Water Supply Restoration Funding

Program Operating Manual

2025

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1. Purpose & Intent

The purpose of this program operating manual (POM) for the Water Supply Restoration Funding (WSRF) Program is to set forth procedures for implementing the requirements of Chapter 373.30, Florida Statutes (F.S.), to restore or replace potable water wells and provide a source of safe potable water to property owners whose potable water wells have been contaminated by the storage, transportation or disposal of manmade pollutants.

The Water Quality Assurance Trust Fund (WQATF), as established in Section 376.307(1), F.S., and the Inland Protection Trust Fund (IPTF), as established in Section 376.3071, F.S., are to implement restoration or replacement for these potable water sources.

Therefore, determining eligibility, providing forms for assistance, assessing feasibility, and providing procedures for satisfactory water supply restoration or replacement are included herein.

This POMs also set forth the eligibility criteria for the allocation of state appropriated funds, and the application process to be used when applying for funds through the Water Well Delineation Rule (Chapter 62-524, Florida Administrative Code [F.A.C.]), as allowed in Section 376.307(1)(e)4.b., F.S.

This manual is applicable to the Florida Department of Environmental Protection (Department) and to individuals, corporations, and local governments applying for or receiving funds for restoration or replacement of potable water wells contaminated with qualifying contaminants.

2. Definitions

“**Anthropogenic Source**” means spills, discharges, and escapes of manmade pollutants, dry-cleaning solvents, and hazardous substances that occur as a result of procedures taken by private and governmental entities involving the storage, transportation, and disposal of such products pose threats of great danger and damage to the environment of the state, to citizens of the state, and to other interests deriving livelihood from the state. NOTE: this does not include contamination caused by the treatment of potable water such as disinfection byproducts, does not include contamination leaching from a water distribution system such as lead and does not include naturally occurring groundwater contamination such as radionuclides and other metals.

“**Department**" means the Department of Environmental Protection.

“**DOH**” means the Florida Department of Health.

“**GAA**” means General Appropriation Act.

"**Present Worth**" means equivalent to present value which is the current value of a future sum of money or stream of cash flows. It is determined by discounting the future value by the

estimated rate of return that the money could earn if invested. This rate of return is calculated using the average annual Trust Fund interest rate that is earned on the WQATF and IPTF in the previous fiscal year. The span of time used in this calculation will be a 10-year period.

"**Privately Owned Well**" means any well used primarily for drinking water that is not owned by a federal, state, or local government body and is located on private residential property.

"**POM**" means Program Operating Manual

"**Replacement**" means providing an alternate source of drinking water from a new potable water well or connection to public water system to obtain safe, potable drinking water and eliminating the use of a contaminated source of potable water.

"**Restoration**" means providing filtration or other treatment for a contaminated source of drinking water that will remove or reduce the contaminants to concentrations which may no longer present a hazard to public health and comply with applicable potable water quality criteria.

"**MCL**" means Maximum Contamination Level as set forth by SDWA

"**HAL**" means Health Advisory Level as established by the State Health Officer

"**WQATF**" means Water Quality Assurance Trust Fund

"**SDWA**" means Safe Drinking Water Act

"**SOP**" means Standard Operating Procedure

"**IPTF**" means Inland Protection Trust Fund

3. WSRF Program Source of Funds and Use of Funds

The General Appropriations Act (GAA) provides budgetary authority to the WSRF Program through the Department of Water Restoration Assistance. The following GAA line items and funding sources are used for these purposes:

Line Item	Purpose
Special Categories Hazardous Waste Cleanup From Water Quality Assurance Trust Fund	Filters DOH Sampling Connections Salt Delivery Bottle Water
Special Categories Underground Storage Tank Cleanup From Inland Protection Trust Fund	Filters DOH Sampling
Special Categories Water Well Cleanup	Filters DOH Sampling

From Water Quality Assurance Trust Fund	Well reimbursement

Periodically, additional funding may be provided for projects, such as emerging contaminants, that may become eligible for the WSRF Program. The WSRF Program eligibility of these projects will be based on the legislative intent for the use of the funding.

The Department shall use these funds to provide the most cost-effective solution to restore or replace the contaminated private potable water well as determined by the Department to the extent funds are available from the specific funding sources. The use of temporary solutions may be considered until the most permanent and cost-effective solution can be implemented.

Funds shall not be used to provide increased capacity for a potable water supply system, unless such an increase is a more cost-effective alternative than other available alternatives.

Expenditures from the WQATF shall be recovered from the person or persons causing or having caused the discharge which resulted in the contaminated private potable water supply, whenever the responsible party determination is made by the Department, unless the Department determines the amount is too small or the likelihood of recovery too uncertain.

Contamination resulting from a mixture of chemicals, such as solvents and petroleum derivatives, shall require use of the WQATF. Use of the IPTF funds for restoration or replacement shall be restricted to potable water wells contaminated with petroleum compounds.

Funds can be used for construction of water lines and services when this is a cost-effective alternative upon consideration of future well contamination, groundwater movement, and cleanup of contaminated groundwater.

4. Qualifying Contaminant(s)

Chemical contamination which qualifies potable water wells for restoration or replacement funding as generally defined in Section 376.30, F.S. includes:

a) A substance which has an established health related MCLs due to being carcinogenic, mutagenic, teratogenic, or toxic to human beings.

b) A substance which poses a serious danger to the public health, safety and welfare as established by the State Health Officer in the Department of Health (DOH) through the establishment of HALs.

Private potable water wells affected due to anthropogenic source of contaminants as described in this POM are eligible if the contaminant exceeds the respective MCL/HAL that poses a human health hazard.

The DOH list of eligible contaminants is located at:
https://www.floridahealth.gov/environmental-health/drinking-water/chemicals-hals.html.

The Department list of eligible contaminants is listed in Chapter 62-550.828 Table 1, 4, and 5 of the Florida Administrative Code (F.A.C.). Chapter 62-550, F.A.C. is located at: https://www.flrules.org/gateway/ChapterHome.asp?Chapter=62-550.

The United States Environmental Protection Agency (U.S. EPA) list of contaminants is located at: https://www.epa.gov/sdwa/drinking-water-health-advisories-has#published & https://www.epa.gov/ground-water-and-drinking-water/national-primary-drinking-water-regulations

U.S. EPA contaminant levels can be used at the discretion of the Department for qualifying contaminants, but only contaminants listed in the Chapter 62.550 F.A.C. or DOH's MCL/HAL list are eligible for assistance.

These lists are updated periodically and should be reviewed when determining eligibility and to determine if a party receiving WSRF assistance is no longer eligible.

5. Sampling and Laboratories

To qualify for WSRF assistance, groundwater/drinking water sampling must be collected from the primary private potable water well to ensure representative groundwater by a Florida state agency or its agents.

Analytical analysis of the sample(s) shall be conducted by a laboratory who is certified for the analytical method by the National Environmental Laboratory Accreditation Program (NELAP). A list of NELAP certified laboratories is located at: https://floridadep.gov/dear/florida-dep-laboratory/content/nelap-certified-laboratory-search.

Samples shall be collected, handled, and submitted for laboratory analysis by the federal government, DOH, or Department agents.

Initial sampling taken and analyzed by other parties not listed above can be accepted at the Department's discretion. The samples must be taken by a licensed company and analyzed by a NELAP certified lab.

Ongoing sampling efforts must be collected, handled and submitted for laboratory analysis by the federal government, DOH, or Department agents. This should be done at regular intervals to ensure proper filter function and/or to ensure continued eligibility of participants. Continued WSRF assistance cannot be provided to well owner's who refuse ongoing sampling.

Groundwater and Drinking Water samples shall be collected in accordance with the applicable Department SOPs for field sampling located at: https://floridadep.gov/dear/quality-assurance/content/dep-sops.

6. Program Eligibility

Following receipt of laboratory analytical data, the WSRF Program will review the data to determine program eligibility. A confirmation sample should be conducted within 90 days to confirm groundwater contamination. Samples taken outside that 90-day window can be accepted at the discretion of the Department. In cases of PFAS contamination only one sample is necessary to determine groundwater contamination. For contaminant concentrations that exceed the MCL/HAL, the residence is eligible for restoration or replacement assistance and will be notified by DOH.

7. Owner Notification and Application Submittal

Owner Notification is generally initiated by DOH once the analytical data is received and submitted. However, the WSRF program may initiate contact as needed.

The information provided to the property owner (by DOH and/or WSRF) includes notification of the contamination in the private potable well and a copy of the “Request for Water Supply Restoration Form”

Owners should submit a signed copy of the appropriate application form with supporting documents to the WSRF program, failure to submit the completed form in a timely manner may result in eligibility reevaluation and the need for resampling.

8. Selection of Restoration or Replacement Alternatives

Completed applications are reviewed by the WSRF Program within approximately 30 days of receipt to verify such application data as ownership, potable use of contaminated well, approximate number of people served, other possible alternate water sources and execution of the liability release form where applicable.

WSRF personnel will confirm the location of the well and review the area for other known WSRF activities. The Department may then contact the county public health unit, the water management district (WMD), or public utilities to obtain general information regarding the site. The general information includes public utilities in the area, general water quality data and the potential for other well contamination problems in the vicinity.

Any information obtained shall be evaluated before making a decision on the alternative selected for use to supply a source of safe drinking water. The most cost-effective solution as determined by the Department will be selected and offered. A temporary solution may be implemented until a permanent solution is installed.

9. Alternative Selection Cost Determination

Determination of costs for each feasible alternative will be developed as follows:

a) Where available, the public utilities in the area shall be contacted to obtain a cost estimate for providing water service to the property. Replacement of a contaminated potable water supply by connecting to a public water system is the alternative of choice since it provides a permanent and reliable solution. Plumbing costs for a service line from the meter to point of entry shall also be included in the estimate. State funds shall not be used for utility account deposit and monthly billing for water. If the property is located within city limits and annexation is not required, then a public utility connection will be the alternative offered (assuming it is less than the 10-year present value of providing filters). However, if the property is outside city limits and an annexation agreement is required before the public water utility will connect the property, the owner may choose between public utility connection or receiving filter assistance from WSRF. If a filter is installed and at a later date the property is annexed, then the well owner's choice is no longer applicable to future assistance and the Department will offer the most cost-effective alternative.

b) Water treatment alternatives and technologies will be evaluated for specific contamination problems. The contaminant's route of exposure may be considered when selecting the placement (Point of Use versus Point of Entry) of a treatment device. Installation of a treatment system and its recurring costs (such as filter exchanges) are the baseline for comparing its feasibility and cost-effectiveness. The analysis used to select the most cost-effective solution is based on the present value costs, as calculated per the means in the definition for the water treatment device over a 10-year period. Where there is confirmed potable water supply well contamination, bottled water may be provided on a temporary basis until a more stable and convenient source of potable water can be obtained. If a water distribution extension is the most cost-effective remedy, emergency actions such as bottled water may be provided where available to provide potable water temporarily until the construction is completed.

Well owners with contaminated potable water wells may qualify for financial assistance related to replacement of the well or connection to a public water supply (PWS), provided the cost does not exceed the 10-year present value cost of a filter system. A filter system may be offered, installed and maintained to provide a source of potable water if connection to a PWS is not possible or feasible.

Where existing contaminated wells have received filtration or other treatment devices and public water becomes available, the treatment units should be removed and water connection to PWS offered as this is a more permanent solution.

Pursuant to 376.307(1)(e)1.b., F.S., no filter or other subsidy shall be provided for a potable water well designed to provide water to a household that is part of a subdivision or development of such size that would, according to the Department, be more effectively served by a water supply system if such a subdivision or development received its development order after January 1, 1989.

10. Filtration Systems

This should not be considered a complete list of contaminants and filtration systems, but the following chart shows which filter system should be installed for the WSRF Program's most common contaminants:

Contaminant	**Best Filter Choice**
Arsenic	• Reverse Osmosis (RO) system (if between 10 and 50 micrograms per liter (µg/L) **and** no children 6 and under) ○ All RO systems are filter size 1 • POE system (if above 50 µg/L **or** children in the household age 6 and under **or** a large family size of 4+ **or** the system is on a well that treats multiple dwellings) ○ Typical POE filter size is A4, arsenic over 100 µg/L will require an A5 or A6 size system. A larger A5 or A6 may also be needed for large families ○ A KDF filter size 1 or 2, or a Green Sand Filter (GSF) size 1 or 2 may be installed if iron levels will interfere with the function of the primary filtration system. Consulting with the contractor will determine whether a KDF or GSF is needed or not.
Total Nitrates (Nitrates + Nitrites [NIT])	• NIT RO system (if Total Nitrates 10 – 25 milligrams per liter (mg/L) **and** no children 6 and under) • NIT-IX (ion exchange) system (if Total Nitrates above 25 mg/L **or** children in the household age 6 and under **or** a large family size of 4+ **or** the system is on a well that treats multiple dwellings) ○ Routine salt delivery will be required for NIT-IX systems. A typical usage for salt is ~40 pounds/month or ~500 pounds/year, but will be higher if filter is serving a large number of dwellings or residents. ○ The liable for all NIT/NIT-IX filters is NIT. RO is always filter size 1. ○ For salt delivery, a Filter Maintenance work order is used with Liable NIT.
PFAS (PFOA, PFOS, etc).	• GAC Filter system for anything above MCL ○ Standard filter size is a Type 2 GAC, however higher concentrations or filters not lasting a full year before an exchange due to breakthrough will require a Type 4 GAC ○ Liable will be WQATF-PFAS
Ethylene Dibromide (EDB)	• GAC Filter system Type 2 ○ Standard filter size is a Type 2 GAC, however higher concentrations or filters not lasting a full year before an exchange due to breakthrough will require a Type 4 GAC ○ Liable will be EDB

Dieldrin, Aldrin, other Fumigants	• GAC Filter system, Type 2 ○ Standard filter size is a Type 2 GAC, however higher concentrations or filters not lasting a full year before an exchange due to breakthrough will require a Type 4 GAC ○ Liable will be WQATF
Vinyl Chloride	• GAC Filter System, Type 1 or 2 ○ Type 2 most common ○ Standard filter size is a Type 2 GAC, however higher concentrations or filters not lasting a full year before an exchange due to breakthrough will require a Type 4 GAC ○ Liable will be WQATF-VC
Benzene, Toluene, other VOCs	• GAC Filter system, Type 2 ○ Standard filter size is a Type 2 GAC, however higher concentrations or filters not lasting a full year before an exchange due to breakthrough will require a Type 4 GAC ○ Liable will be WQATF-VC

When in doubt on an uncommon contaminant, the EPA's Treatment Process Database can be a helpful tool: https://tdb.epa.gov/tdb/findcontaminant.

11. Contaminant Breakthrough

Wells with filtration systems (such as POE or GAC) should be regularly sampled for contamination breakthrough. These sample results will be provided to the WSRF program in the MCL/HAL reports. Whole home filtration systems should have Pre-, Mid-, and Post-filter samples. The Pre-filter samples will be raw water samples, and the contaminant levels are expected to exceed the MCL/HAL. The Mid-filter and Post-filter samples are expected to be below the MCL/HAL. If an exceedance is present, then action will be required. This may require best professional judgement as each circumstance is unique. The goal should be to ensure that the Mid-filter and Post-filter samples do not exceed the MCL/HAL between filter exchanges. Below are basic guidelines, but best professional judgement should be exercised when determining the correct steps to take.

- If only a Mid-filter exceedance is present, then schedule a filter exchange.
- If both a Mid-filter and Post-filter exceedances are present, then schedule a filter exchange, but ask the contractor to prioritize that workorder since this would indicate that the water after the filter has contamination over the MCL/HAL.
- If both the Mid-filter and Post-filter samples show exceedances, but the Post-filter sample is higher than the Mid-filter sample, this could indicate a malfunction with the filtration system. (It is also possible that the sampler took samples from the wrong locations.) The system still needs to be exchanged, but inform the contractor of the issue and have

them inspect the system for malfunction. If problem persists, reach out to the sampler and make sure they are collecting samples from the correct locations.

- There are a multitude of factors that could cause a one-time occurrence of early contaminant breakthrough. These factors could include unusual contamination spikes in the groundwater or excessive water consumption due to temporary houseguests. A one-time Mid-filter exceedance does not necessarily indicate the need to upgrade the size of the filtration system or increase the exchange frequency. However, it should be exchanged, and a note should be added to the database (Salesforce) that an exceedance happened.
- Repeated early contamination breakthrough requires action. This indicates that either the contaminant levels are too high for the filter system to manage, or that more water is being used that was previously accounted for. If a pattern emerges of early breakthroughs, then the system may need to be upgraded to the next filter size. If the next size up is excessively large (those typically reserved for community wells) then more frequent filter exchanges can be considered. The goal should be to exchange the filter no more than annually, but circumstances may necessitate a more frequent exchange cycle. Best professional judgement should be utilized when making these determinations. It should also be noted that contaminant levels vary with the seasons and numerous other external factors. Water usage changes could be the result of additional residents, installation of a pool, irrigation lines, etc. (note that some uses are not eligible for State assistance. For example, if an irrigation system is connected after the filter. In that case, it would need to be reconnected before the filter for the well to remain WSRF eligible.) Best management practice is to try and determine why the filter system is experiencing repeated breakthroughs to ensure it is not an ineligible cause such as irrigation.

Periodic sampling should be conducted on wells that supply POU filters to monitor chemical concentrations, as these filters are only utilized for low level groundwater exceedances of the MCL/HAL where breakthrough is not expected, and annual (or less frequent) exchanges are sufficient to provide a source of potable water.

12. Potable Water Well Construction in Delineated Areas of Contamination

Well reimbursement subsidies are available to persons developing new water supply wells to be constructed in accordance with Chapter 62-524, F.A.C., because of actual or potential contamination of the potable water well. This subsidy to developments or individual homeowners shall not exceed the 10-year present value of providing and maintaining the filters necessary for the residents to be served by the system. In areas of potential contamination, use of the IPTF is not permitted for subsidies to develop new water supply wells.

13. New Wells in Delineated Areas

Per Chapter 376.307(1)(e)4.b., F.S., the WSRF program may provide well reimbursement subsidies for increased costs associated with potable water well construction pursuant to F.S. 373.309(1)(e)4., provided that no such subsidy shall exceed one-half the cost of the well including testing, or one-half the present value of the 10-year cost of providing and maintaining filters for the residents to be served by said well, whichever is less, provided that the household is not part of a subdivision or development of a size that would, according to the department, be more effectively served by a water supply system, if such subdivision or development received its development order on or after July 1, 1997.

Well reimbursements are contingent upon the availability of funds. Applicants must submit a complete WSRF Program form "New Well Subsidy Reimbursement Request" and associated backup documentation. Applicants must also complete the online vendor registration at the Department of Financial Services website.

14. Terminating Assistance and/or Filter Removal

Other WSRF assistance shall be stopped whenever the WSRF Program becomes aware that a connection to a public water utility is available. A reasonable amount of time, as determined by the Department, is allowed for the WSRF to reach out to well owner's and inform them of the public utility's availability and assist them get connected before stopping other assistance.

For potable wells with WSRF filtration systems, continued monitoring of the potable well is necessary to determine current contamination levels and ensure the system is working properly. Filter maintenance and exchange activity shall be placed on hold if the well-owner refuses to allow continued monitoring by DEP or DOH samplers. WSRF Program representatives should reach out to the well-owner and explain that continued monitoring is a requirement of participation in the program. If the owner wants to remain in the program and agrees to sampling, then inform the relevant parties they can resume sampling. If the owner refuses continued monitoring, then no further filter work will be completed. The filter system should be removed, or at the well-owner's request, left in place and the well-owner will take over all maintenance and upkeep. A liability waiver is required to leave an unmaintained filter in place. By signing the waiver, the well owner shall fully indemnify, defend, and hold the Department harmless from, any suits, actions, damages, and costs arising from or relating to the ownership, possession, use, operation, and maintenance of this water filtration system.

Restoration of potable wells is an ongoing effort. Due to the nature of the filtration systems needed to provide restoration to potable wells, some upkeep by the well owner may be required. This can include activity such as exchanging pre-filters or periodic inspection of the unit to ensure it is powered on. This does not include filter media exchanges and maintenance (except for salt in an IX filtration system) which shall be performed by the Department's contractor. However, failure by well-owners to properly upkeep the system can lead to serious damage and lack of function. Furthermore, failure to maintain proper function of the potable

well can lead to serious damage and lack of function in the filtration system. The purpose of the filtration system is to reduce contamination levels in the water to below the MCL/HAL. If the filter system cannot achieve this purpose due to lack of upkeep or well maintenance on behalf of the well-owner, the Department may at its discretion, place all further filter maintenance and exchange activity on hold or cease them entirely. Filter removal for these reasons should be taken judiciously, and only after expectations have been communicated to the well-owner and there is continued pattern of negligence. WSRF program representatives should make every effort to educate and enable well-owners on proper upkeep and potable well maintenance expectations as they relate to the State's filter system. State funds should not be expended on a filtration system that does not restore the potable water to applicable standards because of owner negligence.

WSRF assistance will be discontinued and the filter removed if the Pre-filter (or equivalent) sampling shows that the contaminant levels are below the MCL/HAL. Specific guidelines are listed below, but note that these are guidelines, and the Department may at its discretion, discontinue WSRF assistance if it reasonably believes based on sample data that ongoing health hazards do not exist in the potable well.

15. Contaminants Where Target is Greater Than Detection Level

For solvents, pesticides, and hydrocarbon types of contamination where the MCL/HAL is set at an order of magnitude higher than the Laboratory's Method Detection Level (MDL) filter work will be terminated and removed when possible after the following:

- A current sample shows contaminant is less than or equal to MCL/HAL
- Routine filter exchanges will be suspended.

Quarterly sampling will then be implemented (if not already being done). To account for seasonal and activity changes over a year, samplers should attempt to collect 4 consecutive quarterly samples. After 4 samples are collected and none of those samples report an MCL/HAL exceedance, and the average of the 4 samples is less than or equal to ½ the MCL/HAL the owner will be informed of our intent to discontinue maintenance and to remove the filter.

Once filters are eligible for removal, the owner will be informed of WSRF intent to discontinue maintenance and to remove the filter. Any future MCL/HAL exceedances may be treated as a new applicant and can reapply to the WSRF Program.

Exceptions to this section can be made at the discretion of the Department based on professional judgement.

16. Contaminants Where Target is Close to its Detection Level

For solvents, pesticides, volatile organic hydrocarbons, and other contaminants filter work will be terminated and removed, when possible, as follows:

- A current sample shows contaminant is less than or equal to MCL/HAL.

- Quarterly sampling will then be implemented (if not already being done), to account for seasonal and activity changes over a year. Samplers should attempt to collect 4 consecutive quarterly samples.
- After 4 consecutive samples are collected and all sample results report below the MCL/HAL, initiate filter removal procedures.

Once filters are eligible for removal, the owner will be informed of WSRF intent to discontinue maintenance and to remove the filter. Any future MCL/HAL exceedances may be treated as a new applicant and can reapply to the WSRF Program.

Exceptions to this section can be made at the discretion of the Department based on professional judgement.

17. Nitrates and Lead Contamination

For total Nitrates & Lead, filter work will be terminated and removed, when possible, as follows:

- A current sample shows contaminant is less than or equal to MCL/HAL.
- Quarterly sampling will then be implemented (if not already being done) to account for seasonal and activity changes over a year, samplers should attempt to collect 4 consecutive quarterly samples.
- After 4 consecutive samples are collected and none of those samples report an MCL/HAL violation and the average of the 4 consecutive samples is less than or equal to 3/4 the MCL/HAL., initiate filter removal procedures.

Once filters are eligible for removal, the owner will be informed of WSRF intent to discontinue maintenance and to remove the filter. Any future MCL/HAL exceedances may be treated as a new applicant and can reapply to the WSRF Program.

Exceptions to this section can be made at the discretion of the Department based on professional judgement.

18. Arsenic Contamination

For Arsenic filter work should be terminated and removed, whenever possible, as follows:

- Current sample results indicate the contaminant level is less than or equal to the MCL/HAL.
- Quarterly sampling will then be implemented (if not already being done) to account for seasonal and activity changes over a year, samplers should attempt to collect 4 consecutive quarterly samples.
- After 4 samples are collected and none of those samples report an MCL/HAL violation and the average of the 4 consecutive samples is less than or equal to ½ the MCL/HAL, initiate filter removal procedures.

Once filters are eligible for removal, the owner will be informed of WSRF intent to discontinue maintenance and to remove the filter. Any future MCL/HAL exceedances may be treated as a new applicant and can reapply to the WSRF Program.

Exceptions to this section can be made at the discretion of the Department based on professional judgement.

19. Unresponsive Well Owners

When the Department of Health provides sample result letters to well owners, informing them of contaminant levels, a WSRF Program application is also provided. Well owners are under no obligation to utilize the WSRF Program to assist them in restoration or replacement efforts. On occasion a well-owner may cease communication with WSRF Program representatives for unknown reasons. If information submitted in WSRF Program application is incomplete, let the well-owner know. If the well-owner is offered a restoration or replacement solution and does not respond, that is their prerogative. No specific communication guidance is provided in statute. Best practice is to attempt communication no more than three times without response. The WSRF Program is a resource that can help people with contaminated wells, but it is a voluntary program.

20. Program Procedures

The WSRF Program subcontracts water restoration and replacement work (e.g., filter installation, plumbing connections) to qualified contractors. This work is negotiated through solicitation, contract, purchase order, or can be reimbursed to the homeowner. Filter work is authorized through the issuance of work orders.

Invoices are reviewed by the Program Budget Specialist and the Environmental Manager before being sent to the Finance and Accounting department for payment processing. This multi-level review is conducted to minimize waste, fraud, and abuse. Other methods employed to minimize fraud include inspections of work conducted, and requiring documentation of work performed (e.g., photos, subcontractor signatures).

21. Inspections

Filtration work performed by the Department's subcontractor should be inspected for compliance with the contract requirements. A sample (between 1/3 and 1/2 of monthly installations, excluding RO systems) will be selected for inspection and added to the WSRF Inspections Tracking Sheet. The Department's inspector will schedule the inspection directly with the resident. The inspector will complete the relevant GAC, IX, or POE inspection checklist. Results will be uploaded to Oculus.