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April 3, 2023

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

***RE: In the Matter of Application of Old North State Water Company, Inc.
for Authority to Adjust and Increase Rates for Water Utility Service
in All Its Service Areas in NC
Docket No. W-1300, Sub 60
First Quarter 2023 Report on Water Quality, Service Issues and Actions Taken***

Dear Ms. Dunston:

In accordance with the Commission's June 13, 2022, Order in the above-referenced docket, and specifically in compliance with ordering paragraph number 7 thereof:

7. That ONSWC shall file quarterly reports, starting on July 1, 2022, and continuing through July 1, 2023, regarding water quality and service issues at the Fish Hawk Ranch, Olde Mill Trace, and Blaney Farms systems as recommended by the Public Staff. Where applicable, such reports shall include a customer complaint log, water quality testing analysis results, and a description of actions the Company has taken or plans to take, including the estimated timeline for future remedial action;

and on behalf of Old North State Water Company Inc., we herewith submit the attached First Quarter 2023 Report for filing in the above referenced docket.

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 Washington

Ms. A. Shonta Dunston
April 3, 2023
Page 2

Thank you in advance for your assistance with this filing. If you should have any questions, please do not hesitate to contact me.

Very truly yours,

/s/ David T. Drooz

David T. Drooz

Attachments

pbb

cc: Parties and Counsel of Record
Reita Coxton, NC Public Staff
Gina Holt, NC Public Staff
Jessica Heironimus, NC Public Staff
Erica Jones, NC Public Staff
Charles M. Junis, PE, NC Public Staff



March 30, 2023

Charles M. Junis PE
Director, Water, Sewer and Telephone Division
Public Staff, North Carolina Utilities Commission

RE: W-1300 Sub 60 Final Order
Water quality and Service Customer Complaints
Blaney Farms, Fish Hawk Ranch, Olde Mill Trace

Subject: 2023 First Quarter Response

Attached for filing, please find Old North State Water Company's (ONSWC) first quarter 2023 response to water quality and low pressure customer complaints as requested by Public Staff. We have developed this cover letter to supply you with a summary of our current and ongoing efforts.

ONSWC compiled the requested information for Blaney Farms, Fish Hawk Ranch and Olde Mill Trace as follows:

- Brief overview of customer complaints and actions taken per system
- Water quality testing results performed during each first quarter over site visit
- Customer complaint work orders received and actions taken by ONSWC operations staff

ONSWC is committed to providing the highest quality water to our customers while meeting their expectations of service.

If you have any questions or comments, please contact me at 252-230-8115.

Sincerely,

/s/ Dale Boyette

Dale Boyette
ONSWC
NC Water Operations Manager

Cc: John McDonald, Owner
Sean McMillan, Chief Operating Officer
Joseph Mitchell, Controller
Dominic Whicher, Customer Service Manager

Overview

Old Mill Trace

PWS ID 40-92-168

ONSWC received no water quality or low pressure complaints during the first quarter of 2023.

Blaney/Senter Farms

PWS ID 40-92-134

ONSWC received no water quality or low pressure complaints during the first quarter of 2023.

The addition of phosphate for sequestration of iron and manganese along with increased distribution system flushing continues to provide improved water quality to the Blaney and Senter Farms communities.

ONSWC received one work order unrelated to W-1300 Sub 60 Final Order. Please find this work order on page 7 of Attachment A, requesting a lock be replaced on a remote well house and confirming the work had been done.

Fish Hawk Ranch

PWS ID 40-92-178

ONSWC received 1 water quality complaint via email during the first quarter of 2023. The email was sent to customer service and is attached to this report. Andrew and Ginger Summer located at 1533 Osprey Ridge requested reimbursement for installation of a home filtration system. ONSWC personnel called Ms. Summer on January 6 and explained that does not provide home filtration systems or reimbursement for them. ONSWC also responded by email (see Attachment A). The Summers were provided a \$60 onetime bill credit as a courtesy.

Work Order #1583 dated 12/27/22 stated Michael Carlos located at 8816 Arched Wing Way was experiencing discolored water with a strong metal odor. (See Attachment A, p. 11) ONSWC operator Alex Bass explained to Mr. Carlos that a mechanical issue occurred the day before which likely caused the issues Mr. Carlos experienced. A filter backwash valve malfunctioned causing this filter to remain in backwash until operators isolated the filter removing it from service. The system was flushed and chlorine residuals were tested. No backwash water entered the distribution system. Kinetico repaired this valve before the filter was returned to service.

System Name: Stanley Farms Well #: 2 System #:

PSI on: _____
PSI off: _____

DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		Well House Residuals				Initials	Comments & Adjustments
							Q2	PO4	Q2	PO4	pH	CL2	PO4	Fe		
2/3/23	9:45		2,344,470	87666		80			45	45	0.9	1.09			ADB	
2/9/23	10:10		2417026	72556		82			40	45	0.71	0.89	0.12	0.08	ADB	
2/9/23	10:40		2,484,329	67303		82			35	43	0.58	0.72			ADB	
2/13/23	9:50		2,680,770	98441		84			28	38	0.65	0.73			ADB	
2/15/23	10					72				21/35						
2/17/23	9:20		2652770	72000		75			33	35	0.82	0.77			ADB	
2/21/23	11		2723568	70798		84			26	30	0.85	0.58			ADB	
2/24/23	9:50		2785035	41467		82			23	29	0.72	0.79			ADB	
2/28/23	12:30		2858738	88703		75			18/45	25	0.56	0.83	0.1		ADB	

Date M/D/Y	Time Arrived	MRT Residuals				Gels Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
2/1/23	9:45	1.31	1.33			ADB	4008 kaylor creek	
	10:10	1.35	1.4			ADB	3728 apple grove	
	10:45	1.18	1.45			ADB	3800 hickory manor	
2/9/23	10:00	0.54	0.73			ADB	4008 kaylor creek	
	10:20	0.39	0.94			ADB	3800 hickory manor	
	10:45	0.38	0.87			ADB	3728 apple grove	
2/16/23	9:50	0.25	0.87			ADB	4008 kaylor creek	
	10	0.29	0.78			ADB	3800 hickory manor	
	10:30	0.61	1			ADB	3728 apple grove	
2/23/23	10:30	0.35	0.74			ADB	4008 kaylor creek	
	10:45	0.42	0.75			ADB	3800 hickory manor	
	10:55	1.65	0.66			ADV	3728 apple grove	

ONSWC'S FIRST QUARTER REPORT 2023
W-1300 Sub 60

System Name: Stanley Farms
Well #: 2
System #:

PSI on: _____
PSI off: _____

DATE MD/Y	TIME Arrived	Backwash Gallons Used	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		Well House Residuals				Initials	Comments & Adjustments
							CL2	PO4	CL2	PO4	pH	CL2	PO4	Fe		
3/2/23	1:50		2,895,754	37046		75			44	23	0.63	0.99			ADB	
3/8/23	10:40		2988714	72830		82			37	19	0.52	0.73			ADB	
3/10/23	8:50		3,045,814	77100		80			30	15	0.66	0.65			ADB	
3/14/23	11:35		3,143,415	87801		84		2	21	11/40	0.68	0.74			ADB	
3/16/23	12:30		3191603	48188		88			17	40	0.61	0.92			ADB	
3/20/23	12:15		3246334	66731		82			11/45	38	0.74	0.88			ADB	
3/23/23	11		3310790	82456		85			40	35	0.7	0.99			ADB	
3/27/23	12:30		3332176	21388		82			38	34	0.68	1.4			ADB	

Date MD/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fa	Mn			
3/1/23	9:45	0.47	0.67				ADB	4008 kaylor creek
	10:10	0.93	0.67				ADB	3728 apple grove
	10:45	0.4	0.7				ADB	3800 hickory manor
3/10/23	9:00	0.54	0.68				ADB	3800 hickory manor
	9:10	0.49	0.72				ADB	3728 apple grove
		0.84	0.77				ADB	4008 kaylor creek
3/15/23	10:45	0.45	1.44				ADB	4008 kaylor creek
	10:55	0.48	1.48				ADB	3800 hickory manor
	11:05	0.43	0.7				ADB	3728 apple grove
3/22/23	10	0.85	0.84				ADB	3728 apple
	10:30	1.01	1.09				ADB	3800 hickory manor
	11:20	1.13	1.16				ADB	4008 kaylor creek

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Detail

Date Printed: 03/30/2023



Work Order #: 001810

Title: I received a call from the home owners association

Origin: Non-PM

Cost Center:

Priority: Medium

Problem: Other

Originated: 03/07/2023 03:54:00 PM

Expected:

Work Category: Water Utility

Address: 2013 Braeburn Dr

Source Type: Location

WO Status: Completed

Originator: Dominic Whicher

Project:

Work Type: Reactive Maintenance

Assigned:

Completed: 03/08/2023 02:20:00 PM

Work requested:

I received a call from the home owners association and they were concerned that the lock on the watershed was rusted and broken. They asked if it could be replaced so that someone didn't get in there

Action Taken:

Replaced lock with a new lock

Comments:

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	Dale Boyette	Operator	252-230-8115	boyettrd@outlook.com	0.00	
2	Alex Bass	Operator		abass@onswc.com	0.00	

Source

Name	Location #	Path	Site	Description
Sender	000025	Sender	South Raleigh	[N/A]

Labor

None

Parts

None

Equipment Usage

None

Tasks/Steps

None

Documents

Type	Name	Size (KB)
Image	I received a call from the home owners association_20231908_021950.jpg	1476.00

ONSWC'S FIRST QUARTER REPORT 2023
W-1300 Sub 60

System Name: Fishhawk
Well #:
System #:

PSI on: _____
PSI off: _____

DATE M/D/Y	TIME Arrived	Backwash Gallons	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Addod CL2 Caustic	Chem. Level Cl2 Caustic	pH	Well House Residuals CL2 Freq2 Fe Mn	Initials	Comments & Adjustments
2/3/23	12	38230	9,692,463 1,787,719	27203 23384		82	5	32/55 28	7.5	0.75 2.05 0.52 0.005	ADB	
2/8/23	1:30		9721062 1812068	28598 24349		86		47 26	7.4	1.75 2.7 0.2 0.007	ADB	
2/9/23	1:45		9,740,248 1,828,588	18184 18517		76		34 25	7.4	1.2 1.99 0.39 0	ADB	
2/13/23	1:30		9777267 1899876	37041 31291		78	5	15/45 24	6.9	1.16 1.84 0.13 0	ADB	
2/17/13	11:30		9803635 1882187	26248 22311		75		34 22	7.7	1.19 1.89 0.31 0	ADB	
2/20/23	9:30		9828230 1903248	24895 21061		70		20 18	7.5	1.21 1.78 0.42 0	ADB	
2/23/23							5 70	15/45 0/35	7.9	2.5		
2/24/23	11:00		9867540 1936859	39410 33611		75		40 32	7.4	1.12 2.45 0.3 0.09	ADB	
2/28/23	9:05	85800	9894458 1959867	26818 23008		70	20	25 28/35	7.3	1.2 2.54 0.1 0	ADB	

Date M/D/Y	Time Arrived	CL2	MRT Residuals PC4 Fe Mn	Gels Flushed	Initials	MRT Address
2/3/22	12	0.75	0.19		1300	ADB 1613 osprey rdge
2/8/23	1:40	1.54	0.09	0		ADB 1509 osprey rdge
2/15/23	1:10	1.04	0.24			ADB 1509 osprey rdge
2/23/23	11:30	0.89	0.52			ADB 8900 arched wing way

ONSWC'S FIRST QUARTER REPORT 2023
W-1300 Sub 60

System Name: Fishhawk
Well #: 162
System #:

PSI on: _____
PSI off: _____

DATE M/D/Y	TIME Arrived	Backwash Gallons	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added CL2 Caustic	Chem. Level CL2 Caustic	pH	Well House Residuals CL2 PC4 Fe Mn	Initials	Comments & Adjustments
3/3/23	11		9,916,454	22087	40871		5	10/35 33	7.5	2.15 2.75 0.42	ADB	
			1,976,861	18784								
3/7/23	2		9950003	33549	62275							
			2007377	28728				34 30	7.6	0.23 2.48 0 0	ADB	
3/10/23	1		9,973,528	23525	43873							
			2,027,525	20148				30 28	7.5	1.28 2.54 0.08	ADB	Ph was 8.1 causing iron to rise.
3/14/23	2	12250	10007285	33727	62501	78	5	26/52 28	7.6	0.4 2.89 0.18 0.003	ADB	CL2 stroke 80 to 75
			2056299	28774								
3/16/23	10:20	8801	10019018	11783	22007	80	3	49/52 27	7.6	1.09 2.48 0.1 0.002	ADB	
			2066523	10244								
3/20/23	8:35	7950	10048295	27277	50827	77		43 24	7.3	0.22 2.78 0 0	ADB	
			2089873	23350								
3/23	8:30		10053839	17544	32448	78		38 21	7.2	0.43 2.66 0.05 0	ADB	
			2104778	14905								
3/24/23	9:30								7.3	0.69 0.06	ADB	
3/27/23	2:30	16770	10094143	30304	55952	75		26 15	7.7	0.85 2.89 0.23 0.015	ADB	
			2130428	25848								
3/28/23									7.2	0.64 2.88 0.1	ADB	
3/29/23	1:40								7.5	0.61 2.48 0	ADB	

Date M/D/Y	Time Arrived	CL2	MRT Residuals PC4 Fe Mn	Gels Flushed	Initials	MRT Address
3/1/23	10:20	1.2	7.4 0.2 0.024		ADB	1613 osprey rdge
3/8/23	10:25	0.79	0.3		ADB	1613
3/15/23		0.25	0.32		ADB	1613 osprey rdge
3/22/23		0.36	0.03		ADB	1613 osprey rdge

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Detail

Date Printed: 03/30/2023



Page 1 of 2



Work Order #: 001583
Title: CUSTOMER CALLED IN AND STATED THAT DISCOLORATION A
Origin: Non-PM
Cost Center:
Priority: Medium
Problem: Other
Originated: 12/27/2022 09:33:00 AM
Expected:
Work Category: Water Treatment Plant
Address: 8816 ARCHED WING WAY
 WILLOW SPRING, NC
 27592

Source Type: Location
WO Status: Completed
Originator: Erica Cochran
Project:
Work Type: Reactive Maintenance
Assigned:
Completed: 12/27/2022 11:45:00 AM

Work requested:

CUSTOMER CALLED IN AND STATED THAT DISCOLORATION AND A VERY STRONG METAL SMELL STARTED LAST NIGHT MICHAEL CARLOS 919-473-9113

Action Taken:

Issues with filter at well plant. Filter hung in backwash cycle. Valved filter off and notified Kinetico to perform service. Flushed system and tested chlorine residuals. Spoke to home owner and explained the issues we had.

Comments:

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	Dale Boyette	Operator	252-230-8115	boyetlrd@outlook.com	0.00	
2	Alex Bass	Operator		abass@onswc.com	0.00	

Source

Name	Location #	Path	Site	Description
Fish Hawk Ranch	000031	Fish Hawk Ranch	South Raleigh	[N/A]

Labor

None

Parts

None

Equipment Usage

None

Tasks/Steps

None

Dale Boyette

From: andrew summer <drewsumnc@gmail.com>
Sent: Friday, January 27, 2023 7:38 AM
To: Dominic Whicher
Cc: Dale Boyette; Sean McMillan; GINGER SUMMER
Subject: Re: Water quality issues

Dominic-

We appreciate all the feedback and month credit. We will take all considerations in our decision on an additional filter system.

On a side note- not that it is a big concern, but just an FYI in case there is an issue- I have noticed lower water pressure than normal in the past week or so, especially in the A.M. (before 6:00), which is a little odd for there should be low system demand around this time, and it has not been as obvious previously. Thanks again for your attention.

On Wed, Jan 18, 2023 at 1:57 PM Dominic Whicher <dwhicher@integrawater.com> wrote:

Hi Ginger and Drew,

Thank you for taking the time to share additional details regarding your request. We thoroughly reviewed the situation and collectively decided that a credit for a month of service was appropriate. Unfortunately, we will not be providing any additional credit or reimbursement.

I can understand the desire to have a filtration system installed in your home, however, this is not something we would recommend even if you decided to purchase it for yourself. We have found that filtration systems can have a negative impact on the treated water and make bacteria growth in your pipes more likely. Our efforts are focused on improving the water quality for the entire neighborhood, and we have made positive steps in the right direction. We installed a filtration system in 2021 that has fixed most issues since then.

The reason for the issues at the beginning of January was due to mechanical failures, and we have processes in place to drastically reduce the chances of mechanical error happening in the future. There is always a chance that something out of our control happens, which is why I say reduce the chances instead of eliminating them.

Also, please let us know if you have any issues in the future. If they are not reported, we cannot resolve them.

Thank you,

Dominic

From: andrew summer <drewsumnc@gmail.com>
Sent: Sunday, January 15, 2023 4:07 PM
To: Dominic Whicher <dwhicher@integrawater.com>
Cc: Dale Boyette <dboyette@onswc.com>; Sean McMillan <smcmillan@integrawater.com>; GINGER SUMMER <gingerarch@gmail.com>
Subject: Re: Water quality issues

Dominic-

Thanks for the effectively structured response and information. However, we do not agree with the minor credit offer based on the situation. It is not our concern what is done for other customers, as we are not presenting this request on behalf of all neighborhood residents, but we of course understand the position. The seemingly low number of complaints is also a non-issue, as we know from neighborhood community chats on social media platforms, that other customers in Fish Hawk Ranch have had many similar issues in the past year, and the occurrence of problems does not always result in the reporting of them, as some (including ourselves) have mostly become resigned to the fact that occasional incidents of pollution are just going to happen here and there is not much that can be done, so we just should suffer through it until it (literally) clears up. Assertion of a 'long-term solution is to find better water quality in new water sources' validates our argument. But any ideas towards a long-term solution have no impact on current or intermediate conditions. As indicated previously, dealing with these pollution problems as they occur has become too irritating and costly (time and money) to deal with, and we look to a permanent fix-- *now*.

You also stated 'reduce the chances of future issues,' which also reaffirms our point that adverse conditions with the water supply will happen again, as that statement completely assures the possibility of more problems will continue to exist. We want to eliminate the chances-- *now*. We have not brought up some of the other troubles- the extremely important issue of health concerns, the occasional hydrogen sulfide odor, or the heavy scale residue which can and will lead to piping/fixture/appliance problems. I cannot express strongly enough our concerns about consuming water that had been 'treated', which on one occasion dissolved the fabric of clothes washed. Also there have been several alarming experiences with adverse effects from skin contact that have happened previously and recently (believe mentioned previously). All together, these problems have contributed to the ever-present wariness/mistrust and distress we have with the water supply for the neighborhood, which will not be alleviated without taking the steps we have suggested.

Therefore we would propose a counter-offer for basically half of what we originally requested- the reimbursement for the amount of the cost of an individual home filter and we would cover the cost of professional installation. The filter system we feel would be appropriate/sufficient can be found here:

<https://www.lowes.com/pd/iSpring-WGB32BM-3-Stage-Big-Blue-Water-Filter-Triple-stage-15-GPM-Mechanical-Filtration-Whole-House-Water-Filtration-System/1000844064>

Keep in mind that we will also have to be purchasing replacement filters from then on- and that cost to us will be around \$150 with every 3-filter replacement. We appreciate the feedback and look forward to your reply. Again, thank you for your time and attention.

-Ginger and Drew Summer

On Fri, Jan 13, 2023 at 5:21 PM Dominic Whicher <dwhicher@integrawater.com> wrote:

Drew,

Thank you for allowing us the time to evaluate your request to reimburse you for installation of a secondary home filtration system.

We sincerely apologize for the water quality issues you have experienced and understand the reason for your request. However, we have made the decision not to reimburse you for the installation of a secondary home filtration system.

In evaluating your request, we considered the following:

- By granting your request we would be obligated to extend the same consideration to all Fish Hawk Ranch (FHR) customers, which would result in fewer resources available to improve the overall water quality for all FHR Residents.
- We are putting processes in place to reduce the chances of future issues:
 - We are increasing filtration preventative maintenance schedules from the manufacturer's suggestion of once every 2 years to once every 6 months. The recent mechanical failure revealed the necessity for increased PM. This will begin next Thursday afternoon.
 - We are increasing distribution system flushing schedules to reduce the aesthetic issues such as discolored water or stained laundry experienced by FHR customers.
- The installation of additional filtration and treatment processes in September of 2021 greatly improved the water quality at FHR. To the extent that we received only 4 water quality complaints in 2022.
- Despite the increase in demand on the treatment process due to more homes being built in phase 2, we have been able to optimize the existing filtration and treatment through daily site visits by our operators.
- We believe that the long-term solution is to find better water quality in new water sources. We have identified 3 new well sites in phase 3 of FHR development, and this will require ONSWC resources to complete.

We acknowledge that additional improvements must be made to reach our goal of no water quality complaints. We are committed to providing the highest water quality we can and ensuring FHR confidence in their drinking water supply.

In lieu of granting your request, we are happy to offer you a credit to be applied to your water bill. On your next bill, you will see a \$60 onetime credit due to the inconvenience caused by the mechanical failure. This credit is a little more than your average monthly bill.

Please know that ONSWC is diligently working to improve water quality at FHR.

Again, we apologize for the issues you have experienced.

Thank you,

Dale and Dominic

From: andrew summer <drewsumnc@gmail.com>
Sent: Monday, January 9, 2023 3:13 PM
To: Dominic Whicher <dwhicher@integrawater.com>
Cc: Dale Boyette <dboyette@onswc.com>; Sean McMillan <smcmillan@integrawater.com>; GINGER SUMMER <gingerarch@gmail.com>
Subject: Re: Water quality issues

Thanks for the reply Dominic-

This is Drew--We want to thank Dale for his excellent feedback and attention to the Fish Hawk Ranch well system. We realize the issues with the water quality are challenging, and appreciate all the efforts to remedy the problems.

Issues have existed since before we even moved into our newly constructed home. There was heavy discoloration obvious in the water when we were scouting the neighborhood, but we were patronized with basic customer placating responses to our concerns- 'It's a new system and new connections, it will clear up soon.' ---- and then we didn't drink water from the system for the first *two months* after we purchased the home moved in, and had to do laundry elsewhere after realizing laundry was being ruined by unexpected heavy periods of discoloration and also heavy chlorine treatments.

As alluded to previously, the occasional pollution of the water supply has just become overly exasperating, as for 2-1/2 years we have experienced these problems and are constantly uneasy about using water in our home and greatly concerned about the damage it has caused (seen and unseen). The only remedy would be to install a whole house filter system for our individual branch service. We have researched and found that these systems range from a few hundred dollars to several thousand, but we of course realize any system we employ is basically a secondary system to the main and would not need to be at the high end of the spectrum. Also, we would have to incur the cost of hiring a

licensed plumber to ensure the proper installation of the filter system, and I can only guess the labor could amount to at least the same price of the unit, if not more.

As mentioned before, we never anticipated having to purchase a filter system, and we wish to ask for reimbursement from Integra, for labor and materials of a system we feel would be sufficient to supplement, and intercept any future failures of, the main well filtration system.

On Fri, Jan 6, 2023 at 2:58 PM Dominic Whicher <dwhicher@integrawater.com> wrote:

Dale,

Thank you very much for speaking with Ginger. I appreciate you sharing the more technical information.

Ginger,

I'll be happy to connect with you at your convenience. Please let me know when it's best for you.

Thank you,

Dominic

From: Dale Boyette <dboyette@onswc.com>
Sent: Friday, January 6, 2023 12:13 PM
To: Dominic Whicher <dwhicher@integrawater.com>; drewsumnc@gmail.com
Cc: Sean McMillan <smcmillan@integrawater.com>
Subject: RE: Water quality issues

Dominic,

I spoke with Ginger Summer by phone and informed her of the issues and efforts we made to resolve them this past weekend.

Ginger knows Mike Stewart, FHR engineer of report. I encouraged her to speak to Mike in regards to water quality at FHR.

She and Drew will discuss potential compensation for damaged laundry etc. We will need a follow up conversation to address the compensation.

I explained the mechanical issues we had with the filtration and offered sincere apologies for the inconvenience.

Thanks,

Dale Boyette

ONSWC

NC Water Operations Manager

dboyette@onswc.com

252-230-8115

From: Dominic Whicher <dwhicher@integrawater.com>

Sent: Friday, January 6, 2023 10:35 AM

To: Dale Boyette <dboyette@onswc.com>

Cc: Sean McMillan <smcmillan@integrawater.com>

Subject: FW: Water quality issues

Hi Dale,

We received an email from a customer at Fish Hawk Ranch early this morning. They have a laundry list of issues related to the system flushing. I was thinking it may be helpful if you reached out to this customer to explain things from the water side and also learn more about the chemical issues he's experiencing.

I'd be happy to connect with the customer as well in regard to potential compensation based on your recommendation.

Their numbers are: 919-518-0450 and 919-880-3647

Thank you,

Dominic

From: andrew summer <drewsumnc@gmail.com>
Sent: Friday, January 6, 2023 5:28 AM
To: info <info@integrawater.com>
Subject: Fwd: Water quality issues

To whom it may concern-- see below-- as the email we sent to the agent (we had previously corresponded with) came back as 'Blocked' for some reason. Please forward our email below to the appropriate party. Thanks!

----- Forwarded message -----

From: andrew summer <drewsumnc@gmail.com>
Date: Wed, Jan 4, 2023 at 5:12 PM
Subject: Water quality issues
To: John Miller <jmiller@integrawater.com>
Cc: GINGER SUMMER <gingerarch@gmail.com>

Hello again from 1533 Osprey Ridge Dr., Willow Spring, NC (Fish Hawk Ranch neighborhood). We are referencing the recent filter repair causing water quality issues in the FHR system, and we experienced brown water for a time, and are continuing to have brownish yellow discoloration today.

We wish to express the issues it causes us whenever the main system needs 'flushing'. We have to 'flush' our individual branch system as well, and this also results in a large quantity of wasted water, which not only adds to our usage, it taxes our septic system as well (this region has no sewer service, each resident in the whole neighborhood has their own septic tank/field). All of our fixtures get stained and need extensive cleaning, especially toilets, which fill with discolored water with each flush, and the inner surface of the tank gets coated with the offending brown deposits, leading to the need to clean the inside walls of the tank, resulting in a slow-to-clear water refill of toilet bowls, leading to the need for more cleaning, and more flushing, and more water usage/wasted to try and clear the system. The water heater gets filled with the discolored water, which also results in the same effect as the toilets, continuously staining fixtures when hot water is used. This of course also affects a washing machine and the clothes being subjected to discoloration. This results in laundry having to be re-washed in an attempt to remedy the affected items, which never fully recover- more time and water wasted.

It does take a very long time just to try and clear our own system out, and more time and expense to use cleaning agents to try and scrub clear what can be cleaned (of course a water heater cannot be cleaned out and this has been a lingering concern). Most of our fixtures are beyond a point of return to their original luster/whiteness and this is of great dismay. We can only imagine what this does to the overall piping system and related items (refrigerator water/ice system for example, which is fortunately filtered before it is consumed, but this results in the need to change filters more often than should). This is the case EVERY time there is an incident with discoloration, and there have been too many to mention.

There is also the 'bleaching' smell and skin irritation it causes when the main system gets 'treated' (which there is never any warning). Smelling like a bottle of bleach after taking a shower (as was the case after this last incident with main system flushing last week) and family members reporting skin irritation after previous incidents which has been visible in the form of rashes and dryness/itchiness, is alarming, annoying, (add a disparaging word of your choice here), and is beyond what should be acceptable from a public potable water system. We of course look back to the extreme bleaching issues we experienced a while back that irreparably damaged laundry items, and recall the appropriate compensation we were awarded (water bill credit) as a result. It seems that again, we are justified in seeking some new consideration for our exasperation and expense of having to occasionally deal with the experiences listed above. We are considering purchasing a 'whole house' filtration system, that we never anticipated would be needed, but it seems to be the only solution to prevent the work, stress, expense, etc., we are forced to endure with every incident along with the ever present wariness of using/consuming water in our home. We have already purchased a filter system for our kitchen sink so we can at least feel a bit at ease when using water for food preparation or sustenance. We look to a solution which could, and should include cost reimbursement of the purchase of an individual home filtration system of our choice. We welcome conversation on the matter and appreciate your time and attention.

Ginger and Drew Summer

ONSWC'S FIRST QUARTER REPORT 2023
W-1300 SUB 60

System Name Dye M/E Traps		Well #		System #											
DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Metro Meter Number	Victor Number	Gallons Since Last Visit	PSI	Chem. Added O2 PPM	Chem. Level O2 PPM	Well House Residuals				Initials	Comments & Adjustments	
									glt	CL2	PO4	Fe	Mn		
1/3/23	9:0		10683562850025		1918543558	90		27	32	0.52	0.67	0.06	0.028	cmh	
1/9/23	8:15		1070954102882994		2131354214	95	455	355	15	15	0.67	0.69		cmh	
1/9/23	8:00		1072985428684208		2555855040	90		35	48	0.86	1.02	0.04	0.009	cmh	
1/13/23	11:00		1075541026749248		1934249280	95		23	47	0.8	1.05			cmh	
1/16/23	10:45		1077475226456528		2010891025	95	458	11	47	0.71	0.7	0.03	0.012	cmh	
1/16/23	7:03		107946602884052		2573589180	100		35	40	0.88	1.22			cmh	
1/23/23	10:30		1081583628814742		1880048054	80		20	30	0.9	1.21	0.04	0.01	cmh	
1/29/23	8:50		108389132882707		2787870187	95	380	10	25	0.88	1.24			cmh	
1/30/23	9:00		108374827882804		3009050000	90		21	15	0.9	1.21	0.05	0.011	cmh	
					168115502048										

PSI on: _____
PSI off: _____

Date M/D/Y	Time Arrived	CL2	PO4	Fe	Mn	Gals Flushed	Initials	NRT Address
1/9/23	9:15	47.00	0.80	0.07	0.01	0.012	cmh	2555 Sumner gate 2700 gram nit
1/13/23	11:00	29.30	0.70	0.04	0.01	0.011	cmh	2852 Sumner gate 2408 azodic of
1/19/23	8:50	16.70	0.50	0.02	0.01	0.008	cmh	2555 Sumner gate 201 Meter stop

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Apr 03 2023

ONSWC'S FIRST QUARTER REPORT 2023
W-1300 SUB 60

System Name: Oliver Mill Trace Well #: 165 System #:

PSI on:
PSI off:

DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Meters Meter	Meter Number	Gallons Since Last Val	PSI	Chem. Added		Chem. Level		Well House Residuals				Inflow	Comments & Adjustments
							CL2	PO4	OZ	PC4	pH	CL2	PO4	Fe		
3/27/23	8:45		110610175732029			100	450	390	3	15	0.59	1.8	0.03	0.011	cmh	
3/8/23	9:45		110602027042998			85			34	45	0.74	1.50	0.03	0.01	cmh	
3/10/23	10:10		11134629/27712145			88			18	39	0.66	1.78			ADB	
3/13/23	10:30		11154565/27765624			97		3	3/65	36	1.29	1.46			ADB	
3/16/23	10:00		11174285/27817678			90			22	30	1.12	1.4	0.05	0.012	cmh	
3/20/23	9:30		11201363/27851167			100	450		7	24	0.94	1.31	0.02	0.009	cmh	
3/23/23	9:30		11221553/27942817			99			38	20	0.67	1.3			cmh	
3/28/23			11262283/28053280			80			17	12	0.88	1.16	0.04	0.008	cmh	

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Inlets	MRT Address
		CL2	PO4	Fe	Mn			
3/27/23	8:45	30.25	2.12	1.03	30/06/113/014/14	cmh	2700 grain mill (2805 Burma gate)	