



Hello Everyone,

As we move through our peak testing season, our team is highly focused on keeping you testing while rapidly addressing failed assemblies. To ensure your reports are processed efficiently, and help ensure our municipal water supply remains protected, please review the following critical updates.

Assembly serial number photos

If you search for a serial number on an existing device and it doesn't match our records, please create a new device in SAMS using the *add new assembly* function. You must also submit a photo of the serial number and specs.

Collecting a photo of the serial number ensures accuracy, reduces duplicate records, and reduces delays in reviewing. It is highly recommended that you take a clear picture of the device serial number plate for every test, especially if you do not enter the test report on site. Photos of the serial number plate or stamp are required for all new device installs, replacements, or information updates.

Site owners/property managers receive reminder notices highlighting the devices that are due for testing with specific letter codes. They can request an assembly list to provide to you, from which you can review and identify the assemblies with discrepancies.

Replacements, New Installs, and Device Updates

Whenever you are entering a new device, a replacement device or updating a device, please add a note in the comments field (e.g., "Replacing existing device," "Updating serial number," or "new install").

Clear comments instantly allow us to understand your intent and process the report without having to pause and investigate the history of the address.

Local Registration Renewals, Calibrations, and Other Documents

Please upload your supporting documents such as test kit calibrations and local registration renewals well in advance of their expiration date. We are currently in our busiest season, and the CCC team is actively balancing priorities: escalating high-risk device failures and ensuring we review your documents quickly so you can continue

entering test reports. Please anticipate slightly longer review times for document reviews and support requests.

Thank you for your patience.

Useful Links

[Cross Connection Control Testers Website](#)

[Tester Registration Form](#)

[Online Service Request](#)

Our Shared Goal

Thank you for your continued partnership in protecting Calgary's drinking water!

Cross Connection Control Team, City of Calgary