

Riverview Estates Quick Homeowner's Reference Guide to VDH's Septic & Well Assistance Program

Identify Water Source

Are you connected to the Shenandoah Utility Services Waterworks? Please complete the online screening tool to confirm



Complete the Online Screening Tool

The Screening Tool Form is required for all homeowners seeking assistance. Your responses help VDH understand your household's needs and determine which funding source you may qualify for

START

The Application Process

- **Complete Application:** Homeowners who complete the screening tool and meet initial EPA grant criteria will be asked to submit a full application. Income eligibility will be reviewed later in the process.
- **Review:** SWAP reviews eligibility and may request extra paperwork.
- **Income Verification:** Local Health Department verifies income.
- **Outcome:** If eligible, the application advances to the next phase. If not eligible for EPA grant funding, homeowners will be referred to the Office of Drinking Water for settlement funding and next steps.



Approval

- **Design & Permitting:** Local Health Department designs the system and issues permits.
- **Scope & Bidding:** SWAP prepares project details, posts for contractor bids, and secures a contractor.
- **Partnerships:** Local partners may manage bidding, oversee work, and pay contractors.
- **Site Visits:** Contractors may view the property before bidding, coordinated by SWAP/LHD.



Project Completion & Final Checks

- System inspected and approved by the Local Health Department.
- SWAP confirms homeowner satisfaction and collects all required documentation from the contractor and the Local Health Department.
- Final paperwork may take weeks; contractor is then paid.



Contractor Selection

- You'll be notified of the contractor and project start date (and any delays).
- Installation of your well begins.
- Direct all questions to your SWAP team member — not the contractor.



FINISH

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The Process for Getting Approved for Well Funding

Welcome to the Septic and Well Assistance Program (SWAP) which is operated by the Virginia Department of Health (VDH), Office of Environmental Health Services (OEHS). This guide is specifically for current customers of the Shenandoah Utility Services Waterworks who are seeking assistance to obtain a new private drinking water well or shared well so they can disconnect from the existing waterworks system.

VDH has received a grant from the Environmental Protection Agency (EPA) to help eligible homeowners obtain an adequate and dependable supply of drinking water. Eligibility for EPA funding is based on several factors, including household income and current reliance on the Shenandoah Utility Services Waterworks. Customers who do not qualify for the EPA grant may still be eligible for assistance through the settlement funding administered by the Office of Drinking Water.

Funding is limited and depends on eligibility, need, and availability and may operate on a first-come, first-served basis. If you are a current customer of Shenandoah Utility Services Waterworks, you must complete the **Screening Tool Form** at <https://forms.cloud.microsoft/g/DqT6wmj54a> to be considered for either funding source.



Eligibility for specific funding sources (EPA grant or court-ordered funds) will be determined based on your responses

For questions, email VDH_SWAP_Grant@vdh.virginia.gov. or visit <https://www.vdh.virginia.gov/environmental-health/shenandoah-utility-services-waterworks-riverview-estates-private-well-funding-page-county-va/>



SWAP Process Details

Phase A - Funding Application and Approval Phase: After completing the screening tool and eligibility review, homeowners move to the next step—submitting a full funding application and required materials. This phase includes all steps needed to confirm eligibility and determine the approved funding amount.

- **Step 1 – Initial Screening Tool Review:** All responses from the screening tool will be reviewed by the SWAP team for completeness and for EPA grant eligibility potential.
 - Homeowners may be contacted by VDH staff to clarify information
 - Homeowners determined as not eligible for EPA grant funds will be referred to the Office of Drinking Water to access court-managed settlement funds. Homeowners in this category should skip to Step **Phase C** and will receive an email discussing the next steps.
 - Homeowners determined as potentially eligible for EPA grant funds will continue to Step 2 of this process.
- **Step 2 - Complete Full Grant Application:** Funding is available through the EPA grant. After homeowners complete the screening tool and are vetted for eligibility, they will be asked to submit a full application package to determine whether they qualify for full or partial funding based on income. This package will include:
 - WIIN-SUDAC Application
 - Septic and Well Repair Permit Application
 - Petition for VDH Services (includes hardship waiver)
- **Step 3 - Application Review:** Once your application is received, the SWAP team reviews it thoroughly and will decide on preliminary eligibility and whether the application can be forwarded to the local health department (LHD) for income verification and other reviews.
- **Step 4 - Health Department Referral and Income Verification:** The SWAP team sends your application package on to your local health department.
- **Step 5- Income Verification:**

You will be asked to come to the LHD office and bring income-verification documents. SWAP or LHD staff will give you a list of exactly what to bring. If getting to the LHD office is difficult, please let staff know so alternative arrangements can be discussed. At this stage, health department staff will review your documents and verify your household income. They do not determine funding eligibility. Income information is sent to the SWAP Team, who will make the final eligibility decision. If you have questions about what counts as “household income,” please speak with a SWAP team member. During this visit, LHD staff will also accept and process your Well Repair Permit application so that

the permitting process can begin. This is separate from grant approval, which only comes from the SWAP Team.

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Note: If your application is approved for full or partial funding through the EPA grant, you will be notified of next steps. Applicants not eligible for EPA funding will be transitioned to settlement funding, where the Office of Drinking Water will provide guidance on the next steps.
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- **Step 6 – Approval :** Once household income has been verified by the LHD, the SWAP team will confirm EPA Grant eligibility. Homeowners will be notified that they will receive some EPA Grant funds. SWAP team will work with LHD to advance the project to the permitting phase.
- **Step 7 – Funding offer:** Once you are approved for grant assistance and LHD is working on your permit VDH SWAP will determine funding level for which you are eligible. There are three levels of grant assistance
 - Tier 1– Full Funding (based upon funding availability): Full funding, non–reimbursement. No upfront costs to Homeowner. Grant application submission required. VDH works with homeowner to get permit. VDH selects contractor and enters into contract on behalf of homeowner. Move on to Phase B.
 - Tier 2 – Partial (or full funding depending on cost and fund availability): reimbursement. Homeowner selects contractor and enters contract, skip Phase B, and move to Phase C
 - Tier 3 – Partial funding: Reimbursement. Homeowner hires contractor and receives reimbursement upon completion. – skip Phase B, and move to Phase C.
- **Step 8 – Sub-Recipient Agreement:** – Signed Homeowner Grant Agreement: Homeowner signs a grant agreement with VDH SWAP and receives copy of grant award.
- **Step 9 – Permitting:** This step will include the development of well designs and issuing of permits from the Local Health Department. LHD will work with you to conduct any site visits needed to design the well installation and prepare and issue a well installation repair permit.

Phase B – Tier 1 Active Funding and Project Implementation: Applicants approved for Tier 1 funding will enter Phase C once they have a well installation permit issued by the LHD. During this phase the SWAP team will coordinate with contractors and vendors to complete the work. **Please note:** *All steps in this phase are complex and*

may be lengthy, so please understand that this part of the process may take several months.

- **Step 10 – Scope of Work & Bidding:** Once repair permits are in hand, SWAP prepares a scope of work describing the project.
 - The project is posted for bid through the state’s procurement system. Eligible contractors review and submit bids. Bids are reviewed by the SWAP team, and if there are no responsive bids, the project may be placed back out for another round of bidding. Once a responsive bid is received, the SWAP team will negotiate the contract and project completion deadlines. You will be notified once a contractor has been secured.
 - During this phase, you may be asked to allow contractors, wishing to bid on your project, be allowed to come view the site prior to submitting their bid. You do not need to be home for this visit as the SWAP team will coordinate with the LHD representative to meet the contractors on site.
- **Step 11 – Contractor Selection & Start of Work:** Once a contractor is selected and a contract is signed:
 - You will be notified of the contractor and approximate start date of the project. You will also be notified should any delays or issues arise regarding the installation process of your new well.
 - The installation process for your new well begins.
 - Homeowners should not direct any questions directly to or request any additional work directly from the contractors on site. Any questions regarding work should be referred to the SWAP team member assigned to your project.
- **Step 12 – Project Completion & Final Checks:** After installation:
 - The system is inspected by the LHD representative to ensure it is installed and functioning properly.
 - The SWAP team will confirm your satisfaction with the work.
 - You may be asked to sign documents for operation and maintenance of your system if applicable
 - This step may take a few weeks to receive all the necessary paperwork and approvals
 - Once the system has been approved and demonstrated to be functioning properly, and you are satisfied with the work done, VDH SWAP will pay the contractor directly.

Phase C – Tier 2 and 3 Homeowner Bidding & Contracting: Homeowners approved for Tier 2 or Tier 3 funding will enter Phase C once the Local Health Department has issued the well installation permit. In this phase, **homeowners are responsible for selecting and hiring their own licensed well contractor.** SWAP will provide guidance on required documentation and ensure the selected contractor meets program standards, but SWAP does not conduct bidding or assign contractors for Tier 2 or Tier 3 projects. Once a contractor is chosen, the homeowner and contractor will work together to schedule the work. The SWAP team will review submitted estimates, verify that the proposed work aligns with program requirements, and coordinate funding disbursement as appropriate.

- **Step 13 – Scope of Work:** Once your well installation permit has been issued by the Local Health Department, you may begin planning your project with the licensed well contractor you choose to hire. Because Tier 2 and Tier 3 homeowners select and contract with their own contractor, SWAP does not prepare a scope of work or post projects for bid.
 - Work directly with your contractor to discuss the proposed work, timeline, and any site considerations.
 - Your contractor will develop their own description of the work to be performed, consistent with the approved permit.
 - Make sure you receive written documentation from your contractor (such as an estimate or proposal) that clearly outlines the work and expected costs.
 - Keep all written materials from your contractor — these will be needed later for reimbursement
- **Step 14 – Contractor Selection & Work Completion Tips:** Since Tier 2 and Tier 3 homeowners select and hire their own contractor, you will work directly with your chosen licensed well contractor to schedule the installation. Once you have signed a contract and agreed on a start date, the contractor will begin the work according to the approved permit.
 - **Important reminders during this phase:**
 - Your contractor will communicate directly with you about scheduling, site access, and any installation-related updates.
 - Any changes to the work must still align with your approved permit and program requirements. If you are unsure whether a change is allowable, contact your LHD before authorizing it.
 - Keep copies of all estimates, contracts, receipts, and communication with your contractor. These documents will be needed for reimbursement.

- You may wish to ask your contractor whether they offer a warranty on their work (for example, a one-year workmanship warranty).
 - SWAP does not select, manage, or supervise contractors for Tier 2 or Tier 3 projects. However, the SWAP team is available to answer questions about program requirements or documentation needed for reimbursement.
- **Step 15 – Project Completion & Final Checks & Reimbursement:**
 - After installation:
 - The system is inspected by the LHD representative to ensure it is installed and functioning properly
 - The homeowner will confirm their satisfaction with the work.
 - You may be asked to sign documents for operation and maintenance of your system if applicable
 - This step may take a few weeks to receive all the necessary paperwork and approvals
 - Once the system has been approved and demonstrated to be functioning properly, and you are satisfied with the work done, homeowners can move to the reimbursement process.
 - To receive reimbursement, homeowners must submit the following:
 - **Record of Inspection** (provided by the LHD)
 - **A copy of the GW-2, GW-5, or well abandonment document** (provided by your well contractor)
 - **Water sample results** (provided by your well contractor)
 - **Invoice with Proof of payment**, such as a cancelled check or a receipt showing a zero balance
 - **A completed COV W-9 form** (SWAP can provide this to you)

Once all documents are submitted and approved, **VDH will issue reimbursement directly to the homeowner.**

Civility Statement

VDH staff administers the Septic and Well Assistance Program (SWAP) under the guidance of the Virginia Department of Human Resource Management's Policy 2.35 Civility in the Workplace. This policy ensures a welcoming, safe and civil workplace for employees, customers, clients, contract workers, volunteers, and other third parties. Everyone participating in SWAP must conduct themselves in a manner that cultivates mutual respect, inclusion and a healthy environment; free of harassment, bullying (including cyber bullying) and violence and agree to maintain civility in all interactions with VDH, SWAP representatives, as well as any local partners or third parties assigned to do work. Any abusive, threatening, harassing, or disrespectful conduct—including but not limited to verbal abuse or the use of profane language—toward VDH or SWAP staff, contractors, or representatives is strictly prohibited. VDH reserves the right to remove any applicant from SWAP immediately for such conduct and to terminate any pending or future assistance.