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Getting Started

Contact OnlineRME

Visit onlinerme.com/OnlineRMEMarketing/ormeregister.htm to set up your account. Register for a company ID number. If you have questions about how to use OnlineRME, email support@onlinerme.com or call (888) 963-9608.

Contact the Health Department

Give us your OnlineRME company ID number so we can activate your firm for Pierce County use only. Email oscp@tpchd.org or call (253) 649-1860.

Reportable Activities

On-Site System (OSS) Inspection Report

- Complete Operation & Maintenance (O&M) Inspection
  - For routine septic system evaluations.
  - For property sales with Report of System Status (RSS).
  - For O&M annual or 3-year inspections Health Department notification system requirement.
  - Extended Maintenance and Minor Repairs.

- Inspection Report Exceptions
  - Washington state regulates LOSS (Large On-Site System) systems larger than 3,500 gpd.
  - Local municipalities regulate lift stations, grinder or side-sewers and STEP systems.

- Intermittent Inspection
  - Inspection of proprietary device first two years: see Fee Exemptions.
  - Alarm calls: no fee charged: see service reports.

Pump Report

- Called to pump tanks only.

OSS Inspection/Pump done by more than one company

- O&M firm does inspection but has a different firm pump the tanks.
  - O&M firm completes OSS Inspection Report, shows gallons pumped in appropriate field and includes the pumping firm’s name in comments field. Pumping firm doesn’t need to report in OnlineRME.
  - Or the pumping firm submits a pump report separate from the O&M inspection report.
Finding Pierce County Records in OnlineRME

Ways to search for a property

Property Address

Enter the street number and/or street name. Use part of the street name if you don’t know the spelling.
Site Name – Single Property

This search will only display records where the Site Name field is populated.

Enter the name or part of the name for Business and Mobile Home Park records.

Tax ID

Pierce County Assessor’s office creates a ten-digit parcel number with no characters.

Use the parcel number here (if known) to locate records for parcels with more than one residence.
Site Name – LOSS/MultiParcel

Community Systems – enter all or part of subdivision name.

Property Search

Select Your Search Region:
- Country: United States
- State: Washington
- County: Pierce

Setup Your Search Criteria:
- Search For: Site Name - LOSS/Multi Parcel
- Site Name: cedar hollow

Submit Search

Owner Last Name

Use this option if you know the owner's name.

Property Search

Select Your Search Region:
- Country: United States
- State: Washington
- County: Pierce

Setup Your Search Criteria:
- Search For: Owner Last Name
- Last Name: smith

Submit Search
Jurisdiction ID

The Health Department ON number identifies a single record. The ID always starts with ON followed by seven digits. The number is printed on Inspection Due notification letters sent to property owners.

![Property Search Form]

Record Organization

Most parcels have one record in OnlineRME. The following are exceptions.

Community Systems

Search by L.O.S.S./Multi Parcel.

<table>
<thead>
<tr>
<th>Country</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>Washington</td>
</tr>
<tr>
<td>County</td>
<td>Pierce</td>
</tr>
</tbody>
</table>

Search For: Site Name - L.O.S.S./Multi Parcel

Site Name: springfield

Select “Associated Properties”. This will give you all the drainfields and lots in the community.
### Site Menu
- Site Information
- System Details
- Contract Information
- Associated Properties

### Table: Site Information

<table>
<thead>
<tr>
<th>System</th>
<th>Site Name</th>
<th>Site Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Springfield Estates CS J</td>
<td>Springfield Estates CS A Drainfield</td>
<td>16203 120th AVE E</td>
</tr>
<tr>
<td>Springfield Estates CS A</td>
<td>Springfield Estates CS A Drainfield</td>
<td>15515 119th AVCT E</td>
</tr>
<tr>
<td>Springfield Estates CS K</td>
<td>Springfield Estates CS B Drainfield</td>
<td>16205 120th AVE E</td>
</tr>
<tr>
<td>Springfield Estates CS B</td>
<td>Springfield Estates CS B Drainfield</td>
<td>15515 119th AVCT E</td>
</tr>
<tr>
<td>Springfield Estates CS G</td>
<td></td>
<td>11902 155th STCT E</td>
</tr>
</tbody>
</table>
Enter inspections and pumping of shared community components in the system/drainfield record.

Enter tank inspections and pumping at individual homes in the individual record for each address.

**Primary Residence**

OnlineRME will show two records for parcels with two houses. See the primary residence record. Note the house number is 37710 but the parcel number is the same as the ADU.

**ADU/Accessory Dwelling Unit**

This is the corresponding ADU record. Note the house number is 37708 but the parcel number is the same as the primary residence. Also note the accessory dwelling property type.
Many of these primary residence/ADU sites have two systems, so submit a report for each system on record. Both systems require inspections.

One system is often an older gravity system which may not require an inspection unless the parcel is being sold. If both houses share one system, then enter the report in the record for the primary residence.
Multi-Family (Duplex, Triplex, 4plex, etc.) Not Condo

A. Properties with different parcel numbers, same address and share a septic system.
   a. Requires separate reports with the same information (request fee waiver for one report).
B. Properties with the same parcel, same address and separate septic system.
   a. Requires one report and fee per system.
C. Properties with the same parcel, same address and share a system.
   a. Requires one report and fee.
D. Properties with the same parcel, different address and share a septic system.
   a. Require one report and fee.
E. Properties with the same parcel, different address, separate system.
   a. Requires one report and fee per system.
F. Properties with different parcel, different address, and share a system
   a. Requires separate reports with the same information (request fee waiver for one report).

Example A

ONSITE SEWAGE SYSTEM INSPECTION DETAIL

<table>
<thead>
<tr>
<th>TANK: Septic Tank - 1 Compartment Unit A</th>
</tr>
</thead>
<tbody>
<tr>
<td>This component was:</td>
</tr>
<tr>
<td>Effluent level within operational limits (if NO explain in comments):</td>
</tr>
<tr>
<td>All required baffles in place (N/A = No baffles required):</td>
</tr>
<tr>
<td>Effluent Filter Cleaned (N/A = Not Present):</td>
</tr>
<tr>
<td>Compartment 1 Scum accumulation (Inches, if other specify):</td>
</tr>
<tr>
<td>Compartment 1 Sludge accumulation (Inches, if other specify):</td>
</tr>
<tr>
<td>If pumping was needed, was the tank pumped? (NA = no pumping needed)</td>
</tr>
<tr>
<td>A modification/repair was completed on the component (If yes, provide detail in comments):</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TANK: Septic Tank - 1 Compartment Unit B</th>
</tr>
</thead>
<tbody>
<tr>
<td>This component was:</td>
</tr>
<tr>
<td>Effluent level within operational limits (if NO explain in comments):</td>
</tr>
<tr>
<td>All required baffles in place (N/A = No baffles required):</td>
</tr>
<tr>
<td>Effluent Filter Cleaned (N/A = Not Present):</td>
</tr>
<tr>
<td>Compartment 1 Scum accumulation (Inches, if other specify):</td>
</tr>
<tr>
<td>Compartment 1 Sludge accumulation (Inches, if other specify):</td>
</tr>
<tr>
<td>If pumping was needed, was the tank pumped? (NA = no pumping needed)</td>
</tr>
<tr>
<td>A modification/repair was completed on the component (If yes, provide detail in comments):</td>
</tr>
</tbody>
</table>
### Example B

<table>
<thead>
<tr>
<th>Tax ID</th>
<th>Site Name</th>
<th>Site Address</th>
<th>Last Name</th>
<th>First Name</th>
<th>Company Name</th>
<th>JurisdictionID</th>
</tr>
</thead>
<tbody>
<tr>
<td>53250000248</td>
<td>8123A-B 110th ST E</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ON0119818</td>
</tr>
<tr>
<td>53250000248</td>
<td>8123A-B 110th ST E</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ON0208264</td>
</tr>
</tbody>
</table>

### Example C

**ON SITE SEWAGE SYSTEM INSPECTION DETAIL**

**TANK Septic Tank - 2 Compartment #A**
- Effluent level within operational limits (if NO explain in comments): **YES**
- All baffles in place (NA = No baffles required): **YES**
- Effluent Filter Cleaned (NA = Not Present): **YES**
- Compartment 1 Soare accumulation (inches, if other specify): **12**
- Compartment 1 Sludge accumulation (inches, if other specify): **16**
- Compartment 2 Soare accumulation (inches, if other specify): **0**
- Compartment 2 Sludge accumulation (inches, if other specify): **10**
- If pumping was needed, was the tank pumped? (NA = no pumping needed): **NO**
- A modification/repair was completed on the component (if yes, provide detail in comments): **NO**

**TANK Septic Tank - 2 Compartment #B**
- Effluent level within operational limits (if NO explain in comments): **YES**
- All baffles in place (NA = No baffles required): **YES**
- Effluent Filter Cleaned (NA = Not Present): **YES**
- Compartment 1 Soare accumulation (inches, if other specify): **4**
- Compartment 1 Sludge accumulation (inches, if other specify): **8**
- Compartment 2 Soare accumulation (inches, if other specify): **0**
- Compartment 2 Sludge accumulation (inches, if other specify): **5**
- If pumping was needed, was the tank pumped? (NA = no pumping needed): **NA**
- A modification/repair was completed on the component (if yes, provide detail in comments): **NO**
Example D

**ONSITE SEWAGE SYSTEM INSPECTION DETAIL**

### TANK: Septic Tank - 1 Compartment 1000 gallons - 833

<table>
<thead>
<tr>
<th>This component was:</th>
<th>Fully Inspected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effluent level within operational limits (if NO explain in comments):</td>
<td>NO</td>
</tr>
<tr>
<td>All required baffles in place (N/A = No baffles required):</td>
<td>YES</td>
</tr>
<tr>
<td>Effluent Filter Cleaned (N/A = Not Present):</td>
<td>N/A</td>
</tr>
<tr>
<td>Compartment 1 Scum accumulation (inches, if other specify):</td>
<td>8</td>
</tr>
<tr>
<td>Compartment 1 Sludge accumulation (inches, if other specify):</td>
<td>3</td>
</tr>
<tr>
<td>If pumping was needed, was the tank pumped? (N/A = no pumping needed):</td>
<td>YES</td>
</tr>
<tr>
<td>A modification/repair was completed on the component (If yes, provide detail in comments):</td>
<td>NO</td>
</tr>
</tbody>
</table>

### TANK: Septic Tank - 1 Compartment 1000 gallons - 835

<table>
<thead>
<tr>
<th>This component was:</th>
<th>Fully Inspected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effluent level within operational limits (if NO explain in comments):</td>
<td>YES</td>
</tr>
<tr>
<td>All required baffles in place (N/A = No baffles required):</td>
<td>YES</td>
</tr>
<tr>
<td>Effluent Filter Cleaned (N/A = Not Present):</td>
<td>YES</td>
</tr>
<tr>
<td>Compartment 1 Scum accumulation (inches, if other specify):</td>
<td>10</td>
</tr>
<tr>
<td>Compartment 1 Sludge accumulation (inches, if other specify):</td>
<td>8</td>
</tr>
<tr>
<td>If pumping was needed, was the tank pumped? (N/A = no pumping needed):</td>
<td>YES</td>
</tr>
<tr>
<td>A modification/repair was completed on the component (If yes, provide detail in comments):</td>
<td>NO</td>
</tr>
</tbody>
</table>

Example E

<table>
<thead>
<tr>
<th>Tax ID</th>
<th>Site Name</th>
<th>Site Address</th>
<th>Last Name</th>
<th>First Name</th>
<th>Company Name</th>
<th>JurisdictionID</th>
</tr>
</thead>
<tbody>
<tr>
<td>0419078033</td>
<td>12102 Woodland AVE E</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ON0082503</td>
</tr>
<tr>
<td>0419078033</td>
<td>12104 Woodland AVE E</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ON0212961</td>
</tr>
</tbody>
</table>
Example F

<table>
<thead>
<tr>
<th>Site Name:</th>
<th>Tax/Assessor Number</th>
<th>Lot</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0221042025</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Street#</th>
<th>PreDir</th>
<th>Street Name (name only)</th>
<th>Suffix</th>
<th>PostDir</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>9513</td>
<td></td>
<td>Sunrise Beach</td>
<td>DR</td>
<td>NW</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gig Harbor</td>
<td>Washington</td>
<td>Pierce</td>
</tr>
</tbody>
</table>

General Site Comments (Official Use Only - Viewable by All)

Shared system with 9509 Sunrise Beach, APN 0221042067.

**COMMENTS & GENERAL INSPECTION NOTES**

No Deficiencies Noted

Shared system with 9509

**GENERAL SITE & SYSTEM CONDITIONS**

The General Site and System Conditions were:

- All Components accessible for maintenance, secure and in good condition: **YES**
- All required service performed (if no - specify omitted inspection items in notes): **YES**
- Effluent leaking onto the surface of the ground from any component? (If yes, explain in comments): **NO**
- Components appear to be watertight - no visible leaks: **YES**
- Property Occupied? (If NO, describe any vacancy effects in notes): **YES**
- Improper encroachment (structures/impervious surfaces); cover, or settling problems observed: **NO**
- Risers and lids secured: **YES**
- Approximate GALLONS pumped during visit (leave blank if not pumped): 500

**ONSITE SEWAGE SYSTEM INSPECTION DETAIL**

**TANKS: Septic Tank - 2 Compartment Located at 9509.**

This component was:

- Effluent level within operational limits (If NO explain in comments): **YES**
- All required baffles in place (NA = No baffles required): **YES**
- Effluent Filter Cleaned (NA = Not Present): N/A
- Compartment 1 Scum accumulation (Inches; if other specify): 2
- Compartment 2 Sludge accumulation (Inches; if other specify): 6
- Compartment 2 Scum accumulation (Inches; if other specify): 0
- Compartment 2 Sludge accumulation (Inches; if other specify): 4
- If pumping was needed, was the tank pumped? (NA = no pumping needed): **YES**
- A modification/repair was completed on the component if yes, provide detail in comments: **NO**

**Drainfield (disposal): Gravity Located at 9509.**

This component was:

- Inspection ports located and inspected (NA if no inspection ports installed): N/A
- Area is properly vegetated (No plants with invasive roots or trees): **YES**
- Ponding present? If YES explain in comments: **NO**
- A method, such as aeration, was used to reduce clogging of the biomat in this component (If yes, provide detail in comments): **NO**
- A modification/repair was completed on the component if yes, provide detail in comments: **NO**
Mobile Home Parks (MHP)

Each Mobile Home Park has at least one record with “owner” in the Site Name – Single Property field. Most MHP have an additional record for each pad or unit, and some have extra records for shared systems. Our records are incomplete for systems shared among mobiles. You may need to request additional records. If so, contacts us at (253) 649-1860 or ehsepticsystems@tpchd.org. Send us the name of the park and the new information so we can add the system to the record.

The top record belongs to the owner and each unit (pad) has the space # after the address. This may vary slightly from park to park.
Mobile Home Parks (MHP) Fees

Collect one inspection fee for each park each calendar year. Request a fee waiver if you inspect multiple sites under the same park parcel number. You must reference the address of the first inspection payment when requesting the waiver.

Collect pumping fees for each pumping occurrence.

We require a pumping fee for each pumped site, even if you pump multiple sites during one outing. Enter a report for each individual space (pad) record.

If the entire MHP is for sale, then we require one RSS fee. All systems require inspections and pumping. When requesting fee waivers, refer to the paid space number.

Commercial Sites with more than one system

Commercial sites have a record for each system. Put part of the business name in the Site Name – Single Property field to bring up all records for sites with more than one system.

Commercial systems with design flows of more than 1,000 gpd require inspections every year. Systems with design flows of 1,000 gpd or less require inspections every three years. The notification letter to the property owner/manager will list the systems that need inspections for the current notification cycle.

Data Entry Notes

Can’t find a record in RME?

Did you search by address and parcel number? Search Pierce County Assessor-Treasurer’s website at atip.piercecountywa.gov/#/app/parcelSearch/search for the Real property parcel number. Don’t use the mobile or personal property number.
If you still can’t find the record in RME, contact us at ehsepticsystems@tpchd.org. Please include RME in the subject line.

Your email should include:

- Your name.
- Your contact information.
- Owner name.
- Property address.
- Parcel number.
- Business name.

Either a record will appear in RME within a couple of days or we will get back to you for more information.

**Entering a client’s name**

If you find a person’s name in the Site Name field other than your client’s name, contact us to clear the field. For your client’s name to appear on the inspection report enter their profile under Contact Information.

### Site Information

- Site Details
- Contact Information
  - Septic Components
  - Contracts
  - Sampling Parameters
  - Uploads

### Components

Get a copy of the record drawing before your site visit if possible. Confirm then enter all system components before documenting the first inspection. This allows all pertinent questions to appear on the inspection report (Example: a typical gravity system will have at least one septic tank and one drainfield. A pressure system will usually have a septic tank, pump tank, pump, panel, alarm and drainfield).

### Correction Status/Deficiency Follow-up

If the correction status indicates all corrections made, or not needed, then the Health Department will not contact the property owner.

If the correction status shows Other, See Comments and critical components are compromised or Deficient, the Health Department will then send a letter to the property owner requiring correction within 30-days.

If the surfacing sewage section shows Deficient, See Comments or In Progress, then our compliance staff are notified to investigate.
Report Types

All reports due within 30-days of service.

Property Sale

An inspection to support the application of a Report of System Status performed for a property sale. You must fully inspect all system components.

Routine Inspection

An inspection of all system components performed:

1. To meet the requirements of the O&M provisions of the OSS regulations.
2. An inspection to support a remodel or repair application.

You must fully inspect all system components.

Pumping

Tank pumping only to remove accumulated liquid and solids. Report information in the format and method defined in Section 43C of the On-Site Sewage Regulation.

Extended Maintenance Minor Repair (EMMR)

The intent of EMMR work performed by certified professionals provides the property owner with options to correct specific functional deficiencies or maintenance to extend the longevity of an existing OSS. See section 33 of the On-site Sewage Regulation. After completing all repairs, you must fully inspect the system components.

Service

Any inspection performed that doesn’t conform to other inspection types. Typically, in response to a complaint from a customer about a system malfunction. This includes inspections performed to document minor repair work NOT defined as EMMR or requiring a repair permit. No county fee requirement for this report type.

Service inspections do not trigger the next inspection due date to the Health Department’s database, nor do they satisfy routine inspection requirements.

Follow-up

An inspection that provides new information, or documents corrections of deficiencies found in a previous OnlineRME inspection and/or pump report.

Fully inspect all system components worked on or affected by all serviced components. If the corrections fall within the description of EMMR activities, then submit an EMMR inspection even if the report is a follow-up to a previous report.
Intermittent

Prescheduled inspections performed between the required “Routine” inspections, such as an ATU inspection 6 months from a routine inspection.

A newly installed proprietary system under a maintenance contract requires an intermittent inspection performed every six months for the first two years.

Startup

The initial inspection of an on-site sewage system performed after the system is fully installed and approved. You must fully inspect all system components.

Fees

One required fee per OSS system for routine or property sale inspections performed within a 365-day calendar year.

Pump reports – one required fee per year when no routine or property sale report has been submitted within 365-day calendar.

If a full OSS system inspection occurs within 6 months of pumping, no additional fees are due for the year. See fee exemptions and denials below.

Fee Exemptions

- Intermittent.
- Service.
- Start-up.
- Pumping associated with paid permitted work.

After paid inspection report:

- EMMR.
- Follow-up.
- Pumpings.

After paid pump report:

- EMMR.
- Follow-up.
- Routine/Property Sale inspection reports submitted within 6 months.

Fee Waivers

Request fee waivers prior to locking your original report.

- See Fee Exemptions section before submitting a fee waiver request.
- See RSS guidance document before requesting a Property Sale report waiver for sites with multiple structures or systems. All fee waivers are based on inspection information and reporting timelines.
- Pumpings in conjunction with a repair application in process or a permitted tank replacement.
  - Provide the name of the designer or installer in the Waiver Request Reason field.
Fee Waivers Denied

We will deny the following fee waivers requests:

- Duplex or sites that have multiple septic systems on the property.
  - Each system requires a paid fee. (See Multi-Family examples.)
- The wrong report type was entered which resulted in a fee.
  - We will notify the firm to request an unlock, then correct the report status.
- No paid report submitted within 365-day calendar year.
- Pump ONLY reports for lift stations, STEP, grinder or side-sewer tanks.
- Reports unlocked within 30-60 days.
  - Typically, fees have not been collected for newly unlocked reports.

We do not refund paid reports. However, paid reports entered under the wrong address, then later filed correctly do qualify for a fee waiver.

Waiver Denial, Late Fee Disputes or Credit Requests

To dispute a fee waiver denial, late fee charge or you want to request a credit? Contact Renée Avelino at (253) 377-5737 or ravelino@tpchd.org

Late Fees

Reports received 31-days or more after completion of service will automatically get charged a late fee. Late fees will appear in your OnlineRME billing queue. See current Fee Schedule for penalty calculation.

Requesting Report Unlocks

Request a report unlock to fix data entry errors, add components, delete duplicate records, etc... Follow the steps below to unlock a report:

1. Go to property inspection history for the report in question.
2. On the right-hand side of the page, you’ll find a picture of a lock.
3. Click on the lock next to that report.
4. Enter clear details for your “Request reason” prior to submitting.
Do not request unlocks if:

- You have already paid for the report.
  - We can move or suggest options for paid reports submitted under the wrong property address. Send an email to oscp@tpchd.org. Include:
    - Current address of the report.
    - Move to address.
    - Report type and ReportID number (e.g., ReportID: 757575).

- If you made corrections to the septic system after locking the report, submit a Follow-up or EMMR report explaining corrections made or work performed in the comment section. (Refer to the INSPECTION TYPES section for questions about report types.)

Extended Maintenance and Minor Repair

As of July 2018, you do NOT need to provide notification before starting EMMR work Activities. See Section 33 of the current Chapter 2 On-Site Sewage Regulation for updates. You may get a copy of the regulations online.

Reporting for Non-Standard Situations

Holding Tanks and Vault Privies

For holding tanks:

- Submit one pump report for each holding tank pumped using normal pump report standards.
- If a property has more than one holding tank, list them separately in one report using the comments space to tell us which tanks serve what structure or business.
- If you pump tank(s) on a property more than once in the month, add the gallons together then show the number of times or dates pumped in the comments space.

For vault privies:

- Submit one report for each vault pumped.
- If you pump the same vault more than once within the calendar year, request a fee waiver for the report(s) after the first one.
Grease Traps and Portable Toilets

Report your monthly grease trap and portable toilet pumping with no fees charged by the Health Department. Report total gallons pumped and transported only. Be sure to select the correct county for the disposal site. FOG haulers should contact Pierce County or the City of Tacoma about reporting requirements.

Next select **Submit Work** and **Pump Truck Dumping**.
Insert the dump date, zone (this is the name of the dump site—it should automatically populate), and the number of gallons dumped, click **Submit**.
OnlineRME Assistance
For additional help using OnlineRME click the help button or email support@onlinerme.com.