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COUNTY OF MENDOCINO
DEPARTMENT OF PUBLIC HEALTH
DIVISION OF ENVIRONMENTAL HEALTH

Choosing a Septic System Installer Helpful Questions & Tips for Property Owners

Selecting an installer to construct your septic system is important for proper installation. In order to assist you in selecting an installer, Environmental Health has compiled a list of several questions for you to ask prospective installers and tips to guide you. If you have questions about your septic permit please contact Environmental Health Land Use.

- Read your Site Evaluation Report before shopping for an installer. It will help you to have a basic understanding of your septic system. Talk to your Site Evaluator to clarify questions you may have.
- Ask people you know for the name(s) of an installer or installers with whom they were satisfied and why.
- Ask your Site Evaluator. Your Site Evaluator may be able to provide you with names of installers who have constructed septic systems designed by your Site Evaluator to his/her satisfaction.
- Ask the prospective installer about his/her experience constructing septic systems. The installer's knowledge and expertise is important. The installer's knowledge and expertise becomes more important if your septic system is a non-standard or innovative system.
- Ask the installer when construction will begin.
- Ask the installer when construction will be completed. Construction should be completed in a timely manner to your satisfaction.
- Ask the installer if he/she has a current list of satisfied customers that you may contact. If the answer is yes, then proceed to contact them.
- Contact the Better Business Bureau and the California Contractors State License Board for additional useful information on selecting installers. You will need the installer's contractor license number for the License Board if checking for current license.
- Lastly, think of all the questions you may want to ask before contacting an installer. Write down your questions. Compare the different installers' answers to your questions and then make your selection.

Useful information:

Better Business Bureau: Phone: 510-238-1000, Web site: <http://www.oakland.bbb.org>

California Contractors State License Board: Phone: 1-800-321-2752, Web site: <http://www.cslb.ca.gov/>