

PERFORMANCE EXPECTATIONS – CERTIFIED MONITORING SPECIALIST

The following list summarizes Departmental expectations for the Certified Monitoring Specialist (CMS). Satisfactory performance shall be assessed against how consistently the CMS meets these expectations:

1) **Contracts** between the CMS and the system Owner **are required** for all systems requiring third party maintenance. The CMS shall submit copies of contracts to the Department per Department Policy: ONST.06.POL.830, “Contract Requirements for Third Party Maintenance.” Contracts shall include all elements listed in ONST.06.Pol.830.

KNOWLEDGE

2) The CMS shall obtain copies of all applicable Health Department records for each site being monitored by the CMS. The CMS shall be familiar with the monitoring and maintenance requirements in the Thurston County **Operational Certificate** (OPC), Washington State Department of Health “Rules, Standards and Guidelines,” system-specific operation and maintenance manual prepared at the time the system was designed, and manufacturer’s manuals for system components. When clarification is needed, the CMS shall speak with the Department’s CMS coordinator.

3) The CMS shall obtain all applicable manufacturer specifications for any proprietary device in their care. The CMS shall be familiar with the manufacturer’s operational and maintenance requirements. Contact the manufacturer with any questions about these requirements and keep informed of any changes or new developments pertaining to these systems.

4) The CMS shall be knowledgeable in the basic principles of sewage treatment, on-site sewage system regulations, and the various sewage treatment methods available, including proprietary devices. The CMS shall be able to discuss with a system owner how their system functions, the maintenance required to ensure its proper function, and any monitoring necessary to check its performance. The information provided by the CMS to an on-site sewage system owner shall be consistent with Washington State and Thurston County codes, the operational certificate requirements, and these expectations.

5) The CMS shall not perform work or provide consultation on issues that are outside the scope of their CMS program certification unless otherwise qualified to do so.

6) The CMS is responsible for Labor and Industries requirements pertaining to entering confined spaces and other potential hazards associated with the job.

7) The CMS shall exercise sound sanitary practices when working in the proximity of sewage, and leave sites in a sanitary condition after performing maintenance and monitoring activities.

RECORD KEEPING

8) The CMS shall keep accurate records of observations, maintenance performed or recommended, monitoring results, etc. for each system in their care. In addition to copies of relevant Health Department records, these records should contain the following information:

- Tax parcel # of the subject property
- Owner's name (and mailing address if different than site address)
- Site address
- Name and contact address for responsible party, if different than Owner
- Documentation of all work performed on site.

- Recommendations to the owner for maintenance or repairs needed
- Documentation of any recommendations made to Owner
- Documentation of any project specific consultations held with other qualified professionals or the Department
- Results of any samples collected and measurements made – routine or follow-up
- Summary assessment of system function at time of inspection

MONITORING AND REPORTING

9) The CMS shall submit copies of monitoring data and inspection reports to the owner and to the Department at the intervals specified by the Department in the Operational Certificate.

10) All monitoring data, reports, communications and correspondence submitted to the Department shall clearly identify the system owner, site address, and CMS name and address.

NOTIFICATION

11) The CMS shall notify the Owner and the Department of any abnormalities in system function -- For example, excessive solids carryover to the pump tank, increased ponding in the drainfield, elevated effluent levels in the tank, etc., or anything that, if unattended, is likely to impact continued satisfactory performance of the system.

12) The CMS shall notify the Owner and the Department of any observed instances of system failure -- For example, surfacing sewage on the site, groundwater intrusion into sewage tanks or tightlines, sewage backing up into the residence.

13) The CMS shall notify the Owner in writing within 10 working days of any substantive findings requiring action on the part of the Owner. Copies of correspondence of this nature shall be forwarded to the Department.

14) The CMS shall notify the Owner and the Department within 30 working days in writing when a contract of service is terminated.

REPAIRS

15) The CMS shall only perform repairs or modifications to the system, including proprietary devices, that are within the limits of their certifications and licensing. Permits required for any of the needed repairs shall be obtained prior to performing the work. Generally, repairs or modifications requiring a permit from the Department can only be conducted by a licensed installer.

16) The CMS should consult with the manufacturer before making repairs to proprietary devices.

RECOMMENDATIONS

17) The CMS should make recommendations to the Owner regarding their use of the OSS, or the use of the property where the system is located, if their practices are affecting the ability of the system to function properly or may affect the useable life of the system or are impacting their replacement area.