



## Better Water, Better Air, Better Health.

### To Our Customers:

*Thank you all for your patience and ongoing support during this very strange year! Our technicians continue to implement Covid-19 protection procedures to keep everyone safe. The hand washing, masking up and sanitizing takes a little longer on the job, but it is not time that you are billed for, and we feel we're doing what is necessary to limit the spread of the disease. The recent storm and power outages has caused new problems across the state and we're responding to customers as quickly as we can and prioritizing when necessary. We're excited about our newest truck "Poseidon" (check it out on [FaceBook](#)), and our new Apprentice Joe (see below), both of which will help us maintain our high level of service! Thank you for going with the Flo'!*

*Be well- The Water-Flo Team*

**"Better water, better air, better health"** is Water-Flo's motto and we're here to help you with your water and radon concerns and problems. So much of our health is determined by what we put into our bodies; start with the basics - air and water.

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## Droughts, Floods, Power Outages... What's Next?

### Natural Events Impact Your Systems

Our [July newsletter](#) had several tips on how to

conserve water at any time, but particularly during the summer. We're not currently in an official drought but we are trending toward "abnormally dry". Since July our area has also had floods and power outages. All of these



natural events can tax your well and water treatment systems. On the bright side, the radon systems should be unaffected! If you have questions about what to do to protect your equipment from storm damage or how to trouble shoot it afterwards if it's not working quite right, give us a call. Here are a few tips:

- In a power outage, turn off the breaker to your well pump so it's not damaged by a power surge when things restart.
- If you experience a water outage, check out our **Emergency** page for our response times and tips on what to do. It may just be low water in your well (high water usage and not enough rain) and needs time to recover.
- If your water pressure or flow is low, it could be low water in your well, or it could mean that your pump needs an upgrade, or maybe an easy adjustment to your pressure tank.
- If your well head is covered by flood waters, it's recommended to have your well sanitized before using it for drinking and cooking.

Just a reminder that hurricane season doesn't end until November 30th! For any of your problems or questions, give us a call- we're here for you!

[Find Out More](#)

## What we do:

Here's a picture of a recent installation we did in Durham. The home got a new well pressure tank (left side), cartridge filter (blue at top) and Kinetico softener (right side, two pieces of equipment).



## Meet Our Team

The newest member of the Water-Flo team is Apprentice Joe Manfield. Joe joined us July. He's a Connecticut native currently living in Madison, where he works on cars in his free time. His mantra is "Make your life a masterpiece; imagine no limitations on what you can be, have or do." - Brian Tracy. We're thrilled that Joe has imagined a career at Water-Flo!



## Ask The Expert

### Question:

What training does it take to work on well pumps, water treatment systems and radon systems?

### Answer:

There are quite a few certifications that are required to work on well pumps, water treatment systems and radon systems.

- All of our technicians are licensed Journeymen with at least J2 "limited well pump and piping" plumbing licenses. This means that they've completed the registered apprentice training program (or equivalent training) and passed the certification exam. Our Apprentices are in the process of working toward their license, with on-the-job training, and coursework, and are under the supervision of a licensed Journeyman for the 1-3 years it takes to complete the process.
- Scott, Water-Flo's owner, additionally holds a J1 Contractor's license which allows him to oversee the J2 Journeymen.
- For radon, Water-Flo is nationally certified for both radon measurement and mitigation.

Also, as with any contractor working on your home or business, make sure they are insured!

**Any questions or concerns please give Water-Flo a call!**

**We are your full service well pump, water treatment and radon company. Proudly serving Connecticut for over 27 years. Your referrals and reviews are appreciated! Follow us on FaceBook for water and radon information and to see what we're up to.**



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**E-mail Us  
Today!**

