

## Frequently asked questions for septic tank system repairs:

- **Do I have to get a permit from the health department to get my septic tank pumped?**
  - ✓ No, you do not need a permit to perform preventative maintenance on your septic tank system. Pumping a septic tank is considered preventative maintenance.
  
- **If I'm having problems with my septic tank system, will someone from the health department come to my house and tell me how to fix it?**
  - ✓ Yes. First of all, you will need to fill out the Application for Authorization for Wastewater System Construction Repair and submit it to the health department. After our department receives your application with payment, an environmental health specialist will visit your property to assess the situation.
  
- **After I submit the application and pay the fee to the health department, what will the environmental health specialist do?**
  - ✓ The environmental health specialist will assess your current septic tank system and determine why it is malfunctioning. Sometimes the environmental health specialist can diagnose the problem quickly (i.e. water leak, roots clogging lines, etc.) and come up with a solution that can be performed without issuing a permit.  
  
However, there are situations where the current septic tank system will no longer function as it was intended and will have to be replaced. In this case, the environmental health specialist will evaluate the soil and site conditions of the property in question and issue an Authorization to Construct, or a permit, to the homeowner. The permit will provide all the specifics of the replacement system as well as a diagram showing where everything will go. There is no fee for this permit, it is included in the original evaluation fee.
  
- **Does the health department fix my septic tank system?**
  - ✓ No. We provide the plan and paperwork on how to fix the system, but the homeowner is responsible for finding someone familiar with septic tank systems to actually do the work. Septic system contractors must be registered with the Forsyth County Department of Public Health.