



September 26, 2022

Charles M. Junis PE
Director, Water, Sewer and Telephone Division
Public Staff, North Carolina Utilities Commission

RE: W-1300 Sub 60 Final Order
Water quality and Service Customer Complaints
Blaney Farms, Fish Hawk Ranch, Olde Mill Trace

Subject: 2022 Third Quarter, Notice of Deficiency Response

Attached for filing, please find Old North State Water Company's (ONSWC) third quarter 2022 Notice of Deficiency Reports as requested by Public Staff. We have developed this cover letter to supply you with a summary of our current and ongoing efforts.

ONSWC compiled the requested information for Blaney Farms, Fish Hawk Ranch and Olde Mill Trace as follows:

- Water quality testing results performed during each third quarter over site visit
- Customer complaints received and actions taken by ONSWC operations staff

ONSWC is committed to providing the highest quality water to our customers while meeting their expectations of service.

If you have any questions or comments, please contact me at 252-230-8115.

Sincerely,

Dale Boyette
ONSWC
NC Water Operations Manager

Cc: John McDonald, Owner
Sean McMillan, Chief Operating Officer
Laurie Oakman, Controller

Detail

Date Printed: 09/26/2022



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001117

Work Order #: 001117
Title: MR SMITH CALLED TO REPORT BLACK SLIME COMING FROM
Origin: Non-PM
Cost Center:
Priority: Medium
Problem: Other
Originated: 07/22/2022 04:00:00 PM
Expected: 07/25/2022 12:00:00 AM
Work Category: Water Utility
Address: 4008 KAYLOR CREEK DR
 APEX, NORTH CAROLINA
 27539

Source Type: Location
WO Status: Completed
Originator: Chantel Sanders
Project:
Work Type: Preventive Maintenance
Assigned: 07/23/2022 01:47:00 PM
Completed: 07/25/2022 03:46:00 PM

Work requested:

MR SMITH CALLED TO REPORT BLACK SLIME COMING FROM THE FAUCET AND A BAD SMELL.. HE CAN BE REACHED AT 919-210-8802.

Action Taken:

called this customer and left a message. she called back an hour later. customer doesn't seem to use this faucet often. the black slim she described is likely mold. the odor may be coming from a dry P trap and not her water. I set an appointment for Alex to make a visit monday at 9 am. he will run tests and flush Kaylor and Fawkes creek.

Alex tested water at this location and found .37 ppm CL2, .79 ppm PO4, .01 ppm Mn, .05 ppm Fe. pH 6.7

Alex flushed Kaylor creek blow off and tested .41 ppm CL2, .67 ppm PO4, .06 ppm Mn and .01 ppm Fe.

Alex increased CL2 feed from .61 ppm to .75 ppm at Blaney well 2.

No odor was detected in samples from customers outside faucet or Kaylor Creek blowoff. We believe the odor may be coming from this customers home plumbing.

Alex will target flushing on Kaylor Creek and surrounding area this week.

Customer was informed of results.

Comments:

Total Labor Cost:	0.00	Total Labor Hours:	0.00
Total Part Cost:	0.00	Total Other Hours:	0.00
Equipment Usage Cost	0.00		
Total Other Cost:	0.00		
External Labor \$:	0.00		
Non-Inv \$:	0.00		
WO Cost:	0.00	Total Hrs:	0.00

Custom Fields

None

Assigned To

Employee #	Name	Job Title	Phone	Email	Est Hrs	Company Name
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Oct 04 2022

Detail

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001117

1	Dale Boyette	Operator	252-230-8115	boyetttrd@outlook.com	0.00
2	Alex Bass	Operator		abass@onswc.com	0.00

Source

Name	Location #	Path	Site	Description
Blaney South	000024	Blaney South	South Raleigh	[N/A]

Labor

None

Parts

None

Equipment Usage

None

Tasks/Steps

None

Documents

None

Safety Programs

None

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Detail

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001089

Work Order #: 001089

Title: MRS. PENDLY REPORTED THAT HER
WATER IS BROWN DAILY

Origin: Non-PM

Cost Center:

Priority: High

Problem: Other

Originated: 07/13/2022 10:34:00 AM

Expected:

Work Category: Water Utility

Address: 1536 OSPREY RIDGE DR
WILLOW SPRING, North Carolina
27592

Source Type: Location

WO Status: Completed

Originator: Chantel Sanders

Project:

Work Type: Reactive Maintenance

Assigned:

Completed: 07/15/2022 10:57:00 AM

Work requested:

MRS. PENDLY REPORTED THAT HER WATER IS BROWN DAILY SHE CAN BE REACHED AT 919-791-9000 OR 919-720-9833.

Action Taken:

I reached out to the home owner about the brown water . I flushed osprey ridge and had a cl2 residual of 1.75 and a iron level of .25. I checked levels at well house and had a iron level of .15 cl2 of 1.35 and a Ph of 6.7. I added soda ash to try and get ph up a little. Clear water out of blow off on osprey ridge

Comments:

Total Labor Cost:	0.00	Total Labor Hours:	0.00
Total Part Cost:	0.00	Total Other Hours:	0.00
Equipment Usage Cost	0.00		
Total Other Cost:	0.00		
External Labor \$:	0.00		
Non-inv \$:	0.00		
WO Cost:	0.00	Total Hrs:	0.00

Custom Fields

None

Assigned To

Employee #	Name	Job Title	Phone	Email	Est Hrs	Company Name
1	Dale Boyette	Operator	252-230-8115	boyettrd@outlook.com	0.00	
2	Alex Bass	Operator		abass@onswc.com	0.00	

Source

Name	Location #	Path	Site	Description
Fish Hawk Ranch	000031	Fish Hawk Ranch	South Raleigh	[N/A]

Labor

None

Parts

None

Equipment Usage

None

Tasks/Steps

None

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Oct 04 2022

Old North State Water Company, Inc.

W-1300 Sub 60
Period Covering 3rd Quarter

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Oct 04 2022

Detail

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001276

Work Order #: 001276

Title: MEAGAN KITTLE 919-812-4655 said she has been havin

Origin: Non-PM

Cost Center:

Priority: Medium

Problem: Flow & Pressure Check

Originated: 09/20/2022 09:20:00 AM

Expected:

Work Category: Water Utility

Address: 1004 STONE FURROW PL

Source Type: Location

WO Status: Completed

Originator: Joy Ashley

Project:

Work Type: Improvements

Assigned:

Completed: 09/22/2022 09:41:00 AM

Work requested:

MEAGAN KITTLE 919-812-4655 said she has been having low water pressure for a while.

Action Taken:

Operator Chris Hare responded and discovered customer has a home filtration system which needed to be serviced. Recommended called the appropriate service technician.

Operator checked pressure at this customers meter and found 76 psi which is representative of distribution system pressure throughout Olde Mill Trace.

Comments:

Total Labor Cost:	0.00	Total Labor Hours:	0.00
Total Part Cost:	0.00	Total Other Hours:	0.00
Equipment Usage Cost	0.00		
Total Other Cost:	0.00		
External Labor \$:	0.00		
Non-Inv \$:	0.00		
WO Cost:	0.00	Total Hrs:	0.00

Custom Fields

None

Assigned To

Employee #	Name	Job Title	Phone	Email	Est Hrs	Company Name
1	Dale Boyette	Operator	252-230-8115	boyettrd@outlook.com	0.00	
2	Chris Hare	Operator		chare@onswc.com	0.00	

Source

Name	Location #	Path	Site	Description
Olde Mill Trace	[N/A]	Olde Mill Trace	Mid Raleigh	[N/A]

Labor

None

Parts

None

Equipment Usage

None

Tasks/Steps

None