

# DACUM Research Chart for Pump Installers

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Duties		Tasks				
A	Determine Customer Needs	A-1 Respond to customer contact	A-2 Obtain basic customer information	A-3 Assess current water situation	A-4 Assess customer water system needs (e.g., number of occupants)	
		B-1 Determine accessibility of site	B-2 Determine safety concerns	B-3 Locate water source	B-4 Determine space available for pump equipment	
B	Assess Job Site	B-9 Comply with regulatory requirements				
		C-1 Determine water source parameters	C-2 Test pump well	C-3 Video log well	C-4 Evaluate test results (e.g., quality & quality)	C-5 Select pump type & size
C	Determine System Component Requirements	D-1 Finalize customer contract	D-2 Secure regulatory permits	D-3 Determine inventory on hand for job	D-4 Order pump system components	D-5 Schedule pump installation
		D-11 Secure the load (e.g., trucks, equipment)	D-12 Perform D.O.T. inspection (e.g., truck, equipment)			
D	Prepare to Install Pump System	E-1 Drive to work site	E-2 Check the site visually	E-3 Position pumping supplies & equipment	E-4 Verify availability of pumping supplies & materials	
		E-11 Splice motor lead to drop cable	E-12 Attach safety line to pump	E-13 Prepare drop pipe for installation	E-14 Install pump & components	
E	Install Pump System	E-21 Collect water sample	E-22 Complete pump system field sheet	E-23 Clean up job site		
		F-1 Observe pump system & surrounding area	F-2 Check pump system controls	F-3 Repair (replace) pump system controls	F-4 Check pump system electrical parameters (i.e., volts, amps, resistance)	
F	Troubleshoot Existing Pump System	G-1 Acquire bonds & insurance	G-2 Maintain regulatory compliance (e.g., continuing education, cdl)		G-3 Manage company safety policy	G-4 Manage company inventory
		G-12 Initiate customer follow-up				
G	Perform Administrative Activities					

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A-5 Question customer about problem	A-6 Troubleshoot water problem over phone	A-7 Arrange for site visit				
B-5 Locate existing utilities, rights of way, property lines		B-6 Determine exterior plumbing needs (e.g., building addition & landscaping)		B-7 Assess site for trenching (e.g., utilities, geology, septic)		B-8 Prepare site plan & field notes
C-6 Select pipe type & size	C-7 Select wire type & size	C-8 Select water storage tank type & size	C-9 Select specialty components (mechanical/electrical)		C-10 Determine type of well-head completion	C-11 Prepare customer contract
D-6 Secure installation subcontractors (e.g., electricians, backhoe operator)		D-7 Schedule pump system installation crew	D-8 Stock truck with consumables (e.g., tape, welding rods)		D-9 Service installation equipment	D-10 Load truck for specific job
E-5 Dig trench for pipe & wire	E-6 Install pitless adaptor	E-7 Install pipe & wire in trench	E-8 Record pump & motor information (e.g., serial number & voltage)		E-9 Assemble pump to motor	E-10 Set-up pump hoist
E-15 Connect system piping & wiring (e.g., pipes, well seal)		E-16 Install water storage tank	E-17 Install electrical controls	E-18 Test pumping system	E-19 Backfill the trench	E-20 Sterilize pumping system
F-5 Correct pump system electrical problem	F-6 Check pump operation (e.g., pressure, cycle time, flow)		F-7 Correct pump operation problem	F-8 Check water source parameters	F-9 Correct water source problem	
G-5 Manage company accounts receivable	G-6 Manage company accounts payable	G-7 Process water sample	G-8 Process field sheets	G-9 Process customer invoices	G-10 Create customer files	G-11 File pump system warranty information