

Changes 200603:

1. Homeowner Qualifications: Department staff can proceed to facilitate homeowner qualification exams and permit reviews effective immediately.
 - a. Staff can direct homeowner applicants to the web page's instructional guides for study material. Administrative staff should direct all homeowner requests for qualification to the district specialist.
 - b. Exams must be scheduled with staff to proxy the exam via phone, zoom, duo, Micro-Soft Teams or other appropriate electronic tools available. Staff is free to choose which ever communication tool to facilitate the exam. Questions will be audible with answers recorded (written) and scores will be immediately provided.
 - c. Staff must provide homeowner identification information to the district specialist so that the program staff can generate the qualification certificate. Qualification certificates will accompany all homeowner permits. The homeowner qualification database for mail merge will be posted on the shared drive for core team access.
 - d. Staff must consult with their management team before performing homeowner installation inspections.
 - e. A list of Spanish speaking staff will be provided so that those homeowners can complete the process. Requests for all other language services must be forwarded through the program or district managers.
 - f. Homeowner permit reviews should be accomplished through the respective district specialist. District manager must be consulted whenever this is not possible or feasible. We need to assure a level of consistency within the districts.
 - g. The program will provide a list of Spanish speaking staff and those that wish to help homeowners with the qualification process. Please send me an email if you feel confident helping homeowners with their qualification process and if you can engage applicants in Spanish.
2. Stamping received documents: All documents received electronically can be dynamically stamped via Adobe Pro as evidence the documents have been filed as an official record. Please help customers understand that this is an acceptable stamp for all liquid waste processing. Direct all questions or concerns to the program manager.
3. Customer Service:
 - a. Staff, please focus on assisting customers to provide the documents they request. Make every effort to find a solution to the problem without deviating from regulatory and department requirements.
 - b. Customers are asked to work with staff when developing solutions to overcome the difficulties concerning document processing in a timely manner.
 - c. Customers should submit documents electronically to the field office email address for processing. Documents submitted via drop boxes will be processed dependent on staffs work schedule. However, once a document is submitted via drop box the same document may be submitted electronically for quicker processing. Staff must assure that the drop box documents are supplanted by the stamped or signed printed electronic document.
4. Office email addresses: All admin and field staff have access to and should daily review their office email account for documentation that they can process. Field staff should not wait for admin staff to notify them that they have a document pending their review. However, documents that require admin action before review should be processed stepwise accordingly. Contact your staff manager if you do not have access to your field office email account.
5. Admin staff cell phone numbers have been added to the phone list.
6. All other protocols remain in effect as indicated on the following page.

All Environmental Health Bureau (EHB) field offices are closed to minimize the spread of the Corona Virus. EHB Liquid Waste Program is encouraging all members of the public to use electronic communications whenever possible to interact with staff and field offices. Closure signs will be posted on the website and the field office doors. The signage will provide contact information and additional instructions. Each field office will have necessary forms, pertinent documents and a drop box in the immediate foyer.

- Submit Liquid Waste permit applications, property transfer evaluations, requests for unpermitted inspections, permit number search forms, via email to the field office in your area or the drop box. Water samples may be left in the front foyer along with the application for water testing.
- A faxed document may be difficult to process since many staff will not be in the office.
- General questions and inquiries should be relayed via e-mail or phone calls to field offices or staff.
- See www.env.nm.gov/liquid_waste/ for a complete list of contacts or additional information.
- Please understand that when you call you may be prompted to leave a voice message. Staff may be away from their phones for a day or more when you call so if you have not received a return phone call within an hour please call back, call another number or email the field office.
- Inspection requests must be phoned into a local inspector or field office. Please allow 3 or more days for any inspection scheduling.
- Photo inspections are authorized for contractor installations only. Contractors must have written approval or receive telephonic or email approval. Contractors must complete the [photo inspection forms](#) and submit them with all photos required within 5 days. Photo Inspection forms posted on website with instructions.
- Homeowner qualification exams see above changes ~~will be suspended until further notice, unless they are correcting an imminent or immediate threat to public health or the environment, or they have pending financial transactions or property transfers. Homeowner installations must be inspected or postponed. Inspections may be done to alleviate safety problems (uncovered systems)~~
- Unpermitted system inspections: Encourage applicant to use an installer specialist where possible. NMED staff will review each application and determine the necessity for an inspection. Inspectors will remove themselves from the vicinity whenever septage pumping is conducted, as a basic sanitary practice.
- LW Complaints will be investigated on a priority basis, imminent or immediate threats to public health or the environment will be top priority.
- Please remember that when you leave a voice message provide the phone number twice to assure clear communications. Again, if you don't receive a return call or email within an hour please call another number or email another individual.
- Department personnel have been directed to minimize contact with public, so there will be no handshaking and we will keep a 6' setback, additionally please bring your own pen. Inspectors may not ask you to sign the inspection form to minimize common contact.

Please remember that all documents should be submitted and returned via electronic means. Documents may be placed in drop boxes. Please put all documents into a letter sized envelope when depositing to the drop box, address the envelope to the individual or program concerned (food, pools, liquid waste) and most importantly state the purpose of the documents or the nature of your request. Place your name, phone number and email on the envelope. Assure that all handwritten information is legible.

EHB will continue to post information to the website, email notices, and notices posted on field office doors. EHB asks that you understand the importance of the public health protective measures and work with us to achieve the Governor's directives.

Please check website at https://www.env.nm.gov/liquid_waste/ for more information. You may email the liquid waste program at liquidwaste.program@state.nm.us.

If you want to receive email updates please submit your requests at <https://www.env.nm.gov/email-update-bulletins/> click on Email Updates. If you cannot achieve this send an email to the program requesting to be added to that email update list.

CONTACT INFORMATION IS ATTACHED
ADDITIONAL INFORMATION AND UPDATES WILL FOLLOW AS CHANGES ARE REQUIRED.