



## North Carolina Department of Health and Human Services

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

Adam Sholar  
Legislative Counsel  
Director of Government Affairs

December 1, 2014

### SENT VIA ELECTRONIC MAIL

The Honorable Justin Burr, Co-Chair  
Joint Legislative Oversight Committee on  
Health and Human Services  
North Carolina General Assembly  
Room 307A, Legislative Office Building  
Raleigh, North Carolina 27603-5925

The Honorable Mark Hollo, Co-Chair  
Joint Legislative Oversight Committee on  
Health and Human Services  
North Carolina General Assembly  
Room 639, Legislative Office Building  
Raleigh, North Carolina 27603-5925

The Honorable Ralph Hise, Co-Chair  
Joint Legislative Oversight Committee on  
Health and Human Services  
North Carolina General Assembly  
Room 1028, Legislative Building  
Raleigh, North Carolina 27603

Dear Representatives Burr and Hollo and Senator Hise,

Pursuant to the provisions of Session Law 2014-100, Section 12E.3.(c), the North Carolina Department of Health and Human Services, Division of Public Health, is pleased to provide you with the attached report including findings about current practices of local health departments in reducing or waiving private well-water testing fees, as well as a recommendation regarding reducing or waiving such fees.

Questions concerning this report may be directed to Maribeth Wooten within the Division of Public Health at (919) 707-5051, or [Maribeth.wooten@dhhs.nc.gov](mailto:Maribeth.wooten@dhhs.nc.gov).

Sincerely,



Adam Sholar

cc: Sarah Riser  
Brandon Greife  
Joyce Jones  
Robin Cummings  
[reports@ncleg.net](mailto:reports@ncleg.net)

Pat Porter  
Susan Jacobs  
Pam Kilpatrick  
Steve Owen

Maribeth Wooten  
Theresa Matula  
Rod Davis  
Penny Slade-Sawyer

[www.ncdhhs.gov](http://www.ncdhhs.gov)

Tel 919-855-4800 • Fax 919-715-4645

Location: Adams Building/Dix Campus • 101 Blair Drive • Raleigh, NC 27603

Mailing Address: 2001 Mail Service Center • Raleigh, NC 27699-2001

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December 1, 2014

### SENT VIA ELECTRONIC MAIL

The Honorable Mike Hager, Co-Chair  
Environmental Review Commission  
North Carolina General Assembly  
Room 304, Legislative Office Building  
Raleigh, North Carolina 27603-5925

The Honorable Ruth Samuelson, Co-Chair  
Environmental Review Commission  
North Carolina General Assembly  
Room 2226, Legislative Building  
Raleigh, North Carolina 27603

The Honorable Brent Jackson, Co-Chair  
Environmental Review Commission  
North Carolina General Assembly  
Room 2022, Legislative Building  
Raleigh, North Carolina 27603

Dear Senator Jackson, and Representatives Hager and Samuelson,

Pursuant to the provisions of Session Law 2014-100, Section 12E.3.(c), the North Carolina Department of Health and Human Services, Division of Public Health, is pleased to provide you with the attached report including findings about current practices of local health departments in reducing or waiving private well-water testing fees, as well as a recommendation regarding reducing or waiving such fees.

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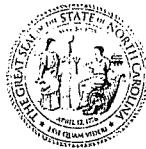
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December 1, 2014

### SENT VIA ELECTRONIC MAIL

Mr. Mark Trogdon, Director  
Fiscal Research Division  
North Carolina General Assembly  
Room 619, Legislative Office Building  
Raleigh, North Carolina 27603-5925

Dear Mr. Trogdon,

Pursuant to the provisions of Session Law 2014-100, Section 12E.3.(c), the North Carolina Department of Health and Human Services, Division of Public Health, is pleased to provide you with the attached report including findings about current practices of local health departments in reducing or waiving private well-water testing fees, as well as a recommendation regarding reducing or waiving such fees.

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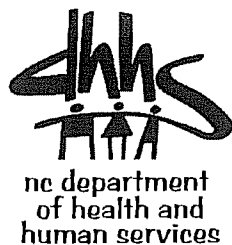
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**A Study to Investigate Options for  
Reducing or Waiving Private Well-Water Testing Fees**

**North Carolina  
Department of Health and Human Services  
Division of Public Health  
Environmental Health Section**

**December 1, 2014**



## Background

Session Law 2014-100, Section 12E.3.(c) directs the Department of Health and Human Services (DHHS), Division of Public Health (DPH) to consult with local health departments (LHDs) and the Department of Environment and Natural Resources (DENR) to study options for reducing or waiving the private well-water testing fee for households with incomes at or below 300 percent of the current federal poverty level (FPL). Session Law 2014-100 further requires the Department to report its findings and recommendations, including any recommended legislation, to the Joint Legislative Oversight Committee on Health and Human Services, the Environmental Review Commission, and the Fiscal Research Division by December 1, 2014.

The North Carolina Division of Public Health Environmental Health Section's On-Site Water Protection Branch, in collaboration with the State Laboratory of Public Health, devised a survey to gather data about current LHD practices in reducing or waiving fees for LHD Environmental Health services, including those for private drinking water well testing. DPH staff also consulted with DENR staff regarding the survey and the required legislative report. DENR does not regulate private wells or test private well water in North Carolina. DPH and DENR staff agreed DPH would be the lead agency for this survey and legislative report, including sharing findings and recommendations with DENR staff.

An eight-question survey was provided to local Environmental Health programs in all 100 counties in North Carolina to determine:

- Which, if any, counties waive or reduce sampling fees;
- If applicable:
  - How often counties waive or reduce fees;
  - How counties manage this process;
  - How counties qualify individuals for such reductions; and
  - How counties recover the costs of waiving or reducing fees.

Ninety-four of 100 counties polled, or 94 percent of all counties in North Carolina, responded to the survey. Several counties had multiple Environmental Health Specialist employees respond to the survey (accounting for 188 total individual responses).

## Findings

The actual survey tool used and raw data results are included as an Appendix to this report. A summary of findings is as follows:

- Of the 188 individual responses, 125 (66.49%) stated their county has reduced or waived fees for environmental health services in the past.
- This includes, but is not limited to, waiving sample fees if sampling is required by a doctor for clients experiencing health issues; for victims of a fire, tornado, or other natural disaster; and for various non-profit organizations, churches, or county government projects.
- Only one county responded that it applies a sliding fee schedule based on income (reduces the fee by 50 percent for households with an income less than 250 percent of the FPL, and reduces the fee by 80 percent for households with an income at 100 percent or less than the FPL).

- Counties were asked how many times in the past three years they have either waived or reduced fees for low-income individuals. The results were:
  - Only 46 of the 188 (24.47%) individuals responded to these questions; 142 chose not to respond.
  - A majority of the responses indicated counties had not reduced or waived fees in the past three years, with several stating they had never reduced or waived fees in the past.
  - In contrast, a small portion of respondents stated they had waived or reduced fees between five-15 times in the past years, often for homes that were damaged as a result of a natural disaster, or due to a doctor's request.
- Counties were asked to provide an estimate of the unreimbursed costs associated with fee waivers or reductions, and how they planned to recover such costs to the county. The results were:
  - Of the 46 responses, costs associated with waiving or reducing fees varied from approximately \$200 per year to more than \$4,000 per year.
  - Respondents stated it was difficult to estimate county costs associated with waiving or reducing fees (noting they were unable to account for staff time and travel associated with waivers or reductions, and for other services provided based on unfunded state mandates).
  - As a result, counties responded with various methods as to how they recover such costs. These include increased general fees to offset costs, use of various other county funds, adjusting budget allocations, or covering costs within their existing budgetary frame work. In contrast, several counties indicated they do not have a plan to reduce costs, they are still considering the impacts and costs of such actions, or they consider reducing fees a service to their communities.

## Recommendation

The State Laboratory of Public Health (SLPH) currently completes private well-water testing for samples submitted to the SLPH by Local Health Departments (LHDs) on behalf of their residents. The SLPH's overall work is mostly approximately 90% receipt-supported. All fees for SLPH testing services (including fees charged to LHDs for private well-water testing on behalf of their citizens) are calculated based on the cost to actually provide testing services. These fees are necessary for the SLPH to operate and to provide a given service. The fees, therefore, cannot be waived or reduced without jeopardizing the SLPH's ability to operate and continue providing testing services to citizens. Any waiver or reduction of private well-water testing fees by the SLPH would require replacement of these revenues from another funding source in order for the SLPH to continue providing private well-water testing.

The Department recognizes there is great diversity in resource availability for North Carolina county government services, including services provided by local health departments. Counties appear to be currently managing private well-water testing fee reductions or waivers in a variety of ways based on local resources that are available to offset the costs of reducing or waiving fees, or based on local policies. The Department recommends county governments continue to have the option to reduce or waive private well-water testing fees based on local resources and policies, and based on the identified needs of their citizens.

## **APPENDIX**

On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

**Q1 Please select your county health department/district from the drop down list below.**

Answered: 158 Skipped: 0

Alamance County

Albemarle District...

Alexander County

Anson County

Appalachian District...

Beaufort County

Bladen County

Brunswick County

Buncombe County

Burke County

Cabarrus County

Caldwell County

Carteret County

Caswell County

Catawba County

Chatham County

Cherokee County

Clay County



## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

Cleveland County

Columbus County

Craven County

Cumberland County

Dare County

Davidson County

Davie County

Duplin County

Durham County

Edgecombe County

Forsyth County

Franklin County

Gaston County

Graham County

Granville-Vance District

Greene County

Guilford County

Halifax County

Harnett County

Haywood County

Henderson County

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

Hertford County

Hoke County

Hyde County

Iredell County

Jackson County

Johnston County

Jones County

Lee County

Lenoir County

Lincoln County

Macon County

Madison County

Martin-Tyrell-  
Washington

Mecklenburg  
County

Montgomery  
County

Moore County

Nash County

New Hanover  
County

Northampton  
County

Onslow County

Orange County

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

Orange County |

Pamlico County

Pender County

Person County

Pitt County

Randolph County

Richmond County

Robeson County

Rockingham  
County

Rowan County

Rutherford-Polk  
-McDowell

Sampson County

Scotland County

Stanly County

Stokes County

Surry County

Swain County

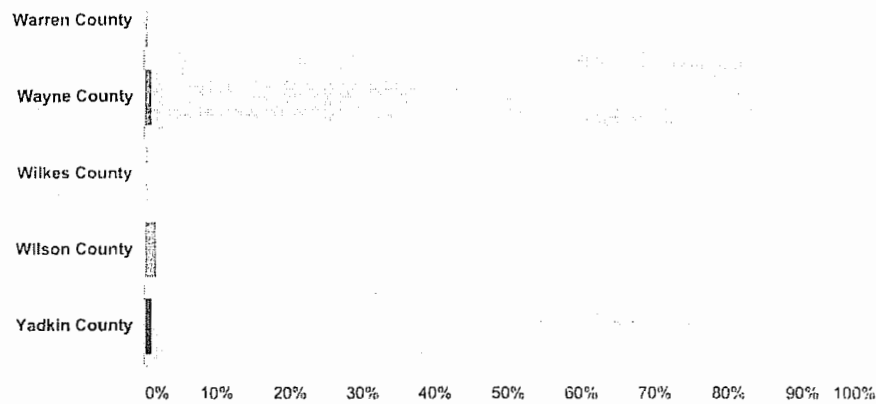
Toe River  
(Avery-Mitchell-  
Yancey)

Transylvania  
County

Union County

Wake County

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers



Answer Choices	Responses
Alamance County	2.13% 4
Albemarle District (Bertie-Camden-Chowan-Currituck-Gates-Pasquotank-Perquimans)	3.19% 6
Alexander County	0.53% 1
Anson County	0.00% 0
Appalachian District (Alleghany-Ashe-Watauga)	4.26% 8
Beaufort County	1.06% 2
Bladen County	0.53% 1
Brunswick County	4.79% 9
Buncombe County	2.13% 4
Burke County	1.06% 2
Cabarrus County	2.13% 4
Caldwell County	1.60% 3
Carteret County	1.60% 3
Caswell County	0.00% 0
Catawba County	0.53% 1
Chatham County	2.13% 4
Cherokee County	0.00% 0
Clay County	1.60% 3
Cleveland County	0.53% 1
Columbus County	1.06% 2
Craven County	1.60% 3

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

Cumberland County	1.60%	3
Dare County	1.06%	2
Davidson County	1.60%	3
Davie County	0.00%	0
Duplin County	1.06%	2
Durham County	1.06%	2
Edgecombe County	0.53%	1
Forsyth County	0.53%	1
Franklin County	0.00%	0
Gaston County	1.60%	3
Graham County	0.53%	1
Granville-Vance District	2.13%	4
Greene County	1.06%	2
Gulfport County	2.66%	5
Halifax County	0.53%	1
Harnett County	0.53%	1
Haywood County	1.60%	3
Henderson County	0.53%	1
Hertford County	0.53%	1
Hoke County	2.13%	4
Hyde County	0.53%	1
Iredell County	2.13%	4
Jackson County	1.06%	2
Johnston County	0.53%	1
Jones County	0.00%	0
Lee County	1.60%	3
Lenoir County	1.60%	3
Lincoln County	0.53%	1
Macon County	2.66%	5
Madison County	1.60%	3
Martin-Tyrell-Washington District	1.06%	2
Mecklenburg County	0.53%	1

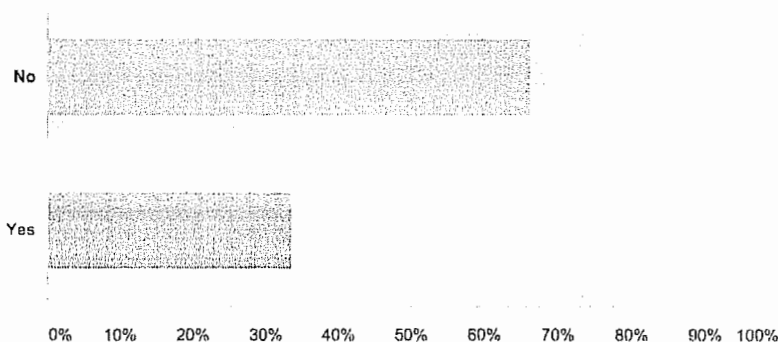
## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

Montgomery County	0.53%	1
Moore County	2.13%	4
Nash County	0.53%	1
New Hanover County	1.06%	2
Northampton County	1.06%	2
Onslow County	1.06%	2
Orange County	0.53%	1
Pamlico County	0.53%	1
Pender County	1.60%	3
Person County	0.53%	1
Pitt County	0.53%	1
Randolph County	0.53%	1
Richmond County	0.53%	1
Robeson County	1.06%	2
Rockingham County	3.19%	6
Rowan County	1.06%	2
Rutherford-Polk-McDowell District	0.53%	1
Sampson County	2.13%	4
Scotland County	0.53%	1
Stanly County	0.53%	1
Stokes County	0.53%	1
Surry County	1.06%	2
Swain County	0.53%	1
Toe River (Avery-Mitchell-Yancey) District	0.53%	1
Transylvania County	0.53%	1
Union County	2.66%	5
Wake County	1.60%	3
Warren County	0.53%	1
Wayne County	1.06%	2
Wilkes County	0.53%	1
Wilson County	1.60%	3
Yadkin County	1.06%	2

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

### Q2 Do you currently reduce or waive any fees for Environmental Health Services (mobile home relocation, well permitting, etc)?

answered: 188 (56.04%)



Answer Choices	Responses	
No	66.49%	125
Yes	33.51%	63
<b>Total</b>		<b>188</b>

#	If "Yes", on what basis do you qualify individuals for reduction or waiver?	Date
1	\$100 reduction for a well permit if the applicant is out of water due to a dry well or spring. Bacterial resamples are reduced to \$15 instead of \$25 & bacterial fees are waived if it is requested by a Dr. All fees were waived for Camp Daniel Boone Boy Scout Camp.	10/24/2014 4:31 PM
2	Doctor requested water samples.	10/22/2014 11:34 AM
3	Reduced Permit fees for fire, storm, etc damage; Water sample fees may be waived if a doctor or nurse recommends the sampling.	10/22/2014 9:14 AM
4	The BOCC have waived fees for some specific non profits (Habitat for Humanity, Boy Scouts of America, Surry Baptist Mens) we will also waive water sample fees if requested by a Doctor	10/22/2014 8:56 AM
5	victims of fire, tornado, and/or other acts of god	10/22/2014 8:28 AM
6	All well repair and abandonment permits are free	10/22/2014 8:24 AM
7	With a doctor's note suspecting well water as a cause of consumers' illness and requesting sampling be performed. No sampling required for mobile home relocation.	10/22/2014 7:47 AM
8	We waive fees for on-site repair permits.	10/22/2014 7:44 AM
9	Clients experiencing health issues that obtain a doctors note to test well water can have water sample fees waived.	10/22/2014 7:12 AM
10	Fees are waived if water samples are requested by a physician. Permit and well fees are waived if owner is getting low interest rate loan from rural economic development and if community development is paying for well.	10/22/2014 7:07 AM
11	septic repair permits only due to financial hardship	10/21/2014 8:43 AM
12	We will waive fees on a doctors request for one sample.	10/20/2014 3:50 PM

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

13	Waive water sampling fees with a Doctor's request	10/17/2014 4:31 PM
14	Doctors note for water samples	10/17/2014 4:29 PM
15	We waive the fee for bacterial and inorganic well water samples with a doctors note from the applicant.	10/17/2014 2:05 PM
16	We waive fees for water samples with a Doctor's request.	10/17/2014 7:48 AM
17	We don't charge for migrant housing inspections, septic system repair applications, or well abandonment applications.	10/16/2014 2:05 PM
18	septic repairs	10/16/2014 12:12 PM
19	It is based upon a percentage of the federal poverty level.	10/16/2014 11:23 AM
20	if they were burned out and it's been in the last 90 days.	10/16/2014 8:44 AM
21	replacement wells/ mobile home or house replacement due to fire	10/16/2014 8:28 AM
22	We have waived fees in the past when many houses were damaged during a natural disaster, such as Hurricane Floyd, but this is directed by the county manager.	10/16/2014 8:21 AM
23	Churches, county government projects	10/15/2014 6:49 PM
24	Well permit fee waived for replacement wells due to dry well or non-potable water. Water sample fee waived for samples requested by a physician, requested by the state, or investigative samples. Septic repair permits are no fee. We collect a lot of water samples for migrant housing and Food and Lodging establishments for which we cannot charge.	10/15/2014 3:08 PM
25	Habitat houses. No charge for repairs.	10/15/2014 11:36 AM
26	Jackson County Department of Public Health Environmental Health Section waives fees for water sampling if the sampling is requested by a doctor directly or written on a prescription pad. On-Site Wastewater Fees are waived in the event of a recent fire where the applicant is interested in rebuilding. Fees are not applied to On-Site Water Protection repairs such as septic and well repairs. 501(c)3 entities are not charged any Environmental Health fees. Other fee waivers would be at the discretion of the Health Director	10/15/2014 10:56 AM
27	water sample if we have a Doctor's note.	10/15/2014 9:27 AM
28	The health director can waive the fees for a water sample at the request of a doctor	10/14/2014 4:54 PM
29	We will often waive the fees for a septic/well compliance in extreme hardship cases such as burned houses or if a doctor orders a routine water sample such as bacteriological or inorganic. All are approved on a "case by case" basis.	10/14/2014 2:22 PM
30	No fee for Septic Verification for reuse of system if there was fire to the previous structure. No fee for water samples if requested by a doctor (letter or call from doctor required). No fee for well abandonment permit.	10/14/2014 2:15 PM
31	Certain water testing fees. Households below the poverty line pay \$10.00 of a normal \$50.00 testing fee. Household with income equal or up to 250% of the poverty line pay \$25.00 of a normal \$50.00 testing fee.	10/14/2014 2:09 PM
32	Only waive single bottle bacteriological for a doctor request.	10/14/2014 1:52 PM
33	Water Sampling fees are waived upon written doctor request	10/14/2014 1:51 PM
34	However, if our county suffers a confirmed disaster our county has approved waiving a permit fee for a damaged septic system or well, for example: a flood.	10/14/2014 11:39 AM
35	EH waives fees for water samples and septic/well permits. Water samples fees are waived when the request is made by a doctor. Septic and Well permit fees are waived for habitat for humanity projects.	10/14/2014 10:10 AM
36	501 (c) 3 tax exempt entities (such as Habitat for Humanity, Fire Depts. etc.) Sometimes we waive a mobile home relocation in the event the previous home burned. We hate to add to the misery of folks having to start all over. There may be a few other occasions we look at on a case by case basis, but nothing comes to mind at the present.	10/14/2014 10:05 AM
37	In disaster (or fire or flood or emergency) type situations, we often waive fees for permits/approvals useful for getting the folks back on their feet. For example, our Env Health Director may approve waiving fees for things like well water sampling/testing (for flooded wells, for example), MHP replacements in MHP's, and replacements of homes NOT in a MHP. Our septic system repair permits and well abandonment permits are already free of charge. We don't have a waiver/reduction directly based on income.	10/14/2014 10:05 AM



## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

38	When homes have been damaged due to fire/ natural causes.	10/14/2014 9:41 AM
39	When homes have been damaged due to fire/ natural causes.	10/14/2014 9:40 AM
40	Yes in case of natural disaster: fire, flood, tornado etc. Not however, on a routine basis and eligibility of population not screened for this EH Services.	10/14/2014 9:37 AM
41	Hurricane and tornado damage gets a free existing system check or septic repair if needed	10/14/2014 9:19 AM
42	Fees are waived for existing permits that have been destroyed by natural disasters and fires, provided the owner provides a fire report. Water sample fees are waived for applications with individuals who have a doctor's note.	10/14/2014 9:06 AM
43	income	10/14/2014 9:00 AM
44	Septic Repairs	10/14/2014 8:52 AM
45	Occasionally, Guilford County will waive the bacteriological sample fee when requested by a Medical Doctor for health concerns.	10/14/2014 8:41 AM
46	well replacement fees are waived	10/14/2014 8:25 AM
47	Existing system inspections and repair permit fees have typically been waived on result of a natural disaster, tornado, hurricane, etc.	10/14/2014 8:23 AM
48	Water samples requested by a medical doctor.	10/14/2014 8:23 AM
49	Although we no longer accept a doctor's note to test a well, I believe we would continue to waive fees post-disaster.	10/14/2014 8:20 AM
50	at a medical doctors request	10/14/2014 8:19 AM
51	If there has been a hurricane or tornado then we waive the fee for mobile home relocation. That is the only situation Wilson County will waive a fee. We currently do not charge a fee for septic system repair permits. However we do charge a fee if someone is having to install a new well based on the fact there well went dry or they are having problems with the existing well which I think is not correct. I think they should not have to pay a fee in those circumstances. Then it was explained to me a fee had to be charged to cover the well sampling for the new well being installed. Sometimes I think this scares citizens and they just continuing suffering with the conditions of their existing well or they continue to get water by some other means.	10/14/2014 8:18 AM
52	we will waive the water sample fees if it is at the request of a medical professional and a note from the same is provided.	10/14/2014 8:15 AM
53	applicants applying for well permit who have a well that has gone dry get a reduction of \$100 on the cost of a well permit.	10/14/2014 8:02 AM
54	Wastewater System Repairs	10/14/2014 7:57 AM
55	If their structure burns, the fees are waived.	10/14/2014 7:57 AM
56	Private drinking water wells testing for bacteria, that have been flooded after storm/Hurricane events, free water sampling based on a doctor's note/request, and directed by the county manager and Human services director.	10/14/2014 7:45 AM
57	We do not reduce any fee and we generally do not waive fees for brand new septic systems or new wells. We will waive fees if we have an applicant who is receiving help from an organization, such as a Church, Housing Coalition, or other similar type of group, to get a septic or well repair. Also, non-profit organizations can sometimes get waived fees depending on what service they need. We also waive the water sample fees for applicants who turn in a doctor's notices for water testing with their water sample application.	10/14/2014 7:34 AM
58	We will waive fees for: demonstrated financial hardship associated with some need to have it sampled (usually dealing with WIC clients), facilities that are required to have any water sampling done as part of an inspection, at the request of a doctor or as any part of an environmental investigation such as a lead investigation or if repeated samples are needed to determine risk associated with consuming well water. We reduce fees for any resampling (this is quite often done after an original bacteriological sample has come back bad and the well is chlorinated)	10/14/2014 7:32 AM
59	Medical concerns	10/14/2014 7:04 AM
60	Fire or storm damage.	10/14/2014 7:01 AM
61	This is a correction of our survey for Clay County. I forgot we do the below. Persons participating in programs through non-profit organizations for low cost housing in our county get a waiver for EH services. This is programs like Habitat for Humanity and religious groups etc.	10/14/2014 6:57 AM

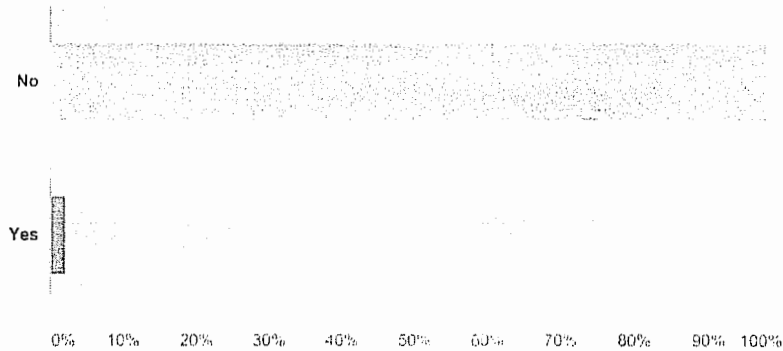
## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

62	Fees are waived for water samples when the request is submitted by a doctor..	10/14/2014 6:35 AM
63	Only for case-specific reasons, such as administrative errors, special projects, or as a courtesy to other internal/local public agencies.	10/14/2014 6:21 AM

# On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

## Do you apply a sliding fee schedule based upon income?

Answered: 46 Skipped: 142



### Answer Choices

No	97.83%	45
Yes	2.17%	1
Total		46

### Responses

#	If "Yes", what is that sliding fee schedule?	Date
1	50% reduction if the household income is less than 250% of federal poverty level, and 80% reduction if household income is 100% or less than the federal poverty level. This applies only to certain water sample analyses.	10/16/2014 11:37 AM
2	N/A	10/14/2014 10:07 AM
3	If a new well permit fee cannot be paid how can a new house be afforded	10/14/2014 8:28 AM

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

### Q4 How many times in the past 3 years have you "WAIVED" fees for low-income individuals?

Answered: 46 Skipped: 14%

#	Responses	Date
1	0	10/24/2014 4:34 PM
2	0	10/22/2014 11:40 AM
3	@ less than 10	10/22/2014 9:19 AM
4	0	10/22/2014 8:57 AM
5	n/a	10/22/2014 8:29 AM
6	none	10/22/2014 8:25 AM
7	none	10/22/2014 7:49 AM
8	In the past three years we have not waived fees for low-income clients.	10/22/2014 7:14 AM
9	Based on answer to question 2 maybe 2.	10/22/2014 7:13 AM
10	2 or 3	10/21/2014 8:44 AM
11	NONE THAT I AM AWARE OF	10/20/2014 4:07 PM
12	0	10/17/2014 4:33 PM
13	None	10/17/2014 7:50 AM
14	none	10/16/2014 12:13 PM
15	Less than ten times	10/16/2014 11:37 AM
16	none	10/16/2014 8:45 AM
17	20	10/16/2014 8:31 AM
18	1-2	10/15/2014 6:51 PM
19	0	10/15/2014 3:18 PM
20	Unsure -- probably not more than 3 times.	10/15/2014 11:37 AM
21	Possibly two times.	10/15/2014 11:11 AM
22	0	10/14/2014 4:55 PM
23	3	10/14/2014 4:44 PM
24	10-15	10/14/2014 2:29 PM
25	never	10/14/2014 2:28 PM
26	Unknown - Maybe 5	10/14/2014 1:53 PM
27	Approximately 10 for septic and well permits Approximately 10 water samples	10/14/2014 10:47 AM
28	3-5 (burned residences mentioned previously)	10/14/2014 10:11 AM
29	None	10/14/2014 10:07 AM
30	none	10/14/2014 9:40 AM
31	none	10/14/2014 9:21 AM

# On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

32	N/A	10/14/2014 9:06 AM
33	none	10/14/2014 9:02 AM
34	None	10/14/2014 8:29 AM
35	none, except cases of well replacement	10/14/2014 8:28 AM
36	not sure	10/14/2014 8:21 AM
37	None	10/14/2014 8:19 AM
38	3	10/14/2014 8:17 AM
39	none	10/14/2014 8:03 AM
40	0	10/14/2014 7:58 AM
41	twice/Doctors note/request	10/14/2014 7:47 AM
42	3	10/14/2014 7:40 AM
43	10	10/14/2014 7:07 AM
44	None unless they happen to have fire or storm damaged properties.	10/14/2014 7:04 AM
45	Maybe 1-2 times	10/14/2014 7:01 AM
46	None, except as part of a special project in conjunction with a West Piedmont Council of Governments grant program as an "in kind" match contribution. There were about 10 of those and the program has now ended	10/14/2014 6:32 AM

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

### Q5 How many times in the past 3 years have you "REDUCED" fees for low-income individuals?

Answered: 46 Skipped: 142

#	Responses	Date
1	0	10/24/2014 4:34 PM
2	0	10/22/2014 11:40 AM
3	@ 15 for all individuals with fire or storm damage, etc	10/22/2014 9:19 AM
4	0	10/22/2014 8:57 AM
5	n/a	10/22/2014 8:29 AM
6	none	10/22/2014 8:25 AM
7	none	10/22/2014 7:49 AM
8	No times	10/22/2014 7:14 AM
9	For water samples we have just taken them in some cases because people were not able to pay.	10/22/2014 7:13 AM
10	None	10/21/2014 8:44 AM
11	NONE IT IS EITHER ALL OR NOTHING	10/20/2014 4:07 PM
12	0	10/17/2014 4:33 PM
13	None	10/17/2014 7:50 AM
14	none	10/16/2014 12:13 PM
15	Once since our new policy came into effect on July 1, 2014	10/16/2014 11:37 AM
16	none	10/16/2014 8:45 AM
17	0	10/16/2014 8:31 AM
18	None	10/15/2014 6:51 PM
19	0	10/15/2014 3:18 PM
20	None	10/15/2014 11:37 AM
21	None.	10/15/2014 11:11 AM
22	0	10/14/2014 4:55 PM
23	3	10/14/2014 4:44 PM
24	None that I can remember.	10/14/2014 2:29 PM
25	never	10/14/2014 2:28 PM
26	None	10/14/2014 1:53 PM
27	none	10/14/2014 10:47 AM
28	NA	10/14/2014 10:11 AM
29	None	10/14/2014 10:07 AM
30	none	10/14/2014 9:40 AM
31	none	10/14/2014 9:21 AM

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

32	N/A	10/14/2014 9:06 AM
33	none	10/14/2014 9:02 AM
34	None	10/14/2014 8:29 AM
35	none	10/14/2014 8:28 AM
36	none	10/14/2014 8:21 AM
37	None	10/14/2014 8:19 AM
38	0	10/14/2014 8:17 AM
39	none	10/14/2014 8:03 AM
40	0	10/14/2014 7:58 AM
41	none	10/14/2014 7:47 AM
42	;	10/14/2014 7:40 AM
43	0	10/14/2014 7:07 AM
44	None.	10/14/2014 7:04 AM
45	0... we seek outside support from agencies to help them with the expenses. We do repairs at a minimum amount not to be cost prohibitive.	10/14/2014 7:01 AM
46	None	10/14/2014 6:32 AM

On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

**Q6 In regards to the question above, please describe the reductions you've allowed.**

Answered: 46 Skipped: 142

#	Responses	Date
1	0	10/24/2014 4:34 PM
2	NA	10/22/2014 11:40 AM
3	Fire, storm damage, other natural or man-made disasters	10/22/2014 9:19 AM
4	0	10/22/2014 8:57 AM
5	n/a	10/22/2014 8:29 AM
6	n/a	10/22/2014 8:25 AM
7	N/A	10/22/2014 7:49 AM
8	None	10/22/2014 7:14 AM
9	No payment if water sample requested by doctor Well permit and water sample fees waived if fees are being paid by community development and/or rural economic development.	10/22/2014 7:13 AM
10	NA	10/21/2014 8:44 AM
11	WAIVED FEES THERE ARE NO REDUCTIONS	10/20/2014 4:07 PM
12	0	10/17/2014 4:33 PM
13	None	10/17/2014 7:50 AM
14	none	10/16/2014 12:13 PM
15	The 50% reduction in sample fees, see the answer to question 3 for details.	10/16/2014 11:37 AM
16	none	10/16/2014 8:45 AM
17	When individual qualifies for repair assistance no fee is charged for CA	10/16/2014 8:31 AM
18	N/A	10/15/2014 6:51 PM
19	We waive fees as described earlier.	10/15/2014 3:18 PM
20	n/a	10/15/2014 11:37 AM
21	None.	10/15/2014 11:11 AM
22	n/a	10/14/2014 4:55 PM
23	3	10/14/2014 4:44 PM
24	N/A	10/14/2014 2:29 PM
25	NA	10/14/2014 2:28 PM
26	None	10/14/2014 1:53 PM
27	N/A	10/14/2014 10:47 AM
28	NA	10/14/2014 10:11 AM
29	N/A	10/14/2014 10:07 AM
30	n/a	10/14/2014 9:40 AM
31	N/A	10/14/2014 9:21 AM
32	N/A	10/14/2014 9:06 AM



### On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

33	repair permits	10/14/2014 9:02 AM
34	None	10/14/2014 8:29 AM
35	waived fee if a replacement well	10/14/2014 8:28 AM
36	n/a	10/14/2014 8:21 AM
37	N/A	10/14/2014 8:19 AM
38	refer to #2	10/14/2014 8:17 AM
39	n/a	10/14/2014 8:03 AM
40	n/a	10/14/2014 7:58 AM
41	na	10/14/2014 7:47 AM
42	fees are waived	10/14/2014 7:40 AM
43	No charge for bacterial.... Medical reasons....no income homes with children	10/14/2014 7:07 AM
44	None.	10/14/2014 7:04 AM
45	Keep repairs to a token cost.	10/14/2014 7:01 AM
46	See number 4	10/14/2014 6:32 AM

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

### Q7 Please provide an estimation of the unreimbursed costs (as a result of waived or reduced fees) to your program.

Answered: 46 Skipped: 142

#	Responses	Date
1	-\$2000	10/24/2014 4:34 PM
2	Less than \$250.00	10/22/2014 11:40 AM
3	@ 1700	10/22/2014 9:19 AM
4	around 300-500 a year	10/22/2014 8:57 AM
5	n/a	10/22/2014 8:29 AM
6	n/a	10/22/2014 8:25 AM
7	\$1400/yr	10/22/2014 7:49 AM
8	None	10/22/2014 7:14 AM
9	\$1500	10/22/2014 7:13 AM
10	\$150	10/21/2014 8:44 AM
11	DON'T HAVE THE NUMBERS	10/20/2014 4:07 PM
12	Negligible, but question is loaded as there are many services that we provide as a result of a state mandate that we do not recover costs. Even the permit fees that are charged do not "recover" the true cost to provide the service	10/17/2014 4:33 PM
13	\$300 for Doctor's requests.	10/17/2014 7:50 AM
14	\$0	10/16/2014 12:13 PM
15	In the last year we have waived the trip fee component of our sampling fees as part of groundwater contamination investigations. Approximately \$2500.00 was waived. Less than \$500.00 in analytical fees were waived in the last year due to low income situations.	10/16/2014 11:37 AM
16	none	10/16/2014 8:45 AM
17	\$4,000	10/16/2014 8:31 AM
18	\$600	10/15/2014 6:51 PM
19	\$21,060.00 including well permits, water samples, and septic repairs. Not including the costs of Migrant Housing and F&L samples/resamples.	10/15/2014 3:18 PM
20	n/a	10/15/2014 11:37 AM
21	Over the last 3 years I would estimate the unreimbursed costs to be around \$10,000.	10/15/2014 11:11 AM
22	unknown	10/14/2014 4:55 PM
23	3	10/14/2014 4:44 PM
24	This is hard to estimate due to the fact that in addition to the lost fees it cost the District time/travel for staff to conduct the evaluations (sometimes multiple trips), collect water samples etc as well as covering the cost of sampling containers/courier fees.	10/14/2014 2:29 PM
25	Estimation of \$200-\$300/yr	10/14/2014 2:28 PM
26	\$300	10/14/2014 1:53 PM
27	7,000.00	10/14/2014 10:47 AM

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

28	\$5,000 (if it is all inclusive-wells/septic for Habitat for Humanity, etc.)	10/14/2014 10:11 AM
29	N/A	10/14/2014 10:07 AM
30	n/a	10/14/2014 9:40 AM
31	N/A	10/14/2014 9:21 AM
32	N/A	10/14/2014 9:06 AM
33	less than \$300	10/14/2014 9:02 AM
34	\$39.00 per water sample.	10/14/2014 8:29 AM
35	approx. \$1500/yr	10/14/2014 8:28 AM
36	not sure	10/14/2014 8:21 AM
37	N/A	10/14/2014 8:19 AM
38	\$540	10/14/2014 8:17 AM
39	n/a	10/14/2014 8:03 AM
40	100.00	10/14/2014 7:58 AM
41	100\$	10/14/2014 7:47 AM
42	\$2,500.00	10/14/2014 7:40 AM
43	500-750	10/14/2014 7:07 AM
44	\$10,000	10/14/2014 7:04 AM
45	Approximately \$300-\$500 per year	10/14/2014 7:01 AM
46	About \$25k in fees and services as in kind contributions to WPGOG project	10/14/2014 6:32 AM

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

**Q8 How do you plan to recover or reduce these costs? Please describe in the space below.**

Answered: 46 Skipped: 142

#	Responses	Date
1	?	10/24/2014 4:34 PM
2	Increase general fee price to offset.	10/22/2014 11:40 AM
3	These reduced fees are part of our Fee Schedule, so it is considered a part of doing business, and just something our Agency does for the community.	10/22/2014 9:19 AM
4	County funds	10/22/2014 8:57 AM
5	n/a	10/22/2014 8:29 AM
6	n/a	10/22/2014 8:25 AM
7	Absorb	10/22/2014 7:49 AM
8	No plans to reduce costs	10/22/2014 7:14 AM
9	Do not plan to recover.	10/22/2014 7:13 AM
10	Do not plan to	10/21/2014 8:44 AM
11	DON'T HAVE A PLAN FOR RECOVERING THIS LOSS OF REVENUE	10/20/2014 4:07 PM
12	na	10/17/2014 4:33 PM
13	We've always just eaten those costs, as they are relatively small.	10/17/2014 7:50 AM
14	none	10/16/2014 12:13 PM
15	We are still considering the impacts and costs.	10/16/2014 11:37 AM
16	none	10/16/2014 8:45 AM
17	Adjusting budget allocations	10/16/2014 8:31 AM
18	County general fund	10/15/2014 6:51 PM
19	These costs will have to come from revenue or local taxes.	10/15/2014 3:18 PM
20	n/a	10/15/2014 11:37 AM
21	No current plans to recover or reduce these costs.	10/15/2014 11:11 AM
22	unknown	10/14/2014 4:55 PM
23	3	10/14/2014 4:14 PM
24	We have started to charge for compliance inspections for migrant house septic inspections. We DO NOT charge for water sampling.	10/14/2014 2:29 PM
25	Seen as service to those within the community we serve who have encountered unforeseen hardship.	10/14/2014 2:28 PM
26	Overall fees will absorb this loss	10/14/2014 1:53 PM
27	This money is not recovered, the budget does not include these services provided.	10/14/2014 10:47 AM
28	We don't have a method of recovery.	10/14/2014 10:11 AM
29	N/A	10/14/2014 10:07 AM
30	n/a	10/14/2014 9:40 AM

## On-Site Water Protection Branch: Assessment of Fee Reductions or Waivers

31	N/A	10/14/2014 9:21 AM
32	N/A	10/14/2014 9:06 AM
33	will not	10/14/2014 9:02 AM
34	Due to the increase in the fees by the State to processes water samples, we will have have to increase our own fees to cover the cost with a small profit margin to cover reduced or waived fees.	10/14/2014 8:29 AM
35	?	10/14/2014 8:28 AM
36	we absorb the cost	10/14/2014 8:21 AM
37	N/A	10/14/2014 8:19 AM
38	there is no recovery plan for the aforementioned situation	10/14/2014 8:17 AM
39	n/a	10/14/2014 8:03 AM
40	We don't recover	10/14/2014 7:58 AM
41	We do not. County pays the bill and provides most of the funding for our program.	10/14/2014 7:47 AM
42	These costs are typically covered within our budgetary frame work. The county has always provided funds for the majority of the work within Environmental Health. The issue is, as more and more costs are passed down to the local health department and our cost of doing business goes up, the county will eventually not fully fund EH to the point where we can afford to provide this part of our services. People who have a real need may not be able to be helped-it is not good public health.	10/14/2014 7:40 AM
43	Unsure	10/14/2014 7:07 AM
44	FEMA reimbursements after the events if possible.	10/14/2014 7:04 AM
45	There are no plans to recover. Built into the budget.	10/14/2014 7:01 AM
46	We will not recover these costs, however the program has ended and there is no plan to continue this process.	10/14/2014 6:32 AM