

## **What Qualifications should the person working on my water system have?**

*When looking for a contractor to work on your well, pump or water filtration system, it is important to select a qualified company of good report. Always ask for references and a license number. Take the time to verify the license information! Check to see that the name they give you matches the name on the license. Also verify that the license and insurance/bonding are current. Ensure that the license endorsement(s) are appropriate to the work they are doing. For working on wells and pumps a well drilling or pump endorsement is a must!. In addition, it is advised that an electrical endorsement and a plumbing endorsement be on the license due to the fact that your pumping system interfaces with your electrical and plumbing network. Be wary of companies that are working only under a plumbing or electrical license as they are often working outside of their field of expertise and are unaware of appropriate electrical or plumbing considerations that can impact pump, well and water system performance.*

*If your system requires a permit to operate or is considered a public water system, the qualifications to work on your system are even more stringent and are regulated by the state of California. The contractor should have a State of California Treatment and/or Distribution License or be working under the direct supervision of someone that does.*

*Be cautious of small, one-man shops. These operations give the impression of cost savings, however, our experience in helping customers recover from various scams compel us to help you avoid the same fate with the following information:*

- *These operations are often working out of their license classification, without a license or will be “borrowing” a license. A plumbing license is not adequate to work on a well/pump system, they must have a C-57 (Well Driller) and or a C61/D21(Pump Installer) to ensure they have the experience and qualifications to perform the work needed in a competent fashion.*
- *These operations thrive on a customer’s desperation for water, promising low rates with ambiguity in regard to equipment prices until they are finished and wallop you with hidden costs at the end. Sometime an upfront quotation is given without having gathered information about your water system.*
- *Many of these operations turn a simple fix into a major project involving complete pump, pipe and wire replacement that is un-necessary.*

- *These operations do not stock a complete selection of pumps and accessories or purchase them at wholesale prices. They may have old equipment they will put back down your well or purchased the cheapest junk they can find at the local hardware store while charging premium prices. The customer, of course, is the one that pays for the overpriced junk that will need to be replaced in short order.*
- *These operations often sell you much, much more than you need! Bigger is not better. A larger pump costs more money, which is better for a contractor, however, the larger pump may then pump your well dry and cause a need for electrical components or energy wasting valves that keep your well from running dry... all at additional cost!*
- *These operations take longer (on your dime) as they drive all over the county to find parts before they can proceed with the install or repair of your equipment.*
- *Once you've paid your bill these operations are almost impossible to contact, are not available for emergency calls and do not respond for any warranty work.*
- *The installations often do not meet pump installation, electrical or plumbing code requirements. The result is a system that fails prematurely, wastes energy and creates a poor reputation for our industry. First hand we have seen: pumps breaking /falling off of flimsy pipe, used equipment installed where new equipment was billed for, undersized wire resulting in wasted power and shortened equipment lift, excessively oversized wire resulting in wasted money, etc....*