



COMMUNITY DEVELOPMENT AGENCY
ENVIRONMENTAL HEALTH SERVICES DIVISION

Marshall Wastewater Zone
Operation and Maintenance Update

DT: August 2, 2019
TO: Property Owners, Tenants, and Property Managers
FROM: Lorene Jackson, Project Manager
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Greetings,
This is our annual update with some reminders:

Current Operation and Maintenance Fee

This year's annual O&M assessment will be **\$1,233** per equivalent single-family dwelling (ESD.) This reflects the 4% Bay Area Consumer Price Index for the past year. These O&M fees pay for operating costs, mandatory 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 \$1,233 O&M fee on their tax bill. For properties that have been assigned more than one ESD, the O&M fee is calculated by multiplying the assigned ESD by \$1,233. For example, the annual fee for a parcel assigned 2.5 ESD will be \$3,082.

Operation and Maintenance Operator

Natural Systems Utilities (NSU) has been our operator for a year now. Many of you may have met them during their trips to Marshall. We have been pleased with their expertise and responsiveness. If you have a problem, call their 24-hour number: **707-254-1931**. Their emergency contact decal is also on your electrical panels.

Remember, 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.

Reminder to Maintain Accessibility

Be sure to maintain access to the septic tank and control panels on your property at all times. Our maintenance crew needs access for responding to alarms and routine inspections. In particular, do not allow vehicles to park unattended on top of your underground tank.

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System Website

The website for the Wastewater Zone contains important information on the responsibilities of property owners and residents, including septic dos and don'ts:

<https://www.marincounty.org/depts/cd/divisions/environmental-health-services/marshall-wastewater-zone>.

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 that we 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 distribution list that has moved or if someone is missing, please let me know. We appreciate updates on new property owners.

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