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March 16, 2022

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

Via Electronic Submittal

**Re: In the Matter of Old North State Water Company, LLC's
Application for General Rate Increase
Docket No. W-1300, Sub 60
*Late-Filed Exhibit - Response to Customer Nicholas Egan's Complaint
Concerning Water Quality***

Dear Ms. Dunston:

In Response to customer Nicholas Egan's complaint concerning water quality in Ashcroft Park subdivision, Old North State Water Company provides the following:

1. Nicholas Egan filed a complaint of low pressure and stains caused by his water in the Old North State Water Company rate case docket, W-1300, Sub 60. See Attachment A.
2. Mr. Egan had previously notified the Company of a different concern; namely, a sulfur smell to his water. The Company prepared a work order on February 21, 2022, showing that multiple attempts were made to call this customer regarding his concern, and he never answered. See Attachment B.
3. The Company's test results for Mr. Egan's subdivision, Ashcroft Park, show no problems with water chemistry or other contaminants. Stains are typically caused by iron and manganese, and the chemical analysis report shows the iron and manganese levels are well within regulatory limits and not indicative of a level that would justify remedial action. There are several chemical and bacteriological test results for this system; Attachment C shows the results for iron and manganese.

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 Virginia Washington



Ms. A. Shonta Dunston
Page 2
March 16, 2022

4. Sean McMillan, Vice President at Integra, provided the chemical analysis. In an e-mail dated March 14, 2022, he noted:

Iron and Manganese were sampled in the INOR (which was attached in the first email also) in August of 2021.

Iron .060 mg/l allowable limit is .300 mg/l;

Manganese .010 mg/l allowable limit is .050 mg/l;

The iron and manganese are not high or in a range to consider sequestering.

Mr. McMillan also stated in a March 14, 2022, email that:

Like most customers that testified complaints with the utility commission stated they did not contact ONSWC regarding the issue. This particular complaint was not recorded with ONSWC and during his testimony, confirmed that the poor water quality had occurred during the time when Envirolink was the operator. Envirolink did not adequately flush the water lines and the stagnant water in the lines caused much of the water quality issues. Since ONSWC has taken over operations, proper flushing of the water lines at the blow offs occurs weekly and is very rare that ONSWC has this type of complaint since we have taken over operations.

Attached is the latest VOC testing results from August of 2021 which is the latest testing results which is closest to his testimony timeframe. We are required to complete the VOC (VOC, THM2, INOR and DNO3) testing every 3 years. As you can see from the result, all contaminants are undetectable or within limits.

I am also attaching the BACT which we are required to sample monthly. I have attached 1 from October 2021 (closest time frame to testimony complaint) and a current BACT from February 2022. All results showing ONSWC is in compliance and contaminates are not detectible.

We have not heard of any further complaints from this customer pertaining to the complaint in his testimony.



Fox Rothschild LLP
ATTORNEYS AT LAW

Ms. A. Shonta Dunston
Page 3
March 16, 2022

If you should have any questions concerning this filing, please let me know.

Thank you and your staff for your assistance.

Sincerely,

/s/ David T. Drooz

David T. Drooz

Attorney for

Old North State Water Company, LLC

pbb
Enclosures

cc: All parties of record

OFFICIAL COPY

Mar 16 2022

Attachment A
to Response to N. Egan's Complaint
NCUC Docket W-1300 Sub 60

From: [Nicholas Egan](#)
To: [PublicHearings](#)
Subject: [External] Regarding today's public hearing session on ONSWC water rate increase
Date: Thursday, October 7, 2021 7:26:49 PM

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [Report Spam](#).

I live in Ashcroft park and am a customer of ONSWC.

I just heard Mr. Noto's (?) testimony (occured during 7:-7:10pm Raleigh) and I had the exact same situation. We live at 502 Lauryn Waverly Way, Greensboro NC 27455 - AShcroft Park. Our home was built in 2019. I oppose the 71% increase as Ive had numerous water quality issues - red/brown stains are visible in our sinks and toilets - these are brand new. I installed a whole house water system in July 2020 and have to change the filter monthly. When i change the filter it's dark brown. The water pressure is low as well - 2 people cannot shower at the same time. Earlier this year, we got a letter from the county stating that quality testing samples were not submitted in a timely manner during an inspection the previous year. Also this year, there was brown water coming out of the faucets. When we called ONSWC, they said there was an issue with the well and it was being worked on - and to not drink the water. The brown water went away after a day or so.

I apologize for not registering to testify by the date, but as im listening to the other callers testimony, I am hearing these folks report the same exact issues that we have had with our water service. Im most concerned about the water quality as i have 2 young kids who do drink occasionally from the faucets.

I would be happy to provide additional details and documentation of all the statements I made above.

Also, many of my neighbors have reported similar issues with the service.

I strongly protest a 71% price increase - this increase is just ridiculous and almost unbelievable; especially considering the numerous quality issues we've had over the 2.5 years since building our home.

Again, I would be happy to submit testimony or provide additional details on the statements Im making above

Thank you

--

Nicholas Egan

919.414.9182

OFFICIAL COPY
OFFICIAL COPY

Feb 07 2022
Mar 16 2022

Detail

Date Printed: 03/10/2022

ATTACHMENT B
TO RESPONSE TO N. EGAN'S COMPLAINT
NCUC DOCKET W-1300 SUB 60



Page 1 of 1



000649

Work Order #: 000649

Title: CUSTOMER NICHOLAS EGAN EMAILED
REGARDING STRING SU

Origin: Non-PM

Cost Center:

Priority: Medium

Problem: Other

Originated: 02/21/2022 02:39:00 PM

Expected:

Work Category: Water Utility

Address: 502 LAURYN WAVERLY WAY

Source Type: Location

WO Status: Completed

Originator: John Miller

Project:

Work Type: Inspections

Assigned:

Completed: 03/10/2022 02:08:00 PM

Work requested:

CUSTOMER NICHOLAS EGAN EMAILED REGARDING STRING SULFUR ODOR/TASTE IN WATER. HE CAN BE REACHED AT 919-414-9182.

Action Taken:

Comments:

called multiple times no answer from customer no other complaints since

Total Labor Cost:	0.00	Total Labor Hours:	0.00
Total Part Cost:	0.00	Total Other Hours:	0.00
Equipment Usage Cost	0.00		
Total Other Cost:	0.00		
External Labor \$:	0.00		
Non-inv \$:	0.00		
WO Cost:	0.00	Total Hrs:	0.00

Custom Fields

None

Assigned To

Employee #	Name	Job Title	Phone	Email	Est Hrs	Company Name
1	Carley White	Operator	336-996-2841	Ccenviromentalservices@gmail.com	0.00	

Source

Name	Location #	Path	Site	Description
Ashcroft Park	[N/A]	Ashcroft Park	Greensboro	[N/A]

Labor

None

Parts

None

Equipment Usage

None

Tasks/Steps

None

Documents

None

Safety Programs

None

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Mar 16 2022

Environment 1, Incorporated

Attachment C to Response to N. Egan's Complaint W-1300, Sub 60

Drinking Water ID: 37715

Wastewater ID: 10

P.O. BOX 7085, 114 OAKMONT DRIVE
GREENVILLE, N.C. 27835-7085

PHONE (252) 756-6208
FAX (252) 756-0633

INORGANIC CHEMICAL ANALYSIS

WATER SYSTEM ID#: 30-41-103

COUNTY: GUILFORD

Name of Water System: **ASHCROFT PARK (ONSWC)**

Sample Type: () Entry Point () Special/Non-compliance

Location Where Collected: **WELLS 3 & 4**

Facility ID No.: **P01**

Location Code: **E01**

Collected By: **CARLEY WHITE**

Collection Date	Collection Time
08/24/21	03:27 PM

Mail Results to (water system representative):

**ASHCROFT PARK (ONSWC)
OLD NORTH STATE WATER
3212 6TH AVENUE S
STE 200
BIRMINGHAM, AL 35222**

Phone #: (205) 326-3200

Fax #: (205) 326-6856

Responsible Person's Email:
ccenviromentalservices@gmail.com

LABORATORY ID#: 37715

() SAMPLE UNSATISFACTORY () RESAMPLE REQUESTED

CONTAM CODE	CONTAMINANT	METHOD CODE	REQUIRED REPORTING LIMIT (R.R.L.)	NOT DETECTED ABOVE R.R.L. (X)	QUANTIFIED RESULTS	ALLOWABLE LIMITS
1005	Arsenic	200.8	0.005 mg/l	X	mg/l	0.010 mg/l
1010	Barium	200.7	0.400 mg/l	X	mg/l	2.000 mg/l
1015	Cadmium	200.8	0.001 mg/l	X	mg/l	0.005 mg/l
1020	Chromium	200.7	0.020 mg/l	X	mg/l	0.100 mg/l
1024	Cyanide	4500CN-E	0.050 mg/l	X	mg/l	0.200 mg/l
1025	Fluoride	4500F-C	0.100 mg/l		1.3 mg/l	4.000 mg/l
1028	Iron	200.7	0.060 mg/l	X	mg/l	0.300 mg/l
1032	Manganese	200.7	0.010 mg/l	X	mg/l	0.050 mg/l
1035	Mercury	200.8	0.0004 mg/l	X	mg/l	0.002 mg/l
1036	Nickel	200.7	0.100 mg/l	X	mg/l	N/A
1045	Selenium	200.8	0.010 mg/l	X	mg/l	0.050 mg/l
1052	Sodium	200.7	1.000 mg/l		10.796 mg/l	N/A
1055	Sulfate	4500SO4-E	15.000 mg/l		147 mg/l	250.0 mg/l
1074	Antimony	200.8	0.003 mg/l	X	mg/l	0.006 mg/l
1075	Beryllium	200.7	0.002 mg/l	X	mg/l	0.004 mg/l
1085	Thallium	200.8	0.001 mg/l	X	mg/l	0.002 mg/l
1925	pH	4500H-B	N/A		7.3 pH	6.50- 8.50

	DATE:	TIME:
ANALYSES BEGUN:	08/26/21	09:40 AM
ANALYSES COMPLETED:	09/17/21	02:27 PM

Laboratory Log #: 8137-082421-E01I

Certified By: MAO

COMMENTS: