

USING THE SYSTEM

The main menu provides instruction on using the system. To return to the main menu, press the * key. While in the main menu, if information is not entered within 10 seconds, your call will be transferred to the main PRMD number (during business hours) or to a voice mailbox (to leave a message outside normal business hours).

You will find that you can enter information as soon as **SELECTRON** begins to request it. While this makes the process much shorter, it is suggested that you listen to the entire dialogue until you are familiar with the system.

In the rare event that **SELECTRON** is not in service you may still request inspections and make a request for an appointment. However, the validity of data (permit number, address, etc.) will not be verified. You will be transferred to voice mail to leave a message. Please leave your permit number, address, 3 digit inspection code number, and a phone number where you can be reached the morning of the next business day. This will allow staff to contact you should there be a question about your request, or in the case of a Request for an Appointment – to schedule the actual day and time.

REQUESTS

Most Well and Septic inspections require that an appointment be scheduled with staff. The cutoff time for **Next Working Day Notices** or **Requests for an Appointment** or **Cancellations** is 12:00 a.m. (midnight) on the previous day. Requests made after midnight will be processed as though they were received on the following day. **Requests for an Appointment** can be made on weekends and holidays to be logged on the next working day. See information under "HOLIDAYS".

Listen while **SELECTRON** repeats your entries back to you. If there are problems you will be given further information. In most cases, you can press the # key to re-do an entry.

HOLIDAYS

If you call on the last business day before a holiday, the system will initially ask if you want to schedule your Request for an Appointment on the holiday. Press 1 to continue. After the system checks the calendar you will be told that your request could not be logged on the Holiday, and that it has been logged on the next working day. You are told that staff will contact you on or after (the day and date of the next working day are spoken back to you) to schedule the actual day and time of the Appointment.

REQUESTING AN INSPECTION / APPOINTMENT

1. **To schedule an inspection / request an appointment Press 1**
To cancel an inspection Press 2
To hear the inspector's estimated arrival time Press 3
(You must call after 8 a.m. the day of scheduled inspection)
To hear inspection results Press 4
2. **Well & Septic permit numbers begin with 3 letters (SEP, SEV, WEL, etc.). Please enter the three letters at the beginning of your permit number.**
3. **Enter the 6 digits of your permit number. The address of the permit will be spoken back as a confirmation of your entry. If the street name is new and/or has not been voice recorded yet, only the street number will be spoken back.**
4. **Enter a 3 digit inspection code (see list on this handout). You will also be prompted to leave a telephone number so that staff can contact you to schedule the actual day and time for the appointment for inspection, and a gate code if necessary to gain access to the property.**
5. **At the end of the inspection request or cancellation process, you will be given a confirmation number. Be prepared to write down the confirmation number as verification of your transaction. Information inquiry calls (such as inspector's estimated arrival time or inspection requests) do not receive confirmation numbers.**

CANCELLING A REQUEST

All cancellations must be requested prior to the cutoff time 12:00 a.m. (midnight). Inspections / Appointments requested for work which is not ready may result in the imposition of re-inspection fees. Cancelling an Inspection / Appointment is virtually the same as requesting except that you will Press 2 to cancel. If you must cancel an inspection / Appointment after the cutoff time, call the office at **(707) 565-1900** between **8:00 and 8:30 a.m.**

Write your Permit Number(s) here:

WELL & SEPTIC INSPECTIONS

Some Well & Septic inspections require only Next Working day Notice.

Most Well & Septic inspections require an appointment to be scheduled directly with staff. Well & Septic inspections that are system tests and some site construction inspections are often required to be witnessed at a mutually acceptable time to multiple parties (Contractor, Consultant, PRMD Inspection Staff, etc.)

You can use the **SELECTRON** system to make a Request for an Appointment. Your Request for an Appointment will be recorded and displayed on a calendar in the permit tracking program used by Well & Septic staff.

You will be contacted by staff, at the telephone number you enter with your request, to schedule the actual inspection day and time.

WELL & SEPTIC INSPECTIONS (For Permit Types SEP, SEV and WEL)

Next Working Day Notice

Code	Inspection Type
322	well seal
324	well destruction
326	water well / spring yield
360	perc test
384	wet weather perc test
386	wet weather groundwater test

Requests for an Appointment

Code	Inspection Type
270	field clearance site insp
285	graywater sys const insp
286	pkg treatment sys const insp
287	std sys const inspection
293	voluntary repair
294	abatement addition / repair
302	septic squirt test
303	septic reinspection
305	septic intercept drain
306	septic tank destruct
307	septic tank/sump water tight test
308	septic tank only
309	septic transmission line
310	septic final cover / mon wells
340	pre perc site inspection
385	findings report site inspection
319	septic final

Requests for inspections noted as Next Day Inspections will be scheduled for the next working day.

County of Sonoma Permit & Resource Management Department

AUTOMATED INSPECTION REQUEST SYSTEM

WELL & SEPTIC

(707) 565-3551

What is the Automated Inspection Request System?

The Sonoma County Automated Inspection Request System (**SELECTRON**) is a computer system that allows callers to use a touch tone phone to schedule and cancel permit Next Day Notice and Requests for an Appointment from 6:00 a.m. to 12:00 a.m. (midnight), 7 days a week.

Many Well & Septic inspections require that an appointment be scheduled with staff. The Selectron system allows "Requests for an Appointment". All Well & Septic inspections which require an appointment will be logged as a "Request for an Appointment". You will be contacted by staff, at the telephone number you leave with your request, on or after the next working day to schedule an actual inspection day and time. Requests for inspections noted in this handout as Next Working Day Notices will be scheduled for the next working day.

A strong cell phone signal is needed to use the **SELECTRON** system. If you experience issues with your connection, we recommend calling from an area with a stronger signal or using a land line. **SELECTRON** will not function properly if you "text" responses to the voice requests. Touch tone keypad responses are required (ie SEP = 737, SEV = 738, WEL = 935).