
CUSTOMER SERVICE AGREEMENT
For Privately Owned
Onsite Wastewater Treatment Disposal Systems (OWTDS)

Property owner/Customer Name: _____

Address: _____

Date: _____

CBJ Contact Information: Public Works Director - (907) 780-6888

OWTDS Regulations are found at 03 CBJAC 41.

This Customer Service Agreement addresses your responsibilities as an owner of a private onsite wastewater treatment system, and the CBJ's responsibilities to provide system inspection and tank pumping services in exchange for a monthly service fee.

1. I, _____, the Customer, agree to pay to the CBJ Department of Public Works a monthly service fee of \$_____ and to comply with the terms 03 CBJAC 41 and this Customer Service Contract:

a. Customer's General Responsibility for Maintenance and Repairs. I agree to be responsible for all costs associated with operating, maintaining, and repairing all components of my OWTDS. I agree that residents (including renters/caretakers) will use and operate the system in a responsible manner and in conformance with the treatment plant manufacturers guidelines for operation. In the event of a system backup or failure, I agree to contact local plumbing service providers, and not CBJ, for repairs. I am responsible for all repair and routine maintenance on my new system so that I can benefit from any manufacturers' warranties.

b. Customer's Responsibility for Repairs Identified in a CBJ Inspection Report. I agree to make any repairs or corrections noted in CBJ's inspection and deficiency report. I agree to submit to CBJ, within 30 days of receiving the report, a proposed corrective action plan and contract for services showing how the system will be brought into compliance. I agree to complete all corrective actions within 120 days of the Department of Public Works' approval of the corrective action plan. I will contact the Department of Public Works for a re-inspection to verify system repairs, and I will provide documentation of the completed system repairs.

c. Electrical Supply. I agree that I will provide a continuous electrical supply to those system components that require electricity to function.

d. Access for CBJ Personnel and CBJ Contractors. I agree to provide clear, unobstructed physical access, at no charge, to the OWTDS so that CBJ or its contractors may perform the services outlined in this contract or to correct imminent threats to public health if I fail to comply with required system repairs. I will provide an access route of sufficient width and grade to accommodate a pump truck. I agree not to bury or obstruct septic or treatment plant lids, and access ports.

e. Plans Provided to CBJ. I agree to provide CBJ with a copy of:

- i. OWTDS design plans,
- ii. Any special maintenance schedules or manufacturer's plant data,
- iii. The Alaska Department of Environmental Conservation (ADEC) final approval for my OWTDS.

Appendix D

f. Acknowledgement of Fines and Penalties. I acknowledge that if I fail to make the required repairs, or fail to submit an action plan satisfactory to the Department of Public Works within the required time frames, that I am subject to a fine of \$100.00 which will be added to my utility bill. If I continue to fail to make the repairs or submit the plan, I am subject to an increased fine of \$200.00, and/or water service shutoff. These penalties are contained in 03.CBJAC 41.070.

g. Sale of Property to a New Owner I acknowledge that if I sell my property, the new property owner will be required to enter into a new Customer Service Agreement with CBJ within 30 days of property transfer.

2. The City and Borough of Juneau, Department of Public Works agrees to provide you, the Customer, with the following services:

a. Annual Inspection and Report. CBJ (or a contractor hired by CBJ) will annually inspect your OWTDS, and complete a system inspection and deficiency report. A copy of the report will be provided to you, mailed to the address listed above, within 60 days of the inspection.

b. Contents of Report. The report will notify you of any system failures, corrections, or repairs needed.

c. Customer Responsible for Repairs. In the case that repairs are needed, you are responsible for hiring qualified contractors to make the required repairs to your system. In the event a qualified contractor is not available to do the work within the required time, you may request that CBJ Public Works to complete the work and Public Works will bill you on a time and materials cost basis. Public Works will schedule the repairs into the Department's existing maintenance work schedule, and respond as soon as practicable.

d. Tanks Pumped Every Two Years. CBJ will have a contractor pump your septic or treatment tank once every two years. CBJ will provide you with at least 30 days advance written notice of when the contractor is scheduled to complete the work. The pumping contractor will do a tank inspection at this time. Should your septic tank or treatment tank require pumping at intervals less than every two years, the property owner will be responsible for arranging and paying for the additional service.

e. Educational Materials Provided. CBJ will provide you with educational materials identifying the best practices for the use and operation of your OWTDS. Following these practices will optimize your system's performance, and promote longevity of your system.

f. Billing Procedure. CBJ will bill you monthly. The maintenance bill will be included with your monthly CBJ water and household hazardous waste/recycling bill.

Other Specifications or Conditions:

Signatures:

Owner

Date: _____

Owner
City and Borough of Juneau

Date: _____

Joe Buck
Director of Public Works, City and Borough of Juneau
City and Borough of Juneau

Date: _____