

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:18 PM  
**To:** Butler, Trisha  
**Subject:** FW: Tessi

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:52 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Tessi

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Direct 252-220-9335  
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**From:** [lifesazoo04@gmail.com](mailto:lifesazoo04@gmail.com) <[lifesazoo04@gmail.com](mailto:lifesazoo04@gmail.com)>  
**Sent:** Wednesday, September 6, 2023 10:53:31 AM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Tessi

Issues outlined below.

1. Inability to contact the office despite multiple attempts over multiple days.
2. Repairs taking extensive time
3. Water quality— brown water, residue on faucets & tubs, poor pressure
4. Repairs very frequently leave damage to roads and are “patches” as the same areas keep having leakage issues
5. Water meters with flowing water are not fixed, even after it’s reported. (Example— house directly across from the end of Chippewa Drive- away from Sagamore, don’t remember the road name).

Thank you  
Becky Patterson  
136 Chippewa Drive

Sent from my iPhone

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:17 PM  
**To:** Butler, Trisha  
**Subject:** FW: Water

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:51 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Water

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**From:** Donna McIntyre <[donnamcsells@gmail.com](mailto:donnamcsells@gmail.com)>  
**Sent:** Wednesday, September 6, 2023 11:39:17 AM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Water

ⓘ You don't often get email from [donnamcsells@gmail.com](mailto:donnamcsells@gmail.com). [Learn why this is important](#)

I did not have any issues with Tesi , I do have an issue with the new company proposing price increases, that are extremely high, in my opinion

Donna McIntyre, Realtor  
Cell: 919-880-3254

Email: [DonnaMcSells@gmail.com](mailto:DonnaMcSells@gmail.com)

Sent from my iPhone

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:17 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI Issues

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:51 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI Issues

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**From:** Joseph Pierce <jep3555@gmail.com>  
**Sent:** Wednesday, September 6, 2023 12:04:52 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** TESI Issues

My one main concern was the lack of response to any of my calls concerning any questions I had about billing issues, water pressure or leaks. Also, there was very little time given between receiving a monthly bill in the mail and the required payment date. If your payment by mail was one day late a maintenance man was immediately dispatched to shut off your water. TESI was certainly concerned much more with not receiving their money than our problems with their water service.

**Butler, Trisha**

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:17 PM  
**To:** Butler, Trisha  
**Subject:** FW: [Community Update] TESI/Red Bird Water System Sale

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:51 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: [Community Update] TESI/Red Bird Water System Sale

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**From:** Catharine Campbell <homesrdu@yahoo.com>  
**Sent:** Wednesday, September 6, 2023 12:17:47 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** Fw: [Community Update] TESI/Red Bird Water System Sale

You don't often get email from [homesrdu@yahoo.com](mailto:homesrdu@yahoo.com). [Learn why this is important](#)

Water pressure has been an issue the entire time we have been here. It seems during times of high usage--like when everyone is getting ready in the morning, pressure is weak.

Numerous breaks throughout the neighborhood, sometimes causing water outages.

There have been sections of road where there were known water leaks that went on for months without repair. That would affect water quality and safety.

TESI didn't seem to be adequately staffed to address issues like water outages.

Numerous boiling advisories. Sometimes the water comes out yellow or brown.

Catharine Campbell  
408 Shawnee Dr.

----- Forwarded Message -----

**From:** Lake Royale Property Owners' Association North Carolina <[lakeroyalepoa-nc@municodeweb.com](mailto:lakeroyalepoa-nc@municodeweb.com)>

To: "homesrdu@yahoo.com" <homesrdu@yahoo.com> LAKE ROYALE PROPERTY OWNERS' E-MAILS  
Sent: Wednesday, September 6, 2023 at 12:10:31 PM EDT W-1146, SUB 13 AND W-1328, SUB 10  
Subject: [Community Update] TESI/Red Bird Water System Sale

# TESI/Red Bird Water System Sale

Good morning,

In an effort to make sure your voices are heard with the NC Utilities Commission, I need you to email me any specific examples of issues you have had (personally) with TESI. Please include any concerns you may also have about the sale of TESI to Red Bird, i.e. rate increase, repair timelines, etc.

Unfortunately, I do need your examples no later than Friday, September 8.

Please send your email to [grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com) or you can drop off a paper copy at the POA office.

Make sure you are very specific about your issues and concerns. We will forward all documentation to the utility attorney to provide to the NC Utilities Commission.

Thank you.

Grace Noonan, GM

[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)

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Sep 11 2023



**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:16 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI/Red Bird  
**Attachments:** 20230905\_182736A.jpg; 20230905\_182732A.jpg

Trisha, I just forwarded this to you but wanted to make sure you saw and incorporated the photos

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:50 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI/Red Bird

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**From:** Andrew Switala <[andrew.switala@gmail.com](mailto:andrew.switala@gmail.com)>  
**Sent:** Wednesday, September 6, 2023 12:18:59 PM  
**To:** Grace Noonan <[Grace.noonan@fsresidential.com](mailto:Grace.noonan@fsresidential.com)>  
**Subject:** TESI/Red Bird

Advertisement  
You don't often get email from [andrew.switala@gmail.com](mailto:andrew.switala@gmail.com). [Learn why this is important](#)  
Grace,

I have had three water leaks in front of my house (519 Sagamore Drive) in the last 4 years. Two leaks occurred under TESI and both took well over a year to repair. The second was so severe that the road bed started to collapse and barriers had to be put up to keep people from driving on the road. The last incident was reported to TESI and then Red Bird about a month ago. They did fix it yesterday, but the area where they fixed it is a mess (see attached pictures). I am happy that it didn't take over a year to fix, but the area should be left in better shape when they are finished. They did throw down grass seed, so I presume they are finished with repairs. I hope that helps.

Thank You,

Andrew Switala  
919-208-8513

LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

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LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

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Sep 11 2023



**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:14 PM  
**To:** Butler, Trisha  
**Subject:** FW: [EXT] Fwd:

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:50 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd:

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**From:** Ross Morey <[ross.morey@azzur.com](mailto:ross.morey@azzur.com)>  
**Sent:** Wednesday, September 6, 2023 12:26:34 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:**

Microsoft Word You don't often get email from [ross.morey@azzur.com](mailto:ross.morey@azzur.com). [Learn why this is important](#)

Hello Grace,

We have been on the lake for 3.5 years in 2 locations. 619 Shawnee Dr for 3 years and now at 415 Shawnee Dr 6 months . Both locations have severe drops in psi to the point where it trickles. Does not seem to be a specific cadence but is very often as in weekly to bi weekly.

Thank you for hearing my complaints and being a voice for me.

Ross Morey

Associate Director, Client Operations  
Site Head of Validation & Facilities

C: 919.897.0008

1101 Shiloh Glenn Dr.

Morrisville, NC 27560



**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:14 PM  
**To:** Butler, Trisha  
**Subject:** FW: [Community Update] TESI/Red Bird Water System Sale

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:50 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: [Community Update] TESI/Red Bird Water System Sale

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---

**From:** Russmanrjp <russmanrjp@aol.com>  
**Sent:** Wednesday, September 6, 2023 1:17:39 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** [Community Update] TESI/Red Bird Water System Sale

Hi Grace,

As requested, this is my subject input. My experience with water has been fine. However, since I moved in in 2020, my bills have been averaging around \$55 -\$60 and I live alone. My daughter and neighbor live in the community and pay approximately the same with large families and homes. So, I asked TESI to change the meter. After much back and forth, they agreed to replace the meter. They claim that they tested the old one and it tested ok. However, since the new meter was installed, my bill drop to an average of \$35-\$40 a month. So, I called and stated that I was correct and have been overcharged for 2 yrs, but they refused to issue a retroactive credit. So, it was either the meter or incorrect meter readings. At any case, I was overcharged.

Regards,

Russ Packard  
585 Sagamore

----- Original message -----

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

Date: 9/6/23 11:10 AM (GMT-05:00)

To: [russmanrjp@aim.com](mailto:russmanrjp@aim.com)

Subject: [Community Update] TESI/Red Bird Water System Sale

LAKE ROYALE PROPERTY OWNERS' E-MAILS

W-1146, SUB 13 AND W-1328, SUB 10

## TESI/Red Bird Water System Sale

Good morning,

In an effort to make sure your voices are heard with the NC Utilities Commission, I need you to email me any specific examples of issues you have had (personally) with TESI. Please include any concerns you may also have about the sale of TESI to Red Bird, i.e. rate increase, repair timelines, etc.

Unfortunately, I do need your examples no later than Friday, September 8.

Please send your email to [grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com) or you can drop off a paper copy at the POA office.

Make sure you are very specific about your issues and concerns. We will forward all documentation to the utility attorney to provide to the NC Utilities Commission.

Thank you.

Grace Noonan, GM

[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)

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**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:13 PM  
**To:** Butler, Trisha  
**Subject:** FW: [EXT] Fwd: Not happy with the increase but if this company does repairs ASAP and replaces some main water lines from water tower I'll be ok paying the extra. Had a water leak for about a year now from Shawnee Dr. effecting 105 Huron Drive ditch. Dit

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:49 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Not happy with the increase but if this company does repairs ASAP and replaces some main water lines from water tower I'll be ok paying the extra. Had a water leak for about a year now from Shawnee Dr. effecting 105 Huron Drive ditch. Dite...

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**From:** Carol Goettling <[carolgoettling@gmail.com](mailto:carolgoettling@gmail.com)>  
**Sent:** Wednesday, September 6, 2023 1:18:45 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Not happy with the increase but if this company does repairs ASAP and replaces some main water lines from water tower I'll be ok paying the extra. Had a water leak for about a year now from Shawnee Dr. effecting 105 Huron Drive ditch. Ditch is always...

[You don't often get email from [carolgoettling@gmail.com](mailto:carolgoettling@gmail.com). Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Sent from my iPhone

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:12 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI Complaints

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:49 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI Complaints

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---

**From:** Roxanne Howell <[roxanneknight9@gmail.com](mailto:roxanneknight9@gmail.com)>  
**Sent:** Wednesday, September 6, 2023 1:32:26 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI Complaints

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Hi Grace,

I hope your day is going well!

We have not been happy with TESI since we purchased here at Lake Royale back in March 2023. Our property address is 116 Catoose Dr, Louisburg NC. TESI charged us a \$300 "tap fee" because they claimed that there was never previous water service at this address. We told them there was previous water service and we told them about the underground water line the previous owner used. They didn't come out to check the water line that was previously in place. Also, we spoke to the previous owner and they also said water service was previously at this address. The Franklin county website also stated water onsite. TESI still kept our \$300 and refused to refund it, although we had overwhelming evidence that water service previously existed at this address.

Next, our last water bill was about 5 times higher than it's been since March. We called TESI and they said maybe we had a leak. We told them we have no leaks. We run a water hose from the tap to our camper and if there was a leak it would be obvious because it's not an underground line. We also didn't see the spinner on the meter moving fast, which would indicate an increase in water usage. Our last bill stated that we used 14,000 gallons of water, which is impossible. We don't have a swimming pool or anything. We don't wash our car here, etc. After we confirmed that there were no leaks, the agent said maybe a contractor stole some of our water because they complaint has been voiced here at the Lake. I assured her that no contractor has stolen our water service. She then said the meter is new and the problem has to be on our end. I expressed that it's weird that TESI is being replaced and all of a sudden several owners

LAKE ROYALE PROPERTY OWNERS' E-MAILS

complain online about their last bill being excessive. I know for sure we didn't use 14,000 gallons of water. We also expressed that the young man who does the meter readings left last month and returned to look at our meter again because he said there was a problem or mix up. I don't know what's going on. I just don't feel it's fair to pay this excessive bill when my water bill has been around \$30 since March and the last bill is around \$150.

Thank you,  
Roxanne and Antonio Howell  
[roxanneknight9@gmail.com](mailto:roxanneknight9@gmail.com)  
919-353-7768

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Sep 11 2023



**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:12 PM  
**To:** Butler, Trisha  
**Subject:** FW: Tesi Issues

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:49 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Tesi Issues

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**From:** Sheldon Fettig <[sheldon.fettig@gmail.com](mailto:sheldon.fettig@gmail.com)>  
**Sent:** Wednesday, September 6, 2023 1:34:52 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Tesi Issues

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Hello Grace, I saw your email and figured I would give my feedback quickly before I forget.

My main problem is Tesi didn't read my meter monthly. I use my lot about 2 weekends a month and my water usage on my bill would show zero for 6 months and then get a big bill for all the water I used. If they would have read it monthly, I would never get a bill over the minimum because a few showers and hand washing doesn't go over minimum charge. That is my main issue and I can prove it with photos of my meter reading.

The only other complaint is they were just hard to get a hold of over the phone. It seemed like it take at least 3 phone calls to get anyone on the phone.

That's really it. Don't know if that is useful or not.

--

Thank you,

Sheldon Fettig  
[sheldon.fettig@gmail.com](mailto:sheldon.fettig@gmail.com)  
314.705.3879

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:56 PM  
**To:** Butler, Trisha  
**Subject:** FW: Water Concerns

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:41 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Water Concerns

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---

**From:** [bsk28466@yahoo.com](mailto:bsk28466@yahoo.com) <[bsk28466@yahoo.com](mailto:bsk28466@yahoo.com)>  
**Sent:** Wednesday, September 6, 2023 1:59:25 PM  
**To:** Grace Noonan <[Grace.Noonan@fsresidential.com](mailto:Grace.Noonan@fsresidential.com)>  
**Subject:** Re: Water Concerns

As for the repairs, section 14 is still waiting for the asphalt chunks left from there repairs over 2 months ago. I think Tesi out-sources there repairs. That's what took so long to fix the last problem, I do believe. There was a breakage some months back. Water was down over night, Tesi employees even told us, they had no one qualified to do the repairs.

As for the increase in rates. That came out in a letter from Red Bird. I am out of town and unable to scan that information by your deadline. That was mailed to every water account in the lake.

Sent from Yahoo Mail on Android

On Wed, Sep 6, 2023 at 12:58 PM, Grace Noonan <[Grace.Noonan@fsresidential.com](mailto:Grace.Noonan@fsresidential.com)> wrote:

Bryan,

Can you provide any specifics? I know you can! Please.



**GRACE NOONAN**  
General Manager, Lake Royale POA  
Direct 252.220.9335



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**From:** [bsk28466@yahoo.com](mailto:bsk28466@yahoo.com) <[bsk28466@yahoo.com](mailto:bsk28466@yahoo.com)>  
**Sent:** Wednesday, September 6, 2023 12:41 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Water Concerns

Grace,

1. I understand the small increase for the first year of purchase, but not the \$75.00 for the next two years after the first year purchase. This is there cost of doing business, not ours.
2. Slow repairs by Tesi, Red Bird will probably be same.

Bryan Kennedy  
124 Kansas Dr

Sent from Yahoo Mail on Android

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:11 PM  
**To:** Butler, Trisha  
**Subject:** FW: Tesi to Red Bird

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:48 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Tesi to Red Bird

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**From:** Kat Doyle <shakespeareinlove88@yahoo.com>  
**Sent:** Wednesday, September 6, 2023 2:09:00 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Tesi to Red Bird

DISCLAIMER You don't often get email from [shakespeareinlove88@yahoo.com](mailto:shakespeareinlove88@yahoo.com). [Learn why this is important](#)

I'm having an issue with the way the new water company ( red bird ) was put in place. Besides the hike in cost that I am incurring it is the way I was told what has happened to tesi. Red Bird doesn't have an emergency number to call after hours.

1. Efficiency of communication
2. Increase cost on a short period of time.
3. Emergency services phone number.

Thank you.

Sent from Yahoo Mail on Android

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:11 PM  
**To:** Butler, Trisha  
**Subject:** FW: Tesi

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:48 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Tesi

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**From:** John Caprio <johncaprio@hotmail.com>  
**Sent:** Wednesday, September 6, 2023 2:48:51 PM  
**To:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Subject:** Tesi

Grace, TESI about the black sludge like substance that's in the water/pipes. I don't know anyone that lives here that does not have that problem. I'd like to know if Red Bird is going to address the black stuff in the water, I'd also like to know what it is. I have in the past also contacted Franklin County about the water and was told to let them know the results if I were to take the water and pay to have it tested.

When is the hearing at the Courthouse?

Thank you,  
Kerin Caprio

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:10 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI/Red Bird Water System Sale

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:48 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI/Red Bird Water System Sale

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**From:** Chris Ferson <dcferson@gmail.com>  
**Sent:** Wednesday, September 6, 2023 3:19:00 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** TESI/Red Bird Water System Sale

DISCLAIMER You don't often get email from [dcferson@gmail.com](mailto:dcferson@gmail.com). [Learn why this is important](#)

Good afternoon Grace,

Thank you for your email and taking the time to reach out regarding our water issues. Since I am a new resident as I purchased our home at 1428 Sagamore in late June I don't have many issues. The one main one that I do have is concerning the water flow volume and pressure. Although they are equally important, the volume is my main issue. I have had our system flow tested and it only flows at 4 gallons per minute. I have looked into having a sprinkler system installed but because of the extremely poor water flow it would require 25 zones to cover my lot. The costs of having to install this many zones would be outrageous. I am hoping that with Red Bird taking over they will drastically improve the infrastructure to accommodate our community's needs.

Thanks,  
David Ferson

**Butler, Trisha**

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**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:10 PM  
**To:** Butler, Trisha  
**Subject:** FW: Tesi billing error

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**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:48 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Tesi billing error

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**From:** Christina T <cturon1122@gmail.com>  
**Sent:** Wednesday, September 6, 2023 4:10:11 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Tesi billing error

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Hello Grace,

Thank you for looking into the issues for us. I am very new to the neighborhood, moved into The River 06/30/2023. We had no issues setting up our account with Tesi, the person I worked with was quite pleasant. When we received our first bill it was an astronomical amount (\$374.06) stating we used 56,700 gallons of water in one month (there is only 2 of us) when I called on 08/21/23 I spoke with someone named Hope and she said not to pay the bill, they had a lot of reading errors and would send new invoices. To date I have not received a new invoice and have not paid. The due date on my current bill is 09/11/23. A copy of the invoice is attached.

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

<b>CUSTOMER</b>		<b>SERVICE ADDRESS</b>				
CHRISTINA TURON		3434-16				
<b>ACCOUNT NUMBER</b>		<b>BILL DATE</b>		<b>DUE DATE</b>		
324696017104		05/14/23		09/11/23		
<b>DESCRIPTION</b>	<b>PRESENT READ DATE</b>	<b>PREVIOUS READ DATE</b>	<b>PRESENT METER READING</b>	<b>PREVIOUS METER READING</b>	<b>USAGE</b>	<b>CHARGE</b>
PREVIOUS BALANCE						0.00
PAYMENT						-0.00
WATER	07/29/23	06/30/23	0061530	0004830	56700	370.36
<b>LAST PAYMENT DATE</b>		<b>30 DAYS PAST DUE</b>	<b>60 DAYS PAST DUE</b>	<b>90 DAYS PAST DUE</b>	<b>CURRENT BALANCE</b>	<b>TOTAL AMOUNT DUE</b>
00/00/00		0.00	0.00	0.00	370.36	370.36

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

All call outs are subject to a service charge if the problem is found to be in the customer's service line or house.  
 Services are subject to be disconnected if past due balances are not received by the due date of each month. **Due date applies to current charges only.**  
 Failure to receive bill does not avoid penalty.

**MESSAGE:**  
 Enclosed is a #0 pre-addressed envelope for your convenience. However, if you choose you can still pay online at our website. All returned items are subject to electronic re-deposit without further notice. A collection fee on all returned items will be added per state law.

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

For payments, service or bank draft please call: 800-372-6712

Credit card payments can be made online at: [www.tesaonline.com](http://www.tesaonline.com)

Note: A convenience fee of \$2.50 will be charged by the credit card processor.

*Spike to Hope  
 was 8/11  
 sending new Bill?*

Remit Copy: Please write your account number on your check and enclose this portion of bill with your payment. Make checks payable to: TESI. PLEASE DO NOT STAPLE, BIND OR FOLD COUPON.

<b>ACCOUNT NUMBER</b>	
324696017104	
<b>DUE DATE</b>	<b>PAYMENT AMOUNT</b>
09/11/23	370.36
<b>AFTER DUE DATE PAY</b>	<b>DELINQUENCY PENALTY AMT</b>
	374.06
<b>CHECK NUMBER</b>	<b>AMOUNT PAID</b>

Remit payments only to:  
 TOTAL ENVIRONMENTAL SOLUTIONS, INC.  
 DEPT #3022  
 P.O. BOX 2252  
 BIRMINGHAM, AL 35246-3032

2254 TR #1  
 CHRISTINA TURON  
 113 MORNING STAR DR  
 LUTHERSBURG, MO 21549

Please mail correspondence and non-payment related information to:  
 P.O. Box 14020, Baton Rouge, LA 70809

03057 324696017104 3 000000000 000037036 000037406 5

Thank you,

Christina Turon



**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:09 PM  
**To:** Butler, Trisha  
**Subject:** FW: Rate increases of new water company

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:47 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Rate increases of new water company

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---

**From:** Carie Zimmerman Hedrick <[madameczimmerman@gmail.com](mailto:madameczimmerman@gmail.com)>  
**Sent:** Wednesday, September 6, 2023 4:20:35 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Rate increases of new water company

Microsoft Word You don't often get email from [madameczimmerman@gmail.com](mailto:madameczimmerman@gmail.com). [Learn why this is important](#)

Good afternoon, thank you for taking the time to listen to my concerns about the rate increase with the new water company. I think the increases in the second and third year are astronomical and will pose huge problem for people like me on a fixed income. I know there is a problem with the water and infrastructure at the lake, but that huge price increase is undoable. There has got to be a better way to solve the issues as well as doing them in a responsible financial way.

Thank you again!

Carie Zimmerman

**Butler, Trisha**

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**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:05 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI Issue

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:47 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI Issue

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---

**From:** Cecelia Valentine <ccvalentine@yahoo.com>  
**Sent:** Wednesday, September 6, 2023 4:34:24 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** TESI Issue

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Good Afternoon, Grace

We had an issue with TESI here at 123 Shoshone Drive. There is a vacant lot next to us that is going to be developed. I work from home and heard some noises out front. I went down to investigate. There was pickup truck with trailer, three guys, and a ditch witch. I asked what was going on and they told me they needed to install a valve. The location of the valve is on a hill. The TESI folks took their ditch witch and knocked down a couple of small trees for starters. Then they started pulling the hill down. After they did their work, they left. All the dirt that was pulled down nestled nicely in the drainage ditch that runs down Shoshone. This caused us backups on my side of the culvert. The other concern is that in back of their valve is a large tree. When the TESI people left, I saw there were roots exposed. I was concerned at first they removed too much soil but the tree hasn't toppled yet. I addressed this with the board when it happened, and with TESI. TESI informed me this was not their concern, and the property owner was responsible.

Thanks

Curt

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:05 PM  
**To:** Butler, Trisha  
**Subject:** FW: RedBird Purchase Offer

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:47 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: RedBird Purchase Offer

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**From:** Holt Dale <hdale16@gmail.com>  
**Sent:** Wednesday, September 6, 2023 4:52:51 PM  
**To:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Subject:** Re: RedBird Purchase Offer

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Grace,

Our intention is to also be at the courthouse on 9/25 to oppose this transfer from Tesi to RedBird and/or the estimated cost associated with the change. The monthly costs are prohibitive for an average household for a family of two. I can't even imagine what it would be for a family of 4.

On Sep 6, 2023, at 4:19 PM, Grace Noonan <[Grace.Noonan@fsresidential.com](mailto:Grace.Noonan@fsresidential.com)> wrote:

Thank YOU so much!! I appreciate the email.

Grace

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**From:** Holt Dale <[hdale16@gmail.com](mailto:hdale16@gmail.com)>  
**Sent:** Wednesday, September 6, 2023 4:18:12 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Cc:** Clark Dale <[cdale25@icloud.com](mailto:cdale25@icloud.com)>  
**Subject:** RedBird Purchase Offer

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My husband and I have lived here at Lake Royale for 20 years. I've never once complained about anything but I'm really upset about the idea of changing our water provider from TESI to RedBird.

Why?

Because it is attempting to happen very quickly and without a lot of property owner input. And, it means significant, significant change in costs for water usage.

We received a letter from RedBird and I almost threw it away because I didn't know who they were. I'm glad I opened the letter. I would not have known anything about going from TESI to RedBird, nevertheless the HUGE possible increase in water usage cost.

Where was anything in the monthly newsletter or a handwritten letter mailed to each property owner about changing our water supplier? I mean, we get dozens of emails each week about upcoming events, why wouldn't our POA Board of Directors think of letting us know the details of this MAJOR, MAJOR CHANGE? Not everyone can come to the meetings or have a computer to join via Zoom from their home.

But this is not the main point of my letter. The main point is my husband and I cannot afford such significant increases in water costs.

Currently, my husband and I (by ourselves) use between 4000 to 5000 gallons of water per month at a cost of \$55 - \$65. When I saw that RedBird intends to recoup their capital improvements per customer and charge extreme high rates for their regular monthly service at an average of \$42.88 per 2100 gallons of water - our bills would actually be TWICE that amount monthly SINCE we average 4000-5000 gallons of water. I'm not sure current property owners realize that RedBird is putting costs per month based on really, really low amounts of water usage. They are not based on actual average gallons of water used per person per household.

Take our household...

We're talking 2 people taking a shower daily, washing two loads of clothes a week and hand washing dishes daily costing approximately \$85.60/mth for the first year, \$136.70/mth. for year two, \$146.88/mth. for years 3-5 and who knows what it would go up to in the years after that.

Please DO NOT accept the estimated costs of water usage per month, capital improvement costs, etc. per RedBird as listed in their recent letter. It's not reasonable for the average property owner in Lake Royale to be able to pay monthly.

Thank you for allowing me to submit my opinion on this matter.

Sincerely,

Clark and Holt Dale  
251 Sagamore Drive

LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

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**Sep 11 2023**

**Butler, Trisha**

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**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:04 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI/Red Bird

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:46 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI/Red Bird

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**From:** Kimberly Cozart <kmcozart83@gmail.com>  
**Sent:** Wednesday, September 6, 2023 6:17 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI/Red Bird

Hello, Grace. My only concern regarding the sale of our water service to Red Bird is the old pipes running through the neighborhood. In addition to replacing the water tower, will Red Bird be replacing the aged pipes and infrastructure that have been causing so many problems, and does the rate hike include replacement of these old pipes? If they do not replace them, we will continue to have leaks, breaks, and boil water advisories, and such a large rate hike would then be unacceptable because the service will be no better than what we received from TESI.

Thank you.

Kim Cozart  
1215 Sagamore

**Butler, Trisha**

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**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:03 PM  
**To:** Butler, Trisha  
**Subject:** FW: Test issues

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:46 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Test issues

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**From:** Marcia Winn <marciawinn2@msn.com>  
**Sent:** Wednesday, September 6, 2023 6:29:57 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Test issues

The biggest problems are the black rings in the toilet and on the faucet nozzles. Also, we loose water a lot. I don't want the same issues with the new company. Also, I don't feel like our water bills should go up so much to fix things. They should take it out of what they are paying Tesi.

Thanks,  
Marcia

Sent from my iPhone

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:03 PM  
**To:** Butler, Trisha  
**Subject:** FW: Tesi/Red Bird

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:46 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Tesi/Red Bird

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**From:** Michel' Dyer <divfundres@aol.com>  
**Sent:** Wednesday, September 6, 2023 8:58:31 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** Tesi/Red Bird

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#1). When I first moved here in the fall of 2014, I was pleased to have a fire hydrant right in front of my house! Until I was informed that the hydrant didn't have any water running in it! How ridiculous is that? I was told that the firemen have to pump water from the lake!!! How could Tesi get away with that all these years?

#2). It seems to me that Tesi does not know how to repair water leaks! Down on the 500ish bock of Sagamore there has been repair after repair after repair made to the leak! I believe that situation was ongoing for at least a year— maybe longer! Is it fixed now? Only time will tell!

#3). And how many times has there been a “boil water” order since I've been here?!!!! So many times that I've lost track!!!! Way too many! And half the time—or more— I don't even know there's a boil water order in effect— til it's lifted!

#4). And the quality of the water is terrible! When I moved here (2014), I brought a plastic milk bottle (for toys—1 qt size) with me! It was from around 1964-66, when my kids were little! Fairly old! But I've carried it with me from house to house to house as I have moved— and have used it to fill with water only— in order to use it to rinse out the tub/shower after cleaning it! No problem all these years— til I moved here!!!! In a few short months, I noticed that it was turning gray to black inside of it!!!! Well, I shouldn't have to wash a bottle that I only use for water— straight from the spigot! Anyway — having used it from approx 1964-66 til 2014, with no problems— I now have a plastic bottle that grows gray to black icky stuff inside of it— when for approx 50 years it stayed perfectly clean! What a shock! A nasty shock! Yuck!

#4). And then when I had some of my water pipes replaced— (2014 or 2015) —the plumber showed me the nasty dark black slimy stuff that was growing in my pipes— clogging them up! (Manganese?). To this day, I get this black discoloration in the toilet, etc in hard to get at places! Nasty! If I had the money, I'd have installed a full house water treatment system years ago! We shouldn't have to drink nasty water like that!! So, I often



buy processed water from the store—or use water from my kids house—since they have a whole house water treatment system!

#5). Also, if Tesi has a payment problem with one of their customers— Instead of putting a “cut off” notice on the customers door— they put the notice on the meter box! How stupid is that!!!!???? Often it’s a new customer that doesn’t even know where the meter box is! Or that that’s where tesi puts the cut off notices! Rediculous! The people come home from work— and— no water!!! And they have no idea as to why!!!! I’ve had 2 neighbors that that happened to! I personally took the notice to their door and explained what happened snd where the notice was left! Maybe tesi should notify the customer BEFORE cutting their water off! And notify them by mail or email or something— even a phone call would help! PS — the Tesi employees said that they couldn’t/wouldn’t take the cut off message to the customers house because of the dogs! (Well, I agree about the dog situation! They are allowed to run loose and attack! And so I quit walking to the dam and back every day! But that’s another whole issue!)

#6). So— therefore— I don’t think any of us here at Lake Royale should have to pay any higher prices UNTIL THIS HORRIBLE WATER SITUATION IS FIXED!!!! Why should I have to pay triple what I’m paying now —for the same horrible service? That would be horrible! Paying triple for the same horrible service! Why not fix all the problems first— and give us good clean reliable service! Then they would probably deserve more money! But, I’m my book, they haven’t earned that privilege yet!

Sincerely, Michel Dyer, 620 Sagamore Dr, 404 Lake Royale,  
home phone: 252-477-0009, cell phone: 919-482-2901

Sent from the all new AOL app for iOS

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:03 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI/Redbird concerns

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:45 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI/Redbird concerns

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Direct 252-220-9335  
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**From:** Frank Agius <[ftagius@gmail.com](mailto:ftagius@gmail.com)>  
**Sent:** Thursday, September 7, 2023 11:21:02 AM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI/Redbird concerns

Grace,

I own a home at 615 Sagamore Dr, Louisburg, NC 27549, lot 442R. The condition of the water supply system at Lake Royale is of great concern to me. In August of 2022, I reported to Tesi via their web site a leak in the water line, just above my water meter. The leak was in the Tesi owned portion of the water line, not on my side of the water meter. At that time in August, the leak filled my water meter box completely and the area immediately surrounding the water meter was saturated. In September 2022 the leak had not been addressed and I again reported the leak to TESI, this time by phone. The leak was not worked on at all in 2022 and the flow rate of the leak was increasing. By December of 2022, my entire front yard was saturated with water and water was flowing under a shed and then over my driveway into my garage. This water flow was continuous. The water under the shed was causing rot to the foundation and during sub freezing temperatures my driveway was unusable due to a heavy coating of ice caused by the leak. I made many more attempts to have Tesi fix the leak, but they took no action. In February of 2023 I reported the problem to the NC Utilities Commission and to the Louisiana Better Business Bureau. It was not until April 2023 that a Tesi crew finally repaired the leak. I asked the repair workers why it took 8 months to fix this leak. They said they are tremendously understaffed and that there is a backlog of at least 150 water main leaks.

The Lake Royale water supply system is aging and crumbling. There must be a plan put into place to address the repairs and replacements that are urgently needed. These plans must be backed up by commitment to adequately staff the effort so that those repairs and replacements can be completed in a reasonable period of time.

regards,  
Frank Agius

615 Sagamore Drive  
Lot 442R

LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

--  
frank  
frank agius

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Sep 11 2023

**Butler, Trisha**

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**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:02 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:45 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI

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**From:** Greg Folts <gfolts@marshallinstitute.com>  
**Sent:** Thursday, September 7, 2023 11:28:03 AM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** TESI

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Hi Grace,

We had an issue with Tesi's poor service when we bought our new house (583 Sagamore drive). We faxed the payment to Tesi at the lawyers office at closing and got a copy of the transmission. A week or so later, on a Friday afternoon, with two elderly parents at home, our water was shut off and locked. Of course we could not reach anyone to turn it on until Monday. Monday we called, they said it was shut off for lack of payment. The rep said we did not receive any payment. We gave the fax confirmation, she walked over to the fax machine and said, oh here it is.....water restored, but what poor service.

This is of course in addition to the many outages, boil warnings, due to lack of maintenance on the water system and installing a water filter (lack of trust).

I am not sure about the price increase. How much will it go up?

Thanks for the help.

Gregory L Folts  
President/ CEO

Marshall Institute, Inc.  
919-815-8600

LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

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Sep 11 2023

**Butler, Trisha**

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:02 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI/Redbird Sale

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:45 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI/Redbird Sale

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Direct 252-220-9335  
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**From:** J M <jfmatthews@ymail.com>  
**Sent:** Thursday, September 7, 2023 2:06:20 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** TESI/Redbird Sale

Hello Grace,

As per your request, here are my concerns:

- 1) Visible water line breaks with extended time to repair.  
Examples : approx 500 block Sagamore (in front of Switala residence), approx 300 block Yuma (road still not repaired), approx 500 block Shawnee, 137 Geronimo, I'm sure numerous others
- 2) roads not repaired/ poorly repaired after utility work (open hole with cone on Blackfoot? I think for months, Yuma still not repaired, repaired surfaces uneven and dangerous)
- 3) no boil water notices when breaks are visible
- 4) no flushing of lines after repair. There is a flush hydrant in front of my house 110 Mohican that has never shown visible signs of use in 20 yrs. Sediment frequently in water/ washer/ toilet tank after repairs
- 5) rate increases- proposed examples of future increases shown, but no proposed future rates shown. Would like to know proposed rates and how it compares to other nc utilities.
- 6) Proposed increases due to infrastructure upgrades: are the estimates reasonable? Proposed payback seems excessive given the number of property owners x months x years

Regards,  
Jason Matthews  
9193687570

Sent from Yahoo Mail on Android

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:01 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI/Red Bird Water System Sale

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:45 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI/Red Bird Water System Sale

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Direct 252-220-9335  
<http://www.fsresidential.com/>

---

**From:** Kathy K. Smith <kathysmith@spectrabuilders.com>  
**Sent:** Thursday, September 7, 2023 2:20:14 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI/Red Bird Water System Sale

Grace,

Hello. We own 4 lots at the lake. We live at 101 Palomino Cove. (Tony and Kathyne Smith)  
We have lived here for over 26 years.

I have 2 main concerns. One concern is the condition of the roads in areas where TESI has made repairs. We have called them on several occasions when they've had a leak, repaired it, and tried to repair the road by patching, roughly.

The other issue I've had with TESI, which I have voiced to them, is that we never find out about issues (from tests) with the drinking water until after they have cleared up. This has been going on forever. I'm not sure if the issues are from the old pipes or from the original water supply, but wish they had a better way of letting us know ASAP so that we can drink bottled water until they get it cleared up.

Thank you.

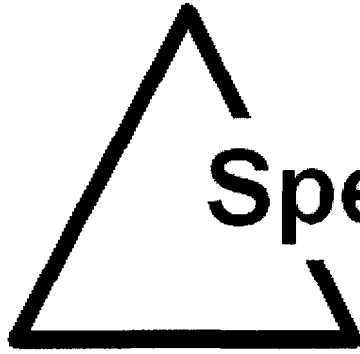
Kathy K. Smith  
VP

Spectra Builders, Inc.  
919-269-2085 x14  
919-369-5831 MOBILE  
919-269-2075 FAX

LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

[www.spectrabuilders.net](http://www.spectrabuilders.net)

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**919-269-2085**

**SINCE 1993**

OFFICIAL COPY

Sep 11 2023



**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:01 PM  
**To:** Butler, Trisha  
**Subject:** FW: Water issues

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:44 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Water issues

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---

**From:** Pat Bua <bua.pat1943@gmail.com>  
**Sent:** Thursday, September 7, 2023 3:04:27 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** Water issues

[You don't often get email from [bua.pat1943@gmail.com](mailto:bua.pat1943@gmail.com). Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Good afternoon ,

We have been here a year and a half and we are very concerned with the quality of our water. Just last week we were getting little pieces of black stuff in our water. When I took a bottle washer brush to the inside of the faucets ( all of them) the brush came out filthy. In as many places we have lived in I don't ever remember having water that smelled of chemicals so bad that we won't even let our dogs drink it.

I do read all the complaints on our FB page so I know we are not the only ones that have serious concerns about the quality of water and the problems that people experience with the response time from Tesi.

Now we are having to worry that Red Bird is going to take advantage of the Tesi problems and start charging amounts that will put another burden on us as far as charging us to fix the problems that have been caused by Tesi.

Thank you for your time,  
Joseph and Patricia Bua  
101 Cherokee Dr, Lake Royale

Sent from my iPad

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:00 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI / RED BIRD

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:44 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI / RED BIRD

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---

**From:** Pauline Muller <paulinemuller1@aol.com>  
**Sent:** Thursday, September 7, 2023 3:31:18 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI / RED BIRD

10/23/2023 10:00 AM You don't often get email from [paulinemuller1@aol.com](mailto:paulinemuller1@aol.com). [Learn why this is important](#)

We have yet to receive any notification from TESI or Red Bird about the following:

- Sale of the water right to Lake Royale owner
- Billing information
- How to pay my bill
- Who the new company is...

We have received nothing..... and they better not turn off our water!!!!

Pauline & Doug Muller

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:59 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI/Red Bird Water System

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:43 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI/Red Bird Water System

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---

**From:** Melissa Stancil <[melstncl@gmail.com](mailto:melstncl@gmail.com)>  
**Sent:** Thursday, September 7, 2023 3:43:53 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI/Red Bird Water System

RECAPTCHA You don't often get email from [melstncl@gmail.com](mailto:melstncl@gmail.com). [Learn why this is important](#)

Hi Grace,

I have not had any issues with TESI that I have had to contact them about. However, I am concerned that with the purchase we as a community will have a price increase that they say will go towards bringing the water system being upgraded. Is there going to be a deadline on the new company getting these upgrades completed? The water infrastructure is very old and seems not to be able to handle the amount of people that it currently is servicing.

Please keep us updated with your findings.

Melissa & Michael Stancil  
103 Pawnee

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:59 PM  
**To:** Butler, Trisha  
**Subject:** FW: Dayle masters

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:43 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Dayle masters

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Direct 252-220-9335  
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---

**From:** dayle masters <dmasters807@gmail.com>  
**Sent:** Thursday, September 7, 2023 3:45:07 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** Dayle masters

[You don't often get email from [dmasters807@gmail.com](mailto:dmasters807@gmail.com). Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

We don't have our water turned on but we pay a service fee every month that's around \$30.  
My concern right now is the water was turned on at the site of connection and it leaks and floods. Who do I contact ?  
And for not having services why do I pay a monthly fee ?  
Thank you  
Dayle masters  
Property address 502 Osage  
949-4001715  
Sent from my iPhone

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:59 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI/Red Bird

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:43 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI/Red Bird

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**From:** Doug Golden <dsg@voicenet.com>  
**Sent:** Thursday, September 7, 2023 3:47:26 PM  
**To:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Subject:** TESI/Red Bird

The only significant issue we have had lately was a no water situation on Wednesday August 23, 2023. This lasted from very early AM until dinner time. It then took over 8 days to remove the boil water advisory. This seems like the water system in a third-world country.

Over the past several years, TESI has had numerous leaks, many of which have been poorly patched. In addition, the Lake royale Property Owners Association has had to make numerous repairs to roads that were poorly patched by TESI. At the very least, as part of the acquisition, either TESI or Red Bird must be made to reimburse to LRPOA for these repairs.

In Red Bird's filing, they say the are going to take down the water tower and replace it with a pump. I am not sure why they need to remove the water tower (which could provide a back-up to the pump) or why the rate payers should pay for this item. I also cannot understand the benefit to the rate holders of allowing Red Bird to equalize our rates with their other operations in NC. This allows Red Bird to significantly increase our rates (about 70%) without any improvement in infrastructure or service. Such an increase should not be permitted unless it is accompanied by infrastructure improvements.

Douglas Golden  
950 Sagamore Drive  
Louisburg, NC 27549

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:58 PM  
**To:** Butler, Trisha  
**Subject:** FW: Red Bird

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:42 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Red Bird

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**From:** Michael Hellings <[MichaelHellings@uslumber.com](mailto:MichaelHellings@uslumber.com)>  
**Sent:** Thursday, September 7, 2023 4:02:58 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Red Bird

You don't often get email from [michaelhellings@uslumber.com](mailto:michaelhellings@uslumber.com). [Learn why this is important](#)  
I'm concerned about rate increases

Mike Hellings

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:57 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI/Redbird

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:42 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI/Redbird

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**From:** Diane VanHusen <[diane.vanhusen@att.net](mailto:diane.vanhusen@att.net)>  
**Sent:** Thursday, September 7, 2023 4:03:14 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI/Redbird

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I would like to express our concerns over the proposed rate hikes scheduled over the next few years. We purchased our home in Lake Royale 2 years ago, with plans to retire here. In retirement we are limited to a fixed income, and the prospect of having our water utility rate more than double in a few years will present a financial hardship. I can understand a modest increase if improvements are made, but to more than double our rates is excessive and unreasonable.

Thank you for your consideration.

Regards,  
Diane and Steve VanHusen  
106 Quarterhorse Dr  
1498 Lake Royale  
Louisburg, NC 27549

Sent from AT&T Yahoo Mail on Android

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:57 PM  
**To:** Butler, Trisha  
**Subject:** FW: Red Bird rate increase

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:42 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Red Bird rate increase

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**From:** Richard <[richardleebrowning@nc.rr.com](mailto:richardleebrowning@nc.rr.com)>  
**Sent:** Thursday, September 7, 2023 4:06:38 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Red Bird rate increase

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Richard Browning  
243 Sagamore Dr. Louisburg NC  
Mail: 738 Lake Royale

Rate increase schedule is very excessive, to expect the number of boil notices, main breaks, and water quality to be reduced and corrected. We are permanent residents and have filters and bottled water on hand because of the high number of adverse issues with our water supply system. I was hoping that the county would have taken over the system. They are accountable for the water quality at delivery point, and would be proactive to provide water quality to the residents tap.

Red Bird just seems to have bought this system just to raise rates at an alarming level and there has been no discussion about how they are going to improve the water main system and keep water quality at the required levels at the residents tap. We constantly smell strong chlorine (sodium hypochlorite) and Ammonia residuals in the tap water. I understand all of the issues as I worked for the city of Raleigh Water Treatment Plant and System for almost 7 years. There are ways to make progress with the system and not make the customer feel like they're paying too much .....all at once.

Just my thoughts and concerns.  
Thanks, Richard



**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:56 PM  
**To:** Butler, Trisha  
**Subject:** FW: Red Bird - concern

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:42 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Red Bird - concern

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**From:** K. Dean <[kimbdean@gmail.com](mailto:kimbdean@gmail.com)>  
**Sent:** Thursday, September 7, 2023 4:08:41 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Red Bird - concern

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Hey, thank you for taking the time to do this, I know a lot of conversation I'm hearing is concerned about the increase and the timeline. Impacting my budget is going to be a concern as I am a single person and it will impact my budget greatly. 136 Papoose Dr, Kim Dean

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:54 PM  
**To:** Butler, Trisha  
**Subject:** FW: Red Bird / Tesi

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:40 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Red Bird / Tesi

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**From:** JERRY M. SMITH <jerrym.smith093@gmail.com>  
**Sent:** Thursday, September 7, 2023 4:14:12 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** Red Bird / Tesi

I am concerned about the overall condition of the water system.  
The timeline and quality of future repairs.  
The rate increase is an outrageous amount for a short amount of time.  
The quality of the water from Red Bird if the sale goes through.  
I would like to see a better contact system for repairs and issues for new water meter request installation.

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:56 PM  
**To:** Butler, Trisha  
**Subject:** FW: [Community Update] TESI/Red Bird Water System Sale Reminder

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:41 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: [Community Update] TESI/Red Bird Water System Sale Reminder

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---

**From:** David Gilliland <skippyjgill@me.com>  
**Sent:** Thursday, September 7, 2023 4:20:14 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** Re: [Community Update] TESI/Red Bird Water System Sale Reminder

Hello Grace,

TESI has been a disgrace of a company to provide water. Different times of the year our water turns our stuff black and slimy. Not to mention all the water main breaks we have during the year. They have taken out fire hydrants and left them out just to repair a line.

I do have an issue with Red Bird wanting to raise rates to almost double of what we pay now. They are buying what they get and if they don't want to pay for it then don't buy it. That is the price of doing business not to have your customers pay for your problems as we are not the ones wanting them to buy it. Red Bird does this every where they go and they're not the ones who suffer it's their customers. Inflation is bad enough without a company intentionally purchasing a company to raise the rates without an acceptable alternative to the community. We pay more than our fair share in POA dues so why should we be forced to support another greedy company that is going to make things worse?

Thank you

David Gilliland  
Sent from my iPhone

On Sep 7, 2023, at 2:10 PM, Lake Royale Property Owners' Association North Carolina <[lakeroyalepoa-nc@municodeweb.com](mailto:lakeroyalepoa-nc@municodeweb.com)> wrote:

## TESI/Red Bird Water System Sale Reminder

Good afternoon,

If you have not had a chance to send me your specific examples of issues you have had (personally) with TESI, please make sure you do by tomorrow. Please make sure you also include any concerns you may have about the sale, i.e. rate increase, repair timelines, etc. You will need to include your name and your property address.

Thanks to everyone who have already sent me your emails! Thank you so much!!

Grace Noonan, GM

[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)

[Unsubscribe](#)

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:55 PM  
**To:** Butler, Trisha  
**Subject:** FW: Red Bird/TESI

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:41 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Red Bird/TESI

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**From:** Richard Wainwright <[richardwainwright@yahoo.com](mailto:richardwainwright@yahoo.com)>  
**Sent:** Thursday, September 7, 2023 4:29:39 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Red Bird/TESI

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Grace,

I would love to have water that doesn't clog up the strainers on all of my faucets with black gunk and staining my toilets. I haven't drank TESI water in many years. Unfair that we have to buy drinking water that keeps us safe. The chemical that comes from chlorination ( TRI somethings) that we have in our water supposedly only hurts the very old, very young and ill. We fit into one of those categories.

Lastly, why are the prices going to rise by 50% after the second year? Does that mean that we will be getting water that's safe to drink and doesn't cause black gunk?

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:54 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI/Red Bird

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:40 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI/Red Bird

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**From:** Marybeth Keener <[marybeth.keener@comcast.net](mailto:marybeth.keener@comcast.net)>  
**Sent:** Thursday, September 7, 2023 4:52:53 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI/Red Bird

Microsoft Word You don't often get email from [marybeth.keener@comcast.net](mailto:marybeth.keener@comcast.net). [Learn why this is important](#)

Hello

We are Marybeth and Randall Keener  
112 Custer Cove  
Louisburg, NC

in Lake Royale

We have had such a difficult time with our water between pipes breaking and subsequent periods without water- and then even longer with water boil advisories

We are retired and on a fixed income- and the proposed rate increases from Red Bird is going to have a large impact on our budget

it will mean we will have to cut our spending in ways that will effect our current frugal lifestyle

We ask that you consider the fact that Lake Royale has mostly retired families with limited resources

Thank you  
Marybeth and Randall Keener

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:53 PM  
**To:** Butler, Trisha  
**Subject:** FW: [Community Update] TESI/Red Bird Water System Sale Reminder

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:40 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: [Community Update] TESI/Red Bird Water System Sale Reminder

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Direct 252-220-9335  
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**From:** Scott Hower <[scott.hower@yahoo.com](mailto:scott.hower@yahoo.com)>  
**Sent:** Thursday, September 7, 2023 5:08:12 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Cc:** Pam Hower <[pamhower@yahoo.com](mailto:pamhower@yahoo.com)>  
**Subject:** [Community Update] TESI/Red Bird Water System Sale Reminder

You don't often get email from [scott.hower@yahoo.com](mailto:scott.hower@yahoo.com). [Learn why this is important](#)  
Hi Grace,

Not sure if this is what your are looking for...

We and our neighbors had air in our water supply line in the early morning hours of Aug 23. This corresponded with a water main break in another section. We called the POA, TESI, and Red Bird but no one believed us because we were not in the affected sections. But there was definitely a lot of air in our water supply line.

The POA brushed me off and said it was due to a power failure that occurred a few hours later. It was not. I discovered air in our water line at about 2 am; the power failure was 4 hours later.

Our supply line must have opened up somewhere. I discovered this when I flushed the toilet at 2 am, and it took about 15 minutes of running water to flush the air out.

As a precaution we boiled water for 4 days. It just really annoyed me that I reported a problem, asked if we had to boil water, and was completely ignored (or told I was wrong).

Thanks,

LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

Scott Hower  
151 Ottawa Drive

On Thursday, September 7, 2023 at 03:27:25 PM EDT, Lake Royale Property Owners' Association North Carolina  
<[lakeroyalepoa-nc@municodeweb.com](mailto:lakeroyalepoa-nc@municodeweb.com)> wrote:

TESI/Red Bird Water System Sale Reminder  
Good afternoon,

If you have not had a chance to send me your specific examples of issues you have had (personally) with TESI, please make sure you do by tomorrow. Please make sure you also include any concerns you may have about the sale, i.e. rate increase, repair timelines, etc. You will need to include your name and your property address.

Thanks to everyone who have already sent me your emails! Thank you so much!!

Grace Noonan, GM

[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)

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Sep 11 2023



**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:52 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:38 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI

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**FirstService Residential**  
General Manager/Lake Royale POA  
Direct 252-220-9335  
<http://www.fsresidential.com/>

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**From:** Edward Bartlett <[nebish@hotmail.com](mailto:nebish@hotmail.com)>  
**Sent:** Thursday, September 7, 2023 5:54:29 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Cc:** Denise Holloman <[DENHOLLOMAN@GMAIL.COM](mailto:DENHOLLOMAN@GMAIL.COM)>  
**Subject:** TESI

[You don't often get email from [nebish@hotmail.com](mailto:nebish@hotmail.com). Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Greetings from 114 Chuckwagon

Thank you for taking such an active interest in our community.

I have paid dues to Lake Royale since 1986, so I remember there were a series of TESI operated wells here.

We have lived in this house since 2014. Other than the occasional boil water notice, the only problem that we observed with our water is a plethora of very small, maybe 1/32 of an inch square, black or brown platelets in the water supply. They would foul our faucet screens and contaminate our toilets. In 2016 we contracted with Bill Donati, a Lake Royale resident, to install a whole-house water filter. Since that time the problem has abated. Mr. Donati's theory as to the generation of the platelets was from the corroding, small diameter iron water supply lines originally installed.

Depending upon the experience of other water system users, Redbird may need to incorporate replacement of sections of the original water supply lines.

Regards  
Ed Bartlett

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:51 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI / Red Bird Water System Sale

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:38 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI / Red Bird Water System Sale

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**From:** [cherylvang@nc.rr.com](mailto:cherylvang@nc.rr.com) <[cherylvang@nc.rr.com](mailto:cherylvang@nc.rr.com)>  
**Sent:** Thursday, September 7, 2023 6:10:44 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI / Red Bird Water System Sale

© 2023 Oracle You don't often get email from [cherylvang@nc.rr.com](mailto:cherylvang@nc.rr.com). [Learn why this is important](#)

Grace, Thanks for reaching out to the community for input on this change. We do have a few concerns:

- TESI was collecting a monthly charge, access fee, for non-developed lots that was to be used for improvements, over the years we saw no improvements.
- The infrastructure of the water system is extremely old and was originally designed for well water with much less water pressure than public water & only necessary repairs have been completed, what are Red Bird's plans for needed improvements?
- The repairs that TESI completed left areas of the road with large dips.
- Will Red Bird have a presence at the Chippewa Dr. location and pay POA dues?
- There has always been a brown ring in most toilets and sinks that come from the water, bleach does takes care of, it most of the time. Will anything be done about that? It most likely comes from the old infrastructure. Many have had to install home water filter systems.
- Many areas that were leaking needed many calls before any repair was done on the area, Red Bird has been more reactive recently, even calling in outside repair companies.

Thanks for listening.

Regards,  
Cheryl & Willard VanGraafeiland  
549 Sagamore Dr.

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:50 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:37 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI

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**From:** Marilyn Gervais <[mgervais1040@gmail.com](mailto:mgervais1040@gmail.com)>  
**Sent:** Thursday, September 7, 2023 6:30:53 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI

© 2023 Microsoft Corporation. All rights reserved. You don't often get email from [mgervais1040@gmail.com](mailto:mgervais1040@gmail.com). [Learn why this is important](#)

Grace,

This is Marilyn Gervais from 162 Yuma Dr. We have had 2 water pipe breaks right out in front of our house. The first one June of 2022 TESI responded almost immediately (Jack and his helper) and repaired the leak, but it was months and months and months before they sent someone out to repair the road from the big hole they had to dig. They filled it with soil and put some gravel on top...finally after many months the road was repaired and they did a very good job. Then this past winter another water pipe broke and we had another leak out front. It was reported right away and followed up on by a couple of the neighbors, but nothing was done until midMarch. They finally fixed the leak but the road still has not been repaired out front. Cars come flying down Yuma and hardly slow down and it sends gravel flying. Needless to say we'd like the road repaired.

Thanks very much.

My number is 919-795-1138 if you have any questions.

Marilyn

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:49 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI Water Issues

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:37 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI Water Issues

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**From:** Jharrison Gillespie <jharrisong28@gmail.com>  
**Sent:** Thursday, September 7, 2023 6:34:36 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Cc:** Jamillia Gillespie <jamillialackey@gmail.com>  
**Subject:** TESI Water Issues

[You don't often get email from [jharrisong28@gmail.com](mailto:jharrisong28@gmail.com). Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Good evening,

I am reaching out in response to the request regarding issues with the water supply provided by TESI. See my list below.

1. Daily inconsistent water pressure
2. Water pressure is often low inside and outside of home
3. Water supply to home is often turned off with no warning or communication
4. We've been in our home for 18 months and the water has been turned off at least 10 times with no warning or communication.
5. There was a water leak on our street (Taopi Dr.) for about a year. The leak was communicated several times by neighbors. When the leak was closed, the street was damaged and covered with gravel rocks.
6. It is very difficult to get in contact with TESI due to their work hours and company location.

Jharrison Gillespie  
133 Taopi Dr  
919-724-7948

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:49 PM  
**To:** Butler, Trisha  
**Subject:** FW: Water issues from tessi

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:37 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Water issues from tessi

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**From:** Delisa Sluss <[delisaandscotti@gmail.com](mailto:delisaandscotti@gmail.com)>  
**Sent:** Thursday, September 7, 2023 7:12:32 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Water issues from tessi

We were over charged numerous of times as well as came home to many times to brown water, low water pressure or no water at all. They turned our water off several times saying we didn't pay and when we gave them bank info proving we did pay they were always really rude. I hope this new company is better. My address is 118 eagle drive. Scotti and Delisa Sluss

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:48 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI Dispute April, 2020

Trisha, please download and attach the PDF file of the complaint if feasible. If not feasible, don't include this in the combined file of customers concerns.

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:37 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI Dispute April, 2020

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---

**From:** Mike Calloway <mike.calloway@gmail.com>  
**Sent:** Thursday, September 7, 2023 7:42:53 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** TESI Dispute April, 2020

Microsoft Word  
You don't often get email from [mike.calloway@gmail.com](mailto:mike.calloway@gmail.com). [Learn why this is important](#)  
Grace,  
Attached you will find a grievance I filed with TESI and the Utilities Commission.

My address is 1417 Sagamore Drive

Thank you

 **TESI DISPUTE.pdf** 

for all you do!

--  
Sincerely,  
Mike

NiteWorx  
[mike.calloway@gmail.com](mailto:mike.calloway@gmail.com)

LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

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.

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Sep 11 2023

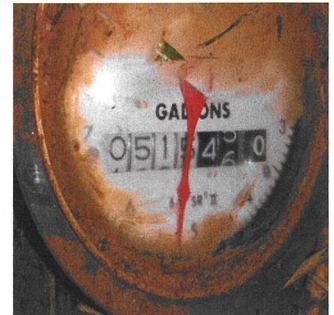
## ACTUAL METER READINGS



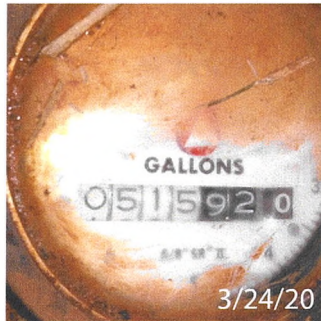
20 days.....  
870 gal. used  
aver. 43.5 gal. day



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)



LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

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Sep 11 2023

TOTAL ENVIRONMENTAL SOLUTIONS, INC. BILL						
CUSTOMER				SERVICE ADDRESS		
MIKE CALLOWAY				2773-10/2772-10		
ACCOUNT NUMBER				BILL DATE		DUE DATE
324600156405				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)

TOTAL ENVIRONMENTAL SOLUTIONS, INC. BILL						
CUSTOMER				SERVICE ADDRESS		
MIKE CALLOWAY				2773-10/2772-10		
ACCOUNT NUMBER				BILL DATE		DUE DATE
324600156405				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 usage)



LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

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Sep 11 2023

**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	
324600156405			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 area.

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	
324600156405			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 area.

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 usage)

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:47 PM  
**To:** Butler, Trisha  
**Subject:** FW: Tesi/Redbird Water

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:36 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Tesi/Redbird Water

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---

**From:** KAY <[smithkayd4@gmail.com](mailto:smithkayd4@gmail.com)>  
**Sent:** Thursday, September 7, 2023 8:05:56 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Tesi/Redbird Water

You don't often get email from [smithkayd4@gmail.com](mailto:smithkayd4@gmail.com). [Learn why this is important](#)

Our major concern is the extravagant increase in our water bill in the next year. This will almost double and should be concerned a form of price gouging. Are they trying to get their investment back in the first few years at our expense?

We are both retired. So far for 2024 we have had increases in our property taxes, our auto insurance, home owners, cell phone, internet service(only internet because we had to cut the cable years ago), our Medicare part B premium, supplemental insurance, groceries and gasoline and our POA dues.

All these increases far, far exceed the proposed 3.3% increase we will receive from Medicare. What do we do? What do we cut out? I have not even mentioned the increase in our medications for next year.

We continue to go backwards and hope the commission does not give this exorbitant increase of approximately 70% after the first year.

Thank you for your time.  
Kay D. Smith  
111 Pinto Dr,  
Louisburg, NC 27549

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 4:46 PM  
**To:** Butler, Trisha  
**Subject:** FW: Community Update- TESI/Red Bird Water System Sale

Trisha,

Here is the first of many customer concerns to combine into a single PDF for filing with Commission and serving on Public Staff. Please make sure the customers email addresses are shown as well as the content of their messages. We need to get this filed and served as soon as possible on Monday.

Thanks  
David

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 7, 2023 8:36 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Community Update- TESI/Red Bird Water System Sale

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**From:** Mim Dyer <MimandUNC@yahoo.com>  
**Sent:** Thursday, September 7, 2023 8:10:58 PM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** Community Update- TESI/Red Bird Water System Sale

You don't often get email from [mimandunc@yahoo.com](mailto:mimandunc@yahoo.com). [Learn why this is important](#)

Hi Grace,

Here is a quick list of concerns:

- constant waterline beaks. Often leaking water for months or even more than a year near our house.
- aging pipes/infrastructure
- lack of road repair / lack of timely road repair.
- no working fire hydrants
- release of raw sewage into the water just beyond the spillway.
- water pressure fluctuations.

- poor water quantity leading to the need to install a whole house filtration system (expensive and ongoing maintenance of the system required).

W-1146, SUB 13 AND W-1328, SUB 10

- cost increase should be gradual

Thank you so much,  
Mim Dyer  
533 Sagamore Drive

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

**Date:** September 6, 2023 at 22:40:33 GMT+7

**To:** rich.c.dyer@gmail.com

**Subject:** [Community Update] TESI/Red Bird Water System Sale

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

## TESI/Red Bird Water System Sale

Good morning,

In an effort to make sure your voices are heard with the NC Utilities Commission, I need you to email me any specific examples of issues you have had (personally) with TESI. Please include any concerns you may also have about the sale of TESI to Red Bird, i.e. rate increase, repair timelines, etc.

Unfortunately, I do need your examples no later than Friday, September 8.

Please send your email to [grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com) or you can drop off a paper copy at the POA office.

Make sure you are very specific about your issues and concerns. We will forward all documentation to the utility attorney to provide to the NC Utilities Commission.

Thank you.

Grace Noonan, GM

[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)

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**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:20 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI sale to Redbird: Concerns

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 8:28 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI sale to Redbird: Concerns

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**From:** Ilishe Mikos <[ilishem@gmail.com](mailto:ilishem@gmail.com)>  
**Sent:** Thursday, September 7, 2023 9:11:06 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI sale to Redbird: Concerns

[You don't often get email from [ilishem@gmail.com](mailto:ilishem@gmail.com). Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Hello,

My name is Ilishe Mikos and I live at 203 Sequoia Drive in Lake royale.

I was alarmed to receive the communication from Red Bird that that my water rate would go up so much (almost double) to fund the fixing of a broken system. The system is broken for sure but if they're going to buy a broken system, they need to get a discounted price from TESI not expect us to pay for the repairs. We pay a fair price as it is for a water. Water that we don't always know whether or not will have it or they'll be water pressure the next day there's certainly no discounted bill when we go days without water. It's an outrage that we should be expected to pay for them to fix a long neglected water structure system.

Additionally, on multiple occasions, when there have been water main breaks, I have not received communication about contaminated water until many hours sometimes more than a day later, advising me to boil my water. At times there has been no communication at all. We should be receiving text messages, not emails or Facebook posts, from the water company as soon as they know that there's a contamination issue. Conversely, we should be notified when we don't need to continue to boil our water anymore.

We also need to know if we're going to be without water for an extended period of time during these repairs. There needs to be a lot of good and clear communication.

Thank you for your attention to this matter.

LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

Ilishe Mikos  
203 Sequoia Drive  
1474 Lake Royale  
Louisburg, NC

Sent from my iPhone

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Sep 11 2023

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:21 PM  
**To:** Butler, Trisha  
**Subject:** FW: Long-term Water line breaks at Lake Royalebut

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 8:29 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Long-term Water line breaks at Lake Royale

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Direct 252-220-9335  
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**From:** Elaine Sammon <[elainerecknersammon@gmail.com](mailto:elainerecknersammon@gmail.com)>  
**Sent:** Thursday, September 7, 2023 9:46:40 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Fwd: Long-term Water line breaks at Lake Royale

Dear Grace:

Here is an example of specific TESI complaints I've made to the Utility Commission about our community's frequent water outages and un-repaired water leaks.

Best regards,

Elaine Sammon  
88 Black Cloud Drive  
Louisburg, NC 27549

Sent from my iPhone

Begin forwarded message:

**From:** Elaine Sammon <[ElaineRecknerSammon@gmail.com](mailto:ElaineRecknerSammon@gmail.com)>  
**Date:** May 16, 2022 at 11:11:01 AM EDT  
**To:** [consumer.services@psncuc.nc.gov](mailto:consumer.services@psncuc.nc.gov)  
**Subject:** Long-term Water line breaks at Lake Royale

Attention: Mr. Sterling Joyner

LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

Dear Mr. Joyner:

You were so kind as to call me in April regarding our community's too-frequent water outages. I am writing now to inform you of two additional issues.

At our Lake Royale community, there are at least two water supply pipe leaks that have been reported to Total Environmental Solutions Inc. (TESI), but have not been repaired for weeks.

The first water line break is in front of 137 Geronimo Dr, Louisburg, NC 27549, where at the water meter box at the base of power pole number H782BC at the street, there appears to be a broken water line issuing water continuously into the culvert for the past month. It has been reported to TESI, whose representative inspected the location two weeks ago, but the break remains, with water flowing. Here is a video, taken in the afternoon of May 13th, showing the continuously flowing water.

[https://share.icloud.com/photos/0fc3t7k66IWHg\\_CRNvdCUy65Q](https://share.icloud.com/photos/0fc3t7k66IWHg_CRNvdCUy65Q)

The address nearest to the second water line break is 402 Shawnee Drive, Louisburg, NC. That break is in the Southbound lane of Shawnee Drive, just South of its intersection with Cheyenne Drive. The road surface is cracked where it's marked with a short white painted stripe, and water is continuously seeping through the crack onto the roadway.

Please help our community get TESI to properly repair its water supply pipes. I would appreciate a reply. Thank you.

With gratitude,

Elaine Sammon  
88 Black Cloud Drive  
Louisburg, NC 27549  
Cell/Text 516-355-1668



**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:20 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI's Months-Late Drinking Water Contamination Notice  
**Attachments:** Document\_2023-09-07\_215429.jpg; Document\_2023-09-07\_215557 (2).jpg

Again, please include the attachments in the combined PDF

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 8:27 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI's Months-Late Drinking Water Contamination Notice

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**FirstService Residential**  
General Manager/Lake Royale POA  
Direct 252-220-9335  
<http://www.fsresidential.com/>

---

**From:** Elaine Sammon <[elainerecknersammon@gmail.com](mailto:elainerecknersammon@gmail.com)>  
**Sent:** Thursday, September 7, 2023 10:56:32 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI's Months-Late Drinking Water Contamination Notice

Dear Grace,

I've attached the front and back page of the extremely late notice of drinking water contamination that our community received on or about **August 27, 2022** from TESI. If you need me to bring in a hard copy, please let me know. The notice informed us that sometime **prior to mid-May of 2022**, our drinking water was not properly monitored or tested for contamination by "Disinfection Byproducts (DBPs)." It further stated that the **"Violation Awareness Date" was June 29, 2022**. More than a month to become aware that one has not properly tested for contaminants should not be tolerated. On page two, the notice states that TESI should have provided public notification to its customers "as soon as reasonably possible after [they] learn[ed] of the violation."

In detailed summary, the late notice admits that:

1. Prior to mid-May, TESI was required to monitor our drinking water for Disinfection Byproducts.
2. "During the compliance period specified . . . , [TESI] '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.**"
3. In the notice, TESI claimed to have been unaware of their failure to test, or to complete such testing **until the end of the following month, June 29, 2022.**
4. Even at that late date, TESI took almost **two additional months** to mail out notices of their failures to properly test for contamination to us, their customers. Our notice arrived in the mail on August 27, 2022.

LAKE ROYALE PROPERTY OWNERS' E-MAILS

We have lived full-time at Lake Royale since November of 2014. In those nine years, this is the only such notice that we have received. Given TESI's failure to timely notify us for three months in this case, it would be interesting to know if other such failures to test or to complete testing occurred during those years, for which NO notices were sent.

Lake Royale's community has many vulnerable residents, including children, senior citizens, those with compromised immune systems, and those with chronic conditions that leave them susceptible to infection. TESI, and now Red Bird, should be required to conduct timely and complete tests, provide prompt notice to individual customers and to our Property Owners' Association Office, so that such negligence and recklessness cannot be repeated.

Again, if you need the actual paper notice, please let me know.

Best regards,

Elaine Sammon  
88 Black Cloud Drive  
Louisburg, NC 27549

Elaine Reckner Sammon  
88 Black Cloud Drive  
Louisburg, NC 27549-7361  
[ElaineRecknerSammon@gmail.com](mailto:ElaineRecknerSammon@gmail.com)

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Sep 11 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)

LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10  
Contaminant Group List

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Sep 11 2023

- (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.
- (TTHM) - 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 PO<sub>4</sub>), 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:**

<p><b>Community systems</b> must use one of the following:</p> <ul style="list-style-type: none"> <li>• Hand or direct delivery</li> <li>• Mail, as a separate notice or included with the bill</li> </ul> <p><b>For community systems</b>, 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)].</p>	<p><b>Non-community systems</b> must use one of the following:</p> <ul style="list-style-type: none"> <li>• Posting in conspicuous locations</li> <li>• Hand delivery</li> <li>• Mail</li> </ul> <p><b>For non-community systems</b>, 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)].</p>
<p>(Note: <b>Both</b> community and non-community systems must use <i>another</i> method reasonably calculated to reach others IF they would not be reached by one of the <u>required</u> methods listed above [CFR 141.204(c)]. Such methods could include newspapers, e-mail, or delivery to community organizations.</p>	

  - **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.**

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:22 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI sale concerns

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 8:30 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI sale concerns

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General Manager/Lake Royale POA  
Direct 252-220-9335  
<http://www.fsresidential.com/>

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**From:** Erich Zurdo <erich\_zurdo@hotmail.com>  
**Sent:** Friday, September 8, 2023 6:52:58 AM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** TESI sale concerns

Good day,

Hope all is well. I am owner at 118 Mustang Drive, Louisburg, NC 27549. And I am very concerned with the rates of water being raised. We use our property seasonally, thus having these extra bills when we do not utilize it throughout the whole year will leave a dent in our wallet. Being seasonal to us means that we save money on the property by turning everything off directly with the utility companies for the non summer seasons. Was this the only, and best option that TESI had when selling? I just don't believe that anyone in the community was taken into account. Taking on a higher bill when there are already so many issues that we are so unsure if they can be fixed leaves us with more uncertainties and even anxiety. I hope that a better resolution can be sought. We have to now see if we can even afford our location anymore.

Please do not hesitate in contacting me or my wife if you have any questions for us.

Thank you and have a great day!!!

Shanally Polanco  
919.236.8547

Erich Zurdo  
302 Indian Trail  
Wendell, NC 27591  
919.868.0289

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:22 PM  
**To:** Butler, Trisha  
**Subject:** FW: Water issues

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 8:31 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Water issues

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---

**From:** Mary Lou Doelker <[mamadoelker@hotmail.com](mailto:mamadoelker@hotmail.com)>  
**Sent:** Friday, September 8, 2023 7:11:38 AM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Water issues

[You don't often get email from [mamadoelker@hotmail.com](mailto:mamadoelker@hotmail.com). Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

We have had frequent water pressure issues. They seem to be worse on the weekends as if someone turned the pressures down. At times you can't take a shower or the washer can't fill. We have had the pressure checked at the house by a plumber no issues.

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:22 PM  
**To:** Butler, Trisha  
**Subject:** FW: Subject: Tesi

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 8:31 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Subject: Tesi

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Direct 252-220-9335  
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**From:** Lorraine Commander <[commanderlorraine@yahoo.com](mailto:commanderlorraine@yahoo.com)>  
**Sent:** Friday, September 8, 2023 7:16:57 AM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Subject: Tesi

You don't often get email from [commanderlorraine@yahoo.com](mailto:commanderlorraine@yahoo.com). [Learn why this is important](#)

Grace,

I have had several instances when water had been shut off because of a broken pipe on Sagamore. No door hangers were placed on our homes.

So when I got home from work, I was not aware & turned on faucets.

This is the worst thing I could do for my water system.

Dirt got into my system & I had to spend a lot of time running water through all of my faucets to clean them out.

If I had notice, I would have run water through my outside faucets & avoided issues with my entire system.

The break on Sagamore & Inca was not completely fixed for months so it kept leaking on the road for months.

Thank you

Lorraine Ryan

100 Inca Drive

Sent from Yahoo Mail on Android



**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:23 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI/Red Bird

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 8:32 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI/Red Bird

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**From:** Karol Brown-Shoffner <[kbrownshoffner@gmail.com](mailto:kbrownshoffner@gmail.com)>  
**Sent:** Friday, September 8, 2023 7:32:18 AM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI/Red Bird

MAILBOX You don't often get email from [kbrownshoffner@gmail.com](mailto:kbrownshoffner@gmail.com). [Learn why this is important](#)

Good morning,

Thank you for accepting my opinions regarding this matter.

1. The rate increase is not acceptable. If the two firms have merged or one has sold to another, then the new proprietor should accept the rates as is. LRPOA should not be penalized with increased rates because TESI sold to Red Bird. If increased rates are justified, then allow it to happen gradually not automatically because they want to recoup a loss.
2. Setting up an account to pay a bill should not be so difficult. I had the most difficult time setting up an automatic draft. I decided to pay for 2 months of service at a time because I didn't want to have to pay a credit card service fee for each payment. \*Buy a money order and a stamp = credit card service fee. I was hoping for something as simple as the Duke Energy payment process.

Those are my thoughts and issues with TESI/Red Bird.

Kindest regards,

Karol Shoffner.

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:23 PM  
**To:** Butler, Trisha  
**Subject:** FW: Red Bird Rate Increase Concerns

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 8:32 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Red Bird Rate Increase Concerns

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**From:** [kjm0815@att.net](mailto:kjm0815@att.net) <[kjm0815@att.net](mailto:kjm0815@att.net)>  
**Sent:** Friday, September 8, 2023 8:17:19 AM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Cc:** [kjm0815@att.net](mailto:kjm0815@att.net) <[kjm0815@att.net](mailto:kjm0815@att.net)>  
**Subject:** Red Bird Rate Increase Concerns

My main concern is the rate increases stated in the letter that Red Bird issued to all consumers does not match their proposed monthly cost. It specifically states that a rate increase of \$3.48 per month is needed over 25 years to pay for the initial capital improvements. However, the rate increase details, later in the same document, were very vague. Their example listed the current Base Charge is \$29.03 and the Usage Charge per 1,000 is \$6.02 for a residential customer: however, the proposed rate increases did not itemize the proposed Base Charge price and the Usage Charge per 1,000 gallons. It only lists the total charge for the sample usage of 2300 gallons.

I do understand that capital improvements are needed and therefore, rate increases are also required to financially cover said improvements. My concern is that Red Bird is going to increase our Base Charge to cover these improvements as well as increase the Usage Charge to an unreasonable amount that will jeopardize the financial well being of our community and residents. If the current sample rate is \$42.88 and the year 2 rate is \$68.35.....that is an increase of \$25.47 per month....which is more than 7 times the \$3.48 per month needed for the capital improvements. It also jumps another \$5.09 per month for years 3-5.

What is the rate for households that currently use more than 2300 gallons of water each month? Red Bird must disclose the proposed Base Charge rate as well as the Usage Charge details and not hide under a blanket statement. If they are double dipping on increases, we could have residents charged massive amounts for this basic necessity. The idea behind eliminating TESI was to better our community and continue to improve our amenities, quality of life as well as property values. This could quickly turn south and create the opposite with financially burdened residents, foreclosures, and the inability to sustain their current quality of life. These increases are substantial and too aggressive as proposed.

LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

Thank you.

Kelly Malpass  
120 Wyoming Dr  
Lot R-921

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Sep 11 2023

**Butler, Trisha**

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**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:34 PM  
**To:** Butler, Trisha  
**Subject:** FW: Water

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 8:37 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Water

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**From:** Ann Chambers <ann.chambers1@gmail.com>  
**Sent:** Friday, September 8, 2023 8:35:47 AM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** Water

SPAM You don't often get email from [ann.chambers1@gmail.com](mailto:ann.chambers1@gmail.com). [Learn why this is important](#)

I own 113 Buckskin Dr and will be building in 2024. Right now I am paying \$30/month I guess because I have a tap put in on my property and the \$59/ year water access fee. I live in Greenville NC and pay \$13.00 a month for my water. Now my water bill at Lake Royale is going to be even higher and I am not using any water at all? Yes, I have a problem with the cost.

Ann Chambers  
919-612-3381

**Butler, Trisha**

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**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:35 PM  
**To:** Butler, Trisha  
**Subject:** FW: [Community Update] TESI/Red Bird Water System Sale Reminder

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 9:04 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: [Community Update] TESI/Red Bird Water System Sale Reminder

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General Manager/Lake Royale POA  
Direct 252-220-9335  
<http://www.fsresidential.com/>

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**From:** Mark Anglin <maa1820@gmail.com>  
**Sent:** Friday, September 8, 2023 8:59:17 AM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** Re: [Community Update] TESI/Red Bird Water System Sale Reminder

Hi Grace,

My name is Mark Anglin at 661 Sagamore Drive and thanks for working on this for all of us.

I am very concerned about the price increases for the water. We have all been paying TESI over the years to provide clean water for the community. Everyone needs to make a profit, I understand. However, TESI obviously has made more profit and not re-invested in its infrastructure. And now the Lake Royal community will have to pay double the amount for water because of mismanagement of funds. TESI's blindness to issues causes increased repair costs and outages because of lack of maintenance in our community.

Please let me know if there is anything I can do.

Mark and Nancy Agnlin  
919-669-3177

On Thu, Sep 7, 2023 at 3:40 PM Lake Royale Property Owners' Association North Carolina <lakeroyalepoa-nc@municodeweb.com> wrote:

## TESI/Red Bird Water System Sale Reminder

LAKE ROYALE PROPERTY OWNERS' E-MAILS  
W-1146, SUB 13 AND W-1328, SUB 10

Good afternoon,

If you have not had a chance to send me your specific examples of issues you have had (personally) with TESI, please make sure you do by tomorrow. Please make sure you also include any concerns you may have about the sale, i.e. rate increase, repair timelines, etc. You will need to include your name and your property address.

Thanks to everyone who have already sent me your emails! Thank you so much!!

Grace Noonan, GM

[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)

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Sep 11 2023

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:36 PM  
**To:** Butler, Trisha  
**Subject:** FW: [Community Update] TESI/Red Bird Water System Sale

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 9:41 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: [Community Update] TESI/Red Bird Water System Sale

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**From:** Clifford Revoir <revoirbcove@aol.com>  
**Sent:** Friday, September 8, 2023 9:33:45 AM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** Fw: [Community Update] TESI/Red Bird Water System Sale

SPAM You don't often get email from [revoirbcove@aol.com](mailto:revoirbcove@aol.com). [Learn why this is important](#)

Good morning

We, like all, share a great concern with the huge price increase Red Bird is requesting. As retirees on fixed income this will strongly impact us.

Over the last 20 year we have made many requests asking Tesi to replace a very loose manhole cover located about 1 foot off Sagamore and 1 foot from out driveway. When stepped on, or touched by a wheel, it wobbles and could flip over. When they have come by to look at it, they agree that is a hazard, even place a warning a cone on one occasion, and promised to replace it when they could find a manhole cover. It is still a hazard. I am especially concerned that a walker could accidentally step on it, fall and possible sustain a broken leg or other serious injury.

Thank you for all the great progress that you are bringing to the association.

Have a blessed day.  
Clifford Revoir  
252-478-4716  
329 Sagamore Drive  
Lot 1071

----- Forwarded Message -----

**From:** Lake Royale Property Owners' Association North Carolina <lakeroyalepoa-nc@municodeweb.com>  
**To:** "revoirbcove@aol.com" <revoirbcove@aol.com>  
**Sent:** Wednesday, September 6, 2023 at 12:10:32 PM EDT  
**Subject:** [Community Update] TESI/Red Bird Water System Sale

## TESI/Red Bird Water System Sale

Good morning,

In an effort to make sure your voices are heard with the NC Utilities Commission, I need you to email me any specific examples of issues you have had (personally) with TESI. Please include any concerns you may also have about the sale of TESI to Red Bird, i.e. rate increase, repair timelines, etc.

Unfortunately, I do need your examples no later than Friday, September 8.

Please send your email to [grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com) or you can drop off a paper copy at the POA office.

Make sure you are very specific about your issues and concerns. We will forward all documentation to the utility attorney to provide to the NC Utilities Commission.

Thank you.

Grace Noonan, GM

[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)

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**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:37 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI transfer to Redbird.

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 10:31 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI transfer to Redbird.

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---

**From:** Margaret&David Apps <davidmargaretapps@gmail.com>  
**Sent:** Friday, September 8, 2023 10:02:36 AM  
**To:** Grace Noonan <grace.noonan@fsresidential.com>  
**Subject:** Re: TESI transfer to Redbird.

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My concern ref switch from TESI to Redbird was possible increase in service costs and/or response time. David Apps. (ref.908 Sagamore Dr.)

On Thu, Sep 7, 2023 at 5:35 PM Margaret&David Apps <[davidmargaretapps@gmail.com](mailto:davidmargaretapps@gmail.com)> wrote:

My concerns were not accepted. (sent 9/7). Why?  
Dave Apps  
(908 Sagamore)

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:49 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI / Red Bird Water System Sale

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 9, 2023 7:47 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI / Red Bird Water System Sale

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**From:** [rmacrae@reagan.com](mailto:rmacrae@reagan.com) <[rmacrae@reagan.com](mailto:rmacrae@reagan.com)>  
**Sent:** Friday, September 8, 2023 11:00:59 AM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI / Red Bird Water System Sale

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Grace,

The only direct experience I've had with T.E.S.I. was at time of home construction where T.E.S.I. had difficulty finding their main to tap for my meter. They used a backhoe to look for the pipeline and couldn't find it on Sagamore Dr. Excavation was back filled and patched with asphalt. It was not repaired properly and is a roadway area that has increasing subsidence.

They moved to Horseman Dr and installed my meter there,,,, almost touching the existing utility pole. This may become a problem should that pole need replacement. I doubt that they observed ROW protections of the utility.

Next to my meter, they installed a meter for the adjacent, undeveloped property. This meter is well below 1 foot of surface and sits in a hole, unfulfilled.

As to the new owner, Red Bird Water System, I am, of course, concerned, about rates charged and subject to regulation by NC utilities.

Moreover, I am concerned about Red Bird passing cost to repair & replace pipeline costs, either real or anticipated, were collected previously from me by T.E.S.I. in their rates charged.

Additionally, the shoddy repairs made by T.E.S.I. in our roadways within the P.O.A. when patching leaking lines, valves etc.

And, the ongoing fluctuation in water pressure that seems to have become a more common situation.

Most importantly, the quality of water received at my tap,,,,, and not at the junction with the county water supply system. I don't recall seeing any maintenance, purging, treating of their lines to prevent accumulation of material within pipelines which could be delivered to my home. By this I mean the black, greasy substance which clogs my spigot screens. It is at the point that the water supplied by the T.E.S.I. system is only used for bathing and toilets.

Thank you for your interest.

Robert J MacRae, Jr  
Rubia Cristina C Lobo  
317 Lake Royale (mailing)  
900 Sagamore Dr (physical)  
Louisburg, NC 27549  
(984) 269-9222  
[rmacrae@reagan.com](mailto:rmacrae@reagan.com)

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:38 PM  
**To:** Butler, Trisha  
**Subject:** FW: Redbird sale questions, Lake Royale

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 11:54 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Redbird sale questions, Lake Royale

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**From:** Tom Cuff <tomcuff.25@gmail.com>  
**Sent:** Friday, September 8, 2023 11:53:40 AM  
**To:** Grace Noonan <Grace.noonan@fsresidential.com>  
**Subject:** Redbird sale questions, Lake Royale

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Good morning!

I wanted to add to the questions for Red Bird-

1) TESI water quality reports on their website were limited to mostly fecal coliform numbers, will Red Bird be providing access to more detailed water quality reports from the water systems they are purchasing water from? Specifically quality reports including VOCs, sVOCs, metals, pesticides, UCMR3, or upcoming UCMR5 data.

2) will automatic payments be an option on their website?

Thank you!

Kind Regards,

Tom Cuff

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Sep 11 2023

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:39 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI attestations

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 8, 2023 2:23 PM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI attestations

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**From:** John Brady <[wheresjbrady@yahoo.com](mailto:wheresjbrady@yahoo.com)>  
**Sent:** Friday, September 8, 2023 1:01:26 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI attestations

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Grace, thanks for the diligence on this topic.

The only negative I had with Tesi was the smell and taste of the water, hopefully less awful chemicals will be used going forward.

TESI was kind to me when I missed some bills and needed to get my water turned back on.

John

On Thursday, September 7, 2023 at 03:27:22 PM EDT, Lake Royale Property Owners' Association North Carolina <[lakeroyalepoa-nc@municodeweb.com](mailto:lakeroyalepoa-nc@municodeweb.com)> wrote:

# TESI/Red Bird Water System Sale Reminder

Good afternoon,

If you have not had a chance to send me your specific examples of issues you have had (personally) with TESI, please make sure you do by tomorrow. Please make sure you also include any concerns you may have about the sale, i.e. rate increase, repair timelines, etc. You will need to include your name and your property address.

Thanks to everyone who have already sent me your emails! Thank you so much!!

Grace Noonan, GM

[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)

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**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:49 PM  
**To:** Butler, Trisha  
**Subject:** FW: 114 Winnebago loop concerns for TESI redbird  
**Attachments:** Dear Gracee.docx

Trisha, please include the attachment too

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 9, 2023 7:33 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: 114 Winnebago loop concerns for TESI redbird

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**From:** Laurie Predom <laurie.predom@verista.com>  
**Sent:** Friday, September 8, 2023 4:09:11 PM  
**To:** Grace Noonan <grace.Noonan@fsresidential.com>  
**Cc:** L P <LPtechservices1@gmail.com>  
**Subject:** 114 Winnebago loop concerns for TESI redbird

Microsoft Word You don't often get email from [laurie.predom@verista.com](mailto:laurie.predom@verista.com). [Learn why this is important](#)

Hi Grace,  
Thanks for taking the letters for TESI REDBiRD concerns.  
Please find attached my letter.  
Can you please confirm that you did receive it?

Also, Thank you for accepting the Manager position, our community desperately needs you!  
Kind regards,  
LP

*Laurie L. Predom*  
*Create your great day!*

Senior Validation Engineer  
9100 Fall View Drive  
Fishers, IN 46037  
**Office:** (317) 849-0330  
**Mobile:** (919) 539-3064





Dear Gracee,

Thank you for taking the time to collect property owner notes/comments regarding TESI and now REDBIRD issues we have experienced.

My physical address is: Laurie Predom- 114 Winnebago Loop, Louisburg NC 27549, mailing is 1255 Lake Royale , Louisburg NC 27549, and my home address is 10601 W Old Spring Hope Rd, Spring Hope, NC 27882.

TESI has not been a helpful company to work with the past 7+ years that I have owned property at Lake Royale. Although at times they have been friendly, so many issues have been experienced, being nice is not what I am paying for.

The issues below are noted as problems I have encountered:

- 1) Without permission, a lock was installed on my meter by a TESI rep. When I called up to ask, the agent claimed I wanted it, ABSOLUTELY NOT. I asked for the system to be turned off as a leak was discovered and TESI charged me \$90 one month and \$66 before I could get it shut down. My normal bill is rarely over \$35.00.
- 2) When I called about a leak, they were rude and said I needed to figure out what side it was leaking from, mine or theirs. I had finally got it pressure tested and determined it was my side at the supply valve.
- 3) It is unclear when hooking up to TESI water that no matter what a customer will be charged every month for water when its never used. What a scam! WHY an owner is charged just for a tap at a camper spot should be reconsidered when the property is a multi use area that is only visited. WHY is this set up that the owner not using any water is charged?
- 4) There are intermittent times that there is NO water or trickle water that is unusable for bathing.
- 5) The water is brown and unusable, certainly NEVER drinkable.
- 6) The continuous line breaks are spewing water all over the property from down the street. No action taken, except a cone.
- 7) The meter reader is not recognized as the meter reader, no displayed anything, rides in a golf cart so its unknown who is in there at quick glance, the ground lid is left open, debris enters.
- 8) The communications for boiling are not timely, owners have already consumed water before the alert is out.
- 9) I have a credit with TESI, HOW DO I GET THAT?
- 10) MY concerns with REDBIRD is that they are TESI with a new name and will be impending large monetary changes to the billing, which bothers me for a camper property!
- 11) Also, I am very concerned on the rate hike, and trying to understand all these new fees as I have not received a bill from REDBIRD yet.

I am wondering how much is the CAP that can be charged/changed?

The constant and continuous issues daily are the frustrating part!

Please take my concerns and reply with answers,

Thank you,

Laurie P.

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:47 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI to Redbird Concerns

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 9, 2023 7:32 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI to Redbird Concerns

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**From:** Mary LaMountain (Bogan) <[marynutch@yahoo.com](mailto:marynutch@yahoo.com)>  
**Sent:** Friday, September 8, 2023 5:39:49 PM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** TESI to Redbird Concerns

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I do have concerns about the shawty work that TESI has done for this community which we are going to have to pay for via rate increases. During the 5.5 years I have lived in Lake Royale, it was obvious that the infrastructure has been falling apart and was not being maintained properly. This was demonstrated by the number of times that water breaks were reported to TESI and they did not take care of the leak promptly resulting in bigger issues and having to boil our water.

In addition, the damage done to the roads where TESI did fix leaks, were left as holes for many months before they fixed them. When they did fix them, they were paved without actually filling the hole with dirt before paving. This leaves the hole still in road with pavement on top.

I have a major concern that the Lake Royale community will pay the price for TESI, who would turn off your water if you paid your bill late, but did not effectively maintain the water system.

Mary LaMountain  
1143 Sagamore Drive

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:47 PM  
**To:** Butler, Trisha  
**Subject:** FW: TESI Letter  
**Attachments:** TESI letter.pdf

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 9, 2023 7:31 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: TESI Letter

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<http://www.fsresidential.com/>

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**From:** Mary Lynn Ryerson <[marylynnyerson10@gmail.com](mailto:marylynnyerson10@gmail.com)>  
**Sent:** Friday, September 8, 2023 6:20:32 PM  
**To:** Grace Noonan <[Grace.Noonan@fsresidential.com](mailto:Grace.Noonan@fsresidential.com)>  
**Cc:** Claire Ryerson <[chiefpete56@gmail.com](mailto:chiefpete56@gmail.com)>; Pete Ryerson <[butch2468fu@gmail.com](mailto:butch2468fu@gmail.com)>  
**Subject:** TESI Letter

TECHSUPPORT You don't often get email from [marylynnyerson10@gmail.com](mailto:marylynnyerson10@gmail.com). [Learn why this is important](#)

Hi Ms. Noonan:  
Reply below and attached as a doc.  
Thank you,  
Mary Lynn Ryerson  
\*\*\*\*\*

To whom it may concern:

Thank you for the opportunity to express our dissatisfaction with the service we have received from TESI.

We have lived at Lake Royale for almost two years. In this short time we have:

- 1.
- 2.
3. Experienced very low water pressure on numerous occasions.
- 4.
- 5.
- 6.

LAKE ROYALE PROPERTY OWNERS' E-MAILS

7. Received inconsistent, egregious billing. Our normal water bill ranges from \$38
8. - \$43 a month. On 12/15/22 our water bill was \$134.43. On 7/14/23 it amounted to \$139.38. We contacted TESI, but never received an explanation.
- 9.
- 10.
- 11.
12. Paid a late fee on a bill we never received. We called TESI to advise that we had
13. not received the prior month's bill and was told the late fee is due regardless. We have never paid the bill late; their reply is indicative of their poor service and attitude towards their customers.
- 14.

Our greatest disappointment and ongoing concern is due to a substantial water leak occurring in front of our home; it spreads from our property to the street resulting in cracks forming across the road.

We first reported our concern on July 25, 2023 when we spoke to "Hope" at TESI. On August 8, 2023, we again contacted TESI emphasizing the damage the leak was causing to our property and the road's surface. Three cracks had formed across Sagamore Drive, the major thoroughfare in our community. We spoke with Gayle Davidson at TESI and emailed her photos of the site. She was responsive and stated a work order to repair the leak had been generated and they were trying to locate a contractor to do the repair.

On August 27, 2023, we emailed and submitted additional photos to TESI depicting the expansion of the leak to our driveway and the ongoing deterioration of the road; the water is literally flowing like a small stream. When TESI didn't reply, we contacted the Lake Royale POA and were advised to contact Jennifer Voliva. Ms. Voliva followed up with an email to TESI.

As of today, 8 weeks after TESI was notified, the leak has not been repaired and the degradation of the main road and our property continues. Inaction by TESI is creating a safety hazard to our community as the road's surface degenerates. Additionally, the area in front of our home is akin to a wetland.

Water is a precious resource. It is shameful to see it squandered leaking from a pipe every day, all day,

Regards,

Peter & Claire Ryerson  
667 Sagamore Drive  
Louisburg, NC

To whom it may concern:

Thank you for the opportunity to express our dissatisfaction with the service we have received from TESI.

We have lived at Lake Royale for almost two years. In this short time we have:

- 1) Experienced very low water pressure on numerous occasions.
- 2) Received inconsistent, egregious billing. Our normal water bill ranges from \$38 - \$43 a month. On 12/15/22 our water bill was \$134.43. On 7/14/23 it amounted to \$139.38. We contacted TESI, but never received an explanation.
- 3) Paid a late fee on a bill we never received. We called TESI to advise that we had not received the prior month's bill and was told the late fee is due regardless. We have never paid the bill late; their reply is indicative of their poor service and attitude towards their customers.

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Water is a precious resource. It is shameful to see it squandered leaking from a pipe every day, all day,

Regards,

Peter & Claire Ryerson  
667 Sagamore Drive  
Louisburg, NC

**Butler, Trisha**

---

**From:** Drooz, David T.  
**Sent:** Sunday, September 10, 2023 5:49 PM  
**To:** Butler, Trisha  
**Subject:** FW: Water

**From:** Grace Noonan <Grace.Noonan@fsresidential.com>  
**Sent:** September 9, 2023 9:06 AM  
**To:** Drooz, David T. <DDrooz@foxrothschild.com>  
**Subject:** [EXT] Fwd: Water

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**From:** Mary Kohler <[imacraftygirl@hotmail.com](mailto:imacraftygirl@hotmail.com)>  
**Sent:** Saturday, September 9, 2023 8:35:06 AM  
**To:** Grace Noonan <[grace.noonan@fsresidential.com](mailto:grace.noonan@fsresidential.com)>  
**Subject:** Water

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The only complaint I have is:

Every time, I use my water my facets build up this black slime. I am worried about the water condition. It is so gross. I think it is the pipes or the water tower.

Mary Kohler  
187 Chama Dr  
Louisburg, NC 27549  
919-455-4947  
[Imacraftygirl@hotmail.com](mailto:Imacraftygirl@hotmail.com)

Sent via the Samsung Galaxy S20 FE 5G, an AT&T 5G smartphone  
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