

Hi, this is Keith from The Clean Water Coalition (CWC). I will be your primary contact with any questions you might have about the STEP System installation, payments to plumbers, etc. Judy and Angela, at the Economic Opportunities Council, will help you with the paperwork.

We're looking forward to working with you and answering any questions you might have.

Please contact me if you have any questions or concerns. keithdrewett@comcast.net, 410-533-4566. Email or text message is best.

We bid out the job to the qualified plumbers and they may come to your home to assess the work before submitting their bid to CWC.

It is a complicated process and may take some time, depending on the city and the backlog of jobs for the plumber. Here's a guide to how it will go.

GUIDELINES FOR A HOMEOWNER RE: STEP SYSTEM INSTALLATION PROCESS

Once a resident is qualified, the Clean Water Coalition (CWC) selects a certified STEP installer (plumber), pays any necessary deposits, and notifies the Homeowner and the City.

The selected plumbing company visits the property and draws a plan that shows the correct system type and location and sends it to the City.

City staff will prepare all the necessary paperwork and deliver it to the EOC.

The EOC will assist the Homeowners through the signing process and collect a check (payable to the City of Vero Beach) for the first year's equipment payment (about \$540 for a typical smaller house), **or** for the full amount (resident's choice).

The completed **original** paperwork, along with the check (payable to City of Vero Beach) for the first year's payment for the equipment will be delivered to the City by EOC.

If you select the interest free payments for the equipment, this must be approved by the City Council, and a lien will be placed on your house. normally just a formality.

The city will process the paperwork and deposit your check. The property then goes on the list for the city to install the underground line from the street to the property, called "laterals". Usually, the city does not have to dig a trench and instead uses an underground boring machine. The line will emerge on your property and will be unsightly for a while but will be fully underground after the plumber has made the connection to your system.

Once the line is completed by the city, the equipment order for the plumber is initiated. Typically, the city has the equipment available in their warehouse.

The plumber will coordinate with the Homeowner and agree on a start date.

The Homeowner must make any decisions with the plumber about the work including placement of the tanks, routing of the lines, etc. CWC cannot do this as it's on the Homeowner's property. Our contract with the plumber does not include extensive site cleanup, so you may have some repair work to be done depending on the location of the tanks and the excavation needed.

When the project is complete and has passed final inspection, CWC will pay the plumber.

The installation is now part of the city municipal sewer system and they are responsible for all repairs and pump outs. There is a phone number to call on the control panel which will be mounted on the wall of your house.