

# Be Well Informed: A Web Tool for Private Well Owners



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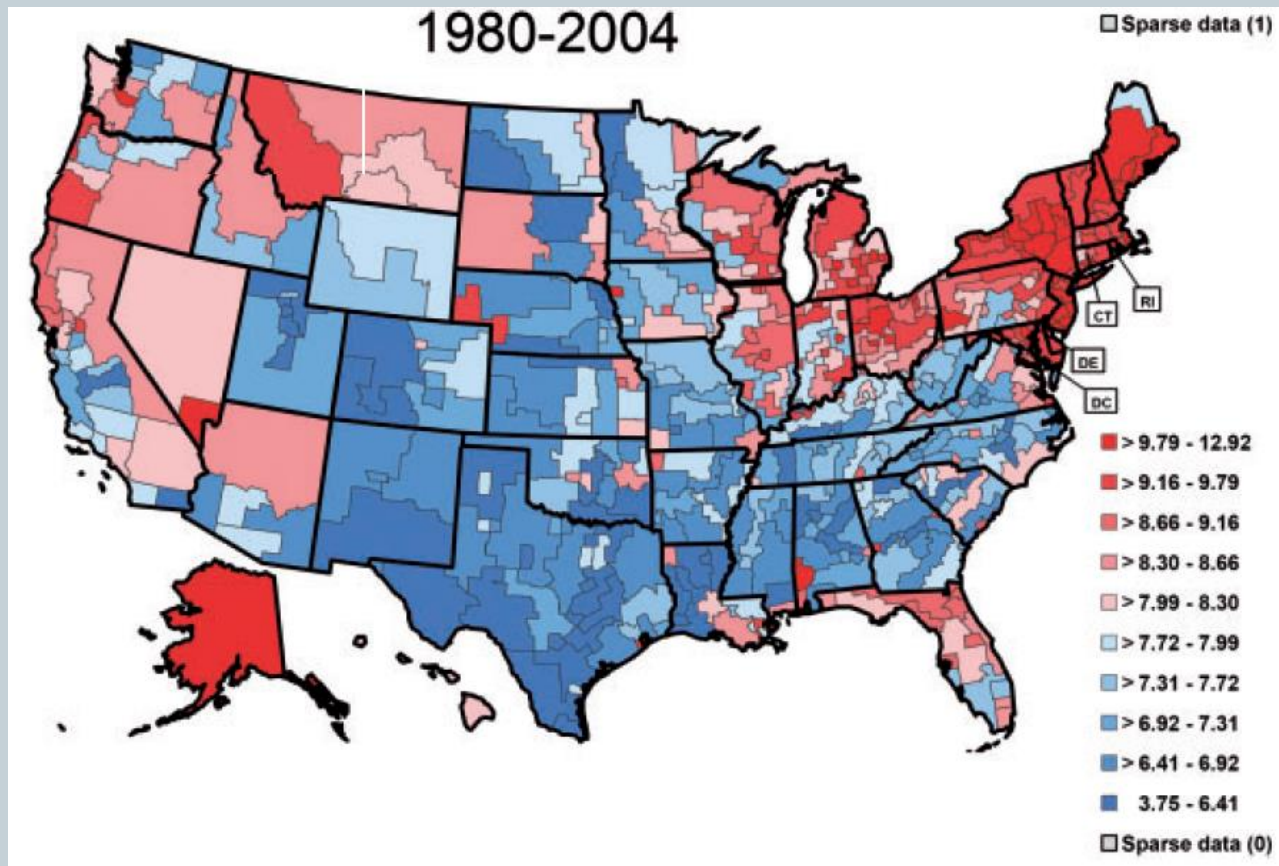
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# Private Wells & Public Health

Low-to-moderate levels of arsenic in drinking water and bladder cancer risk.



# Purpose of Be Well Informed



- Interpret lab results in terms of water quality standards
- Provide treatment guidance concerning treatment technologies
- Provide information on health and home appliance impacts



# Private Wells: The NH Rundown



Private wells serve 46% of New Hampshire's population, ~ 520,000 people.

No uniform testing or treatment requirement(s) for private wells in New Hampshire.

New Hampshire has abundant groundwater, generally free from harmful anthropogenic contaminants



# Probable Exposure & Estimated Morbidity

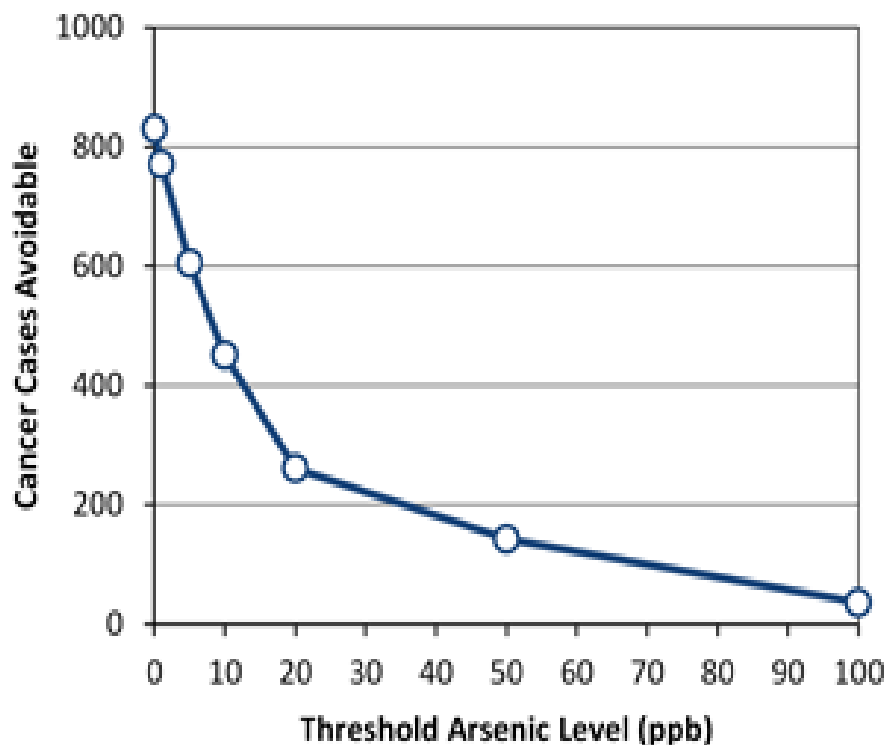


Figure 3. The estimated number of bladder, lung, and non-melanoma skin cancers avoidable by removing arsenic from well water down to a range of threshold levels from 0 to 100 ppb.



Prepared in cooperation with the  
New Hampshire Department of Health and Human Services and the  
New Hampshire Department of Environmental Services

## Estimated Probability of Arsenic in Groundwater from Bedrock Aquifers in New Hampshire, 2011



Scientific Investigations Report 2012-5156

# Health Impacts - Arsenic



Low dose, chronic, long term exposure to Arsenic in drinking water can lead to:

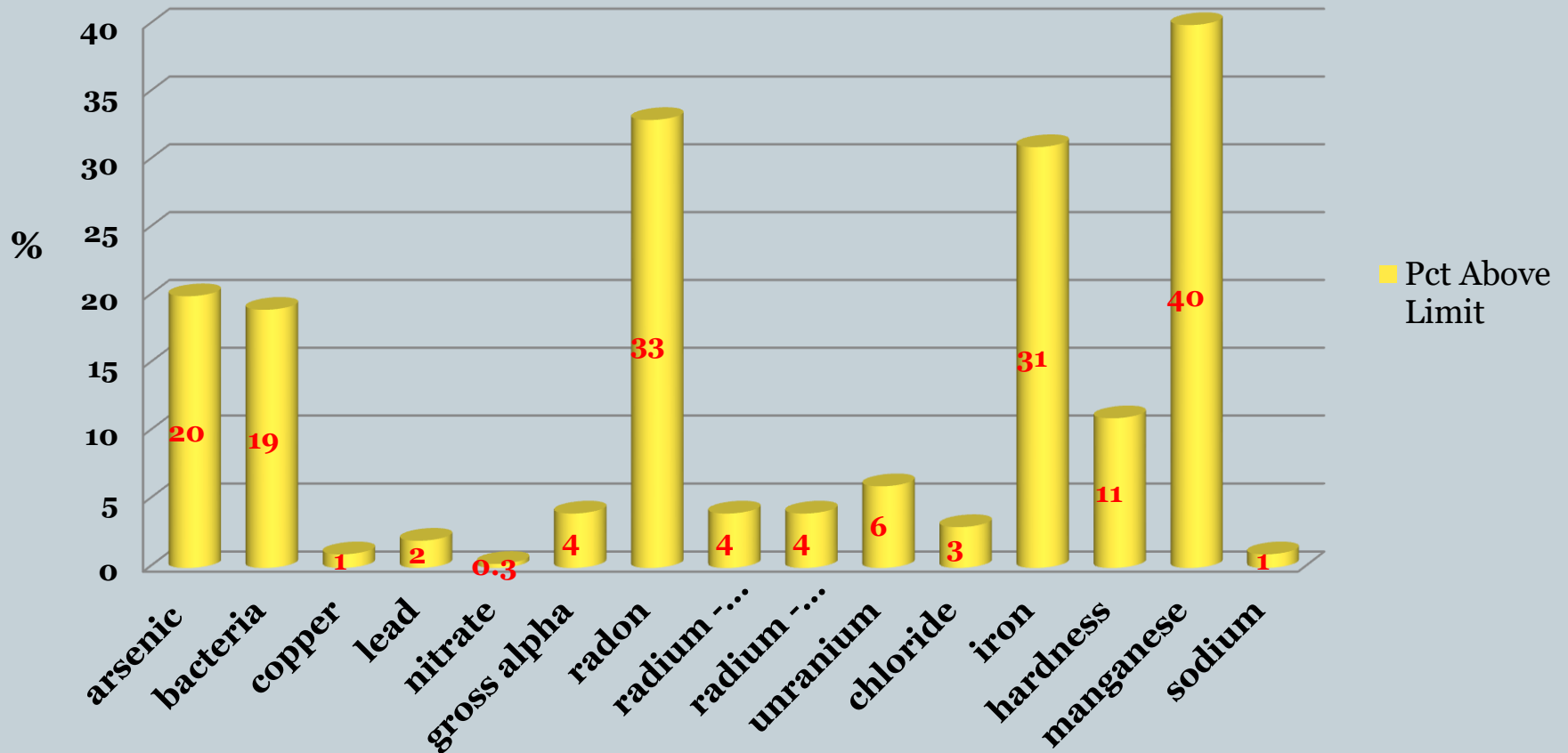
- Cancers (bladder, skin, kidney, liver, prostate and lung)
- Vascular and cardiovascular disease
- Reproductive and developmental effects
- Cognitive and neurological effects
- Diabetes and other metabolic disorders
- Neuropathy

Hughes et al. (2011). "Arsenic Exposure and Toxicology: A Historical Perspective" *Toxicological Sci* 123(2): 305–332.

# Statewide Averages: Estimated % of Private Wells Above MCL

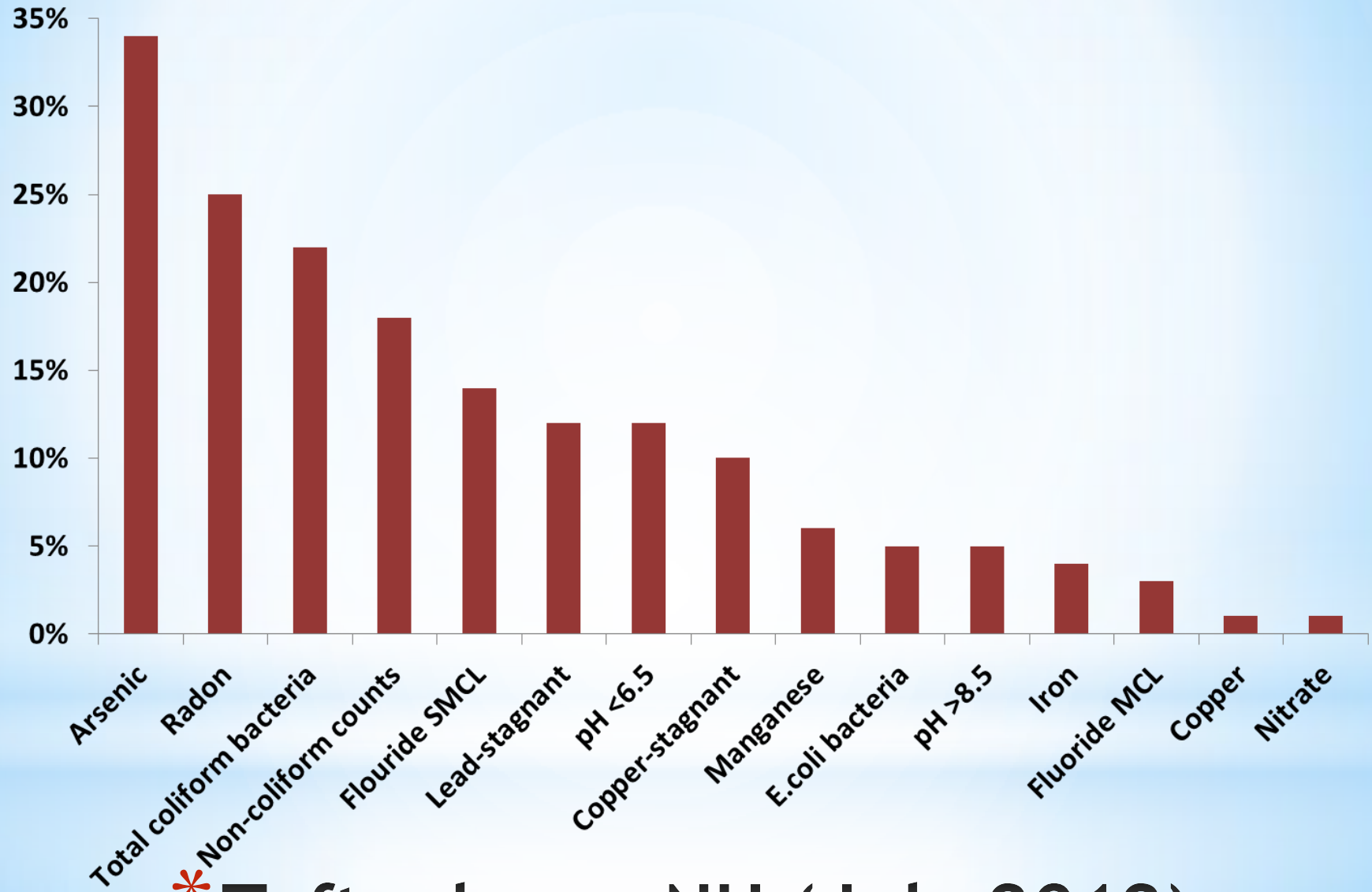


## % Private Wells > Drinking Water Limits (NH)





# % of Samples Exceeding Recommended Limit

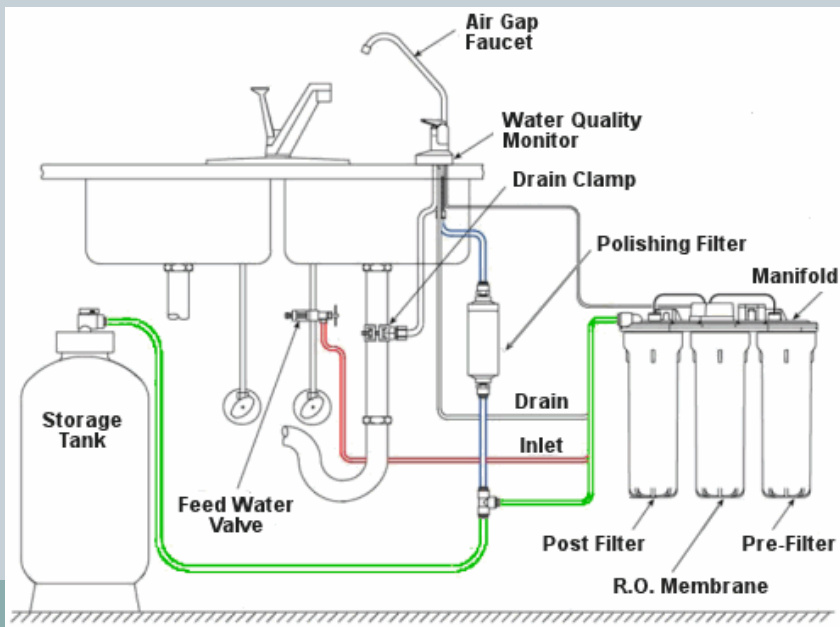


\* Tuftonboro, NH (July 2012)



# Many Questions, Many Choices

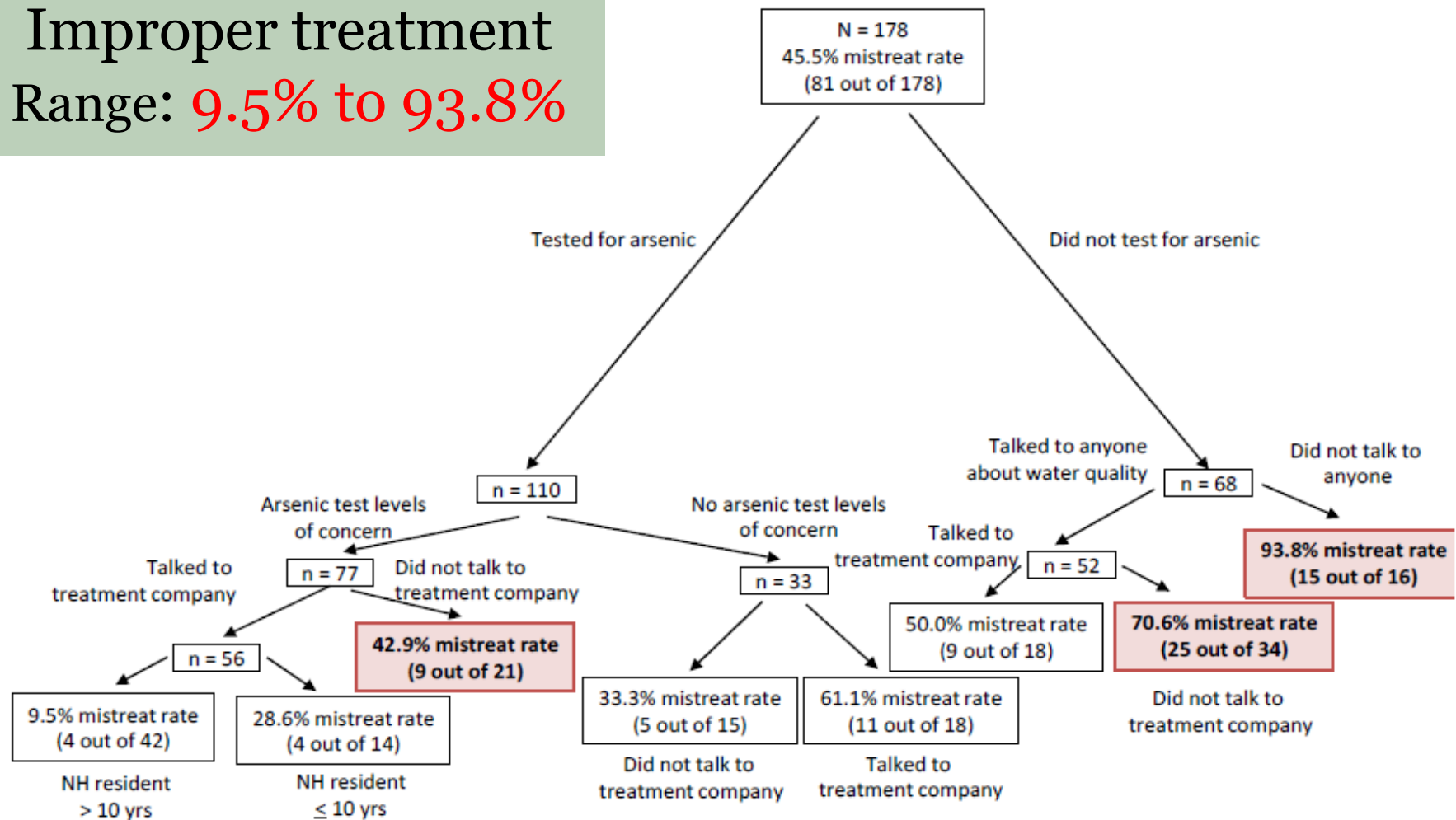
(37%) of residents surveyed in NH in 2014 were not clear about what actions to take after receiving water test results.



# Many Residents Not Selecting Proper Treatment




Improper treatment  
Range: **9.5% to 93.8%**



# BWI Inputs (Lab Report)



 Invalid Entry – Please try again

NH Town or City \*

Anonymous

 Please Make A Selection

## Routine Water Analysis

	Units		Units
Arsenic (As)	<input type="text" value=".009"/> mg/L	Lead (Pb)	<input type="text" value=".016"/> mg/L
Chloride (Cl)	<input type="text" value="251"/> mg/L	Lead, Stagnant (Pb)	<input type="text"/> mg/L
Copper (Cu)	<input type="text"/> mg/L	Manganese (Mn)	<input type="text"/> mg/L
Copper, Stagnant (Cu)	<input type="text"/> mg/L	Nitrate-N	<input type="text" value="11"/> mg/L
Fluoride (F)	<input type="text"/> mg/L	Nitrite-N	<input type="text" value="1.1"/> mg/L
Hardness as CaCO <sub>3</sub>	<input type="text"/> mg/L	pH	<input type="text"/> units
Iron (Fe)	<input type="text"/> mg/L	Sodium (Na)	<input type="text"/> mg/L

## Bacteria

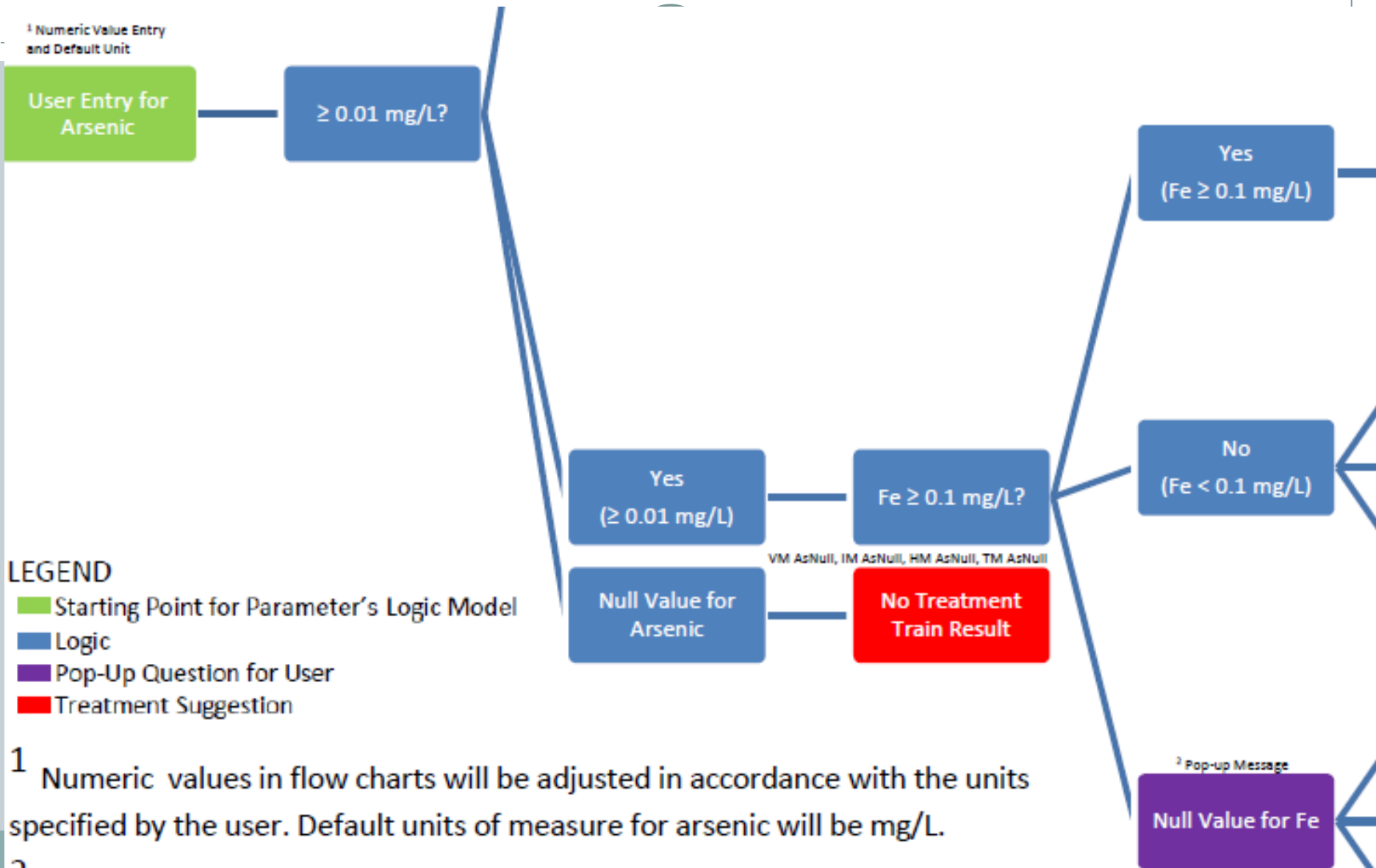
	Units
Total Coliform	<input type="text"/> CFU/100 mL
or choose	<input type="radio"/> Present <input type="radio"/> Absent
E. coli	<input type="text"/> CFU/100 mL
or choose	<input type="radio"/> Present <input type="radio"/> Absent

## Radionuclides

	Units
Radon (Rn)	<input type="text"/> pCi/L
Uranium (U)	<input type="text"/> µg/L
Gross Alpha	<input type="text"/> pCi/L

# As Water Treatment Logic

BWI has 17 treatment logic charts – One for each Contaminant



<sup>1</sup> Numeric values in flow charts will be adjusted in accordance with the units specified by the user. Default units of measure for arsenic will be mg/L.

<sup>2</sup> A Pop-Up message will appear on the screen, posing a question to the user, and the answer will be

# User Questions (“Pop ups”)



To receive the best treatment recommendation, please enter the following water quality values.

Please enter the value for Iron (symbol is “Fe”) if there is a result within your lab report. If Iron was not tested as part of your water analysis, leave the box blank. Do not enter “0”.

mg/L

Does your water taste salty?

Yes

No

Prompts (pop-ups) help to ensure all contaminant information is entered to ensure best treatment recommendations

# BWI User “Outputs”



Recommends appropriate treatment technologies, not products.

- “Part 1 Results Summary” interprets water quality data
  - ✦ Easy to understand text and graphics
- Part 2 Provides a dynamic “treatment train”
  - ✦ Graphic showing one or more treatments in sequence
- Part 3 Short narratives on health/home impacts
  - ✦ Yields printable PDF reports
  - ✦ Provides links and offers phone support from DES

# Printable Web App Report:

## Part 1: “Results Summary”

[Click Here To Start Over](#)



### Results Summary

✔ Value entered meets the Drinking Water Limit.

⚠ Value entered is close to the Drinking Water Limit.

✘ Value entered exceeds the Drinking Water Limit.

🧪 Routine Analysis	📝 Water Test Value Entered	⚗ Drinking Water Contaminant Limit or Radon Advisory Level	? About Your Well Water?
✘ Arsenic	.011 mg/L	0.01 mg/L	The value entered exceeds the drinking water standard
✔ Iron	.2 mg/L	0.3 mg/L	The value entered meets the drinking water guideline
✘ Lead Stagnant	.15 mg/L	0.015 mg/L	The value entered exceeds the drinking water standard
✘ Manganese	400 mg/L	0.05 mg/L	The value entered exceeds the drinking water guideline
✘ Nitrite-N	2 mg/L	1 mg/L	The value entered exceeds the drinking water standard. <b>YOUR WATER IS NOT SAFE FOR BABIES UNDER SIX MONTHS OLD TO CONSUME.</b>



# Part 2: Treatment “Train”



## Recommended Water Treatment To Remove Arsenic, Lead Stagnant, Manganese

The following recommended water treatment is based on the water quality information you entered. **Details concerning water treatment are below.**

### Treatment Order

**Step 1**



Whole House Oxidizing  
Filter System

OR

Whole House Cation  
Exchange Water  
Softener

**Step 2**



Whole House Acid  
Neutralizer System

**Step 3**



Point-of-Use (POU)  
Arsenic Adsorption  
Media Filter System

OR

Point-of-Use (POU)  
Reverse Osmosis (RO)  
System

# Part 3: Interpretation, Health, Treatment

## Results Detail

✔ Value entered meets the Drinking Water Limit. ✖ Value entered exceeds the Drinking Water Limit.

⚠ Value entered is close to the Drinking Water Limit. ● A Value was Not Entered

🧪 Routine Analysis	📝 Water Test Value Entered	🚰 Drinking Water Contaminant Limit or Radon Advisory Level	? About Your Well Water?
✖ Arsenic	.011 mg/L	0.01 mg/L	The value entered exceeds the drinking water standard

### Interpretation of Results:

Does my well water meet the **drinking water standard for arsenic**? No, your water does not meet federal and state drinking water standards as it contains more than 0.010 mg/L of arsenic.

### Treatment Options:

**How can I reduce the level of arsenic in my water?** In addition to arsenic, your water contains more than 0.1 mg/L of iron and manganese, which must be removed by a water treatment system. Install one of the following water treatment systems to reduce the level of arsenic in your water:

1. An NSF/ANSI Standard 42 certified whole house oxidizing filter system. This system uses an oxidizing agent to reduce the level of iron and manganese. This system also reduces the level of arsenic in your water, though by how much depends on the levels of iron and manganese in your water. You may also need to install one of the following water treatment systems to reduce the level of arsenic in your water:

### Health Concerns:

**Can consuming water containing arsenic affect my health?** Consuming water containing more than 0.010 mg/L of arsenic is associated with an increased risk of cancer of the skin, bladder, lungs, kidneys, nasal passages, liver, or prostate as well as diseases of the nerves, lungs, heart, and immune and endocrine (hormonal) systems. Your individual health risk depends on the amount of arsenic in your water, how much of the water you drink each day, and the number of years you drink the water. To reduce your exposure to arsenic in your well water, treat the water that you use for drinking and cooking to a level less than 0.010 mg/L. You can continue to use your water for washing food and dishes, brushing your teeth, bathing, showering, and for other uses.



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## Find Certified Water Treatment Professionals

Certified water treatment professionals are individuals who have completed a voluntary credentialing process through WQA. WQA certified professional, the candidate must pass a comprehensive examination and accept WQA's Code of Ethics for program tests and certifies only individuals, not dealerships or companies. Certified professionals are typically employed not required for certification.

### Professional Designations

**Certified Water Treatment Representative (CWR):** This designation is best suited for the professional whose job focuses on solving aesthetic water problems.

**Certified Water Specialist (CWS):** This designation best suited for professionals who provide solutions to "problem water" issues and health-related contaminants.

**Certified Installer (CI):** This designation is ideal for professionals who specialize in installing water quality improvement products.

**Certified Service Technician:** professionals who are responsible for water quality improvement.

**Master Water Specialist:** professionals responsible for water quality improvement applications.

**Master Service Technician:** experienced professionals.

CLIENT LOGIN



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## Selecting a Home Water Treatment System

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It can be difficult to determine whether you actually need a water treatment system or what type of system would be best for you. Although the choice to use a water treatment system is up to each individual, consider these factors in your product selection process.



### Reduction Need

be effective for the same group of contaminants. If you have identified a specific water that causes you concern, use NSF's [contaminant selection guide](#) to locate identified to reduce specific contaminants.

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## Home Water Treatment Devices

[Drinking Water and Human Health](#)

December 06, 2010

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The table below outlines information on specific home water treatment approaches. Keep in mind that some water treatment can be for aesthetic as well as health factors. If drinking water poses a health risk, the consumer may also consider the cost of purchasing bottled water or tying into a public water system if available as an alternative to treatment. If you need to contact a water treatment professional to install or repair a home treatment system or to assess a problem, be prepared to [ask questions](#) that may save you time, money, and frustration in the future.

Device	Primary Use	Limitations
Activated Carbon Filter	Removes chlorine, volatile organic compounds	<ul style="list-style-type: none"><li>Does not remove nitrate, bacteria or</li></ul>

## Welcome

eXtension is an interactive learning environment delivering research-based information emerging from America's land-grant university system.

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# Certified Treatment professionals

# Treatment background

# ~3,000 users Over 17 Months






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## The NHDES Be Well Informed Guide




PROTECT YOUR FAMILY'S HEALTH AND HOME

INFORMATION AND GUIDANCE FOR  
TREATING YOUR WELL WATER



The **Be Well Informed** Guide from NHDES is designed to help you understand your water test results and, if your well water has commonly found pollutants in it, provide information about health concerns and water treatment choices. New Hampshire is fortunate to have an abundance of clean groundwater, and nearly half of New Hampshire's residents (over 500,000 people) rely solely upon domestic wells (also called "private wells") as their primary source of drinking water. While many private wells provide safe drinking water, certain pollutants like arsenic, iron and manganese are sometimes present in groundwater at levels that can affect your health and home.

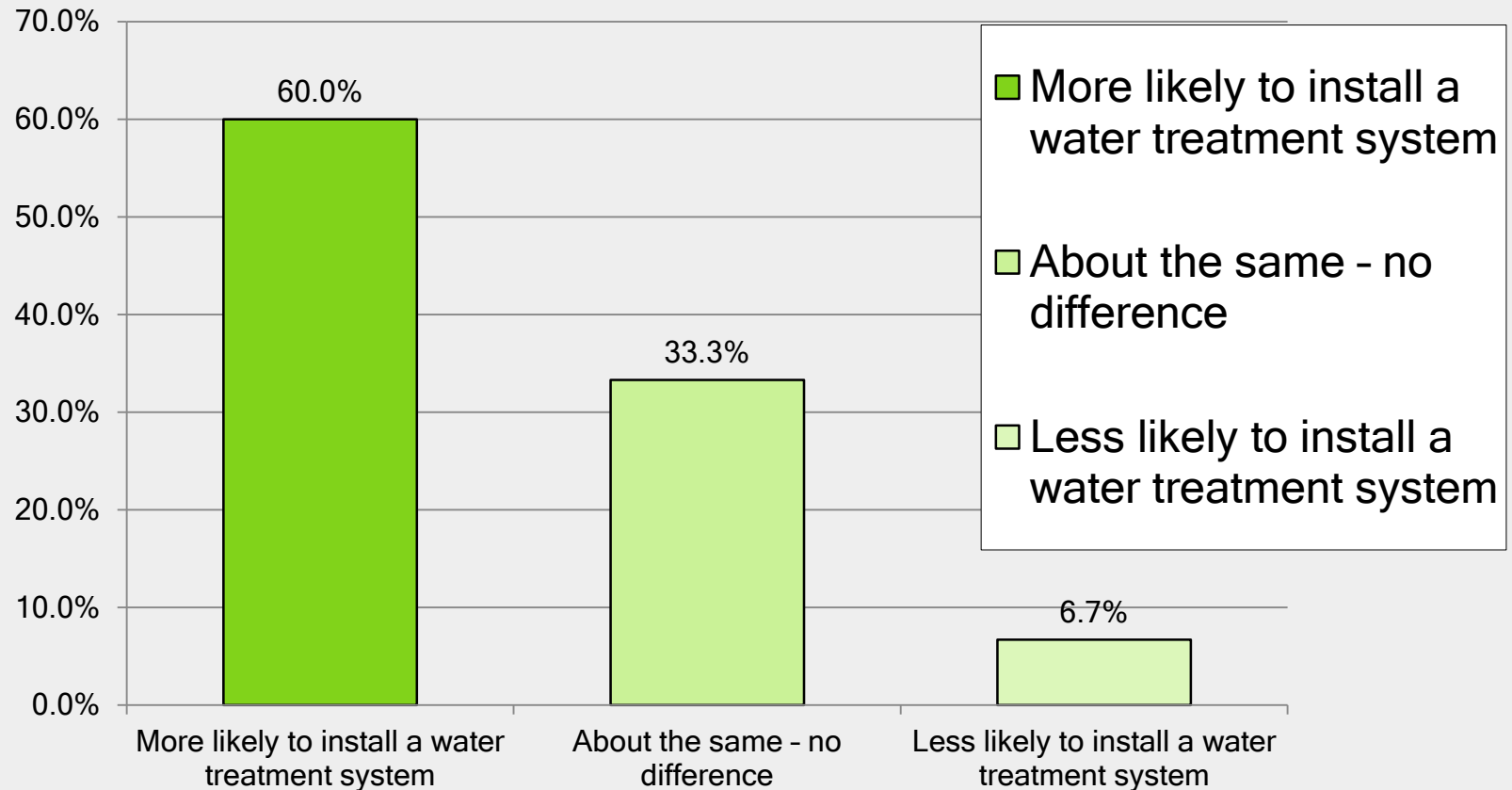
NHDES recommends private well owners test their well water every three to five years for pollutants commonly found in New Hampshire's groundwater. This group of commonly found pollutants is listed in the NHDES Private Well Brochure and is referred to as the "**Standard Analysis**." The Be Well Informed Guide evaluates the pollutants that are part of the Standard Analysis. NHDES recommends that you have your water tested at a **NHESAP accredited laboratory**. When you have your water tested, your test results will be summarized in the form of a **lab report**.

 [DES Private Well Brochure](#)  
 [Accredited Labs in NH](#)  
 [NHDES Private Well Testing Program](#)

[Questions or Comments](#)

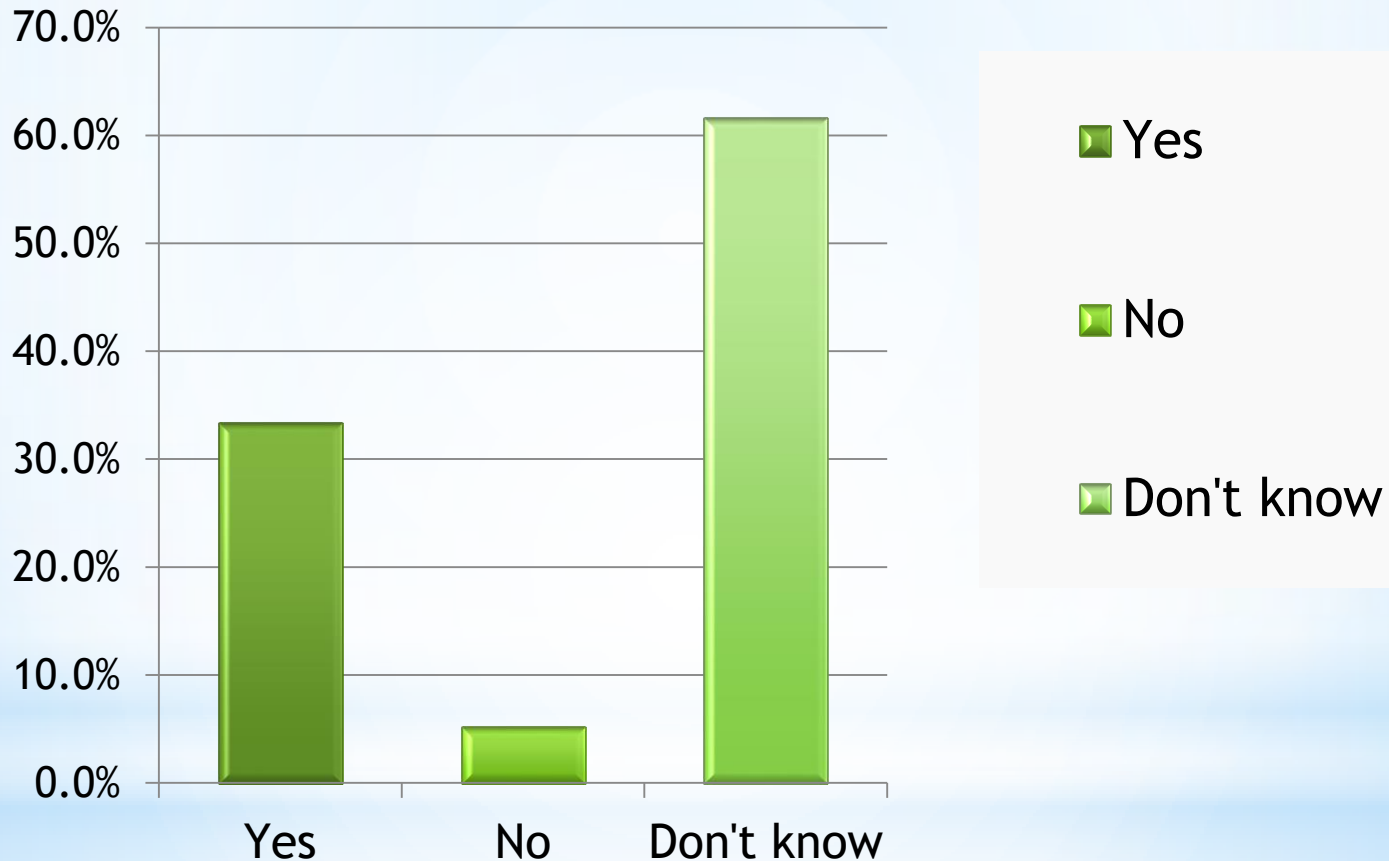


## Are you more or less likely to install a water treatment system as a result of using the BWI tool?



\*Survey Monkey Results

**Has the water treatment system you installed reduced the contaminant(s) in your water to the desired levels?**



**\*Survey Monkey Results**



\* 2017 EPA Merit Award



- \*Minnesota
- \*Virginia
- \*Massachusetts
- \*Vermont
- \*Nevada
- \*Tennessee
- \*Louisiana
- \*Michigan
- \*North Carolina
- \*Ohio
- \*Maine

\* 11 States Interested in  
Adopting BWI-like App

- \* US Centers for Disease Control
- \* NH Dept of Health & Human Services,  
Public Health Laboratories
- \* Toxic Metals Superfund Research  
Program, Dartmouth College
- \* United State Environmental Protection  
Agency

\* **Project Partners**



Image Credit, Pro Publica, 2009

\*Questions