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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

<u>Docket No. W-1300, Sub 60</u>

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 York New Jersey 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,

Is David 7. 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,

10/ 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.

TIME																			PSI off:					
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			-			1 .			- 01						-				Seattle Line				-	B 3816 hickory manor
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DATE	TIME	Backwash	Master	Motor	Gallons Since	PSI	Chem.	Added	Chem.	Level		Well H	ouse Re	siduats		initials	Comments & Adjustments
M/D/Y	Arrived	Gallons Used	Meter	Number	Lost Visit	25-27	CL2	PO4	GI2	P04	pH	CL2	PO4	Fa	Mn		
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2/9/23	10:10		2417026	72556		82		40	45	0,71	0.89	0.12	0.08	ADB			10:10	1.35	1.4				3728 apple grove
2/9/23	10:40		2,484,329	67303		92	1	35	43	0.58	0.72			ADB			10:45	1.18	1.45		1	ADB	3800 hickory manor
2/13/23	9:50		2,680,770	98441		84		25	38	0.65	0,73			ADB		2/9/23	10:00	0.54	0.73			ADB	4008 keylor creek
2/15/23	10					72	1	21/35									10:20	0.39	0.94	- 25		ADB	3800 hickory manor
2/17/23	9:20		2652770	72000		75		33	35	0.82	0.77			ADB			10:45	0.38	0.87			ADB	3728 appla grove
2/21/23	11		2723568	70798		84		26	30	0,65	0.58			ADB		2/15/23	9:50	0.25	0.97		1	AD8	4006 kaylor creek
2/24/23	9:50		2765036	41467		82	1	23	29	0.72	0.79			ADB			10	0.29	0.78	- 1		ADB	3800 hickory manor
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2/1/23	12:15		5201227 132929	417		88		25	38	1.	5 0.98			ADB	
2/9/23	11		5,202,527 132,955	1300		85	1	23	36	1	2 1.23			SOA	
2/13/23	10:10		5202941 132983	314		80		18	35	0.	6 1.2			ADO	WELL breaker keeps tripping
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2/21/23	1:30		5244829 133024	28481		82	2.75	5/50	33	1.	75 0.65			ADB	
2/24/23	0:55		5268522 132867	23893		88	1 1	48	31	1	2 0.79			ADB	
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3/B/23	10:40		2988714	72930		92	1	37	19		0.52	0.73		1	ADB			10:10	0.93	0.67		1	ADB	3726 apple grove
3/10/23	8:50	-	3,045,814	77100		80	1	30	15		0.88	0.65		ì	ADB			10:45	0.4	0.7	1.			3800 hickory manor
3/14/23	11:35		3,143,415	97801		84	2	21	11/40	1	0.68	0.74		- 1	ADB		3/10/23	9:00	0.54	0,66		1		3800 hickory manor
3/16/23	12:30		3191603	48188		88		17	40		0.61	0.92			ADB			9:10	0.49	0.72				3728 apple grove
3/20/23	12:15		3246334	56731		82	2	11/45	38		0.74	0.68		1	ADB				0.84	0.77				4008 knylor creek
3/23/23	11		3310790	82456		85		40	35		0.7	0.99			AD8		3/15/33	10%5	0.45	1.44	- 1		ADB.	4006 keyfor creak
3/27/23	12:30		3332176	21386		82		38	34		0.68	1,4			ADB			10:55	0.48	1,48			ADB	3800 hickory manor
																	VELOCIAL PROPERTY.	11:05	0.43	0.7	10		ADB	3728 apple grove
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M/D/Y	Arrived	Gallons Used	Meter	Number	List Visit		CL2 PD4	CI2	P04	pН	CL2	PO4	Fe	Mn		
3/2/23	2:30		5.299,218	10015		90		40	30		0,95	68,0	1		ADB	
			132,821				1	1								
3/6/23	. 11		5317110	17892		76		38	27		1.06	1.85			ADB	
-			132958													
3/10/23	9:20		5,328,775	11685		75		36	27		0.77	0.85			ADB	
			132,980					1								
3/14/23	11:5D		5332711	3936		77		35	27		0.79	0.77			ADB	
			132989													
3/16/23	12:45	-	5334210	1499		90		36	26		0,68	0.72			ADB	
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37073	12:40		5367256 132987	33045		90	1	30	25		0.71	0.86			ADB	
3/23/23	11:30	-	5375276	8021		88	1	28	24		D.46	1,22			ADB	
ercoles.	11.00		132987	JUL 1			1	1 -0			4440	1 vilada			ruse	
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Detail

Date Printed:

03/30/2023

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



Page 1 of 2



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

WO Status: Completed

Source Type: Location

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 Est Hrs Company Name Employee # Name Job Title **Phone Email** 0.00 1 **Dale Boyette** Operator 252-230-8115 boyettrd@outlook.com 2 0.00 Alex Bass Operator abass@onswc.com Source Name Location # Path Site Description Senter 000025 South Raleigh [N/A] Senter Labor None Parts None Equipment Usage None

Туре	Name	Size (KB)
Documents		THE BALLY TO REPLY THE RESERVE OF TH

Tasks/Steps None

[System Name Fishhirwk						System													PSI on: PSI off:						
DATE M/D/Y	TIME	Backwash Gettons	Master Meter	Meter Number	Gallons Since Lust Visit	PSI	100000	Added		Level	рH		Pred2		Mn	Initials	Commente & Adjustments		Date M/D/Y	Time Arrived	CL2	MRT R	esiduals Fe	Mn	Gals	mittals	MRT Address
1/3/22	10	Camoria	9,360,980	67859	Last Tim	80	ı	20	11/30	9/20	7.7		2.39			ADB	Filters are still down.	h	1/11/22	4:20	2		0.38	0		_	1613 osprey ridge
			1,502,690				1		o manu									Ì	1/12/22	1:20	1.85		0.54	0.014	1 19	ADB	1613cmprey ridge
1/4/22	3:30		9368082	17,102		80	1		25/55	18	7.7	1.85	2.7	0.32	0.018	ADB	Filters are back in service. System flu	shed	1/10/22	2:50	1.95		0.35	0		ADB	1525 asprey ridge
			1514047	11357			1												1/26/23	9:30	1,28		0,32	0		ADB	1613 ceprsy ridge
1/5/22	4:35		9,381,260	13178		75	1	40	50	15/36	7.1	.99)	1.27	0.38	0	ADB	CI2 stroke 40 to 80	1									
			1,525,086	11039			1																		1 0		
1/9/22	1:30		8419574	38314		78	1		29/55	30	7,5	0.23	2.45	0.85	0.018	ADB	Pre cl2 was .75 before cl2 adjustment						8 1		1 8		
			1857609	32523														1						1	1		
1/10/22	8:30	-			F-1						7,8	1.67	2.75	0.88	0,019	ADB		1			-				119	-	
1/11/22	1:50	23764	9454856	35292		80		30	40 33	25/35 34	7.5	1.45	2.39	0.32	0.046	_		ŀ								-	
11/14/44	1:30	23/04	1687536	29927		60			33	04	7.3	1.43	2.00	0.41	0.010	TURE		1									3.5
11/13/22	10:50		1007000				3		31	26/65	7.7	1,65	2.4	0.61		ADB		ı									
11/18/22	12 30		9494943	40077		78	1		29	35	7.4	1.55	2.68	0.5	0	ADB		I							1		
			1621647	34111														[11 1				
11/19/22	1:55	83531	9553263	58320		80	8	30	14/50	17/35	7.6	1.82	2.65	0.31	0	ADB	2nd filter had gotten stuck in backwar	n									
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Detail

Date Printed:

03/30/2023

ONSWC'S FIRST QUARTER REPORT 20 W-1300 Sub 60



Page 1 of 2

001593

0-4--# 004500

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:

Custom Fields

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

None Assigned To Employee # Name Job Titte Est Hrs Company Name **Phone Email** 0.00 **Dale Boyette** 252-230-8115 boyettrd@outlook.com 1 Operator 2 Alex Bass Operator abass@onswc.com 0.00 Source Path Description Name Location # Site Fish Hawk Ranch 000031 Fish Hawk Ranch South Raleigh [N/A] Labor

None

Parts

None

Equipment Usage

None

Tasks/Steps

None

Dale Boyette

andrew summer <drewsumnc@gmail.com></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. Assertment 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:
 - o 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.
 - o 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 leu 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</smcmillan@integrawater.com></dwhicher@integrawater.com></dboyette@onswc.com>

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 inconve-	
	NIENCE
i explained the incollantal 1330c3 We light With the littletion and one led sincere applicates for the incolling	THE INC.

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 imiller@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

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DATE	TIME	Backwash	Masier	Meler	Gallons Sinos	PSI	Dem.	Acong	Chem	Level		West Ho	wsc Re	sidedis		Initials	Constrants & Adjustmenta	Date	Time	ī	MRT R	siounis.		Galin	Inktata	MRT
M/D/Y	Arrived	Gallons Used	Meter	Number	Last Vivil		0.2	PO4	02	P04	SH	612	P04	Fa	Mil			M/D/Y	Amivad	CLZ	P04	Fe	Min	Flushed		Address
2/2/23	9:00		5883134/2/129769		22820/5715@/60067	100	450	350	7	10		0.56	1.8	0.00		smh				1						
2/8/23	11,00	- 1	0915963/2715494		20907/67302	95			36	41		0.69	1.76	0.03	0,009	conh				1						
2/10/23	920		10942930/27	222251	22440/55678	90			25	35		0.79	1.59			centa										
2/19/23	12:00		10965370/27	277930	27873/88734	90	345		14	26		0.77	1.6	0.05	0,011	anh				7						
2/17/23	848	3	0903043/2734568	4	21020/53101	90	1		29	22		0.8	1.48			cmh				1				11 8		
220/20	9:30	1	1014063/27399765	5	21020/52870	95	1		16	18		0.73	1,59	0.17	0.016	conh				1				N 8		
2/3/23	11:30	1	1005083/2745253	5	28681/87684	68	1 5	2	13/25	3/30		0.77	1.23			ADB			-	1						
227/23	10.00	1	1081774/27520019	9	20000/80000	90			15	20		0.75	1,22	0.14	0,015	cosh										
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DATE	TIME	Bactwash Gelions Used	Marsins Meter	Atletor Number	Gations Since Last Vall	PS	Chem. As			Level PD4	pH		ouse Re PO4	sours Fe	Mn	install	Comments & Adjustments	Date M/D/Y	Time	az	MRT Res	iduals Fo V		Gris		MATT
3/2/23	8:45		1081017/275706	29		100	450	3/50	3	15		0,59	1.6	2,23	0.011	conh [3/2/23	8:45			V.069.113V.0				2700 grain mil 12800 fuma ga
36/23	9.45		1100520/278420	Set		100	10.00		34	45	1	0.74		0.05		onth				1			- 1	- 1		
3/10/23	10:10		11134629/27	7712145		88			18	39		0.66	1.78			AD6]			- 0	Г		
3/13/23	10:30		11154565/27	7765624		97	3	- 1	3/35	36		1,29	1.46			ADB				1				1		
3/16/23	10:00		1174205-278176			90	1 -		22	30		1.12	1.4	0.05	0.012					1			- 1			
3/20/23	9:50		1201363-078591			100	4/50		7	24		0.94	1.31		0,009					1			- 1	- 1		
3/23/23	9-30		1221363/279428			98		- 1	38	20		0,67	1,3			contr.				1			1	T		
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