

Drinking Water Sample Visits

Requests for Water Samples at Your Door

The Chesterfield County Department of Utilities has seen an increase in customer concerns about private companies offering water testing and then recommending they buy expensive water filters. Typically, these customers were approached by salespeople for companies selling water filtration systems and offering to sample water for free during in-home visits. The companies represented by these salespeople may use certain words or pamphlets to appear they are working in conjunction with Chesterfield County Utilities, however, Chesterfield County Utilities is not affiliated with these companies in any way.

Chesterfield County Utilities does not sell water filters, use private companies to collect water samples, nor charge for water testing. Also, Chesterfield County does not provide recommendations for filtration systems. Utilities staff will always have identification available, such as a Chesterfield County identification badge or Chesterfield County vehicle as proof of their affiliation with Chesterfield County. If you have concerns or questions about your water quality, please contact our Water Quality Coordinator at 804-744-1360.

If You Are Asked for a Water Sample

If you are asked for a water sample, please ask the person if they are employed by the Chesterfield County Department of Utilities. Also, ask to see their Chesterfield County identification badge and observe that they are driving a Chesterfield County vehicle with the Chesterfield County logo. Utilities employees will always have a badge and be driving a county vehicle showing the logo. If you have doubts, do not hesitate to call the Chesterfield County Utilities Quality Assurance Coordinator at 804-744-1360. The coordinator can verify the identity of trained Chesterfield County Utilities employees performing legitimate county drinking-water sampling.

Chesterfield County Utilities Sampling Program

Chesterfield County Utilities does have a rigorous water-sampling program, so you may meet utilities staff from time to time. Following are examples of sampling routinely performed by utilities personnel:

- Monthly bacteriological compliance sampling at 150 predetermined sites, but occasionally staff may approach different customers to collect samples if a designated sample site is unavailable or for follow-up sampling.
- Line-break or tie-in follow-up sampling, by request, if there is a waterline break or when a new waterline is installed in the area to ensure there has been no contamination of the water during the repair or connection.
- Lead and copper study or water quality parameter sampling is performed at predetermined sites, but occasionally staff may approach customers to collect samples if a designated sample site is unavailable. Lead and copper sampling does require the customer to collect a sample first thing in the morning before any other water is used so a container will be provided along with sampling instructions.