

Frequently Asked Questions for Septic Installer, Pumper and Land Disposal Permits

- 1. Q) How do I pay for my installer or pumper permit fee?**
 - A) Our online application accepts debit / credit, or checks. If you do not have access locally then our Regional Field Offices can assist with you application. You may also request a hard copy application to be mailed to your address by calling 1 615 532-0761.
- 2. Q) I didn't get a renewal notice. Will a notice be sent out?**
 - A) Renewal notices are sent to the email address on file starting around October. You may need to check the spam folder in your account and set any email from @Tn.Gov as a trusted address. If no email was on file then a hard copy notice and application will be mailed to your company address.
- 3. Q) I have locked my username or password with too many attempts. How do I unlock it?**
 - A) Accounts can be unlocked by emailing bg-help_desk@tn.gov. Ask them to unlock your online account for your pumper or installer applications.
- 4. Q) I received a message stating my submission is incomplete and has been inactive for 80 days. It will be deleted in the next 9 days. But I have already got my Certificate showing proof of permit for the year. Is something wrong?**
 - A) If you have already received your notice that your application has been marked complete and a certificate has been issued for the year then no worries. Likely you have a second or duplicate submission still in your account. The incomplete submission is probably in a draft format in your list of submissions. You may let it auto delete, or log in and delete any unused application.
- 5. Q) I don't have a username and password. Will one be given to me.**
 - A) A username and password are acquired by beginning an online application as a new user. Simply start the Form by creating an account. Your username will be your email. Pick a password that you can remember easily, or write it down for safe keeping. It will be used year after year.
- 6. Q) After I apply for a new or renewal permit, how long until I get my certificate?**
 - A) Applications for a pumper or Installer permit are worked in the order in which they are received. Turn around times may vary from one (1) to fifteen (15) days depending on the number of other applications that have come in for review. Please attach all required documents with your pumper or Installer application and make sure all information is correct as it would have been entered on your original application. This will cut down on the number of corrections we may require before a permit may be issued.
- 7. Q) My pumper permit also has a Land Disposal permit. Can I apply for both on the online application?**
 - A) Land Disposal or LD permits are still required to be applied for by hard copy and mailed to the Central office. The LD permit must be issued prior to applying for your pumper permit as the LD certificate should be attached to the Pumper online application.
- 8. Q) I need a duplicate copy of my pumper or Installer Permit.**
 - A) If you applied through our online application process and have received the copy originally through the automated system, you may log in to your account and visit the documents section in your account. Copies of all your submitted documents, receipts, and also the generated Certificate for each year moving forward will be available to download as often as you need.