



City of Greeley Spry Backflow System FAQ

1. When did the Spry Backflow system launch?

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

2. Why did Greeley switch to the Spry Backflow system?

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

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

Spry Backflow offers great benefits that enhance your backflow reporting experience. The system is very user-friendly, making it even easier for you to upload test reports. Best of all, there is no longer a fee to upload reports!

4. What happens if I don't create a Spry Backflow account?

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

5. Where can I get help using the Spry Backflow system?

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