

SANFORD LAW OFFICE, PLLC
Jo Anne Sanford, Attorney at Law

September 27, 2021

Ms. A. Shonta Dunston, Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4325

Via Electronic Filing

Re: Docket No. W-218, Sub 526A
REPORTING REQUIREMENT DOCKET
Aqua North Carolina, Inc. - Bi-Monthly Report on Secondary Water
Quality Concerns

Dear Ms. Dunston:

Attached for filing electronically please find Aqua North Carolina, Inc.'s Bi-Monthly Report on Secondary Water Quality Concerns, which was required by the North Carolina Utilities Commission ("Commission") in its October 26, 2020 Order Approving Partial Settlement Agreement and Stipulation, Deciding Contested Issues, Granting Partial Rate Increase, and Requiring Customer Notice ("2020 Rate Case Order"), in Docket No. W-218, Sub 526. The Commission imposed various reporting requirements, including a bi-monthly report on secondary water quality concerns, in Ordering Paragraph 17, at pages 170-171.

As always, thank you and your staff for your assistance.

Sincerely,

Electronically Submitted

/s/ Jo Anne Sanford

Sanford Law Office, PLLC State Bar No. 6831

Attorney for Aqua North Carolina, Inc.

c: Parties of Record

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. W-218, SUB 526A

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of)	AQUA NORTH CAROLINA,
)	INC'S BI-MONTHLY REPORT
)	ON RESPONSES TO
Reporting Requirements From Docket No.)	SECONDARY WATER
W-218, Sub 526 - Aqua North Carolina,)	QUALITY CONCERNS RAISED
Inc., 202 MacKenan Court, Cary, North)	BY CUSTOMERS IN THE
Carolina 27511)	COACHMAN'S TRAIL,
)	BARTON'S CREEK BLUFFS,
)	AND LAKE RIDGE AERO
)	PARK SUBDIVISIONS

NOW COMES Aqua North Carolina, Inc. ("Aqua" or "Company"), in response to the *Order Approving Partial Settlement Agreement and Stipulation, Deciding Contested Issues, Granting Partial Rate Increase, and Requiring Customer Notice* ("2020 Rate Case Order") issued by the North Carolina Utilities Commission ("Commission" or "NCUC") on October 26, 2020, in Docket No. W-218, Sub 526, to file this Bi-Monthly Report on the status of secondary water quality concerns raised by customers in the Company's Coachman's Trail, Barton's Creek Bluffs, and Lake Ridge Aero Park subdivisions. In response to the 2020 Rate Case Order, the Company states the following:

1. Ordering Paragraph No. 17 of the referenced 2020 Rate Case Order, at pages 170 - 171, requires:

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.

2. Ordering Paragraph No. 23 of the 2020 Rate Case Order provides as follows:

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.

**SYSTEMS SUBJECT TO REPORTING REQUIREMENTS DUE TO RATE
CASE ORDER IN DOCKET NO. W-218, SUB 526**

Three systems are subject to reporting requirements due to the Commission's Sub 526 Order of October 26, 2020, in Aqua's rate case. They are **Coachman's Trail, Barton's Creek Bluffs, and Lake Ridge Aero Park.**

Aqua is pleased to report that no customer complaints were received from Barton's Creek Bluffs during the July and August 2021 reporting period. Additionally, and prior to the most recent customer complaint registered in June 2021, no secondary water quality complaints were made by customers at Barton's Creek Bluffs during the nine-month period beginning with the month of September 2020 through the month of May 2021.

COACHMAN'S TRAIL

No customer complaints were received in July 2021 and two customer complaints from one customer were received in August 2021 from the Coachman's

Trail Subdivision. In addition, Aqua notes that no customer complaints were received at Coachman's Trail during the seven-month reporting period from September 2020 through March 2021, and the month of June 2021. One customer complaint was received during each of the months of April and May 2021. Thus, a total of four complaints have been received from Coachman's Trail customers during the previous twelve months.

On August 2 and 23, 2021, the customer residing at 129 Hartland Court complained of brown water at their outdoor faucet. Aqua's Technical Services Specialist (TSS) spoke with the customer on August 2 and 23, 2021. Work orders were issued for both complaints. Aqua's technicians stated the water from the outdoor faucet cleared after running the water for a few seconds. A follow-up call was made to the customer on September 3, 2021, at which time the customer stated that the water was still clear. No additional complaints have been received from the customer reporting further water quality concerns.

The Coachman's Trail Subdivision was flushed February 22 – 26, 2021, and is scheduled to be flushed in February 2022.

LAKE RIDGE AERO PARK

No customer complaints were received in July 2021 and two customer complaints were received in August 2021 from the Lake Ridge Aero Park Subdivision. In addition, Aqua notes that no customer complaints were received from Lake Ridge Aero Park during the ten-month period from September 2020 through June 2021.

On August 3, 2021, the customer residing at 106 Citation complained of yellow water. Aqua's TSS contacted the customer and a work order was issued. Aqua's technician stated the water was tinted upon arrival but cleared up after a few minutes of flushing. A follow-up call was made to the customer on August 13, 2021, and the customer stated the water was clear.

On August 30, 2021, the customer residing at 107 Sierra Court reported brown water. The customer was advised to flush from their outside faucets for approximately 15 minutes until the water ran clear. A flushing credit is being issued to this customer's account as a result of Aqua's direction to the customer to flush their line. A follow-up call was made to the customer on September 10, 2021, but Aqua was unable to reach the customer.

No further complaints have been received from either customer reporting further water quality concerns.

The Lake Ridge Aero Park Subdivision was flushed June 2021 and is scheduled to be flushed in June 2022.

Respectfully submitted this the 27th day of September 2021.

**ATTORNEYS FOR AQUA NORTH CAROLINA, INC.
Electronically Submitted**

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VERIFICATION

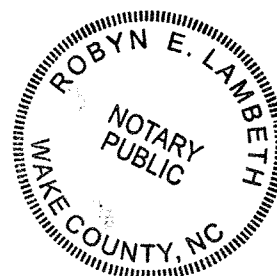
Shannon V. Becker, being duly sworn, deposes and says: that he is the President of Aqua North Carolina, Inc. and that he is familiar with the facts set out in this **BI-MONTHLY REPORT ON RESPONSES TO WATER QUALITY CONCERNS RAISED BY CUSTOMERS IN THE COACHMAN'S TRAIL, BARTON'S CREEK BLUFFS, AND LAKE RIDGE AERO PARK SUBDIVISIONS** filed in Docket No. W-218, Sub 526A; that he has read the foregoing Bi-Monthly Report and knows the contents thereof; and that the same is true of his knowledge except as to those matters stated therein on information and belief, and as to those he believes them to be true.

Shannon V. Becker
Shannon V. Becker, President

Sworn to and subscribed before me this
the 27th day of September 2021.

Robyn E. Lambeth
Robyn E. Lambeth
Notary Public

My Commission Expires: May 13 2026



CERTIFICATE OF SERVICE

I hereby certify that on this the 27th day of September 2021, a copy of the foregoing **BI-MONTHLY REPORT ON RESPONSES TO WATER QUALITY CONCERNS RAISED BY CUSTOMERS IN THE COACHMAN'S TRAIL, BARTON'S CREEK BLUFFS, AND LAKE RIDGE AERO PARK SUBDIVISIONS** has been duly served upon all parties of record to Docket No. W-218, Sub 526A by electronic service, addressed as shown below:

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