

How to protect your water supply if you have a

PRIVATE WELL

(You use a well that serves less than 15 homes or 25 people)

If your well was installed after July 2008 (when the state began to require well licenses for new wells):

1. Call your county's well program.

- ✓ Report odd tastes or odors.
- ✓ Request a copy of your water quality test results.
- ✓ Request a copy of your well certificate.
- ✓ Request additional testing if needed (test every 3-5 years).

Your county contact: _____

If your well was installed before July 2008:

2. Have your well tested.

- ✓ No state requirements were in place at the time.
- ✓ CWFNC recommends testing your well for **at minimum fecal coliform, arsenic, lead, zinc, nitrates, and nitrites**. A full water test (required since 2008) would **also** include *barium, cadmium, copper, fluoride, iron, magnesium, manganese, mercury, selenium, silver, sodium, and pH*. Testing nearby known sources of contamination is a good idea, too.
- ✓ To get started, call your county's health department—they may be able to help with testing at a reduced cost.

Your contact: _____

If there are nearby abandoned wells or old house or farm sites:

3. Take steps to find old wells and seal them to prevent direct contamination of groundwater.

- ✓ Mark the well clearly and contact a well contractor!

4. Call Clean Water for North Carolina.

Phone number: 1-800-929-4480 email: info@cwfn.org

Ensuring safe and affordable water for your community:

How to get involved



- ✓ **KNOW YOUR RIGHTS:** Host a water justice workshop in your neighborhood
- ✓ **EXERCISE YOUR RIGHTS:** Participate in your decision-making process
 - ✓ Water companies, health departments
 - ✓ Local government
 - ✓ State and federal government
 - ✓ North Carolina Utilities Commission
- ✓ **STAY CONNECTED:** Contact Clean Water for North Carolina or sign up to receive important updates

Clean Water for North Carolina
29 1/2 Page Avenue 2009 Chapel Hill Rd.
Asheville, NC 28801 Durham, NC 27707



1-800-929-4480
www.cwfn.org

How to protect your water supply if you have a

PUBLICLY OWNED WATER SYSTEM

(You pay a water bill to a city, county or other municipality)

1. Call your water supplier (the City or County).

- ✓ Questions or complaints about your bill, water quality, or service

Name of your water supplier: _____

Your contact: _____

2. Call NC Public Water Supply Section.

- ✓ State agency overseeing water quality
- ✓ Call with unresolved water quality issues
- ✓ Request a copy of your annual water quality report

Phone number: 1-919-733-2321

Website: <http://www.deh.enr.state.nc.us/pws/>

3. Call Clean Water for North Carolina.

- ✓ Nonprofit working with communities statewide
- ✓ Contact with remaining questions or if your water supplier and NC Public Water Supply aren't helpful

Phone number: 1-800-929-4480 email: info@cwfn.org



“Access to safe water is a fundamental human need and, therefore, a basic human right.” - Kofi Annan, United Nations Secretary-General.

How to protect your water supply if you have a

PRIVATELY OWNED WATER SYSTEM

(You pay a water bill to a private company or corporation)

1. Call your water supplier (the company that bills you).

- ✓ Questions or complaints about your bill, water quality, or service

Name of your water supplier: _____

Your contact: _____

2. Call NC Public Water Supply Section.

- ✓ State agency overseeing water quality
- ✓ Call with unresolved water quality issues
- ✓ Request a copy of your annual water quality report

Phone number: 1-919-733-2321

Website: <http://www.deh.enr.state.nc.us/pws/>

3. Call the NC Utilities Commission.

- ✓ State agency overseeing pricing of water
- ✓ Contact with unresolved questions or complaints about water pricing, notification, or service
- ✓ They may hold public rate hearings for proposed increases

Customer service line: 1-866-380-9816

Website: <http://www.ncuc.commerce.state.nc.us/>

4. Call Clean Water for North Carolina.

- ✓ Nonprofit working with communities statewide
- ✓ Contact with remaining questions or if your water supplier and the agencies aren't helpful.

Phone number: 1-800-929-4480 email: info@cwfn.org