



888-395-1033 wellcare® Hotline
www.wellcarehotline.org

September 2013
Special Edition

**IF YOU OR SOMEONE YOU
KNOW HAS BEEN
AFFECTED BY FLOODING
AND HAVE A PRIVATE
WATER WELL, WE CAN
HELP!**

Contact the



**at 888-395-1033
or click the image to
contact us online -
www.wellcarehotline.org!**

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WARNING:

DO NOT turn on the pump or wash with the water if the well has been flooded or there is any damage to the well head or well cap.

If you are a private well owner and have experienced flooding, there are some things you should know about your drinking water supply. First, DO NOT turn on the pump or wash with the water. There is danger of electrical shock and damage to your well or pump could occur if they have been flooded. DO NOT drink, cook or wash with the water as it could be contaminated and you risk getting sick. If you suspect septic lines are damaged, avoid using sinks, showers or toilets. If water pipes are damaged turn off the water at the main valve. Contact a well or septic professional immediately for assistance.

Managing a Flooded Well

Flood waters can carry large debris that can loosen well hardware, dislodge well construction materials or distort the well casing. Coarse sediment and flood water can erode pump and electrical components.

CAUTION!

Risk of Electrical Shock

After flooding, always get assistance in turning on the pump from a qualified electrician, well or pump contractor.

DO NOT turn on the equipment until the wiring system has been checked by a qualified electrician or your well professional. If the pump's control box was flooded, all electrical fittings must be dry before service can be restored. There is risk of electrical shock and damage to your well and pump if the system is not dry and clean.

After the flood has receded, contact your well professional who will be able to clean, repair or maintain different types of pumps. If you need assistance in locating a well professional, contact your local health department or the wellcare® Hotline at 888-395-1033 or www.wellcarehotline.org.

For more information on **Managing a Flooded Well**, click the image below:



Disinfecting Your Well

After the power has been restored and your well system and components have been thoroughly inspected, you will need to disinfect your well. Disinfection will not remove pesticides, metals, and other types of non-biological contamination. Do not drink or cook with the water until a water test is performed and confirms there are no harmful contaminants in your water. Refer to our information sheet on **Disinfecting Your Well** by

Previous newsletters with additional tips can be found [here](#).

WSC has over 90 different wellcare® information sheets that can help you and your family learn more about managing a water well and protecting your water supply. Visit [our website](#) or contact the wellcare® Hotline at 888-395-1033.

clicking the image below or contact your well professional for assistance with this procedure.



Testing Your Water

You should have your well water tested after disinfecting your well to confirm bacteria is gone and other contaminants are not present. Contact your local or state health department to have your water tested or to get a referral to a state certified laboratory that can perform water testing. If you need assistance, contact the wellcare® Hotline at 888-395-1033 or www.wellcarehotline.org.

For more information on **Well Water Testing**, click [here](#).

Warnings!

DO NOT use the septic system - have the septic tank inspected first!
Only trained professionals should clean and repair septic tanks!

Your Septic System

DO NOT use the septic system until water in the soil absorption field is lower than the water level around the house. Signs of damage include settling or an inability to accept water. Most septic tanks are not damaged by flooding since they are below ground and completely covered. However, septic tanks and pump chambers can fill with silt and debris and must be professionally cleaned. If the soil absorption field is clogged with silt, a new system may have to be installed. Have your septic tank professionally inspected and serviced if you suspect damage.

Contact your local health department for a list of septic system professionals in your area.

Further Assistance

If you need further assistance with any of the above matters, contact your local health department, state environmental agency or the wellcare® Hotline at 888-395-1033, www.wellcarehotline.org or fill out a form online [here](#).