



Onsite Septic Inspection and Service, LLC

100 Sharp Rd.

Denton, MD 21629

Office 410-796-1434 After hours alarms 443-883-1951

DATE:

Dear Homeowner,

The Operations and Maintenance Contract for the Advanced Treatment septic system you have installed at: _____ is a _____ system. Unit # _____

Your maintenance contract has expired or will expire on _____

Effective January 1st, 2013, The Maryland Department of the Environment (MDE) passed regulations requiring all Homeowners with BAT units, to maintain a service contract with a certified service provider. We are required to report any expired service contracts to MDE. An excerpt from COMAR 26.04.01.07 is below:

(3) The property owner maintains a service contract with a certified service provider.

D. A BAT system shall be operated by and maintained by a certified service provider.

(1) The owner shall ensure that each BAT system is inspected and has necessary operation and maintenance performed by a certified service provider at a minimum of once per year.

We would like to offer you a chance to renew your service contract, so your unit will continue to function as designed. Please see the attached information explaining the various options and levels of service. For your general information, our technicians do the following during a service visit:

- Run Diagnostics on the panel to determine if there were any undetected malfunctions
- Clean or replace the filter on the blower and level the pad if needed
- Inspect risers and replace any missing or damaged screws for security
- Test and record air pressure in unit and backwash if needed
- Take sludge judge reading in 2 places to determine if the tank needs to be pumped
- You do not need to have the tank pumped unless we tell you, these tanks are very efficient
- Inspect hose connections and repair if needed
- Clean off probe connections
- Discuss findings with homeowner or leave a door hanger, File report as required with MDE
- If you have a drip system, change filters and flush lines (Drip service is an additional charge)
- Secure all riser lids, adding screws if needed
- If your email is on file, a report will be sent to you electronically

Please note we do not include service on the distribution part of your septic system, unless contracted separately with us, ie; Mounds, LPD systems (secondary pumps) and non Hoot drip systems.

We understand that you may have some questions, and we are happy to answer them. We look forward to hearing from you and continuing the service of your BAT system.

Nancy J. Minahan
OSIS, LLC

Standard Maintenance Contract

UNIT # _____

Pricing: (Payment of multi-year contract offers a fixed price and discount). **All contracts will transfer if the property is sold.**

Basic Maintenance Agreement: Includes **one** visit/year and we answer any alarm calls at no additional charge. Parts out of warranty will be billed to the customer at standard rates.

Type of Agreement	1 year	3 years	5 years
Basic	\$215	\$600	\$1000
Premium	\$350	\$1025	\$1700
Complete	N/A	\$1300	\$2150

Basic plan is NOT offered for Drip Systems, which require service every six months.

Premium Maintenance Agreement: Includes **two** visits/year and we answer alarm calls at no additional charge. Parts out of warranty will be billed to the customer at **20% discount** off standard rates. **This is the minimum service plan necessary for Drip Systems.**

Complete Maintenance Agreement: Same as premium contract above, *plus* parts out of warranty will be replaced at **no cost** to customer. *Minimum 3-yr agreement.*

- Service Contracts start the day payment is received, or at end of current contract.
- Pumping of tanks is **not included** in maintenance. Our technician will notify you when the tank needs to be pumped, and can provide a list of Hoot/OSIS certified pumpers. It will be the homeowner's responsibility to call a Hoot/OSIS certified contractor for pumping.
- Pricing is for standard (NOT commercial) units (HOOT, Hydro-Action, & Clearstream)
- **If you do not have an active maintenance agreement and you need service, you will be billed a service/travel charge of \$150 plus \$75/hr for time on the job plus any needed parts.**
- Units with Hoot Drip Disposal, please add \$50 per year for maintenance contract add-on.

WE DO NOT COVER: Regular pump out of tank, or any maintenance on secondary pumps that are part of your distribution system

Keep the top of this page for your records. Tear off the bottom and send with payment.

Please enroll me in the following service agreement (circle one):

Type	1 Year	3 Years	5 Years
Basic	\$215	\$600	\$1000
Premium	\$350	\$1025	\$1700
Complete	N/A	\$1300	\$2150

***Please add \$50 PER YEAR ONLY if Hoot Drip system
Geoflow Drip Systems must be under separate Contract**

Please Remit Payment to:

Onsite Septic Inspection & Service (OSIS LLC)
100 Sharp Rd., Denton, MD 21629

We take personal checks and Credit Cards, please call the office to pay with a Credit Card. 410-796-1434

Homeowner Contact information:

Name: _____

Site Address: _____

Mailing Address (if different): _____

Phone: _____

Email: _____

FOR OFFICE USE ONLY.....

Unit # _____ Last O/M _____ Contract Expired on: _____

Check date: _____ Check # _____ CC Ran _____ New Contract runs: _____

Updated: 6/11/21

✓ _____, C _____, M _____, X _____

