

Do-It-Yourself Septic Inspections Frequently Asked Questions (FAQ's)

How do I register?

Once you are on the [Septics 201 Do-It-Yourself Septic Inspection Program](#) website, click on the

[Verify System Eligibility & Register](#)

box to verify your system is eligible for inspection and follow the instructions. When registering, please enter your email address carefully as typos will result in an incomplete registration and leave your account as pending. If you believe you have made an error you may log in and select the **Review or Edit Registration Information** button. Links to the step by step instructions ([DIY Website Instructions](#)) can be found on every page of the registration process.

What is my User ID?

Your User ID will be provided to you as part of the registration process. It is called an SOM case number (Septic Operation Maintenance) and is directly linked to your septic system permit in Clallam County's Permit Database. If you own more than one septic system, you may have more than one SOM number. See Step 4 of the [DIY Website Instructions](#) for more information.

What if I forget my password or User ID?

Use the password/ID retrieval tool link found on the [Septics 201 DIY Inspection Program](#) log-in page of the website.

REGISTERED USER LOGIN

User ID [what's this?](#) Password

<input type="text" value="SOM"/> <small>e.g. SOM2009-50001</small>	<input type="password"/> <input type="button" value="Log In"/>
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[I forgot my Password or User ID.](#)

Why do I need an email address?

An email address is necessary to complete the registration and link you to the program. This is a security step to prevent someone else from signing up to report inspections of your septic system. Step 4 of the [DIY Website Instructions](#) has more information and guidance for setting up an email account if you do not have one.

Why is some of the ownership or address information out of date?

The DIY database was built using parcel address and ownership information from 2011 and is always in the process of being updated. If the ownership and address information is correct in the [Online Permit System](#) or the [Assessor's property records](#), it will be updated in the DIY database soon. If you find it to be incorrect in either of those locations please [contact EH DIY Staff](#) so updates can be made. The ownership and address information in the DIY database has no impact on the registration process and is only provided for confirmation.

If there is more than one SOM case (meaning multiple septic systems found on file) on my tax parcel Geo ID how do I determine which one reports to which septic system?

At this time you must manually make that determination by attempting to register for each system and taking note of the year and type of septic system that is referenced in Step 3. If you are unable to make that determination please use the [Online Permit System](#) SOM case details to find the assigned address identifier and case description or [contact EH DIY Staff](#) for more information.

Why isn't my system eligible for the DIY program?

- Some systems such as biofilters or those with aerobic treatment units are proprietary devices and have specific requirements for inspection with warranties that do not allow homeowner inspectors. You should still become familiar with your system and understand how it works to keep it functioning properly.
- Septic systems serving a Commercial business or a Food Establishment are not eligible for DIY inspections due to the waste strengths associated with commercial activities.
- Systems for which there is no septic permit or adequate record on file may require a professional locate and inspection prior to the homeowner becoming certified.
- Septic systems located within the [Marine Recovery Area](#) require a professional inspection completed within the last three years to be on file with Clallam County Environmental Health.

For additional information on DIY eligibility requirements please visit Clallam County Environmental Health's [Summary of Septic System Inspection Requirements](#) webpage.

Why do I need a professional inspection first?

The Rules and Regulations of the State Board of Health, On-site Sewage Systems, 246-272A WAC, require counties to identify sensitive areas where septic systems may have a major impact, and to develop a management plan for the inspection and maintenance of those systems. The eastern end of Clallam County has been identified as a sensitive area to help protect the water quality in shellfish growing areas. This area is called the [Marine Recovery Area](#) or MRA. The requirement for a professional inspection is part of the plan to protect ground and surface waters in the MRA. Also any septic system where there is incomplete information on file about the type and location of all septic system components may require a professional inspection and system locate before the homeowner can become certified to do their own inspections of that system.

What if I don't know where my septic system is located?

All septic system permits should have an 'as-built' record drawing submitted to Environmental Health. Use the Clallam County [Online Permit System](#) search feature to look for septic permits in the format SEP(YEAR)-(five digit case number) and their associated scanned documents on your parcel by address or contact [Clallam County Environmental Health](#) to see if there is an 'as-built' record drawing of your system on file. If there is not a record available, you may need to call a professional to locate the system. The location drawing should then be submitted to the county.

What if I don't have time to watch the video after I register?

The video does not need to be viewed all at once. You may proceed at your own pace, exit the site if necessary, and return later using your SOM and PASSWORD to log in and return to the next step.

Why is the "Take the Test" button grayed-out once I complete the Registration Steps?

At this point in the registration process you MUST VIEW THE TRAINING VIDEO TO PROCEED. If you have already viewed the video, click on the "**View Training Videos**", and then on the next screen select the gray "Back" button. Always use the provided "Back" button links instead of your browser's back command.

Will someone be able to help me conduct my first inspection?

You may hire a professional inspector to help you, or request help from someone who is already certified. Remember, as a matter of safety: never inspect your septic system alone.

How can I report that I had my tank pumped or fixed my risers?

At the bottom of the inspection report you will have an opportunity to note that corrections are not needed, in progress, or complete, and to make additional comments. The inspection report should note actual conditions at the time of inspection, and any corrections made after would be noted at the bottom of the page. You may also submit copies of receipts for work done to [Environmental Health](#) so we may update your septic inspection records in our database.

How will Clallam County Environmental Health Services use my inspection data?

Clallam County Environmental Health maintains a permit database where this information will be stored. All Local Health Jurisdictions in Washington State are required by the Department of Health to track and submit semi-annual data on the inspection status of septic systems within their jurisdiction. The information you submit will help Clallam County meet those requirements. Personal information is not released. The [Results Washington](#) goal is to have 75% of septic systems statewide current on their inspections by 2016.

How will Clallam County insure my inspection report is correct?

As inspection data is imported into our Permit Database we will review it for completeness. You will be contacted your inspection indicates there is a problem with your system for follow-up. Environmental Health reserves the right to request a professional inspection and/or conduct inspections for verification of accuracy.

May I do an inspection for my neighbor or another family member?

Yes. They will still need to register on the DIY site and are encouraged to take the training. Either you or they will need to take the exam to have a certified inspector connected with the septic system at that address. You may not charge a fee, start a business, or inspect more than 10 systems in a year.

What if I am certified but then move to another home with a septic system?

You will need to verify the system eligibility for that parcel and take the exam to become the certified inspector for that system. You may [contact EH DIY Staff](#) to skip re-taking the exam if you wish. Viewing the video and training materials would be optional.

Are there any health or safety concerns if I inspect my own system?

Inspecting a septic system can potentially expose you to odors, bacteria and physical hazards. Please read the [Septic Safety Tips](#) to learn more.

What types of materials or tools are needed to inspect my system?

The inspection can be completed with a minimal amount of tools, many of which you may already own, such as a tape measure, drill, gloves, a hose and buckets. A complete list of materials and instruction on how to make the scum/sludge measuring sticks are included in the [field guide](#) .