



COMMUNITY DEVELOPMENT AGENCY  
**ENVIRONMENTAL HEALTH SERVICES DIVISION**

**Marshall Wastewater Zone**  
**Operation and Maintenance Update**

DT: August 21, 2018  
TO: Property Owners, Tenants, and Property Managers  
FROM: Lorene Jackson, Project Manager  
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Hello,

I hope everyone has been enjoying their summer along Tomales Bay, particularly with the peace of mind that your wastewater system continues to work well. This is a quick update on the following:

**Current Operation and Maintenance Fee**

This year's annual O&M assessment will be **\$1,186** per equivalent single-family dwelling (ESD.) This reflects the 3.2% Bay Area cost-of-living increase from last year. These O&M fees pay for operating costs, monitoring/sampling, laboratory expenses, reports to the state, response to emergency calls, inspections, annual state permits, maintenance, and district administration. This fee is included in your property tax assessment and payable in two installments. The bill for the first installment will be mailed by the County Assessor's Office the first week of October.

Most properties will see the \$1,186 fee on their tax bill. For those properties that have more than 1 ESD, the O&M fee is calculated by multiplying the assigned ESD by \$1,186. For example, the annual fee for a parcel assigned 2.5 ESD will be \$2,965.

**NEW Operation and Maintenance Operator**

This is a reminder that our new operation and maintenance contractor is **Natural Systems Utilities (NSU.)** If you have a problem, call their 24-hour number: **707-254-1931**. By now, new decals with their emergency contact information are on your electrical panels.

If your STEP pump alarm goes off, immediately call NSU and provide your name, phone number, property address, how long the alarm has been sounding, and any other observations that may be helpful to the maintenance personnel. If you rent your property, leave clear instructions to all tenants explaining the residence is on a septic system and what to do if the power is out or the alarm goes off. Make sure your instructions have been updated with NSU's telephone number.

**System Website**

There is a new link to the Zone's website:

<https://www.marincounty.org/depts/cd/divisions/environmental-health-services/marshall-wastewater-zone>. This site contains important information on the responsibilities of property owners and residents, including septic dos and don'ts.

**Contact Information**

Please let me know when there are any changes in your emergency phone number(s), email, mailing address, or locks. In case of an emergency, it is critical for us to have up-to-date contact and access information for each property. If you have a long-term tenant, make sure we have their contact information for service calls. If you see someone on this email list that has moved, please let me know. We appreciate updates on new property owners.

As always, do not hesitate to contact me if you have questions.

***NOTE: If you would prefer to receive this via email, please send me your email address.***