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**From:** Kat McGarvy  
**Sent:** Saturday, November 4, 2023 9:47 AM  
**Subject:** FW: OWTS Industry update: November 2023  
**Attachments:** OWTS Inspection Schedule: End of Year; (Public) Electronic Submission - Permit App, Change Req.pdf; (Public) Electronic Submission - PSAD.pdf

**Importance:** High

Greeting Industry Partners,

As the year starts coming to an end, we have been very busy with several items and this year while slower than previous years remains steady in OWTS repairs, permitted work, operation and maintenance, as well as property sales. Since it has been some time since we last connected, I wanted to pass a long some important updates and reminders. Please take a moment to read the below information and let us know if you have any questions.

**IMPORTANT REMINDERS/NOTIFICATIONS:**

- EPCPH will move to fully electronic submission system as of January 1, 2023.
  - o We will no longer accept PDF application submissions via email as everything will need to be submitted via [MYHD portal](#).
  - o Electronic submission guidance documents are attached for your convenience.
- In order to support system and application updates EPCPH will not accept any new submission requests for an OWTS Permit or Property Sale Acceptance Document **after December 21, 2023**.
  - o Our submission portal will be down for system maintenance through the Christmas and New Year Holiday.
  - o Inspections will still be accepted as noted in the holiday schedule.

**End of year and seasonal weather:**

- Please be advised that weather can impact the ability to complete a requested inspection. It is the responsibility of the installer to ensure all components are clear and accessible for inspection prior to 800am on the inspection day.
  - o Typically, when there is snow or an overnight weather even inspectors will not be out prior to 8am.
- If unable to clear components or you would prefer to cancel the inspection, please follow the Inspection Cancellation guidance below.
- If we need to cancel inspections due to safety concerns, you will be promptly notified upon the decision being made. We will do our best to assess the situation and make that decision timely to reduce the impact to your business operations.

**Inspection Requests:**

- As of November 3, 2023, an inspection notice will be sent via email to all requested inspections. This notice is intended to let you know that your requested inspection has been added to the inspection schedule for the following inspection day. It should also serve as the primary mode of communication for any inspection request changes (see more below).
  - o Email will come from [HEASepticinfo@elpasoco.com](mailto:HEASepticinfo@elpasoco.com)
  - o Email subject will be *OWTS Inspection Scheduled: xx.xx.xxxx*
- Inspections are to be complete at the time request is made.

- Time requests:
  - As a reminder time requests are just requests. We will make every effort to accommodate your request but, in some cases, it may not be feasible, and you should still reference the inspection window provided.
- Inspection requests must be made via the final inspection request line.
  - Requests made to the administration team, or any specific person will not be added to the scheduled list.
  - You can find the number on your issued permit.

#### **Inspection Cancellations:**

- With the inspection schedule notification and to avoid charging an additional inspection fee please be advised that a cancellation request **MUST** be made via and in response to the received OWTS Inspections Scheduled notification.
  - You can still communicate directly with your assigned specialist, however, to ensure your request is received and a fee is not assessed please respond to the notification email. This must be in addition to the email notification required above.
  - This is important as things come up with staff and communicating directly with them may not always be appropriately relayed.

#### **Holiday and Inspection Calendars:**

- Holiday Inspection Schedule was sent via email on 10.30.2023. If you missed that email, please see the attached email for planning purposes.
- To ensure clarity and transparency the OWTS team has created Inspection schedule calendar for your convenience, and they are now posted online.
  - These are subject to change, but we will do our best to update and notify in a timely manner.
  - Further we will attempt to keep these posted on a quarterly basis.
- Holiday reminders will still be sent via email.

#### **OWTS Submissions:**

- Change Requests/Alterations:
  - Please be advised that the submission of change requests do not supersede other application and review request. These will be added to each specialist review process as and in the order assigned.
  - The intent of the Change Requests is to communicate and document changes to the system when necessary. This holds everyone to a standard of accountability and will prohibit most delays in installation changes when communicated on the front end of the process.
  - Field Changes:
    - These should be used and communicated when the change is not impacting the design total required. For example, the installation of a pump chamber without using the dosed reductions does not require redesign and an alteration.
  - Administrative changes:
    - These are situationally dependent select the appropriate course of action for your situation.
    - Alterations: These are substantial changes in the design; including but not limited to location changes for STA, design layout changes (trenches to bed), soil changes resulting in a design change etc. Please be sure to include attachments with your submission.

- Be sure you are completing all information on your submission applications.
- Be sure all attachments are included in your submission.

**OWTS Public Information Portal:**

- Minor update: We were provided a preliminary test public portal, and we are in the process of refining this and making it usable.
- Still not in place but we are working to do this diligently.
- Be sure to request records through [HEASepcticinfo@elpasoco.com](mailto:HEASepcticinfo@elpasoco.com) when necessary.

As always if you have any questions, feedback, comments, or concerns please feel free to send them my way; we are always open to looking at improving our processes and program as whole. We appreciate your continued partnership and efforts as we work to improve and maintain consistent standards for the industry.

Regards,

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