a future date.


**Note:** If you want to remove the changes you made, click the “Reset” button.


### Adding a Replacement for an Asset

There are times when an entire BPA device needs to be replaced. This function allows you to enter details on the replacement.

To add a replacement to an asset:

1. Login to the Acqua portal.  
Refer to the “[Login](#)” section of guide for more information.
2. Perform an asset search.  
Refer to the “[Asset Search](#)” section of this guide for more information.
3. Click the “BPA Asset Number” hyperlink.  
The “Asset transactions – Asset Update Tab” page displays.
4. Click the “Replacement” tab.  
The “Asset transactions – Replacement Tab” page displays.

**Note:** If there are multiple records, you can sort each column in ascending or descending order or filter records by “Transaction ID” or “From”/”To” fields by clicking the  (icon).

You can refresh the page by clicking the  (icon).

### Asset transactions – Replacement Tab

**Note:** If no records display, this indicates that no replacements have been performed at this time. If records display, these are the historic records of past replacements.

5. Click the “Replacement +” button.  
The “Add Replacement” page displays.

Dashboard / BPA Asset Search / BPA Asset 1724988 / Add Replacement /

---

Service Address ^

Address 1765 VERBENA ST NW Washington DC 20012-1048

---

Onsite Contact Details (Engineer or Property Manager) ^

Name\*  Email\*   
 Phone Number\*

---

Offsite Contact Details (Service Address Owner or Manager) ^

Name\*  Apt/Suite/Unit Number   
 Email\*  Intersection   
 Phone Number\*  City\*   
 House Number\*  State\*  x v  
 Street Name\*  Quadrant  x v  
 House Number Suffix  Zip\*

---

Existing Backflow Prevention Assembly Details ^

Location Details	Boiler room	Assembly Type	Double Check Assembly
Assembly Make	Cash Acme	System Type	Fire Service Connection
Model Number	SH01-2711-01	Service Type	Auxiliary Service
Size	3/4"	Unprotected Bypass Line	No
Serial Number	SH01-0502-01	Is Building Part Of	Funeral Home
Serial Number Image			
Last Inspected By	Soudamini Hebbar	Last Inspected Tester Contact Phone	
Last Inspected Tester Contact Email	soudaminiadmin@maildrop.cc	Last Inspected Date	05/02/2024

---

New Backflow Prevention Assembly Details ^

Location Details*	<input type="text"/>	Assembly Type*	<input type="text"/>
Assembly Make*	<input type="text"/>	System Type*	<input type="text"/>
Model Number*	<input type="text"/>	Service Type*	<input type="text"/>
Size*	<input type="text"/>	Unprotected Bypass Line*	<input type="text"/>
Serial Number*	<input type="text"/>	Is Building Part Of*	<input type="text"/>
Serial Number Image	<input type="button" value="Upload File"/>		
Activity Date*	<input type="text" value="mm/dd/yyyy"/>		

Date format: MM/DD/YYYY

---

Add Inspection (click to add inspection results) v


### Add Replacement

6. Complete the page as required.

Section	Description
Service Address	Read-only. Displays the address where the asset is located.
Onsite Contact Details	Pre-populated as per existing asset onsite contact details. Editable. Refer section <a href="#">Existing Asset Information</a> section for field details.
Offsite Contact Details	Pre-populated as per existing asset offsite contact details. Editable. Refer section <a href="#">Existing Asset Information</a> section for field details.
Existing Backflow Prevention Assembly Details	Read-only. Refer section <a href="#">Existing Asset Information</a> section for field details
New Backflow Prevention Assembly Details	This section must be completed with the information about the replacement asset being installed. Refer section <a href="#">New Asset Information</a> section for field details
Activity Date	Enter or select the date on which the replacement was done. A future date cannot be entered.
Add Inspection	This section is shown collapsed in the preceding image. If the replacement asset was also inspected, complete this section. Refer to section <a href="#">“Submitting Inspection Results”</a> for more information.

7. Click the “Review & Submit” button.  
The page displays all the fields as read-only.
8. Determine what you want to do next.

Action	Description
Edit your entries	<ol style="list-style-type: none"> <li>1. Click the “Edit” button.</li> <li>2. Change the information as needed.</li> <li>3. Click the “Review &amp; Submit” button.</li> </ol>
Submit	<ol style="list-style-type: none"> <li>1. Click the “Submit” button. The “Success” page displays and lists the system assigned asset ID.</li> <li>2. Make note of the Transaction ID for future reference.</li> <li>3. Click the “Go to Dashboard” button to return to the dashboard.</li> </ol> <p>OR</p> <p>Click the “View Transactions” button to return to the “Transaction List” page.</p>



**Success!**


You have successfully created a Replacement transaction REP020. Other associated transaction is Decommission transaction DEC215.

Go To Dashboard
View Transactions

### Replacement submission confirmation




**IMPORTANT:** When you replace an asset two transaction numbers are created, one to track the replacement of the existing device with the new one and the another to track the decommission of the existing device. You will receive an email informing you that your submission is under review. The administrator can then approve or reject your submission. Either way, you will receive an email informing you of the progress.

Below is a sample of the acknowledgement email sent to user after the replacement transaction is successfully submitted.

**DC Water Acqua Portal- BPA-Replacement request is Under Review** 



From Pradeep K. Kandukuri on 2024-05-06 05:22

 Details  Headers  Plain text

Onsite contact - edisononsite  
 Offsite contact - edisononsite

Your BPA-Replacement request has been submitted successfully and is pending review. You will be notified after the review is completed. Details of the request can be found below.

Transaction Details

Submission Date	Activity Date	Reference Number	Submitted By	Transaction Type	Address	Status
05/06/2024	04/30/2024	REP198	svishnu85@outlook.com	BPA- Replacement	1200 PENNSYLVANIA AVE NW Washington DC 20004-2501	Under Review

Old Asset Details

Serial Number	BPA Type	System Type	Location Details	Size
sno1-834rex	Double Check Assembly	Boiler	Q2 column	1"

New Asset Details

Serial Number	BPA Type	System Type	Location Details	Size
sno1-834rexrep	Double Check Detector 2	Pet Systems	Q2 column	1"

Inspection Details

Submission Date	Activity Date	Reference Number	Submitted By	Transaction Type	Address	Status
05/06/2024	04/30/2024	INS53574	svishnu85@outlook.com	BPA- Inspection	1200 PENNSYLVANIA AVE NW Washington DC 20004-2501	Under Review

Remarks: None

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acqua.com>.

Thank You,

DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com





**Replacement submission confirmation email**

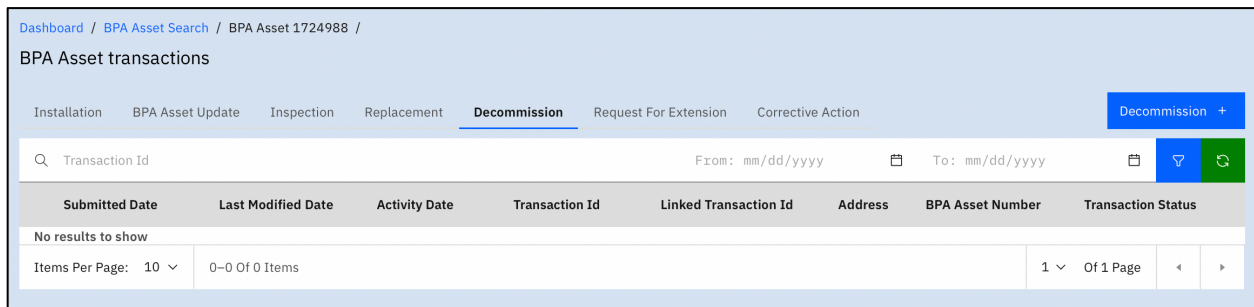
## Decommissioning an Asset

There are times when a BPA device needs to be decommissioned. This means that the asset will no longer be on the premise or require any kind of maintenance.

To decommission an asset:

1. Login to the Acquaa portal.  
Refer to the “[Login](#)” section of guide for more information.
2. Perform an asset search.  
Refer to the “[Asset Search](#)” section of this guide for more information.
3. Click the “BPA Asset Number” hyperlink.  
The “Asset transactions – Asset Update Tab” page displays.
5. Click the “Decommission” tab.  
The “Asset transactions – Decommission Tab” page displays.

**Note:** If there are multiple records, you can sort each column in ascending or descending order or filter records by “Transaction ID” or “From”/”To” fields by clicking the  (icon). You can refresh the page by clicking the  (icon).



### Asset transactions – Decommission Tab

6. Click the “Decommission +” button.  
The “Add Decommission” page displays.



Dashboard / BPA Asset Search / BPA Asset 1724988 / Add Decommission /

Decommission Details

Image Before Decommission\*

Upload File

Image After Decommission\*

Upload File

Service Address

Address

1765 VERBENA ST NW Washington DC 20012-1048

Onsite Contact Details (Engineer or Property Manager)

Name	Soudamini Hebbar	Email	soudaminiadmin@maildrop.cc
Phone Number	+1 (453) 245-3453		

Offsite Contact Details (Property Owner or Property Manager)

Name	Soudamini Hebbar	Apt/Suite/Unit Number	
Email	soudaminiadmin@maildrop.cc	Intersection	
Phone Number	+1 (453) 245-3453	City	Washington
House Number	1765	State	DC - District of Columbia
Street Name	VERBENA ST	Quadrant	NW
House Number Suffix		Zip	20012-1048

Backflow Prevention Assembly Details

Location Details	Boiler room	Assembly Type	Double Check Assembly
Assembly Make	Cash Acme	System Type	Fire Service Connection
Model Number	SH01-2711-01	Service Type	Auxiliary Service
Size	3/4"	Unprotected Bypass Line	No
Serial Number	SH01-0502-01	Is Building Part Of	Funeral Home
Serial Number Image			
Last Inspected By	Soudamini Hebbar	Last Inspected Tester Contact Phone	
Last Inspected Tester Contact Email	soudaminiadmin@maildrop.cc	Last Inspected Date	05/02/2024

Activity Date\*

mm/dd/yyyy

Date format: MM/DD/YYYY

Review & Submit

Reset

Add Decommission

7. Add the following images:
  - Image Before Decommission
  - Image After Decommission

To add an image:

- a) Click the “Upload File” button.  
The “Open” window displays.
- b) Navigate to the location of the file.
- c) Select the image.

**IMPORTANT:** This must be a valid image file type or PDF.

- d) Click the “Open” button.  
The file shows under the “Upload File” button.

**Note:** You can click the  (eye icon) to view the file you uploaded.

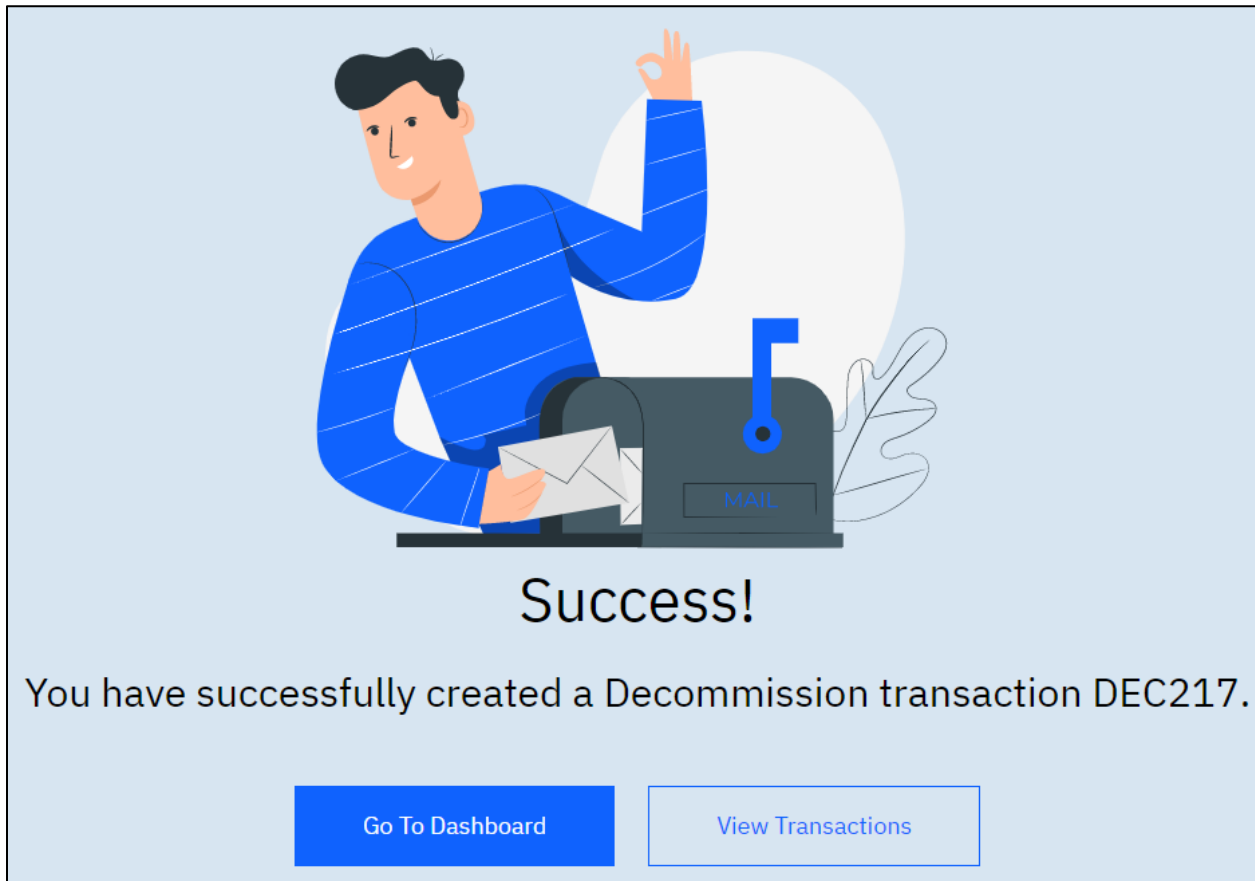
8. Review the asset contact details and asset specification details displayed in the form. Refer section [Existing Asset Information](#) for field details.
9. Complete the following field as required:

Field	Description
Activity Date	Enter a date or choose a date from a calendar. The date cannot be in the future.

9. Determine what you want to do next.

Action	Description
Print – Note that this is not an actual “print” function that sends the file to a printer. This option allows you to save the file as a PDF, OneNote, SnagIt, XPS Document Writer, or fax.	<ol style="list-style-type: none"> <li>1. Click the “Print” button.</li> <li>2. Choose a destination.</li> <li>3. Complete the other fields as desired.</li> <li>4. Click the “Print” button.</li> <li>5. Select the location to which you want to save the file.</li> <li>6. Enter a file name.</li> <li>7. Click the “Save” button.</li> </ol>
Submit	<ol style="list-style-type: none"> <li>1. Click the “Submit” button. The “Success” page displays and lists the system assigned asset ID.</li> </ol>


Action	Description
	2. Make note of the Transaction ID for future reference. 3. Click the “Go to Dashboard” button to return to the dashboard. OR Click the “View Transactions” button to return to the “Transaction List” page.



**Decommission submission confirmation**

**IMPORTANT:** When you decommission an asset, the request must be approved by a DCW Administrator. You will receive an email informing you that your submission is under review. The administrator can then approve or reject your submission. Either way, you will receive an email informing you of the progress.

Below is a sample of the acknowledgement email sent to user after the decommission transaction is successfully submitted.

**DC Water Acquaa Portal- BPA-Decommission request is Under Review** 



From Pradeep K. Kandukuri on 2024-05-06 05:34

 Details  Headers  Plain text

Onsite contact - edisononsite  
 Offsite contact - edisononsite

There is a new BPA-Decommission request pending your review. Details of the request can be found below.

Transaction Details

Submission Date	Activity Date	Reference Number	Submitted By	Transaction Type	Address	Status
05/06/2024	04/30/2024	DEC326	svishnu85@outlook.com	BPA-Decommission	1200 PENNSYLVANIA AVE NW Washington DC 20004-2501	Under Review

Asset Details

Serial Number	BPA Type	System Type	Location Details	Size
sno1-834rexrep	Reduced Pressure Assembly	Pet Systems	Q2 column	1"

**Remarks:** Resubmission from mi status by Comp admin

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank You,

DC Water and Sewer Authority  
 1385 Canal St SE  
 Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Decommission submission confirmation email**

### Requesting an Extension

When scheduling an inspection, there may be times when the inspection cannot be completed by the “Inspection Due Date.” If you need an extension, you can request one using this function.

Whenever an extension is approved for **X** days on top of the original inspection due date, Acquaa will pause the annual inspection reminder notifications. If the asset is not inspected within this extension period, Acquaa will **resume** sending the reminders from the date on which it was paused. The date to resume the notifications is calculated by adding **X** days to the original schedule. If multiple extensions are approved before the final reminder, the same logic will be applied.

Refer to the “[Schedules for Different Type of Reminders](#)” section of this document for more information about when you will receive reminders so you can request extensions prior to any issue arising.

The following are examples of extensions and their timings:

No Extension Approved								
Days	30 days Before	Due Date	2 Days After	30 Days After	60 Days After	90 Days After	120 Days After	120 Days After
Notification Count	First Notification	<b>No Notification</b>	Second Notification	Third Notification	Fourth Notification	Fifth Notification	Sixth Notification	Sixth Notification (only to BPA admin)
Example	4 Nov	4 Dec	6 Dec	3 Jan	2 Feb	3 Mar	2 Apr	2 Apr
Logic	Due Date - 30 days	Due Date	Due Date +2	Due Date + 30 days	Due Date + 60 days	Due Date + 90 days	Due Date + 120 days	Due Date + 120 days

Only 1 Extension Approved (for example, after 2nd notification)								
Days	30 Days Before	Due Date	2 Days After	30 Days After	60 Days After	90 Days After	120 Days After	120 Days After
Notification count	First Notification	<b>No Notification</b>	Second Notification	Third Notification	Fourth Notification	Fifth Notification	Sixth Notification	Sixth notification (only to BPA admin)
Example	4 Nov	4 Dec	6 Dec	3 Jan	2 Feb	3 Mar	2 Apr	2 Apr

These notifications will be paused:

<b>Third Notification</b>	<b>Fourth Notification</b>	<b>Fifth Notification</b>	<b>Sixth Notification</b>	<b>Sixth Notification (only to BPA admin)</b>
3 Jan + X days	2 Feb + X days	3 Mar + X days	2 Apr + X days	2 Apr + X days
<b>These notifications will be resumed based on the revised schedule.</b>				

2 Extensions Approved (for example, after 2nd and 5th notification)								
Days	30 Days before	Due Date	2 Days After	30 Days After	60 Days After	90 Days After	120 Days After	120 days After
<b>Notification count</b>	First Notification	<b>No Notification</b>	<i>Second Notification</i>	Third Notification	Fourth Notification	Fifth Notification	Sixth Notification (Final letter)	Sixth notification (only to BPA admin)
<b>Example</b>	4 Nov	4 Dec	6 Dec	3 Jan	2 Feb	3 Mar	2 Apr	2 Apr

These notifications will be paused (Example if X =30):

<b>Third Notification</b>	<b>Fourth Notification</b>	<i><b>Fifth Notification</b></i>	<b>Sixth Notification (Final letter)</b>	<b>Sixth notification (only to BPA admin)</b>
3 Jan + X Days	2 Feb + X Days	3 Mar + X Days	2 Apr + X Days	2 Apr + X days
2 Feb	3 Mar	2 Apr	2 May	2 May
<b>These notifications will be resumed based on the revised schedule.</b>				



2<sup>nd</sup> extensions approved (after 5<sup>th</sup> notification).  
 Example if Y = 15.

Sixth Notification (Final letter)	Sixth Notification ( only to BPA admin)
2 May	2 May
<b>These notifications will be paused.</b>	

Sixth Notification (Final letter)	Sixth Notification (only to BPA admin)
2 May+Y Days	2 May+Y Days
17 May	17 May
<b>These notifications will be resumed based on the revised schedule</b>	

To request an extension:

1. Login to the Acquaa portal.  
Refer to the “[Login](#)” section of guide for more information.
2. Perform an asset search.  
Refer to the “[Asset Search](#)” section of this guide for more information.
3. Click the “BPA Asset Number” hyperlink.  
The “Asset transactions – Asset Update Tab” page displays.
4. Click the “Request For Extension” tab.  
The “Asset transactions – Request For Extension Tab” page displays.

**Note:** If there are multiple records, you can sort each column in ascending or descending order or filter records by “Transaction ID” or “From”/”To” fields by clicking the  (icon). You can refresh the page by clicking the  (icon).

Dashboard / BPA Asset Search / BPA Asset 1724988 /

BPA Asset transactions

Installation   BPA Asset Update   Inspection   Replacement   Decommission   **Request For Extension**   Corrective Action   [Request For Extension +](#)

Q Transaction Id   From: mm/dd/yyyy   To: mm/dd/yyyy   [Filter](#)   [Refresh](#)

Submitted Date	Last Modified Date	Activity Date	Transaction Id	Address	BPA Asset Number	Transaction Status
No results to show						

Items Per Page: 10   0-0 Of 0 Items   1 Of 1 Page

### Asset transactions – Request For Extension Tab

**Note:** If no records display, this indicates that no extensions have been requested. If records display, these are the historic records of past requests.

5. Click the “Request For Extension +” button.  
The “Add Extension” page displays.



Dashboard / Asset Search / Asset 312493 / Add Extension /

---

**Extension Details** ^

Extension Date\*  Date format: MM/DD/YYYY Reason For Extension\*  0/100

---

**Service Address** ^

Address

---

**Onsite Contact Details (Engineer or Property Manager)** ^

Name\*  Email\*   
Phone Number\*

---

**Offsite Contact Details (Property Owner or Property Manager)** ^

Name\*  Apt/Suite/Unit Number   
Email\*  Intersection   
Phone Number\*  City\*   
House Number\*  State\*  x v  
Street Name\*  Quadrant\*  x v  
House Number Suffix  Zip\*

---

**Backflow Prevention Assembly Details** ^

Location Details\*  Assembly Type\*  x v  
Assembly Make\*  x v By-Pass Serial Number   
Model Number\*  System Type\*  x v  
Size\*  x v Service Type\*  x v  
Serial Number\*  x Unprotected Bypass Line\*  x v  
Serial Number Image  Is Building Part Of\*  x v

Do you want to update the Serial Number?

Next Inspection Due Date

### Add Extension( Plumber)

**Note:** The preceding figure will be different for the Property Manager. The Property Manager will not be able to update any of the information except for the “Extension Date” and “Reason for Extension.”

6. Review the asset contact details and asset specification details. Refer section [“Existing Asset Information”](#) for field details. If you’re a plumber, you will be able to update these details if needed.
7. Complete the page as required:

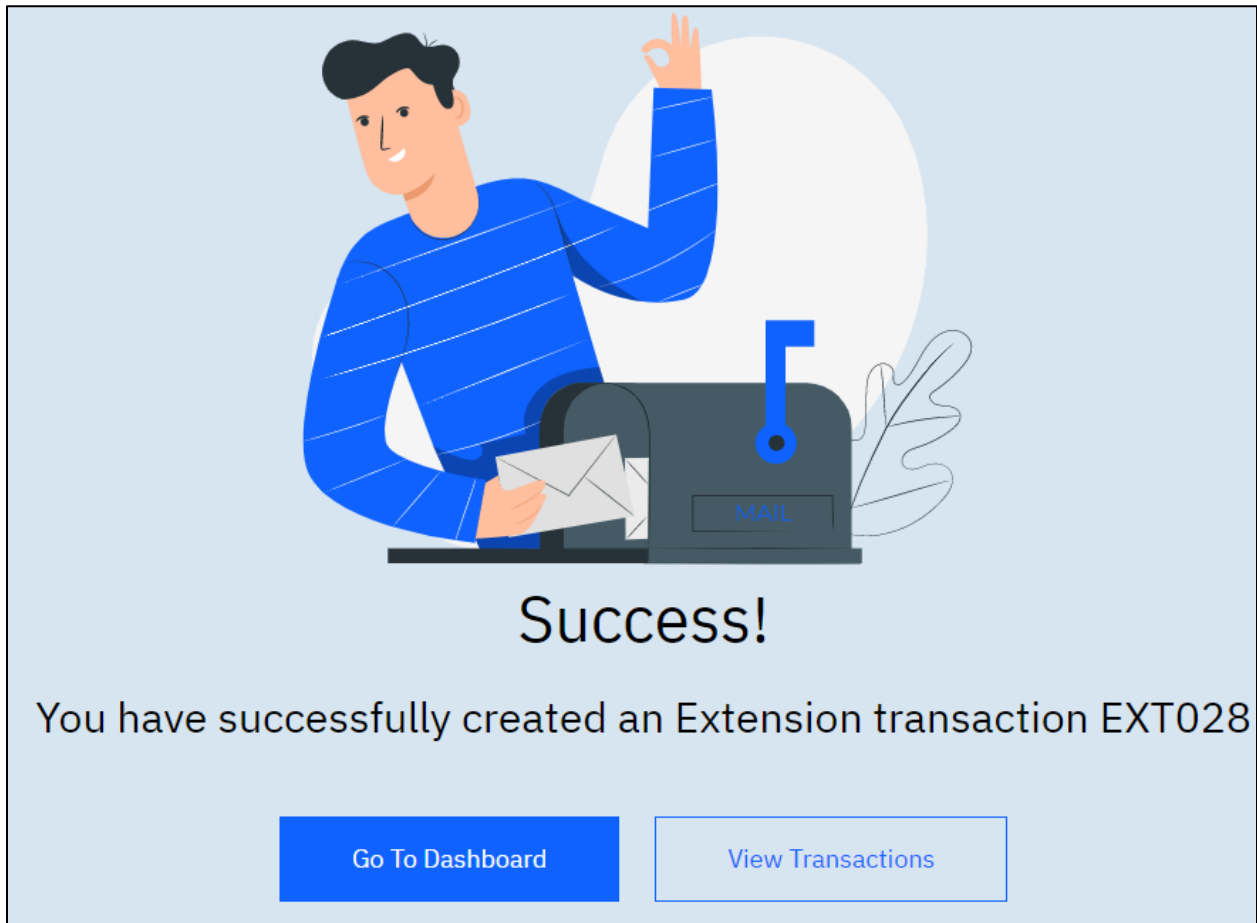
Field	Description
Extension Date	Required. Enter or select the date that you need additionally on top of the inspection due date. You will be allowed to enter a date within 90 days from the original inspection due date. If the asset had a long overdue of last inspection, then application will allow you to enter a maximum 90 days from the current date.
Reason for Extension	Required. Enter the reason why you need an extension.

**Note:** You click the “Reset” button to discard any changes you made.

8. Click the “Review & Submit” button.  
The page displays all the fields as read-only.
9. Determine what you want to do next:

Action	Description
Edit your entries	<ol style="list-style-type: none"> <li>1. Click the “Edit” button.</li> <li>2. Change the information as needed.</li> <li>3. Click the “Review &amp; Submit” button.</li> </ol>
Print – Note that this is not an actual “print” function that sends the file to a printer. This option allows you to save the file as a PDF, OneNote, SnagIt, XPS Document Writer, or fax.	<ol style="list-style-type: none"> <li>1. Click the “Print” button.</li> <li>2. Choose a destination.</li> <li>3. Complete the other fields as desired.</li> <li>4. Click the “Print” button.</li> <li>5. Select the location to which you want to save the file.</li> <li>6. Enter a file name.</li> <li>7. Click the “Save” button.</li> </ol>
Submit	<ol style="list-style-type: none"> <li>1. Click the “Submit” button. The “Success” page displays and lists the system assigned asset ID.</li> </ol>

Action	Description
	2. Make note of the Transaction ID for future use. 3. Click the “Go to Dashboard” button to return to the dashboard. OR Click the “View Transactions” button to return to the “Transaction List” page.



**Extension request submission confirmation**

**IMPORTANT:** When you request an extension, the request must be approved by a DCW Administrator. You will receive an email informing you that your submission is under review. The administrator can then approve or reject your submission. Either way, you will receive an email informing you of the progress.

Below is a sample of the acknowledgement email sent to user after the extension transaction is successfully submitted.

**DC Water Acquaa Portal- BPA-Extension request is Under Review** [↗](#)

From Pradeep K. Kandukuri on 2024-05-06 11:59

[✉ Details](#) [📧 Headers](#) [☰ Plain text](#)

---

Onsite contact - Dr. Elodia Bernhard  
Offsite contact - Ali Herzog

There is a new BPA-Extension request pending your review. Details of the request can be found below.

Transaction Details

Submission Date	Activity Date	Reference Number	Submitted By	Transaction Type	Address	Status
05/06/2024	05/06/2024	EXT195	waterdc01+708611@gmail.com	BPA-Extension	300 NEW JERSEY AVE NW Washington DC 20001-2105	Under Review

Asset Details


Serial Number	BPA Type	System Type	Location Details	Size
477470757908	Reduced Pressure Assembly	Pool	Blue Star	2 1/2"

**Remarks:** Reason For Extension

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank You,

DC Water and Sewer Authority  
1385 Canal St SE  
Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** [bpa@dcwater.com](mailto:bpa@dcwater.com)




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**Extension request submission confirmation email**

## Addressing Corrective Actions

When the DCW Administrators perform a site visit of the DC area, they will record actions to be taken at a premise on the Acquaa portal in the form of corrective actions. The site contact will receive an email with a corrective action directive letter that explains all the observations & the recommended corrective actions that needs to be taken within the due date.

Corrective actions include:

- Installation
- Inspection
- Replacement
- Decommission
- Cross Connection Elimination (CCE)

All corrective actions within a premise will have the same due date. Reminders will be sent to the onsite/offsite contact persons.

To perform a corrective action:

**Note:** You can perform a corrective action by searching by asset or address.

1. Login to the Acquaa portal.

Refer to the [“Login”](#) section of guide for more information.


2. Perform an asset search.


Refer to the [“Asset Search”](#) section of this guide for more information.

OR

Perform an address search.

Refer to the [“Address Search”](#) section of this guide for more information.

**Note:** If there are multiple records, you can sort each column in ascending or descending order or filter records by “Transaction ID” or “From”/”To” fields by clicking the  (icon).

You can refresh the page by clicking the  (icon).

3. If you performed an asset search, click the “BPA Asset Number” hyperlink.

The “Corrective Action Tab” displays as the default page.

OR

If you performed an address search, click the “Premise ID” hyperlink.

The “Corrective Action Tab” displays as the default page.

Dashboard / Asset Search / Asset 1722735 /

Asset transactions

Installation Asset Update Inspection Replacement Decommission Request For Extension **Corrective Action**

Transaction Id From: mm/dd/yyyy To: mm/dd/yyyy

Submitted Date	Last Modified Date	Transaction Id	Corrective Action Type	BPA Location Detail	Size	BPA Type	Asset Number	Serial Number	System Type	Service Type
02/02/2024	02/02/2024	CORR120	Inspection	Boiler	10"	Double Check Assembly	1722735	SCDED2233245	Irrigation	

Items per page: 10 1-1 of 1 items 1 of 1 page

**Asset transactions – Corrective Action Tab (Asset Level)**

Dashboard / Asset Search / Premise 3017329 /

Asset transactions

Installation Report Existing **Corrective Action**

Transaction Id From: mm/dd/yyyy To: mm/dd/yyyy

Submitted Date	Last Modified Date	Transaction Id	Corrective Action Type	BPA Location Detail	Size	BPA Type	Asset Number	Serial Number	System Type	Service Type
02/02/2024	02/02/2024	CORR120	Inspection	Boiler	10"	Double Check Assembly	1722735	SCDED2233245	Irrigation	

Items per page: 10 1-1 of 1 items 1 of 1 page

**Asset transactions – Corrective Action Tab (Premise Level)**

**Note:** The “Corrective Action” tab will be the default tab & it is highlighted in green when there are open corrective actions on the premise or on an asset. This is to instruct the Acqua portal users to prioritize and take action on the corrective action before submitting standalone transactions. Once the corrective action is addressed, the corrective action will move out of the open status. If the transaction associated with a corrective action is approved, the corrective action will be automatically closed. If the transaction associated with a corrective action is rejected or auto-rejected, the corrective action will be reopened.

- Click the “V” (down arrow) next to the “Submitted Date” of the asset for which you want to perform a corrective action.

The “Asset transactions – Corrective Actions” details display.

**Note:** The buttons in images below will be displayed based on the corrective action that is needed.

^	12/28/2023	12/28/2023	CORR020	CCE/Installation	roof	6"	Double Check Assembly	NA	NA	Cooling Tower	Main Fire Service	Oper
Please select one of the actions to proceed												
<a href="#">Cross connection elimination</a>						<a href="#">Installation</a>						

**Corrective Actions for CCE/Installation**

^	07/31/2023	07/31/2023	CORR15708	Inspection	Adarsh nagar	1 1/4"	Double Check Assembly	1786005	10310	Grey Water System	Main Fire Service	Oper
Please select one of the actions to proceed												
<a href="#">Inspection</a>				<a href="#">Replacement</a>				<a href="#">Decommission</a>				

**Corrective Actions for Inspection**

^	07/31/2023	07/31/2023	CORR15709	Replacement	ddd	1"	Double Check Assembly	1786006	TEST22	Display Fountain	Auxiliary Service	Oper
Please select one of the actions to proceed												
<a href="#">Replacement</a>						<a href="#">Decommission</a>						

**Corrective Actions for Replacement**

Note: Depending on the asset, different options will display.

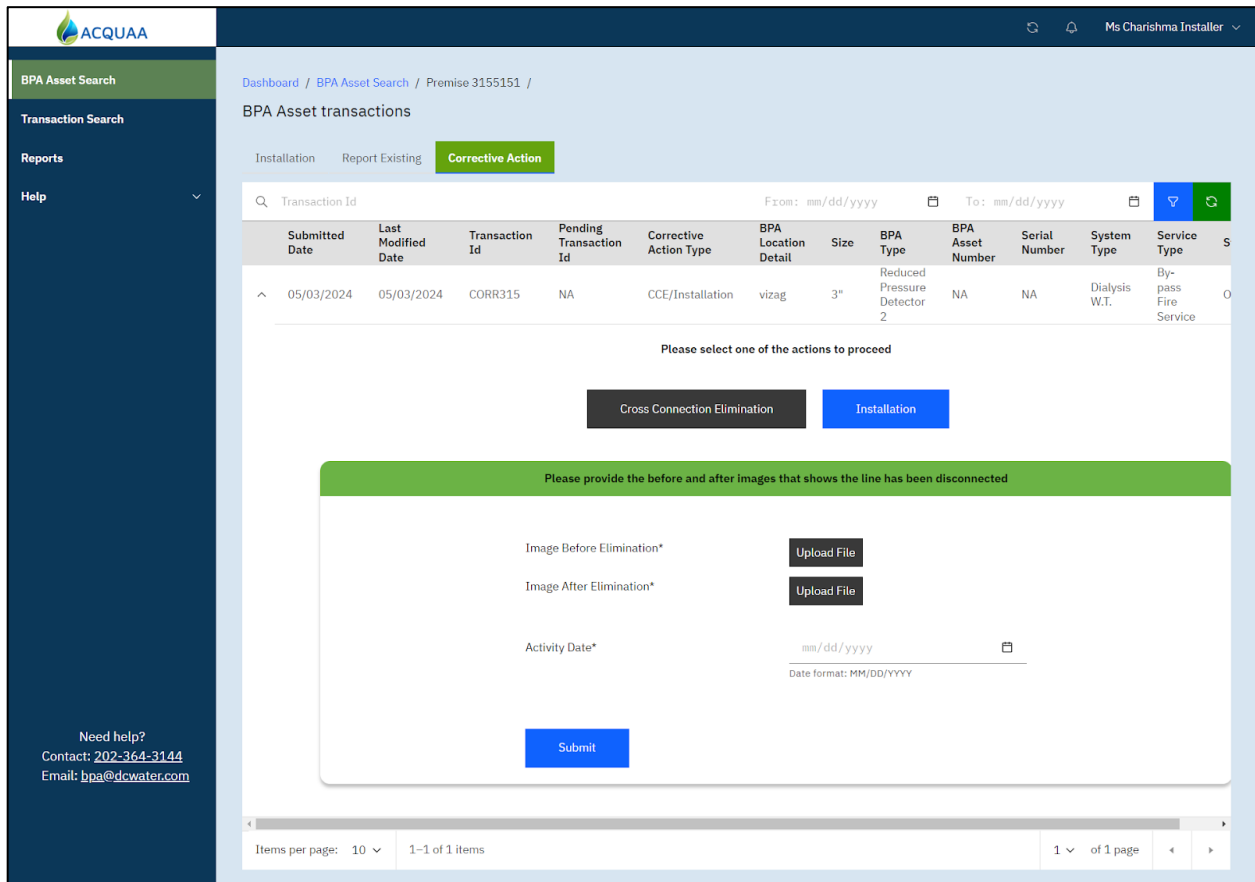
5. Decide what you want to do next:

Action	Description
Create a Cross Connection Elimination (CCE)	Continue to Step 2.
Create an inspection	<ol style="list-style-type: none"> <li>1. Click the "Inspection" button.</li> <li>2. Refer to the "<a href="#">Adding an Inspection to an Asset</a>" section in this guide for more information.</li> </ol>
Make a replacement	<ol style="list-style-type: none"> <li>1. Click the "Inspection" button.</li> <li>2. Refer to the "<a href="#">Adding a Replacement for an Asset</a>" section in this guide for more information.</li> </ol>
Decommission an asset	<ol style="list-style-type: none"> <li>1. Click the "Decommission" button.</li> </ol>

Action	Description
	2. Refer to the “ <a href="#">Decommissioning an Asset</a> ” section in this guide for more information.

**IMPORTANT:** When you perform a corrective action, the request must be approved by a DCW Administrator. You will receive an email informing you that your submission is under review. The administrator can then approve or reject your submission. Either way, you will receive an email informing you of the progress.


- Click the “Cross Connection Elimination” button.  
The cross-connection fields display.



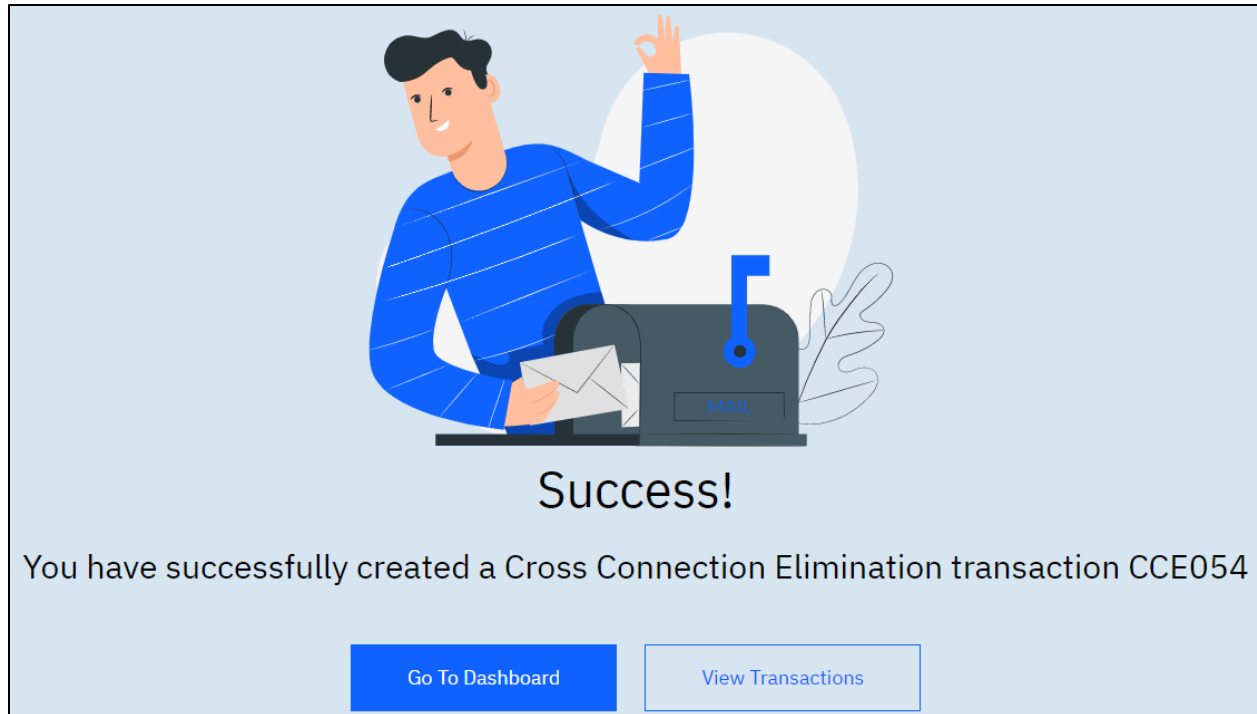
**Asset transactions – Cross Connection Elimination**

- Complete the page as required:



Field	Description
Image Before Elimination	<p>Required. Add an image of the item being eliminated. To add an image:</p> <ol style="list-style-type: none"> <li>1. Click the “Upload File” button. The “Open” window displays.</li> <li>2. Navigate to the location of the file.</li> <li>3. Select the image.</li> </ol> <p><b>IMPORTANT:</b> This must be a valid image file type or PDF.</p> <ol style="list-style-type: none"> <li>4. Click the “Open” button. The file shows under the “Upload File” button.</li> </ol> <p><b>Note:</b> You can click the  (eye icon) to view the file you uploaded.</p>
Image After Elimination	<p>Required. Add an image after the item has been removed. Refer to the preceding instructions to upload a file.</p>


8. After you complete the page, click the “Submit” button.  
The “Success” page displays and lists the system assigned Transaction ID.



**Cross Connection Elimination submission confirmation**


**IMPORTANT:** When you address a CCE, the request must be approved by a DCW Administrator. You will receive an email informing you that your submission is under review. The Administrator can then approve or reject your submission. Either way, you will receive an email informing you of the progress.

Below is a sample of the acknowledgement email sent to user after the cross-connection elimination transaction is successfully submitted.

**DC Water Acquaa Portal- BPA-Cross Connection Elimination request is Under Review** 



From Pradeep K. Kandukuri on 2024-05-06 05:39

 Details  Headers  Plain text

Site contact - svishnu85

Your BPA-Cross Connection Elimination request has been submitted successfully and is pending review. You will be notified after the review is completed. Details of the request can be found below.

Transaction Details

Submission Date	Activity Date	Reference Number	Submitted By	Transaction Type	Address	Status
05/06/2024	04/30/2024	CCE041	svishnu85@outlook.com	BPA-Cross Connection Elimination	1200 PENNSYLVANIA AVE NW Washington DC 20004-2501	Under Review

**Remarks:** resubmit from mi status by Comp admin

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank You,

DC Water and Sewer Authority  
1385 Canal St SE  
Washington, DC 20003, USA  
**Office:** 202-364-3144  
**Email:** bpa@dcwater.com



**Cross Connection Elimination submission confirmation email**

Schedules for Corrective Action Reminders

Scenario	First reminder	Second reminder	Third reminder	Final reminder
Open Corrective Actions	30 days after due date	60 days after due date	90 days after due date	120 days after due date

**Resubmitting Missing Information Transaction**

1. Plumber, Property Manager, or Company Admin can search the transaction from the Transaction Search page. Click the “V” (down arrow) to view the details of the transaction and click on the “Edit” button at the bottom to make the required updates and resubmit the transaction.

Transaction Search

Serial Number  
Serial Number

---

Premise Id  
Premise Id

---

BPA Asset Number  
BPA Asset Number

---

Transaction Type  
Select Type ▼

---

Submitted Date (From)  
02/10/2024 📅

---

Submitted Date (To)  
05/10/2024 📅

Date format: MM/DD/YYYY

Search
Reset

Transaction Search Results ^

1 record(s) found. **Search Criteria:** Submitted Date (From) = 02/10/2024, Submitted Date (To) = 05/10/2024, Transaction Id = INT528

Export

Transaction Id	Linked Transaction Id	Transaction Type	Serial Number	Premise Id	Service Address	BPA Asset Number	Submitted Date	Last Modified Date	Activity Date	Transaction Status
▼ INT528	INS50489	Installation	35445656765	3156078	1606 MASSACHUSETTS AVE NW Washington DC 20036	NEW729	03/14/2024	03/14/2024	03/14/2024	Missing Information

Items Per Page: 10 ▼ 1-1 Of 1 Items 1 ▼ Of 1 Page ◀ ▶

Transaction Search Results ^

1 record(s) found. **Search Criteria:** Submitted Date (From) = 02/10/2024, Submitted Date (To) = 05/10/2024, Transaction Id = INT528 Export

Transaction Id	Linked Transaction Id	Transaction Type	Serial Number	Premise Id	Service Address	BPA Asset Number	Submitted Date	Last Modified Date	Activity Date	Transaction Status
INT528	INS50489	Installation	35445656765	3156078	1606 MASSACHUSETTS AVE NW Washington DC 20036	NEW729	03/14/2024	03/14/2024	03/14/2024	Missing Information

Information shown below is a snapshot at 03/14/2024 08:37:36. For latest info, please perform BPA Asset Search.

Service Address ^

Address: 1606 MASSACHUSETTS AVE NW Washington DC 20036

Onsite Contact Details (Engineer or Property Manager) ^

Name	test	Email	test@mailinator.com
Phone Number	+1 (123) 432-5345		

Offsite Contact Details (Property Owner or Property Manager) ^

Name	test	Apt/Suite/Unit Number	
Email	test@mailinator.com	Intersection	
Phone Number	+1 (123) 432-5345	City	Washington
House Number	1606	State	DC - District of Columbia
Street Name	MASSACHUSETTS AVE	Quadrant	NW
House Number Suffix		Zip	20036

Backflow Prevention Assembly Details ^

Location Details	pune	Assembly Type	Pressure Vacuum Breaker
Assembly Make	Apollo/Conbraco	System Type	Boiler
Model Number	123	Service Type	Main Fire Service
Size	4"	Unprotected Bypass Line	Yes
Serial Number	35445656765	Unprotected Bypass Image	
Serial Number Image		Is Building Part Of	Hospital
First Inspection Due Date	03/16/2024		

Inspection Results ^

Assembly Type	Pressure vacuum breaker
Status	Pass
Date Of Inspection	03/14/2024
Air Inlet Opened At	11
Check Valve Opened At	11
Test Gauge Last Calibration	03/13/2024
Test Gauge Serial Number	763245763254

Submitter Details ^

Submitter Name	test dc water	Submitter Email	pawaninstaller@maildrop.cc
----------------	---------------	-----------------	----------------------------

Comments ^

Comments	Commented On	Commented By
missing info	03/14/2024 08:37:35	Mr BPA Admin

Edit
Print

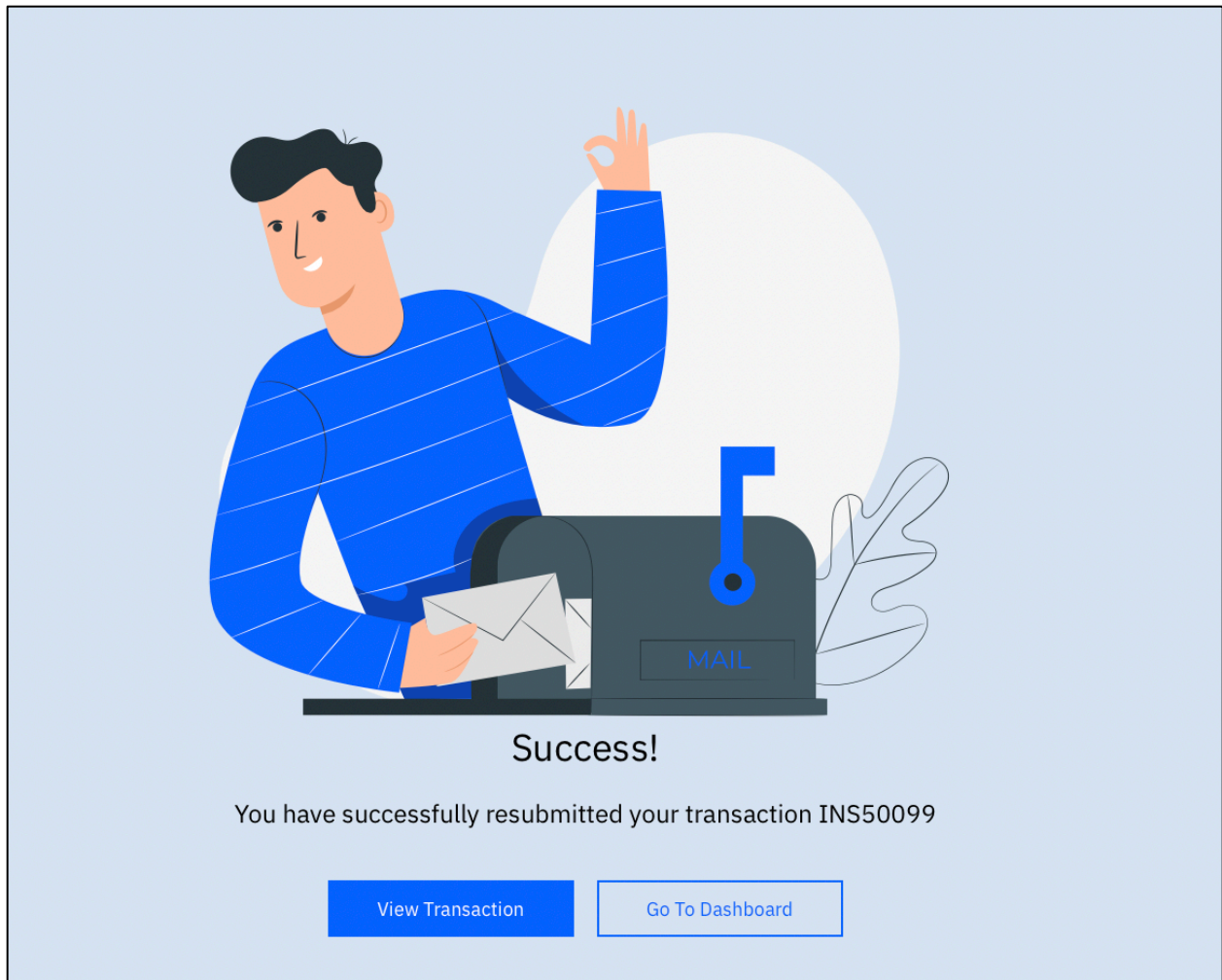
Items Per Page: 10
1-1 Of 1 Items
1 Of 1 Page

**Buttons**

Field	Description
Review & Submit	Allows you to review what you entered and make changes if needed.
Reset	Allows you to clear all the entries you made on the page so you can restart entering data.

2. After you complete the page, click the “Review & Submit” button.  
The page displays all the fields as read-only.
3. Determine what you want to do next:

Action	Description
Edit your entries	<ol style="list-style-type: none"> <li>1. Click the “Edit” button.</li> <li>2. Change the information as needed.</li> <li>3. Click the “Review &amp; Submit” button.</li> </ol>
Print – Note that this is not an actual “print” function that sends the file to a printer. This option allows you to save the file as a PDF, OneNote, Snagit, XPS Document Writer, or fax.	<ol style="list-style-type: none"> <li>1. Click the “Print” button.</li> <li>2. Choose a destination.</li> <li>3. Complete the other fields as desired.</li> <li>4. Click the “Print” button.</li> <li>1. Select the location to which you want to save the file.</li> <li>2. Enter a file name.</li> <li>3. Click the “Save” button.</li> </ol>
Submit	<ol style="list-style-type: none"> <li>1. Click the “Submit” button. The “Success” page displays and lists the system assigned asset ID.</li> <li>2. Make note of the asset ID for future reference.</li> <li>3. Click the “Go to Dashboard” button to return to the dashboard.</li> </ol> <p>OR</p> <p>Click the “View Transactions” button to return to the “Search Results” page.</p>



**Installation re-submission confirmation**

**IMPORTANT:** When you resubmit a transaction, the request must be approved by a DCW Administrator. You will receive an email informing you that your submission is under review. The Administrator can then approve or reject your submission. Either way, you will receive an email informing you of the progress.

4. Determine what you want to do next:

Action	Description
Click the “Dashboard” button.	Takes you to the “Dashboard/Asset Search” page
Click the “View Transactions” button.	Takes you to the “Transaction List” page.

## Transaction Search

The Transaction Search function allows you to search for existing transactions. You can look for a transaction you have entered and view its status (Approved, Rejected, Under Review) and the details. Transactions include:

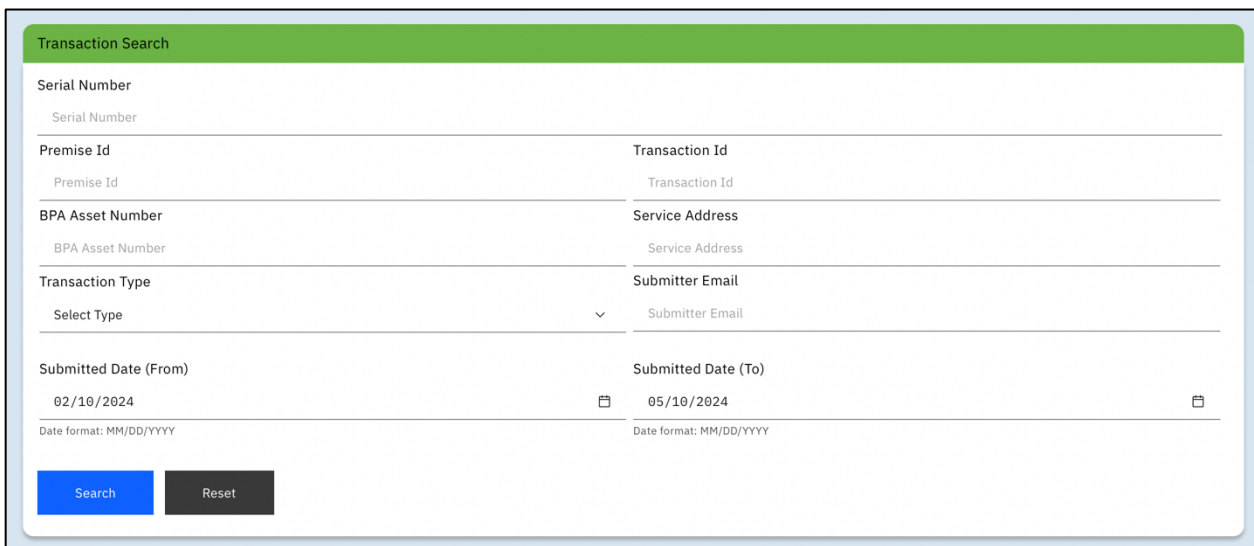
- Installation – Prefix INT
- Inspection – Prefix INS
- Replacement – Prefix REP
- Decommission – Prefix DEC
- Report Existing – Prefix - REX
- Asset Update – Prefix UPA
- Request for Extension – Prefix EXT
- Cross Connection Elimination – Prefix CCE

Assets that have not yet been approved and fully added to the system start with a “NEW” prefix.

To search for a transaction:

1. Login to the Acquaa portal.  
Refer to the “[Login](#)” section of guide for more information.
2. Click “Transaction Search” from the left-pane menu.

The “Transaction Search” page displays.



The screenshot shows the 'Transaction Search' interface with the following fields:

- Serial Number:** Input field with placeholder 'Serial Number'.
- Premise Id:** Input field with placeholder 'Premise Id'.
- BPA Asset Number:** Input field with placeholder 'BPA Asset Number'.
- Transaction Type:** Dropdown menu with 'Select Type' and a downward arrow.
- Submitted Date (From):** Input field with '02/10/2024' and a calendar icon.
- Submitted Date (To):** Input field with '05/10/2024' and a calendar icon.
- Transaction Id:** Input field with placeholder 'Transaction Id'.
- Service Address:** Input field with placeholder 'Service Address'.
- Submitter Email:** Input field with placeholder 'Submitter Email'.

At the bottom, there are two buttons: a blue 'Search' button and a grey 'Reset' button. Below the date fields, it specifies 'Date format: MM/DD/YYYY'.

## Transaction Search

3. Enter one or more of the following filters to find the transaction in which you are interested:



**Note:** Unless otherwise specified, the search is based on exact entries. For example, if you want to locate a record with a Premise ID of “3156078,” you must enter then entire number. You cannot enter “315” for example.

Field	Description
Serial Number	Enter the serial number of the installed asset.
Premise Id	Enter the Premise ID of the service address. Note that one or more assets can be part of a given premise or service address.
Transaction ID	Enter the ID of the transaction. When you completed a function, such as request an extension, the system presented a Transaction ID on the “Success” page. This is that ID. Refer to the introduction of this section for a list of Transaction ID prefixes.
BPA Asset Number	Enter the unique asset number. This number is system-assigned. The number will start with “NEW” for an asset that has not yet been approved.
Service Address	Enter service address. This is a “like” search where you can enter a partial address and the system will find the address that best match your entry. Note that these are addresses in the DC area where BPA assets are located.
Transaction Type	Select one of the following: <ul style="list-style-type: none"> <li>• Installation</li> <li>• Inspection</li> <li>• Replacement</li> <li>• Decommission</li> <li>• Report Existing</li> <li>• Asset Update</li> <li>• Request for Extension</li> <li>• Cross Connection Elimination</li> </ul>
Submitter Email	Enter the email address of the person who submitted the transaction.
Submitted Date (From)	Enter or select a date for the submission date. Note that you will be required to enter a “To” date so the system will search

Field	Description
	for transactions submitted within the requested range.  <b>Note:</b> At least one other search criteria must be entered along with the date range.
Submitted Date (To)	See preceding "From" description.

4. Click the "Search" button.

The "Transaction Search Results" display under the filter selection pane.

**Note:** You can click the "Reset" button to clear your search criteria and start a new search.

5. Scroll down from the search fields to view the results.

Transaction Search Results										
1676 record(s) found. Search Criteria: Submitted Date (From) = 02/10/2024, Submitted Date (To) = 05/10/2024, Transaction Type = All										
Transaction Id	Linked Transaction Id	Transaction Type	Serial Number	Premise Id	Service Address	BPA Asset Number	Submitted Date	Last Modified Date	Activity Date	Transaction Status
INT338	NA	Installation	qa01-2324-sno2	3015929	1200 PENNSYLVANIA AVE NW Washington DC 20004-2501	1723461	02/11/2024	02/11/2024	02/11/2024	Approved
INS50328	NA	Inspection	QA01-2324-SNO2	3015929	1200 PENNSYLVANIA AVE NW Washington DC 20004-2501	1723461	02/11/2024	02/14/2024	02/11/2024	Rejected
UPA066	NA	BPA Asset Update	SH01-0209-07	3057853	1757 VERBENA ST NW Washington DC 20012-1048	1723454	02/12/2024	02/12/2024	02/12/2024	Approved
UPA067	NA	BPA Asset Update	SH01-0209-07	3057853	1757 VERBENA ST NW Washington DC 20012-1048	1723454	02/12/2024	02/12/2024	02/12/2024	Approved
UPA068	NA	BPA Asset Update	SH01-0209-07-01	3057853	1757 VERBENA ST NW Washington DC 20012-1048	1723454	02/12/2024	02/12/2024	02/12/2024	Approved
UPA069	NA	BPA Asset Update	SH01-0209-07-01	3057853	1757 VERBENA ST NW Washington DC 20012-1048	1723454	02/12/2024	02/12/2024	02/12/2024	Approved
UPA070	NA	BPA Asset Update	SH01-0209-07-01	3057853	1757 VERBENA ST NW Washington DC 20012-1048	1723454	02/12/2024	02/12/2024	02/12/2024	Approved
INT339	NA	Installation	RA01-099	3156078	1606 MASSACHUSETTS AVE NW Washington DC 20036	1723463	02/12/2024	02/12/2024	02/12/2024	Approved
INS50329	NA	Inspection	RA01-099	3156078	1606 MASSACHUSETTS AVE NW Washington DC 20036	1723463	02/12/2024	02/12/2024	02/12/2024	Approved
INS50330	NA	Inspection	RA01-099	3156078	1606 MASSACHUSETTS AVE NW Washington DC 20036	1723463	02/12/2024	02/12/2024	02/12/2024	Approved


Items Per Page: 10 | 1-10 Of 1676 Items | 1 Of 168 Pages


### Transaction Search Results

6. Click the "v" (down arrow) to view more details of the transaction.

Note: Refer to the section "[Existing Asset Information](#)" for more information about the fields in the expanded view.

## Reports

When you click the **Export**  (export icon) on the Asset or Transaction search result table, a report that includes all your search results will be sent to the “Reports” function accessible through the left menu pane.

The “Document Name” column provides a description of the report. These reports are in “CSV” format meaning that they can be opened in Excel. To download the report, click the  (download icon) then use standard Windows functionality to save and open the file.

To view reports:

1. Upon successfully logging into the portal, the “Dashboard/Search Results” page displays.
2. Click “Reports” from the left-pane menu.

The “Reports” page displays.

Report generation in progress. Download icon is disabled.

Document Id	Document Name	Document Type	Requested Date	Status	
▼ f1760099	NA	CSV	09/15/2023	In Progress	↓
Items per page: 10 ▼		1-1 of 1 items		1 ▼ of 1 page	◀ ▶

Report generation completed. Download icon is enabled.

Document Id	Document Name	Document Type	Requested Date	Status	
e1e0c471	BPATransactionSearchResult_20240203083300.csv	CSV	02/03/2024	Complete	↓
Items per page: 10 ▼		1-1 of 1 items		1 ▼ of 1 page	◀ ▶

## Reports

Report types include:

Report	Description
<b>Assets</b> Asset per location report	You can generate this report from the “ <a href="#">Asset Search</a> ” function from the “Asset Search Results” table. Columns in this report include: <ul style="list-style-type: none"> <li>• Service Address</li> <li>• BPA Asset Number</li> <li>• Serial Number</li> </ul>

Report	Description
	<ul style="list-style-type: none"> <li>• Asset Status</li> <li>• BPA Type</li> <li>• Size</li> <li>• System Type</li> <li>• Last Inspection Date</li> <li>• Next Inspection Date</li> </ul>
<p><b>Transactions</b> BPA transaction search results report</p>	<p>You can generate this report from the <a href="#">“Transaction Search”</a> function from the “Transaction Search Results” table. Columns in this report include:</p> <ul style="list-style-type: none"> <li>• Transaction ID</li> <li>• Linked Transaction ID</li> <li>• Transaction Type</li> <li>• Serial Number</li> <li>• Premise Id</li> <li>• Service Address</li> <li>• BPA Asset Number</li> <li>• Submitted Date</li> <li>• Last Modified Date</li> <li>• Activity Date</li> <li>• Transaction Status</li> </ul>

## Profile

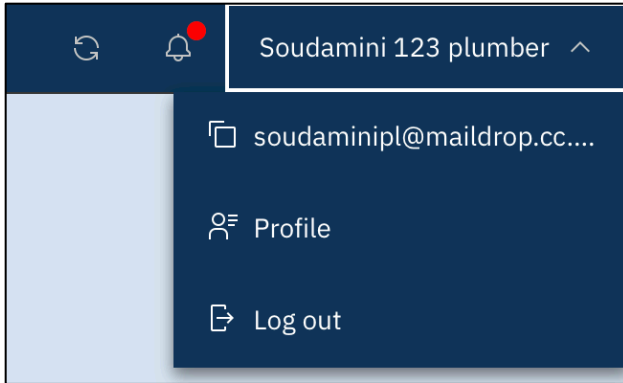
You can view your profile at any time. The information presented is what you entered when you first registered to the portal. On the “View Profile” page, you can also perform several functions.

Action	Description	Instructions
Update Contact Details	Update your contact details	Refer to the <a href="#">“Updating your Contact Details”</a> section of this guide for more information.
Change Company	Update your company details	Refer to the <a href="#">“Updating your Company”</a> section of this guide for more information.

Leave Company	Leave a company	Refer to the " <a href="#">Leaving the Company</a> " section of this guide for more information.
Accept Invitation	Accept an invitation from a Plumbing Company Administrator to join a company	Refer to the " <a href="#">Accepting an Invitation from a Company Administrator</a> " section of this guide for more information.
Authorize Company Administrator	Authorize a Plumbing Company Administrator to submit transactions on your behalf	Refer to the " <a href="#">Allowing Company Administrator to Submit Transactions on Behalf</a> " section of this guide for more information.
Update Documents	Update documents such as Plumbing License document, BPA Certificate and/or Test Gauge Calibration Report	Refer to the " <a href="#">Updating your Documents</a> " section of this guide for more information.
Add Role	Add additional role	Refer to the " <a href="#">Adding a Role</a> " section of this guide for more information.
Renew Role	Renew your roles upon expiry	Refer to the " <a href="#">Renewing a Role</a> " section of this guide for more information.
Reapply Role	Reapply if your registration was rejected	Refer to the " <a href="#">Reapplying a Role</a> " section of this guide for more information.
Resubmit Role	Resubmit if your registration was marked as "Missing Information"	Refer to the " <a href="#">Resubmitting a Role</a> " section of this guide for more information.
Continue Registration	Continue registration if you did not complete the registration process	Refer to the " <a href="#">Continuing Registration</a> " section of this guide for more information.

To view your profile:

1. Click the V (down arrow) next to your name in the upper-right corner of the page.  
A menu displays.
2. Select "Profile" from the menu.  
The "View Profile" page displays.



**Note:** Refer to the "[Registration](#)" section of this guide for more information about the fields on this page.

**View Profile**

**Contact Details**

Title:  First Name\*:  Last Name\*:

Phone Number\*:  Address\*:

Apt/Suite/Unit Number:  Email Address:

Alternate Email Address:

**Company Details**

Company Name\*:  Phone Number\*:

Address\*:  Company Email Address\*:

Business License Number:  Authorize all CA to do transactions?:

[Leave Company](#)

**Licenses and Certificates**

Plumbing License Number	PLN12345	Plumbing License Expiration	02/23/2024
BPA Certificate Number	BPA12345	BPA Certificate Expiration	02/29/2024
Test Gauge Number	TGSN12345	Test Gauge Expiration	02/23/2024

Plumber License      BPA certificate      Calibration Report

**Registration Status**

Role	Reference Number	Created Date	Last Modified Date	Status	Account Expiration	Remark	Action	Documents
BPA Installer	REG5749	01/30/2024	01/30/2024	Approved	02/29/2024	Added Role	<a href="#" style="background-color: #4CAF50; color: white; padding: 2px 5px;">Edit</a>	
BPA Inspector	REG5750	01/30/2024	01/30/2024	Approved	02/29/2024	Added Role	<a href="#" style="background-color: #4CAF50; color: white; padding: 2px 5px;">Edit</a>	

**Roles**

BPA Installer     BPA Inspector

[Save](#)    [Back](#)

**View Profile – Plumber**

Note: Depending on your role, the profile page will vary.

**View Profile**

Contact Details ^

Title: Mrs x v      First Name\*: Rekha      Last Name\*: Hari

---

Phone Number\*: 🇺🇸 (312) 312-3123      Address\*: 🔍 1200 16th St NW, Washington, DC 20036, USA x

---

Apt/Suite/Unit Number: Enter Apt/Suite/Unit Number      Email Address: rekha\_prop@maildrop.cc ✕

---

Alternate Email Address: rekha.hari@acquaa.com

---

Registration Status ^

Role	Reference Number	Created Date	Last Modified Date	Status	Remark	Documents
Property Owner	REG5446	02/04/2024	02/04/2024	Approved	Added Role	

---

Roles ^

BPA Inspector   
  BPA Installer   
  Property Owner

---

Save
Back

**View Profile – Property Owner**



**View Profile**

**Contact Details**

Title: Ms First Name\*: Plumbing Company Last Name\*: Admin

---

Phone Number\*: Address\*: 21800 Towncenter Plz, Sterling, VA 20164, USA

(312) 555-1222

---

Apt/Suite/Unit Number: Email Address: enduser16@maildrop.cc

Enter Apt/Suite/Unit Number

---

Alternate Email Address: Enter email address

**Company Details**

Search Company

---

Company Name\*: C.L. Hibbard Plumbing, Htg, A/C, Inc Phone Number\*: (123) 456-7890

---

Address\*: 3913 Longfellow Street Hyattsville, MD 20781 Company Email Address\*: fakeuatcompany16@mailinator.com

---

Business License Number: Enter business license number

[Leave Company](#)

**Pending Invitations**

Name	Email	Joined Company?	Authorization(for on-behalf transaction)	Approval Status
AR Plum	plumplum.dcw01@outlook.com	Pending		Pending
Mr Ashok InspectorOnly	ashokinsp@maildrop.cc	Pending		Approved

**Registration Status**

Role	Reference Number	Created Date	Last Modified Date	Status	Account Expiration	Remark	Action	Documents
Company Admin	REG5664	01/25/2024	01/25/2024	Approved		Added Role		

**Roles**

Company Admin

Save
Back

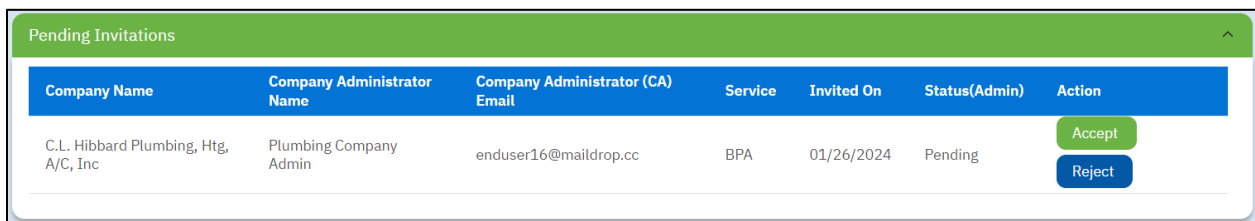
**View Profile – Company Administrator**

### Accepting an invitation from a Company Administrator

If a Company Administrator has invited you to join their company, you will receive an email. After you receive the email, you can login to the portal and view your profile. In the “Pending Invitations” section of the page, you will see an “Accept” and “Reject” button. If you accept the invitation, the system will populate the inviter’s company information to your profile in the “Company Information” section. If you reject the invitation, the Company Administrator will be informed of your decision.

**Note:** This invitation also needs to be approved by the DCW Administrator.

**IMPORTANT:** This invitation expires in 7 days if there is no action.



Pending Invitations						
Company Name	Company Administrator Name	Company Administrator (CA) Email	Service	Invited On	Status(Admin)	Action
C.L. Hibbard Plumbing, Htg. A/C, Inc	Plumbing Company Admin	enduser16@maildrop.cc	BPA	01/26/2024	Pending	<input type="button" value="Accept"/> <input type="button" value="Reject"/>

### Authorizing Company Administrator to Submit Transactions On-Behalf

You can authorize a Company Administrator to enter transactions on your behalf on the portal. A company may have more than one administrator who can assist you. To do this, toggle the “Authorize all CA to do transactions?” to “on” (green) in the “Company Details” section of your profile.

**IMPORTANT:** You can remove the authorization given to the Company Administrator to submit transactions on your behalf at any time. Simply toggle the “Authorize all CA to do transactions?” to “off” (gray).

Company Details
^

Company Name* C.L. Hibbard Plumbing, Htg, A/C, Inc <span style="float: right;">✕</span>	Phone Number* <span style="display: flex; align-items: center;">                  (123) 456-7890             </span>
Address* 3913 Longfellow Street Hyattsville, MD 20781 <span style="float: right;">✕</span>	Company Email Address* fakeuatcompany16@mailinator.com <span style="float: right;">✕</span>
Business License Number Enter business license number <span style="float: right;">✕</span>	Authorize all CA to do transactions? <input checked="" type="checkbox"/>

Leave Company

### Updating your documents

If you need to update any of your documents (BPA Certificate, Plumber License, or Calibration Report), you can do it from your profile page. It is recommended to upload your latest documents upfront to avoid expiry of your role. Depending on the role, you need to have the required documents ready before clicking on the “Update button.” Refer section [“Required Documents for Plumbers”](#) for more details.

Registration Status
^

Role	Reference Number	Created Date	Last Modified Date	Status	Account Expiration	Remark	Action	Documents
BPA Inspector	REG4056	12/01/2023	12/01/2023	Approved	12/21/2028	Added Role	<span style="background-color: #4CAF50; color: white; padding: 2px 5px; border-radius: 3px;">Update</span>	
BPA Installer	REG4057	12/01/2023	12/01/2023	Approved	12/01/2028	Added Role	<span style="background-color: #4CAF50; color: white; padding: 2px 5px; border-radius: 3px;">Update</span>	

### Leaving the Company

If you want to leave a company, you can do so from your profile page. When you click the “Leave Company” button, a window will display asking if you are sure. If you are sure, click the “OK” button. Once you have confirmed that you want to leave the company, a notification will be sent to the Company Administrator.

**IMPORTANT:** If the DCW Administrator has decommissioned a company, then all plumbers and plumbing company administrators associated with that company will be suspended and all the affected users are notified via an email. They will no longer be able to login. For any inquiries related to suspension, the users may contact a DCW Administrator.

Company Details
^

Q Search Company

---

Company Name\*

Ampcus QCOE ✕

Phone Number\*

(703) 637-7299

---

Address\*

14900 Conference Center Dr, Suite # 500, Chantilly, VA 20151 ✕

Company Email Address\*

qmpcusqcoe@maildrop.cc ✕

Enter company address

---

Business License Number

AMPIVVTEST14900 ✕

Authorize all CA to do transactions?

Leave Company

### Updating your contact details

You can update your contact details except for your registered email address. Make the required changes and hit the “Save” button on the profile page. You will receive a success message on the page confirming that your changes are saved. The updated values are immediately reflected on your profile page. This will not need approval from a DCW Administrator. If you’re unable to receive alerts and reminders to your registered email address, it is highly recommended that you update your personal email address under the “Alternate Email Address” field. The system will send alerts and reminders to both registered & alternate email addresses henceforth.

View Profile
^

Contact Details
^

Title	First Name*	Last Name*
Mr <span style="float: right;">✕ ▾</span>	Plumber	Installer

---

Phone Number*	Address*
(123) 456-7890	Q 1600 Rhode Island Ave NW, Washington, DC 20036, USA <span style="float: right;">✕</span>

---

Apt/Suite/Unit Number	Email Address
1	plums@maildrop.cc <span style="float: right;">✕</span>

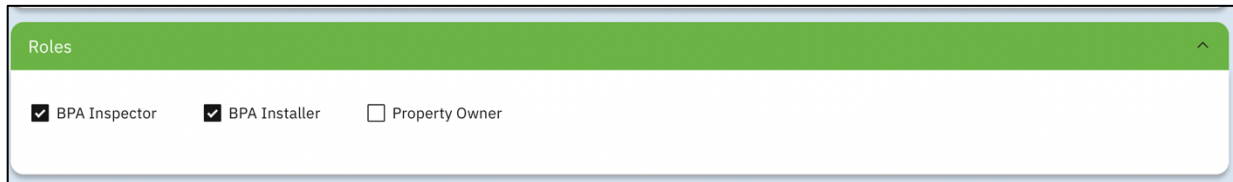
---

Alternate Email Address

Enter email address

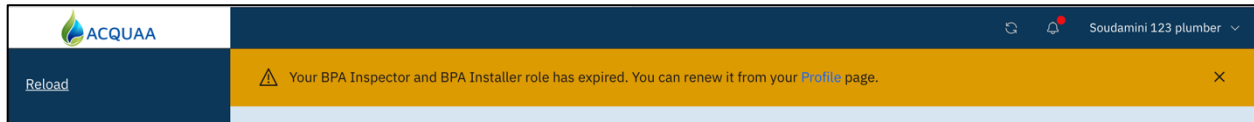
### Adding a role

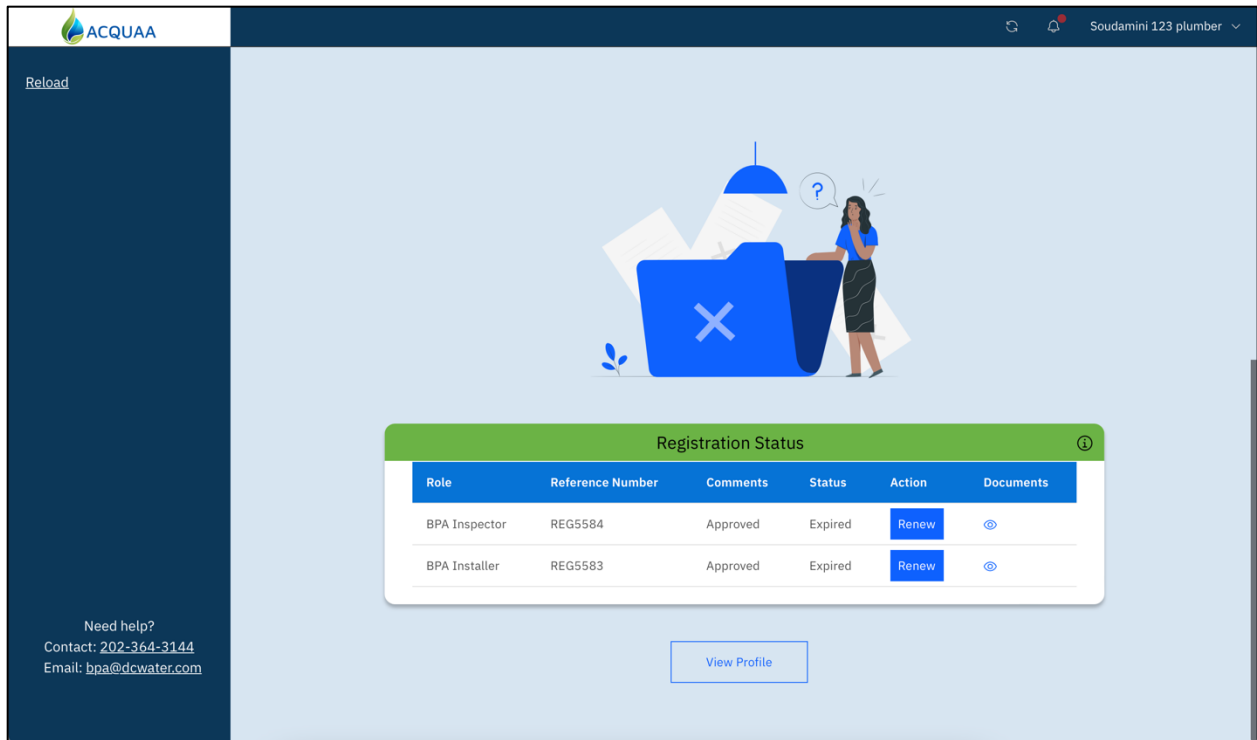
You can add an additional role by selecting the checkbox against the role name. For BPA Installer and BPA Inspector roles, you will need approval from a DCW Administrator. Property Owner role will be auto approved. Depending on the role, you need to have the required documents ready before adding the role. Refer section [“Required Documents for Plumbers”](#) for more details.



### Renewing a role

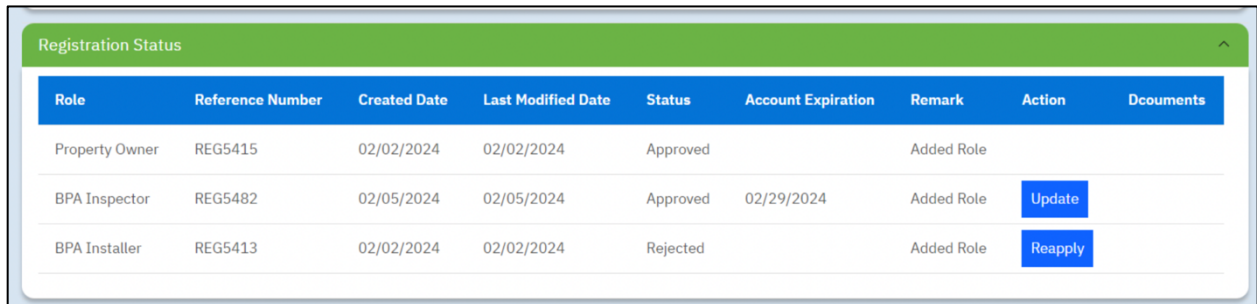
This is applicable only for plumbers as their account can get expired. The portal will show a banner like this when the user’s role has expired. The user also receives an account expiry reminder notification before the actual expiry to renew his account. You can renew your role from the Profile page. Click on the “Renew” button against the specific role. Depending on the role, you need to have the required documents ready before renewing the role. Refer section [“Required Documents for Plumbers”](#) for more details.





### Reapplying a role

You can reapply if your registration was rejected by a DCW Administrator by clicking on the “Reapply” button. Depending on the role, you need to have the required documents ready before reapplying. Refer section [“Required Documents for Plumbers”](#) for more details.



### Resubmitting a role

In the event you received an email or notification in the application that your registration request was moved to “Missing Information” status by a DCW Administrator, you can make the required updates & resubmit the request. This is most likely due to wrong documents uploaded during registration. Depending on the remarks, you need to have the required documents ready before resubmission. Refer section [“Required Documents for Plumbers”](#) for more details.

### Continuing Registration

In the event you did not complete your registration and got dropped off at one of the intermediary steps, you can continue registration from the profile page. You will be taken to a pre-filled form based on the details you entered. Depending on the role, you need to have the required documents ready before continuing the registration. Refer section "[Required Documents for Plumbers](#)" for more details.


### Required documents for Plumbers

Role	Action	Instructions
BPA Installer	Click on "Update" / "Renew" / "Reapply" / "Resubmit" / "Continue Registration" button against the role	You will need to update license details & upload the latest document. A DCW Administrator will need to approve your request. Once approved the latest documents will be visible in your profile under the "Licenses & Certification" section.
BPA Inspector	Click on "Update" / "Renew" / "Reapply" / "Resubmit" / "Continue Registration" button against the role	Depending on which document has expired, you can will need to update the latest BPA Certificate details/document or Test Gauge Calibration Report details/document or both. DCW Administrator will need to approve your request. Once approved the latest documents will be visible in your profile under the "Licenses & Certification" section.

To upload a document:

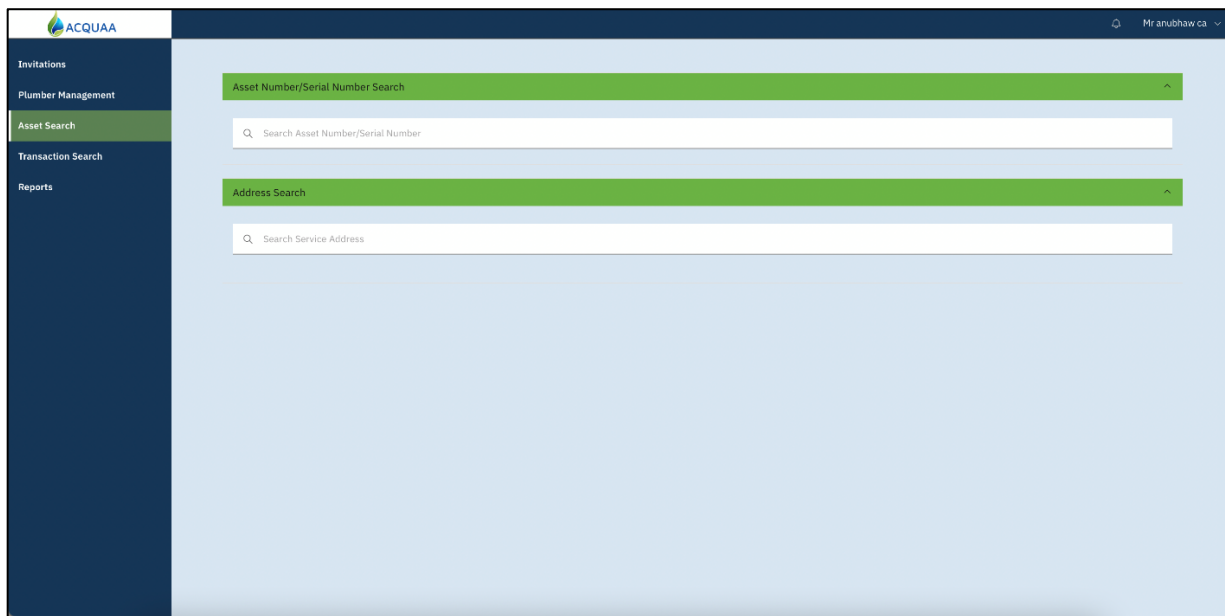
1. Click the "Drag and drop files here or click to upload" link.  
The "Open" window displays.

**Note:** You can upload a PDF file or any standard image file under 50 megabytes.

2. Search for your document using standard Windows functionality.
3. Click the “Open” button.  
An  (eye) icon displays under the section for the uploaded files.
4. Repeat Steps 1 through 3 for all required documents.

### Plumbing Company Administrators

Plumbing company administrators are administrators or staff representing a plumbing company can register on the portal to maintain the company details, manage users within their company, invite new plumbers to join the company, and submit transactions on behalf of the plumbers once an authorization has been obtained from the plumbers.



**Company Admin landing page**

Company details can be updated from the profile page when company information changes. This update must be approved by a DCW Administrator.



View Profile

Contact Details

Title Mr <span style="float: right;">x v</span>	First Name* anubhaw	Last Name* ca
Phone Number* <span style="font-size: small;">🇺🇸 (219) 380-1380</span>	Address* <span style="font-size: small;">🔍 Washington, DC, USA <span style="float: right;">x</span></span>	
Apt/Suite/Unit Number <span style="font-size: small;">Enter Apt/Suite/Unit Number</span>	Email Address anubhaw_ca@maildrop.cc <span style="float: right;">✕</span>	
Alternate Email Address <span style="font-size: small;">Enter email address</span>		

Company Details

🔍 Search Company

Company Name* Acker & Sons, Inc	Phone Number* <span style="font-size: small;">🇺🇸 (237) 462-8312 <span style="float: right;">📞</span></span>
Address* 10516 Summit Avenue Kensington, MD 20895	Company Email Address* fakecompany3@mailinator.com
Business License Number <span style="font-size: small;">Enter business license number</span>	

Leave Company

**Company Admin profile page**

As mentioned in the [“User Roles”](#) section of this guide, the Plumbing Company Admin can perform the following operations:

Action	Instructions
Search for assets	Refer to the <a href="#">“Asset Search”</a> section of this guide for more information.
Search for transactions and view asset history	Refer to the <a href="#">“Transaction Search”</a> section of this guide for more information.
Download transaction activity reports	Refer to the <a href="#">“Reports”</a> section of this guide for more information.
Invite plumbers to join a plumbing company	Refer to the <a href="#">“Inviting a Plumber”</a> section of this guide for more information.
Manage Users	Refer to the <a href="#">“Managing Users”</a> section of this guide for more information.
Submit transactions on behalf of plumbers	Refer to the <a href="#">“Submitting Transactions for a Plumber”</a> section of this guide for more information.

## Inviting a Plumber

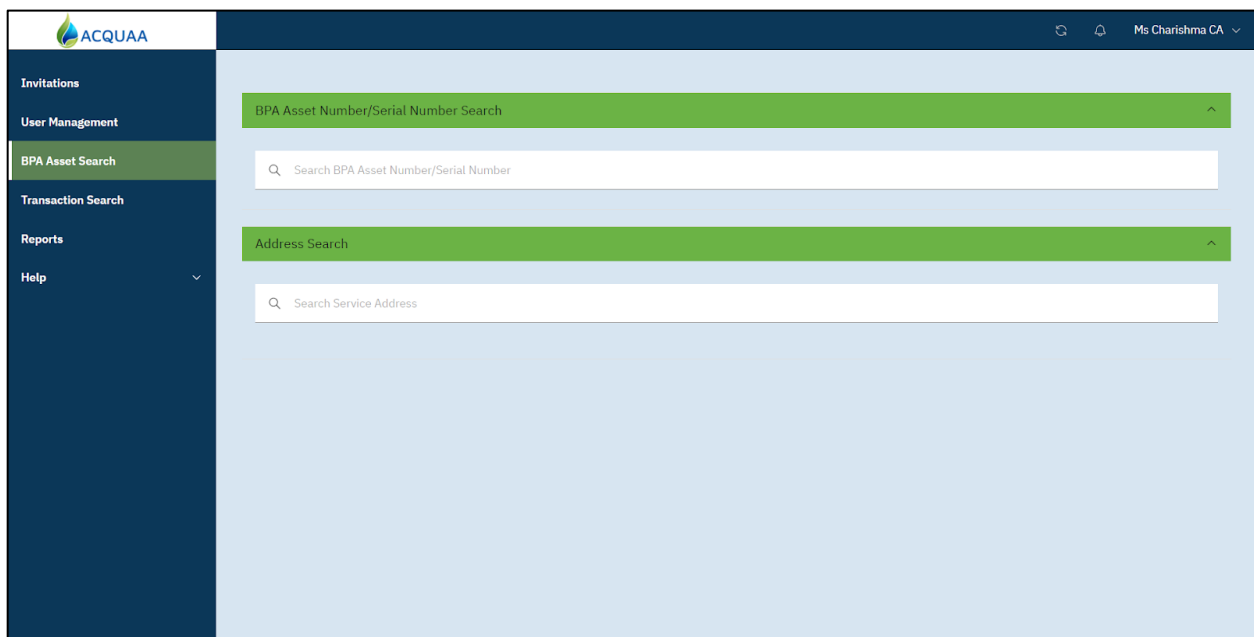
Plumbers may be independent contractors and hired by a plumbing company to join for a specific contract, or an independent contractor may want to join a plumbing company. Whatever the circumstances, the Company Admin can invite a plumber to join their company.

**IMPORTANT:** This invitation expires in 7 days if there is no action.

To invite a plumber to join a plumbing company:

1. Login to the Acquaa portal.

Refer to the “[Login](#)” section of guide for more information. The main Acquaa page displays.



**Company Admin landing page**

**Note:** This page differs from the one shown to the plumbers. The plumbers do not have access to the “Invitation” or “User Management” menu options.

2. Click “Invitations” from the left-pane menu.

The “Invite Plumber” page displays.

Dashboard / Plumber Management / Invite Plumber /

Email:  Invite Plumber →

Search Invitations ^

Status(Plumber) Status(Admin)

Search
Clear

**Invitations**

Invited Date	Name	Email	Status(Plumber)	Status(Admin)
01/26/2024	Mr Ashok InspectorOnly	ashokinsp@maildrop.cc	Expired	Pending
01/24/2024	Mr anubhaw insint	anubhaw@maildrop.cc	Accepted	Approved

Items Per Page: 10 1-2 Of 2 Items 1 Of 1 Page ◀ ▶

### Invite Plumber

3. Enter the email address of the plumber you want to invite.

**Note:** You can enter as much or as little of the email address as you want. Once you start typing, the system performs a “like” search and returns all the records that come close or completely match the data you entered.

**IMPORTANT:** The list only shows active plumbers who are registered on the portal and who do not belong to any plumbing company.

4. Once an email is entered, click the “Invite Plumber” button.  
The system sends an invitation to the plumber you invited. The plumber can visit their profile to accept or reject the invitation. As the Company Admin, you will be able to review the acceptance from plumbers and approval status from DCW Administrators. Refer to the next section for more information.

Pending Invitations						
Company Name	Company Administrator Name	Company Administrator (CA) Email	Service	Invited On	Status(Admin)	Action
C.L. Hibbard Plumbing, Htg, A/C, Inc	Plumbing Company Admin	enduser16@maildrop.cc	BPA	01/26/2024	Pending	<div style="display: flex; justify-content: space-around;"> <span>Accept</span> <span>Reject</span> </div>

**IMPORTANT:** A DCW Administrator must approve the invitation even though a plumber has accepted the invitation.

### Searching for Invitations

Once you invite a plumber to join your company, you can search for the invitation.

To search for an invitation:

1. Login to the Acquaa portal.  
Refer to the “[Login](#)” section of guide for more information. The main Acquaa page displays.
2. Click “Invitations” from the left-pane menu.  
The “Invite Plumber” page displays.

Search Invitations
^

Status(Plumber)

v

Status(Admin)

v

Search

Clear

### Search Invitations

3. Scroll to the “Search Invitations” section.
4. Select the status of the plumber’s acceptance of the invitation using the “Status (Plumber) drop-down.

OR

Select the status of the DCW Administrator’s approval of the invitation using the “Status (Admin) drop-down.

**Note:** You can select the status for both the plumber and administrator’s actions with regards to the invitation.

- Click the “Search” button.  
The “Invitations” list displays.

Invitations				
Invited Date	Name	Email	Status(Plumber)	Status(Admin)
01/26/2024	Mr Ashok InspectorOnly	ashokinsp@maildrop.cc	Expired	Pending
01/24/2024	Mr anubhaw insint	anubhaw@maildrop.cc	Accepted	Approved
Items Per Page: 10 ▾		1–2 Of 2 Items		1 ▾ Of 1 Page ◀ ▶

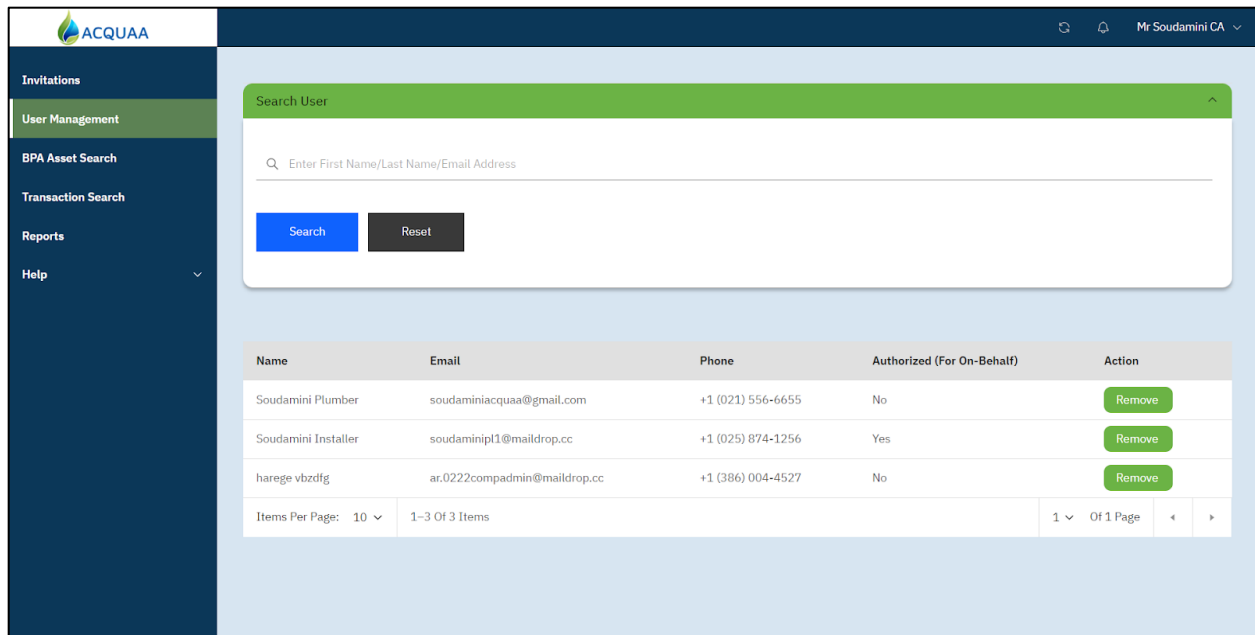
Column	Description
Invited Date	Displays the date on which the plumber was invited
Name	Displays the name of the plumber who was invited to join the company.
Email	Displays the email address of the invited plumber
Status (Plumber)	Displays whether or not the plumber accepted the invitation. Statuses include: <ul style="list-style-type: none"> <li>Accepted</li> <li>Pending</li> <li>Rejected</li> <li>Expired</li> </ul>
Status (Admin)	Displays whether or not the DCW Administrator approved the invitation. Statuses include: <ul style="list-style-type: none"> <li>Approved</li> <li>Pending</li> <li>Rejected</li> <li>Expired</li> </ul>

### Managing Users

This feature allows you to:

- View list of all users within a plumbing company, including plumbers and company admins

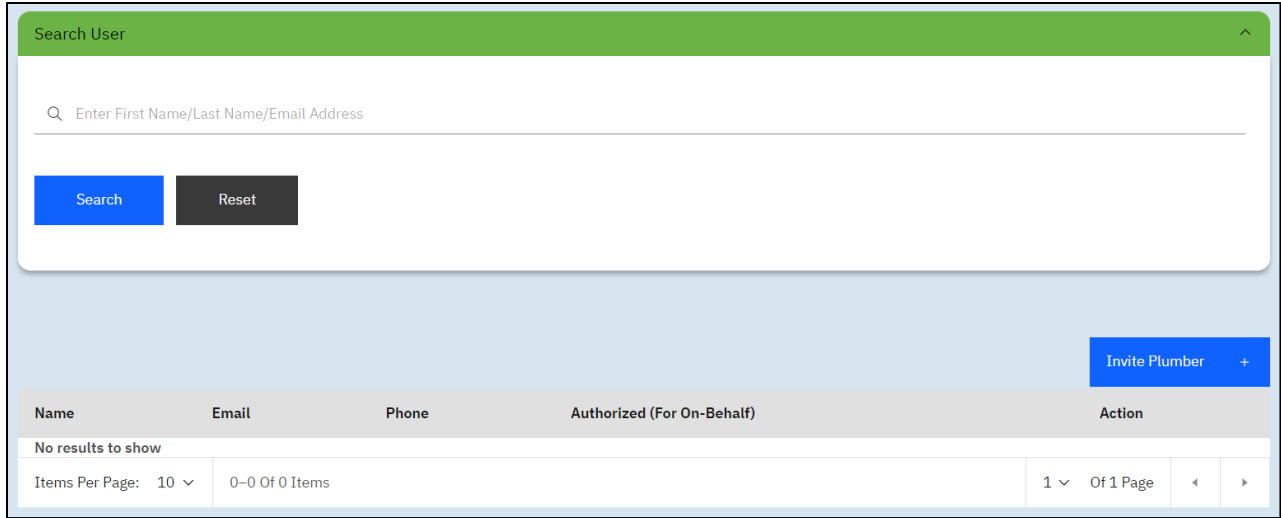
- Search for all users including plumbers and other company admins within the same company.
- Determine whether or not they authorized you to enter transactions for them
- Remove plumbers from the company
- Invite a plumber to join the company. Refer to the [“Inviting a Plumber”](#) section in this guide for more information.



## Searching for a Plumber

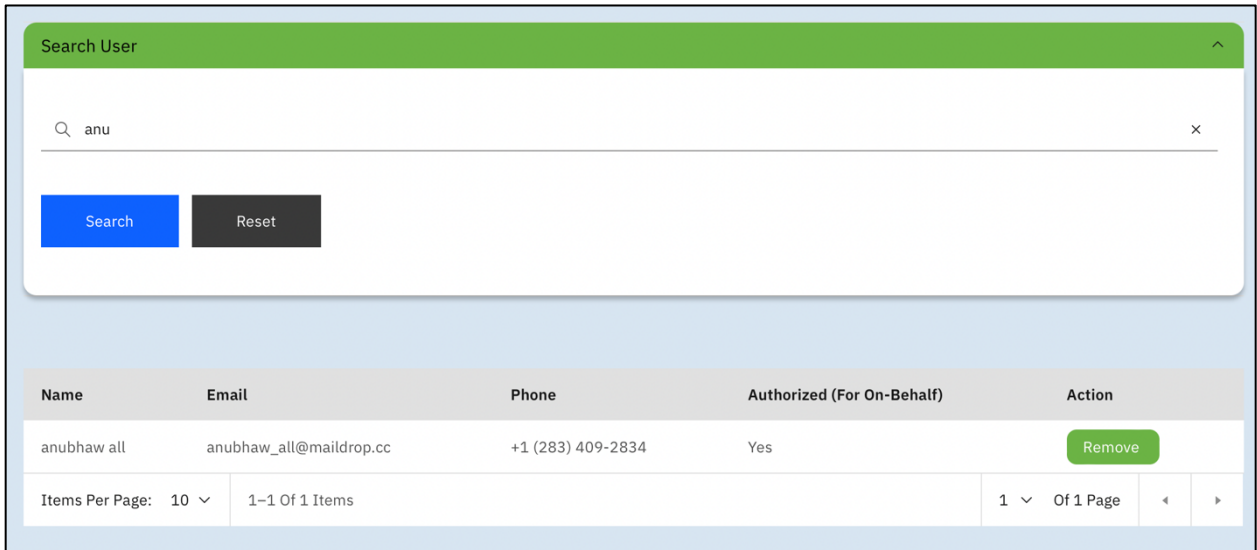
To search for a plumber:

1. Login to the Acquaa portal.  
Refer to the [“Login”](#) section of guide for more information. The main Acquaa page displays.
2. Click “Plumber Management” from the left-pane menu.  
The “Search User” page displays.



**Search User**

3. Enter the name or email address of a plumber within your company.
4. Click the “Search” button.  
The search results display.



**Search User Results**

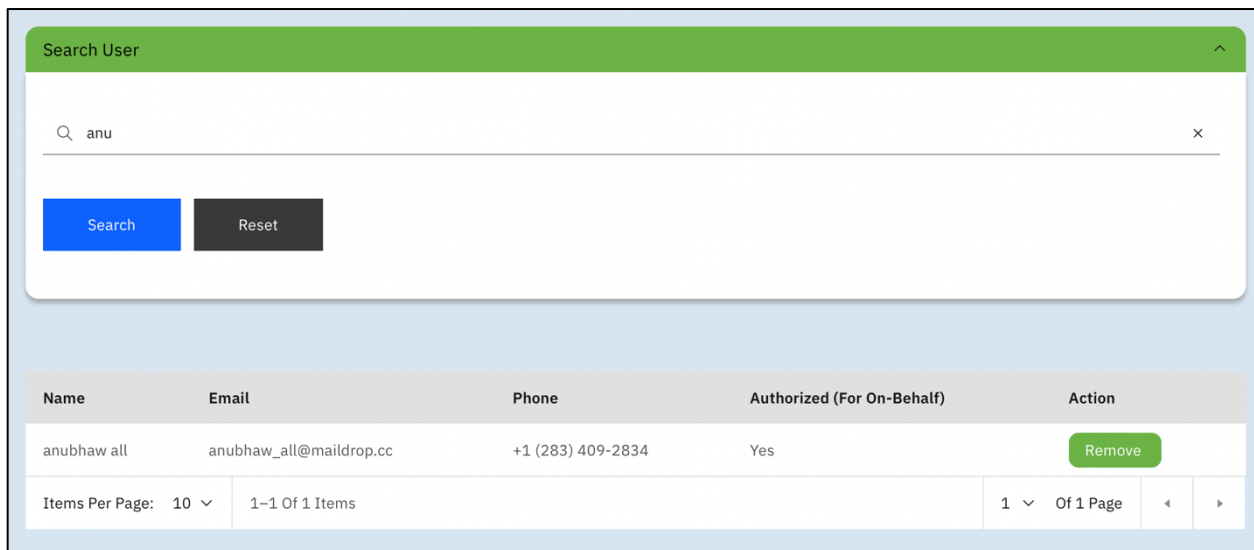
5. The results display the details of the plumber along with an action button.

Column	Description
Name	Displays the name of the plumber

Column	Description
Email	Displays the email of the plumber
Phone	Displays the phone number of the plumber
Authorized (For On-Behalf)	Displays whether or not a plumber has authorized you to enter transactions on their behalf. Following values can be displayed: Yes: This means the plumber has provided an authorization to company admins No: This means the plumber has not provided an authorization to company admins
Action	Displays a “Remove” button so you can remove the plumber from your company if plumber has left the company.

### Authorization for On-Behalf Transactions

Refer to the preceding section of this guide to search for a plumber. Once found, you can see the “Authorized (For On-Behalf)” column which will show whether plumber has authorized you to perform transactions on their behalf. If Authorized is “Yes”, company admin can submit transactions on behalf of a plumber.



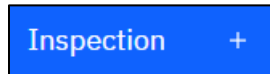
The screenshot shows a search interface with a green header 'Search User'. Below the header is a search input field containing 'anu', a magnifying glass icon, and a clear 'x' icon. There are two buttons: a blue 'Search' button and a dark grey 'Reset' button. Below the search area is a table with the following columns: Name, Email, Phone, Authorized (For On-Behalf), and Action. The table contains one row for a plumber named 'anubhaw all' with email 'anubhaw\_all@maildrop.cc', phone '+1 (283) 409-2834', and 'Yes' in the Authorized column. The Action column for this row contains a green 'Remove' button. At the bottom of the table, there are pagination controls: 'Items Per Page: 10', '1-1 Of 1 Items', and '1 Of 1 Page' with navigation arrows.

### Submitting Transactions for a Plumber

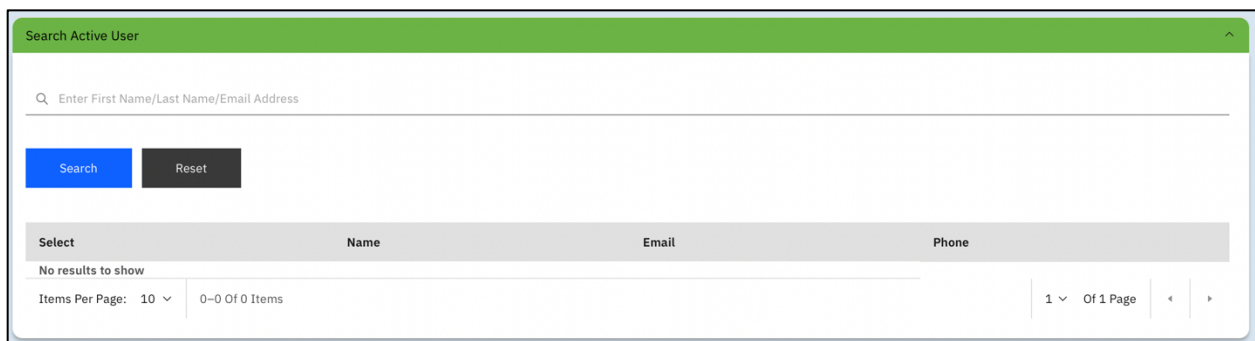
In order to submit transactions for a plumber, the plumber must have authorized you. Refer to the [“Authorization for On-Behalf Transactions”](#) section of this guide for more information.



In order to submit a transaction on behalf of a plumber, you must perform an Asset search, then follow the instructions in any of the following sections. If you do not have authorization to perform a transaction for a plumber, you will not see the “+” buttons that allow you to add an asset or transaction. For example:



After you click the button to add a new transaction, you will need to select the plumber for which you are performing the transaction.



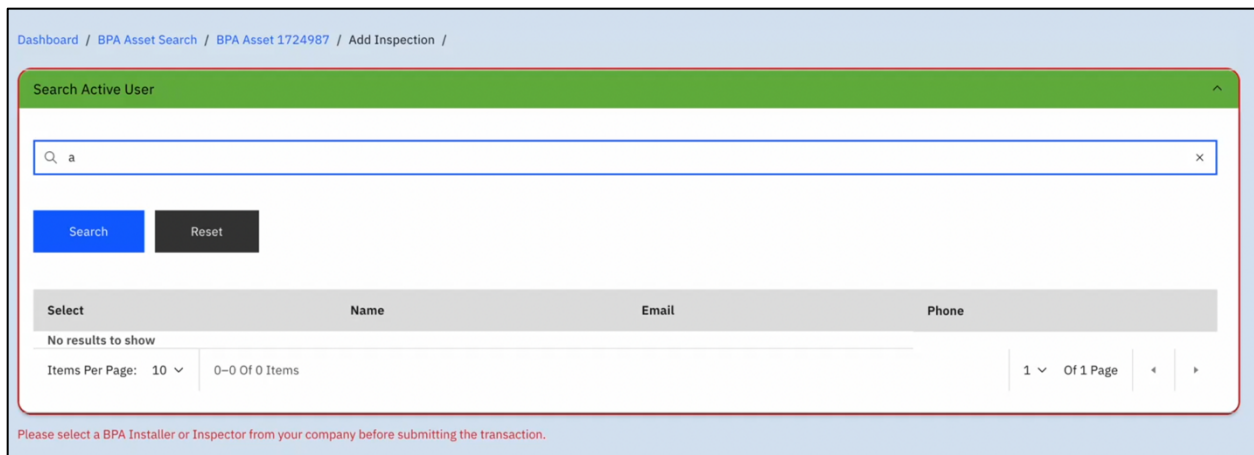
### Search Active User

Enter the name or email address of the plumber for whom you want to submit a transaction on behalf of and click the “Search” button.

**Note:** You can enter as much or as little of the name or email address as you want. Once you start typing, the system performs a “like” search and returns all the records that come close or completely match the data you entered.

**IMPORTANT:** The list only shows active plumbers who belong to the same company as the Company Administrator. Depending on the role of the selected plumber, the Company Administrator will be able to submit on-behalf transactions.

**IMPORTANT:** You cannot submit a transaction without selecting a plumber. You will see the below error.



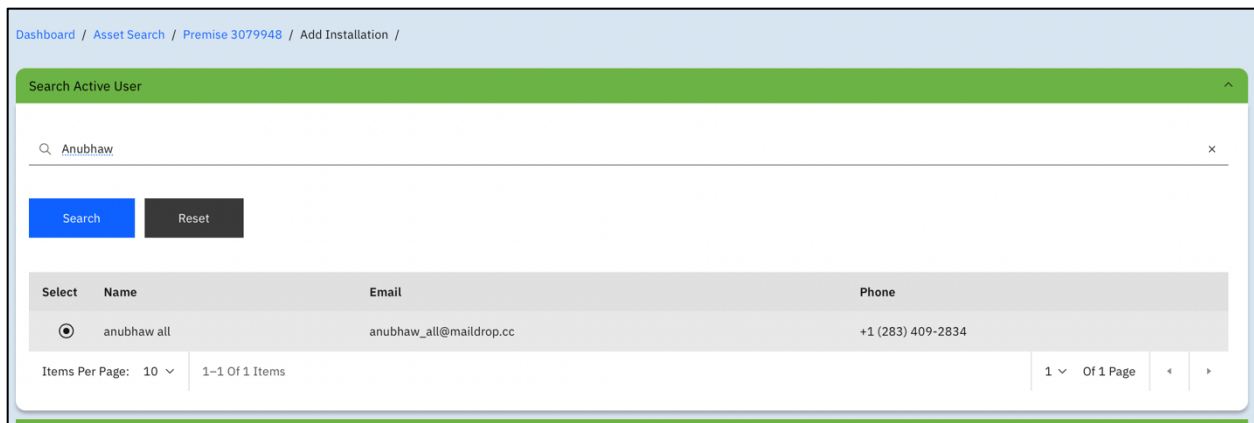
**Error message when user is not selected before submitting on-behalf transactions**



**Search Active User**

After you locate the asset and select the user, you can perform the following transactions for a plumber:

- [Update information on the asset.](#)
- [Create or maintain an asset/inspection.](#)
- [Create or maintain a replacement.](#)
- [Create or maintain a decommission of an existing asset.](#)
- [Create or maintain a request for an extension](#)
- [Address corrective actions on the asset](#)



After you locate an address and select the user, you can perform the following transactions for a plumber:

- [Add a new asset](#)
- [Report an existing asset](#)
- [Address corrective actions on the asset](#)

Before you can perform any of the preceding actions, you will need to select the plumber for whom you are performing the transaction.

## Acronyms

Acronym	Description
BPA	Backflow Prevention Assembly
CCE	Cross Connection Eliminations. Also, the prefix for a CCR transaction.
DEC	Prefix for a Decommission transaction.
EXT	Prefix for a Request for Extension transaction.
INS	Prefix for an Inspection transaction.
INT	Prefix for an Installation transaction.
PDF	Portable Document Format

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REP	Prefix for a Replacement transaction.
REX	Prefix for a Report Existing transaction.
UPA	Prefix for an Asset Update transaction.
URL	Uniform Resource Locator