



Service Request Application

Application Instructions

To facilitate Alameda County Department of Environmental Health (ACDEH) Onsite Wastewater System Program approval/clearance for a proposed project on a parcel with an Onsite Wastewater System(s) (OWS) and/or a private or small potable water supply system(s), **the Property Owner (Applicant) must submit a Service Request Application (SRA) and fees to the ACDEH Finance Department in accordance with the instructions below:**

STEP 1: The Applicant must complete all fields on pages one (1) and two (2). If a particular field on the form does not apply to your project, check the not applicable box. **SRA's that are not legible or complete and do not include the property owner's contact information and signature will not be accepted.**

STEP 2: Return the completed SRA (pages one [1] through five [5]) and fees to the ACDEH Finance Department using one of the methods described below. Contact Finance Department if you need additional information at (510) 567-6858.

- **In Person.** Submittal of the SRA and fees may be made in person at the Finance Department located at 1131 Harbor Bay Parkway in Alameda. Payments may be made via cash, check, money order, or credit card. The front desk located in the lobby of the building will direct you to the Finance Department Office. Office hours are Monday through Friday, 8:30 a.m. – 4:30 p.m. (except County Holidays).
- **Online.** Submittal of the SRA and fees may be made online to the ACDEH Finance Department at dehwebbilling@acgov.org. Upon receipt the SRA, the Finance Department will email the applicant an invoice and payment instructions.
- **Mail-In.** Submittal of the SRA and fees may be made by mail to the Finance Department to the following address: Alameda County Environmental Health, Finance Office, P.O. Box N, Alameda, CA 94501-0108.

STEP 3: ACDEH will send a written response within five (5) business days to the Applicant confirming receipt of an SRA and fees.

Additional Information on SRA's and Fees

Submittal of Initial SRA & Fees

To initiate ACDEH Onsite Wastewater's Program approval/clearance for a proposed project, the **Applicant must submit an SRA for an Initial File Review and fees of \$348 to ACDEH.** A SRA for an Initial File Review can be obtained on ACDEH OWS Program's website located at <https://deh.acgov.org/landwater/owts.page?>

Upon receipt of the SRA and fees, ACDEH OWS Program staff will conduct a review of the files associated with parcel(s) identified on the SRA and provide the Applicant with a written *File Summary Review and Estimated Regulatory Path and Fees for Project Approval/Clearance* within fifteen (15) business days of receipt of the SRA and fees. Depending on the project complexity, ACDEH may schedule a consultation meeting with the property owner and their consultants/contractors, and other regulatory agencies to facilitate a clear understanding of stakeholder's responsibilities.

The purpose of the initial file review is for ACDEH to evaluate the proposed project for compatibility with OWS and potable water supply systems on the property and determine an estimated regulatory path and fees for project approval/clearance.

Additional consultation meetings may be required throughout the ACDEH OWS Program approval/clearance process with additional stakeholders critical to the project approval/clearance including but not limited to the property owner, property owner tenants, consultants (e.g., OWS designers/service providers/contractors, architects, civil engineers, landscape architects) and regulatory agencies with jurisdiction over the project.



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Submittal of Additional SRA's & Fees

Subsequent to ACDEH's Initial File Review, the Applicant may be required to submit additional SRA's and fees to ACDEH to facilitate project approval/clearance in accordance with the *File Summary Review and Estimated Regulatory Path and Fees for Project Approval/Clearance*. ACDEH will include an SRA with the transmittal of the *File Summary Review and Estimated Regulatory Path and Fees for Project Approval/Clearance* that identifies the Service Request Types on pages three (3) through five (5) of the SRA that are estimated for project/approval clearance. **In order to continue with ACDEH OWS Program project oversight the Applicant will be required to submit the SRA and identified minimum fees to ACDEH's Finance Department in accordance with the instructions above.**

If the estimated minimum fees for project approval/clearance are depleted based on the project complexity and ACDEH OWS Program staff hours required to complete a task(s), additional fees will be invoiced to the Applicant. **Failure to pay fees by the due date identified on the invoice will result in a delay in ACDEH OWS Program clearance/approval of the project and may be cause for issuance of a citation, penalty fees, non-renewal and/or revocation of a permit by ACDEH.**

Fee Structure & Project Specific Fee Determination

ACDEH'S OWS Program regulatory oversight fees are based on an hourly rate of \$174 per hour and the level of effort and staff hours required to approve/clear projects involving parcels with OWS and/or potable water supply systems. ACDEH's fees are established at levels that allow cost recovery for services provided and were adopted by Alameda County Board of Supervisors with an effective date of July 1, 2021.

Project specific fees associated with ACDEH permitting/clearance of projects involving parcels with OWS and/or potable water supply systems will depend on the following:

- The level of effort and staff hours required to review the files with historical records of the parcel(s), OWS, local Planning and Building Department approvals/permits, and other agencies with regulatory jurisdiction over OWS;
- The complexity of the existing and proposed OWS and site constrains (i.e., type of OWS, supporting documents, third party review, etc.);
- The number of site visits required to observe site conditions, OWS performance evaluations, and installation/abandonment of OWS;
- The complexity of site development projects associated with the OWS (i.e., residential, commercial, etc.);
- Interagency coordination with local Building and Planning Departments, Zone 7 Water Agency, Regional Water Quality Control Board, State Water Resources Control Board, and other agencies with regulatory jurisdiction;
- Easement and variance requirements; and/or
- The accuracy of documents submitted to ACDEH for review and the number of review cycles of revised documents required during the approval process.



Alameda County Department of Environmental Health Onsite Wastewater System Program

1131 Harbor Bay Pkwy, Alameda, CA 94502

Phone: 510-567-6700 ♦ Fax: 510-337-9335 ♦ Web: <https://deh.acgov.org/landwater/owts.page>

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PROPERTY INFORMATION			
Alameda County Assessor's Parcel Number (APN):	Street Address:	City	State & Zip Code
PROPERTY OWNER INFORMATION			
Property Owner Name:			
Mailing Address (<input type="checkbox"/> same as property address)			
Street:	City:	State:	Zip Code:
Phone:	Email:		
PROPERTY OWNER'S REPRESENTATIVE INFORMATION			<input type="checkbox"/> N/A
Name:		Relationship to Owner:	
Mailing Address (<input type="checkbox"/> same as property address)			
Street:	City:	State:	Zip Code:
Phone:	Email:		
OWS DESIGNER			<input type="checkbox"/> N/A
Company Name:		License Type/No:	
Name of Professional:		<input type="checkbox"/> REHS: _____	Exp. Date: _____
Address:		<input type="checkbox"/> Civil Eng: _____	Exp. Date: _____
Phone:		<input type="checkbox"/> Geologist: _____	Exp. Date: _____
Email:			
OWS CONTRACTOR			<input type="checkbox"/> N/A
Company Name:		License Type:	
Name of Professional:		Class: <input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C-42 <input type="checkbox"/> C-36	
Address:		License No: _____	Exp. Date: _____
Phone:			
Email:			
PROPERTY OWNER AFFIDAVIT			
<input type="checkbox"/> I understand that the fees submitted with this SRA are minimum estimated fees and that additional fees may be required to obtain ACDEH's clearance/approval of my project.			
<input type="checkbox"/> I understand I will receive an invoice for staff hours spent that exceed the minimum hours estimated and that failure to pay the fees by the due date identified on the invoice will result in a delay in ACDEH's clearance/approval of the project and may be cause for issuance of a citation, penalty fees, non-renewal and/or revocation of a permit by ACDEH.			
Property Owner Signature:			Date:



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Initiating Action for Service Request (CHECK APPLICABLE BOX)

REASON FOR SERVICE REQUEST APPLICATION SUBMITTAL

- Existing OWS Abandonment/Sewer Connection
- Existing OWS Requiring Corrective Action (failing or in need of repairs)
- Site Development and Improvement Projects (additions, remodels, new construction, solar, etc.)
- Property Transactions
- OWS Upgrades
- Special Events
- Regulatory Agency Referral to ACDEH
- Other: _____

PROJECT DESCRIPTION

Provide a brief project description:



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FINANCE DEPARTMENT USE ONLY					
Date Rec'd:	Rec'd By:	Amt \$:	PE Code:	SR#:	ON#:

INITIAL FILE REVIEW AND INITIAL MINIMUM FEE DEPOSIT			
SERVICE REQUEST	MINIMUM HOURS	FEE (MIN HRS)	PE CODE
<input checked="" type="checkbox"/> INITIAL FILE REVIEW	2	\$348	2401

FOR ACDEH USE ONLY ESTIMATED REGULATORY PATH AND FEES FOR PROJECT APPROVAL/CLEARANCE SERVICE REQUEST TYPE & MINIMUM FEE DEPOSIT											
MEETINGS			PLANNING DEPARTMENT PERMITS REFERRAL/COORDINATION/CLEARANCE			BUILDING DEPARTMENT PERMITS REFERRAL/COORDINATION/CLEARANCE			OTHER DEPARTMENT REFERRAL/COORDINATION/CLEARANCE		
SERVICE TYPE	FEE (MIN HRS)	PE CODE	SERVICE TYPE	FEE (MIN HRS)	PE CODE	SERVICE TYPE	FEE (MIN HRS)	PE CODE	SERVICE TYPE	FEE (MIN HRS)	PE CODE
<input type="checkbox"/> CONSULTATION MEETING (TELECONFERENCE/WEB)	\$174 (1)	2401	<input type="checkbox"/> SITE DEVELOPMENT REVIEW CLEARANCE	\$348 (2)	2613	<input type="checkbox"/> NEW DEVELOPMENT CLEARANCE	\$348 (2)	2613	<input type="checkbox"/> STATE WATER BOARD	\$174 (1)	2613
<input type="checkbox"/> CONSULTATION MEETING (ON-SITE)	\$522 (3)	2401	<input type="checkbox"/> CONDITIONAL USE PERMIT CLEARANCE	\$348 (2)	2613	<input type="checkbox"/> NEW ACCESSORY DWELLING UNIT CLEARANCE	\$348 (2)	2613	<input type="checkbox"/> REGIONAL WATER BOARD	\$174 (1)	2613
<input type="checkbox"/> COMPLAINT INVESTIGATION MEETING (TELECONFERENCE / WEB)	\$174 (1)	2401	<input type="checkbox"/> SPECIAL EVENT CLEARANCE	\$348 (2)	2613	<input type="checkbox"/> NEW STRUCTURES W/O PLUMBING CLEARANCE	\$348 (2)	2613	<input type="checkbox"/> ZONE 7 WATER AGENCY	\$174 (1)	2613
<input type="checkbox"/> COMPLAINT INVESTIGATION MEETING (ON-SITE)	\$522 (3)	2401	<input type="checkbox"/> PARCEL SUBDIVISION CLEARANCE	\$348 (2)	2613	<input type="checkbox"/> ADDITIONS/ REMODELS CLEARANCE	\$348 (2)	2613	<input type="checkbox"/> ENVIRONMENTAL HEALTH COMMERCIAL FOOD FACILITIES PROGRAM	\$174 (1)	2613
			<input type="checkbox"/> PARCEL LOT LINE ADJUSTMENT CLEARANCE	\$348 (2)	2613	<input type="checkbox"/> GROUD MOUNTED SOLAR SYSTEMS CLEARANCE	\$348 (2)	2613	<input type="checkbox"/> ENVIRONMENTAL HEALTH CUPA PROGRAM	\$174 (1)	2613
			<input type="checkbox"/> NEW LOT CREATION CLEARANCE	\$348 (2)	2613	<input type="checkbox"/> SWIMMING POOLS CLEARANCE	\$348 (2)	2613	MISCELLANEOUS		
			<input type="checkbox"/> LOT MERGER CLEARANCE	\$348 (2)	2613	<input type="checkbox"/> LEGALIZATION OF STRUCTURES COORDINATION	\$348 (2)	2613	<input type="checkbox"/> VARIANCE PROCESSING	\$3480 (20)	2613
			<input type="checkbox"/> UNPERMITTED / CHANGE IN LAND USE COORDINATION	\$348 (2)	2613				<input type="checkbox"/> LEGAL DOCUMENT REVIEW (E.G., EASEMENTS, ETC.)	\$348 (2)	2613



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FOR ACDEH USE ONLY											
SERVICE REQUEST TYPE & MINIMUM FEE DEPOSIT (CONTINUED)											
EXISTING OWS PERFORMANCE EVALUATION OBSERVATION & DOCUMENT REVIEW			OWS PRELIMINARY DESIGN OBSERVATION			OWS PRELIMINARY DESIGN DOCUMENT REVIEW			OWS FINAL DESIGN DOCUMENT REVIEW		
SERVICE TYPE	FEE (MIN HRS)	PE CODE	SERVICE TYPE	FEE (MIN HRS)	PE CODE	SERVICE TYPE	FEE (MIN HRS)	PE CODE	SERVICE TYPE	FEE (MIN HRS)	PE CODE
<input type="checkbox"/> EXISTING OWS PERFORMANCE EVALUATION OBSERVATION	\$522 (3)	2402	<input type="checkbox"/> SOIL PROFILE OBSERVATION	\$522 (3)	2404	<input type="checkbox"/> OWS PRELIMINARY DESIGN PLAN REVIEW (NEW/ REPAIR/ MODIFICATION)	\$522 (3)	2404	<input type="checkbox"/> NEW OWTS DESIGN PLAN REVIEW	\$348 (2)	2405
<input type="checkbox"/> EXISTING OWS FAILURE OBSERVATION	\$522 (3)	2402	<input type="checkbox"/> PERCOLATION TEST OBSERVATION	\$522 (3)	2404	<input type="checkbox"/> PRELIMINARY CUMULATIVE IMPACT REPORT REVIEW	\$348 (2)	2404	<input type="checkbox"/> EXISTING OWTS REPAIR/MODIFICATION DESIGN PLAN REVIEW	\$348 (2)	2405
<input type="checkbox"/> EXISTING OWS PERFORMANCE EVALUATION REPORT REVIEW	\$348 (2)	2402	<input type="checkbox"/> WET WEATHER TEST OBSERVATION	\$522 (3)	2404	<input type="checkbox"/> PRELIMINARY GEOTECHNICAL REPORT REVIEW	\$348 (2)	2404	<input type="checkbox"/> NEW OWCU FINAL DESIGN PLAN REVIEW	\$348 (2)	2405
<input type="checkbox"/> EXISTING OWS AS-BUILT PLAN REVIEW	\$348 (2)	2403	<input type="checkbox"/> SITE & TOPOGRAPHIC SURVEY OBSERVATION	\$522 (3)	2404	<input type="checkbox"/> PRELIMINARY SURFACE WATER DRAINAGE DESIGN PLAN REVIEW	\$348 (2)	2404	<input type="checkbox"/> EXISTING OWCU REPAIR/MODIFICATION DESIGN PLAN REVIEW	\$348 (2)	2405
			<input type="checkbox"/> CURTAIN DRAIN FIELD DEMONSTRATION OBSERVATION	\$522 (3)	2404	<input type="checkbox"/> PRELIMINARY CURTAIN DRAIN DESIGN PLAN REVIEW	\$348 (2)	2404	<input type="checkbox"/> FINAL CUMULATIVE IMPACT REPORT REVIEW	\$174 (1)	2404
			<input type="checkbox"/> BUNDLED INSPECTIONS OBSERVATION (2) ¹	\$696 (4)	2404	<input type="checkbox"/> PRELIMINARY GREYWATER SYSTEM DESIGN REVIEW	\$348 (2)	2404	<input type="checkbox"/> FINAL GEOTECHNICAL REPORT REVIEW	\$174 (1)	2404
						<input type="checkbox"/> WASTEWATER MANAGEMENT PLAN REVIEW	\$522 (3)	2404	<input type="checkbox"/> FINAL SURFACE WATER DRAINAGE DESIGN PLAN REVIEW	\$174 (1)	2405
									<input type="checkbox"/> FINAL CURTAIN DESIGN PLAN REVIEW	\$174 (1)	2405
									<input type="checkbox"/> FINAL GREYWATER SYSTEM DESIGN REVIEW	\$174 (1)	2405
									<input type="checkbox"/> O&M PLAN REVIEW	\$174 (1)	2405

¹ Bundled Inspections are available for two (2) back-to-back same day inspections with ACDEH.



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SERVICE REQUEST TYPE & MINIMUM FEE DEPOSIT (CONTINUED)											
PERMIT ISSUANCE			PERMIT INSPECTIONS			PERMIT DOCUMENT REVIEW			PORTABLE WATER SUPPLY		
SERVICE TYPE	FEE (MIN HRS)	PE CODE	SERVICE TYPE	FEE (MIN HRS)	PE CODE	SERVICE TYPE	FEE (MIN HRS)	PE CODE	SERVICE TYPE	FEE (MIN HRS)	PE CODE
<input type="checkbox"/> TANK ABANDONMENT PERMIT	\$174 (1)	2406	<input type="checkbox"/> PRE-CONSTRUCTION MEETING	\$522 (3)	2406	<input type="checkbox"/> TANK ABANDONMENT & SANITARY SEWER CONNECTION REPORT REVIEW	\$174 (1)	2406	<input type="checkbox"/> POTABLE WATER SUPPLY FLOW TEST OBSERVATION	\$522 (3)	<input type="checkbox"/> 2613 <input type="checkbox"/> 2501 <input type="checkbox"/> 2502
<input type="checkbox"/> REPAIR /MODIFICATION PERMIT	\$174 (1)	2406	<input type="checkbox"/> OPEN EXCAVATION AND MATERIAL	\$522 (3)	2406	<input type="checkbox"/> TANK ABANDONMENT REPORT REVIEW	\$174 (1)	2406	<input type="checkbox"/> POTABLE WATER SUPPLY QUALITY TEST OBSERVATION	\$522 (3)	<input type="checkbox"/> 2613 <input type="checkbox"/> 2501 <input type="checkbox"/> 2502
<input type="checkbox"/> INSTALLATION PERMIT STANDARD SYSTEMS	\$174 (1)	2406	<input type="checkbox"/> SYSTEM INSTALLATION	\$522 (3)	2406	<input type="checkbox"/> REPAIR / MODIFICATION REPORT REVIEW	\$174 (1)	2406	<input type="checkbox"/> POTABLE WATER SUPPLY REPORT REVIEW (PRIVATE)	\$348 (2)	2613
<input type="checkbox"/> INSTALLATION PERMIT ADVANCED SYSTEMS	\$174 (1)	2406	<input type="checkbox"/> WATERTIGHT TEST	\$522 (3)	2406	<input type="checkbox"/> OWS INSTALLATION CERTIFICATION REVIEW	\$174 (1)	2406	<input type="checkbox"/> LOCAL SMALL WATER SYSTEM REPORT REVIEW (PUBLIC)	\$348 (2)	2502
<input type="checkbox"/> INITIAL OPERATING PERMIT	\$174 (1)	2606	<input type="checkbox"/> FLOW AND HYDRAULIC SQUIRT TEST	\$522 (3)	2406	<input type="checkbox"/> OWS PERMIT CHANGE ORDER REQUEST REVIEW	\$174 (1)	2406	<input type="checkbox"/> STATE SMALL WATER SYSTEM REPORT REVIEW (PUBLIC)	\$348 (2)	2501
<input type="checkbox"/> OPERATING PERMIT RENEWAL	\$174 (1)	2606	<input type="checkbox"/> CONTROL PANEL SETTINGS	\$522 (3)	2406	<input type="checkbox"/> OWS OPERATING PERMIT REPORT REVIEW	\$174 (1)	2406	<input type="checkbox"/> PUBLIC WATER SUPPLY PERMIT	\$348 (2)	2501
<input type="checkbox"/> PORTABLE TOILET OPERATING PERMIT	\$174 (1)	2606	<input type="checkbox"/> TREATMENT SYSTEM TESTING	\$522 (3)	2406	<input type="checkbox"/> SEPTAGE PUMPING REPORT REVIEW	\$174 (1)	2406			
<input type="checkbox"/> TEMPORARY HOLDING TANK OPERATING PERMIT (FAILED SYSTEMS)	\$174 (1)	2606	<input type="checkbox"/> FINAL INSTALLATION	\$522 (3)	2406						
			<input type="checkbox"/> BUNDLED INSPECTIONS (2) ¹	\$696 (4)	2406						

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