

## Frequently Asked Questions

**1. How and when do I get reimbursed?**

After your installation is complete, you will submit the receipts to Bryan Horsley at MASSTC ([bryan.horsley@capecod.gov](mailto:bryan.horsley@capecod.gov)). Once receipts are submitted, MASSTC will reimburse you up to \$8,250 for eligible labor and parts as described in the participant contract.

**2. Will I be exempt from upgrading my septic system or from connecting to a sewer in the future if I participate?**

At this time, participation in this project does not exempt you from future requirements to upgrade your wastewater system. Data collected from this project will inform future Town considerations for how urine diversion (UD) may be incorporated into policies, including exemptions.

**3. Do I need to convert all of my toilet fixtures in order to participate?**

No. Participation requires installing at least one UD fixture.

**4. Do you anticipate that UD systems will achieve equivalent performance to best performing I/A septic systems?**

We don't know. A core goal of this project is to answer this question, but we do expect households that divert the maximum amount of toilet waste to perform best. Performance may be impacted by number of toilets converted, type of fixture installed, and user behavior.

**5. Who do I contact if I have questions?**

Contact Bryan Horsley at 508-375-6983 or [bryan.horsley@capecod.gov](mailto:bryan.horsley@capecod.gov). For non-emergencies, emails are preferred.

**6. Who will permit the system?**

The project team will work with you to file the necessary permits, including an I/A Septic Permit from the Falmouth Board of Health, as well as a plumbing permit from the Falmouth Building Department.

**7. Do I need to pump my existing septic tank before participating?**

Yes. Your existing septic system will need to be pumped after your UD system is installed and before we begin sampling. This pumpout is eligible for reimbursement.

**8. How often will my urine storage tank be pumped?**

MASSTC will provide quarterly urine tank pump-outs or as needed. If you require a pump-out, contact Bryan Horsley at 508-375-6983 or [bryan.horsley@capecod.gov](mailto:bryan.horsley@capecod.gov).

**9. Will I have to pay to have my urine tank pumped?**

During the project period, MASSTC will provide urine removal at no cost to project participants. Once the project is over it will be the system owner's responsibility to contract and pay for pumping. MASSTC can continue pumping urine tanks after the project ends but will need to charge a fee to do so.