

Homeowners Guide to Successfully Completing the Well Inspection Process

- 1.) Homeowner or authorized agent submits completed application for a well permit to the permitting office located in Suite 101 of the Wake County Office Building (336 Fayetteville St., Raleigh NC 27602). This includes submittal of an acceptable site plan and payment of the well permit fee (please refer to fee schedule).
- 2.) A Department of Environmental Services (DES) representative will evaluate the site for well area suitability. Depending upon the number of prior applications, wait time until evaluation may be 1-3 weeks (excluding emergency situations). Lack of planning on the part of homeowner or contractor is not considered an emergency situation.
- 3.) Homeowner or authorized agent of homeowner receives well permit through the mail after evaluation, and forwards a copy to their chosen well contractor. Unsuitable lots will prompt denial/appeal process. Permits may also be faxed to well contractor, agent, or homeowner.
- 4.) Certified well contractor constructs well and contacts DES for well grout inspection.
- 5.) Certified pump installer of homeowner's choice (refer to Wakegov.com) installs pump. Installer or applicant then calls DES for a Well Head Inspection within 72 hours of completion. If the WH fails inspection then the installer is notified and a reinspection fee is charged. It is the responsibility of the pump installer to call in the Well Head inspection.
- 6.) Homeowner/ Contractor calls (919) 856-7446 to schedule a water sample analysis.
- 7.) Samples will be collected generally within 3-5 business days of initial request if no chlorine residual is present. Bacterial samples require approximately 48-72 hours processing time. Inorganic and Nitrate/Nitrite samples require approximately 2 weeks processing time. Please call (919) 856-7446 or visit (GIMS) to access water samples results.

- 8.) Well Head (WH) and Water Samples (WS) may be scheduled for inspection at the same time, however if the WH fails inspection the (WS) will not be obtained, and both inspections must be rescheduled as per previous direction.
- 9.) The owner/agent must provide power to the well so that the DES representative can collect water samples. If power to the well is not certain, please contact Environmental Services at 919-856-7400 and ask to speak with the appropriate DES representative so that an appointment can be scheduled to obtain water samples. If water samples cannot be collected due to lack of power, a reinspection fee will be assessed.
- 10.) If there is an existing well present on the lot, and the conditions of the permit require that the existing well be properly abandoned, then the new well permit is not complete until the existing well is properly abandoned, inspected, and all final documentation is received. Upon proper completion of the new well, and proper abandonment of the existing well the applicant may apply for a \$200.00 refund from the original permit fee.
- 12.) Call (919) 856-7400 to pay fees by credit card or mail checks made payable to Wake County Environmental Services to 336 Fayetteville St., PO Box 550, Raleigh NC 27602. Be sure to include permit # reference on check in the notes section.