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JUN 29 2023

June 29, 2023

Ms. A. Shonta Dunston
Chief Clerk
North Carolina Utilities Commission
430 N. Salisbury Street
Raleigh, NC 27603

**RE: *In the Matter of Application of Old North State Water Company, Inc.
for Authority to Adjust and Increase Rates for Water Utility Service
in All Its Service Areas in NC
Docket No. W-1300, Sub 60
Second Quarter 2023 Report on Water Quality, Service Issues and Actions Taken***

Dear Ms. Dunston:

In accordance with the Commission’s June 13, 2022, Order in the above-referenced docket, and specifically in compliance with ordering paragraph number 7 thereof:

7. That ONSWC shall file quarterly reports, starting on July 1, 2022, and continuing through July 1, 2023, regarding water quality and service issues at the Fish Hawk Ranch, Olde Mill Trace, and Blaney Farms systems as recommended by the Public Staff. Where applicable, such reports shall include a customer complaint log, water quality testing analysis results, and a description of actions the Company has taken or plans to take, including the estimated timeline for future remedial action;

and on behalf of Old North State Water Company Inc., we herewith submit the attached Second Quarter 2023 Report for filing in the above referenced docket.

A Pennsylvania Limited Liability Partnership

California Colorado Delaware District of Columbia Florida Georgia Illinois Minnesota
Nevada New Jersey New York North Carolina Pennsylvania South Carolina Texas Washington

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If any further water quality events occur in this last week of June, we will file a supplemental report.

Thank you in advance for your assistance with this filing. If you should have any questions, please do not hesitate to contact me.

Very truly yours,

/s/ David T. Drooz

David T. Drooz

Attachments

pbb

cc: Parties and Counsel of Record
Dale Boyette, ONSWC
Reita Coxton, NC Public Staff
Jessica Heironimus, NC Public Staff
Gina Holt, NC Public Staff Erica Jones, NC Public Staff
Charles M. Junis, PE, NC Public Staff



June 27, 2023

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 Customer Service Complaints
Blaney Farms, Fish Hawk Ranch, Olde Mill Trace

Subject: 2023 Second Quarter Response

Attached for filing, please find Old North State Water Company's (ONSWC) second quarter 2023 response to water quality and low pressure customer complaints 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:

- Brief overview of customer complaints and actions taken per system
- Water quality testing results performed during each second quarter over site visit
- Customer complaints received and actions taken by ONSWC standby 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
Business Development/Compliance

Cc: John McDonald, Owner
Sean McMillan, Chief Operating Officer
Joseph Mitchell, Controller
Dominic Whicher, Customer Service Manager

Overview

Old Mill Trace

PWS ID 40-92-168

ONSWC received two low pressure complaints during the second quarter of 2023.

On May 6, 2023 at approximately 3:00 pm our standby operator received a phone call from 1016 Stone Furrow Place complaining of low water pressure. ONSWC standby operator was dispatched and onsite by 4:00 pm. Our operator found a tripped breaker at well #5, the largest production well at Olde Mill Trace. This breaker was reset returning well #5 to service. System pressure returned to normal by 5:00pm.

The standby operator received a second call on May 6, 2023 at approximately 7:00 pm from the same customer at 1016 Stone Furrow Place complaining of low pressure. The operator was onsite at approximately 8:00 pm. He found the same breaker at well #5 tripped. After consulting with maintenance staff, the starter relay for well #5 was replaced, well #5 was returned to service and system pressure returned to normal by 9 pm.

Blaney/Senter Farms

PWS ID 40-92-134

ONSWC received no water quality or low-pressure complaints during the second quarter of 2023.

The addition of phosphate for sequestration of iron and manganese along with increased distribution system flushing continues to provide improved water quality to the Blaney and Senter Farms communities.

Fish Hawk Ranch

PWS ID 40-92-179

ONSWC received three water quality complaints during the second quarter of 2023.

On May 14, 2023 at approximately 10:00 am, the ONSWC standby operator received water quality complaints from 1533 Osprey Ridge, 8816 Arched Wing Way and 8809 Arched Wing Way.

Our standby operator was onsite at approximately 10:45 am and discovered filter #1 was stuck in its backwash cycle.

Filter #1 was isolated and placed out of service. The operator performed manual backwash on filters 2 and 3. The entire Fish Hawk Ranch distribution system was flushed, returning water quality to normal by approximately 6:00 pm.

ONSWC notified Kinetico Filter Technicians on Monday May 15. An appointment was scheduled for Thursday May 18 for Filter Technicians to replace gaskets and o rings in the filter #1 control valve. While this service was being performed, the filter technician concluded these gaskets and o rings fail prematurely due to the amount of chlorine being used to oxidize iron. ONSWC directed Kinetico to replace all gaskets and o rings with those rated for chlorine exposure. Additionally, ONSWC requested a preventative maintenance plan to replace all gaskets and o rings bi-annually.

On May 2, 2023 ONSWC received final approval for Project Serial # 21-00086. Public Water Supply required final approval for project 21-00086 before allowing the drilling of 3 new wells at Fish Hawk Ranch.

Fish Hawk Ranch developers have contracted with N.W. Poole to drill 3 new wells. A tentative date of July 2023 is scheduled.

ONSWC'S 2ND QTR REPORT 2023
W-1300 SUB 60

System Name: Okie Mill Trace
Well #: 186
System #: 40-92-188

PSI on: _____
PSI off: _____

DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		pH	Well House Residuals				Initials	Comments & Adjustments
							CL2	PO4	CL2	PO4		CL2	PO4	Fe	Mn		
8/1/22	10:00					100			18	44		0.89	1.8	0.08	0.011	cmh	
4/6/23			1131401728191187		26884/103282	90			30	39		0.65	1.14	0.03	0.006		
4/10/23			11343901/28294479		47312/106637	90		3/50	5/55	15		0.58	0.9			cmh	
4/17/23	10:30 AM		28403116/11391213		59630/25016	96		2	14/45	31/40		2.55	1.02			ADB	
4/17/23	10:30 PM											1.17	0.62			ADB	REMOTE WELL DOWN. Po and cl2 stroke 60 to 30
4/20/23	12:40		28428131/11450843		28048/83134	95			32	26		0.85	1.08			ADB	
4/24/23	10:00		11479889/26611286		26263/73047	95		4/45	0	22		0.2	1.06			cmh	
4/28/23	8:00		11505152/26584312			95			20	16		0.79	1.11	0.06	0.012	cmh	

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
		0.65	0.98				ADB	2700 grain mill
		0.66	1.05				ADB	2868 flurze gate
		0.42	1.02				ABD	2408 spindle cr

ONSWC'S 2ND QTR REPORT 2023
W-1300 SUB 60

System Name: Blaney Farms
Well #: 2
System #: 40-02-134

PSI on: _____
PSI off: _____

DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Meter Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		pH	Well House Residuals				Initials	Comments & Adjustments
						CL2	PO4	CL2	PO4		CL2	PO4	Fe	Mn		
4/3/23	12:40		3,385,777	25393				34	30		0.47	0.68			ADB	
4/8/23	1:10		3404858	19081				32	30		0.42	0.68			ADB	
4/10/23	11:20		3,437,854	32776				30	29		0.47	0.75			ADB	
4/13/23	2:05		3,483,368	25734				27	28		0.66	0.88			ADB)	
4/17/23	10:20		3483378	20010				25	28		0.62	0.78			ADB	
4/20/23	2:15		3558224	72848			2	16/45	22		0.27	0.89			ADB	
4/24/23	2:00		3624606	85382				35	15		0.33	0.85			ADB	
4/27/23	2:00		3670428	45816			0.5	26	11/20		0.58	0.65	0.12	0.024	ADB	

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
4/8/23	10:30	0.37	0.74				ADB	4008 kaylor creek
		0.49	0.76				ADB	2212 serene lake
		0.79	0.85				ADB	3726 apple grove
4/13/23	1:50	0.62	0.69				ADB	4008 kaylor creek
		0.42	0.68				ADB	3821 hickory manor
		0.79	.77				ADB	3726 apple grove
4/18/23	2:00	0.4	0.59				ADB	3726 apple grove
		0.22	1.2				ADB	3821 hickory manor
		0.32	1.15				ADB	4008 kaylor creek
4/27/23	2:00	0.44	1.1				ADB	4008 kaylor creek
		0.33	0.69				ADB	3821 hickory manor
		0.35	0.8				ADB	3726 apple grove

ONSWC'S 2ND QTR REPORT 2023
W-1300 SUB 60

System Name: **Blaney Farms** Well #: **2** System #: **40-92-134**

PSI on: _____
PSI off: _____

DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Meter Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		Well House Residuals				Initials	Comments & Adjustments
							CL2	PO4	CL2	PO4	pH	CL2	PO4	Fe		
5/1/23	1:30		3709,165	38,740		82	1.5	2	18/66	15/45	0.32	0.88			ADB	
5/4/23	1:45		3738415	29,250		82			39	40	0.63	1.55			ADB	
5/8/23	3:50		3793,894	55,479		90			27	34	0.69	1.25			RDB	
5/12/23	9:02		3829,746	36,652		82	1.5		16/45	27	0.67	1.14			RDB	
5/15/23	11:22		3836178	6,432		88			35	22	0.37				RDB	
5/18/23	10:20		3836209	31		82	1		30/45	19	0.45	.86			ADB	
5/22/23	1:30		3836231	22		84			40	18	0.39	0.51			ADB	
5/26/23	8:30		3836268	27		89			33	14	0.48	0.98			ADB	
5/30/23	10:40		3836282	24		86	1.25		28	10/30	0.49	0.47			ADB	

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
5/1/23	9:45	0.43	0.99				ADB 4008 kaylor creek	
	1:30	0.37	0.99				ADB 3728 apple grove	
	1:10	0.27	1.08				ADB 3821 hickory manor	
5/12/23	9:15	0.46					RDB Hickory manor	
5/18/23	10:30	0.24	1.61				ADB 3821 Hickory manor	
	10:40	0.84	0.77				ADB 3728 apple grove	
	10:45	0.26	0.72				ADB 4008 kaylor creek	
5/24/23	8:30	0.31	0.84				ADB 2212 serene lake	
	8:40	0.62	0.77				ADB 3728 apple grove	
	8:50	0.37	0.73				ADB 4008 kaylor creek	

ONSWC'S 2ND QTR REPORT 2023
W-1300 SUB 60

System Name: Fishhawk
Well #: 1&2
System #: 40-92-176

PSI on: _____
PSI off: _____

DATE M/D/Y	TIME Arrived	Backwash Gallons	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		Well House Residuals				Initials	Comments & Adjustments	
							CL2	Soda ash	CL2	Soda ash	pH	CL2	Pre filter	Fe			Mn
4/3/23	9:15	17860	10,141,886	90460	59160	80	7.5		10/65	29	7.3	0.83	2.69	0.06	0	ADB	
			2,171,002	25750													
4/4/23											7.1	2.76	0.03		ADB		
4/6/23	10:50		10161159	19193	35496	78			50	24	1.35	2.77	0.05		ADB		
			2,187,306	16303													
4/10/23	1:20	17250	10,168,257	27098	80069	78			40	18	7.2	0.37	2.02	0.27	0.005	ADB	
			2210308	23001													
4/13/23	10:50		10204857	16700	31042	82	5		38/55	13	7.5	0.9	2.12	0.32	0	ADB	
			2224848	14342													
4/17/23	2:05	17920	10240595	35638	66733	80	50 cups		50	10/35	7.4	0.39	2.54	0.06	0.005	ADB	
			2254743	30095													
4/21/23	8:45		10269394	28796	53262	82			45	28	7.1	0.88	2.65	0.1	0	ADB	
			2279198	24453													
4/24/24	8:40	8520	10291827	22433	41648	78			35	27	7.1	1.44	2.35	0.1	0.007	ADB	
			2298411	19215													
4/27/23	4:00		10314831	22804	42367	75			27	23	7.4	1.25	2.22	0.52	0.007	ADB	
			2317974	19563													

Date M/D/Y	Time Arrived	MRT Residuals				Gala Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
4/5/23	1/2	1.65		0.09			ADB	1509 caprey rdge
4/13/23	3:15	0.44		0.29			ADB	1812 caprey rdge
4/19/23	11:15	1.08		0.28			ADB	1509 caprey rdge
4/25/23	12:55	1.48		0.2	0.018		ADB	1509 caprey rdge

ONSWC'S 2ND QTR REPORT 2023
W-1300 SUB 60

System Name: Flathawk Well #: 1&2 System #: 40-92-179

PSI on: _____
PSI off: _____

DATE	TIME	Backwash	Master	Meter	Gallons Since	PSI	Chem. Added	Chem. Level	Well House Residuals	Initials	Comments & Adjustments
MD/Y	Arrived	Gallons	Meter	Number	Last Visit		CL2 Causalic	CL2 Causalic	CL2 Pre Fe Mn		
5/1/23	8:00	17860	10,345,233	30602	56830	80		40 15	7.2 1.46 2.53 0 0.012	ADB	
			2,344,002	28028							
5/4/23	8:15		10365526	20296	37710	80	8 30 cups	35/60 10/35	7.5 1.19 2.38 0.08 0.018	ADB	
			2361417	17415							
5.5.23	12.5	80189	10,428,658	63128	114727	80	10 cups	37 20/35	6.8 2.87 2.65 2.17 0.196	RDB	Filter 1 hung in backwash
			2,413,016	51599							
5.5.23	1:15								7.8 2.15	RDB	
5/10/23	1:05								6.8 1.37 0.96 0.014	RDB	Iron 47 at 2:52pm
5/12/23	11:48		10470496	41840	77139	82	5	20/40 28	7.6 1.09 2.28 0.38 0	RDB	
			2448315	35299							
5/15/23	2:30		10512198	41702	74583	78		25 28	6.5 0.83 1.64 0.22 0.026	RDB	Soda ash air locked
			2481196	32881							
5/17/23	12:35						2 4	40/45 28	6.5 0.4 1.51 1.93 0.03	RDB	Replaced soda ash pump. Increased hypo and soda ash concentration. Iron .68 pH 6.8 at 3:00pm
5/19/23	1:15		10557830	45432	83843	78		36 24	7.1 1.02 2.45 0.15 0	ADB	4:20 pm .50 Iron at well, .38 Osprey, .58 arched wing
			2519807	38411							
5/22/23	10:45	8210	10579149	21516	40108	75	2.5	30/40 19	7.4 1.63 2.28 0.31 0.005	ADB	
			2536197	18590							
5/28/23	12:00		10671672	62426	169259	70	5 30 cups	15/40 10/30	6.9 1.01 1.99 0.07 0	ADB	
			2815030	78635							
5/30/23	2:00	162880	10704906	33334	62004	86		28 25	7.5 2.08 2.82 0 0	ADB	
			2843700	28670							

Date	Time	CL2	MRT Residuals	Gals	Initials	MRT
MD/Y	Arrived	pH	Fe Mn	Flushed		Address
5/2/23	2	0.85	0.22	1300	ADB	1812 Osprey
5.5.23	1:40	2.05	6.8 0.8 0.08		RDB	1833 Osprey ridge
5/8/23			2.89 0		RDB	Lyle-arched wing way
5/18/23	12	0.65	0.43		ADB	1812 Osprey ridge
5/24/23	12	0.69	0.52		ADB	1812 Osprey ridge

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Jun 29 2023

