

Frequently Asked Questions:

Last updated 12/14/22

Q: I am the only person in the company and will be doing all the testing and admin work. How should I set up my account?

A: You should set up your account with the roles “Testing Company Admin” and “Tester”. Create your account from the web and select “Testing Company Admin” as your Account Type. From the Tester Profile screen select “Roles” and check Tester. See Create Testing Company Admin Account for detailed instructions.

Q: There are multiple admins in my company. Can more than one person be an Admin?

A: Yes, once one admin role is created that user can create additional admins for the company. See Add Tester/Admin to Company for detailed instructions.

Q: I test for multiple companies. What do I do?

A: You will need to create separate accounts in VEPO, one for each company that you test for. Each account will need a different email address. The email is what will associate you to the company you are submitting tests for.

Q: I replaced or installed a new backflow assembly. What do I do?

A: You will need to email a copy of the test slip to backflow@eweb.org, as you have done previously. VEPO test submission will be for existing assembly tests.

Q: I have a list of customers who are on my GAG testing list. Will those be set up the same way in VEPO?

A: Yes, VEPO will have all your existing GOLD customers assigned to your company.

Q: When will existing Gold customer tests be loaded in VEPO for the following year?

A: January and February tests will be loaded in late December, the remainder of the year will be loaded in mid-January.

Q: I have a new GOLD customer. How do I add the customer to the GOLD program?

A: Contact backflow@eweb.org to request the customer be assigned to your GOLD program or have the customer contact EWEB Backflow. If it is already in another companies GOLD program, the customer will need to contact EWEB Backflow to make the change.

Q: It takes time to look up zip codes for each address I search. Why is this necessary?

A: VEPO is used by other utilities besides EWEB. This is a way to distinguish an address in EWEB’s territory vs another utility with a similar address.

Q: I want to assign a test to our company for a single year (non-Gold customer). What do I do?

A: Schedule the test with the test date being the 1st of the month it's due. The schedule date doesn't have to be a specific test date, but it does put it on your test list and doesn't allow others to test it.

Q: I see the terms Gold and CCT under programs. What do these mean?

A: Gold is the new name of the existing GAG/Good as Gold test program where customers work directly with their tester of choice to get their tests completed every year by the same company. CCT (Contracted Commercial Testing), previously called ATA, is the program where commercial customers can request that EWEB facilitate testing and bill customers on their EWEB bill.

Q: I noticed there is more customer information in VEPO than in the old EWEB tester portal. Can I use this information to contact customers for testing?

A: Per the EWEB Terms & Conditions, the customer information is confidential and the customer must request services from the tester before assigning a test in VEPO.

Q: I want to remove a customer from my schedule or Gold because they decided to use another tester. What do I do?

A: Contact EWEB to have customer removed from your schedule.

Q: What does the test valid until date mean?

A: The test valid until date is the 1st date of the month the test is due (ie. 8/1/YY test valid until date, test needs to be done by August 31st, results to EWEB 10 business days after test completion).