

Keeping Private Info Private

WHY SOME PROPERTY INFORMATION IS PUBLIC

Basic property information is public because the government is involved in many transactions relating to property over long periods of time, and, for good government, these transactions must be transparent.

For example, governments are involved in surveying and setting boundaries, establishing land use guidelines, levying and collecting taxes, issuing permits, and developing/enforcing codes.

When a property requires a septic system or grease tank, many different types of users will be associated with that property over time, making a centralized database of that system's service history very helpful. For example ...

- A Designer or Engineer may design a system, based on the physical characteristics of the property, including its soils.
- A number of Regulators may review the property and the design, inspect the system during installation, and manage ongoing maintenance and reporting.
- A number of Service Providers may maintain the system and submit reports.
- A number of Pumping Companies may pump or clean the system and submit reports.
- A number of Inspectors may inspect the system at time-of-sale or transfer-of-ownership.
- A series of Owners may need to access the history of the system to repair, upgrade, or replace it.

OnlineRME manages and centralizes this history of a property over time, allowing "read-only" public information to be read while keeping private business information private.

INTRODUCTION

OnlineRME is a Web-based management tool for members of the septic industry and for those who manage the disposal of fats, oils, & grease (FOG).

OnlineRME provides a way for inspectors, pumpers, and other related service providers to submit reports that are required by local/regional regulations and voluntary programs.

Where required, these reports are viewable by the public, just as other property information – such as a property's address, owner, tax ID number, etc. – is available for public viewing under the Freedom of Information Act.

However, the people who use OnlineRME can do much more than submit (and read) publicly available reports. They can also use OnlineRME to help manage their private businesses, like keeping track of their business contacts, contracts, scheduled activities, and more.

If you are using (or are about to use) OnlineRME, you may be wondering, "If I use these business tools, will my private information be safe and secure?" The answer is "Yes."



NONE OF YOUR PRIVATE BUSINESS INFORMATION IS PUBLIC.

NO ONE ELSE CAN SEE IT.

That's what this brochure is about. It includes additional information about the integrity and security of your data. But, bottom line, what you just read in capital letters is what's important to know:

- No one can see your private business data.**
- No one can see your contracts or run a list of your clients.**
- No one can see your prices or invoices.**
- No one can see your schedules.**
- No one can see your notes or messages.**

And since no one can see your private business data, no one can search it, copy it, alter it, create lists or spreadsheets of it, go after your customers, use it against you, etc.

Hundreds of thousands of reports have been submitted to OnlineRME from all over the country, with no incidents of misuse.

Online**RME's** COMMITMENT TO ITS USERS

OnlineRME exists to provide accurate, reliable septic system and FOG system data to all who need it, for as long as it is needed. And to provide that data in a way that is affordable to all and costly to none.

Different types of users need to see different types of data and OnlineRME uses separate License Agreements for each type of user. OnlineRME does not discriminate by region or by service company or by technology or by manufacturer or in any other way. Nor does it give privileges to any particular user that are not called out in the standard License Agreement for that type of user.

OnlineRME date- and time-stamps every login, query, change, and report.

NO ONE has access to the entire universe of OnlineRME's data except the company's programmers, who write the code that makes the software work. That's it. Just the programmers. And they are pledged to keeping private information private. If anyone believes that OnlineRME's confidentiality has been abused by anyone, an e-mail can be sent to info@onlinerme.com and we will investigate, immediately.

OnlineRME's greatest strength is its data integrity and security. If we compromise it, we undermine ourselves. That's why, in the decade that our company has been in existence, there has never been a single instance of data abuse.

We are happy to provide references from our larger service companies and long-time users to anyone who requests them, or to provide more information in general. Just give us a call or send us an e-mail.

And thank you for taking the time to read this important information.



"Is My Information Safe & Secure?"



Data Integrity & Data Security With Online**RME**

Keeping Private Information Private



OnlineRME provides valuable business management tools to its many users, many of whom are RMEs (Responsible Management Entities). Each type of user sees different sets of data and uses different tools, which are spelled out in a License Agreement. Following is a description of what different users can see and do with OnlineRME.

P R I V A T E

WHAT THE PUBLIC CAN SEE & DO

There is a "Public Record Search" on the Home page of OnlineRME. This Public Record Search only works in areas where regulators are using OnlineRME to help local property owners and their service providers submit required inspection reports.

Realtors, property owners, and prospective property buyers use this Public Record Search the most. They use it to see all the wastewater or FOG inspection reports on a property and to get a snapshot of the service history of that property, as well as other basic property information. In some cases, information related to contract history, such as who currently has the contract, is shown when it is required by regulation and is part of the public property record.

While the information varies by locale, here's what the public can typically see:

- Property address
- Tax ID and lot number
- Property type (e.g., residential, commercial, multi-family, etc.)
- Type of wastewater or FOG system
- Permitted flows
- Date the system was approved
- Date the system was placed in service
- Submitted inspection and pump reports

None of this data can be altered. All views are "read only." Inspection reports are PDFs, which can't be altered, only downloaded.

ALL of this data is public information. ALL of it can be obtained from a local government office, by request.

OnlineRME is a public service that saves people time, gas, and parking fees, while helping to ensure the orderly purchase and sale of property that meets local health requirements.

WHAT REGULATORS CAN SEE & DO

Regulators have their own login, and they use OnlineRME to manage the septic and FOG systems that have been permitted within their jurisdictions, to ensure the systems are tracked, inspected, serviced, and operating as required.

While OnlineRME is customized for each regulatory jurisdiction, here's what regulators can typically see and do:

- Create their own contacts and schedules
- View inspection reports as they are submitted
- View data that is relevant to their responsibilities
- Sort and export relevant data, such as system type, problem type, or service provider
- Export property owner names to help with form letters
- Update site data, such as changes in ownership or system components
- Communicate with inspectors and service providers via a private messaging system

OnlineRME reduces paperwork and makes the regulatory function far more efficient. It is also cost effective because it can be entirely self-funded. Service providers pay a nominal fee for the ability to submit reports online, at their convenience. Consequently, OnlineRME reduces taxpayer costs for regulatory oversight.

Regulatory entities are currently managing hundreds of thousands of septic and FOG systems with OnlineRME. Long-term data shows that, by making it possible for regulators to respond quickly to deficiencies, OnlineRME actually reduces the number of problem systems, over time, preserving property values and public health.

WHAT MANUFACTURERS CAN SEE & DO

Manufacturers have their own login and can use OnlineRME – for free – to confidentially mine data on properties that include their components. They can then use this information to improve sales, training, product development, and permit requirements. For example, manufacturers can ...

- Document performance data to support sales and marketing messages
- Gather performance data to support requests for new approvals
- Submit required reports to regulators, quickly and easily
- Identify component issues for product improvements
- See what properties are under contract or have cancelled contracts
- Track maintenance activities for improved training of authorized service providers
- Locate unauthorized service providers and offer them training
- Merge useful site information from their databases – such as telemetry data – into OnlineRME

Manufacturers can not view or export any information on competing technologies. Period.

One final note: Because OnlineRME gives regulators a centralized database of component performance from a large number of different types of systems, manufacturers can encourage them to tailor "one-size-fits-all" inspection and maintenance requirements to match actual component performance, potentially saving their customers a great deal of money.

WHAT SERVICE PROVIDERS CAN SEE & DO

Service Providers have their own login for OnlineRME, and OnlineRME provides free business management tools and permanent data storage that small business owners typically have to pay for. Since there is no charge to sign up for an account, Service Providers are always welcome to "give it a spin."

Here is what Service Providers can see and do:

- Set up and manage their own accounts
- Manage their own contacts, contracts, and calendars
- View and update information on their customers' type of system and components
- Export certain subsets of their own business data, such as customer lists and scheduled events
- Complete and submit inspection reports on their customers' behalf
- Communicate privately with regulatory authorities

OnlineRME allows Service Providers to submit required reports quickly and conveniently, online, saving them time and hassle. Their reports are submitted to a centralized database so they don't have to submit multiple copies of the same report to different entities.

