

## Choosing a Service Provider

**is there anything I should consider when choosing a service provider?**

YES! The very first thing we would recommend is to call your county inspector and ask about their experiences with your prospective service provider. Unfortunately, at this time, the law in Texas makes it almost impossible to revoke the license of a septic installer or maintenance provider. Most of the other trades have matured to the point that there is a very clear procedure for revoking licenses, and most must be bonded or insured so that a consumer has a means of financial recourse in the case of fraud or poor workmanship. NOT SO with the septic business. Even installers that have felony convictions for fraud may continue to have a valid license for many years after such a conviction, and inspectors have been told that they may not refuse a permit to a licensed installer, regardless of their past history. SO CHECK AROUND!!! Ask the inspector, ask your neighbors and friends if they have had personal experience with the person.

You will also want someone that tries to be proactive, that looks for the causes of problems rather than merely reacting to them. For example, someone that tries to determine when your system needs to be pumped rather than waiting until things are clogged up can make a substantial difference in your cost. If they alert you ahead, you have some time to work the expense into your budget. If they wait until your system is stopped up, you will not only need to have the tanks pumped right away, with no time to budget it in, but you will also likely need to replace your sprinkler pump, which has likely sustained damage by being clogged up. This can add \$300-\$400 to the cost of pumping your system.