



Idaho Department of  
Environmental Quality  
[www.deq.idaho.gov](http://www.deq.idaho.gov)

## FAQs: Service Provider Certification

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### Complex Alternative Septic Systems

#### **What is a service provider?**

A service provider is any person, corporation, or firm engaged in the business of providing operations, maintenance, and monitoring (OMM) of specific (listed below) complex alternative systems in the State of Idaho (IDAPA 58.01.03.003.30).

The following complex alternative systems require service providers for OMM:

- Extended treatment package systems
- Recirculating gravel filters permitted after July 1, 2017, and required to reduce total nitrogen to 27 mg/L (Technical Guidance Manual 4.21.2, Approval Condition 7)

#### **How do I get certified?**

You must first be registered and licensed as a complex installer in the state of Idaho through your local health district and pass the service provider examination administered by the health district with a score of 70% or higher (IDAPA 58.01.03.006.02).

The applicant seeking certification as a service provider shall provide annual documentation of manufacturer-specific training, as required by IDAPA 58.01.03.006.06.a.

#### **Do I need to renew my service provider certification annually?**

Yes. Service provider certifications shall be renewed annually. Certifications expire annually on January 1 (IDAPA 58.01.03.006.03).

The service provider seeking certification will need to submit **annually** documentation of manufacturer-specific training of each manufactured and packaged treatment system to your local health district. Service providers of recirculating gravel filters will need to submit copies of operation and maintenance manuals.

#### **Who can be a service provider?**

Any licensed complex installer in the state of Idaho can be certified as a service provider. Contact your local health district for more information.

#### **What tasks are service providers required to perform?**

Primary responsibilities include the following:

1. Perform OMM of alternative complex septic systems (extended treatment package systems or recirculating gravel filters).
2. Assist property owners with sampling requirements and submitting the annual report on behalf of the property owner to the local health district that issued the subsurface

sewage disposal permit for the treatment system. *Note:* Annual reporting is the responsibility of the property owner, and the Idaho Department of Environmental Quality (DEQ) recommends that property owners have their service provider compile and submit their annual report.

3. Obtain documentation of the completed manufacturer-specific training of each manufactured and packaged treatment system for which the service provider intends to provide OMM. Proper documentation includes a certificate or letter of training completion provided by the manufacturer. If a system manufacturer is no longer in business, that manufacturer-specific training is not required. Service providers of recirculating gravel filters will need to submit copies of operation and maintenance manuals.
4. Maintain a comprehensive list of real property owners who contracted with the certified service provider. The list shall include the current real property owner name, service property address, real property owner contact address, and subsurface sewage disposal permit number. This list shall be provided to the DEQ Director as part of the annual OMM reports for individual real property owners.

### **Where can I find a current list of service providers?**

Contact your local health district or visit DEQ's Extended Treatment Package Systems page (<http://www.deq.idaho.gov/media/1117973/certified-service-provider-list.pdf>).

### **Where can I take the exam?**

Exams will be given at the health district locations. Contact your local health district for more information.

### **Is there a fee for taking the service provider exam?**

Contact your local health district for more information.

### **Is the service provider exam open book?**

Yes. Make sure you have a current copy of the Technical Guidance Manual for Individual and Subsurface Sewage Disposal Systems—[www.deq.idaho.gov/water-quality/wastewater/septic-systems/technical-guidance-manual](http://www.deq.idaho.gov/water-quality/wastewater/septic-systems/technical-guidance-manual)

### **Do I need to take a refresher course?**

Yes. You must attend one service provider refresher course approved by DEQ every 3 years. *Note:* The refresher course for a complex installer will not substitute for the service provider refresher course as these are two separate courses.

Service providers seeking certification must submit **annually** documentation of manufacturer-specific training of each manufactured and packaged treatment system to your local health district. Service providers of recirculating gravel filters will need to submit copies of operation and maintenance manuals.

### **What should I study for the exam?**

The following are helpful references for exam preparation:

1. IDAPA 58.01.03, “Individual/Subsurface Sewage Disposal Rule”—  
<https://adminrules.idaho.gov/rules/current/58/index.html>
2. How to Care for Your Septic System—[www.epa.gov/septic/how-care-your-septic-system](http://www.epa.gov/septic/how-care-your-septic-system)
3. How Your Septic System Works—[www.epa.gov/septic/how-your-septic-system-works](http://www.epa.gov/septic/how-your-septic-system-works)
4. Properly Dispose of Waste—[www.epa.gov/septic/how-care-your-septic-system#properly](http://www.epa.gov/septic/how-care-your-septic-system#properly)
5. Clean Water Act Analytical Methods—[www.epa.gov/cwa-methods](http://www.epa.gov/cwa-methods)  
EPA Method 1664, Rev A, Oil and Grease  
EPA Method 160.2, Total Suspended Solids  
EPA Method 5210B, Biochemical Oxygen Demand (BOD)  
EPA Method 353.2, Nitrate + Nitrite (as Nitrogen)
6. Technical Guidance Manual for Individual and Subsurface Sewage Disposal Systems—[www.deq.idaho.gov/water-quality/wastewater/septic-systems/technical-guidance-manual](http://www.deq.idaho.gov/water-quality/wastewater/septic-systems/technical-guidance-manual)  
Section 1.4.2.2, Extended Treatment Package Systems  
Section 1.4.2.2.2, General ETPS Approval  
Section 1.4.2.2.3, Disapproved Extended Treatment Package Systems  
Section 1.5, Installer Registration Permit and Service Provider Certification  
Section 1.6, Service Provider  
Section 1.9, Managed Operation, Maintenance, and Monitoring  
Section 4.8, Extended Treatment Package System
7. Extended Treatment Package Systems (Aerobic Treatment Units)—  
[www.deq.idaho.gov/water-quality/wastewater/septic-systems/extended-treatment-package-systems](http://www.deq.idaho.gov/water-quality/wastewater/septic-systems/extended-treatment-package-systems)

For additional information, contact  
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For health district contact information,  
visit

<http://healthandwelfare.idaho.gov/Health/HealthDistricts/tabid/97/Default.aspx>.