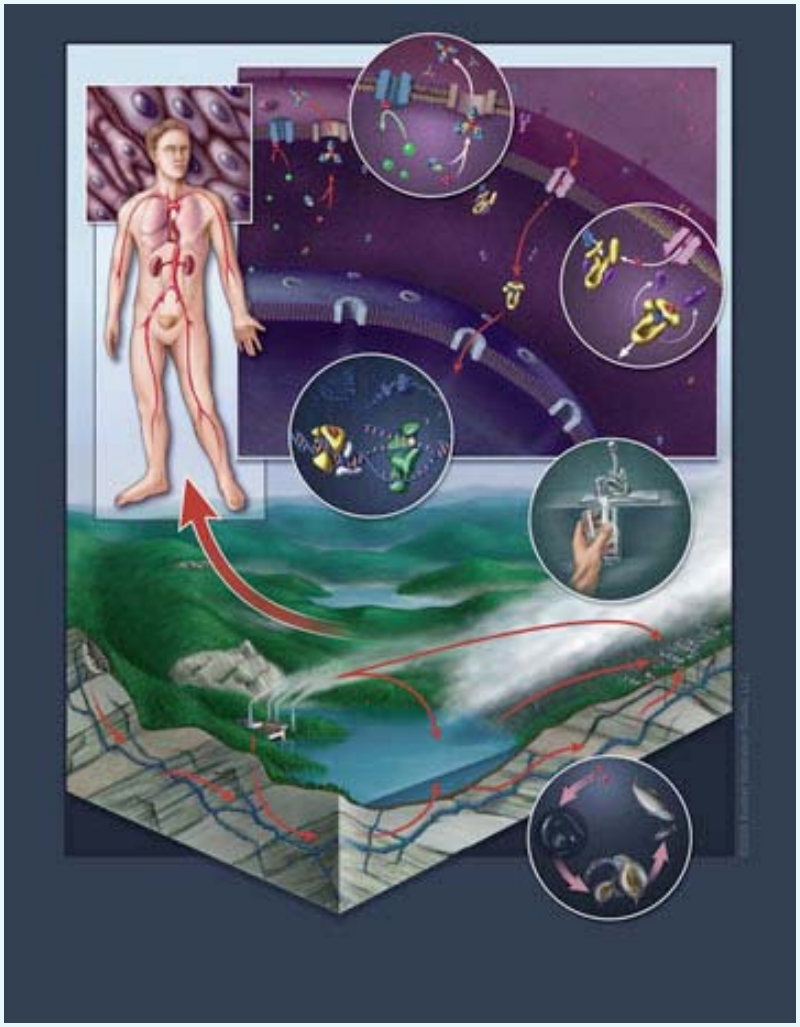
A Survey of Firms Providing Arsenic Treatment for Private Well Owners in New Hampshire

Nancy Serrell, MALS Oct. 4, 2007 Dartmouth Toxic Metals Research Program

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 characterize the audience for an informational web site
- to insight into the consumer experience

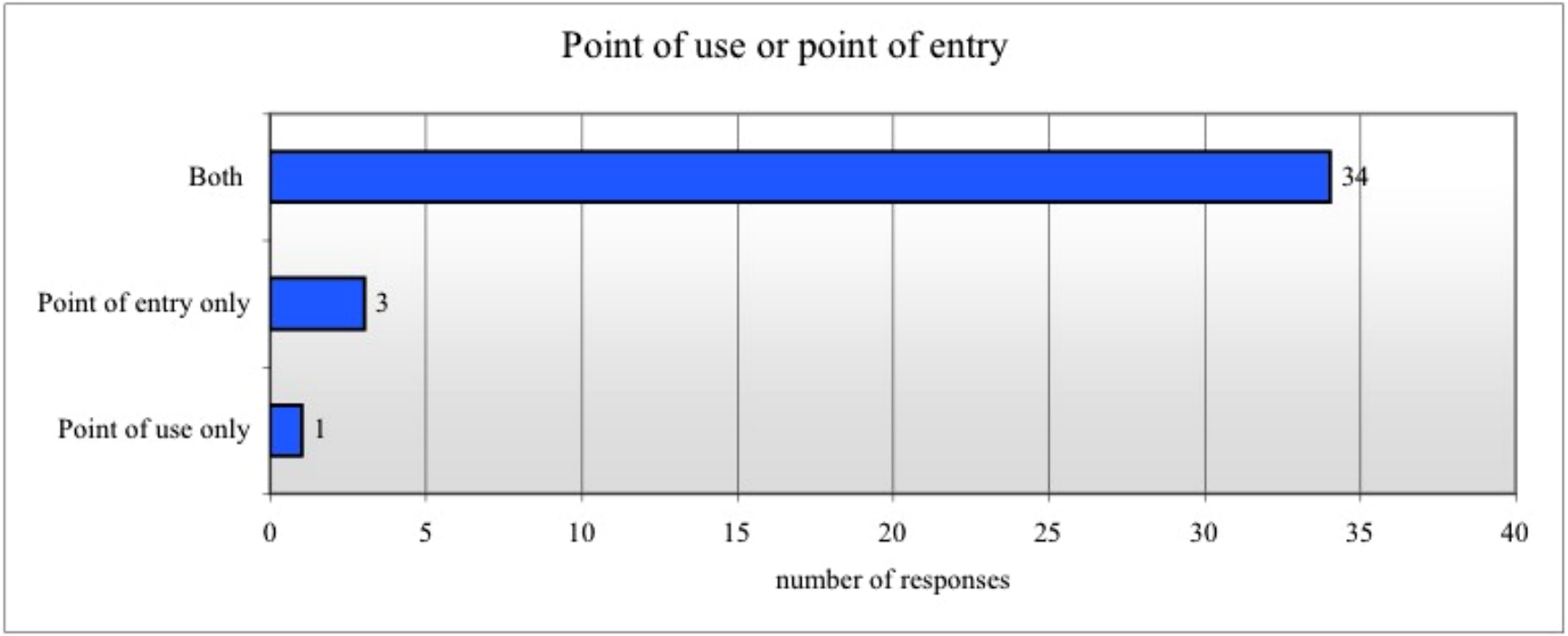
Survey respondents

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

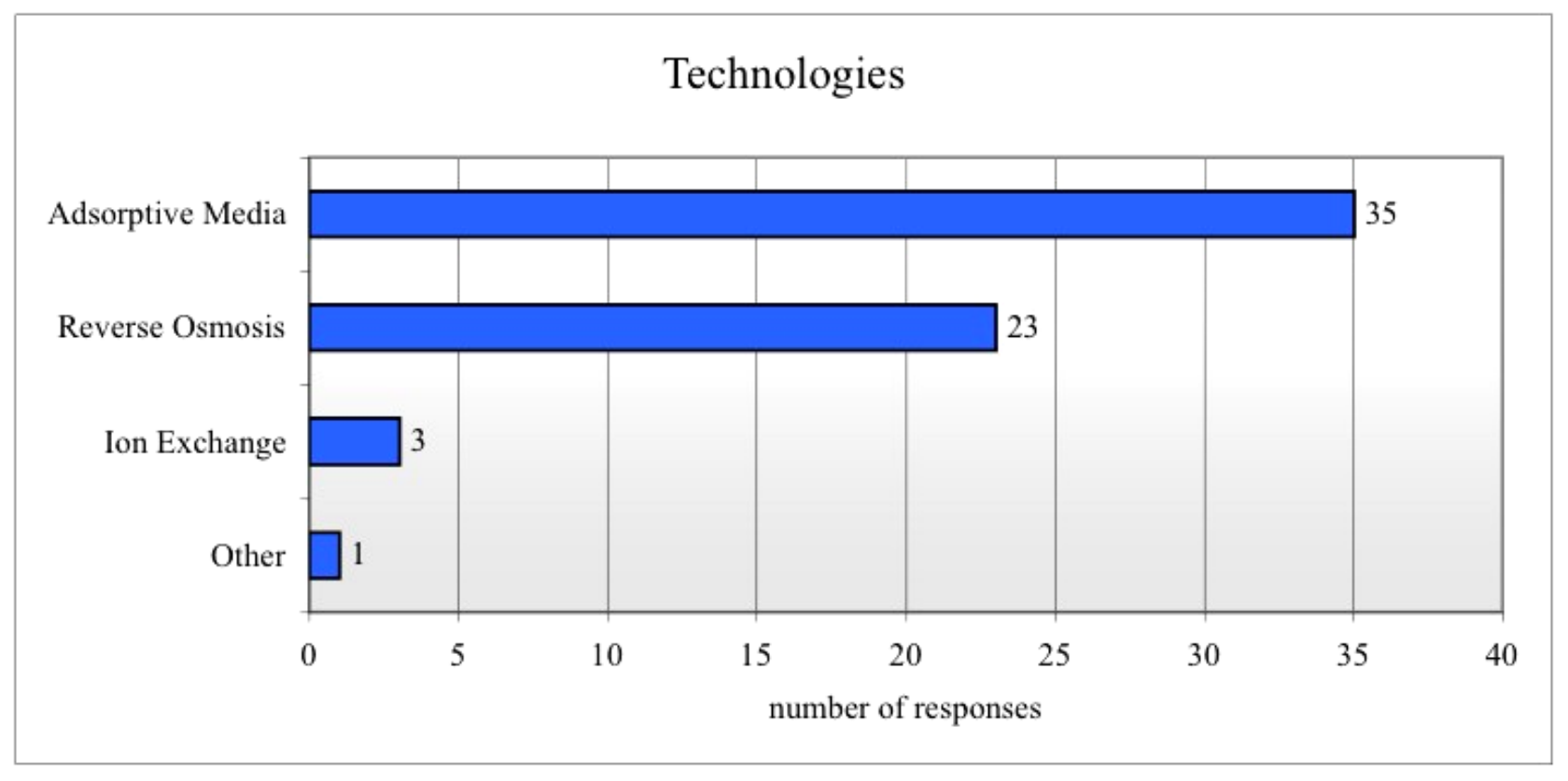
Survey Findings

- firms have divergent backgrounds and skills
- real estate transactions often trigger the decision to treat
- costs vary enormously
- firms have close relationships with suppliers
- discussing treatment is daunting

Survey Findings: Treatment Options



Survey Findings: Treatment Options



Survey Findings: Disposal of Wastes

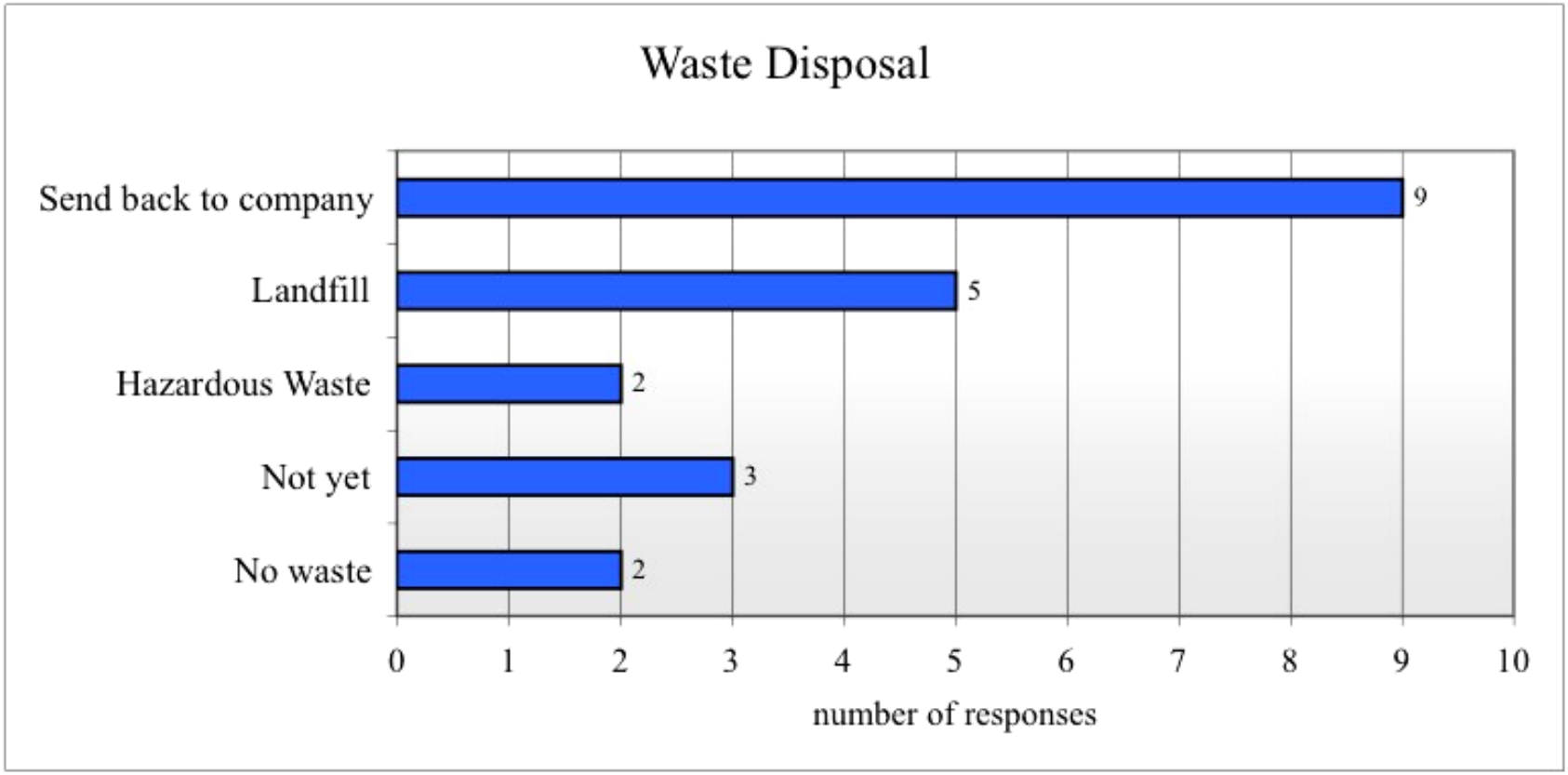
How much waste is produced by the systems you install?

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 Findings: Disposal of Wastes



Acknowledgements

Authors, survey team:

Nancy Serrell, MALS
Bethany Fleishman, BS
Emily Sharp, BA
Danielle Bird

The authors would like to acknowledge the contributions of Jane Downing (US EPA Region I), Bernie Lucey and Cynthia Klevens (New Hampshire Department of Environmental Services, Water Supply Engineering Bureau) who advised us on survey questions and reviewed a preliminary draft of this report.