

Environmental Septic Services, 711 W. Main #111, Ovilla TX 75154 214-325-8028 acestexas@gmail.com

****You may also sign up at www.septictx.com****

INSPECTION POLICY

A basic inspection policy on your aerobic system will include the following:

1. A regular inspection of your aerobic septic system 3 times per year as required by the Texas Commission on Environmental Quality and reported to your local agency. (County, City, TCEQ, etc.) This includes checking the aerator, water pump, sprinklers, chlorine supply, and electrical circuits.
2. Notification of the inspection by written report on the condition of the system including any problems that should be corrected by the owner. We leave a note on your front door unless requested otherwise.

This contract begins _____ and ends on _____. **Auto Renew?** ___ Yes ___ No

Level? ___ Basic ___ Gold ___ Platinum

OWNER RESPONSIBLE FOR READING & RENEWING CONTRACT, UPDATING PAYMENT INFO, PUMPING TANKS EVERY 2-3 YEARS, AND BELOW:

1. Allowing ESS free access to septic system for inspection, providing gate code, following our policies, returning messages promptly, controlling animals, mowing to allow easy access, etc.. If any ESS employee is harassed, denied access by unreturned messages, or if any hazards are not controlled as requested, the contract will be cancelled.
2. Maintaining chlorination at all times for basic and maintaining chlorine in between visits for premium levels.
3. Updating payment information promptly, requesting repairs, pumping, proper operation, and protection of all the components of the system. This includes having any parts of the system that are found to be non-functional repaired in a timely manner by a licensed professional and according to the local regulations. Platinum customers will not be charged for repairs or parts that become inoperative due to normal usage during the dates of this contract. Pump stations, preexisting issues, clogs, pumping, replacing tanks, plumbing issues, and service repairs due to damage, misuse, or flooding aren't covered under premium plans. Aerators for Norweco and Jet systems are not covered under the Platinum plan and contracts are discounted \$100 per year to reflect that. Turning off the system or allowing outside repairs will void all warranties. Missed or declined payments can result in cancellation.
4. Turning in the copy of the contract to local agency. As a service to you, we can send a copy to the local regulating agency, but the owner of the system is legally responsible for turning in their signed contract.

Service/Maintenance:

Service calls and repairs can be provided at a minimum rate of \$95.00 per hour plus the cost of the parts with a minimum charge per service call for Basic and Gold plans. Maintenance, repair, and replacement of all components of the aerobic septic system, in a timely manner by a licensed professional are the owner's responsibility. Your approval is necessary before we do any cost-related service. Payment is due on the day of the service call. We have a 72 hour response time. Maintained by: Lori Penner MP0001098, Doug Rodgers MT0000900, Troy Engledow MT0001660, Clayton Rawley Duncan MT0002515. Prices and policies are subject to change without notice. No refunds or exceptions. We are closed on holidays & weekends. Our business hours are 8:00am to 5:00pm M-F. Service hours subject to change based on weather conditions.

SIGNATURES: (Please SIGN, fill out all red or gray areas and return entire contract uncut or CALL to have us fill it out for you)



► **Owner (Please SIGN on line above!) ► Date**
By renewing your contract, you are agreeing to all terms, owner responsibilities, policies, and fees as listed above.

Lori Penner **DATE**
Office only. We will sign and return copy for your records.

Please Print:



► **Name**



Email:

Phone:



► **IMPORTANT: Daytime/Work Phone #**



► **Street AND mailing address if different**



► **Special instructions (dog, gate code, where to leave notice, etc.)**



► **City** **Zip**

► **Septic License/Permit number (leave blank if unknown)**