

PUBLIC

INFORMATION SHEET

PRESIDING: Commissioner Hughes, Presiding
PLACE: Judge Hamilton H. Hobgood Courthouse, Louisburg, NC
DATE: Monday, September 25, 2023
TIME: 7:00 p.m. to 8:34 p.m.
DOCKET NO.: W-1328 Sub 10 and W-1146 Sub 13
COMPANY: Red Bird Utility Operating Company, LLC
and Total Environmental Solutions, Inc.
DESCRIPTION: In the Matter of Application of Red Bird Utility Operating Company, LLC,
1650 Des Peres Road, Suite 303, St. Louis, Missouri 63131, and Total
Environmental Solutions, Inc., Post Office Box 14056, Baton Rouge,
Louisiana 70898, for Authority to Transfer the Lake Royale Subdivision
Water and Wastewater Utility Systems and Public Utility Franchise in
Franklin and Nash Counties, North Carolina, and for Approval of Rates

VOLUME NUMBER: 1

APPEARANCES

See attached

WITNESSES

See attached

EXHIBITS

None attached

REPORTED BY: Kim Mitchell
TRANSCRIBED BY: Kim Mitchell
DATE FILED: September 29, 2023

TRANSCRIPT PAGES: 86
PREFILED PAGES 0
TOTAL PAGES 86

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Oct 03 2023

1 PLACE: Judge Hamilton H. Hobgood Courthouse Annex
2 Louisburg, North Carolina
3 DATE: Monday, September 25, 2023
4 TIME: 7:00 p.m. to 8:34 p.m.
5 DOCKETS: W-1146, Sub 13
6 W-1328, Sub 10
7 BEFORE: Commissioner Jeffrey A. Hughes, Presiding
8
9

10 IN THE MATTER OF:

11 Application of

12 Red Bird Utility Operating Company, LLC,
13 1650 Des Peres Road, Suite 303, St. Louis, Missouri
14 63131, and Total Environmental Solutions, Inc.,
15 Post Office Box 14056, Baton Rouge, Louisiana 70898,
16 for Authority to Transfer the Lake Royale Subdivision
17 Water and Wastewater Utility Systems and Public
18 Utility Franchise in Franklin and Nash Counties,
19 North Carolina, and for Approval of Rates
20

21 VOLUME 1
22
23
24

1 A P P E A R A N C E S:

2 FOR RED BIRD UTILITY OPERATING COMPANY, LLC:

3 Daniel C. Higgins, Esq.

4 Burns, Day & Presnell, P.A.

5 Post Office Box 10867

6 Raleigh, North Carolina 27608

7

8 FOR TOTAL ENVIRONMENTAL SOLUTIONS, INC.:

9 Edward S. Finley, Jr., Esq.

10 Edward S. Finley, Jr., PLLC

11 2024 White Oak Road

12 Raleigh, North Carolina 27608

13

14 FOR THE LAKE ROYALE PROPERTY OWNERS ASSOCIATION:

15 David Drooz, Esq.

16 Fox Rothschild, LLP

17 434 Fayetteville Street

18 Raleigh, North Carolina 27601

19

20 FOR THE USING AND CONSUMING PUBLIC:

21 Megan Jost, Esq.

22 Public Staff - North Carolina Utilities Commission

23 4326 Mail Service Center

24 Raleigh, North Carolina 27699-4300

NORTH CAROLINA UTILITIES COMMISSION

| | | |
|----|--|------|
| 1 | T A B L E O F C O N T E N T S | |
| 2 | E X A M I N A T I O N S | |
| 3 | | PAGE |
| 4 | GRACE NOONAN | |
| 5 | Direct Examination by Ms. Jost | 13 |
| 6 | Cross Examination by Mr. Drooz | 17 |
| 7 | Cross Examination by Mr. Higgins | 18 |
| 8 | STEVE RAGAGLIA | |
| 9 | Direct Examination by Ms. Jost | 20 |
| 10 | Cross Examination by Mr. Drooz | 23 |
| 11 | Cross Examination by Mr. Higgins | 24 |
| 12 | MISSY ATKINS | |
| 13 | Direct Examination by Ms. Jost | 27 |
| 14 | Examination by Commissioner Hughes | 31 |
| 15 | ELAINE SAMMON | |
| 16 | Direct Statement | 32 |
| 17 | Examination by Ms. Jost | 35 |
| 18 | Examination by Mr. Drooz | 38 |
| 19 | RICHARD WAINWRIGHT | |
| 20 | Direct Examination by Ms. Jost | 39 |
| 21 | YVETTE WILLIAMS | |
| 22 | Direct Examination by Ms. Jost | 44 |
| 23 | Cross Examination by Mr. Drooz | 46 |
| 24 | Cross Examination by Mr. Higgins | 46 |

| | | |
|----|--|------|
| 1 | E X A M I N A T I O N S Cont'd.: | |
| 2 | | PAGE |
| 3 | Examination by Commissioner Hughes | 47 |
| 4 | LARRY NIDA | |
| 5 | Direct Examination by Ms. Jost | 48 |
| 6 | RICHARD DYER | |
| 7 | Direct Examination by Ms. Jost | 52 |
| 8 | LORRAINE RYAN | |
| 9 | Direct Examination by Ms. Jost | 57 |
| 10 | Cross Examination by Mr. Drooz | 62 |
| 11 | CHERYL VAN GRAAFEILAND | |
| 12 | Direct Statement | 64 |
| 13 | Examination by Commissioner Hughes | 64 |
| 14 | HOLT DALE | |
| 15 | Direct Examination by Ms. Jost | 65 |
| 16 | CLIFFORD REVOIR | |
| 17 | Direct Examination by Ms. Jost | 69 |
| 18 | MIKE CALLOWAY | |
| 19 | Direct Examination by Ms. Jost | 71 |
| 20 | JOHN BELL | |
| 21 | Direct Examination by Ms. Jost | 75 |
| 22 | Cross Examination by Mr. Higgins | 78 |
| 23 | Cross Examination by Mr. Finley | 79 |
| 24 | | |

E X A M I N A T I O N S Cont'd.:

PAGE

DYLAN BUNCH

Direct Examination by Ms. Jost 80

Cross Examination by Mr. Drooz 82

PHILLIP ACKLER

Direct Examination by Ms. Jost 83

E X H I B I T S:

IDENTIFIED/ADMITTED

Sammon Exhibits 1, 2 and 3 37 / 37

Wainwright Exhibit 1 43 / 43

Ryan Exhibit 1 61 / 61

Calloway Exhibit 1 74 / 74

NORTH CAROLINA UTILITIES COMMISSION

APPEARANCE SLIP

DATE: 9/25/2023 DOCKET NO.: W-1328, Sub 10
ATTORNEY NAME and TITLE: DANIEL C. HIGGINS

FIRM NAME: BURNS, DAY & PRESWELL, PA
ADDRESS: PO BOX 10867
CITY: Raleigh STATE: NC ZIP CODE: 27608

APPEARANCE ON BEHALF OF: RED BIRD UTILITIES OPERATING
COMPANY, LLC

APPLICANT: ☒ COMPLAINANT: ☐ INTERVENOR: ☐
PROTESTANT: ☐ RESPONDENT: ☐ DEFENDANT: ☐

Non-confidential transcripts are located on the Commission's website. To view and/or print transcripts, go to <https://www.ncuc.net/>, hover over the Dockets tab, select Docket Search, enter the docket number, and click search, select the highlighted docket number and select Documents for a list of all documents filed.

ONLY fill out this portion if you have signed an NDA to receive **CONFIDENTIAL** transcripts and/or exhibits:

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Email: _____

SIGNATURE: _____

(Signature Required for distribution of CONFIDENTIAL information)

NORTH CAROLINA UTILITIES COMMISSION
APPEARANCE SLIP

DATE: 9-25-2023 DOCKET NO.: 1328 SA 14
N-1146 Sub 13
ATTORNEY NAME and TITLE: Edward S. Finley, Jr.

FIRM NAME: Edward S. Finley, Jr. PLLC
ADDRESS: 2024 White Oak Rd.
CITY: Raleigh STATE: NC ZIP CODE: 27608

APPEARANCE ON BEHALF OF: Total Environmental Solutions, Inc.

APPLICANT: ☒ COMPLAINANT: ☐ INTERVENOR: ☐
PROTESTANT: ☐ RESPONDENT: ☐ DEFENDANT: ☐

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NORTH CAROLINA UTILITIES COMMISSION

APPEARANCE SLIP

DATE: 9-25-23 DOCKET NO.: W-1328 sub 10
W-1146 sub 13
ATTORNEY NAME and TITLE: David Drooz

FIRM NAME: Fox Rothschild
ADDRESS: 436 Fayetteville St
CITY: Raleigh STATE: NC ZIP CODE: 27601

APPEARANCE ON BEHALF OF: Lake Royale AOA

APPLICANT: ___ COMPLAINANT: ___ INTERVENOR: ☒
PROTESTANT: ___ RESPONDENT: ___ DEFENDANT: ___

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SIGNATURE: _____

(Signature Required for distribution of **CONFIDENTIAL** information)

NORTH CAROLINA UTILITIES COMMISSION
PUBLIC STAFF - APPEARANCE SLIP

DATE: September 25, 2023

DOCKET #: 1146, Sub 13

DOCKET #: 1328, Sub 10

PUBLIC STAFF ATTORNEYS: Megan Jost

TO REQUEST A **CONFIDENTIAL** TRANSCRIPT, PLEASE PROVIDE YOUR
EMAIL ADDRESS BELOW:

ACCOUNTING _____

CONSUMER SERVICES _____

COMMUNICATIONS _____

ENERGY _____

ECONOMICS _____

LEGAL: megan.jost@psncuc.nc.gov

TRANSPORTATION _____

WATER _____

Non-confidential transcripts are located on the
Commission's website. To view and/or print, please access
<https://ncuc.net>.

COUNSEL/MEMBER(s) REQUESTING A **CONFIDENTIAL** TRANSCRIPT
WHO HAS SIGNED A CONFIDENTIALITY AGREEMENT WILL NEED TO
SIGN BELOW.

/s/ Megan Jost

OFFICIAL COPY

Oct 03 2023

Rec'd 8/27/22

I/A

OFFICIAL COPY

Oct 03 2023

NOTICE TO THE PUBLIC

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

LAKE ROYALE S/D HAS NOT MET MONITORING REQUIREMENTS

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not our drinking water meets health standards. During the compliance period specified in the table below, we [did not monitor or test] or [did not complete all monitoring or testing] for the contaminants listed and therefore cannot be sure of the quality of your drinking water during that time.

| CONTAMINANT GROUP** | FACILITY ID NO. | COMPLIANCE PERIOD BEGIN DATE | NO. OF SAMPLES / SAMPLING FREQUENCY | WHEN SAMPLES WERE OR WILL BE TAKEN (Water System to Complete) |
|--------------------------------|-----------------|------------------------------|-------------------------------------|---|
| Disinfection Byproducts (DBPs) | D01 | April 1, 2022 | 2 / quarterly (month of May) | 5/13/2022 & 5/24/2022 |

** See back of this notice for further information on contaminants.

What should I do? There is nothing you need to do at this time.

What is being done? [Describe corrective action.]

We have since taken the required samples, as described in the last column of the table above. The sample results showed we are meeting drinking water standards.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

| | | |
|------------------------------------|--------------------------------|--|
| Responsible Person Jack Gibbons | System Name LAKE ROYALE S/D | System Address (Street) 112 Chippewa Drive |
| Phone Number 252-478-4704 | System Number NC0235108 | System Address (City/State/Zip) Louisburg, NC 27549 |

Violation Awareness Date: June 29, 2022

Date Notice Distributed: _____ Method of Distribution: _____

Public Notification Certification:

The public water system named above hereby affirms that public notification has been provided to its consumers in accordance with all delivery, content, format, and deadline requirements specified in 15A NCAC 18C .1523.

Owner/Operator: _____
(Signature) (Print Name) (Date)

Contaminant Group List

(AS) Asbestos - includes testing for Total Asbestos.

(BA) Total Coliform Bacteria - includes testing for Total Coliform bacteria and *E.coli* bacteria. Testing for *E.coli* bacteria is required if total coliform is present in the sample.

(B) Bromate - includes testing for Bromate.

(CD) Chlorine Dioxide/Chlorite - includes testing for Chlorine Dioxide and/or Chlorite.

(DI) Disinfectant Residual must be tested with the collection of each compliance bacteriological sample, at the same time and site.

Fecal Indicators - includes *E.coli*, enterococci or coliphage.

(HAA5)- Haloacetic Acids - includes Monochloroacetic Acid, Dichloroacetic Acid, Trichloroacetic Acid, Monobromoacetic Acid, Dibromoacetic Acid.

(IOC) Inorganic chemicals - includes Antimony, Arsenic, Barium, Beryllium, Cadmium, Chromium, Cyanide, Fluoride, Iron, Manganese, Mercury, Nickel, pH, Selenium, Sodium, Sulfate, and Thallium.

(LC) Lead and Copper are tested by collecting the required number of samples and testing each of the samples for both lead and copper.

(NT) Nitrate/ (NI) Nitrite - includes testing for nitrate and/or nitrite.

(RA) Radionuclides - includes Gross Alpha, Radon, Uranium, Combined Radium, Radium 226, Radium 228, Potassium 40 (Total), Gross Beta, Tritium, Strontium 89, Strontium 90, Iodine 131, and Cesium 134.

(SOC) - Synthetic Organic Chemicals/Pesticides - includes 2,4-D, 2,4,5-TP (Silvex), Alachlor (Lasso), Atrazine, Benzo(a)pyrene, Carbofuran, Chlordane, Dalapon, Di(2-ethylhexyl)adipate, Di(2-ethylhexyl)phthalate, Dibromochloropropane (DBCP), Dinoseb, Endrin, Ethylene dibromide (EDB), Heptachlor, Heptachlor Epoxide, Hexachlorobenzene, Hexachlorocyclopentadiene, Lindane (BHC-Gamma), Methoxychlor, Oxamyl (Vydate), PCBs, Pentachlorophenol, Picloram, Simazine, and Toxaphene.

(TOC) - Total Organic Carbon - includes testing for Alkalinity, Dissolved Organic Carbon (DOC), Total Organic Carbon (TOC) and Ultraviolet Absorption 254 (UV254). Source water samples must be tested for both TOC and Alkalinity. Treated water samples must be tested for TOC. Source water samples and treated water samples must be collected on the same day.

(THM) - Total Trihalomethanes - includes Chloroform, Bromoform, Bromodichloromethane, and Dibromochloromethane.

(VOC) - Volatile Organic Chemicals - includes 1,2,4-Trichlorobenzene, Cis-1,2-Dichloroethylene, Xylenes (Total), Dichloromethane, o-Dichlorobenzene, p-Dichlorobenzene, Vinyl Chloride, 1,1-Dichloroethylene, Trans-1,2-Dichloroethylene, 1,2-Dichloroethane, 1,1,1-Trichloroethane, Carbon Tetrachloride, 1,2-Dichloropropane, Trichloroethylene, 1,1,2-Trichloroethane, Tetrachloroethylene, Chlorobenzene, Benzene, Toluene, Ethylbenzene, and Styrene.

(WQP) Water Quality Parameters (for Lead and Copper Rule) - includes Calcium, Orthophosphate (as PO₄), Silica, Conductivity, pH, Alkalinity and Water Temperature.

Instructions for Completing the Notice/Certification Form & for Performing Public Notice for Tier 3 Monitoring Violations

1. Complete **ALL** the missing information on the "Notice to the Public." (Note: Under the section of the notice entitled "What is being done?" describe corrective actions you took, or are taking. You may choose the appropriate language below, or develop your own:

- We have since taken the required samples, as described in the last column of the table above. The sample results showed we are meeting drinking water standards.
- We have since taken the required samples, as described in the last column of the table above. The sample for [contaminant] exceeded the limit. [Describe corrective action; use information from public notice prepared for violating the limit.]
- We plan to take the required samples soon, as described in the last column of the table above.

2. Provide public notification to your customers as soon as reasonably possible after you learn of the violation as follows:

Community systems must use one of the following:

- Hand or direct delivery
- Mail, as a separate notice or included with the bill

For community systems, this notice is appropriate for insertion in an annual notice or the Consumer Confidence Report (CCR), as long as public notification timing and delivery requirements are met [CFR 141.204(d)].

Non-community systems must use one of the following:

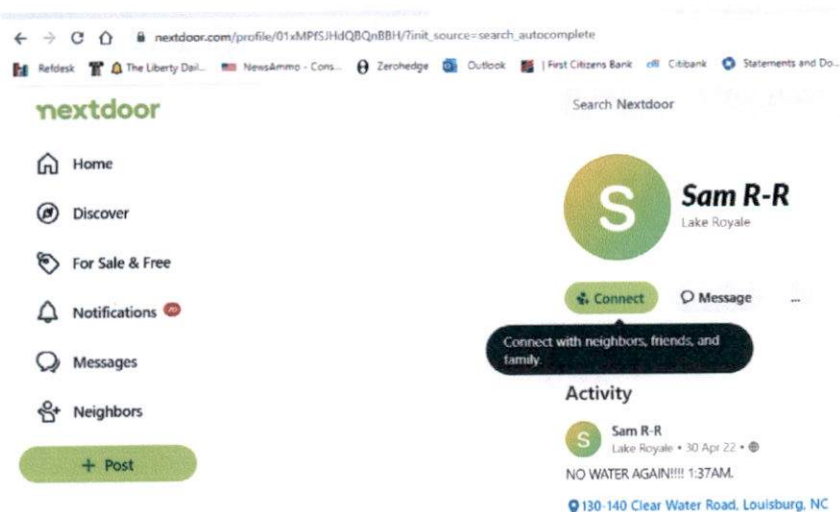
- Posting in conspicuous locations
- Hand delivery
- Mail

For non-community systems, if you post the notice, it must remain posted as long as the violation or situation persists; in no case should the notice be posted less than 7 days, even if the violation is resolved. [CFR 141.204(b)].

(Note: **Both** community and non-community systems must use *another* method reasonably calculated to reach others **IF** they would not be reached by one of the required methods listed above [CFR 141.204(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations.

- Both sides of this public notice/certification **MUST** be delivered to the persons served by the water system in order for your customers to have access to the required **Contaminant Group List**.
 - If you mail, post, or hand deliver, print your notice on letterhead, if available.
 - Notify new billing customers or units prior to or at the time their service begins.
 - Provide multi-lingual notifications if 30% of the residents served are non-English speaking.
 - Should you decide not to use this notice and develop your own version instead, the mandatory language in **bold italics** may not be altered, and you **MUST** include the ten required elements listed in CFR 141.205. The certification located at the bottom of this sample notice **MUST** also be submitted.
3. After issuing the "Notice to the Public" to your customers, **sign and date** the "Public Notification Certification" at the bottom of the notice. Within **ten days** after issuing the notice [CFR 141.31(d)], use our new on-line ECERT application located online at: <https://pws.ncwater.org/ECERT/> or mail to the Public Water Supply Section, ATTN: Public Notification Rule Manager, 1634 Mail Service Center, Raleigh, NC 27699-1634. Keep a copy for your files.

Documented 12 Hour Water Outage
On April 30, 2022
(Second Outage in a Month)



Madison Learn

• Lake Royale • 1y

Same!

Sam R-R

Author

• Lake Royale • 1y

This can't be good for anyone's health. This is ridiculous.

Elaine Sammon

• Lake Royale • 1y

Same on Black Cloud Dr at 1:59am.

Elaine Sammon

• Lake Royale • Edited 1y

Be sure to call TESI

(800) 372-9712

and then send your name, address, and time and date of the water outage to BOTH our GM and the Utility Commission at: LRPOAGM@LRPOA.COM and consumer.services@PSNCUC.nc.gov After water service returns, please email that info again to BOTH, including your name, address of the the outage, dates and times that water was lost and restored.

(edited)

Margaret Causey

• Lake Royale • 1y

Elaine

Abby Farnsworth

• Lake Royale • 1y

Thank you for the contact info. I addressed my outage on Texas Cove with all three.

Theresa Sottosanti

• Lake Royale•1y

Elaine

I tried to call Tesi this morning but they are closed and could not leave a message with answering service, is there another number to call. This is beyond ridiculous.

Elaine Sammon

• Lake Royale•1y

Theresa

the 800 number is best. Their business office M-F is at

1 (225) 766-4477

Wavy W.

• Lake Royale•1y

Elaine

I sent one this morning at 130 & just now at 530

Wavy W.

• Lake Royale•1y

Water main busted on Sagamore (sp?) They are working on it... 250 am.

Judy Rhode

• Lake Royale•1y

Just lost water on Buckskin at 8:30 am

Sam R-R

Author

• Lake Royale•1y

Water gone again in clear water rd

Wavy W.

• Lake Royale•1y

Sam

Wavy W.

• Lake Royale•1y

Still no water on Black Cloud ☐ ☐

Debra Locklear

• Lake Royale•1y

Water a little slow on Eagle

Bettina Ziencik-Garito

• Lake Royale•1y

No water on Cherokee

Terry King

- Lake Royale•1y

No water on Seminole

Jane Mansell

- Lake Royale•1y

No water on Seminole

Theresa Sottosanti

- Lake Royale•1y

Got through to Tesi asked when repairs would be completed, she said she did not have a time yet.

Bill Kammerer

- Lake Royale•1y

Just spoke to the 3 guys doing the repair. They are draining the area so they can SEE what the repair will require. They said somewhere between 2 to 6 hours for the repair is typical. oh maaaaaaaaaan...

Bill Kammerer

- Lake Royale•1y

sooooo that means between 12noon and 4pm if i can still add...

Wavy W.

- Lake Royale•1y

Bill

what's disappointing is I was told at 250 am they were already working on it...

Elaine Sammon

- Lake Royale•1y

Wavy

you should report that to the Utilities Commission consumer.services@PSNCUC.nc.gov

Wavy W.

- Lake Royale•1y

Bill

are they still out there working?

Mim Dyer

- Lake Royale•1y

Sounds our entire pipe infrastructure needs to be replaced.

Theresa Sottosanti

- Lake Royale•1y

Mim

I think it does too.

Sam R-R

Author

• Lake Royale • 1y

Mim

I agree, you can't just keep patching these pipes.

Wayne Ruey

• Lake Royale • 1y

Need to put off the dredging idea and any other improvements, put money in a fund because with all the building/heavy equipment on the roads the road surface is slowly compressing pipe, eventually road and pipe will have to be replaced which will be \$\$\$\$\$

Tanya Dale

• Lake Royale • 1y

We have a trickle of water on Ottawa Dr

Jane Mansell

• Lake Royale • 1y

Still no water on Seminole

Joy Rapp

• Lake Royale • Edited 1y

No water on Horseman Drive either. I'm not sure when that happened. We were able to shower and run the dishwasher this morning but it's off now (4:00 p.m.).
(edited)

Andrea Tugg

• Lake Royale • 1y

Joy

water was shut off due to water main damage. It is becoming more frequent. I stayed up until 2am waiting for full water pressure. Next they will have us on a boil advisory. Welcome to the lake.

Joy Rapp

• Lake Royale • Edited 1y

Andrea

yeah, I was up until about 11 p.m., looking at posts here, etc. My husband was up around 2 or 3 and let me know it was back on. It is unfortunate that the constant building of new homes is being allowed without any planning. And I say this as a person who bought one of those new homes. It is absolutely beautiful here, but obviously constant loss of water and poor planning would have been taken into consideration had we known about it prior to purchasing. It's unfortunate.
(edited)

Andrea Tugg

• Lake Royale • 1y

Joy

this has been happening since I moved here 2 years ago and in the past 8 months it has gotten so much worse. There's going to be hundreds of new homes built in the next year and the buyers will have no idea what they are getting into, just you. If you seen the Tesi water facility here you will see why there's plenty of problems. It looks a junk yard. Filter all your drinking water

Andrea Tugg

• Lake Royale • 1y

Joy

if you search past posts on water / water pressure here on Next door you will find several old posts some just last week.

Wavy W.

• Lake Royale • 1y

Joy

I agree! I love it here. Just over a month. Its soooo unfortunate the water is an issue.

Joy Rapp

• Lake Royale • Edited 1y

Andrea

oh I'm aware, unfortunately! We arrived in December. It's incredible how many times it has happened already and it seems to be getting exponentially worse. And according to TESI it is always someone else's fault. At a time when groceries are at an all time high we are all being forced to buy bottled water. I'm looking into getting a water cooler for the house because I've waster so many plastic bottles throughout this mess it is insane.
(edited)

Wavy W.

• Lake Royale • 1y

Joy

Water cooler is a great idea! Yes!

Kim Berner

• Lake Royale • 1y

Water back on at Nakoma Drive- Sunday morning 5/01/22 around 7AM. Wrote to both emails and wrote to let both know it was back on, date, Time. Thanks again for their Contact Info, Elaine! Pipes breaking down... Some pipes degrade first at joints then all over with chlorine.

Bettina Ziencik-Garito

• Lake Royale • 1y

Still no water on Cherokee

Elaine Sammon

• Lake Royale•1y

No water on Black Cloud since 2am

Roberta Reese

• Lake Royale•1y

No water on Yuma all frigging day. This water issue is getting worse not better smh

Wavy W.

• Lake Royale•1y

They haven't updated the recording since this morning.

Bettina Ziencik-Garito

• Lake Royale•1y

Wavy

Exactly. They are aware but have no updates. I'm sure they're not without water for over 15 hours at their house! That's a crock!

Wavy W.

• Lake Royale•1y

Bettina

yes & won't compensate for when they don't provide service!

Bettina Ziencik-Garito

• Lake Royale•1y

Wavy

of course not but they were quick to turn their substandard water service off to quite a few people here at the lake a little while ago! Smh!

Terry King

• Lake Royale•1y

Still no water on Seminole. WTF??? Been out 12+ hours and no sign of anything being done!!!! TESI su**s!!

Bettina Ziencik-Garito

• Lake Royale•1y

Terry

that's putting it very nicely! Well stated!

Roberta Reese

• Lake Royale•1y

As I have posted in the past tesi does not care. They have no competition they know we have to pay them so they do the least amount of work as possible to keep water flowing, the safety of the water as far as drinking is of no concern to them, they still get their money every month

Roberta Reese

• Lake Royale•1y

Sorry for the harsh comment it's just getting to much either we have water and have to boil it or we don't have any water at all tesi takes our money either way the only the people (meaning property owners) suffer and nobody seems to care

Teresa Jones Fink

• Lake Royale•1y

Very little water coming out on Big Horn, but I do have some at least.

Debbie Johnson

• Lake Royale•1y

Where is POA management on this!

Stacy Infantino

• Lake Royale•1y

Debbie

Relaxing because it's the weekend. Apparently our GM works M-F 9-5 and makes our Chief handle all communication and after hours work.

Carol Pannill

• Lake Royale•1y

Debbie

at home enjoying the weekend using the bathroom in his own toilet

Bettina Ziencik-Garito

• Lake Royale•1y

TESI just told me they're pumping water into the water tower right now and if your water isn't restored in 1-2 hours to call them.

Wavy W.

• Lake Royale•1y

Bettina

thx for update. What number?

Bettina Ziencik-Garito

• Lake Royale•1y

Wavy

800 372 9712 then press 1

Wavy W.

• Lake Royale•1y

Bettina

thx

Terry King

• Lake Royale•1y

We shall see

Wavy W.

• Lake Royale•1y

Lol, are they gonna answer?

Bettina Ziencik-Garito

• Lake Royale•1y

Wavy

yes just make sure you press 1 after the answering machine comes on

Wavy W.

• Lake Royale•1y

Bettina

called 1-2 hours

Sam R-R

Author

• Lake Royale•1y

Does anybody have water in black cloud?

Wavy W.

• Lake Royale•1y

Sam

no water in black cloud

Sam R-R

Author

• Lake Royale•1y

Just called Tesi, they said the same thing. 1-2 hours

Carol Pannill

• Lake Royale•1y

Sam

they are just saying anything at this point to satisfy us!

Wavy W.

• Lake Royale•1y

Anyone have water ☐

Bettina Ziencik-Garito

• Lake Royale•1y

Wavy

yes it came back but it's more of a trickle. Definitely not enough pressure to take a shower etc but we can flush the toilet again!

Wavy W.

• Lake Royale•1y

Bettina

I have nothing - Black Cloud

Joy Rapp

• Lake Royale•1y

Bettina

where are you guys, streetwise?

Bettina Ziencik-Garito

• Lake Royale•1y

Joy

Cherokee

Joy Rapp

• Lake Royale•Edited 1y

10:15 p.m. Horseman Drive, still nothing but air over here.

Wavy W.

• Lake Royale•Edited 1y

1043 Just called again.... no machine live person. Told them I was advised that I should see water 1-2 hours at 730p.... Operator said they are filling tanks & should have never given a time frame it may be hours.... WOW, THE LIES!
(edited)

Wavy W.

• Lake Royale•1y

1130pm Got toilet water! No pressure

Angela Clark

• Lake Royale•1y

Has anyone gotten water back?

Terry King

• Lake Royale•1y

Angela

it was on this morning when I woke up at 5:00 am

Angela Clark

• Lake Royale • 1y

Thank you!

Joy Rapp

• Lake Royale • 1y

John

it would be lovely but for all of the water difficulties. I find it hard to believe they are not required to disclose this info when someone is purchasing a home here.

CUSTOMER SERVICE UNPLANNED SERVICE OUTAGE W/BOIL - RED BIRD 09/18/2023

Type of Advisory/Tipo de aviso: Unplanned Service Outage w/Boil / Interrupción del servicio con aviso de hervir el agua

System Name and WSID#/Sistema y WSID#: Lake Royale, NC0235108

Service Area Affected/Área de servicio afectado: ALL/TODO

Reason for Advisory/Razón por aviso: Infrastructure failure/ Falla en el equipo

Start Date/Comienza: 09/18/2023

Support Email/Correo electrónico: support@redbirduoc.com

Support Phone/teléfono: (855) 565 – 5273(Red Bird)

Children, seniors, and persons with compromised immune systems are particularly vulnerable to harmful bacteria, and all customers in the affected area should follow these directions:

To ensure destruction of all harmful bacteria and other microbes, water used for human consumptions (drinking, cooking, making ice, diluting juices/beverages, making infant formula, brushing teeth, washing hands/faces, etc.) should be boiled using the following methods:

- Bring water to a rolling boil (≥ 212 °F) for three (3) minutes.
- Let water cool sufficiently (≤ 110 °F) prior to use.
- In lieu of boiling, individuals may purchase bottled water or obtain water from some other suitable source for drinking water or human consumption purposes.

Customers are also encouraged to observe the following precautions:

- Disinfect food contact surfaces (dishes) by immersing them for at least one (1) minute in disinfected water containing a ratio of one (1) teaspoon of unscented household bleach to one (1) gallon of water.
- Water used for bathing does not need to be boiled but children should be kept under observation to prevent accidental ingestion of bath water.

When water sample results indicate that no contamination is present, we will notify customers that it is no longer necessary to boil the water and that the boil water advisory has been lifted.

Please share this information with others who drink the water and may not have directly received this notification.

If you have questions concerning this matter or would like to receive future notifications, please contact customer support via the phone number and email above.

Begin forwarded message:

From: Cswr <no-reply@cswr.notifications.authoritypay.com>

Date: September 18, 2023 at 10:14:37 PM EDT

To: elainerecknersammon@gmail.com

Subject: Boil Water Advisory-Lake Royale

Boil Water Advisory-Lake Royale

****SERVICE ALERT****

Due to a water main break, Lake Royale is currently under a BWA. Please

Sent from my iPhone

Begin forwarded message:

From: Lake Royale Property Owners' Association North Carolina <lakeroyalepoa-nc@municodeweb.com>

Date: September 19, 2023 at 5:40:25 PM EDT

To: elainerecknersammon@gmail.com

Subject: [Community Update] Boil Advisory

Reply-To: Aha Starter Site <starter7@municodeweb.com>

Boil Advisory

First, I would like to apologize for the late notice! It has taken the better part of this afternoon to get the information on who is impacted by the boil advisory. I am so sorry!

The streets that are affected are:

Sagamore Dr. beginning at Buckaroo Dr.

Buckaroo Dr.

Rawhide Dr.

Hatchet Dr.

Hatchet Cove

Fort Dr.

Fawn Cove

Doe Dr.

Buck Dr.

Horseman Dr.

Buffalo Dr.

Quarterhorse Dr.

Osage Dr.

Acoma Dr.

White Horse Dr.

← 30
STREETS
LISTED

Santee Dr.

Cree Dr.

Ojibawa Ln.

Chama Dr.

Manhato Dr.

Vega Loop

Pima Ln.

Kansas Dr.

Omaha Dr.

Catoose Dr.

Miami Ln.

Kiki Ln.

Osela Ln.

Okmulgee Dr.

Diego Dr.

Per Central States Water Resources:

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If you have questions concerning this matter or would like to receive future notifications, please contact customer support at support@redbirduoc.com or via phone 855-565-5273.

Thanks.

Grace Noonan, GM

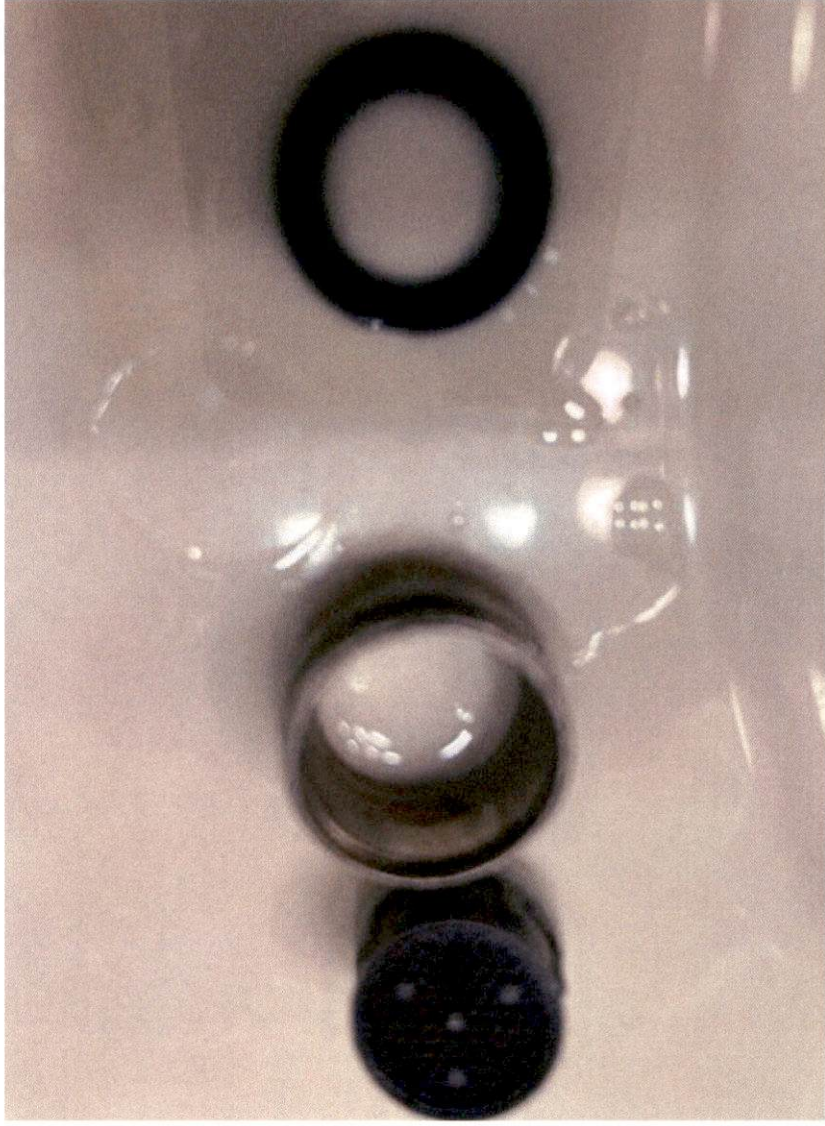
[Unsubscribe](#)

Wainwright Exhibit 1
I/A

OFFICIAL COPY

Oct 03 2023





Water pictures

Richard Wainwright <rwainwright1127@icloud.com>

Thu 9/21/2023 3:33 PM

To: Grace Noonan <grace.noonan@fsresidential.com>

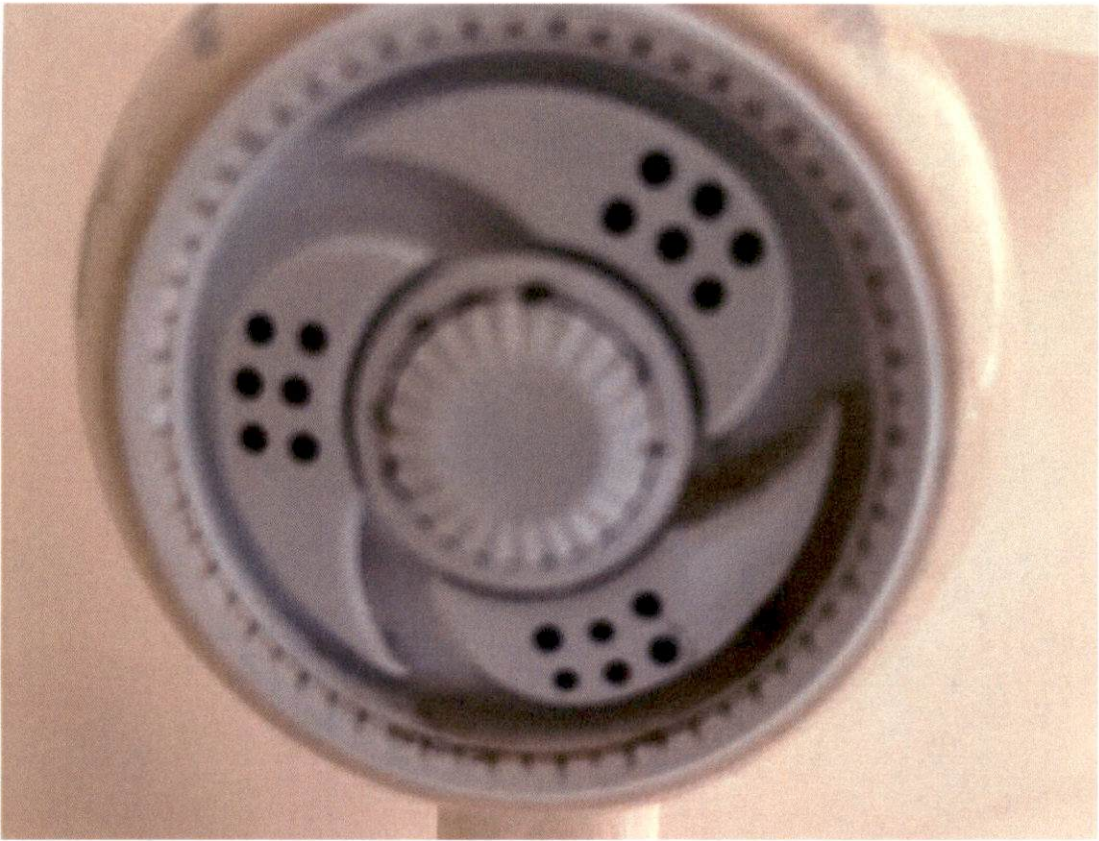
[You don't often get email from rwainwright1127@icloud.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]





Oct 03 2023

OFFICIAL COPY



Sent from my iPhone

All on west side of lake

[REDACTED]

[REDACTED]

[REDACTED]

No communication whatsoever from Red Bird - low pressure

[REDACTED]

[REDACTED]

[REDACTED]

No notice - low pressure

[REDACTED]

[REDACTED]

[REDACTED]

No notice - break - hole in road for months - low pressure

Ms. Poe,

Attached you will find the evidence that I have gathered concerning the TESI Water Association that controls the water supply for our development. I noticed my bills continued to be very high for several months after I stopped watering my lawn in August. I called the headquarters in Louisiana on several occasions and they said they'd re-read and adjust. I had noticed lots of people on our community website complained about their water bills during the three years I'd lived here but hadn't taken any further action until I witnessed on Jan. 16th the TESI meter reader got out of his truck at my meter, walked up to it, and never reached down to open the meter lid, got back in his truck and drove away. After receiving my next bill I was very frustrated to see that the meter compared to my bill was off by several thousand gallons.

By reaching out to our community through social media I've found out lots of people are continuously having this problem! The meters are, for lack of better terminology, being "guestimated" each month.

Since I last spoke with you I dropped by TESI's local office and voiced my concern and told them I had contacted the Utilities Commission. Since then I've noticed they have been reading my meter daily.

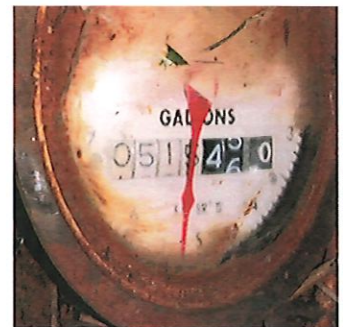
ACTUAL METER READINGS



20 days.....
870 gal. used
aver. 43.5 gal. day



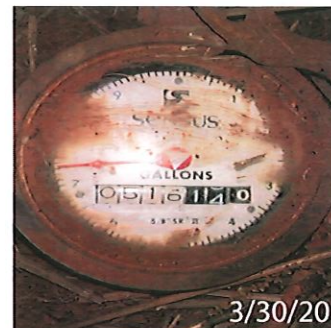
41 days.....
1590 gal. used
aver. 38.5 gal. day



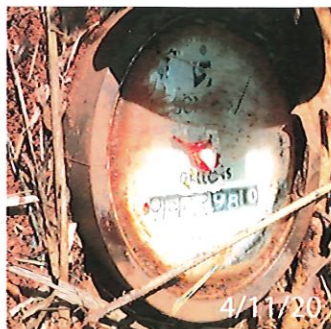
8 days.....
460 gal. used
aver. 57.5 gal. day



6 days.....
220 gal. used
aver. 36.5 gal. day



12 days.....
6040 gal. used
aver. 503 gal. day
(increase partially
attributed to
watering newly
seeded lawn
twice a day)



TOTAL ENVIRONMENTAL SOLUTIONS, INC. BILL

Customer Copy - Keep this portion for your records

| | | | | | | |
|-------------------|-------------------|--------------------|-----------------------|------------------------|------------------|--------|
| CUSTOMER | | | SERVICE ADDRESS | | | |
| MIKE CALLOWAY | | | 2773-10/2772-10 | | | |
| ACCOUNT NUMBER | | | BILL DATE | | DUE DATE | |
| [REDACTED] | | | 08/14/19 | | 09/10/19 | |
| DESCRIPTION | PRESENT READ DATE | PREVIOUS READ DATE | PRESENT METER READING | PREVIOUS METER READING | USAGE | CHARGE |
| PREVIOUS BALANCE | | | | | | 56.36 |
| PAYMENT | | | | | | -56.36 |
| WATER METERED | 08/12/19 | 06/24/19 | 0501190 | 0495700 | 5490 | 62.08 |
| LAST PAYMENT DATE | 90+ DAYS PAST DUE | 60 DAYS PAST DUE | 30 DAYS PAST DUE | CURRENT BALANCE | TOTAL AMOUNT DUE | |
| 08/13/19 | 0.00 | 0.00 | 0.00 | 62.08 | 62.08 | |

DEQ = Department of Environmental Quality

49 days.....

5490 gal. used

aver. 112 gal. day (watered lawn 3-4 times a week)

| | | | | | | |
|-------------------|-------------------|--------------------|-----------------------|------------------------|------------------|--------|
| CUSTOMER | | | SERVICE ADDRESS | | | |
| MIKE CALLOWAY | | | 2773-10/2772-10 | | | |
| ACCOUNT NUMBER | | | BILL DATE | | DUE DATE | |
| [REDACTED] | | | 12/18/19 | | 01/14/20 | |
| DESCRIPTION | PRESENT READ DATE | PREVIOUS READ DATE | PRESENT METER READING | PREVIOUS METER READING | USAGE | CHARGE |
| PREVIOUS BALANCE | | | | | | 59.97 |
| PAYMENT | | | | | | -59.97 |
| WATER METERED | 12/02/19 | 10/18/19 | 0510870 | 0504190 | 6680 | 69.24 |
| LAST PAYMENT DATE | 90+ DAYS PAST DUE | 60 DAYS PAST DUE | 30 DAYS PAST DUE | CURRENT BALANCE | TOTAL AMOUNT DUE | |
| 12/16/19 | 0.00 | 0.00 | 0.00 | 69.24 | 69.24 | |

DEQ = Department of Environmental Quality

45 days.....

6680 gal. used

aver. 148.5 gal. day ????? (no legitimate reason for excessive water useage)

TOTAL ENVIRONMENTAL SOLUTIONS, INC. BILL
Customer Copy - Keep this portion for your records

| | | | | | | |
|-------------------|-------------------|--------------------|-----------------------|------------------------|------------------|--------|
| CUSTOMER | | | SERVICE ADDRESS | | | |
| MIKE CALLOWAY | | | 2773-10/2772-10 | | | |
| ACCOUNT NUMBER | | | BILL DATE | | DUE DATE | |
| | | | 02/20/20 | | 03/16/20 | |
| DESCRIPTION | PRESENT READ DATE | PREVIOUS READ DATE | PRESENT METER READING | PREVIOUS METER READING | USAGE | CHARGE |
| PREVIOUS BALANCE | | | | | | 70.09 |
| PAYMENT | | | | | | -47.21 |
| WATER METERED | 01/29/20 | 12/26/19 | 0513890 | 0513890 | 0 | 29.03 |
| ADJUSTMENT | | | | | | 22.88- |
| LAST PAYMENT DATE | 90+ DAYS PAST DUE | 60 DAYS PAST DUE | 30 DAYS PAST DUE | CURRENT BALANCE | TOTAL AMOUNT DUE | |
| 02/18/20 | 0.00 | 0.00 | 0.00 | 29.03 | 29.03 | |

All call outs are subject to a service charge if the problem is found to be in the customer's responsibility.

DEQ = Department of Environmental Quality
DHH = Department of Health & Hospitals

34 days.....

adjusted because I had called and complained. ?????

TOTAL ENVIRONMENTAL SOLUTIONS, INC. BILL
Customer Copy - Keep this portion for your records

| | | | | | | |
|-------------------|-------------------|--------------------|-----------------------|------------------------|------------------|--------|
| CUSTOMER | | | SERVICE ADDRESS | | | |
| MIKE CALLOWAY | | | 2773-10/2772-10 | | | |
| ACCOUNT NUMBER | | | BILL DATE | | DUE DATE | |
| | | | 03/18/20 | | 04/13/20 | |
| DESCRIPTION | PRESENT READ DATE | PREVIOUS READ DATE | PRESENT METER READING | PREVIOUS METER READING | USAGE | CHARGE |
| PREVIOUS BALANCE | | | | | | 29.03 |
| PAYMENT | | | | | | -29.03 |
| WATER METERED | 02/20/20 | 01/29/20 | 0519020 | 0513890 | 5130 | 59.91 |
| LAST PAYMENT DATE | 90+ DAYS PAST DUE | 60 DAYS PAST DUE | 30 DAYS PAST DUE | CURRENT BALANCE | TOTAL AMOUNT DUE | |
| 03/16/20 | 0.00 | 0.00 | 0.00 | 59.91 | 59.91 | |

All call outs are subject to a service charge if the problem is found to be in the customer's responsibility.

DEQ = Department of Environmental Quality
DHH = Department of Health & Hospitals

22 days.....

5130 gal. used

aver. 233 gal. day????? (no legitimate reason for excessive water useage)