

COVID-19 UPDATE # 3 FOR OUR CUSTOMERS – June 8, 2020

EcoSeptix Alliance remains open and available to assist you with your alternative septic system. The U.S. Department of Homeland Security has issued guidance that includes water and wastewater as a critical infrastructure industry and says those working in these sectors “have a special responsibility to maintain your normal work schedule.”

The health of our employees remains paramount, and should an employee become ill, they understand that they should stay home. As Virginia has moved into Phase 2 of re-opening, we have determined that it is reasonable to resume scheduling all repairs, including those that require four technicians on the job site at the same time. Unfortunately, we have a significant backlog of this type of work, so please bear with us.

Whether we are coming to your property for alarm service or your annual inspection, we are continuing to attempt to contact you prior to our technicians’ arrival. Generally we are calling cell phones first. Feel free to call or email if you are not certain that we have your best contact number. Thank you to all of the customers we have visited in the last several months for your understanding and positive feedback.

Our office hours (8:00 a.m. – 5:00 p.m., Monday – Friday) have not changed. We can be reached at 540-972-3920 and through our website. If you have an alarm on your system on a weekend or holiday, please call the office with your name, address, phone number, and service needs. The office is not staffed on weekends and holidays, but we do have a technician on call who is monitoring the phone and available to troubleshoot over the phone and make necessary site visits.

We do not have many visitors to our office, so it is not difficult to maintain social distance in our office environment. Nonetheless, please feel free to call to see if we can assist you by phone or email if you would prefer not to visit in person or would like to schedule a time to stop in.

Finally, if you and your family are (still) spending more time at home, please be conscious of your water usage. Time-dosed systems work best when water usage is spread throughout the day and throughout the week. Additional cleaning is a good thing, but be mindful of harsh chemicals, and the only paper that should go in your system is toilet paper. There is no such thing as a “flushable wipe.” We have seen several articles this week describing harm done to public sewer systems due to increased flushing of wipes. Septic systems will experience similar issues.

Thank you for your continued business with EcoSeptix Alliance.