



DELAWARE COUNTY HEALTH DEPARTMENT Environmental Health Division

What to do When your Well is not Producing Water

When you turn on the tap and no water comes out, what's wrong and what should you do?

You hope this is never happens, but if it does, here are some steps to take to help you resolve your problem:

- If you turn on the tap, and no water comes out, the problem may be electrical in nature, or the pump may have burned out. If this is the case, call a licensed [Pump Installation Contractor](#). Licensed contractors have experience with pump installation and replacement. If there is a problem related to your pump, the contractor should be able to fix it. If a new pump is required, make sure the contractor installs an insect resistant well cap on the top of the well casing. This is a Health Department requirement.
- If water pressure has noticeably slowed down over time, but the water is still clear, this could indicate that there is a problem with the pump or your pressure tank. If this is the case, call a licensed [Pump Installation Contractor](#).
- If you notice the water pressure has slowed down and there is sediment or grit in the water, or you notice that your pump is running but drawing no water, your well may have gone dry. If this happens you may get a bit of water for a while, but eventually it will stop altogether. In this case, you need to call a licensed [Well Contractor](#). The contractor can analyze your situation and discuss your options. You might be able to deepen the existing well, or replace the well. Either of these options requires a permit from the DCHD. The Well Contractor can assist you through this process.

Any time the pump is removed, replaced, or installed in a deepened or newly drilled well, the well must be disinfected. Visit our page on [Well Disinfectant Procedure](#) for the proper procedure. A water quality test should be completed to ensure that the water is bacterially safe to drink. Additional water quality testing is available if the owner chooses.

After a newly drilled or deepened well has been disinfected, an entire set of water quality testing listed in our [well construction regulations](#) is required. This includes testing for Volatile Organic Compounds (VOCs). The well cannot be used until it has received "Approval to Use" in writing from the DCHD.