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W-218 Sub 499

Fulmore, Janice

From: Diane Tulp <binley@aol.com>
Sent: Thursday, November 15, 2018 1:06 PM
To: Statements
Subject: Aqua Public Hearing

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Clerk's Office
N.C. Utilities Commission

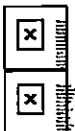
Below outlines my public statement on the quality of water being provided by Aqua to me. I do not object to paying for water but I do not expect this type of quality. I support a choice in water providers, perhaps that would propel a company to care about quality.

Dear Governor Cooper,
I am writing to ask for your intervention to ensure the water that is provided by Aqua Water is of sufficient quality that a resident of Wake County and USA should expect.

Attached is a picture of water that came out of my faucet early this week, and water coming out of my faucet today Thursday (after three visits from Aqua). As of this writing Aqua is perplexed why this is occurring. The solution proposed is to run water continuously thru all house pipes and suggested I purchase a water filter. But no long term solution.

Without sounding like a spoiled entitled American or Tar Heal-I believe clean water is something the community and I should expect, pay for BUT should not be asked to purchase a water filter so mud and mineral chunks do not spit from a faucet. This is wrong.

Would you want Kristin, Natalie, Claire or Hilary drinking or bathing in this water?



Water quality issues with Aqua have been occurring in our community for a while and doesn't seem to ever get resolved. I personally have had a problem on and off for close to three years and frankly this needs to be elevated to get resolved.

WRAL has done reporting on the issue, Community Nextdoor is filled with comments; but, Aqua just does patch fixes and gives excuses.

Can you help me? Or put me in touch with a can do person, that cuts thru bureaucracy and can get this resolved for our community and me.

I look forward to your response.

With respect,
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Sent from my iPad

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