

# Contractor FAQs

**1. When will the compliance certificate be available to download after inspection?**

In most cases, the Compliance Certificate will be available by close of business on the day after inspection. For larger projects or HOA-related inspections, the timeline may be longer.

**2. We inspected some time ago. Where is our certificate?**

EBMUD issues a receipt for any non-passing inspection or an inspection that requires follow-up. Your inspection receipt should indicate what action must be taken to obtain a compliance certificate. Please ask your field tester for the receipt.

**3. I have a 3-hour window appointment, but I won't be ready until later in the window. I am performing the test in a building with many residents who can't be without water for 3 hours. Can the inspector come later? Can the inspector call us when they are on their way?**

Due to the volume and varied nature of our inspections, we cannot narrow a window down, nor can we call ahead of arrival. If a more specific time is needed, scheduling an off-hours or specific time appointment is recommended.

**4. How can I find the assessor's parcel number (a.k.a. APN)?**

Ask the property owner if they have parcel information. If not, you can visit the Alameda County or Contra Costa County Parcel Viewers (see links below). If you cannot find it using the parcel viewer, please contact your city's Public Works department. Homeowners' Associations are required to provide the common area parcel number for their HOA.

IMPORTANT: EBMUD uses the long form APN: xxx-xxxx-xxx-xx. On the Alameda County Assessor's site, you'll see it under property "Details." "Sort Parcel" is the long format APN, without the dashes we require. Please add the dashes using the 3-4-3-2 format for all correspondence with the PSL Program. For example, "005 045000101" becomes "005-0450-001-01."

[http://gis.acgov.org/Html5Viewer/index.html?viewer=parcel\\_viewer](http://gis.acgov.org/Html5Viewer/index.html?viewer=parcel_viewer)

<https://ccmap.cccounty.us/Html5/index.html?viewer=CCMAP>

**5. What if my parcel number is not in your system?**

EBMUD obtains parcel data from the County. We cannot change our records until the County Assessor's website has been updated.

**6. How can I find out how many laterals are on the parcel I am working on? Can EBMUD provide that information?**

EBMUD does not keep records of private sewer laterals. Please contact the property owner or perform a site visit.

**7. What are the map requirements for multilateral and HOA properties?**

Map requirements for multilateral and HOA properties are as follows:

- The map must be 8.5" x 11" and depict the entire project, showing the project boundary, as well as any individual parcel numbers. Street names are required for reference.
- Every structure, length of sewer lateral pipe, and the public sewer main must be identified. If there are manholes within the project boundary, they must be identified.

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- Unused laterals must be included on the map. EBMUD inspectors look for abandoned laterals during inspection.
- A map must be submitted for EACH inspection. Do not change lateral identifications from one map to the next, as this delays the issuing of your compliance certificate.

### **8. What types of materials does EBMUD accept for a replaced lateral?**

Please contact your city Public Works department for all material and code questions. EBMUD does not set requirements or make recommendations for materials used in sewer lateral repair.

### **9. Do I need to keep an open trench for testing/replacement verification?**

No, an open trench is not required for the EBMUD test, but it may be required for the city inspection. You can backfill and still meet EBMUD testing requirements. Please see our [contractor guidelines](#) for detailed testing procedures and requirements.

### **10. We are working on new construction. We have the PSL in place. What are the minimum requirements to schedule an inspection?**

The building foundation is required to be in place and the PSL connected to the foundation prior to scheduling an appointment. If the PSL is not connected to a foundation at the time of inspection, it will be considered a failed test.

### **11. How much does an inspection cost? Will EBMUD provide an estimate before a project?**

You can find PSL Program fees here: <https://www.eastbaypsl.com/eastbaypsl/fees.html>. EBMUD does not provide project estimates. Your total EBMUD fees will depend on how many inspections are conducted, as well as the number of individual tests and number of laterals on the property. Fees are calculated only after all testing is complete and must be paid before the compliance certificate is made available.

### **12. If I have a large project, can I plan a whole day of testing with an inspector on site?**

With advance notice (typically two weeks), special arrangements can be made to set up a day of testing. This would require scheduling multiple off-hours or specific time appointments, and additional fees would apply accordingly. Please see the fee schedule for more information: <https://www.eastbaypsl.com/eastbaypsl/fees.html>.

### **13. What are EBMUD's requirements to consider a lateral abandoned?**

The lateral must be abandoned according to **city** requirements. Please contact your city's Public Works department for specific instructions.

### **14. What is the property owner responsible for if their lateral passes through, or is shared with, other parcels?**

Contact the appropriate city to confirm if a shared private sewer lateral meets their requirements. If so, the property owner is responsible for the private sewer lateral from the building foundation to the public main. If the city does not permit shared laterals, the lines must be separated prior to scheduling an inspection with EBMUD.

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## EAST BAY REGIONAL **PRIVATE SEWER LATERAL PROGRAM**

**15. Please identify what still needs to be tested at our project.**

EBMUD is not responsible for tracking your progress on your project. Please closely track your inspections and monitor what remains to be tested. This prevents confusion and can prevent duplicate testing.

**16. The owner wants their Time Extension Certificate (TEC) refund paid directly to us, the contractor. How can we do this?**

Please have the property owner contact us directly with instructions at [psl@ebmud.com](mailto:psl@ebmud.com). The contractor must be included on the email and agree to accept the deposit refund.