Is a septic system just like any other appliance?

Many homeowners have maintenance contracts for “big ticket” appliances. Many others have contracts with heating contractors which involve a twice a year inspection. It’s time that we as onsite professionals offer the same kind of contract for septic systems.

**BENEFITS**
- Low overhead
  - Almost all O & M Service work can be completed with no big ticket equipment.
  - Pickup truck, tools and a trained professional

**BENEFITS**
- Scheduled Income
  - Contract renewals can be staggered to come due during your slower months.
  - Some regulatory units require the renewal to occur in January yearly.
  - Work can be done during better weather – you are in control – you set up a schedule that works for you!

**BENEFITS**
- Future Sales
  - Most systems that require O & M have components. Components fail and need to be replaced, systems need pumped, who better to provide this service than you.
**BENEFITS**

- A great opportunity to educate and stay in touch with the homeowner

**Service Provider**

- Training
  - NAWT Inspection Course
  - NAWT O & M Course
  - Manufacturer's training

**Service Provider**

- Licensing
  - State regulatory unit
  - Local regulatory unit

**CONTRACT DEVELOPMENT**

- The contract must work for you!

**CONTRACT DEVELOPMENT**

- Check with **YOUR** Attorney
- Check with Local Regulatory Unit

- Contracts and scope of services combined as one document
- Contracts with scope of services as attachment
**CONTRACT CONTENT**
- Owner
- Location
- Access to property
- System
  - What is there?
  - What is checked?
- Frequency
  - How often?

**CONTRACT CONTENT**
- What is checked
- What does it mean
  - Good: Bad
- When it is checked
- Where it is checked
- Special circumstances
- Where is it reported
- How often
  - Frequency
- Impacts of the report

**CONTRACT CONTENT**
- Included
  - Operation
  - Maintenance
  - Pumping?
- Additional cost
  - Repairs
  - Upgrades
  - Monitoring
    - Sampling

**CONTRACT DEVELOPMENT**
- Contract content with attached scope of services
  - Identifying customer and company
  - Property location
  - Ownership of property
  - Term and termination
  - Excluded services
  - Customer obligations and responsibilities
  - Disclaimer of warranties and limitation of liability
  - Mediation and arbitration

**SCOPE OF SERVICES**
- Included
  - Operation
  - Maintenance
  - Pumping?
- Additional cost
  - Repairs
  - Upgrades
  - Monitoring
    - Sampling

**NOW WHAT?**
**INITIAL INSPECTION**
The process of identifying the current status of the system prior to entering into a contract

**SITE CONDITIONS**
- PROPERTY ACCESS
- SYSTEM ACCESS
- FENCING
- LANDSCAPING
- ANIMALS

**ENTER INTO CONTRACT**
- PROVIDE SCOPE OF SERVICES
- DETAILED COST
- PAYMENT ARRANGEMENTS

NOW THE WORK BEGINS!

**INSPECTIONS**
The process of identifying the current status of the system for reporting purposes

**OPERATION**
The action of assuring the performance of the system—evaluation of each component

**MAINTENANCE**
The action of regular activities necessary for continued operation
MONITORING
- The action of verifying performance requirements for the regulatory authority

REPAIR
- The action of fixing or replacing sub-standard or damaged components

REPORTING
- The action of submitting a detailed report of all O&M activities on a System

PAYMENT
- HOW MUCH
  - HOW OFTEN
  - NON PAYMENT ACTION

MANAGEMENT
- The single term to describe all the necessary steps for O&M
- REMEMBER TO ACTUALLY PERFORM CONTRACTED SERVICES !!
- ALLOW THE PROPER AMOUNT OF TIME NEEDED FOR EACH VISIT
- LEAVE COPY OF INSPECTION WITH HOMEOWNER
  - LEAVE ON DOOR IF NOT HOME
QUESTIONS?