

Maintenance Agreement On-Site Wastewater Management Plan Template

Location: _____

Contact Person: _____

Address: _____

City: _____ State: _____ Zip: _____

Daytime Phone: () _____ Fax: () _____

E-mail Address: _____

Website URL: _____

Alternate Contact: _____ Phone: _____

Brief Description of Plan

To ensure that timely maintenance is performed, owners will enter into agreements with certified on-site wastewater treatment system professionals who will periodically inspect and pump the system.

Community Benefits

Maintenance agreements work well for areas of low to moderate environmental sensitivity and where sites are marginally suitable for conventional systems due to small lots, shallow soils, or low-permeability soils.

Other Benefits of Maintenance Agreements include:

1. Both homeowners and certified on-site wastewater treatment system professionals are on a schedule to get systems regularly pumped and inspected
2. Problems are identified before they become serious and cause damage to the property and local water supplies (especially drinking water supplies)

Measurable Objectives

Of the _____ homes in this area, _____ homeowners will enter into an agreement with a certified on-site wastewater treatment system professional to properly inspect and pump their systems on a regular basis (e.g. every 3-5 years). Homeowners may enter into these agreements individually or as a group. Discounts may be available to those who enter into agreements as a group. As a result of entering into these agreements, _____ homeowners will get their systems inspected and pumped every 3-5 years.

Implementation Plan (timetable with target dates)

Target Date Activity

- _____ Homeowners meet and agree that maintenance agreements are the preferred method of on-site wastewater treatment system management for their area.
- _____ Distribute copies of record-keeping kits and educational materials to interested homeowners. Make sure homeowners are aware of toll-free numbers they can call if they have questions or need assistance to identify and negotiate a contract with a certified professional.
- _____ Homeowners interested in pursuing group agreements identify a primary contact who works on their behalf to make arrangements with a certified on-site wastewater treatment system professional. Others make arrangements independently. Both contact toll-free numbers if they have questions or need assistance to identify and negotiate a contract with a certified professional.
- _____ Conduct a survey of homeowners to determine whether they have established maintenance agreements. Survey also collects data regarding the homeowners' satisfaction with this management method.

Implementation Assistance Providers

Certified On-site Wastewater Treatment System Professionals

- ▶ Enter into agreements with individual or groups of homeowners to inspect and pump their systems every 3-5 years – provide homeowners with the option of staggering payments rather than one lump-sum payment
- ▶ Inspect and pump systems according to the agreement

Homeowners

- ▶ Utilize educational materials
- ▶ Fill out record-keeping materials
- ▶ Enter into agreements with certified on-site wastewater treatment system professionals to obtain an inspection and pumping of their systems every 3-5 years – agreement may include provisions of staggered payments rather than one lump-sum payment
- ▶ Complete a survey to document impacts of project and educational materials and satisfaction with this management method

Local Leadership

- ▶ Organize, promote, and host a homeowner meeting to adopt maintenance agreements as the preferred method of on-site wastewater treatment system management for the area
- ▶ Distribute the kits/materials
- ▶ Assist with follow up survey of homeowners

Nebraska Department of Environmental Quality

- ▶ Provide contact information for certified on-site wastewater treatment system professionals throughout Nebraska

- ▶ Answer technical and regulatory questions about on-site wastewater treatment systems and management

The Groundwater Foundation

- ▶ Provide access to education and awareness materials
- ▶ Answer general questions about groundwater and education and protection activities that may be implemented on behalf of groundwater

Nebraska Health & Human Services

- ▶ Conduct inspections of on-site wastewater treatment systems (by request)
- ▶ Consult with certified on-site wastewater treatment system professionals and other certified inspectors who have questions on how best to design, install, and maintain a system

Nebraska Game & Parks Commission

- ▶ Answer questions and refer interested people to the appropriate regulatory and permitting agencies

University of Nebraska-Lincoln Extension

- ▶ Has developed a record-keeping materials specifically for Nebraskans
- ▶ Provide education and awareness materials
- ▶ Answer technical and regulatory questions about on-site wastewater treatment systems and management

County Government (varies from county to county)

- ▶ May provide contact information for certified on-site wastewater treatment system professionals in the county
- ▶ May answer technical and regulatory questions about on-site wastewater treatment systems and management specific to the county

Local Groundwater Guardian Teams (varies from team to team - visit www.groundwater.org/Active/gg_list.asp for a current list of Groundwater Guardian Communities and profiles of the work they do)

- ▶ Help distribute the kits/materials (if needed)
- ▶ Assist with follow up survey of homeowners (if needed)
- ▶ Answer questions about local groundwater resources

Implementation Resources

Human

- schedule, promote, host, and facilitate the homeowner meeting
- adopt maintenance agreements as the preferred method of system management
- distribute record-keeping kits and educational materials
- ask and answer questions about maintenance contracts in particular and septic system maintenance and groundwater in general
- facilitate and enter into agreements to obtain system inspection and pumping
- conduct and charge for the system inspection and pumping according to contracted schedules
- conduct the follow up survey

Financial

- cost of homeowner meeting
- cost of record-keeping kits and educational materials
- cost of system inspection and pumping
- cost of group discounts (potentially covered by certified professionals)

Materials

- educational materials developed and supplied by The Groundwater Foundation
- materials to pump and inspect system (supplied by certified professionals)

Evaluation

This plan will be a success if:

- Area adopts maintenance agreements as the preferred method of on-site wastewater treatment system management for their area
- _____ (e.g. at least 50%) of homeowners fill out the record-keeping kits within the first month after they are distributed
- _____ (e.g. at least 75%) of homeowners fill out the record-keeping kits within the first six months after they are distributed
- _____ (e.g. at least 50%) of homeowners establish contracts with local treatment professionals