2017 O&M Workshop

On-Site Septic System Program
March 2017
Questions From Last Years Workshop

O&M Workshop
Gary Porter
March 2017
Answering Your Questions

- 2016 workshop questions and answers – See hand out in your packet.

- Do you have questions today?

- We will collect your questions today for the parking lot and provide answers in our future newsletter.
Craft3 Regional Loan Program Update

O&M Workshop
Gary Porter
March 2017
Craft3 Regional Loan Program Update

- 3 + years of Craft3 Clean water Loans in Pierce County.
- 62 Loans through Craft3.
- $1.5 million in loans so far.
- New loans in the pipeline.
- Additional grant application for 2018.
## Loan Stats Since 2003

<table>
<thead>
<tr>
<th>County</th>
<th>Total (#)</th>
<th>Total ($)</th>
<th>Annual Gallons Wastewater Treated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clallam</td>
<td>32</td>
<td>$ 636,661</td>
<td>4,219,200</td>
</tr>
<tr>
<td>Jefferson</td>
<td>47</td>
<td>$ 1,192,040</td>
<td>4,503,600</td>
</tr>
<tr>
<td>King</td>
<td>12</td>
<td>$ 429,740</td>
<td>1,661,400</td>
</tr>
<tr>
<td>Kitsap</td>
<td>417</td>
<td>$ 9,282,243</td>
<td>53,325,210</td>
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<tr>
<td>Mason</td>
<td>115</td>
<td>$ 2,471,029</td>
<td>13,861,425</td>
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<tr>
<td>Pacific</td>
<td>34</td>
<td>$ 537,411</td>
<td>3,118,800</td>
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<tr>
<td>Pierce</td>
<td>62</td>
<td>$ 1,505,959</td>
<td>8,452,200</td>
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<tr>
<td>Snohomish</td>
<td>5</td>
<td>$ 104,295</td>
<td>657,000</td>
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<tr>
<td>Thurston</td>
<td>5</td>
<td>$ 106,741</td>
<td>657,000</td>
</tr>
<tr>
<td>Whatcom</td>
<td>5</td>
<td>$ 123,285</td>
<td>744,600</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>734</strong></td>
<td><strong>$ 16,389,404</strong></td>
<td><strong>91,200,435</strong></td>
</tr>
</tbody>
</table>
Want to Learn More?

- Take Craft3 brochures for your customers.
- Craft3 contractor packets.
- Thanks to the Septic Industry this program is a success.
- How is it working?
- Improvements?
Craft 3 Video

https://www.youtube.com/watch?v=-4U_csVOEHc
Questions?

Gary Porter

gporter@tpchd.org

(253) 798-6569
Repair Streamlining
Resolving OSS Compliance Cases

O&M Workshop
Randall Olsen, RS, OWTSI
March 2017
Compliance Program

Sewage complaints only.
  • Average 300-400 new complaints per year.

Work with homeowners to get voluntary compliance.
  • Use enforcement after efforts fail.

Send violation notices with a deadline for compliance.
  • Send extension notices when owners are making progress.
  • Escalate notice of violation for failure to act in good faith.
OSS Cases Historically

Worked to get owners to submit repair applications.

Problem

- Cases can hang up in the repair process.
  - Confusion about permit valid for three years.
  - Poor communication.
  - Continual case babysitting.
  - Slow progress.
  - No clear deadlines established for revisions, permitting, installation…
Established clear deadlines in the permitting process for revisions, permitting and installation.

TAG was notified of the change at the last meeting.
Professional Input

Discussed with the Technical Advisory Group

- Generally positive about establishing deadlines.
- Felt it would keep applications moving forward.
- Generally the homeowner that keeps the repair from progressing.
  - Failure to commit.
  - Failure to pay.
Deadlines Established

Deadlines now clearly denoted at each stage in the process including:

- Design revisions.
- Application approval.
- On installation permit.

Default deadline will calculate a date that allows 15 calendar days.

CC staff on any deadlines and follow up (note - may change).

Missed deadlines result in case escalation.

- Final notice, certificate of non-compliance, health order.
Exceptions

If there is valid reason for why the deadline can’t be met.

- Designer must contact program case reviewer to provide justification and request extension.
- Case reviewer will provide any extensions in writing and cc assigned Code Enforcement staff.
Deadlines Apply to All Professionals

Involved in a permit repair?
  • Know these deadlines exist.
  • Schedule the job and resource it to meet the deadline.

We clearly denote deadlines on paperwork and permit.
Clearly Denoted Deadline – Example

Includes deadline on paperwork at revision, approval, permit showing.

![Application Status](image-url)

Onsite Septic System Approval Status: PENDING

Date: 12/03/2015

Contact: Robert Suggs
(253) 798-2868
rsuggs@tpchd.org

Vertical Separation

Comply By: 12/19/2015

Issue: Design must meet the minimum distribution and treatment requirements for the vertical separation as determined by the Health Department. (18B, 21H, 21K)

Correction: Please revise.

Comments: Inspector comment.

All deficiencies must be corrected and revisions submitted by the Comply By date indicated on each deficiency.
Project Status: APPROVED 07/10/2015

Next Steps:

1. Notify your designer/engineer of the name of the certified installation firm contracted to install the septic system. A list of Certified Installation Firms is available on-line at www.tpchd.org/septic.

2. You may apply for your building permit by presenting a date-received, stamped copy of the septic system application and design that was submitted to the Health Department. You may purchase and pick up a copy of the submitted application and design at the Environmental Health counter on the second floor at the Health Department.

The building department will only issue a building permit with proof that the septic system design and drinking water source has been approved by the Health Department. A copy of this approved application and drawing will be required at the building department.

Final inspection by the building department will require proof of septic system “record drawing” acceptance by the Health Department. The “record drawing” indicates the components of the septic system and where it was installed on the property.

Permit release, installation, and request for Health Department final inspection is required by 7/26/2015
Clearly Denoted Deadline - Example

SEWAGE SYSTEM INSTALLATION PERMIT

3629 South D Street  Tacoma WA 98418  (253) 798-6470

Expiration Date: 08/11/2017
Permit #: SR####

Site Address: 1234 Main Street
Parcel #: 00000000
Subdivision: Lot & Block:

Pierce County Building Permit #:
Installation Firm: XXX Installation Firm
PO BOX 9999
Any Town, WA 99999
Phone: (253) 798-6470

All work must be performed in accordance with current laws, ordinances, resolutions, and rules and regulations. SYSTEM IS NOT APPROVED FOR USE UNTIL AN ASBUILT IS SUBMITTED AND ACCEPTED. Installation and request for Health Department final inspection required by 10/21/2015.
Benefits – Win-Win

Repairs will proceed through the permit process more swiftly.

• Good for public health.
• Good for professionals.
  – Clear deadline keeps homeowner moving forward – professional can just refer to the deadline.
  – Sooner work is started/completed, the sooner professionals get paid.
Questions?

Randall Olsen
rlolsen@tpchd.org
(253) 798-4586
2017 Program Staff Updates
New Key Peninsula Office

Key Center Corral
9013 Key Peninsula Hwy N
Lakebay, WA 98349

Health Department Hours:
10 a.m.- 2 p.m.
Tuesdays and Thursdays

www.tpchd.org/kp
OnlineRME Deficiency Notification
Reporting Deficiencies and Repairs

O&M Workshop
Tracy Jones
March 2017
### COMMENTS & GENERAL INSPECTION NOTES

**Deficiencies Noted:** deficiencies must be corrected to ensure proper longevity of the Onsite Sewage System.

- tanks need pumped and lid on second compartment needs replaced

### GENERAL SITE & SYSTEM CONDITIONS

<table>
<thead>
<tr>
<th>The General Site and System Conditions were:</th>
<th>Fully Inspected</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Components accessible for maintenance, secure and in good condition:</td>
<td>YES</td>
</tr>
<tr>
<td>All required service performed (if no - specify omitted inspection items in notes):</td>
<td>YES</td>
</tr>
<tr>
<td>Effluent leaking onto the surface of the ground from any component? (If yes, explain in comments):</td>
<td>NO</td>
</tr>
<tr>
<td>Components appear to be watertight - no visual leaks:</td>
<td>YES</td>
</tr>
<tr>
<td>Property Occupied? (If NO, describe any vacancy effects in notes):</td>
<td>YES</td>
</tr>
<tr>
<td>Improper encroachment (structures/impervious surfaces); cover; or settling problems observed:</td>
<td>NO</td>
</tr>
<tr>
<td>Risers and lids secured:</td>
<td>NO - Deficient</td>
</tr>
<tr>
<td>Approximate GALLONS pumped during visit (leave blank if not pumped):</td>
<td></td>
</tr>
</tbody>
</table>

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 Tacoma Pierce County
Health Department
Healthy People in Healthy Communities
Deficiencies: Violation Letters

- Broken, cracked, leaking tank
- Tank lid(s) not secure
- Baffle(s)
- Pump
- Timer/alarm
- ATU malfunctioning
- UV Light
Follow-Up

**COMMENTS & GENERAL INSPECTION NOTES**

*Deficiencies Noted: deficiencies must be corrected to ensure proper longevity of the Onsite Sewage System.*

| Lid on second compartment replaced |

**GENERAL SITE & SYSTEM CONDITIONS**

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Tacoma Pierce County
Health Department
Healthy People in Healthy Communities
Decommissioning Submittal Package

- Application
- Pumping receipt/report
- Site Plan
- Fee
# Application

## Septic/Pump Tank Decommissioning Certificate

The following information must be submitted with this form to receive approval:

1. A site plan showing location of street, structures, and decommissioned septic/pump tank(s).
2. The current application fee (if applicable).
3. A signature by a licensed contractor certifying the tank(s) has been abandoned in accordance with Health Department On-Site Sewage Regulations and WAC 246-272A.
4. Pumping report submitted via Online RME.

   - **Septic Tank Empty – No pumping report filed via Online RME.**

### Property Owner

<table>
<thead>
<tr>
<th>Property Owner</th>
<th></th>
</tr>
</thead>
</table>

### Site Address

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
</table>

### Mailing Address (if different from site)

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
</table>

### Parcel Number

<table>
<thead>
<tr>
<th>Parcel Number</th>
<th>Sewer Application Number</th>
</tr>
</thead>
</table>

### Number of Septic/Pump Tank(s) Decommissioned on Site

http://www.tpchd.org/files/library/00b91ab9733b7e9f.pdf
## Comments & General Inspection Notes

Deficiencies noted: deficiencies must be corrected to ensure proper longevity of the Onsite Sewage System.

### Pumped for decom

---

**General Site & System Conditions**

<table>
<thead>
<tr>
<th>Condition</th>
<th>Fully Inspected</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Components accessible for maintenance, secure and in good condition:</td>
<td>YES</td>
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</tr>
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</tr>
<tr>
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<td>NO</td>
</tr>
<tr>
<td>Risers and lids secured:</td>
<td>YES</td>
</tr>
<tr>
<td>Approximate GALLONS pumped during visit (leave blank if not pumped):</td>
<td>500</td>
</tr>
</tbody>
</table>
Site plan

Ref code: Chapter 2, Section 28
Extended Maintenance and Minor Repairs

Notify before you start work

- Call (253) 798-3811 or
- Report online at www.tpchd.org/septic

Information to provide

- Company name
- Specialist name and number
- Site address
- Work
- Date, start and finish time

http://www.tpchd.org/environment/septic-systems/
Working on Extended Maintenance and Minor Repairs?

Call in before starting work and follow notification procedures

- Call Tacoma-Pierce County Health Department at (253) 798-3811 or log online at www.tpchd.org/septic
- Leave a message with the following items:
  - Company name.
  - Operation and Maintenance (O&M) Specialist name and number.
  - Site address.
  - Work or investigation you’re planning to conduct.
  - Date and time of start.
  - Date and time of finish.

The following activities require Extended Maintenance and Minor Repair (EMMR) notification when you need to:

<table>
<thead>
<tr>
<th>Terralift</th>
<th>Add or replace of inspection ports in a treatment or disposal component</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excavate or investigate the area of the drain field or transport line</td>
<td>Replace a pressure distribution manifold</td>
</tr>
<tr>
<td>Add any pretreatment device to an existing septic tank to aerate effluent: not including devices installed to meet a treatment standard</td>
<td>Relocate or replace non-perforated pipe, or replace up to 10 feet of perforated distribution pipe with non-perforated pipe</td>
</tr>
<tr>
<td>Clean or replace of non-perforated pipe, a distribution box, or stepdown</td>
<td>Add cover material to contain or stop surfacing effluent</td>
</tr>
<tr>
<td>Tank repair without replacement</td>
<td>Replace a pump to change the original operation/design of the system</td>
</tr>
<tr>
<td>Jet, vacuum, flush or clean any distribution or transport pipes in a treatment or disposal component where excavation or modification of the component is required to establish access for that purpose</td>
<td>Change distribution controls to alter the dose volume or daily output of a pump (e.g., reset timer, float settings)</td>
</tr>
</tbody>
</table>
Questions?

Tracy Jones
Tjones@tpchd.org
(253) 798-4435
Timer Panel Documentation

O& M Workshop
Robert Suggs
March 2017
Initial Evaluation
AS-BUILT SYSTEM SPECIFICATIONS

DESIGN: 4 BEDROOM HOME / 480 G.P.D.
MINIMUM DEPTH OF COVER: 6'-12"

ATU MANUFACTURER: NORTHWEST CASACDE WATER, MODEL: BNR 500
TANK SIZE: 1150 GALLON (3 COMP.)
PUMP CHAMBER MANUFACTURER: NORTHWEST CASACDE SIZE: 1200
PUMP MANUFACTURER: HYDROMATIC MODEL: SPD50
VOLTS: 115 SQUARE HEIGHT: DRAWDOWN: 3.5 IN/MIN 87 GAL/MIN
TIMER: MANUFACTURER NUMATL MODEL: EAS 51
ON TIME: 0 MIN 55 SECONDS
OFF TIME: 4 HOURS
GAL/OOSE: 90 # DOSES/DAY 6 COUNTER: 9
TRENCH WIDTH: 36" WASHED DRAINROCK
TRENCH DEPTH: 9.5" INCHES
ORIFICE SPACING: 36"
ORIFICE DIAMETER: 3/16"
TOTAL FLOW: 54.3 GPM
### OnlineRME Entry

#### Pump: Effluent Pump
- This component was: Fully Inspected
- Controls functioning: YES
- Drawdown (Inches Per Minute): 3.5
- Pump Vault Filter cleaned (N/A = not present): N/A
- Tested gallons per minute flow: 87
- A modification/repair was completed on the component (If yes, provide detail in comments): NO

#### Panel: Control - 1 Pump
- This component was: Fully Inspected
- Panel functioning (including alarm): YES
- Pump 1 on minutes (override in parentheses - if present): 55 S
- Pump 1 off hours (override in parentheses - if present): 4
- Pump 1 gallons per dose (override in parentheses - if present): 80
- Pump 1 ETM hours (override in parentheses - if present): 
- Pump 1 Cycle Count (override in parentheses - if present): 
- Pump 1 Timer setting adjustments were required (if yes indicate new timer settings below - state reason in comments): NO
- Pump 1 New gallons per dose (override in parentheses - if present): 
- Pump 1 New off hours (override in parentheses - if present): 
- Pump 1 New on minutes (override in parentheses - if present): 
- Reset timer to alter dose settings (If "Yes" explain in comments): NO
- A modification/repair was completed on the component (If yes, provide detail in comments): NO

#### Panel: Alarm - High Water
- This component was: Fully Inspected
- Alarm mechanism functioning as intended: YES
- Line of site from component to visible alarm is clear: YES
- A modification/repair was completed on the component (If yes, provide detail in comments): NO
Timer Setting Evaluation

Drawdown matches record drawing.
  • Timer setting same as record drawing
  • Timer settings different than record drawing.

Drawdown doesn’t match record drawing.
  • Timer settings same as record drawing
  • Timer settings are different than record drawing.
Questions?

Robert Suggs
rsuggs@tpchd.org
(253) 798-2868
Tank Sealing Q & A

O& M Workshop
Leigh McIntire
March 2017
Tank Repair Frequency

41 tank repairs via EMMR since beginning of year.
About four per week.
124 EMMR’s during that time period.
Complaints

We receive complaints from homeowners:

• “The O&M company is telling me the tank needs to be repaired and it’s expensive.”
• “I had a second company come out and they say the tank is fine.”

Recommend taking pictures when possible to show that the repair is necessary.
Multiple Tank Repairs

1. How many tank repairs should be allowed before tank replacement is required?
2. What type of repair is being proposed?
3. What type of repair can be done with a reasonable assurance of long term success?
Investigate Drainfield During Repair?

If the drainfield is an older gravity system:

• What happens if the drainfield suddenly has effluent going in when it’s been dry for a period of time due to the leaking tank?
• Should a stress test be required in certain situations?
Questions

Leigh McIntire

lmcintire@tpchd.org

(253) 798-6144
RSS Process Tips and Resources

O&M Workshop
Kristen Farley
March 2017
Overview

• Numbers
• Process
• What causes holds
• Preventing holds
• Getting it off hold
• Available resources
RSS Applications 2012-2016

Report of System Status Applications
2012-2016

<table>
<thead>
<tr>
<th>Year</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
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<td>177</td>
<td>224</td>
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<td>273</td>
<td>305</td>
<td>279</td>
<td>296</td>
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<td>245</td>
<td>308</td>
<td>241</td>
<td>207</td>
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<td>256</td>
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<td>293</td>
<td>4,735</td>
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<td>2016</td>
<td>204</td>
<td>328</td>
<td>471</td>
<td>450</td>
<td>537</td>
<td>610</td>
<td>549</td>
<td>592</td>
<td>480</td>
<td>430</td>
<td>391</td>
<td>287</td>
<td>5,408</td>
</tr>
</tbody>
</table>

1/12/2017
What is Our Process?

• How the RSS is processed and available for review.
• Planning for reasonable time frames.

RSS - Number of Days* to First Inspection

*Weekend days not included.
RSS - Number of Days* to First Inspection

*Weekend days not included.
What Triggers a Hold?

- Reporting Errors: 22%
- Access Issues: 17%
- Site Conditions: 8%
- Unpermitted Changes: 7%
- Repairs Needed: 35%
- Miscellaneous: 11%
Preventing Holds

• Prepare the customer-locked gates/dogs.
• Always have an As Built during inspection.
• Look at previous inspection reports.
• Double check your inspection report.
• Double check the lid.
How to Get it Off Hold (& faster)

• How we pull the Follow Ups & review time.
• Contact inspector directly- be brief.
• Realistic time frame – allow 24 hours.
• How unlocks work.
  • Be clear.
  • Unlock vs. Follow Up.

Inspection Date: 03/21/2017
Inspected By: Kristen Farley
Phone: (253) 798-8023
Fax: (253) 798-7663

The Report of System Status submitted on March 08, 2017 for this property cannot be issued at this time based on the following:
RME Unlocks

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Report ID</th>
<th>Request Reason</th>
<th>Code</th>
<th>Decline</th>
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</thead>
<tbody>
<tr>
<td>Local Inspection Report</td>
<td>123456</td>
<td>Need to change timer settings</td>
<td>☑️</td>
<td>☐️</td>
</tr>
<tr>
<td>C&amp;O Inspection Report</td>
<td>789012</td>
<td>Need to modify area notes</td>
<td>☑️</td>
<td>☐️</td>
</tr>
<tr>
<td>C&amp;S Inspection Report</td>
<td>345678</td>
<td>Though have been realised as an on-site inspection</td>
<td>☑️</td>
<td>☐️</td>
</tr>
<tr>
<td>C&amp;S Inspection Report</td>
<td>890123</td>
<td>Please update</td>
<td>☑️</td>
<td>☐️</td>
</tr>
<tr>
<td>C&amp;S Inspection Report</td>
<td>234567</td>
<td>Need to update inspection</td>
<td>☑️</td>
<td>☐️</td>
</tr>
<tr>
<td>C&amp;S Inspection Report</td>
<td>654321</td>
<td>PLEASE FILL - NEW REPORT AS NOT FILED</td>
<td>☑️</td>
<td>☐️</td>
</tr>
</tbody>
</table>
What Resources are Available?

On-Site Professionals

The On-Site Sewage Disposal Installer written exam, O&M Technician exam, and O&M Specialist exam are now offered by the Washington On-Site Sewage Association (WOSSA). Exams cost $175 each. Go to www.wossa.org or call John Thomas at (253) 297-2837 for information or to schedule an exam.

2016 O&M Workshop Presentations

- On-Site Sewage and Well Permitting Staff Assignment Areas Map
- On-Site Sewage and Well Permitting Staff Contacts
- Extended Maintenance and Minor Repairs (EMMR) Reporting Guidelines
- OnlineRME Reporting Pierce County User Guide
- RSS Deficiencies with Resolutions

High Winter Water Table Review Policy
RSS Application and Operational Evaluation

Report of System Status is required for real estate transactions of structures served by a septic system prior to transfer of ownership. The goal is to ensure that the buyer receives a properly functioning system. Please see the links below for more information.

What is Report of System Status and how do I get one?
Report of System Status Frequently Asked Questions
Report of System Status Process Information
Report of System Status Online Application
Report of System Status Printable Application
90 Day Conditional RSS

O&M Operational Evaluation

Operational Evaluations must be submitted online by your O&M firm (inspection and pumping company), regardless of whether you submit a RSS Application online or on the paper form. You may verify the evaluation has been submitted electronically by going to onlineRME.com, select Public Record Search, choose Pierce County under Search Region, then enter your property address or tax parcel number. If you cannot find the evaluation for your property, contact your O&M firm to request assistance.

Related Links
As-Built Lookup
## Counter Coverage

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malcolm Wylie</td>
<td>Maggie Morehouse</td>
<td>Kristen Farley</td>
<td>Greg Alton</td>
<td>Tracy Jones</td>
</tr>
<tr>
<td>253-798-6058</td>
<td>253-798-3819</td>
<td>253-798-6023</td>
<td>253-798-4821</td>
<td>253-798-4435</td>
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<tr>
<td><a href="mailto:mwylie@tpchd.org">mwylie@tpchd.org</a></td>
<td><a href="mailto:mmorehouse@tpchd.org">mmorehouse@tpchd.org</a></td>
<td><a href="mailto:kfarley@tpchd.org">kfarley@tpchd.org</a></td>
<td><a href="mailto:galton@tpchd.org">galton@tpchd.org</a></td>
<td><a href="mailto:tjones@tpchd.org">tjones@tpchd.org</a></td>
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</tbody>
</table>
Questions?

Kristen Farley
kfarley@tpchd.org
253-798-6023
Submitting OnlineRME Reports

O&M Workshop
Emma McDaniel
March 2017
Inspection Types – No Fee Collected

- Startup
- Intermittent
- Service
- EMMR (Extended Maintenance/Minor Repair)
- Follow-up
Example of Follow-Up

1. Deficiencies from 03/01/17 report corrected.
2. Explain the resolution.

**COMMENTS & GENERAL INSPECTION NOTES**

*Deficiencies Were Noted: Corrections are in progress.*

- The blower is not functioning. The compressor is on order and will be replaced shortly.
- There is a duck pen partially on the drainfield.
- We will file a follow up report once the compressor is replaced.

*No Deficiencies Noted*

- Reset timer to correct settings to correspond to design plan.
- Compressor was replaced.
- Septic system appears to be functioning properly after repairs were made.
Inspection Types with Fees

All components are inspected

• Property sale
• Routine
We look at:

- Inspection date
- Inspection type
- Work performed by
- Submitted date
Need Help!

OnlineRME

• Email support@onlinerme.com or
• Call (888) 963-9608

• Software related questions
• Billing questions
Health Department

Email EHSSepticSystems@tpchd.org or Call (253) 798-4788

• Program related
• Moving or unlocking
• No record
On-Site Professionals

The On-Site Sewage Disposal Installer written exam, O&M Technician exam, and O&M Specialist exam are now offered by the Washington On-Site Sewage Association (WOSA). Exams cost $175 each. Go to www.wossa.org or call John Thomas at (253) 297-2837 for information or to schedule an exam.

2016 O&M Workshop Presentations
On-Site Sewage and Well Permitting Staff Assignment Areas Map
On-Site Sewage and Well Permitting Staff Contacts
Extended Maintenance and Minor Repairs (EMMR) Reporting Guidelines

Online RME Reporting Pierce County User Guide

OSS Comments Implemented June 1, 2015
RSS Deficiencies with Resolutions
High Winter Water Table Review Policy
Surfacing Sewage Letter
Online RME Fees Letter
Questions?

Emma McDaniel
emcdaniel@tpchd.org
(253) 798-2937
New Hires and Position Upgrades

Certification campaign – after March 15th

- New hires
- Position upgrades
  - Laborers to technicians
  - Technicians to specialist
  - Specialist / Installer combo

Upgrade under way Ged Carroll CC BY 2.0
Documentation Requirements

- Position application
- Current certification fees
- Continuing education units
Certified Professional Firm Hopping

Documentation

• Position application
• CEU’s
  – Earned within past 12 months from (March 16th – March 15th)
• Current certification fees
  – If applicable
  – No late fee
WOSSA Proprietary Device Class

Washington On-Site Sewage Association
NWOTC
This is to certify that

Completed: M-301 "WOSSA Proprietary Device O&M Certification"

Sponsored by the Washington On-Site Sewage Association
May 3 & 4, 2016

This is a full day course. 16.0 Contact hours awarded
Puyallup, Washington

The person whose name is listed on this certificate has been certified to perform O&M inspections and Maintenance & operation for the devices listed on this certificate, in the WOSSA Proprietary Device Training Program in conjunction with the listed manufacturers:

- Bio-Microbics, Inc.
- SeiCo, Inc.
- Jet, Inc.
- Norweco
- Pentair / Whitewater
- Multi-Fi
- NuWater
- LOWeFLOW/OSCAR

John Thomas
Executive Director
Proprietary Systems Authorization

**Septic System Service Companies List**

<table>
<thead>
<tr>
<th>Proprietary Systems in Pierce County</th>
</tr>
</thead>
<tbody>
<tr>
<td>AdvanTex</td>
</tr>
<tr>
<td>AIRR</td>
</tr>
<tr>
<td>Biomax</td>
</tr>
</tbody>
</table>
New Hires Certified Outside Pierce County

Reciprocity – In lieu of exam Qualifications:

• Current certification in good standing in another Washington State county
• Health officer determines if certification obtained was similar to Pierce County’s certification requirements.
Questions?
Certified Professional Compliance Update

O&M Workshop
Renée Avelino
March 2017
Annual Compliance Stats

Top three complaints (3 years)

• Reporting
  – No submittal
  – Late submittal
  – False “alternative fact” reporting

• Extended maintenance & minor repair (EMMR) Notification
  – Call in confirmation number (*not capable with current phone system*)
  – Online notification confirmation (*on the list of online upgrades*)

• Certified professionals /firms
3 Year Complaint Stats

Year End Totals

0 10 20 30 40 50 60 70 80 90 100 110 120 130 140 150

2014 Complaints 2015 Complaints 2016 Complaints
Top 5 Complaints Received

Complaint by Violation Type

- Reporting
- EMMR Notification
- Certified Pro or Firm
- Non-Certified Firm/Employee
- Installation
- Proprietary Systems

Colors represent:
- Purple: 2014
- Red: 2015
- Yellow: 2016
2016 Compliance Summary

Areas of improvement observed in 2016

• Overall complaints down.
• Certified professionals and support staff asked more questions.
• Increased regulatory awareness.
Customer Complaint Feedback

Home owner complaints (not actionable)

- Pressure sales
- Costly repair prices
- No return call by service provider
- Unnecessary work needed
- Threats “I’ll turn you in to Health Department”
- Conflicting repair message
- Not understanding work performed or needed
Updates

What’s new?

• EMMR audits 2016

• Online complaint form
  – EHCPenforcement@tpchd.org

• O&M Industry Advisory Group (IAG)
  – On-Site Insight Newsletter, 2017 First Quarter
Questions?

Renée Avelino
ravelino@tpchd.org
(253) 798-2831
Parking Lot Questions

Final opportunity for Q&A