

W.C.S.C. MALFUNCTION PROCEDURE

- A. When a member of the public has a complaint.
1. Person complains to the municipality or the DEP.
 2. Municipality completes the WCSC authorization form
 3. WCSC assigns a malfunction number and enters it into the general malfunction file and the member municipality's file by property owner and road address.
 4. WCSC assigns the malfunction to an SEO.
 5. The SEO completes the investigation and files same with the WCSC including a neat legible diagram of the problem.
 6. If there is a malfunction the WCSC completes a certified letter, has the SEO sign the letter and it is mailed to the property owner. We set a deadline into our software program as our reminder.
 7. Our file letter gives the property owner 14 working days to come into our office and make out a repair application and directs the property owner to complete their repair in a reasonable time frame. We generally wait 30 days before further action.
 8. If the property owner fails to complete an application in the allotted time frame, we complete and have the SEO sign a citation which is mailed to the appropriate District Judge and invoice the Municipality for the malfunction fee.
 9. We await the results and if the property owner pays the fine, we cite him again and ask for the fine amount to be increased.
 10. If the property owner comes in and completes the application we set a deadline for start of repair and enter it into our software in the computer for our reminder and follow up.
- B. When the SEO finds a malfunction other than above, that needs attention, we ask for their report and we proceed with items no. 6 thru 10 above.
- C. When a property owner voluntary applies for a repair and it is determined that there is a discharge to the surface or a stream, we allow an acceptable amount of time for them to complete the repair and if they don't we send a follow up letter setting a deadline prior to citing the property owner. If they ignore our deadline, we proceed with citing them for violating the Pennsylvania Sewage Facilities Act, Act 537.

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WHEN A PLANNING MODULE IS INVOLVED

- A. When a planning module is required and we find that the residual parcel has an existing residence with a malfunction, we require a new repair application for that parcel and require proper perc testing and in order to qualify for planning approval we must find a site suitable intended for a conventional type sewage septic system. If we find such a site suitable we set a deadline to complete the repair on the residual parcel and proceed with the planning module. In the event we can't find a site suitable then the planning stops until the DEP decides to change their regulations to include Drip Irrigation and A/B soil systems as standard type systems, but we follow thru with the residual malfunction the same as any other malfunction, except we usually give the property owner more time. This situation could mean either an alternate type system or a holding tank as a last resort.
- B. When the property owner disputes the malfunction call, they are offered the opportunity to make application for a dye test, pay the appropriate fee and if no dye shows, their full fee will be returned and the malfunction closed. In the event the dye shows, we are back to the regular procedure for malfunctions and there is no fee refunding. Any refunding is approved at the WCSC operating committee's next regular monthly meeting and the check is placed in the mail the same day.

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SUGGESTION FOR REPORTING

When a complaint is received by the member Municipality it is wise to have a Municipality employee make a visual inspection and if it is obvious that it's a neighbor with a personal problem complaining and actually no malfunction existing, the employee should make a written report for the Municipality records. In the event there is no question that it is a malfunction or they are not sure either way, the WCSC malfunction authorization form should be completed and submitted to the WCSC office.

The reason for the first sentence in the above paragraph is due to the fact that if the WCSC SEO goes out and finds no malfunction the Municipality is then invoiced by the WCSC for the SEO expense which is currently \$160.00. When the complaint is bogus the cost to the Municipality is much less for the short time spent by the employee instead of the \$160.00 SEO fee.

When there is a malfunction, the repair process creates a fee from the property owner for a repair permit application and therefore the WCWC receives the original inspection costs.

Caution, the Municipal employee must make a written report to the Municipality if he finds no malfunction. This is necessary because if the complainant isn't satisfied they can complain direct to the PA DEP and their follow up letter will be sent to the Municipality for which you will have to respond. The WCSC will also get a copy of the PA DEP letter sent to the Municipality.

The WCSC welcomes making the first inspection regardless of the outcome and/or the need to complete the invoice if there is no malfunction. We are trying to best serve our membership and also comply with the PA DEP malfunction requirements.

In the event the Municipality has the complainant report direct to the WCSC they will be directed to report back to the Municipality for having the authorization form completed and submitted. In the event we don't receive the authorization form the situation goes on hold and the SEO will be informed to visit the site the next time he is in the general area.