

Berger, Amanda A

From: Berger, Amanda A
Sent: Tuesday, June 1, 2021 5:05 PM
To: [REDACTED]
Cc: Krueger, Robert D; Rhodes, Peter B
Subject: RE: [EXTERNAL] Stoneridge/Sedgefield water system ID: NC 0368185 - power outage history?

Hi [REDACTED] - I apologize I am only as good as the records I reviewed since I have only been here since 2018. I went back and reviewed 2015's report and I found the SPA issued in August of 2015. The PWSID was entered incorrectly in the report so it wasn't showing up in my pivot table. There was a main repair made on 8/10/15 and the lift was issued on 8/12/15. I doubled checked the remaining files and looked for the same error and did not locate any others.

SPAs are not regulatory required, only suggested; therefore, records - especially those going way back - are harder to find. Regulatory required notices, such as public notices, are required to be kept for a much longer time.

SPAs are suggested when a system encounters a pressure loss of less than 20 PSI in the distribution system. If there is a power outage, or issue at a well, if other wells and/or the distribution system sustains > 20 PSI we do not issue a SPA. In the case of a power outage, we only issue when we know we cannot get on-site in time to restore the system with a generator or if upon arrival the system pressure is less than 20 psi. We do not issue them automatically because it's a disruption to the customer that may not be warranted.

I think Rob mentioned how we respond on an earlier meeting, but once we receive an alert that we have a communication failure at a well, we respond with generator(s). We will connect generator and pump until pressure is either restored (if lost) or until the tank pressure is sufficient to maintain the system based on average run times, etc. We then monitor the situation closely through our Dispatch team, Call Center, and contacts with the energy providers to determine when the power is restored.

Finally, we utilize a different method for tracking power outages during named events (hurricanes, winter weather, etc.) since 2018. We stand up an emergency response center. I am not sure how it was done prior. I can only presume SPAs were issued as done during normal operations.

Let me know if you have any other questions.

Thanks,
Amanda

[REDACTED]
Sent: Tuesday, June 1, 2021 1:22 PM
To: Berger, Amanda A [REDACTED]
Cc: Krueger, Robert D [REDACTED]; Rhodes, Peter B <PBRhodes@aquaaamerica.com>
Subject: Re: [EXTERNAL] Stoneridge/Sedgefield water system ID: NC 0368185 - power outage history?

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Thanks Amanda but your list doesn't seem quite complete! We remember several long outages after ice storms with no water and no power but they may not have been named storms. I also see from an old email that there was another outage in Aug. of 2015 where the neighbors were getting water from the pool for their toilets but it was apparently due to another main break. Have SPAs always been generated automatically after a power failure?

I'll keep digging! [REDACTED]

On 6/1/21 12:42 PM, Berger, Amanda A wrote:

> Hi Bill -

>

> This information isn't stored in one location so I had to dig around. Below is what I was able to find:

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> - Aqua began tracking corporate wide in 2013

>

> - Since 2013, Stoneridge has had seven (7) System Pressure Advisories. NOTE - Most included a map which means the entire system was not impacted. All seven (7) were associated with main breaks.

> 2016 - 1

> 2019- 2

> 2020-2

> 2021 -2

>

> - Average time between SPA and SPL is 48 hours, but please remember water pressure has been restored prior to collecting the BACT. You are under a precautionary notice to boil water until the BACT test is complete and that takes 48 hours. You can deduct that water pressure is restored relatively quickly for there to be a 48 hour turn around.

>

> - Stoneridge has not had a named storm water pressure event since 2018. I checked our hurricane trackers for Florence, Michael, Dorian, and Isais and we have not issued a SPA for your system during those storms.

>

> Hopefully this helps.

>

> Thanks,

> Amanda

>

> Sent: Tuesday, June 1, 2021 7:17 AM

> To: Berger, Amanda A [REDACTED]

> Cc: Krueger, Robert D [REDACTED]; Rhodes, Peter B

> <PBRhodes@aquaamerica.com>

> Subject: RE: [EXTERNAL] Stoneridge/Sedgefield water system ID: NC 0368185 - power outage history?

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> Hello Amanda:

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> The question has come up here about how often our water system has had power related water outages in the past (ideally 10+ years) and how long they have lasted. Would you possibly have that data? I can recall several long outages after both summer and winter storms and at least one was for more than a day but we

don't have detailed records. This would be very helpful in assessing how important this waste might be in regards to future neighborhood investments such as generators for the water system.

>

> Thanks very much! [REDACTED]

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