



COMMUNITY DEVELOPMENT AGENCY
ENVIRONMENTAL HEALTH SERVICES DIVISION

Marshall Community Wastewater Assessment District
Annual Operation and Maintenance

DT: August 18, 2017
TO: Property Owners, Tenants, and Property Managers
FROM: Lorene Jackson, Project Manager
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Greetings,

It's time to check in with some updates on matters pertaining to the operation and maintenance (O&M) of the Marshall Community Wastewater Assessment District. The system is working well and our monitoring reports demonstrate we continue to provide an improved and environmentally sound treatment of your wastewater.

Current Operation and Maintenance Fee

This year's annual O&M assessment will be **\$1,149.32** per equivalent single family dwelling (ESD.) This reflects a 3.8% cost-of-living increase from last year. These O&M fees cover operating costs, monitoring/sampling, laboratory expenses, reports to the State, on-call emergency response, inspections, on-going system 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 \$1,149.32 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 \$1,149.32. For example, the annual fee for a parcel assigned 2.5 ESD will be \$2,873.30.

Operation and Maintenance Operator

Our operation and maintenance contractor continues to be System Operation Services, Inc. (SOS). Call their 24-hour number, **800-699-7674**, if you have a problem. There should be an SOS sticker with this phone number on your unit's electrical panel. Do not call their field operator directly.

When the Alarm goes off

If your STEP pump alarm goes off, immediately call SOS 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 person. The alarm procedures are attached to this email as a reminder.

Septic Do and Don't

Always be mindful of what goes down the drain. Your septic tanks provide the first level of treatment in our system. The performance of your tank and its need to be pumped is affected by

what you put down the drain. I've also attached our list of Septic Dos and Don'ts as a refresher. In particular, do not put grease down the drain. Grease buildup has been a problem for some residents.

Parties/Special Events

The size of each septic tank was based on the number of bedrooms or the size of business when you were connected to the system. The tanks are not designed to handle the extra loading from large parties. If you are planning a group gathering, you need to make arrangements for porta potty rental.

Power Outage

Remember, power must be maintained for your septic pump to work properly. If the power goes out, don't do laundry, take baths/showers, or flush the toilet more than absolutely necessary. Otherwise, the septic system will fail and result in a backup into your home and potential contamination of the bay. If the power is out more than 6 hours, call SOS. The alarm will not go off if there is no power.

Rental Properties

If you rent your property, be sure to 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. Please provide the attached instructions to your property managers and make sure they are passing it along to all renters.

Access to System

Remember that our contractor needs ready access to your property in case of an emergency, inspection, or repair. Please let me know if you have special instructions or locked gates that would hamper access.

We also need access to each system, particularly the tank access lid and electrical panels. Be sure that cars, boats, trailers, etc. are not blocking access. Let us know if it creates a problem to maintain this access throughout the year.

Annual Tank inspections

Each year, our O&M contractor conducts an inspection of the septic system on each property. During this inspection, they will determine if your tank needs to be pumped. Tanks typically need to be pumped every three to five years, depending on individual use. We will notify you if your tank needs to be pumped. Property owners are responsible for scheduling and paying for pumping, as well as submitting copies of the pumping to me. As part of our operating permits, we are responsible for submitting verification of annual pumpage to the State.

SOS will start conducting these inspections this fall.

Phase 1 Electrical Switch Boxes

During the past year, we completed the two-year upgrade of electrical control panels for Phase 1 properties. The cost for these upgrades were paid from the operation and maintenance fees. A special thanks goes to David Harris, our electrician and your former neighbor, for all his patience and efforts to install then new units.

District Website

The District's website contains important information. The attached documents are on the website under the drop down for Responsibilities of Property Owners and Residents:

<http://www.marincounty.org/depts/cd/divisions/environmental-health-services/marshall-wastewater-district> (You can also find the website by searching *Marin Environmental Health Services* and clicking on the *District* shortcut in the lower right corner.)

Contact Information

Since it is critical that we have up-to-date contact information for each property, please send me your current emergency phone number(s) and mailing address. 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.

Don't hesitate to contact me if you have questions.

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

