

PRIVATE WELL SAMPLING IN THE FOUR COUNTIES AREA

Criteria for Sampling Eligibility

- Chemours is sampling private wells in the Four Counties area if connected to a dwelling and used as the primary drinking water source for human occupancy if they meet one or more of the following criteria:
 - a) The well is located with one-quarter mile of a well that contains one or more Consent Order PFAS at or above 10ppt;
 - b) The well is located within one-quarter mile of a public water service line or sanitary sewer network;
 - c) The well is located within one-quarter mile of the 100-year floodplain which includes the Intracoastal Waterway and significant portions of tributaries of the Cape Fear River; or
 - d) The well is located within one-quarter mile of a biosolid land application site.

Process for Sampling of Wells

- Residents identified as meeting one or more of the criteria noted above will receive a letter from Chemours asking them to provide information regarding whether they own or rent the property, a phone number for a return call, and whether they are using a private well as their primary drinking water source. The letter will provide additional information and request that residents respond using one of three options: (1) calling the FOUR COUNTIES Community Line at 910-678-1100, (2) filling out a form and mailing it back, or (3) using a QR code to access an online survey.
- Residents that call the FOUR COUNTIES Community Line (910-678-1100) and leave a voice message providing their name, phone number, and address can expect a call back within 1 to 3 business days. Please note that we have a team of trained representatives returning resident calls and your call may be returned from an area code that is not local. Residents that mail in a form or respond via the online survey and provide a working telephone number can expect a call within approximately one month.
- Residents who have not received a letter can call the FOUR COUNTIES Community Line (910-678-1100) and request screening to determine if they meet the criteria for sampling. Once a resident speaks with a Chemours representative, determining whether your address qualifies for testing should take 2-3 business days if the address is already in the Chemours database, or 5-7 business days if a new address needs to be added.
- Once approved for sampling, a representative will call you to schedule testing of your well. Well testing is performed Monday through Friday between the hours of 9am and 4pm. Sampling is usually scheduled within 1-2 weeks of determining the well is eligible.
- You will receive results for your well testing via MAIL approximately 6-8 weeks after the sample is collected, depending on laboratory turn-around-times. If your well contains one or more of the 12 Consent Order PFAS at or above 10ppt, you will automatically be provided a one-time delivery of bottled water and you will receive a second letter in the mail indicating the type of filtration you qualify for, and the next steps you should take to move forward.
- If you have any questions regarding your sampling appointment, results, bottled water, voucher card, or permanent replacement of drinking water options, please call the FOUR COUNTIES

Community Line at 910-678-1100 and leave a voice message with your name, phone number, address, and reason for your call. A representative will get back to you as quickly as possible, usually within 1-3 business days. Please note that your call may be returned by a representative with a different area code, such as 360 or 512.

FAQs

Why is Chemours doing this?

NCDEQ requested that Chemours sample drinking water wells in New Hanover, Brunswick, Columbus, and Pender Counties as part of an assessment of the counties and Chemours has developed a sampling program for the area.

How can residents request sampling or more information?

Residents can call the FOUR COUNTIES Community Line at 910-678-1100 to request sampling or to obtain more information about the activities covered by this Interim Four Counties Plan.

When will my call be returned?

Messages to the call line are monitored during regular business hours (Monday through Friday, 9am to 6pm). Calls requiring follow up are usually returned within 1-3 business days.

Where is the sample collected from?

Samples are collected as close to the well head as possible, prior to any filtration. If there is a spigot that is easy to access, any hoses or attachments on that spigot must be removed prior to sampling. If no spigot is present, one can be installed prior to sampling at no cost to the resident.

Do I need to be present for sampling?

If the resident or owner provides permission to access the property, no one needs to be present for sampling provided there are no locks, gates, or animals that might interfere with the sampling procedure. In certain circumstances, the owner or resident may need to be present to bypass filtration or allow the sampling team access to the property.

What are you looking/sampling for?

All samples collected will be analyzed for the 12 PFAS listed in Attachment C of the Consent Order. Samples may be analyzed for additional PFAS.

When/how will I get my results?

Your sample is sent to a certified laboratory for analysis. Once Chemours receives the results from the laboratory, a letter with the results will be generated for the owner and resident (if applicable). You will receive results for your well testing via mail approximately 6-8 weeks after the sample is collected.

What if you find something in my well?

If one or more of the 12 Consent Order PFAS are detected in your well at or above 10ppt, you will receive a one-time delivery of bottled water. If your residence is not occupied on a regular basis (vacation home, etc.) you can opt out of the initial water delivery. A bottled water voucher card will be issued for the occupant of the home that can be used to purchase additional bottled water until a more permanent drinking water replacement option can be installed. You will receive your results and detailed information / instructions via mail regarding the voucher card and your permanent drinking water replacement options. If you have any questions about the information you receive, please call the FOUR COUNTIES Community Line at 910-678-1100. Please note that your call may be returned from an area code other than 910.

What if I am a renter/tenant?

Information is provided via mail to both the resident of the property and to the property owner when Chemours is made aware that the resident is not the owner. Residents who are not the property owner will receive notification indicating sampling eligibility, sampling results, and are provided bottled water (if applicable). The permanent drinking water replacement option can only be selected by a property owner or homeowner.

Is there any cost to me?

Well sampling, bottled water (if applicable) and permanent drinking water replacement (if applicable) are provided by Chemours at absolutely no cost to the owner or tenant. Any company or person attempting to sell you something is not working for Chemours and is not part of the NCDEQ approved sampling program.