

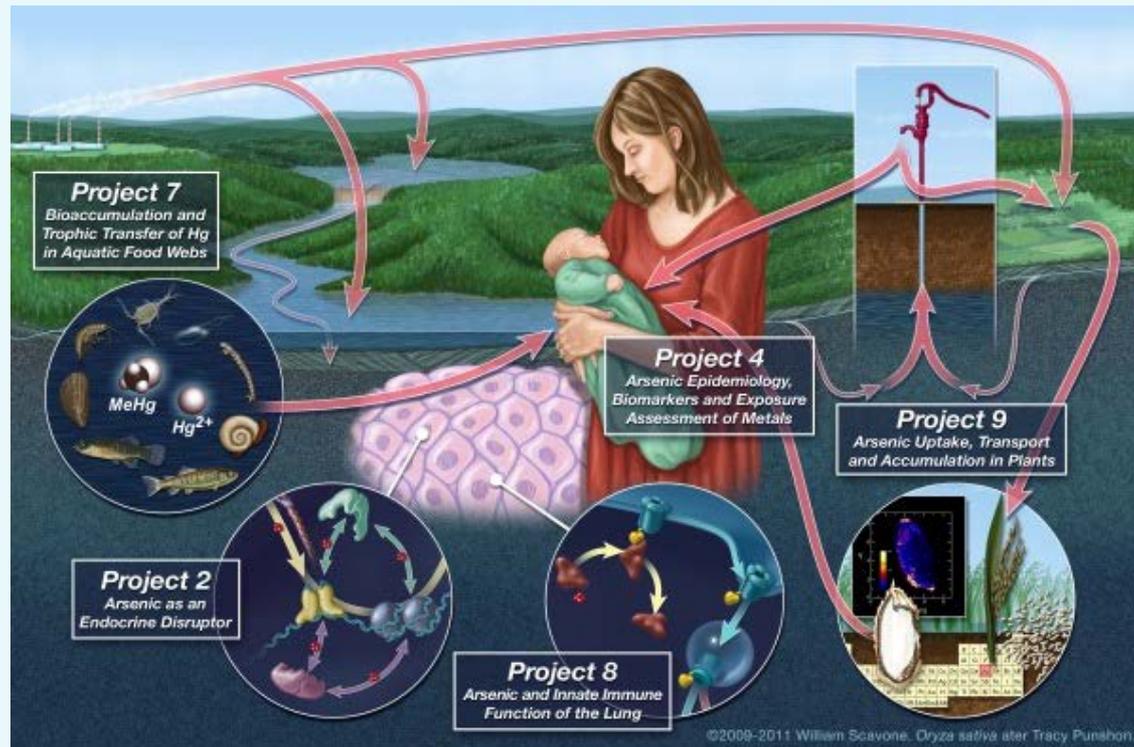


# A Survey of Firms Providing Arsenic Treatment for Private Well Owners in New Hampshire

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# Dartmouth Toxic Metals Research Program





# Survey goals

- to compile a list of firms that provide arsenic treatment for private well owners in NH
- to identify available technologies
- to gather perspectives of key informants (water treatment contractors) on the concerns and information needs of their NH customers
- to gain insight into the consumer experience



# Methods

- Project team researched “drinking water arsenic treatment” for advice aimed at general audiences, as a consumer might do before calling a contractor.
- Telephone surveys were conducted from August 2005 to January 2006.
- Each survey took about 20 minutes.
- After six surveys were completed, questions were reviewed. Some were dropped or reworded; some were added.



# Questions on Disposal of Wastes

How much waste is produced by the systems you install?

Is this solid waste or wastewater?

Do you know the arsenic concentration of the waste?

How is waste disposed of — municipal landfill or wastewater to septic system?

# Survey respondents

Initial list of water treatment firms provided by NH DES	108
Deleted due to obsolete contact information	8
Did not offer arsenic treatment equipment to private well owners	19
Declined to participate in the survey	10
Postcards sent to firms that could not be reached by telephone	46
Returned postcard and agreed to interview date and time	12
Final survey sample	40



# Survey Findings

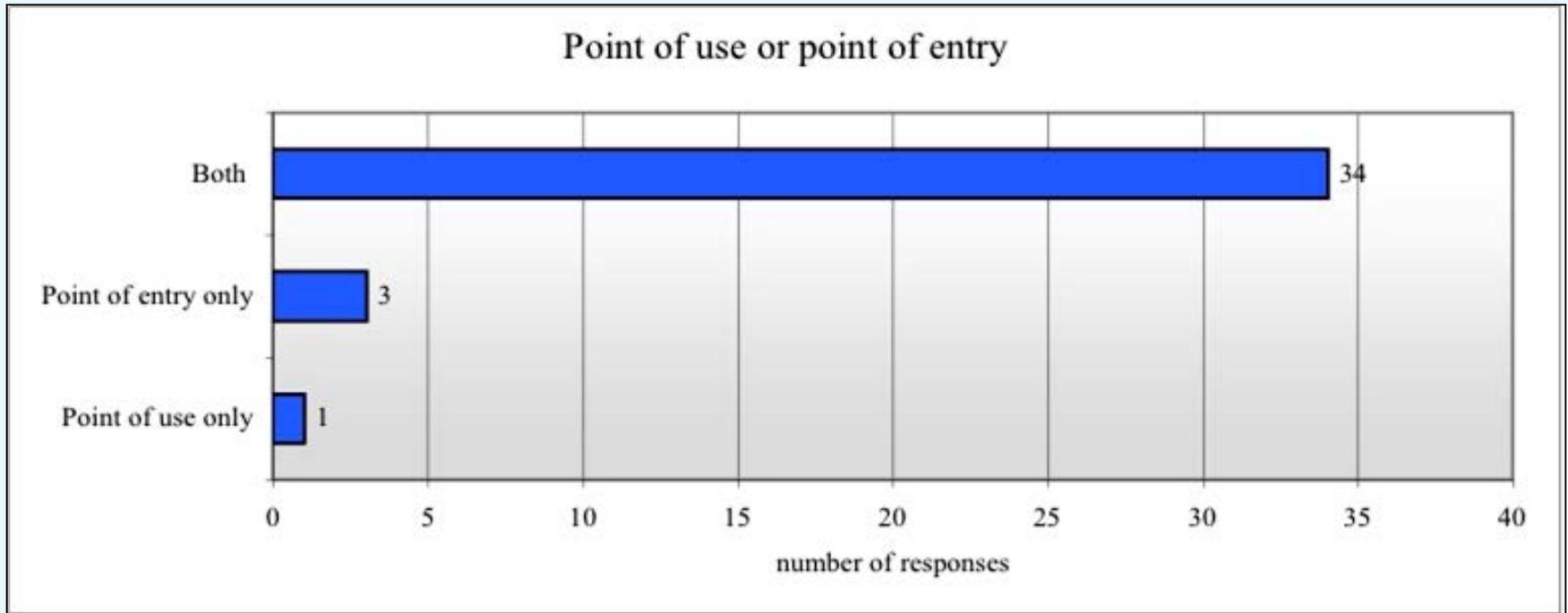
- Firms have divergent backgrounds and skills.
- Real estate transactions often trigger the decision to treat.
- Firms have close relationships with suppliers.
- Discussing treatment is daunting.
- Costs vary enormously



# Survey Findings: Costs

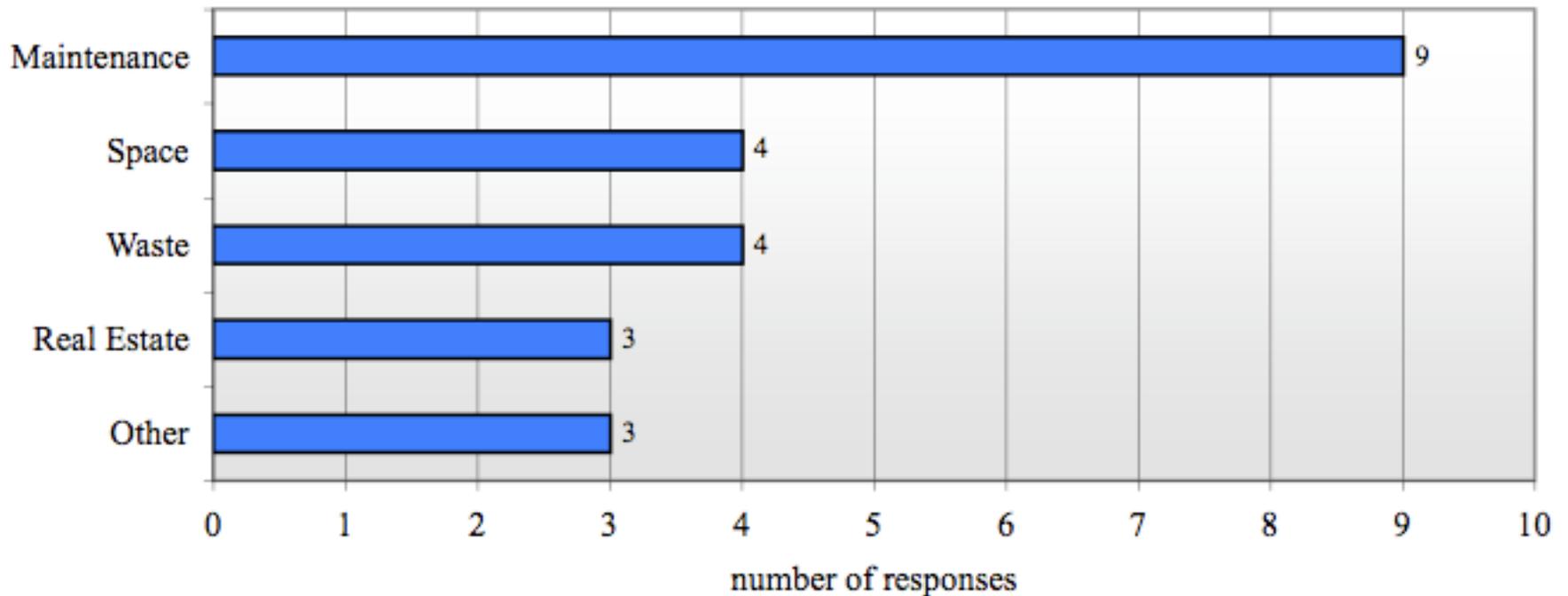
“... a consumer who calls two or three firms for an estimate, without a good understanding of the factors that drive costs, would have a difficult time interpreting cost information or might begin to question whether estimates are arbitrary.”

# Survey Findings: POU vs POE

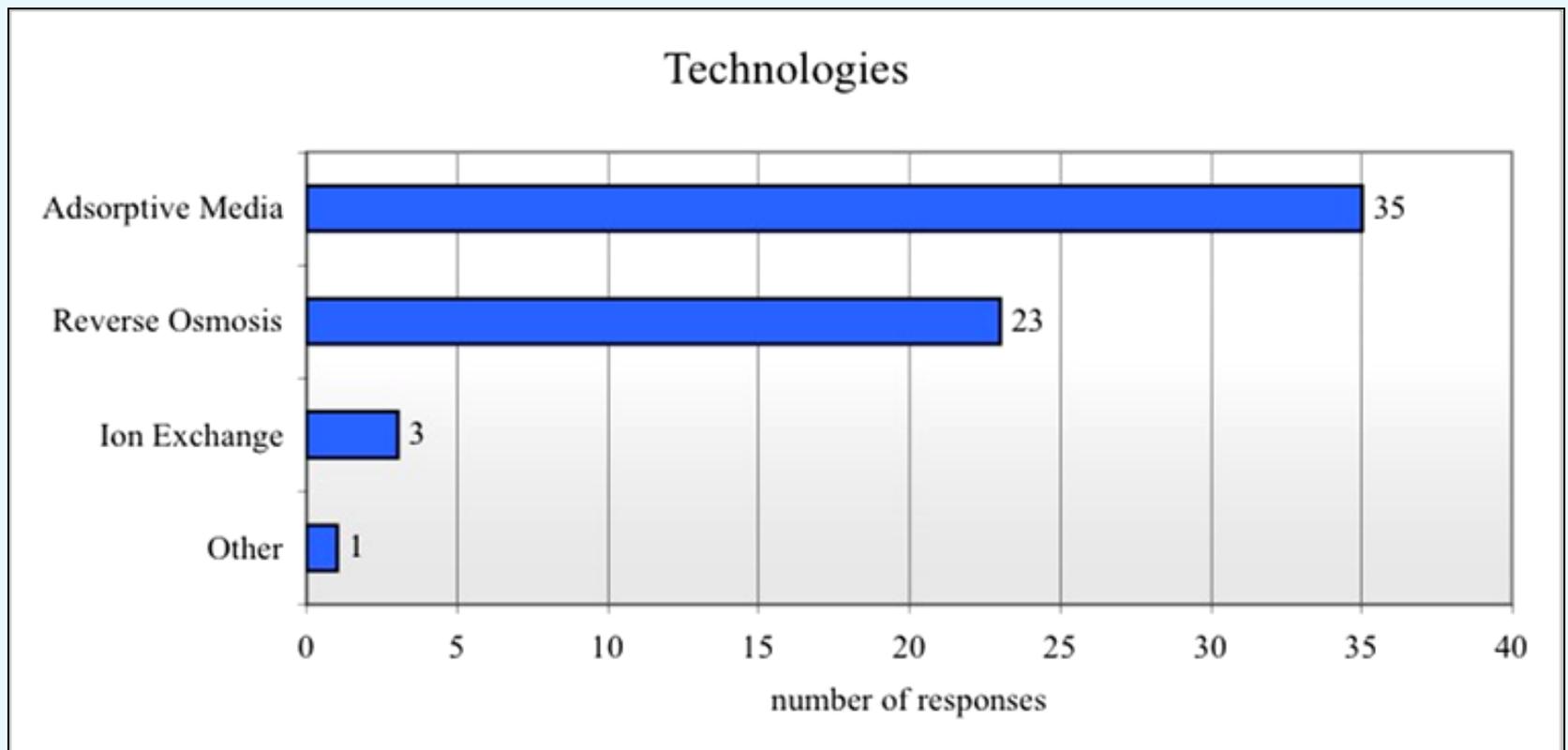


# Survey Findings: Customer Concerns

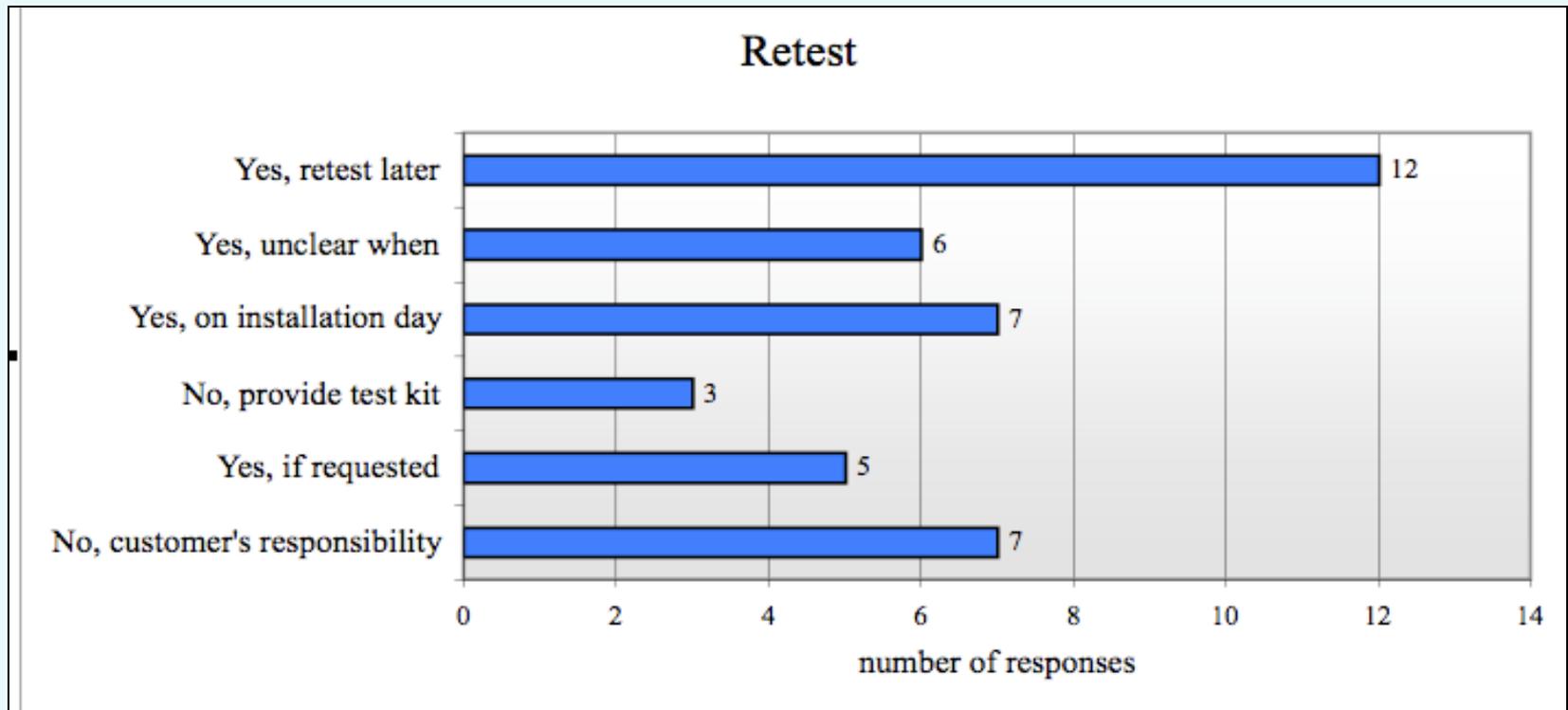
Customer concerns



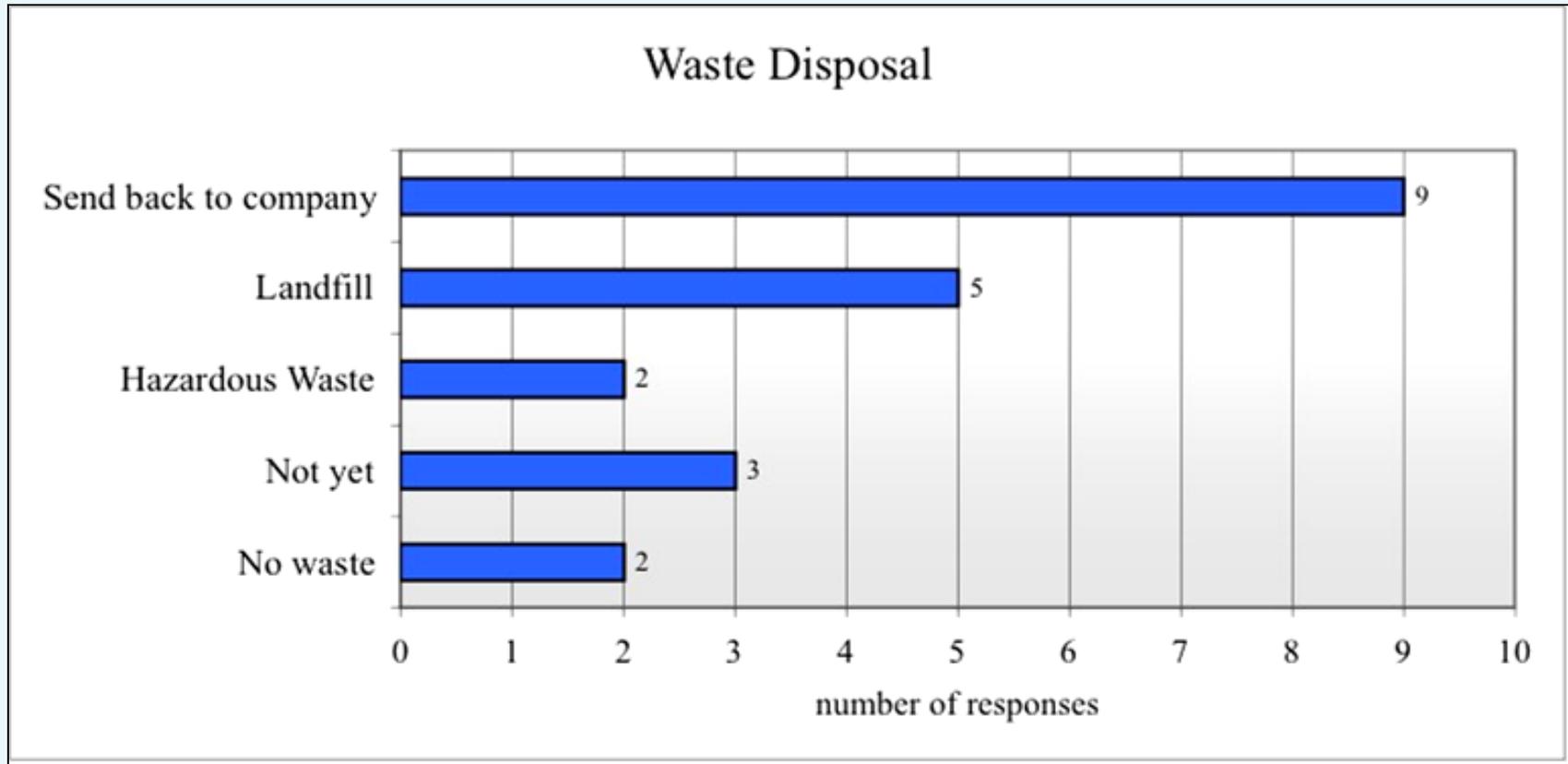
# Survey Findings: Treatment Options



# Survey Findings: Verification



# Survey Findings: Disposal of Wastes





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