

Kat McGarvy

From: Catherine McGarvy
Sent: Tuesday, November 17, 2020 6:53 PM
Subject: OWTS Updates and Reminders 11.17.2020

Good Evening Partners,

I have received a lot of feedback regarding some of the proposed process changes specifically related to inquiry and application submission requests. I have met with our team internally and discussed your concerns. I also know that providing one defined pathway to you as industry professionals will not only increase efficiency for you and your teams but also offer a more efficient and effective communication platform moving forward with us at EPCPH.

UPDATE: Application Updates:

Reminder, that we are requiring all submissions as of November 1, 2020 to be on the most current version of the application. This can be found on [our website](#) and is in a fillable format to create an efficient option for electronic submission. As previously discussed we have begun transitioning to an all-electronic format for the OWTS program and all submissions.

We have an email address that was historically used for all OWTS submissions in the past and we are reviving that inbox. Moving forward all submissions including:

- OWTS Applications
 - o Application status requests
- Application Renewal Request
- Application Alteration Request
- FINAL Engineering records
- ONLINE RME addition or clarification requests
- Testing request
- Certification CEU submissions
- Verification Requests
- OWTS Records requests

Change in email address for submissions: Please submit all applications and application materials via email to HEASPETICINFO@ELPASOCO.COM

Electronic submissions are the preferred method and will likely result in a faster turnaround time.

- Although our offices are closed to the public there is a black drop box outside our door where you can still submit hard copy applications. Please note a paper application may take longer to process than the electronic submissions.

Application Fee's:

- Once an application is received an invoice for payment of the application fee will be generated and sent to you via email.
 - This process can take up to 24-48 business hours to occur and is accounted for as part of standard processing times. However, the length of processing time may be extended based upon payment submission, as applications will not be assigned without a payment submission.
- Payment via check can be dropped in the EH Drop box located outside our EH office door.
- Due to current EH office closure, CASH WILL NOT BE ACCEPTED AS A PAYMENT METHOD

REMINDER - Final Inspection Request:

Effective December 1, 2020 the final inspection request line will be checked at 3pm daily unless it is the day prior to a holiday then it will be checked at 1pm.

This process change is to facilitate our staffs scheduling efforts and to provide our final inspection time windows in a more time efficient manner to you. We have been able to post these inspections windows by about 5:30pm the day the request is made. You may find those inspection requests and time windows on [our website](#). The link reads: **View Scheduled Final Inspections [Here](#)**

UPDATE Testing:

Update regarding CEU submission and those who's license is set to expire. After some consideration, the unprecedented times we have experienced this year, and our transition from disposal to treatment over the last few years; we have decided in place of submitting CEU's for those whose licenses are set to expire we are asking that you come in and retest.

- We will be scheduling testing dates beginning in January 2021.
 - If your license expires prior to January 2021, do not worry, we will still recognize it through January 30, 2021 to allow you adequate time for testing.
- Please submit a request for a testing time through HEASEPTICINFO@ELPASOCO.COM
- I hope to revamp this process moving forward and provide a reduced fee as an incentive to attend true CEU classes and gain knowledge in the ever changing field of OWTS.

Our exam for the Tier II system installation license is now the Part A exam used across the state. Taking this exam should allow your license to be recognized by multiple counties across the Colorado. Colorado Department of Public Health and Environment has a [list of all counties](#) which currently participate in the Part A exam and a list [of installers who have passed the Part A exam](#) are stored on the CPOW website.

The Tier I exam is still available for those who are wanting to only install conventional conforming OWTS systems. In addition, we will be updating the lists on our website as well so that our Tier II installers are included as an available option for those system installations as well.

Please let me know if you have any questions. I apologize for all the changes lately but know that this minor inconvenience for all of us will result in a much more defined and structured process moving forward. This will allow us to more effectively absorb changes in staff and other programmatic areas with minimal impact to you in the future.

Please know my team and I appreciate the flexibility, patience and grace you all have afforded us during this time. Do not hesitate to reach out if you have any additional questions or concerns.

Thank you and have a great evening.

Kat McGarvy M.S., R.E.H.S
Water Quality Program Manager
El Paso County Public Health
1675 W. Garden of the Gods Rd., Ste. 2044
Colorado Springs, CO 80907
Office: (719) 578-3112
Cell: (719) 337-7832
Fax: (719) 578-3118
www.elpasocountypublichealth.org