



Call the **wellcare. HOTLINE** Monday through Friday from 10:00 a.m. to 5:00 p.m. ET or contact us on the web anytime to ask your well system and well water questions.

Our free, friendly service can help anyone with wellcare® questions: private well owners, shareholders, realtors, developers, renters with wells, teachers, students, and health department staff. Our helpful specialists will provide answers or referrals—within 24 business hours.

The **wellcare. HOTLINE** is a service of Water Systems Council (WSC), a non-profit organization focused on household wells and small water well systems.

Learn the Basics of Your Well System

If you are a private well owner, you are solely responsible for the quality of your drinking water. You should plan for the maintenance of your well system, water quality, and water treatment systems.



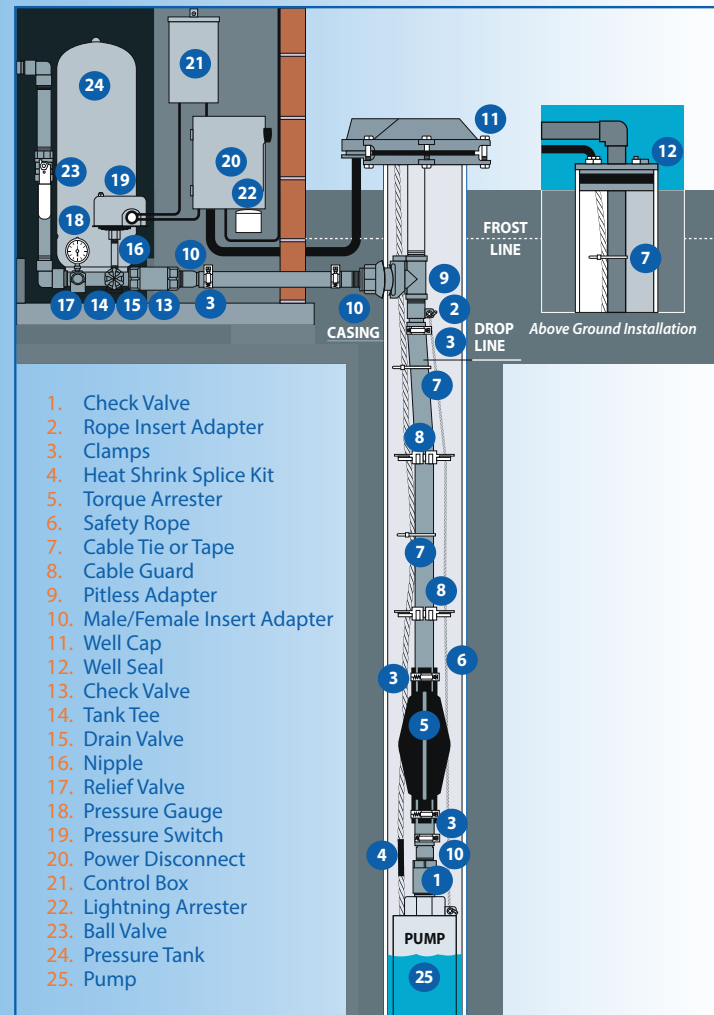
- Test your water each year
- Inspect your well and well components regularly
- Protect groundwater supplies
- Keep good records

The **wellcare. HOTLINE** can help.

We offer more than 100 different information sheets pertaining to wells, well maintenance, and water quality. Additional brochures, guides, and a Well Owner's Manual are available for free download on our website.

To learn the basics about your well system, go to: wellcarehotline.org/water-well-care-wellcare-info-sheets

Sample Water Well System



This illustration is intended to represent some of the components that can be included in a water well system and is not intended as an installation guide.

Check local codes for actual requirements and restrictions.

Join the wellcare. Well Owners Network!

Join the **wellcare.** Well Owners Network and receive regular information on how to maintain your well and protect your well water and opportunities for discounts on well water test kits... it's FREE!

Sign up today:
wellcarehotline.org/well-owners-network

Do you have questions about your well?



Free, friendly service that provides answers within 24 hours.

Call **888.395.1033**

or online at

www.wellcarehotline.org



www.watersystemscouncil.org

Care for your well

Given the right care, a modern well system can serve you and your family for many years.

The **wellcare. HOTLINE** offers guidance on the following steps:

Protect Your Well System

Inspect your wellhead each year. Make sure the well cap is fastened tightly. Keep debris away from the well and consider adding a fiberglass marker to identify the wells location during fall and winter months.

Take care to keep contaminants away from your well. Even small spills of pesticides, fertilizers or fuels near your well can seep into the ground. Close and seal any old wells on your property to keep contaminants from entering your drinking water supply.

Ask your licensed well contractor to inspect your well system every five years. Keep a log of all inspections, tests, and maintenance.

Test Your Drinking Water

Test water once each year for a minimum of bacteria. Other tests may be warranted depending on where you live and what is located near your well system. Contact the **wellcare. HOTLINE** or visit our website wellcarehotline.org/well-water-testing-contractors for a list of certified laboratories in your area.

When buying a home with a well, have the water tested and well system inspected by a licensed well contractor. A water test may also be required when you sell your home.

Protect your drinking water

The **wellcare. HOTLINE** offers information on a variety of water concerns, so you can ensure the quality of your water.

Identify Potential Water Contaminants

Smells —a rotten egg smell can indicate sulfur. A stale smell might be caused by bacteria.

Taste —a chemical taste can be a sign of the fuel additive MTBE or other Volatile Organic Compounds (VOCs). A bitter or metallic taste might indicate iron, manganese or sulfates in the water.

Colors or Stains —black or brown stains might be caused by manganese or sulfates; yellow or tan color may be tannins; blue green or stains can come from corroded copper plumbing; red rust is usually from iron, cloudy water indicates turbidity; and an oily sheen can be from VOCs.

Recognize Seasonal Threats to Your Well

Summer—drought, flooding

Spring/Summer—bacteria

Summer/Fall—fertilizers, herbicides, pesticides

Winter—road salt, snow piled beside the well

Understand the Mechanics of Your Well

Contact a licensed well contractor to handle any mechanical or construction issues related to your well system. The **wellcare.** information sheet, "Selecting a Well Contractor," can help you find the right professional.

Some frequently asked questions about wells



FAQs

Q: Where is my well located?

A: Locate the wellhead in your yard. This is the top of your well. It should extend at least 12 inches above the ground to keep contaminants from entering the system. Surface water should drain away from the wellhead.

Q: How do I get a well drilled on my property?

A: Hiring a licensed well contractor is highly recommended for any well construction or repairs. For more information on selecting a well contractor, please visit our website at wellcarehotline.org/well-water-testing-contractors.

Q: What would cause low or no water pressure or flow?

A: Some possible reasons for low or no water pressure or flow are:

- no water pressure or flow due to a power failure
- no water pressure or flow due to a well that has gone dry
- no water pressure or flow due to an inadequate water supply
- Low water pressure or flow due to a filter that has become clogged
- Low water pressure or flow due to a leak in the system piping or a mechanical problem.

You should not attempt to resolve any of these issues on your own. Contact a licensed well contractor.

Q: What distance should my well be from my septic system?

A: Your well should be at least 50 feet from your septic system and drain field. But, you should check with your local or state health department to learn what the requirements are in your area.

Q: How often should I get my water tested?

A: It is recommended to have your water tested annually for at least bacteria. You may want to test for more than bacteria depending on where you live. You should also test your water whenever there's any change in the color or smell. The **wellcare. HOTLINE** can help you find a certified laboratory or tell you about test kits you can use to test your water.

Q: Should I have my water tested for radon?

A: If radon has been found in your home or if you are in a high risk area, have your water tested for radon by a certified laboratory.

Q: Should I disinfect my well system annually?

A: No. Disinfection is only recommended if bacteria is found in your water, flooding occurs near your well, after repairs are made, or if suggested by your well professional.

Q: I have no water, what should I do?

A: First check the power source to see if a fuse is blown or a breaker is tripped. If it is, try resetting the breaker. If this doesn't solve the problem contact a licensed well contractor for further assistance.

Water Systems Council strongly recommends you do not attempt to fix problems yourself. Please contact a licensed well contractor or pump installer for diagnosis and repair.

Call today! 888.395.1033

www.wellcarehotline.org