

## PLURIS HAMPSTEAD COC INSPECTION PROCEDURES – EFFECTIVE IMMEDIATELY

December 1, 2023

In an ongoing effort to streamline the COC Inspection process, Pluris has updated its COC Inspection procedures – effective immediately.

**\*\*\*IN THE EVENT SEWER CONNECTIONS ARE LOCATED IN THE DRIVEWAY, A CAST IRON SLEEVE AND PRE-INSPECTION IS REQUIRED PRIOR TO CONCRETE BEING POURED. \*\*\***

Please contact Permitting or Customer Care via email to request this pre-inspection.

In order to obtain a COC Inspection, the COC checklist must be completed and submitted to Pluris either, via email to Permitting at [permitting@plurisusa.com](mailto:permitting@plurisusa.com) or [customercare@plurisusa.com](mailto:customercare@plurisusa.com), or mail to Pluris Hampstead, LLC PO Box 297, Hampstead NC 28443. For all gravity connections, a picture must accompany the checklist to show the clean out and elder valve in relation to the home. Once the completed checklist is received a work order will be submitted to the field and the property will be placed on the schedule for inspection. Initial inspections could take up to 2 weeks. PLEASE plan accordingly.

Pluris has provided a checklist for all builders/developers to follow and ensure that the property will pass inspection. Provided all items on that checklist are in fact completed, there is a very small chance that the property will fail. An exorbitant amount of time is wasted by our technicians on a regular basis making repeat trips to perform an inspection for which the checklist indicates has been completed, but items on that checklist were physically not completed. The property fails requiring the technicians to repeat the inspection at a later date.

The new policy enforces that if a property fails the initial inspection, when the re-inspection request is received, an additional turnaround time of 14 days begins.

Please understand that we are not trying to be difficult. As we understand your time is valuable and you have deadlines you must meet, please also understand and respect that the Pluris technicians have a limited amount of time available throughout the day as they work tirelessly to ensure the entire sewer system is functioning efficiently and properly.

When you complete the checklist and sign it, it is imperative you are certain that ALL items on the checklist under the appropriate connection type are completed and correct. This will make the chance of needing a re-inspection highly unlikely.

We thank you for your understanding and compliance.

Pluris Hampstead, LLC