

Frequently Asked Questions (FAQ) – Private Well User Survey

November 23, 2020

Questions about the survey? Please review the following FAQs. Here is a list of questions covered in this FAQ:

- 1) Need a link to the Survey?
- 2) I never received a survey.
- 3) Help! I am missing part of my packet (paper survey, original test results, explanatory letter, etc).
- 4) What if I don't know the answers to some of the questions?
- 5) Does it matter if I rent or own the home?
- 6) What if I want to provide more information/comments?
- 7) I am having trouble viewing the survey or parts of the survey.
- 8) Will I receive the results of this survey?
- 9) How are my responses being used?
- 10) Is my privacy protected?
- 11) What if I made an error on my survey, but have already submitted and wish to make a correction?
- 12) What if I have a suggestion?
- 13) When does this survey end?

If your question is not answered, please contact us by emailing oeeb@dhhs.nc.gov or calling (919) 707-5911. Please include "Private Well and Health Survey" in the subject line when emailing.

1) Need a link to the Survey?

- Follow this link <https://is.gd/NCPublicHealthWellSurvey>. Remember to enter your Unique ID that was mailed to you and can be found on the first page of your survey.

2) I never received a survey.

- If you had a well drilled in the past 5 years and did not receive a survey please leave a voicemail at (919) 707-5911, requesting a Unique ID and we will get back to you as soon as possible.

3) Help! I am missing part of my packet (paper survey, original test results, explanatory letter, etc).

- We apologize! If you think something might be missing from your envelope, please contact us so we can assist by emailing oeeb@dhhs.nc.gov or calling (919) 707-5911. Please include "Private Well and Health Survey" in the subject line of your email.

4) What if I don't know the answers to some of the questions?

- That's okay! If you don't know the answer to a question, feel free to skip it.

5) Does it matter if I rent or own the home?

- Not at all! Question 29 in the survey asks about whether you rent or own the home. Please skip Question 3 if you rent your home.

6) What if I want to provide more information/comments?

- Wonderful! We would love to hear from you. Please feel free to contact us at oeeb@dhhs.nc.gov or (919) 707-5911. Please include “Private Well and Health Survey” in the subject line when emailing.

7) I am having trouble viewing the survey or parts of the survey.

- We apologize! Please contact us by sending an email to oeeb@dhhs.nc.gov (please include “Private Well and Health Survey” in the subject line when emailing) or calling (919) 707-5911. Otherwise, you can try to use a different internet browser if possible.

8) Will I receive the results of this survey?

- If you would like to receive information about this survey and a copy of the report after it is complete, please be sure to let us know on the last page of this survey. Be sure to include your contact information. See examples of online and mail-in versions on the next page.

Online Version

Please click "Submit" below to record your responses.

Survey ends December 7, 2020. Surveys received after this date will not be considered for a \$25 gift card.

Your input is important to ensure we are providing you and other private well users in North Carolina with the best services possible.

If you have any questions, please contact:
North Carolina Private Well and Health Program
Telephone: (919) 707-5911

If you would like to be entered into the drawing for one of the \$25 gift cards, or if you would like to receive information about the survey and a copy of the final report, please check the appropriate box(es) below and fill out your contact information.

I would like to be entered into the drawing for one of 500 \$25 gift cards (if yes, please fill out your contact information below)

- Yes
 No

reset

I would like to receive information about this survey and a copy of the report after it is complete (if yes, please fill out your contact information below)

- Yes
 No

reset

Name	John Doe
Address	123 Address St
Address 2 (Apt., Unit, etc.)	
City / Town	City
State	State
Zip Code	00000
Email Address	email@email.com
Phone	123-456-7890

Mail-in Version

Thank you for taking this survey!

Survey ends November 16, 2020. Surveys received after this date will not be considered for a \$25 gift card. Your input is important to ensure we are providing you and other private well users in North Carolina with the best services possible.

If you have any questions, please contact: NC Private Well and Health Program
Telephone: (919) 707-5911

If you would like to be entered into the drawing for one of the \$25 gift cards, or if you would like to receive information about the survey and a copy of the final report, please check the appropriate box(es) below and fill out your contact information. You can detach this contact card and place it in the return envelope with your completed survey. This information will not be kept with your responses to the survey.

- Yes, I would like to be entered into the drawing for one of 500 \$25 gift cards (please fill out your contact information below).
- Yes, I would like to receive information about this survey and a copy of the report after it is complete (please fill out your contact information below).

Name: John Doe

Phone: (123) 456-7890 Email: email@email.com

Address: 123 Address St

City: City Zip Code: 00000

Preferred contact method: Email Phone Mail

9) How are my responses being used?

- The information obtained in this survey will help guide health education activities for private well owners across North Carolina. We will report what we learn to our funding agency, the Centers for Disease Control and Prevention (CDC), and we may publish the aggregated results in a scientific journal.

10) Is my privacy protected?

- We respect the privacy of all respondents. Survey responses will be maintained in a secure database and your returned survey will be stored in a locked cabinet at DHHS. Identifying information will never be used in our aggregated reports.

11) What if I made an error on my survey, but have already submitted and wish to make a correction?

- No problem! Please contact us by sending an email to oeeb@dhhs.nc.gov or calling (919) 707-5911. Please include “Private Well and Health Survey” in the subject line when emailing.

12) What if I have a suggestion?

- Wonderful! We would love to hear from you! Please contact us by emailing oeeb@dhhs.nc.gov or calling (919) 707-5911. Please include “Private Well and Health Survey” in the subject line when emailing.

13) When does this survey end?

- The survey closes on December 7, 2020. If you would like to be entered in a random drawing for one of 500 \$25 gift cards, please be sure to submit your survey online or mail-in by December 7, 2020.
If you would like to enter this drawing please be sure to indicate this on the last page of your survey and complete all contact information. See examples of online and mail-in versions on the next page.

Still have questions? Please call or email us at contact.oeeb@dhhs.nc.gov or (919) 707-5911. Please include “Private Well and Health Survey” in the subject line of your email.

Online Version

Please click "Submit" below to record your responses.

Survey ends December 7, 2020. Surveys received after this date will not be considered for a \$25 gift card.

Your input is important to ensure we are providing you and other private well users in North Carolina with the best services possible.

If you have any questions, please contact:
North Carolina Private Well and Health Program
Telephone: (919) 707-5911

If you would like to be entered into the drawing for one of the \$25 gift cards, or if you would like to receive information about the survey and a copy of the final report, please check the appropriate box(es) below and fill out your contact information.

I would like to be entered into the drawing for one of 500 \$25 gift cards (if yes, please fill out your contact information below)

- Yes
 No

reset

I would like to receive information about this survey and a copy of the report after it is complete (if yes, please fill out your contact information below)

- Yes
 No

reset

Name	<input type="text" value="John Doe"/>
Address	<input type="text" value="123 Address St"/>
Address 2 (Apt., Unit, etc.)	<input type="text"/>
City / Town	<input type="text" value="City"/>
State	<input type="text" value="State"/>
Zip Code	<input type="text" value="00000"/>
Email Address	<input type="text" value="email@email.com"/>
Phone	<input type="text" value="123-456-7890"/>

Mail-in Version

Thank you for taking this survey!

Survey ends November 16, 2020. Surveys received after this date will not be considered for a \$25 gift card. Your input is important to ensure we are providing you and other private well users in North Carolina with the best services possible.

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Yes, I would like to be entered into the drawing for one of 500 \$25 gift cards (please fill out your contact information below).

Yes, I would like to receive information about this survey and a copy of the report after it is complete (please fill out your contact information below).

Name: John Doe

Phone: (123) 456-7890 Email: email@email.com

Address: 123 Address St

City: City Zip Code: 00000

Preferred contact method: Email Phone Mail