

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

May 24, 2022

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.

Based on the limited number of secondary water quality complaints received by Aqua from its Barton Creek Bluffs customers (two complaints), Coachman's Trail customers (four complaints), and Lake Ridge Aero Park customers (four complaints), since the start of the required reports in September 2020, Aqua requests that the Commission eliminate these systems from the periodic reporting requirements and accept this as the final Bi-Monthly Report on Responses to Secondary Water Quality Concerns required by the Commission's 2020 Rate Case Order in Docket No. W-218, Sub 526.

As always, thank you and your staff for your assistance and please contact me if there are questions.

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,
Reporting Requirements From Docket No.)	INC'S BI-MONTHLY REPORT
W-218, Sub 526 - Aqua North Carolina,)	ON RESPONSES TO
Inc., 202 MacKenan Court, Cary, North)	SECONDARY WATER
Carolina 27511)	QUALITY CONCERNS RAISED
)	BY CUSTOMERS IN THE
)	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.**

In the Bi-Monthly Report (for the months of January and February 2022) filed in this docket on March 28, 2022, Aqua requested that the Commission eliminate these systems from the periodic reporting requirements and accept that filing as the Company's final Bi-Monthly Report on Responses to Secondary Water Quality Concerns required by the Commission's 2020 Rate Case Order in Docket No. W-218, Sub 526. Because no Order has been issued to date ruling on the Company's request to eliminate this reporting requirement, Aqua hereby files a Report for the months of March and April 2022, and renews its request for termination for the reasons subsequently stated herein.

BARTON'S CREEK BLUFFS

One customer complaint was received from the Barton's Creek Bluffs Subdivision in March 2022 and no customer complaints were received in April 2022.

Aqua flushed the Barton's Creek Bluffs on March 21st through March 25th, 2022. On March 23, 2022, the customer residing at 12521 Amoretto Way complained of dark discolored water. Aqua contacted the customer the same day of the complaint and the customer stated the water had cleared. This customer complaint appears directly related to the distribution line flushing activities performed by Aqua. Except for one customer complaint registered in June 2021, no secondary water quality complaints were made by customers at Barton's Creek Bluffs during the eighteen-month period beginning with the month of September 2020 through the month of February 2022. Thus, during the most recent twenty-month period ended April 30, 2022, Aqua received two customer secondary water quality complaints regarding the Barton's Creek Bluffs water system.

Based on the limited number of secondary water quality complaints (two) received by Aqua from its Barton Creek Bluffs customers since the start of the required reports in September 2020, Aqua renews its request that the Commission eliminate Barton Creek Bluffs from the periodic reporting requirements and accept this as the final Bi-Monthly Report on Responses to Secondary Water Quality Concerns required by the Commission's 2020 Rate Case Order in Docket No. W-218, Sub 526.

COACHMAN'S TRAIL

Aqua is pleased to report that no customer complaints were received from Coachman's Trail during the March and April 2022 reporting period. In addition, no customer complaints were received at Coachman's Trail during the seven-month reporting period from September 2020 through March 2021, and for the months of June, July, September through December 2021, and January through April 2022. One customer complaint was received during each of the months of April and May 2021 and two complaints were received in August 2021. Thus, a total of four complaints were received from Coachman's Trail customers during the previous twenty-month period ended April 30, 2022, and no customer complaints have been received since August 2021.

Based on the limited number of secondary water quality complaints (four) received by Aqua from its Coachman's Trail customers since the start of the required reports in September 2020, Aqua renews its request that the Commission eliminate Coachman's Trail from the periodic reporting requirements and accept this as the final Bi-Monthly Report on Responses to Secondary Water Quality Concerns required by the Commission's 2020 Rate Case Order in Docket No. W-218, Sub 526.

LAKE RIDGE AERO PARK

No customer complaints were received from Lake Ridge Aero Park Subdivision in March 2022 and two customer complaints were received in April 2022.

On April 8, 2022, the customer residing at 5305 Sky Lane Drive complained of brown water. Aqua's Technical Services Specialist (TSS) spoke with the customer the same day. An Aqua technician was dispatched to the residence and the customer's lines were flushed. On April 11, 2022, the customer residing at 5407 Sky Lane Drive complained of brown water. Aqua's TSS spoke with the customer the same day and the customer advised the TSS that the discolored water had been on-going for several days. An Aqua technician was dispatched to the residence and the customer's lines were flushed.

Personal observation by the system operator and further investigation found that a tree company had been timbering trees in the area of Sky Lane Drive. The timbering work appeared to cause a disturbance in Aqua's distribution system which resulted in the production of discolored water. Aqua's technicians flushed the customer lines in addition to opening and flushing the blow off valves in the affected area. No discolored water complaints have subsequently been received from either customer.

Except for two customer complaints registered in August 2021, no secondary water quality complaints were made by customers at Lake Ridge Aero Park during the eleven-month period beginning with the month of September 2020 through July 2021, and for the months of September through December 2021, and January through March 2022. Thus, during the most recent twenty-month period ended April 30, 2022, Aqua received four customer secondary water quality complaints regarding the Lake Ridge Aero Park water system.

Based on the limited number of secondary water quality complaints (four) received by Aqua from its Lake Ridge Aero Park customers since the start of the required reports in September 2020, Aqua renews its request that the Commission eliminate Lake Ridge Aero Park from the periodic reporting requirements and accept this as the final Bi-Monthly Report on Responses to Secondary Water Quality Concerns required by the Commission's 2020 Rate Case Order in Docket No. W-218, Sub 526.

Respectfully submitted this the 24th day of May 2022.

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

/s/Jo Anne Sanford


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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 SECONDARY 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.

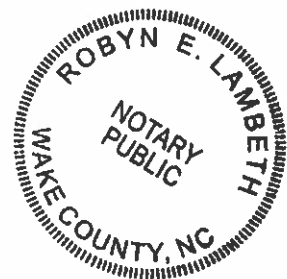


Shannon V. Becker, President

Sworn to and subscribed before me this
the 24th day of May 2022.



Robyn E. Lambeth
Notary Public



My Commission Expires: May 13, 2026

CERTIFICATE OF SERVICE

I hereby certify that on this the 24th day of May 2022, a copy of the foregoing **BI-MONTHLY REPORT 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** 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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