Getting Started

Contact OnlineRME

Visit [http://www.onlinerme.com/OnlineRMEMarketing/ormeregister.htm](http://www.onlinerme.com/OnlineRMEMarketing/ormeregister.htm) to set up your account. Register for a company ID number. If you have questions about how to use OnlineRME, email support@onlinerme.com or call (888) 963-9608.

Contact the Health Department

Give the Health Department (Health Department) your OnlineRME company ID number so we can activate your firm for Pierce County use only. Email oscp@tpchd.org or call (253) 798-7692.

Reportable Activities

On-Site System (OSS) Inspection Report

- Complete Operation & Maintenance (O&M) Inspection
  - For routine septic system evaluations.
  - For property sales with Report of System Status (RSS).
  - For O&M annual or 3-year inspections Health Department notification system requirement.
  - Extended Maintenance and Minor Repairs.

  - **Inspection Report Exceptions**
    - Washington state regulates LOSS (Large On-Site System) systems larger than 3,500 gpd.
    - Local municipalities regulate side sewers and STEP systems.

- Intermittent Inspection
  - Inspection of proprietary device first two years: see Fee Exemptions.
  - Alarm calls: no fee charged: see service reports.

Pump Report

- Called to pump tanks only.

OSS Inspection/Pump done by more than one company

- O&M firm does inspection but has a different firm pump tanks.
  - O&M firm completes OSS Inspection Report, shows gallons pumped in appropriate field and includes name of pumping firm in comments field. Pumping firm doesn't report transaction in OnlineRME.
  - Pumping firm submits report separate from inspection report and includes name of O&M firm.
Finding Pierce County Records in OnlineRME

Property Address
Enter the street number and/or street name. Use part of the street name if the spelling is unknown.

Site Name – Single Property
Enter name or part of name for Business and Mobile Home Park records. Use owner name when known.
Tax ID
This is the parcel number from the Pierce County Assessor and is always ten digits.

Use this where parcel number is known or use to locate both records for parcels with more than one residence.

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Site Name – LOSS/MultiParcel
Community Systems – enter all or part of subdivision name.

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Owner Last Name
Use this option if you know the owner name.

Jurisdiction ID
This is the ON number which identifies a single record. It is always ON followed by seven digits and is printed on Inspection Due notification letters sent to property owners.
Record Organization

Most parcels have one record in OnlineRME. The following are exceptions.

Community Systems

Site Information

System Detail

Community system records vs. individual site records (connections)

Enter inspections and pumping of shared community components in the system/drainfield record: see illustration on left showing “Cedar Hollow CS A” and “Cedar Hollow CS B” in the site name field. These are community system records.

Enter tank inspections and pumping at individual homes in the individual record for each address.

The site name field is blank. You may enter the owner name for easy reference.
Primary Residence
There are two records in OnlineRME for parcels with two houses. This is a primary residence record. Note the house number is 37710 but the parcel number is the same as the ADU.

ADU/Accessory Dwelling Unit
This is the corresponding ADU record. Note the house number is 37708 but the parcel number is the same as the primary residence. Also note the property type is accessory dwelling.

Many of these primary residence/ADU sites have two systems, which can be reported in the appropriate records. Both systems require inspections.

One system is often an older gravity system which may not require an inspection unless the parcel is being sold. If both houses share one system, then enter the report in the record for the primary residence.
Multi-Family (Duplex, Triplex, 4plex, etc.) Not Condo

A. Properties with different parcel numbers, same address and share a septic system.
   a. Requires separate reports with the same information (request fee waiver for one report).
B. Properties with the same parcel, same address and separate septic system.
   a. Requires one report and fee per system.
C. Properties with the same parcel, same address and share a system.
   a. Requires one report and fee.
D. Properties with the same parcel, different address and share a septic system.
   a. Require one report and fee.
E. Properties with the same parcel, different address, separate system.
   a. Requires one report and fee per system.

Example A

ONSIE SEWAGE SYSTEM INSPECTION DETAIL

TANK: Septic Tank - 1 Compartment Unit A
This component was:
Effluent level within operational limits (if NO explain in comments):
All required baffles in place (N/A = No baffles required):
Effluent Filter Cleaned (N/A = Not Present):
Compartment 1 Scum accumulation (Inches, if other specify):
Compartment 1 Sludge accumulation (Inches, if other specify):
If pumping was needed, was the tank pumped? (NA = no pumping needed)
A modification/repair was completed on the component (If yes, provide detail in comments):

TANK: Septic Tank - 1 Compartment Unit B
This component was:
Effluent level within operational limits (if NO explain in comments):
All required baffles in place (N/A = No baffles required):
Effluent Filter Cleaned (N/A = Not Present):
Compartment 1 Scum accumulation (Inches, if other specify):
Compartment 1 Sludge accumulation (Inches, if other specify):
If pumping was needed, was the tank pumped? (NA = no pumping needed)
A modification/repair was completed on the component (If yes, provide detail in comments):
### Example B

<table>
<thead>
<tr>
<th>Tax ID</th>
<th>Site Name</th>
<th>Site Address</th>
<th>Last Name</th>
<th>First Name</th>
<th>Company Name</th>
<th>JurisdictionID</th>
</tr>
</thead>
<tbody>
<tr>
<td>53250000248</td>
<td></td>
<td>8123A-B 110th ST E</td>
<td></td>
<td></td>
<td></td>
<td>ON0119618</td>
</tr>
<tr>
<td>53250000248</td>
<td></td>
<td>8123A-B 110th ST E</td>
<td></td>
<td></td>
<td></td>
<td>ON0208264</td>
</tr>
</tbody>
</table>

### Example C

**Onsite Sewage System Inspection Detail**

**Tank: Septic Tank - 2 Compartment A**
- Fully Inspected: YES
- Effluent level within operational limits (if NO explain in comments): YES
- All required baffles in place (NA = No baffles required): YES

**Tank: Septic Tank - 2 Compartment B**
- Fully Inspected: YES
- Effluent level within operational limits (if NO explain in comments): YES
- All required baffles in place (NA = No baffles required): YES

**Drainfield Pressure**
- Fully Inspected: NA
- Inspection ports located and inspected (NA if no inspection ports installed): NA
- Lateral lines jetted: NO
- Lateral lines flushed: NO
- Area is properly vegetated (No plants with invasive roots or trees): YES
- Average squat height (if performed) (feet, if other specify): NO
- Ponding present? (YES explain in comments): NO
- A method, such as aeration, was used to reduce clogging of the biomat in this component (YES, provide detail in comments): NO
- A modification/repair was completed on the component (YES, provide detail in comments): NO
Example D

**ONSITE SEWAGE SYSTEM INSPECTION DETAIL**

**TANK: Septic Tank - 1 Compartment 1000 gallons - B33**

<table>
<thead>
<tr>
<th>This component was:</th>
<th>Fully Inspected</th>
<th>Deficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effluent level within operational limits (if NO explain in comments):</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td>All required baffles in place (N/A = No baffles required):</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Effluent Filter Cleaned (N/A = Not Present):</td>
<td>N/A</td>
<td>YES</td>
</tr>
<tr>
<td>Compartment 1 Scum accumulation (Inches, if other specify):</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Compartment 1 Sludge accumulation (Inches, if other specify):</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>If pumping was needed, was the tank pumped? (NA = no pumping needed)</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td>A modification/repair was completed on the component (If yes, provide detail in comments):</td>
<td>NO</td>
<td>NO</td>
</tr>
</tbody>
</table>

**TANK: Septic Tank - 1 Compartment 1000 gallons - B35**

<table>
<thead>
<tr>
<th>This component was:</th>
<th>Fully Inspected</th>
<th>Deficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effluent level within operational limits (if NO explain in comments):</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>All required baffles in place (N/A = No baffles required):</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Effluent Filter Cleaned (N/A = Not Present):</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Compartment 1 Scum accumulation (Inches, if other specify):</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Compartment 1 Sludge accumulation (Inches, if other specify):</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>If pumping was needed, was the tank pumped? (NA = no pumping needed)</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>A modification/repair was completed on the component (If yes, provide detail in comments):</td>
<td>NO</td>
<td>NO</td>
</tr>
</tbody>
</table>

---

**Example E**

<table>
<thead>
<tr>
<th>Tax ID</th>
<th>Site Name</th>
<th>Site Address</th>
<th>Last Name</th>
<th>First Name</th>
<th>Company Name</th>
<th>JurisdictionID</th>
</tr>
</thead>
<tbody>
<tr>
<td>0419078033</td>
<td>12102 Woodland AVE E</td>
<td>12102 Woodland AVE E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0419078033</td>
<td>12104 Woodland AVE E</td>
<td>12104 Woodland AVE E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Mobile Home Parks (MHP)**

Each Mobile Home Park has at least one record with “owner” in the Site Name – Single Property field. Most MHP have an additional record for each pad or unit, and some have extra records for shared systems. Our records are incomplete for systems shared among mobiles. You may need to request additional records. If so, contact us at (253) 798-7692 or eheptic systems@tpchd.org. Send us the name of the park and the new information so we can add the system to the record.
The owner record is the top record and each unit (pad) has the space # after the address. This may vary slightly from park to park depending on how they are addressed.

**Mobile Home Parks (MHP) Fees**

Collect one inspection fee for each park each calendar year. If multiple inspections are done on the parcel number, we will issue a fee waiver. You must reference the first inspection payment when requesting the waiver.

Collect pumping fees for each pumping occurrence.

If you pump multiple spaces at one time you must charge a fee for each pumping. Enter a report for each individual space (pad) record.
If the entire MHP is for sale, then we require one RSS fee. All systems require inspections and pumping. When requesting fee waivers, refer to the paid space number.

**Commercial Sites with more than one system**

Commercial sites have a record for each system. Put part of the business name in the Site Name – Single Property field to bring up all records for sites with more than one system.

Commercial systems with design flows of more than 1,000 gpd require inspections every year. Systems with design flows of 1,000 gpd or less require inspections every three years. The notification letter to the property owner/manager will list the systems that need inspections for the current notification cycle.

<table>
<thead>
<tr>
<th>Tax ID</th>
<th>Site Name</th>
<th>Property Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>5001540070</td>
<td>Bethel Station-Sys 3 Shops A&amp;B (blackwater)</td>
<td>22219-25 Mountain HWY E</td>
</tr>
<tr>
<td>5001540090</td>
<td>Bethel Station-Sys 1 Burger King 10799</td>
<td>22229 Mountain HWY E</td>
</tr>
<tr>
<td>5001540060</td>
<td>Bethel Station-Sys 2 Shops A&amp;B</td>
<td>22219-25 Mountain HWY E</td>
</tr>
</tbody>
</table>

**Data Entry Notes**

Can’t find a record in RME?

Did you search by address and parcel number? Search Pierce County Assessor-Treasurer's website at [https://epip.co.pierce.wa.us/cfapps/atr/epip/search.cfm](https://epip.co.pierce.wa.us/cfapps/atr/epip/search.cfm) for the Real property parcel number. Don’t use the mobile or personal property number.

If you still can’t find the record in RME, contact us at [ehsepticsystems@tpchd.org](mailto:ehsepticsystems@tpchd.org). Please include RME in the subject line.

Your email should include:

- Your name.
- Your contact information.
- Owner name.
- Property address.
- Parcel number.
- Business name.
Either a record will appear in RME within a couple of days or we will get back to you for more information.

**Entering a client’s name**

If you find a person’s name in the Site Name field other than your client’s name, contact us to clear the field. For your client’s name to appear on the inspection report enter their profile under Contact Information.

**Components**

Get a copy of the record drawing before your site visit if possible. Confirm then enter all system components before documenting the first inspection. This allows all pertinent questions to appear on the inspection report (Example: a typical gravity system will have at least one septic tank and one drainfield. A pressure system will usually have a septic tank, pump tank, pump, panel, alarm and drainfield).

**Correction Status/Deficiency Follow-up**

If the correction status indicates all corrections are made, or not needed, then the Health Department will not contact the property owner.

If the correction status is other, see comments and critical components are compromised or deficient. The Health Department will then send a letter to the property owner requiring correction within 30 days.

If surfacing sewage or in progress is noted, then our compliance personnel is notified for investigation.

**Report Types**

*All reports due within 30 days of service.*

**Property Sale**

An inspection to support the application of a Report of System Status performed for a property sale. You must fully inspect all system components.

**Routine Inspection**

An inspection of all system components performed:

1. To meet the requirements of the O&M provisions of the OSS regulations.
2. An inspection to support a remodel or repair application.

You must fully inspect all system components.

**Pumping**

Tank pumping only for no other purpose than removal of accumulated liquid and solids. Report information in the format and method defined in Section 43C of the On-Site Sewage Regulation.

**Extended Maintenance Minor Repair (EMMR)**

The intent of EMMR work performed by certified professionals provides the property owner with options to correct specific functional deficiencies or maintenance to extend the longevity of an existing OSS. This is
defined in Section 33 of the On-site Sewage Regulation. After repairs are complete, system components must be fully inspected.

Service
Any inspection performed that doesn’t conform to other inspection types. This is usually in response to a complaint from a customer of system malfunction. This includes inspections performed to document minor repair work NOT defined as EMMR or requiring a repair permit. There is no county fee requirement.

Service inspections do not trigger the next inspection date to the Health Department’s database, nor do they satisfy routine inspection requirements.

Unpaid Service (2019-2020 Trial)
For required Health Department inspections only:

1. To meet the requirements of the O&M provisions of the OSS regulations (i.e. Proprietary or annually required systems).
2. After 30 days we will apply a late fee to reports when changed to routine.

NOTE: Late fee collection and payment is the responsibility of the certified professional.

Follow-up
An inspection that provides new information, or documents corrections of deficiencies found in a previous OnlineRME inspection and/or pump report.

Fully inspect all system components worked on or affected by all serviced components. If the corrections fall within the description of EMMR activities, then submit an EMMR inspection even if the report is a follow-up to a previous report.

Intermittent
Prescheduled inspections performed between the required “Routine” inspections, such as an ATU inspection 6 months from a routine inspection.

A newly installed proprietary system under a maintenance contract requires an intermittent inspection performed every six months for the first two years.

Startup
The initial inspection of an on-site sewage system performed after the system is fully installed and approved. You must fully inspect all system components.

Fees
One required fee per OSS system for routine or property sale inspections performed within a 365-day calendar year.

Pump reports – one required fee per year when no routine or property sale report has been submitted within 365-day calendar.
If a full OSS system inspection occurs within 6 months of pumping, no additional fees are due for the year. See fee exemptions and denials below.

**Fee Exemptions**

- Intermittent.
- Service.
- Start-up.
- Pumping associated with paid permitted work.

After paid inspection report:
- EMMR.
- Follow-up.
- Pumpings.

After paid pump report:
- EMMR.
- Follow-up.
- Routine/Property Sale inspection reports submitted within 6 months.

**Fee Waivers**

Request fee waivers prior to locking your original report.

- Pumpings in conjunction with a repair application in process or a permitted tank replacement.
  - If a designer or installer is assessing the situation, provide this information with their name in the **Waiver Request Reason** field.

See RSS guidance [document](#) before requesting waiver for sites with multiple structures or systems. All fee waivers based on inspection information and reporting timelines.

**Fee Waivers Denied**

We will deny request for the following fee waivers:

- Duplex or sites that have multiple septic systems on the property.
  - Each system requires a paid fee. ([See Multi-Family examples](#)).
- Report type was incorrect which resulted in a fee.
  - Have firm correct the report status via the unlock process first.
- No inspection report fee paid within 365-day calendar year.
- LOSS, step, side-sewer tank pump reports.
- Fee required reports recently unlocked.
  - The fee is not charged or collected once unlocked.

We don't waive paid report fees (limited exceptions may apply - e.g. report filed under wrong address).
**Waiver Denial Dispute**

Do you need to dispute a fee waiver denial or need more information about the denial? Contact Renée Avelino at ravelino@tpchd.org.

**Late Fees**

Late reporting fees are automatically charged to your account when required reports are received more than **30 days** after completion of service. Late fees will appear in your OnlineRME billing queue. See current Fee Schedule for penalty calculation.

**Late Fee Disputes or Credit Requests**

Do you need to dispute a late fee charge or believe you are due a credit? Contact George Waun at gwaun@tpchd.org.

**Requesting Report Unlocks**

Report unlock requests happen for various reasons (e.g. fix data entry errors, add components, delete duplicate records, etc). Follow the steps below to unlock a report:

1. Go to property inspection history for the report in question.
2. On the right-hand side of the page, you’ll find a picture of a lock.
3. Click on the lock next to that report.
4. Enter clear details for your “Request reason” prior to submitting.

<table>
<thead>
<tr>
<th>Date</th>
<th>Report Type</th>
<th>Type</th>
<th>Status</th>
<th>Company</th>
<th>Report Request Unlock</th>
<th>Email Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/09/18</td>
<td>OSS Inspection</td>
<td>EMIR</td>
<td>Corrected</td>
<td>FLOHAWKS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/25/18</td>
<td>OSS Inspection</td>
<td>PROPERTY SALE</td>
<td>Deficient</td>
<td>FLOHAWKS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/25/16</td>
<td>OSS Inspection</td>
<td>PROPERTY SALE</td>
<td>OK</td>
<td>A Advanced Septic Services, Inc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/31/14</td>
<td>OSS Inspection</td>
<td>PROPERTY SALE</td>
<td>OK</td>
<td>DrainTech Northwest, L L C.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>06/09/10</td>
<td>PUMPING</td>
<td>PUMP</td>
<td>OK</td>
<td>ABC-ABLE SEPTIC SERVICE INC.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Do not request unlocks if:**

- You have already paid the report.
- Deficiency corrections to the septic system were made after locking the report; submit a Follow-up or EMMR report explaining corrections made or work performed. (Refer to the INSPECTION TYPES section if you have questions about report types.)
Extended Maintenance and Minor Repair

As of July 2018, you do NOT need to provide notification before starting EMMR work. Activities considered EMMR has changed slightly and updates to the section are in Section 33 of the current Chapter 2 On-Site Sewage Regulation. You may get a copy of the regulations online.

You must submit a complete OSS Inspection - Inspection type EMMR through www.onlineRME.com within 30 days of completed work. If you have not turned in a report within 30-days, you will be charged a late fee for the report.

Reporting for Non-Standard Situations

Holding Tanks and Vault Privies

For holding tanks:

- Submit one pump report for each holding tank pumped using normal pump report standards.
- If a property has more than one holding tank, list them separately in one report using the comments space to tell us which tanks serve what structure or business.
- If you pump tank(s) on a property more than once in the month, add the gallons together then show the number of times or dates pumped in the comments space.

For vault privies:

- Submit one report for each vault pumped.
- If you pump the same vault more than once within the calendar year, request a fee waiver for the report(s) after the first one.

Grease Traps and Portable Toilets

Report your monthly grease trap and portable toilet pumping with no fees charged by onlineRME or the Health Department. Report total gallons pumped and transported only. Be sure to select the correct county for the disposal site.
Next select **Submit Work** and **Pump Truck Dumping**.

Insert the dump date, zone (this is the name of the dump site—it should automatically populate), and the number of gallons dumped, click **Submit**.
OnlineRME Assistance

For additional help using OnlineRME click the help button or email support@onlinerme.com.