

Frequently Asked Questions – Granular Activated Carbon (GAC) Whole-House Systems for PFAS Removal

To request service or report a problem with your granular activated carbon system, please call MAP Communications at 1-800-673-7096 and you will be connected with a plumber.

What is a granular activated carbon (GAC) whole-house system?

A granular activated carbon (GAC) whole-house filtration system removes specific elements and compounds from water. The system filters water for the entire house, not just one sink, and is installed outside of the home in a contained shed-like environment.

How does a GAC system work?

The GAC filtration system proposed for use in your home has a series of filters, including a sediment filter, iron filter and two large GAC filters. The system will remove sediment and iron. It also removes other compounds, such as per- and poly-fluoro alkylated substances (PFAS) including GenX (also called HFPO or C3 dimer acid). The system works by passing water through the GAC media, which filters the compounds through a process called adsorption. More information on how this system works and how it removes PFAS compounds can be found by following the links at the end of this document.

Why did I receive an offer to have a GAC system installed at my residence?

Your water well was tested for PFAS compounds that Chemours is required to measure, including the compound known as GenX. If a homeowner's well water exceeds 10 nanograms per liter (ng/l) or parts per trillion (ppt) GenX in the water sample, then the residence qualifies for permanent replacement of the drinking water supply. Depending on the location of your house and the availability of local municipal water supplies, you may qualify for connection to a municipal water supply, or a water treatment system.

I have GenX with levels above 10 ng/l. Can I get reverse osmosis (RO) systems instead of a GAC whole-house filtration system?

Yes. If you have 10 ng/l or more of GenX in your well water supply, you have the option to select under-sink RO systems as an alternative to a whole-house GAC system. You can have RO systems installed under every kitchen and bathroom sink that you select. However, RO systems are not a whole-house filter and do not filter water supplied to your showers, spigots or any water fixtures that do not have RO systems connected directly to them.

Will the GAC system provide all my water needs?

Yes. This is a whole-house system, so your water will be filtered after it leaves your well or water supply and before it reaches any fixtures inside your home. Depending on the location of system installation, it may or may not filter the water at outside spigots.

Will I have to pay for the GAC system or installation or buy new plumbing?

No. The Consent Order states that Chemours will pay for the GAC system, including installation, a shed to house the system, and the system's maintenance or replacement. The system will need periodic maintenance to ensure it continues to remove PFAS from the water. You will not have to provide any hardware or other materials for the installation or maintenance of the GAC system.

What is the process for getting a GAC system, and how long will installation take?

Once you receive the letter from Chemours stating you qualify for a GAC system, you must notify Chemours of your intent to accept installation by calling (910) 678-1101 in Bladen, Cumberland, Robeson and Sampson counties and (910) 678 -1100 in Brunswick, Columbus, New Hanover and Pender counties. Leave a message with your name, phone number and residential address. All messages left at these phone numbers are reviewed and documented by Chemours and its contractors. You should expect to receive a call back within 24 hours confirming your acceptance of the GAC system offer.

These systems are installed in the order of response. Your information will be relayed to Parsons, Chemours third-party contractor, who will then contact the authorized installer of GAC systems for installation. The installer will contact you as soon as possible to schedule the install and answer additional questions. Parsons will schedule a preliminary visit to confirm the areas you have selected for the installation, and its representative will answer any questions you have. After the preliminary visit, Parsons staff will return for the installation itself, which will take a few hours. The install is dependent on access to an area to install the shed, connection to your plumbing and electricity, and other factors.

Where will the GAC system be installed? A GAC system is installed in a shed outside of the home. A GAC system is shown inside one of these sheds in the picture.

Will I be able to contact someone if there are problems or my filters need replacing? Yes. The contractor will give you a number to call for repairs and maintenance. A 24-hour emergency phone service has been established with MAP Communications: 1-800-673-7096.

How do I know the GAC system will work to remove the PFAS?

Research has identified GAC systems as an accepted method for reducing PFAS concentrations in well water. Additionally, the N.C. Department of Environmental Quality conducted a year-long pilot study on this type of GAC system at homes in the area around the Chemours facility that had contamination consisting of GenX and other PFAS compounds. Please visit <https://deq.nc.gov/news/key-issues/genx-investigation/groundwater> for indoor water sampling results at GAC system locations in the study.



As required by the Consent Order signed with Chemours on Feb. 25, 2019, your GAC system will be tested quarterly by a contractor to ensure that it is working correctly.

How will I know when it is time to replace the GAC filters?

The Consent Order signed with Chemours and the Drinking Water Compliance Plan (submitted to DEQ by Chemours in April 2019) outline specific testing and maintenance requirements. The canister will be changed out for a new one once levels of PFAS in the water tested after the first GAC canister reaches or exceeds 70 ng/L for any individual PFAS compound. Some locations may require a third GAC canister and have a different changeout plan that is still protective. The GAC system will be maintained at no cost to the homeowner for a period of at least 20 years, or until testing of the groundwater demonstrates that each PFAS listed in the Consent Order is below any applicable health advisory, whichever is longer.

Are there any common problems or issues that I might encounter with the GAC systems? How will they be resolved?

Some GAC systems get clogged, which can cause the water pressure to decrease. These systems may need frequent maintenance. A water supply pump may be installed by Chemours to address this issue.

Where can I get more information on this?

More information on PFAS and GAC systems are available at the following websites:

- EPA Drinking Water Treatability Database:
<https://oaspub.epa.gov/tdb/pages/general/home.do>
- ITRC Remediation Technologies and Methods for PFAS
https://pfas-1.itrcweb.org/wp-content/uploads/2018/03/pfas_fact_sheet_remediation_3_15_18.pdf

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bit.ly/UnderstandingPFAS

