



RESPONSIBILITIES & RESOURCES: Service Providers

The Service Provider's role in terms of onsite wastewater management is to service onsite treatment systems per the manufacturer's and Water Authority guidelines, and provide the Property Owner and Water Authority with Service Reports to document completed works and any required follow-up actions.

Programme Element	Responsibilities	Resources
Installation	<ul style="list-style-type: none"> • Maintain accessibility to all system access covers: <ul style="list-style-type: none"> ⇒ Access covers over treatment system compartments are to be such that one person can open and close it, using standard tools. ⇒ Access covers are not to be built over, have items stored over, be planted over, paved over, or be sealed with cement, caulk, silicone, spray foam, etc. Proper covers are designed to achieve a water-tight seal via recessed covers that fit into frames or via lids fitted with gaskets and screws or clamps to tighten the lid. ⇒ In instances where safety or security requires locked access (such as at schools), a duplicate key shall be provided to the Water Authority. 	<p style="text-align: center;">Owner's Guide with diagrams of access points</p> <p style="text-align: center;">Development Control staff have reference photos available for many of the installations</p>
Operation & Maintenance	<ul style="list-style-type: none"> • Register as an Onsite Wastewater Treatment System Service (OWTS) Provider: <ol style="list-style-type: none"> 1. Complete OWTS O&M Certification Course • Familiarise yourself with the following, for all systems serviced: <ol style="list-style-type: none"> 1. Manufacturer's literature and maintenance guidelines. 2. Standard Service Report and all tasks described. 3. Review previous report in OWMP online database. (Note: Only service reports entered by your company can be reviewed by you.) 4. Design and purpose of each component of the system. 5. Location and layout of the entire system from building to disposal well. 6. Troubleshooting guides for the system/technology. 	<p style="text-align: center;">OWTS O&M Certification Course Registration Form</p> <p style="text-align: center;">Owner's Guide Standard Service Report WWTS_ID map & reference photos of installation (available through log-in access to OWMP online database) Technical Guides Best Management Practice Guides</p>
Record Keeping, Inventory & Reporting	<ul style="list-style-type: none"> • Advise System Owner regarding terms of service and contract. • Access OWMP information needed for each system you service. • Use Standard Service Report as guide and record of all service events and follow-up actions needed. • Submit Standard Service Reports to System Owner & Water Authority through the OWMP on-line database, within 30 days of service event. 	<p style="text-align: center;">Owner's Guide to Onsite Treatment System Management</p> <p style="text-align: center;">OWMP link on Water Authority website OWMP online database Development Control staff</p> <p style="text-align: center;">Service Providers must register with the Water Authority to obtain log-in access to the OWMP online database to access information, enter and email Standard Service Reports</p>
Public Education & Participation	<ul style="list-style-type: none"> • Stay informed, request additional information when needed. • Utilise references and resources provided by OWMP. • Provide feedback on OWMP. • Pursue continuing education through OWMP references and workshops. 	<p style="text-align: center;">OWMP link on Water Authority website Development Control staff</p>