

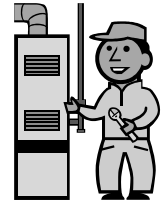
OPERATION AND MAINTENANCE SERVICE CONTRACTS



2007 PUMPER & CLEANER ENVIRONMENTAL EXPO INTERNATIONAL

Tom Frank

Is a septic system just like any other appliance?



- Many homeowners have maintenance contracts for “big ticket” appliances. Many others have contracts with heating contractors which involve a twice a year inspection. It’s time that we as onsite professionals offer the same kind of contract for septic systems.

BENEFITS

- Low overhead
 - Almost all O & M Service work can be completed with no big ticket equipment.
 - Pickup truck, tools and a trained professional



BENEFITS

- Scheduled Income
 - Contract renewals can be staggered to come due during your slower months.
 - Some regulatory units require the renewal to occur in January yearly.
 - Work can be done during better weather – you are in control – you set up a schedule that works for you!

BENEFITS

- Future Sales
 - Most systems that require O & M have components. Components fail and need to be replaced, systems need pumped, who better to provide this service than you.



BENEFITS

- A great opportunity to educate and stay in touch with the homeowner



Service Provider

- **Training**
 - NAWT Inspection Course
 - NAWT O & M Course
 - Manufacturer's training



Service Provider

- **Licensing**
 - State regulatory unit
 - Local regulatory unit

CONTRACT DEVELOPMENT

- The contract must work for you!



CONTRACT DEVELOPMENT

- Check with **YOUR** Attorney
- Check with Local Regulatory Unit



CONTRACT DEVELOPMENT

- Contracts and scope of services combined as one document
- Contracts with scope of services as attachment

CONTRACT CONTENT

- Owner
- Location
- Access to property
- System
 - What is there?
 - What is checked?
- Frequency
 - How often?



CONTRACT CONTENT

- What is checked
- What does it mean
 - Good: Bad
- When it is checked
- Where it is checked
- Special circumstances
- Where is it reported
- How often
 - Frequency
- Impacts of the report



CONTRACT CONTENT

- Included
 - Operation
 - Maintenance
 - Pumping?
- Additional cost
 - Repairs
 - Upgrades
 - Monitoring
 - Sampling



CONTRACT DEVELOPMENT

- Contract content with attached scope of services
 - Identifying customer and company
 - Property location
 - Ownership of property
 - Term and termination
 - Excluded services
 - Customer obligations and responsibilities
 - Disclaimer of warranties and limitation of liability
 - Mediation and arbitration

SCOPE OF SERVICES

- Included
 - Operation
 - Maintenance
 - Pumping?
- Additional cost
 - Repairs
 - Upgrades
 - Monitoring
 - Sampling



**NOW
WHAT?**

INITIAL INSPECTION

The process of identifying the current status of the system prior to entering into a contract



SITE CONDITIONS

- PROPERTY ACCESS
- SYSTEM ACCESS
- FENCING
- LANDSCAPING
- ANIMALS



- **ENTER INTO CONTRACT**
- **PROVIDE SCOPE OF SERVICES**
- **DETAILED COST**
- **PAYMENT ARRANGEMENTS**

**NOW THE
WORK BEGINS!**

INSPECTIONS

- The process of identifying the current status of the system for reporting purposes



OPERATION

- The action of assuring the performance of the system- evaluation of each component



MAINTENANCE

- The action of regular activities necessary for continued operation



MONITORING

- The action of verifying performance requirements for the regulatory authority



REPAIR

- The action of fixing or replacing sub-standard or damaged components



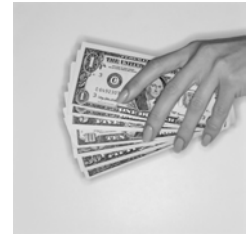
REPORTING

- The action of submitting a detailed report of all O&M activities on a System



PAYMENT

- **HOW MUCH**
 - HOW OFTEN
 - NON PAYMENT ACTION



MANAGEMENT

The single term to describe all the necessary steps for O & M



- REMEMBER TO ACTUALLY PERFORM CONTRACTED SERVICES !!
- ALLOW THE PROPER AMOUNT OF TIME NEEDED FOR EACH VISIT
- LEAVE COPY OF INSPECTION WITH HOMEOWNER
 - LEAVE ON DOOR IF NOT HOME

QUESTIONS?