



The Ottawa Septic System Office is the regulator for the City of Ottawa. Our role is to enforce any rules & regulations defined by provincial law as stipulated in the Ontario Building Code.

Q: What are the responsibilities of the service provider?

A:

1. To conduct inspections on the treatment unit in accordance to the regime suggested by the manufacturer. Typically this requires at least an annual inspection of the electrical & filter components & testing of the resultant effluent on an as needed basis. **Speak to your service provider for exact details, they may vary depending on manufacturer.**
2. To provide sufficient notice to property owner that contract is approaching expiry & make necessary arrangements for renewal in a timely fashion.
3. Reflect any changes on contract which may affect adequate servicing as per contract
4. Indicate on contract if property owner account is in good standing or suspended during life cycle of agreement.

Q: What would happen if I don't renew my service agreement with my current service provider?

A: Without a current contract or proof of regular servicing the property owner would be in violation of the Ontario Building Code which stipulates that:

“No person shall operate a treatment unit other than a septic system, unless the person has entered into an agreement whereby servicing and maintenance of the treatment unit and its related components will be carried out by a person who:

(b) Is authorized by the manufacturer to service and maintain that type of treatment unit.”

O.B.C reference 8.9.2.3

Q: What are the consequences of not having a valid & current contract?

A: Failure to have a valid & current contract will result in an Order to Comply issued from our office. If the property owner takes no action, this will result in a set provincial fine applied against the current property owner (maximum of \$10,000). This will be on record with the City of Ottawa, until the fine is paid and the below noted action items fulfilled.

Q: What are my responsibilities as the property owner?

1. Copy of a service report by a manufacturer trained service provider within the last 6 months, or
2. Proof of manufacturer training by your selected service provider, if requested by this office, or
3. Contact your service provider to renew/re negotiate a service contract. A copy of the renewed service agreement must then be submitted to the Ottawa Septic System Office on or before the existing contract's expiry date, and
 - a. Contract must be signed by both parties, that being the current property owner on title & the designate from the service provider, and
 - b. Service provider must indicate on renewed contract that client's account is in good standing order, which means that it is clear of any service suspensions.
4. If change of property owner occurs, current property owner must disclose to prospective purchaser existing treatment unit contract & advise service provider of impending sale & name of new owner.

Inquiries may be directed to Ottawa Septic System Office

Ontario Building Code Part 8 Sewage System may be accessed via www.e-laws.gov.on.ca

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