



## **What is this guide for?**

All septic contractors certified with Snohomish County Health Department are required to submit reports for inspections, pumping, and minor repairs to be in compliance with Board of Health Code. This helps create an accurate service history which is useful to the homeowner, the Health Department, and future contractors who service the system. Reference this guide for how to submit reports for properties in Snohomish County.

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# Entering Reports

## Which services require a report?

A report must be submitted for inspections, pumpings, and minor repairs. These activities are defined by local code as follows:

**Inspection:** a complete and thorough evaluation of one or more OSS components of an on-site sewage system, including the ground surface over the subsurface soil absorption system (SSAS), to assess system function, condition, and compliance with WAC 246-272A and title 5 SCBHC.

**Pumping:** the process of removing septage from a sewage tank.

**Limited/Minor Repair:** the repair or replacement of existing damaged or malfunctioning OSS components as defined in WAC 246-272A-0010 under “minor repair”.

## How do I submit a report?

Submit reports through **OnlineRME** (<https://www.onlinerme.com/login.aspx>). You must have an account to upload reports. To create an account, visit the [OnlineRME registration page](http://www.onlinerme.com/OnlineRMEMarketing/ormeregister.htm) ([www.onlinerme.com/OnlineRMEMarketing/ormeregister.htm](http://www.onlinerme.com/OnlineRMEMarketing/ormeregister.htm))

Steps for entering each type of report are linked below. Inspection and pumping report steps are also in the OnlineRME **Help section** under *Septic Service Providers > Entering Reports*. Follow Up/Limited repair report steps can also be found on our For Contractors webpage (<https://www.snohd.org/1800/OnlineRME-Reporting>).

### Inspection Report Steps

#### Routine, Property Sale, and Complaint

[https://www.snohd.org/DocumentCenter/View/14270/OnlineRME\\_InspectionReportSteps](https://www.snohd.org/DocumentCenter/View/14270/OnlineRME_InspectionReportSteps)

#### Follow Up/Limited Repair

<https://www.snohd.org/DocumentCenter/View/13650>

### Pump Report Steps

[https://www.snohd.org/DocumentCenter/View/14271/OnlineRME\\_PumpingReportSteps](https://www.snohd.org/DocumentCenter/View/14271/OnlineRME_PumpingReportSteps)

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## Which type of report should I use?

There are two categories of reports in OnlineRME: Inspection Reports and Pump Reports. For pump reports, there is only one option. For inspection reports, there are five options: Routine, Property Sale, Follow Up/Limited Repair, Complaint, and Startup. Use the chart below to determine which report to use based on the service(s) provided. (Note: Snohomish County Health Department does not use startup reports).

Individual Services	Report to Use
<b>Inspection</b>	<b>Inspection: Routine or Property Sale</b>
	<b>Inspection: Follow Up/Limited Repair</b> <i>(If purpose was to check on things as a follow up to a previous visit)</i>
<b>Pumping</b>	<b>Pump</b>
<b>Minor Repair</b>	<b>Inspection: Follow Up/Limited Repair:</b> ***Use comments to state minor repairs***
<b>Complaint</b>	<b>Inspection: Complaint</b> Used for troubleshooting or service calls

Multiple Services on SAME Day	Report Use
<b>Inspection + Pumping</b>	<b>Inspection: Routine or Property Sale</b>
<b>Inspection + Minor Repair</b>	<b>Inspection: Routine or Property Sale</b> Use comments to state minor repairs
<b>Pumping + Minor Repair</b>	<b>Pump</b> Use comments to state minor repairs
<b>Inspection + Pumping + Minor Repair</b>	<b>Inspection: Routine or Property Sale</b> Use comments to state minor repairs

## Reporting Fees

All reports have fees except for Follow Up/Limited Repair reports. Fees are paid through OnlineRME, and fee amounts are listed on our [Fee Schedule \(https://www.snohd.org/270/Permits-Fees\)](https://www.snohd.org/270/Permits-Fees). Click the *Septic, Water, Land Use* section and see fees for *Report Submittal*. Online RME charges a small fee on their end as well.

## Which status should I choose?

**INSPECTION reports:** You must enter an inspection status for each component.

Inspection Status	When to use
Fully Inspected	If you can enter info in all fields for that component.
Partially Inspected*	If you can enter info in some fields for that component.
Not Inspected*	For any component that was not inspected at all.

*\*If something was not inspected or only partially inspected because it was inaccessible, be sure to include the reason why in the comments. For example, if a homeowner built a deck over the drainfield.*

**PUMP reports:** You must enter a service status for each tank.

Service Status	When to use
Fully Serviced	If you can enter info in all the fields for the tank AND the tank was pumped.
Partially Serviced	If you can enter info for some or all fields for that tank, but the tank was not pumped (put reason why in comments).
Not Serviced	If no fields can be filled out and the tank was not pumped.

**ALL reports:** You must enter a correction status for the whole system.

Correction Status	When to use
All Corrections Made	All corrections needed were completed while you were there.
Corrections In Progress	There is a plan to fix the issue(s). Either you have scheduled a time to go back out, or the owner has said they will fix it themselves or with another service provider.
No Corrections Needed	There is nothing that needs correcting.
No Corrections Made	Corrections are needed, but no corrections were made and none are in progress.
Some Corrections Made	Some corrections were done at the time you were there, but other issues remain and are not in progress.

## Example reporting scenarios

### SCENARIO A

Your company conducts a routine inspection on 9/1. All components were inspected, and both compartments of the septic tank need to be pumped. The pump tank does not need pumping. A baffle also needs to be replaced. You return on 9/17 to pump the septic tank and replace the baffle. **You should submit:**

- 1 A **Routine Inspection Report** for 9/1
  - Correction status = “Corrections in progress”
  - Inspection statuses = “Fully Inspected” for all
- 2 A **Pump Report** for the work done on 9/17
  - Use the comments section to state the details of the baffle repair
  - Correction status = “All Corrections Made”
  - Service statuses: “Fully Serviced” (septic tank), “Not Serviced” (pump tank)

### SCENARIO B

Your company conducts a routine inspection on 11/3 where all components were inspected except for the drainfield which could not be located. During the inspection, you learn that the pump and distribution box need to be replaced. You return on 11/5 to replace the pump but not the distribution box since the homeowner says they do not want to have it replaced. **You should submit:**

- 1 A **Routine Inspection Report** for 11/3
  - Correction status = “Corrections in progress”
  - Inspection statuses = “Not Inspected” (drainfield) “Fully Inspected” (all others)
- 2 A **Follow Up/Limited Repair Report** for the work done on 11/5
  - Use the comments section to state the details of the pump replacement
  - Correction status = “Some Corrections Made”
  - Inspection statuses = “Fully Inspected” (pump) “Not Inspected” (all others)

# Reporting Reminders

## Submit reports on time

Reports must be uploaded within **30 days** from the date of service. However, if you discover the system is **failing or an immediate safety hazard**, the report should be uploaded **immediately** (within 24 hours).

## Use the comments section

**For repairs/replacements/additions**, use the comments section to describe in detail what was done. Include the manufacturer and model number of replacement or added parts. Also describe any adjustments or calibrations to the system or system components. (For UV lights only: No comment is needed so long as you mark “yes” in the field on the report the says UV light replaced.)

**For surfacing sewage or immediate safety hazards**, include details such as where the effluent is surfacing, what site component(s) it is coming from, or if it only occurs when the pump is on. It is also helpful to include photos at the end of the report.

## Lock reports to submit

Remember to click “Lock Report” when you’re ready to submit. If you do not click lock, it will not go through!

## Identify the certified professional

The report should list the specific name of the person who did the work. Do not just use a company/team name.

## Paying Reporting Fees

Reporting fees are invoiced monthly. Payment is due by the 20<sup>th</sup> of the following month. For instance, all reporting fees incurred during the month of July must be paid by August 20<sup>th</sup>. If you do not pay on time, you will be locked out of your OnlineRME account. To unlock your account, you must pay the overdue invoice.

## **Additions, edits, & changes**

### **Adding images**

Images are not required but can be attached to your reports. Steps for uploading images can be found at the end of the inspection report and pump report instructions (see page 2).

### **Editing or deleting a report**

Once a report is locked, you cannot make changes unless the Health Department unlocks it. There is no fee to unlock or edit a report. To unlock a report:

1. Search and find the property that the locked report is for in OnlineRME.
2. Select “Service History” from the menu.
3. Find the report in your locked report history that you would like to unlock.
4. Click the unlock icon in the “Request Unlock” column.
5. Enter the reason in detail for the unlock request, then click “Submit”.
6. Once we see your request and unlock the report, you will get a notification.
7. Make your edits, then relock the report to resubmit it.

### **Fixing a report filed under the wrong property**

Contact the Health Department and we will move it to the correct property. Make sure you provide details for both the incorrect and correct properties so that we make sure to move it to the right one.

### **Updating or correcting site components**

You can edit, add, or remove site components to a system that already exists in OnlineRME (for example if someone had a permitted repair or replacement completed it may no longer match the components previously listed in OnlineRME). You can make these changes by going to “Site Information” and choosing “Septic Components”.

**To Add:** Enter information for the fields under “Septic System Components & System Information”, then click *Add Component*.

**To Remove:** Below “Current Septic Components”, find the component to be removed, go to the far right *Delete* column, and click the red “X”.

**To Edit:** Below “Current Septic Components”, find the component to be edited, go to the far left *Edit* column, and click the pencil icon.

**\*For Tanks:** You can add, remove, or edit site tanks with a pump report open as well by clicking on the yellow “Edit/Define Site Tanks” button.

## **Less common reporting situations**

### **Reservation properties**

If the property is listed with the county assessor's office as tribal trust owned, a report in OnlineRME is not required but is highly recommended. If you would like to submit a report and the property is not in OnlineRME, contact SCHED to have the property added, then file your report.

### **One property with two systems**

Properties with multiple structures and/or residences can have more than one septic system. A separate report is required for each system on the property.

**Shared drainfield with separate tanks for each structure:** File one report. For the tanks, edit the section titles so that they indicate which structure the tank goes with (ex: "Pump Tank - Main House").

**Completely separate septic systems for each structure:** File two entirely separate reports, one for each system. Make a note in the comments which system the report is for (ex: "Main house" or "ADU").

### **Tank decommissioning**

When a tank is pumped so that it can be decommissioned, complete a pump report and use make note a note in the comments section stating it is for a decommissioning. Additionally, if it is known that the property will be connecting to sewer instead of having their septic system repaired/replaced, please indicate this in the comments as well.

### **Properties that do not yet exist in OnlineRME**

Call or email the Health Department and we will enter it into OnlineRME. Remember to provide details such as the address and parcel number. We will notify you once it is added.

# Health Department Follow Up

## With property owners

If surfacing sewage and/or an immediate safety hazard is noted on a report, we will send a letter to the property owner with resources for making repairs and begin our enforcement process to resolve these public health hazards.

The Health Department also focuses on reports with significant deficiencies. If there is a significant deficiency but no surfacing sewage, we will send a letter to the owner with resources for making repairs.

## With contractors who do not submit reports

Failure to submit reports on time or at all may result in a Notice of Violation. After three violations within a 12 month period, the Health Department can suspend or revoke a septic contractor's certification for a period of up to three years.

# Resources

## Snohomish County Board of Health Code (SCBHC)

Title 5 Wastewater of Snohomish County Board of Health Code (SCBHC) has sections related to reporting. Our current code can be found online:

<https://snohomish.boardofhealth.codes/SCBHC/5>

## Questions?

For questions regarding reporting requirements, please contact the Health Department. For questions regarding any issues with OnlineRME, please contact them directly.

### Snohomish County Health Department



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[www.snohd.org/164/For-Contractors](http://www.snohd.org/164/For-Contractors)

### OnlineRME



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[www.onlinerme.com/](http://www.onlinerme.com/)

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