

## Questions/Contact Information

If you have any questions about your well, please call the Groundwater Section Regional Office for your area. The following is a list of Regional Offices.

Asheville Regional Office  
59 Woodfin Place  
Asheville, NC 28801 • Phone: (828) 251-6208

Mooresville Regional Office  
919 North Main Street  
Mooresville, NC 28115 • Phone: (704) 663-1699

Fayetteville Regional Office  
225 Green Street, Suite 714  
Fayetteville, NC 28301 • Phone: (910) 486-1541

Wilmington Regional Office  
127 Cardinal Drive  
Wilmington, NC 28405-3845  
Phone: (910) 395-3900

Washington Regional Office  
943 Washington Square Mall  
Washington, NC 27889 • Phone: (252) 946-6481

Raleigh Regional Office  
3800 Barrett Drive, Suite 101  
Raleigh, NC 27609 • Phone: (919) 571-4700

Winston-Salem Regional Office  
585 Waughtown Street  
Winston-Salem, NC 27107 • Phone: (336) 771-4600

Well construction standards are outlined in Title 15A North Carolina Administrative Code (NCAC), Chapter 2C, Section .0100. Well Contractor Certification rules are outlined in Title 15A NCAC, Chapter 27, Section .0100-.0900. To get a complete copy of these rules, you may download them from our web page or contact us at the following address:

DWQ, Groundwater Section  
1636 Mail Service Center  
Raleigh, NC 27699-1636

Phone (919)733-3221 • Fax (919)715-0588  
<http://gw.ehnr.state.nc.us>

## North Carolina

# HOW TO SELECT A WELL CONTRACTOR



## Division of Water Quality Groundwater Section

## Water Supply Wells

### *What you should know*

A properly located, constructed and maintained well provides a safe, dependable and economical source of water. On the whole, North Carolina's ground water is of very high quality. In some areas of our state, ground water is the only source of fresh, clean water that is available. More than half the citizens in our state rely on ground water as their sole water source. Ground water pollution is often confined to the well itself and is a result of improper location, construction or maintenance. However, local pollution of the ground water resource can occur as a result of improperly constructed and maintained septic systems, municipal and industrial waste lagoons, chemical stock piles, petroleum storage facilities, and other similar sources.

Dependable, certified well contractors can prevent many water quality or pollution issues for the homeowner by properly locating and constructing a well in accordance with local, state and federal rules. All well contractors must be individually certified each year with the Department of Environment and Natural Resources (DENR) in order to construct, repair, alter or abandon wells in North Carolina.

A certified well contractor must be onsite during the construction, abandonment, repair or any alteration of any well.

Without a current certification, it is illegal to perform well contractor activities and/or for a person to advertise as a well contractor.

In 1967 the N.C. General Assembly enacted legislation to protect the public welfare, safety, health and the ground water resources of N.C. Under authority of this legislation, known as the Well Construction Act, comprehensive rules governing the location, construction, repair and abandonment of wells were adopted and made effective February 1, 1976.

These well construction rules, or standards, also address the installation and repair of pumps and pumping equipment. Pump installers are required to be registered with the DENR in order to perform services.

For additional information on water supply wells, please see our other informational pamphlets:

### **North Carolina Water Wells**

What you should know about drilling and construction standards for a safe and dependable water supply

### **Well Abandonment**

Know the rules to protect yourself and our groundwater.

North Carolina Department of  
Environment & Natural Resources



2000 copies of this public document were printed on recycled paper at a cost of \$273.27 or 0.14 per copy.

## Questions to Ask of Your Prospective Well Contractor

**Q.** Is the well contractor certified with the State?

**A.** Have the well contractor show you his individual certification card. The certification card should be similar to the one shown below. Check the expiration date on the card to make sure it has not expired. You may also check the Groundwater Section web page or contact the Groundwater Section Central Office to determine the contractor's certification status.



To anonymously report the activities of an uncertified well contractor, please call the regional office in your area. The contact information is on the back of this pamphlet.

**Q.** Does the well drilling company have insurance?

**A.** Ask your well contractor and get the name of the insurance company.

**Q.** Does the certified well contractor onsite have experience installing wells in your area?

**A.** Although a competent well driller should be able to successfully install a well in most areas, familiarity with the local geology and ground water resource will help ensure a productive and properly installed well.

**Q.** What is the well drilling company's policy regarding dry wells?

**A.** A contract for potable water is recommended. Read your contract carefully before signing and know specifically what services and materials you are purchasing. Upon completion of the well, retain receipts, a copy of your contract and the required well construction record (GW-1 form).

**Q.** Has the DENR assessed any fines or notices of violation against the well contractor? Has the Well Contractor Certification Commission sanctioned the contractor in any manner?

**A.** Check with DENR central or regional office listed on the back of this brochure.

**Q.** Ask the well contractor to provide a list of references where wells have been installed.

**A.** Check with or call the well owners to verify satisfaction.

**Q.** What is the best type of well for my area?

**A.** Variables determining the appropriate type of well include ground water resource characteristics and your well yield requirements. Typical wells can include drilled, bored, dug, and jet wash installations; PVC, galvanized, or concrete casings; and open-hole, screened, or sand/gravel packed completions.

**Q.** Does the well drilling company do its own grouting? (grout is a mixture of cement-type material that is placed around the outer casing of the well to act as a seal).

**A.** A minimum of 20 feet of grout is required in most areas of N.C. The well contractor is responsible even if it is subcontracted to another company. A certified well contractor must be onsite during grouting of the well.

**Q.** Does the well drilling company install the pump and connect the lines to the house?

**A.** Well drilling companies may perform the installation or it may be subcontracted. Regardless of who performs the work, pump installation must be performed by a N.C. registered pump installer.

### Some other items to consider:

\*Always ensure that your well is located upslope away from potential contaminant sources;

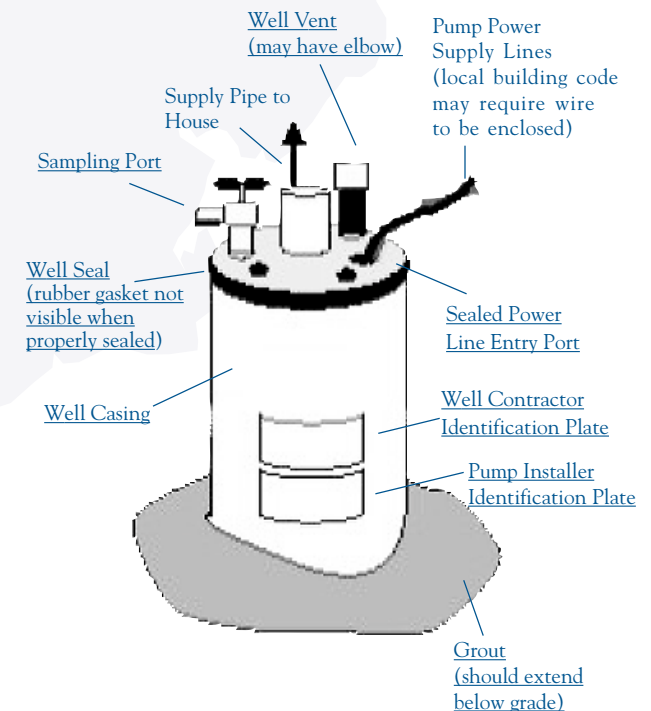
\*A few of the separation requirements in 2C (please refer to 15A NCAC 2C .0107 for the complete list):

- septic tank and drainfield: 100 ft or 50 ft if lot size precludes 100 ft
  - building foundations: 25 ft
  - surface water that recharges groundwater such as ponds and lakes: 50 ft
  - surface water that discharges groundwater such as creek and streams: 25 ft
  - animal barns: 50 ft
  - animal feedlots or manure piles: 100 ft
- \* Always check to ensure compliance with local well ordinances.

Following completion of a drilled well, your wellhead should look similar to the well diagram below. The items underlined are required by the Well Construction Rules. The well contractor identification plate should be filled out completely and include the construction specifications of your well (such as yield, well depth, etc.). The well contractor identification plate and the pump installer identification plate should be securely affixed to the well casing.

Please contact your regional office should you have any questions about your well or concerns about ground water in your area.

### Wellhead Components (for a drilled well)



The well casing or visible portion of the well should extend a minimum of 12 inches above the land surface.

