



Wastewater System Guidelines for Homeowners

Service Providers Info Sheet

Goal: To aid someone seeking a service provider by asking all the right questions. Property owners seeking services from service providers want proper service for a fair price, but often don't know what services are necessary. For all services related to onsite systems you should seek a professional with expertise specific to the service you need. Most services require an Arizona license or certification. Some Arizona counties may have lists of qualified service providers.

Questions to ask any potential service provider:

1. What are your professional qualifications: license(s), certification(s), education?
2. What is your business experience: years, specific experience for service needed, liability insurance, worker's compensation, factory training, other training, references, websites with reviews and ratings?
3. Ask for 3 references from customers that have used their services
4. Do you belong to any professional associations: chamber of commerce, AZEHA, AzOWRA, NOWRA, WEF, AZ Water, or others (e.g. Better Business Bureau, etc)?

Basic questions to ask about contracts with a service provider:

1. What services or materials are provided?
2. What services or materials are not provided?
3. What other costs may apply?
4. How will additional approved services or materials be charged? At what rate? When does the rate accrue? How are charges for additional services to be approved?
5. What will be required of me (the owner/developer)? Access, (padlocks, fences, dog(s)), Utilities (power on, water on), Finish work (final grading, landscaping)
6. When and under what terms is payment due?
7. What documentation is provided? Photos, reports, sketches, as-built drawings? What follow up is provided? Warranties, guarantees?