

*Providing quality customer service to all of Oklahoma
through education and communication*

Why The Septic Guys?

The Septic Guys is founded on integrity, and we believe your family deserves the highest quality, dependable maintenance that can be provided. The Septic Guys is certified to monitor your wastewater system as required by the Oklahoma Department of Environmental Quality, the Oklahoma Certified Installers Association, the National Science Foundation, and the US Environmental Protection Agency. Our owner is certified by DEQ, bonded and insured, and carries a bachelors degree in Geology.

All septic systems require some level of maintenance. Regular pumping of your system is a good preventative measure. However, the Aerobic Wastewater Systems require routine maintenance; The Septic Guys staff full time, properly trained technicians to solve all of your septic problems and meet all of your needs.

We strive to be the best in service in order to help people with all of their septic needs or problems. As a homeowner with any on-site wastewater treatment system you must take an active role and learn how your system operates to insure proper maintenance and operation. Please call or e-mail us with questions.

The Septic Guys service and maintain the following Aerobic Systems...

| | |
|--------------------|-------------------------------------|
| Clearstream | Norweco |
| Hoot | Aqua Safe |
| Hydroaction | Solar Aire |
| Nyadic | Ask about your system brand! |



The Septic Guys.com

PO Box 30364
Edmond, OK 73003
(405) 341-7101 phone
(405) 341-7599 fax
info@thesepticguys.com

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The Septic Guys.com

PO Box 30364
Edmond, OK 73003
405-341-7101

Welcome and thank you for choosing The Septic Guys to perform your regular maintenance on your aerobic wastewater system! Enclosed you will find helpful information about your existing septic system. It is very important for us to have proper and updated information in your file at all times. We hope that you will find time to look this over, and call with any questions you may have.

There are a few things in this packet you should be informed of...

Manual – this homeowners manual should give you a general overview and idea of how your aerobic septic system works.

Items to Avoid – this is a comprehensive list of tips and “do’s and don’ts” for your aerobic system.

Q & A – this is a troubleshooting list. Keep it as a reference for quick answers to your septic problems.

DEQ Information – this is a quick overview of aerobic systems and the requirements set forth by the *Department of Environmental Quality*.

DEQ 576 Final – this is the final paperwork, signed by DEQ, which is filed in your file at our office, and at the Department of Environmental Quality. It shows a drawing of your system, as well as all the specifics.

Letter – this letter helps further explain our maintenance agreement, and the importance of having one on file.

Maintenance Agreement – this is a new maintenance agreement for you to sign and return. It explains our service and complies with the regulations as set forth by DEQ.

Forms – the Maintenance Agreement Deposit Form and Automatic Credit Card Billing Form are both to be filled out and returned with the Maintenance Agreement to receive your discount.

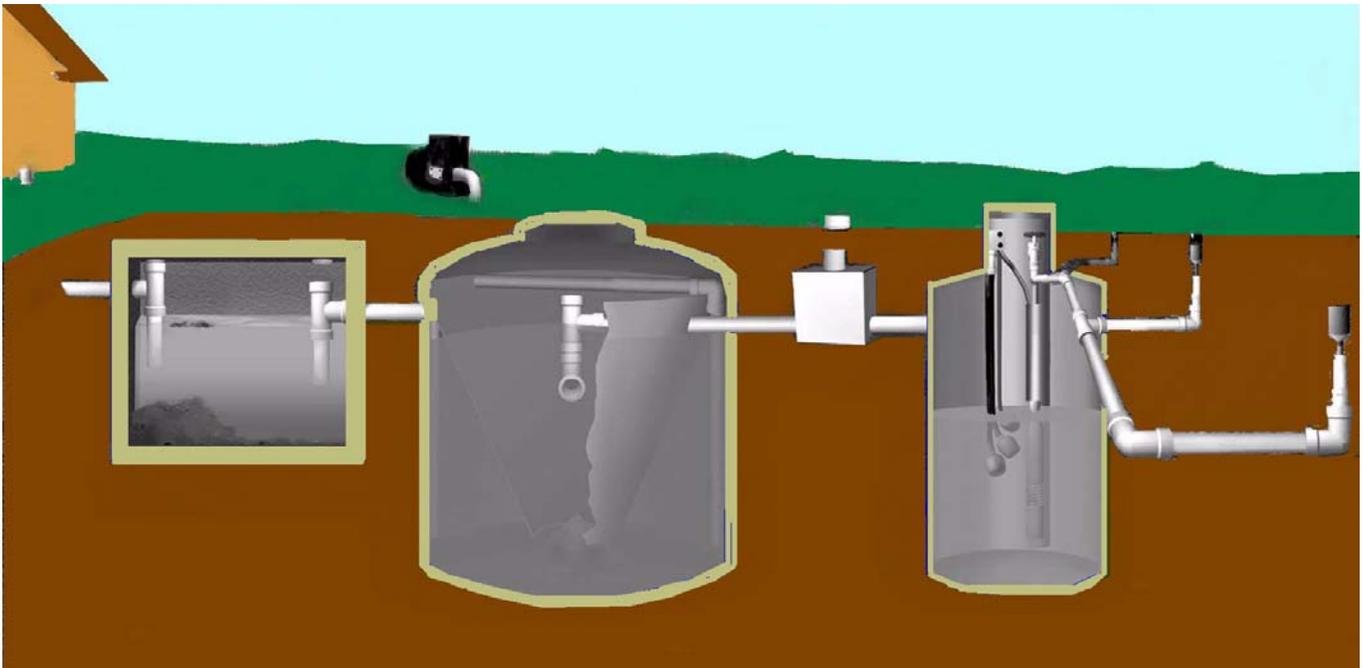
Please feel free to call the office with any questions, or to set up an appointment to explain your system to you on site.

Thank you,

The Septic Guys

AEROBIC TREATMENT SEWAGE DISPOSAL SYSTEM

*It's Your
On-Site System*



*Operation and Maintenance Guide for
Homeowners*

OKLAHOMA DEPARTMENT OF ENVIRONMENTAL QUALITY
Environmental Complaints and Local Services
P.O. Box 1677
Oklahoma City, OK 73101-1677
(405) 702-6222
or contact your local DEQ office



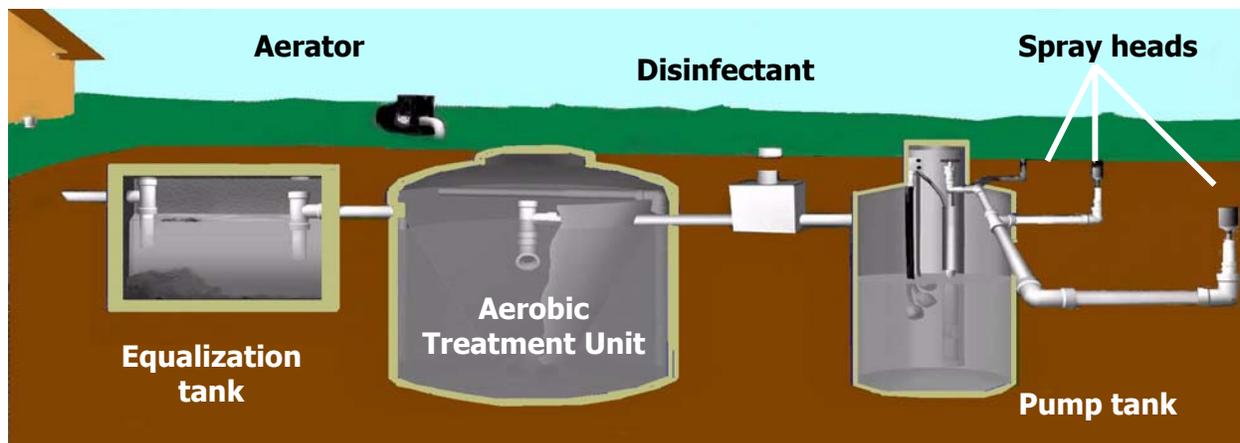
WHAT ARE THEY?

Aerobic treatment systems are on-site sewage disposal systems that use aeration to treat wastewater and surface application to dispose of the treated wastewater. Since aerobic systems do not rely on subsurface absorption, they may be used in any type of soil. They can also be used to replace subsurface systems that are failing due to high groundwater and/or poor soil. All aerobic treatment units must be certified as meeting the most current ANSI/NSF Standard 40, meaning they have been tested to prove that the unit is going to operate as the manufacturer claims.



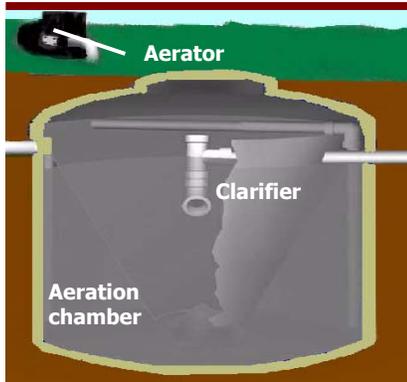
COMPONENTS OF AN AEROBIC TREATMENT SYSTEM

Aerobic treatment systems consist of: an equalization tank, an aeration chamber, and a disinfection chamber and surface application. These components are used to treat, disinfect, and apply the wastewater.



EQUALIZATION TANK

The equalization tank (aka trash tank), which may be built into the unit or may be a separate tank, serves as the first stage of treatment where it separates the solids from the liquids (effluent) before the liquids flow into the aeration chamber. The minimum size requirement for the equalization tank is 300 gallons.

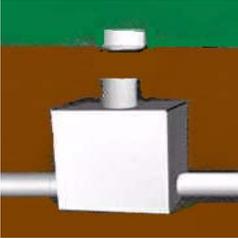


AEROBIC TREATMENT UNIT (AERATION CHAMBER)

Treatment of the effluent occurs in the aeration chamber when air is injected into the wastewater, which causes the natural bacteria to break down the organic material found in the wastewater. The wastewater then is settled in the clarifier where the solids are separated from the liquids.



DISINFECTION CHAMBER



After being treated in the aeration chamber, the treated effluent is disinfected in the pump tank most commonly with chlorine. Other disinfectants include ultraviolet (UV) irradiation and ozonation.

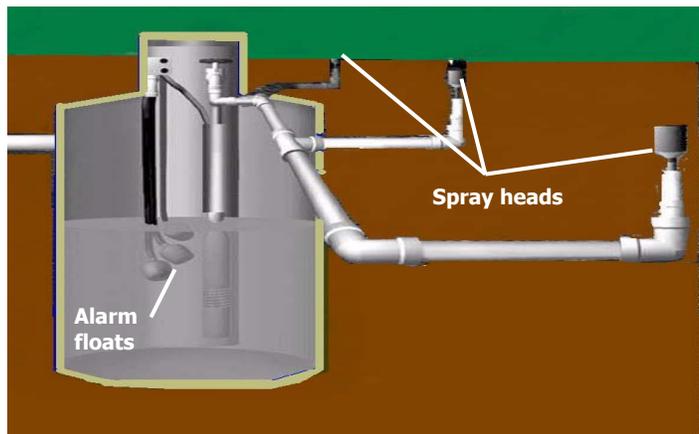


PUMP TANK

The pump tank is used to transport the treated effluent to the surface application area. The tank must be constructed of concrete, fiberglass or plastic, which may be built into the unit or may be a separate tank. The minimum capacity of the pump tank is 700 gallons, or, for systems with an average flow over 350 gallons per day, have a capacity of at least twice the average daily flow (a four bedroom home has an average daily flow of about 330 gallons per day).

SURFACE APPLICATION

Once disinfected, the effluent is suitable for surface application. The pump tank pumps the effluent to a distribution system that uses sprinklers for surface application. The sprinkler system is timed to automatically spray the effluent in the early morning (1am-6am) over a large vegetated area. Only disinfected effluent can be used for surface application. Most of the water evaporates and rest is absorbed and utilized by the vegetation.



Generally, aerobic systems require less land area than other on-site sewage disposal systems. However, there has to be sufficient land area available to allow the treated effluent to evaporate and/or be absorbed without creating any accumulation or runoff. The surface application area must support vegetative cover of grasses, shrubs or trees, and must be maintained at all times.

Surface application area is determined by the estimated or actual water usage and the net evaporation rate for the area. To know the application area required for your location, refer to Appendix H figure 5 in Chapter 641 or contact your local DEQ office.

ALARM SYSTEM



Every aerobic treatment system must have an alarm (visible, audible, or both) that alerts the owner/operator of a system failure. This lets the homeowner know if the aerobic treatment unit or pump tank becomes too full or if there is a malfunction with the system. The control box or alarm box should be kept in a place where the owner/operator can be easily alerted.

MAINTENANCE

Maintenance of an aerobic treatment system is the most important factor insuring proper system operation. DEQ rules require that the aerobic manufacturer or representative (installer) shall provide and sign a



two-year initial service policy, or maintenance agreement, with the owner/operator. After the two years has elapsed, contract renewal is optional. The cost of the initial service policy is included in the original purchase price and contains provisions for four inspection/service visits. These inspection/service visits are used to inspect, adjust, and service the electrical, mechanical and other components. This becomes the owner/operator's responsibility if the two-year initial service policy has expired and is not renewed.

Although some maintenance may be done by the owner/operator most should be performed

by a professional. Poorly maintained systems will not produce properly treated effluent. For the best care, follow the manufacturer's recommendations. As the owner/operator, use these general guidelines as a basis for maintaining your system.

- Aerobic units are designed to treat only household wastewater. If toxic or hazardous materials enter the system, treatment may be affected. (Normal household chemicals will not harm the system).
- Routinely inspect the equalization tank for sludge build up. Equalization tanks may need to be cleaned out every one to two years.
- Check the disinfecting system on a regular basis. Proper disinfection will greatly reduce the risk of pathogens in the effluent.
- Maintain the vegetative cover in the surface application area.
- Observe good water conservation practices.
- If an alarm is activated, call your maintenance provider or a professional.



AEROBIC SYSTEMS

Advantages

- Can be used to correct many failing systems.
- Produce a high quality effluent.
- Are suitable for use in nearly any soil condition
- Do not require a large area.



Disadvantages

- Are expensive to install, maintain and operate.
- May require more maintenance than other on-site systems. Wastewater disposal systems that rely on mechanical parts have the potential to breakdown.
- If any part of the system fails, wastewater will not receive complete treatment, and will result in improperly treated wastewater being discharged into the environment.
- Have a potential problem of downwind drift from the sprinkler system. It is important to observe distance from property line requirements and to install sprinkler heads.

Aerobic System Troubleshooting Guide for Homeowners

Important: If any problems encountered, contact Certified Installer or local DEQ representative

| Problem | Risks | Potential Causes | Potential Remedies |
|---|---|--|---|
| Sewage backs up into house and/or plumbing fixtures don't drain or are sluggish | Human contact with sewage is a serious public health risk. Many waterborne diseases exist in household sewage. | <ul style="list-style-type: none"> Excess water entering system Improper system design Improper operation Pump failure Blockage in plumbing | <ul style="list-style-type: none"> Fix leaks Install water-saving fixtures or practice water conservation Pump out aerobic tank and check pumps Seal pipe connections Stop using garbage disposal |
| Sprinklers not working properly | Human contact with sewage is a serious public health risk. Many water-borne diseases exist in household sewage. | <ul style="list-style-type: none"> Excess water use System blockages Sprinkler head damage Pump failure or improper operation | <ul style="list-style-type: none"> Fix leaks Install water-saving fixture or practice water conservation Pump out aerobic tank and check pumps Fence off area until problem is repaired Consult professional |
| Sewage odors— indoors | Toxic gases can cause discomfort and illness in confined spaces. | <ul style="list-style-type: none"> Improper plumbing Sewage backup in house Roof vent pipe clogged or closed | <ul style="list-style-type: none"> Repair plumbing Pump out septic tank and check pumps Replace water in drain traps |
| Sewage odors— outdoors | Major nuisance, potential health risk | <ul style="list-style-type: none"> Discharged effluent not being disinfected properly Overloading system Source other than owner's system | <ul style="list-style-type: none"> Pump out aerobic tank and check pumps Check chlorine and add if necessary Reduce the amount of chemical poured down drains Test chlorine residual or BOD content Check aerator and all filters and seals Maintain vegetative cover in the application area |

Do's and Don'ts of your Aerobic Septic System

Many operational problems with onsite septic systems exist because owners are unaware of the results their daily practices have on these systems. It is the owner's responsibility to operate the wastewater treatment system to the best of their ability; to keep maintenance to a minimum and insure high effluent quality. Please use the lists below as reference.



Do...

- Conserve water — **your system treats 20-25 gallons of water per hour.** Try and do laundry over a weeks time and not all in one day; do not use powdered laundry detergents or additives of any kind. Recommended detergents are low-sudsing, low phosphates and biodegradable.
- Minimize the amount of solid wastes — your system is designed to treat human waste and toilet paper. The more solids go in (i.e. garbage disposal) the more often they have to come out by having your system pumped.

Don'ts / Items to Avoid

- Backwash discharge from any type of water softener
- Inert Materials — plastics, dental floss, cigarette filters, bandages, hair, lint
- Paper Products — disposable diapers, tampons, sanitary napkins, cotton swabs, cotton balls, facial tissue, baby wipes, quilted toilet tissue, **NO "FLUSHABLE" CLEANING WIPES OF ANY KIND SHOULD BE FLUSHED OR PUT IN THE GARBAGE DISPOSAL**
- Food Wastes — animal fats and bones, grease, coffee grounds, citrus fruit rinds, corn cobs, or eggshells should not be put in the garbage disposal
- Cleaning Products/Commercial Additives — some disinfecting cleansers may kill the organisms needed to keep the good bacteria level proper in your tanks. The U.S. Environmental Protection Agency and others have found no evidence that additives support a normally functioning onsite treatment system
- Chemicals/Toxins — the following materials will kill the organisms necessary for treatment to occur correctly in your tanks — paint, paint thinner, solvents, drain cleaners, automotive fluids, fuels, pesticides, herbicides, fertilizers, disinfectants, sanitizers, **bleach**, higher use of household chemicals other than small amounts used in day to day house cleaning and laundries
- DO NOT USE Charmin or Northern, Look for the NSF approved symbol on all toilet tissues

visit us at
www.thesepticguys.com

Flushable does
not mean
Biodegradable!!



THE SEPTIC GUYS .com
405-341-7101

Aerobic Wastewater System Troubleshooting

Quick Reminders

- Your system is designed to treat 20-25 gallons of water every hour
- Seeing your sprinklers on during the daytime once in a while is okay
- Give your red light 48 hours and the problem may correct itself

Problem....Answer!

My red light is on!?

The red light is a general warning light and can have several meanings. A good rule of thumb is to wait 48 hours and let your system cycle a couple of times. If the light REMAINS ON AFTER 48 HOURS give us a call.

My sprinklers are spraying during the day!?

See the reverse for a checklist on your system spraying during the day. Did I use a large volume of water today, do I have any leaking toilets, do I have a water softener, did it just rain at my house, did I check my cleanout?

I think I need to add chlorine (Calcium Hypochlorite) tablets?

Tablets are added at each of our maintenance visits, but if you are a high volume water user, chances are you are using more tablets than we add at the time of service. Start by checking your chlorinator every month and keeping track of how many tablets are there. If needed, you can purchase the tablets and add them yourself.

Do I need to have my tanks pumped?

The NSF (National Science Foundation) recommends that all onsite septic systems be pumped once a year. During your regular maintenance we will recommend that your tanks need to be pumped when we see the need, but a routine pumping schedule would be a good idea for your aerobic system. Call us for pumping company referrals.

My system is backing up and/or my toilets are gurgling?

You can check this by looking in your CLEANOUT. The cleanout is 3"-4" in diameter, has a white cap, and is located in close proximity to your house. If the cap is taken off and you can see a visible clog then give us a call. Also check your Do's and Don'ts list to ensure you're not putting anything into the system that would cause a stoppage.

None of the above apply to me!

If none of the above applies to you, and you are experiencing a problem with your system, please document your observations and call us.



THE SEPTIC GUYS .com
405-341-7101

My sprinklers are spraying during the day! What do I do?

REMEMBER

- If your system is spraying during the day on occasion, it does not mean the system is malfunctioning
- The aerobic system is designed to be GRAVITY FED...this means water in, water out
- If you introduce larger amounts of water than the designed 20-25 gallons per hour, by doing any of the things below, your system WILL SPRAY to get rid of the extra water.

TO CHECK

Did I use a large volume of water today?

Has everyone been home today and using lots of water? Have you done a lot of laundry? A top load washer can typically use 60-80 gallons of water in ONE LOAD, and your system is only designed to treat 25 gallons in ONE HOUR!

Do I have any leaking toilets?

Have you done the dye test? You can add a few drops of food coloring to the toilet's holding TANK, and if it leaks through to the BOWL you have a leaking toilet!

Do I have a water softener?

How often does your softener backwash into the system? How many gallons is it backwashing each time? Can you reset it?

Did it just rain at my house?

If you just experienced a lot of rain at your house, you could be getting ground water flowing into the tanks, and the system will spray to expel this extra water. Ground water is a landscaping issue. If your sprinklers spray every time it rains, you may need risers added to your lids to prevent such a large amount of water from coming into the tanks.

Did I check my cleanout?

Sometimes you can still have a leak coming from somewhere in your house. You can check this by looking in your CLEANOUT. The cleanout is 3"-4" in diameter, has a white cap, and is located in close proximity to your house. If the cap is taken off and a stream of water is detected and constantly flowing there is a constant leak somewhere in the house!

None of the above apply to me!

If none of the above applies to you, and your sprinklers are still spraying consistently during the day, please document the time you see them each day and call us!

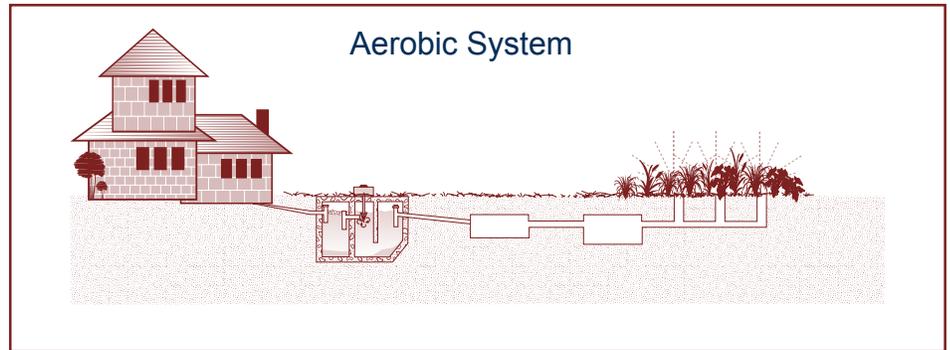
AEROBIC SYSTEMS

WHAT ARE THEY?

Aerobic treatment systems are on-site sewage disposal systems that use aeration to treat wastewater and surface application to dispose of the treated wastewater. Since aerobic systems do not rely on subsurface absorption, they may be used in any type of soil. They can also be used to replace subsurface systems that are failing due to high groundwater and/or poor soil.

HOW DO THEY WORK?

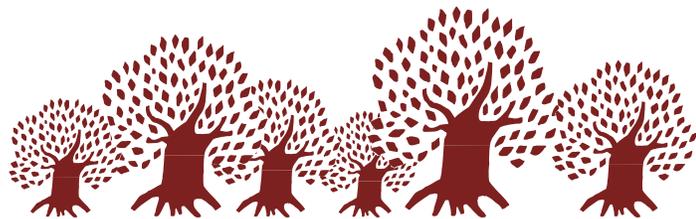
Aerobic treatment systems consist of: an equalization tank, an aeration chamber, a disinfection chamber and surface application. The equalization tank, which may be built into the unit or may be a separate tank, acts like a septic tank and separates the solids from the liquids (effluent) before the liquids flow into the aeration chamber. Treatment of the effluent occurs in the aeration chamber when air is injected into the wastewater, which causes the natural bacteria begin to break down and digest the organic material found in the wastewater. After being treated in the aeration chamber, the treated effluent is disinfected in the pump tank with chlorine or ultraviolet (UV) irradiation.



Once disinfected, the effluent is suitable for surface application and the pump tank pumps the disinfected effluent to a distribution system that uses a sprinkler system for surface application. The sprinkler system is timed to automatically spray the effluent at night (1am-6am) over a large vegetated area. (Only effluent that has been properly treated and disinfected, such as that produced by aerobic treatment unit or constructed wetland, can be utilized for surface application.) Most of the water evaporates and the rest is absorbed and utilized by the vegetation.

Generally, aerobic systems require less land area than other on-site sewage disposal systems. However, there has to be sufficient land area available to allow the treated effluent to evaporate and/or be absorbed without creating any accumulation or runoff. The surface application area must support vegetative cover of grasses, shrubs or trees, and must be maintained at all times.

Estimated or actual water usage and the net evaporation rate for the area are used to determine the actual size of a particular system.



OKLAHOMA DEPARTMENT OF ENVIRONMENTAL QUALITY
ENVIRONMENTAL COMPLAINTS AND LOCAL SERVICES

P.O. Box 1677

Oklahoma City, OK 73101-1677

(405) 702-6222

or 1-800-522-0206



MAINTENANCE

DEQ regulations require a lifetime maintenance contract. Although some maintenance may be done by the homeowner, most should be performed by a professional.

AEROBIC SYSTEMS

Advantages

- Can be used to correct many failing systems.
- Produce a high quality effluent.
- Are suitable for use in nearly any soil condition.
- Do not require a large area.



Disadvantages

- Are expensive to install, maintain and operate.
- May require more maintenance than other on-site systems. All wastewater disposal systems that rely on mechanical parts have the potential to breakdown.
- If any part of the system fails, wastewater will not receive complete treatment, and will result in improperly treated wastewater being discharged into the environment.
- Have a potential problem of downwind drift from the sprinkler system. It is important to observe distance from property line requirements and to properly install sprinkler heads.



TIPS TO AVOID TROUBLE

Have a maintenance contract. Regulations require a maintenance contract to be in place for the life of the system. This will insure that all mechanical parts receive proper maintenance.

Aerobic units are designed to treat a specific volume of wastewater and to process only household wastewater. If toxic or hazardous materials enter the system, the biological process may be affected and cause improperly treated wastewater to be discharged into the environment. (Normal household chemicals are okay to use.)

Check the disinfecting system on a regular basis. Proper disinfection will greatly reduce the risk of pathogens in the discharge.

Install the surface application system in a low traffic area to avoid damage to the sprinkler system.

Maintain the vegetative cover in the surface application area. Do not allow growth to impede spray of the sprinkler heads.

Always provide a safe buffer zone around the surface application area.

As is the case with all on-site systems, it is critical to observe good water conservation practices.

What type of chlorine should I use for wastewater disinfection?

When disinfection of secondarily treated wastewater effluent is required and you are using chlorine tablets, it is important that you use a chlorine tablet that is made from calcium hypochlorite and is certified for wastewater disinfection by EPA (Environmental Protection Agency). They are very reactive and will kill 99% of the bacteria presence in the effluent within 10 minutes. Follow all warning and precaution statements of the chlorine tablet manufacturer to protect yourself and the system equipment. **WARNING: DO NOT** use swimming pool chlorine tablets in your disinfection system. The chlorine in these tablets is made from trichlorisocyanuric acid. Swimming pool tablets dissolve more slowly than calcium hypochlorite and do not thoroughly disinfect the effluent. Additionally, there is a danger of explosion using swimming pool tablets since the tablets will release an explosive gas called nitrogen chloride due to the fact that they are not totally immersed in water at all times while in use. They are not approved by EPA for wastewater effluent disinfection.

Questions? Call our office (405) 341-7101 or
Oklahoma Department of Environmental Quality (405) 702-6100





The Septic Guys.com

PO Box 30364
Edmond, OK 73003
405-341-7101

Dear Homeowner,

Thank you for giving us the opportunity to service your aerobic wastewater treatment system. The purpose of my letter is to inform and educate you on the importance of maintenance agreements and what they can do for you as a homeowner with an aerobic wastewater treatment system.

The Department of Environmental Quality regulations require a lifetime maintenance contract. DEQ governs all wastewater rules and regulations in the state of Oklahoma. These rules and regulations are for your protection as well as your neighbor's environment; please remember you are processing wastewater liquids (effluent) for surface application. Our company is accountable to *DEQ* and *NSF* (National Science Foundation) for each and every system we maintain and our maintenance records are often audited. Regular maintenance will extend the lifetime of your system, as any system *not* properly maintained will cause undo stress on all electronic parts.

Please read the maintenance agreement thoroughly. It is very important for us to have the proper and updated information in your file at all times. Having continual knowledge about your septic system helps ensure that we can have problems handled more quickly.

Communication is very important to us; however, due to homes selling without the previous homeowner/builder contacting us, our only communication is via US mail, e-mail and with a continuing agreement. The agreement pertains to that address' system and the person(s) in possession of that system at the date of maintenance. Unless we are notified in writing by the current owner, "*the homeowner would like to cancel this contract and transfer maintenance to another certified installer*", **maintenance will continue from owner to owner, year to year.**

Even though your unit will be maintained by us each 5-7 months, we would like to *thank you*; by giving you the discounted amount for having the proper paperwork in order. Our company strives to give the "best service available, least possible cost honor system." We achieve this by preauthorization and monthly payment plans or no prepayment. Preauthorization equals discount, and discount equals savings while receiving quality service.

Sincerely,

David James

David James
Geologist/Certified Installer
Dj/lam

The Septic Guys.com

Aerobic Continuing Maintenance Agreement

PO Box 30364 Edmond, OK 73003 (405) 341-7101

Address: _____ Phone: _____

Owner: _____ E-mail: _____

This continuing maintenance agreement goes into effect as of date signed. It will continue on a yearly base, unless the distributor is notified in writing by the homeowner that, *the homeowner would like to cancel this contract and transfer the responsibility of maintenance to another certified aerobic distributor*; in which all documents in that file will be sent to the new certified maintenance provider.

Please understand the rules and regulations of your Oklahoma Department of Environmental Quality. Their regulations require a maintenance contract to be in place for the life of the system, as this will insure that all mechanical parts receive proper maintenance.

Distributor will perform required periodic maintenance, two (2) visits each year, to the above listed aerobic wastewater system, at the rate of **\$150.00** per visit, billed after each visit. *When this **maintenance agreement** is signed and on file with this distributor, the **maintenance deposit form and the automatic credit card billing authorization form** are filled out, each maintenance service call will be **discounted at \$125.00** per visit.*

This agreement is “**service labor only**” for normal routine inspections and maintenance. Quality inspection will include a visual inspection for color, turbidity, sludge build up, scum overflow, odor, and checking and cleaning filters on aerator and aeration tank. Mechanical and electrical inspection and service includes: inspecting aerator, diffusers, floats, surge control weir, photo sensor, alarm panel, and replacing or repairing any component not found to be functioning correctly.

Extra charges will be due if the owner causes violations. **Violations include:** any manual manipulation of the system, overloading the system above its rated capacity, or introducing excessive amounts of harmful matter into the system.

I understand and agree with the above information. I understand that, in order to receive my discount, I must have the maintenance deposit form and the automatic credit card billing authorization form filled out and filed with the maintenance agreement. I also understand that this agreement DOES NOT include the cost of chlorine, filters, diffusers, sprinkler heads, or water sampling tests required by the state of Oklahoma. Pumping of sludge build up in any of the tanks is the responsibility of the homeowner. If the home is sold, it is my responsibility to inform the future homeowner of the rules and regulations as stated in this maintenance agreement.

Date: _____ Homeowner: _____

NOTE: This agreement is transferable from homeowner to homeowner. The cost associated with this agreement is subject to change and the distributor has the right to cancel at any time. © Copyright March 2007

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Maintenance Deposit Form

To complete the maintenance agreement sign up, fill out the following deposit form. The deposit is kept as a secure deposit until a written request is made regarding cancellation of services provided. At that time the account will be reviewed for outstanding balances, if none are found, the money will be fully refunded.

Customer Information

Name

Phone

Address

Payment Information (to be completed by merchant)

I authorize The Septic Guys to bill the card listed below:

Amount \$ **100.00**

Credit Card Information (to be completed by customer)

The Septic Guys accepts the following credit cards: **Visa, MasterCard, Discover**

I have already provided my credit information on the Automatic Billing form (if applicable)

Credit card type

Credit card number

Expires

_____ / _____

Cardholder's name

Cardholder's zip code (required)

(as shown on credit card)

(from credit card billing address)

Customer's signature

Date

FOR OFFICE USE ONLY

Transaction ID _____ Automatic CC Billing Form Filled Out? y or n

Written Cancellation Received? y or n

Date Received _____ Date Refunded _____ Check # _____

The Septic Guys.com

Automatic Credit Card Billing Authorization Form

To enjoy the convenience of automatic billing, and to receive a \$25 discount on your maintenance agreement, simply complete the Credit Card Information section below and sign the form. All requested information is required. Upon approval, we will automatically bill your credit card for the amount(s) indicated and your total charges will appear on your credit card statement. You may cancel this automatic billing authorization at any time by contacting us in writing.

Customer Information (to be completed by customer)

Name

Phone

Address

Payment Information (please select your payment option below)

I authorize The Septic Guys to automatically bill the card listed below as specified:

Amounts \$ two times per year – includes both of my regular scheduled maintenances

three times per year – includes both of my regular scheduled maintenances and the annual BOD/TSS test

Note: Regular scheduled maintenance will not exceed \$ **150.00** and BOD/TSS testing will not exceed \$ **125.00** unless changes occur and homeowner is notified prior to changes. Any costs associated with extra service calls, emergency calls, or parts replacement will be an additional cost and must be paid upon receipt.

Credit Card Information (to be completed by customer)

The Septic Guys accepts the following credit cards: **Visa, MasterCard, Discover**

I have already provided my credit information on the Maintenance Deposit form (if applicable)

Credit card type

Credit card number

Expires

Cardholder's name

Cardholder's zip code (required)

(as shown on credit card)

(from credit card billing address)

Customer's signature

Date

FOR OFFICE USE ONLY

Start billing on ____/____/____

End billing **when customer provides written cancellation**