

**STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH**

DOCKET NO. W-218, SUB 526  
DOCKET NO. W-218, SUB 526A

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

DOCKET NO. W-218, SUB 526	)	
	)	
In the Matter of	)	
Application by Aqua North Carolina, Inc.,	)	
202 MacKenan Court, Cary, North Carolina	)	
27511, for Authority to Adjust and Increase	)	
Rates for Water and Sewer Utility Service in	)	ORDER TERMINATING SECONDARY
All Service Areas in North Carolina	)	WATER QUALITY REPORTING
	)	REQUIREMENT
DOCKET NO. W-218, SUB 526A	)	
	)	
In the Matter of	)	
Reporting Requirements From Docket	)	
No. W-218, Sub 526 – Aqua North	)	
Carolina, Inc., 202 MacKenan Court, Cary,	)	
North Carolina 27511	)	

BY THE COMMISSION: On March 28, 2022 and May 24, 2022, in Docket No. W-218, Sub 526A, Aqua North Carolina, Inc. (Aqua or Company) filed its bi-monthly reports on responses to secondary water quality concerns raised by customers in the Coachman’s Trail, Barton’s Creek Bluffs, and Lake Ridge Aero Park subdivisions (Reports) per the Commission’s Order Approving Partial Settlement Agreement and Stipulation, Deciding Contested Issues, Granting Partial Rate Increase, and Requiring Customer Notice issued on October 26, 2020, in Docket No. W-218, Sub 526 (Sub 526 Rate Case Order). In both Reports, Aqua requested to end the reporting requirement established in the Sub 526 Rate Case Order. Aqua’s request is unopposed.

**REQUEST TO ELIMINATE REPORTING REQUIREMENT**

In Ordering Paragraph No. 17, the Sub 526 Rate Case Order established the following reporting requirement:

That Aqua NC shall continue to file bi-monthly reports addressing secondary water quality concerns raised by customers in the Coachman’s Trail, Barton’s Creek Bluffs, and Lake Ridge Aero Park subdivisions in situations where the iron and manganese concerns remain pending further Order of the Commission. Such reports shall describe measures taken by

Aqua NC to address water quality issues and shall include summaries of customer concerns raised, results of water laboratory analyses (including soluble and insoluble concentration levels of iron and manganese) to measure baseline concentration levels and the effectiveness of chemical sequestration treatment, flushing regimens, and cost estimates to install filtration systems (greensand or other filtration options deemed appropriate) or to procure alternate water sources.

Further, in Ordering Paragraph No. 23, the Sub 526 Rate Case Order stated:

That at any time after a year from the issuance of this Order, Aqua NC may request that the Commission revise or eliminate the regular and periodic reporting requirements ordered herein due to demonstrated and significant progress in customer satisfaction with improvements made in water quality related to levels of iron and manganese.

In its Report filed on May 24, 2022, Aqua assessed secondary water quality complaints during the 20-month reporting period ending April 30, 2022 (Reporting Period). During the Reporting Period, Aqua stated that it received four customer complaints in the Coachman's Trail subdivision, two customer complaints in the Barton's Creek Bluffs subdivision, and four customer complaints in the Lake Ridge Aero Park subdivision.

Based on the limited number of secondary water quality complaints in the Coachman's Trail, Barton's Creek Bluffs, and Lake Ridge Aero Park subdivisions, Aqua requests that the Commission eliminate the periodic reporting requirements and accept the Report filed on May 24, 2022, as its final Report. The Public Staff does not oppose Aqua's request to discontinue the bi-monthly reporting requirements.

The Commission finds that while there are currently no significant or pervasive secondary water quality issues in the Coachman's Trail, Barton's Creek Bluffs, and Lake Ridge Aero Park subdivisions based on the limited number of complaints, the provision of the bi-monthly secondary water quality reports by the Company has provided the Commission information on: (1) whether there are any significant secondary water quality concerns that exist in these systems; (2) the type, scope, and prevalence of any secondary water quality issues within these particular systems; and (3) the resolution of those secondary water quality issues identified by the Company. The Commission also notes that Aqua's request to eliminate periodic reporting requirements is consistent with Ordering Paragraph No. 23 of the Sub 526 Rate Case Order in that the request is made more than a year after issuance of the Sub 526 Rate Case Order. Further, the Commission finds that, pursuant to Ordering Paragraph No. 23 of the Sub 526 Rate Case Order, the limited number of complaints from customers since the start of the required reporting in September 2020 tends to support the conclusion that the Company has made significant progress in customer satisfaction with improvements in secondary water quality characteristics related to levels of iron and manganese.

After careful review and consideration, the Commission finds that good cause exists to grant the Company's request to eliminate the secondary water quality reporting requirement established in the Sub 526 Rate Case Order for Aqua on a going-forward basis.

IT IS, THEREFORE, SO ORDERED that Aqua's request to terminate the secondary water quality reporting requirement set forth in Ordering Paragraph No. 17 in the Sub 526 Rate Case Order is hereby granted for the reasons set forth herein.

ISSUED BY ORDER OF THE COMMISSION.

This the 16th day of June, 2022.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in black ink that reads "Erica N. Green". The signature is written in a cursive style with a large, stylized initial "E".

Erica N. Green, Deputy Clerk