



## **Virtual Septic System Final Inspections: Contractor's Instructions** Qualification, Technology, Scheduling, Fees, and Field Inspection

### **Qualification of Contractor Performing Virtual Septic System Final Inspection**

Every contracting company participating in the Virtual Septic System Final Inspection Program must have individual representatives of the company who will be performing the inspections be qualified by the Pima County Department of Environmental Quality (PDEQ) before participating in the Program. In addition, each person performing an inspection (contractor) must have their Skype connection verified. When a Virtual Septic System Final Inspection is requested, PDEQ must verify that the contractor has been qualified. PDEQ reserves the right to revoke the Virtual Septic System Final Inspection qualification for reasons listed below.

#### *Qualification Steps*

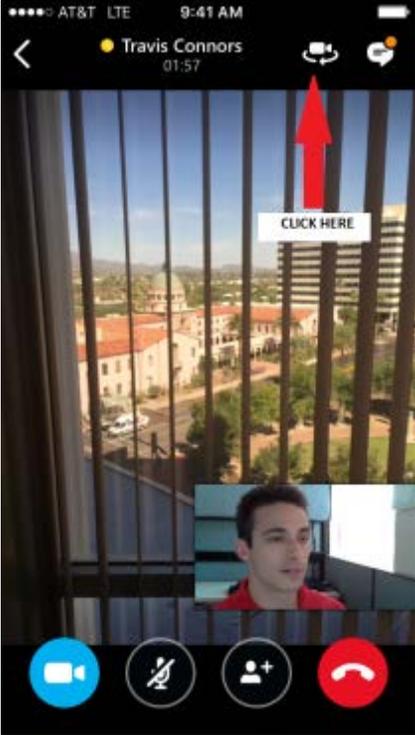
1. PDEQ shall ensure that the contractor has a sufficient smart phone to download Skype. PDEQ will send the "Virtual Septic System Final Inspections: Contractor's Instructions" to the contractor via email to explain the inspection process, and will instruct the contractor to follow the instructions, including setting up the Skype account.

#### Instructions for Setting-Up the Skype Account:

- a. Download Skype on your smart phone or tablet and create a Skype account. When prompted during the download, be sure to allow the program permission to access your camera and sound.  
NOTE: The "Skype for Business" program does NOT work for these inspections
    - i. Downloading Skype (online instructions):
      1. [Android](#)
      2. [iPhone](#)
  - b. Add the PDEQ Septic Inspector to your Skype Contacts. The Skype contact name is: **deqsepticinspector**
    - i. Adding Contacts (online instructions):
      1. [Android](#)
      2. [iPhone](#)
2. PDEQ shall accept the contact request on their Skype account and perform a test call to ensure connectivity.

### Skype Test Call Instructions

- A. Open the Skype program
- B. PDEQ will call contractor at scheduled time
- C. When the call is accepted (to accept the call, the contractor should click the video icon, NOT the phone icon), ensure that the video and sound is working on both the contractor and PDEQ's side. Ensure that your video feed is facing outward (instead of toward your face), and if not, click the small video rotate icon in the upper right corner of the screen to change video directions.

	
<p>Contractor's screen when Receiving PDEQ's call. Contractor must click the button indicated for video calling.</p>	<p>Contractor's screen after Accepting PDEQ's call. This video orientation (outward) is correct. Contractor must click the button indicated to change directions.</p>

3. If the test call works and the contractor's company *has* already been field-verified, then qualification is complete and the contractor is included in the qualified list.  
-OR-  
If contractor's company *has not* yet been field-verified, proceed to next steps:
4. PDEQ shall meet the contractor on site, and, after ensuring Skype is set up, PDEQ shall walk the contractor through a typical Virtual Septic System Final Inspection, demonstrating various steps and having the contractor repeat them.

5. If PDEQ approves the contractor's ability to perform the inspection alone, PDEQ will qualify contractor and contracting company by including both to the "[Virtual Inspection Qualified Contractors List.](#)"

#### *Revoking Virtual Septic System Final Inspection Contractor Qualification*

PDEQ reserves the right to revoke the Virtual Septic System Final Inspection qualification to contractors for reasons including but not limited to the following:

- Frequent cancellation and rescheduling
- Numerous failures
- Patron/contractor technology and device issues
- Difficulty with conducting the virtual inspection

#### **Inspection Scheduling and Fees**

The following are instructions for a contractor to schedule a Virtual Septic System Final Inspection:

1. Prior to scheduling an inspection, ensure that phone has LTE or 4G Wireless service and at least two (2) bars of reception at specific site.
2. Schedule the inspection the business day before the inspection, by 4 PM, in the IVR voicemail system (520-724-6970). Earlier scheduling will allow for easier communication. AND:
3. Leave a message in the IVR system voicemail requesting the virtual septic system final inspection and a *suggested* time for the inspection (inspections can be performed between 8:15 AM and 4 PM), and the best callback phone number. If not contacted by 4 PM, call the PDEQ main number (520-724-7400) and ask to be transferred to the Septic Inspector.
4. PDEQ shall contact contractor as soon as possible and schedule the inspection time. Note that scheduling will be coordinated with contractor and PDEQ's schedule.  
**NOTE:** The inspection shall occur *only* if PDEQ confirms the inspection time with the contractor.

#### *Cancelling or Rescheduling Inspection*

1. To cancel or reschedule a virtual inspection after 4 PM the day before the inspection, or the morning of the inspection, call the PDEQ main number (520-724-7400) and ask to be transferred to the Septic Inspector.  
**NOTE:** Virtual Septic System Final Inspections should be cancelled and rescheduled as early as possible, but no cancellation re-fee will be charged to the contractor.

## *Fees and Scheduling*

- The fee for a virtual inspection is the same as an in-person inspection: \$130
- Based on PDEQ availability, two (2) *partial* Virtual Septic System Inspections (for an individual location) may be scheduled for one day (i.e. one inspection in the morning and a second inspection in the afternoon), and must be requested in the IVR voicemail message. Only one (1) \$130 inspection fee will be charged if both *partial* inspections occur during the same day, however, a 2<sup>nd</sup> inspection fee will be charged for a partial inspection scheduled for a different day.

## **Procedure for Contractor to Conduct Virtual Septic Final Inspection**

1. Prior to scheduling an inspection, ensure that your telephone has LTE or 4G Wireless service and at least two (2) bars of reception at specific site.
2. Prior to the inspection itself, send all necessary paperwork, including a completed and signed Watertightness Test and any “As-Built” changes to pdeqer@pima.gov (pdf or photo jpeg of paperwork OK), or to inspector’s cell phone. Forms also may be sent after the inspection.
3. Prior to the inspection time, confirm that the necessary tools for the inspection are readily available. The following tools are necessary:
  - a. 25’ measuring tape (100’ tape for Pipe and Gravel Inspection only)
  - b. Level
  - c. Tape (duct, painters, or electrical) (For Pipe and Gravel Inspection only)
4. Prepare to receive Skype call by ensuring that the Skype program is on, telephone is fully charged.
5. To better facilitate better audio, ensure that all power equipment near the inspection is turned off. Using headphone is recommended for hearing inspector better.
6. After receiving the Skype call from PDEQ, follow PDEQ’s instructions as directed over the call.

### **Contractor Tips:**

- Review the [Chamber or Trench Septic System Final Inspection Checklist](#) prior to the inspection to get familiar with what PDEQ will be requesting to observe during the inspection.
- It is important to keep phone out of direct sunlight as much as possible to in order to reduce overheating.
- Utilize the headphones in order to better hear PDEQ.