

INFORMATION SHEET

PRESIDING: Commissioner Brown-Bland, Presiding; Chair Mitchell, and Commissioners Duffley, Hughes, Floyd B. McKissick, Jr., and Kemerait

PLACE: Dobbs Building, Raleigh, NC

DATE: Tuesday, October 19, 2022

TIME: 7:00 p.m. – 9:08 p.m.

DOCKET NOS.: W-218, Sub 573

COMPANY: Aqua North Carolina, Inc.

DESCRIPTION: Application by Aqua North Carolina Inc., 202 MacKenan Court, Cary, NC 27511, for Authority to Adjust and Increase Rates for Water and Sewer Utility Service in All Its Service Areas in North Carolina and for Approval of a Water and Sewer Investment Plan

VOLUME NUMBER: 1

APPEARANCES

(See attached)

WITNESSES

(See attached)

EXHIBITS

(See attached)

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REPORTED BY: Kim Mitchell

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1 PLACE: Dobbs Building, Raleigh, North Carolina
2 DATE: Tuesday, October 4, 2022
3 TIME: 7:00 p.m. - 9:08 p.m.
4 DOCKET NO.: W-218, Sub 573
5 BEFORE: Commissioner ToNola D. Brown-Bland, Presiding
6 Chair Charlotte A. Mitchell
7 Commissioner Kimberly W. Duffley
8 Commissioner Jeffrey A. Hughes
9 Commissioner Floyd B. McKissick, Jr.
10 Commissioner Karen M. Kemerait
11
12

13 IN THE MATTER OF:

14 Application by Aqua North Carolina, Inc.,
15 202 MacKenan Court, Cary, North Carolina, 27511
16 for Authority to Adjust and Increase Rates for Water
17 and Sewer Utility Service in All Its Service Areas
18 in North Carolina and for Approval of a
19 Water and Sewer Investment Plan
20

21 VOLUME 1
22
23
24

NORTH CAROLINA UTILITIES COMMISSION

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NORTH CAROLINA UTILITIES COMMISSION

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I/A

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Hamel Exhibit 2

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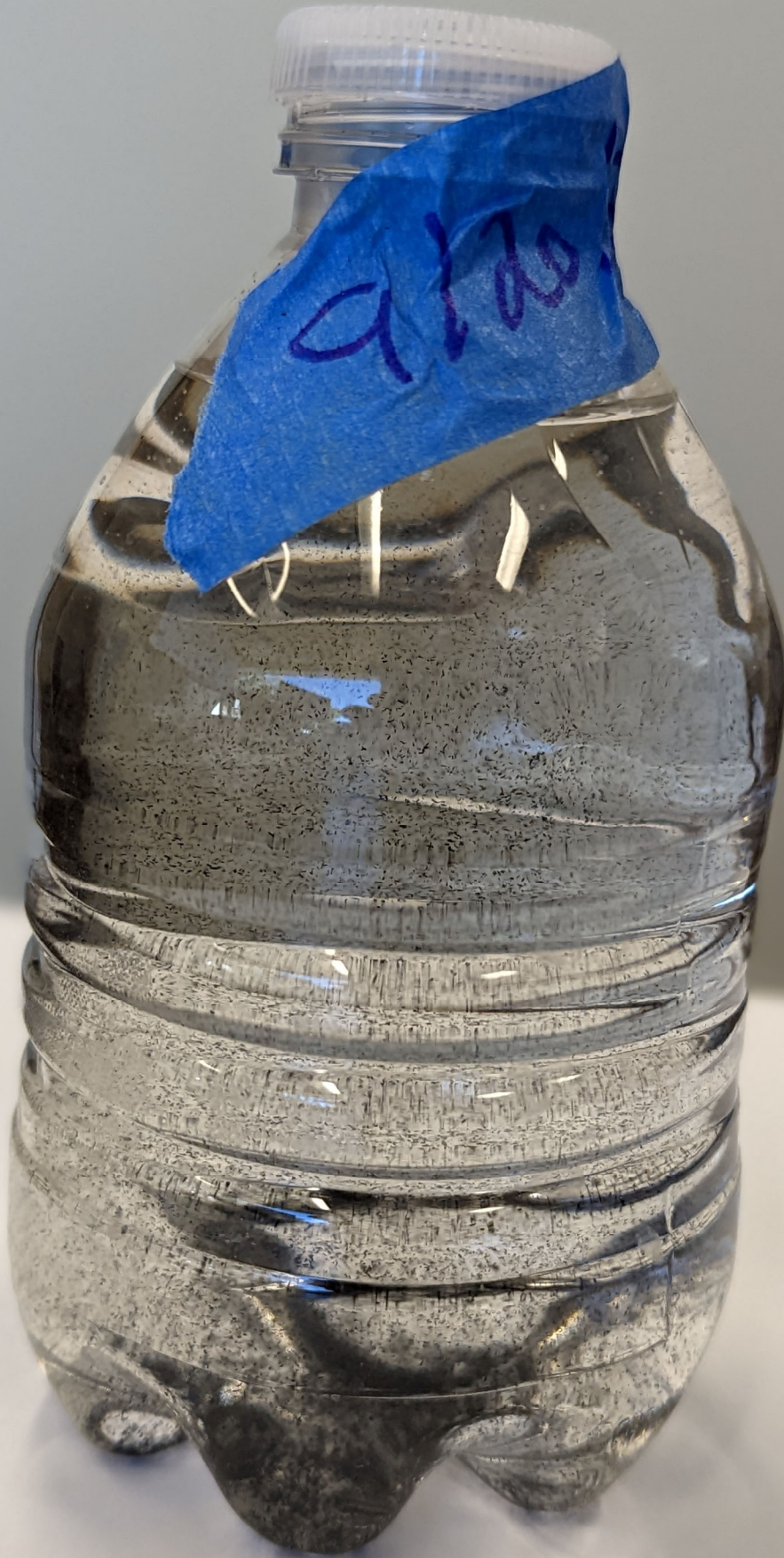
W-218, Sub 573
Sellers Exhibit 1



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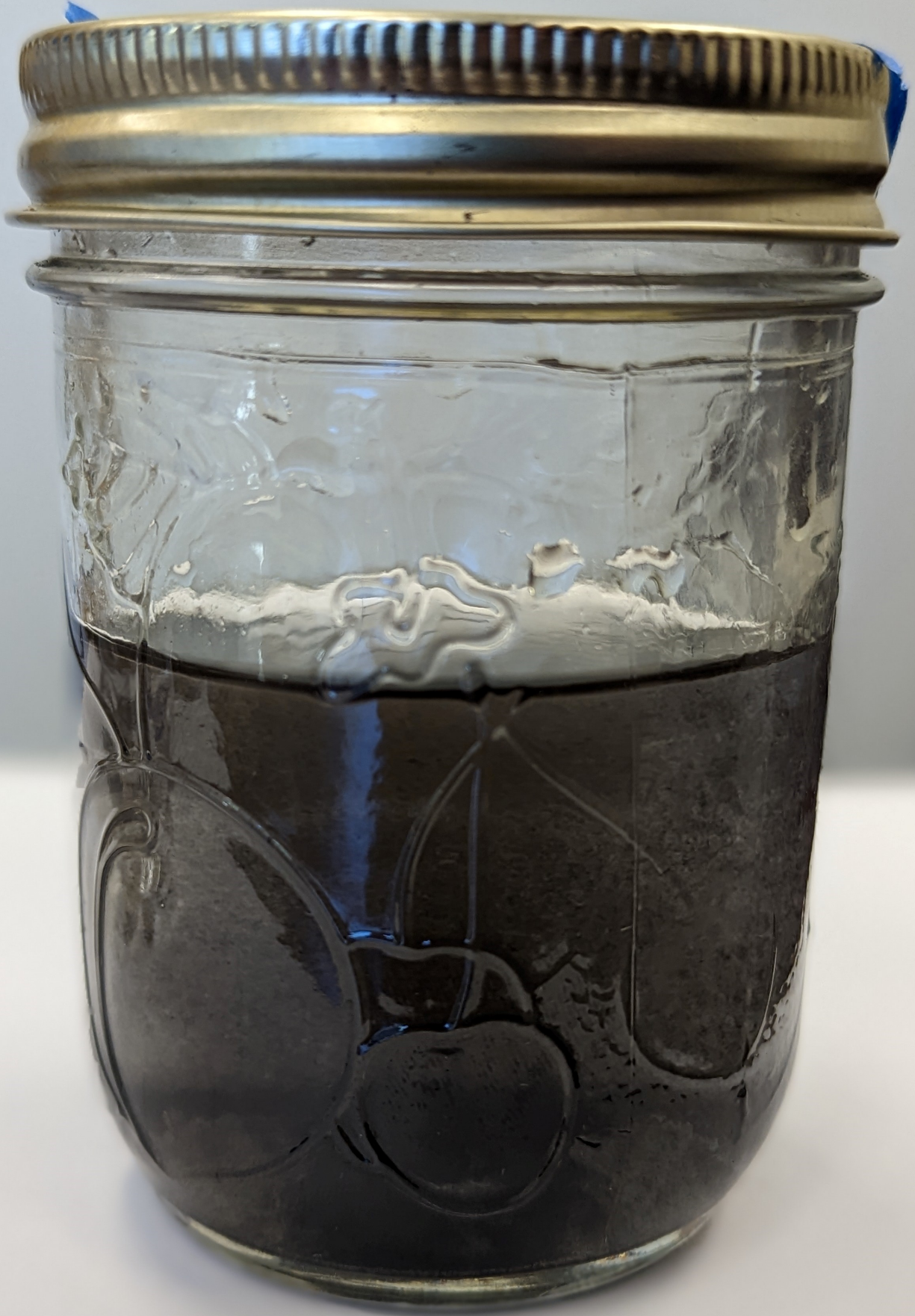
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Sellers Exhibit 2



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I/A



October 4, 2022

Testimony of Susan Johnston Sellers

State of North Carolina Utilities Commission

My name is Susan Sellers and my husband and I own a home at 110 Oakstone Drive in Chapel Hill, North Carolina. When we made an offer in May 2020 to purchase our house, we were unaware that the water was provided by Aqua North Carolina, a private company. The discolored water that appeared in our plumbing fixtures and the inconsistency in the water pressure supplied to the house soon alerted us to problems with our water supply. Systemwide water outages to repair water pipe breaks shut down the water for the three neighborhoods that share this water system and further reinforced my concerns. I joined an ad hoc neighborhood committee and began to learn more about our Stoneridge Master water system. I am testifying tonight as an individual, representing my husband and myself.

I will focus on our most recent water service issues during the months of August and September 2022. I opened my September 2022 water bill from Aqua and discovered that our water usage had suddenly skyrocketed during the recent billing period. Our water meter reading indicated that we had used a shocking 17,900 gallons of water for the 31-day period with an average daily usage of 577.4 gallons. Our average daily usage for the previous billing period had been under 100 gallons, so we knew that something was seriously wrong.

I called Aqua Customer Service the next morning and discovered that our water usage suddenly soared on August 20, 2022. Of course, we were learning this fact several weeks later and were facing a bill that was almost four times the previous month's bill. If only we could have known about the leak sooner! I later learned that we could have received an alert about high water usage from Aqua when the leak began if the company had chosen to invest in state-of-the-art water meter technology when the meter was replaced a few years ago as recommended. Duke Energy has the capability to send high energy use alerts, but Aqua does not.

Our leak has been repaired now, thanks to the technology used by the private company that we hired. Our water line, installed 43 years ago, had sprung a leak under the leaves. In order to examine the line, the private company had to flush the water out and it ran black as the pipe emptied. After finding and repairing a small

hole in the pipe, the private company turned the water back on and it ran black again. They advised us to run outside water for an hour before beginning to use water inside the house. Even with that precaution, the water ran black in every faucet and fixture inside our house. We tried to flush the particulates out of each tap and toilet, but one faucet clogged completely. After hours of disassembly of this one-year-old faucet, it was finally repaired, at least until the next load of black particles fills my pipes again.

Tonight, as the Utilities Commission considers this massive rate increase request from Aqua North Carolina, I would like to make a plea to the commissioners.

*Please scrutinize carefully the many pages of proposed projects that the company has submitted.

*Consider whether Aqua has prioritized older systems like the Stoneridge Master System where the original infrastructure is approaching 45 years in age, with more frequent pipe failures inevitable without a long-range plan to upgrade it.

*Think carefully about whether Aqua is choosing to install the best of water system interactive technology or technology that is already obsolete.

* Remember that these rate increases impact every Aqua customer who will bear the weight of them, so please try to be frugal on our behalf.

Clean water is a precious essential resource for all of us, not to be wasted through thousands of gallons spilled on the ground like my leaking water pipe.

My name is Jonathan Smith, and I am a resident of the Sedgefield subdivision that is served by the Stoneridge Master (NC 0368185) community water system owned and operated by Aqua North Carolina Inc.

My family and I have lived in our home for 14 years and have dealt with water issues that have been unresolved by Aqua, despite our best efforts. We have suffered with constant black deposits in our water due to high levels of manganese. Please see the photos of deposits in bathtubs and faucet strainers I submit as evidence. No one should be subjected to this water for personal use, which impacts the quality of our drinking water, beverages, ice, bathing, and function of plumbing fixtures.

The Sedgefield well #5 is documented to have a multi-year history of exceeding the DEQ rule (15A NCAC 18 C.1512) governing manganese concentration in public drinking water, and in June 2021 was found to be producing 3x the DEQ limit of 0.05mg/L, and an ad hoc committee of residents requested a filter be placed on the well to mitigate the deposits in our water. Aqua refused to put a filter on the well and closed it without any community wide notice to residents.

While black deposits in the water have improved, the reduced supply of water to the system has done nothing to improve low water pressure issues for my family. Please see attached photos of water pressure readings from my house with the system in operation.

This ends my testimony relating to our family's experience as an Aqua customer. I would like to use the rest of my time to share some additional insights that are also important for you to know.

For over two years, the committee I referenced earlier has been communicating to Aqua on behalf of the 300 families served by the water system regarding concerns and issues of quality, pressure, infrastructure maintenance and resilience.

After much back and forth, Aqua finally agreed to do routine maintenance that was sorely lacking: locating and marking all the valves in the neighborhoods, resuming annual water flushing maintenance after intervention by the Public Staff on our behalf, painting all hydrants to code at the direction of the Orange County Fire Marshal, replacing 6 non-functioning distribution valves enabling Aqua to shut down sectors of the system for repairs to avoid a complete system shutdown. Aqua also promised in a letter dated October 25, 2021 to install "quick connect harnesses" on the two Stoneridge wells to facilitate rapid hookup of emergency generators, but notified the committee just last month that it won't install them because their electrician has retired.

Our water system is small and 40 years old. There are no dollars budgeted in Aqua's recently submitted rate hike plan, to upgrade the infrastructure or improve the resilience of our system. My family and all others served by the water system will continue to deal with limited

I/A

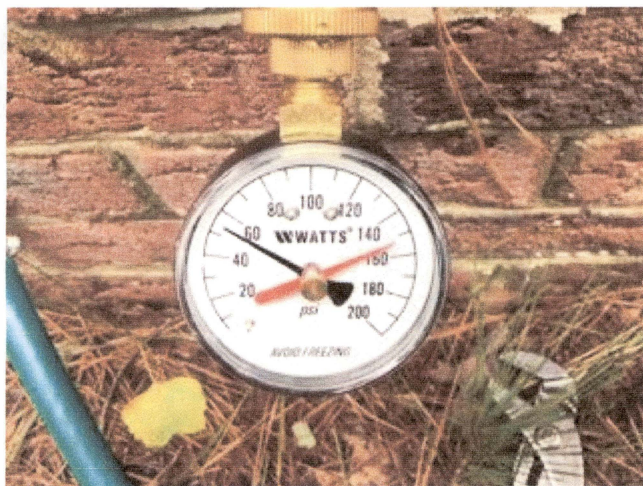
maintenance, water pressure issues, unnecessary water outages, and distrust of water quality as the system continues to age and decline.

As such, I ask that you vote NO to Aqua's rate hike request that would require paying 35% higher water fees for no planned improvements to the service our system provides to customers.

Hose Bib Water Pressure Readings

2 Oct 2022 PM

Water Pressure registered with no fixtures turned on in the house



Water Pressure registered with bath tub water running



Water Pressure registered with bath tub water running and toilet tank filling



Water Pressure registered with bath tub water running, toilet tank refilling, and bathroom faucet water running





Manganese deposits found in bottom of bath tub after filling tubs as instructed by Aqua storm advisory, February 2021



Manganese deposits found in bath tub and bathroom faucet strainer following major sediment contamination episode October 2021 after water system was turned back on following water main repair at Oak Stone and Whitfield roads



October 25, 2021

Dear Ms. Ostrom,

Below are the requested responses to the questions regarding the Stoneridge Master System.

1) We are requesting that Aqua fund the installation of appropriate filters on the Sedgefield #5 well to effectively mitigate the manganese output into our potable water, and not reduce the functional capacity of the system further by shutting off this well.

- Black discoloration and black deposits in our water system is found to be the result of secondary contamination by manganese coming primarily from the unfiltered Sedgefield well #5.
- This well has a multi-year history of exceeding the .05mg/l action level set by rule 15A NCAC 18C.1512 as set forth in the Rules Governing Public Water Systems in North Carolina.
- We find that Aqua's reaction to this problem by arbitrarily shutting down the Sedgefield well #5 without informing the residents of this action or requesting public comment on this action to be unacceptable.
- The community water system has no reserve capacity when all wells are functioning, with many residents complaining of low water pressure and low volume/flow of water. Thus, shutting off another well to improve the water quality of the system at the expense of another metric – system resilience is like “robbing Peter to pay Paul”.

Aqua Response -

Working with our state regulators, Aqua developed a water quality improvement program to improve secondary water quality concerns throughout all the systems operated by Aqua North Carolina. The plan instituted specific criteria to analyze and prioritize the need for filtration based on the levels of iron and manganese found in the source water. As a part of our analysis to support permanent filtration with the Public Staff of the North Carolina Utilities Commission, Aqua is required to evaluate other alternatives to treatment for secondary water quality issues. Aqua's review of the Stoneridge Master System determined that Sedgefield #5 could be deactivated based on current demand. Aqua has shut off this well and will continue evaluate the water quality results and system demand to determine if re-activation of this well is necessary.

Aqua did provide a courtesy notice to the HOA prior to this well shutdown via an email on August 10, 2021. The response received by the HOA representative was positive and did not indicate any concerns with our proposed course of action.

2) We are requesting that Aqua fund the repair/replacement and regular maintenance of critical operating valves in our water system to improve the emergency resiliency of the system and prevent a whole system shut down when water main repairs must be done.

- The emergency shutoff valves in our 41+ year old water system have not been proactively updated or maintained.
- As a result, the whole water system often must be shut down for a water main repair to be completed, because of a lack of necessary shut-off valves and/or nonfunctioning existing valves.
- There does not seem to be any active maintenance plan where the valves are "exercised" on a regular basis to verify that they are functioning as designed.

Aqua Response -

Aqua has identified 5 locations for new water main valve installations that are scheduled for the 1st quarter of 2022. This will allow Aqua to better isolate the system for emergencies and infrastructure upgrades. This will also give us the ability to conduct further evaluation of the system needs.

3) We are requesting that Aqua fund the wiring of all the well/pump stations in our system to be generator ready with "quick connects" and service panels to facilitate switching the pumps to generator power safely without causing reverse flow of electricity to the service lines. We also request that a full system demonstration of the portable generators be conducted in 2022 to demonstrate that the water system will operate under emergency conditions with generator power.

- Results of our resident survey indicated that residents want assurance from Aqua that generator power will be provided so that water service will not be interrupted by a prolonged power outage.

- We have learned that Aqua owns and maintains a very limited number of portable generators to serve all their many water systems, and that there is no specific emergency resilience plan in writing that covers our water system.
- As a result, our system is extremely vulnerable to power outages with the resultant loss of water to the community served
- We have also never received a response to our request to consider working with our committee and the SSPOA and CWHOA to research what would be necessary to install generators for our system.

Aqua Response –

- *Aqua plans to install two quick connects on the two wells with filtration in the 2022 budget year.*
- *Aqua NC has multiple portable generators strategically placed around the state, and these are deployed during power outages as necessary. For severe events, Aqua NC utilizes additional resources from our contractors, rental companies, NCWaterWarn (an emergency response cooperative group) and other Aqua states*
- *HOA installed generators are not a process that Aqua has entertained in the past and there is not a current process set up for that type of request.*
 - *In order for Aqua to entertain this request; the following will be required.*
 - *Approved and stamped engineering plans and specifications will need to be provided to Aqua.*
 - *All state and government laws pertaining to generator type and placement of the generator will need to be addressed and accounted for.*
 - *All required permitting to be the sole responsibility of the HOA*
 - *If approved and after installation/start up, the generator would then be turned over to Aqua North Carolina which would be theirs to operate and maintain.*

4) We are requesting that Aqua fund critical flushing maintenance operations to be performed at least once per year on a schedule communicated to residents served by the Stoneridge Master system at least 30 days in advance of any flushing activity. We request this maintenance begin in the first quarter of the new fiscal year.

- We have recently learned from the public staff that it is standard water system operating procedure to flush all water lines at least once per year. To our knowledge, this is not being done on a regular basis, which is unacceptable.

Aqua Response -

The Stoneridge system was last flushed in October 2020. The 2021 annual system flush began on October 18, 2021 and finished the week ending October 24th, 2021.

5) We are requesting that Aqua take the necessary steps to fund the purchase and installation of signs to prevent any mistaken use of the hydrants for a firefighting emergency, which could cause significant damage to the water mains, pumps and other infrastructure thereby rendering the water system inoperable for a lengthy period of time.

- We have been assured by Aqua that individual signs will be attached to all the existing fire hydrants indicating that they are for maintenance purposes only, and not for use as a supply of water for fighting a fire. We have yet to see these signs installed.

Aqua Response -

Please note that residents of your community not represented by this Committee have expressed directly to Aqua to leave the fire hydrants as they are and have concerns that this change will cause more confusion and frustration. Prior to any placement of signs, Aqua requires the HOA to provide a letter to Aqua with copy to all residents to ensure the entire community is aware of this request. Upon receipt, we will engage legal counsel for their concurrence on this request prior to the placement of these signs.

In summary, we have been communicating with the Aqua team for over a year now, with no tangible response to our requests to improve the quality of water and the resiliency of our water system to meet established community standards.


It is our expectation that Aqua will fund our requests for improvement in the 2022 budget without further delay or procrastination in order to fulfill their responsibility to the customers served by the Stoneridge Master water system.

Aqua Response -

Aqua has invested a significant amount of funds into this system by adding filtration to wells prioritized by our secondary water quality plan, installed an additional backwash tank system to improve water quality, paid for and participated in an extensive source water review in this system, provided guided tours of our well sites, provided direct access to our Facility Operator of the system, and have made additional plans to address additional infrastructure items. Aqua has worked side by side with current and past HOA presidents to address

resident concerns. This system has multiple groups with varying opinions on current issues raised which is causing confusion for the path forward. In order to continue to move forward in a positive manner and ensure positive communication, Aqua will be communicating directly through the HOA president or HOA designee for future issues and concerns.

Thank You,

A handwritten signature in dark ink, appearing to be 'R. Krueger', written over a horizontal line.

Robert Krueger
Area Manager
Aqua NC.

**Aqua NC Rate Hearing
October 4, 2022
Customer Testimony by Craig Stenberg**

104 Burnwood Ct, Chapel Hill, NC 27514, **Stoneridge**

My name is Craig Stenberg. My wife and I have owned two lots in Stoneridge II since 1983, and we built our home at 104 Burnwood Court in 1985. Over the years, we've had major challenges with our water. The primary issues have been:

Black and Brown Particulates and Brownish Water (see Photos)

We have shown Aqua personnel our tubs, sinks, and toilets filled with brownish water, brownish water flowing in real time through our garden faucets and hoses, and our soiled whole house filters. They have acknowledged the problem and promised to report it to their supervisor, but nothing ever gets done that makes a difference in our water. When Peter Rhodes, an Aqua senior executive, visited our house more than a year ago, I told him about a number of our water problems including this one. He was sympathetic and said he had a theory about what was causing it and why it was especially bad for several weeks at a time about twelve times a year. He said that he would speak to the technicians about his theory and see if making some modifications on their part would solve this problem. We did see trucks at the well after this promise, but nothing changed in our home as a result, and Peter did not follow up with us.

As a consequence, we have been forced to replace a number of faucets over the years because they were gummed up by the particulates that could not be removed by plumbers or my wife's scrubbing. We also added a water softener, which improves our water quality, but does not remove the discoloration or the particulates. Recently, I had an additional whole house filter installed. Having two has helped somewhat. But, if I forget to change the filters every three to four weeks, we start seeing discoloration and particulates in our sinks, bathtubs, and toilets. The amount of particulates varies somewhat. At times the amount is fairly light, but at others, the amount is so heavy that the bottoms of our bathtubs, sinks and toilets are filled with black and brown particles. We get at least twelve serious episodes a year, and the worst ones typically last several weeks. I've been told by Aqua personnel that the particles are manganese, but I can't confirm that. Whatever the cause, it's embarrassing to explain to guests. One older couple that had been missionaries in China for 30 years said they'd never had to live with water as bad as ours in all their time overseas.

We have been drinking bottled water for some time now, because we are concerned about the long-term health consequences of drinking "dirty" water.

Low Water Pressure and Very High Water Pressure

This problem is chronic and unresolved. Often our water pressure is so low that when a bathtub is being run, other water faucets only trickle. We installed a lawn irrigation system a few years back to water our grass and shrubs, but it often works inadequately due to low water pressure.

At times, however, our water pressure can be very high. The pressure is inconsistent and unpredictable. Recently, we had our lawn irrigation system serviced because some of our sprinklers had blown their tops and some of our drip watering pipes were leaking. (See photos)

We have installed the Flo by Moen smart valve system, which monitors our water usage and pressure. The water pressure measured at our intake pipe typically varies from 20 to 150 psi. We frequently receive alerts from this system informing us that our water pressure is low (below 20 psi). We are currently exploring options to assure a stable, adequate water pressure.

—Flooding in our Yard and Driveway

The flooding was caused when an Aqua sub-contractor drove a heavy truck over the concrete culvert under the driveway leading into well #4 (which is on our property) in the fall of 2020. This occurred after the main water valve broke and needed to be replaced. The culvert itself was crushed and some of the broken concrete pieces kept the ground water from flowing through the culvert. Every time it rained our driveway and the surrounding area flooded.

I repeatedly pointed this problem out to the sub-contractors who were fixing the valve and the driveway to well 4. Several crews told me that they had asked Aqua for approval to fix it and even sent pictures, but were denied. I persisted, and Aqua eventually agreed to do the repair. It took several trips from sub contractors before a crew was finally able to remove the broken pieces. Even after those parts of the broken culvert were removed, flooding still occurred. When Peter Rhodes (referred to above) visited our home, I told him about this and our other problems. He said that now the flooding was due to a mud dam that had built up and that it would wash away. It did not. I subsequently hired a work crew to clean away the mud that had accumulated in the damaged culvert. This finally stopped the flooding.

Water with a Putrid Sulfur-like Smell (rotten egg odor)

This was a chronic issue for many years. We eventually hired a water quality expert who recommended installing two very expensive electric water heaters that do not have exposed heating rods. These water heaters have resolved the problem.

Inaccurate Billing

When we had our lawn irrigation system installed several years ago, the crew installing it wanted to know where our water meter was. After an extensive search, they could not find it, so the installation was delayed until Aqua sent a person to identify it. He was stumped and told us it wasn't his usual job so he would put an order in for the specialist to check it out. The specialist came after several weeks and looked around for quite awhile until he discovered it was buried on the far side of the driveway running to well 4. That person then told me he thought we may have been overcharged for water over the years. He said there was no way Aqua could have been reading our water meter regularly.

I have no way of knowing whether the Aqua bills have been accurate, but given their overall attitude expressed whenever we have a problem, I'm skeptical. They either come up with an explanation that doesn't correct our problem or they suggest things we might try, which also have been unsuccessful. Supposedly, our water bills are correct now since a new meter has been installed.

This technician also told me that our meter was located in a very unusual place—on the lower side of a hill on the side of the driveway into Well 4, which is rather far away from our house. He said it would have been more logical and better to locate it closer to our house. Several other technicians have expressed this opinion, as well.

When Peter Rhodes (the same man I've referred to twice before) visited our home, I told him what the technician had told me. Also, I told him that Heater Well personnel had told me some years ago that most of our water problems were due to how our water line was connected to the system. He promised to see about having a new line run for us, but that never happened. Peter took out his computer and looked at a detailed map of the water line on Burnwood Court and well 4. To his surprise, there was no indication on the map that our house was connected to the Aqua system. He promised to follow up, but as mentioned above, I never heard back from him.

In general, Aqua subcontractors have been sympathetic to our problems, and I do believe they have tried to resolve these issues within the limits of what they're allowed to do. Given that we have had years of significant water issues, however, many of them unresolved, I find the Aqua proposed rate increase troubling.

Aqua bought the Stoneridge/Sedgefield water system on very favorable terms. Now they have added Creek Wood to this system without drilling additional wells, which further increases their profitability. They have not invested in improvements in Stoneridge to correct the many water problems that we have experienced for more than thirty years. Consequently, I am dubious that a rate increase would make any difference. I fear I will only be paying considerably more for the same poor water quality.

I/A

W-218, Sub 573
Stenberg Exhibit 2



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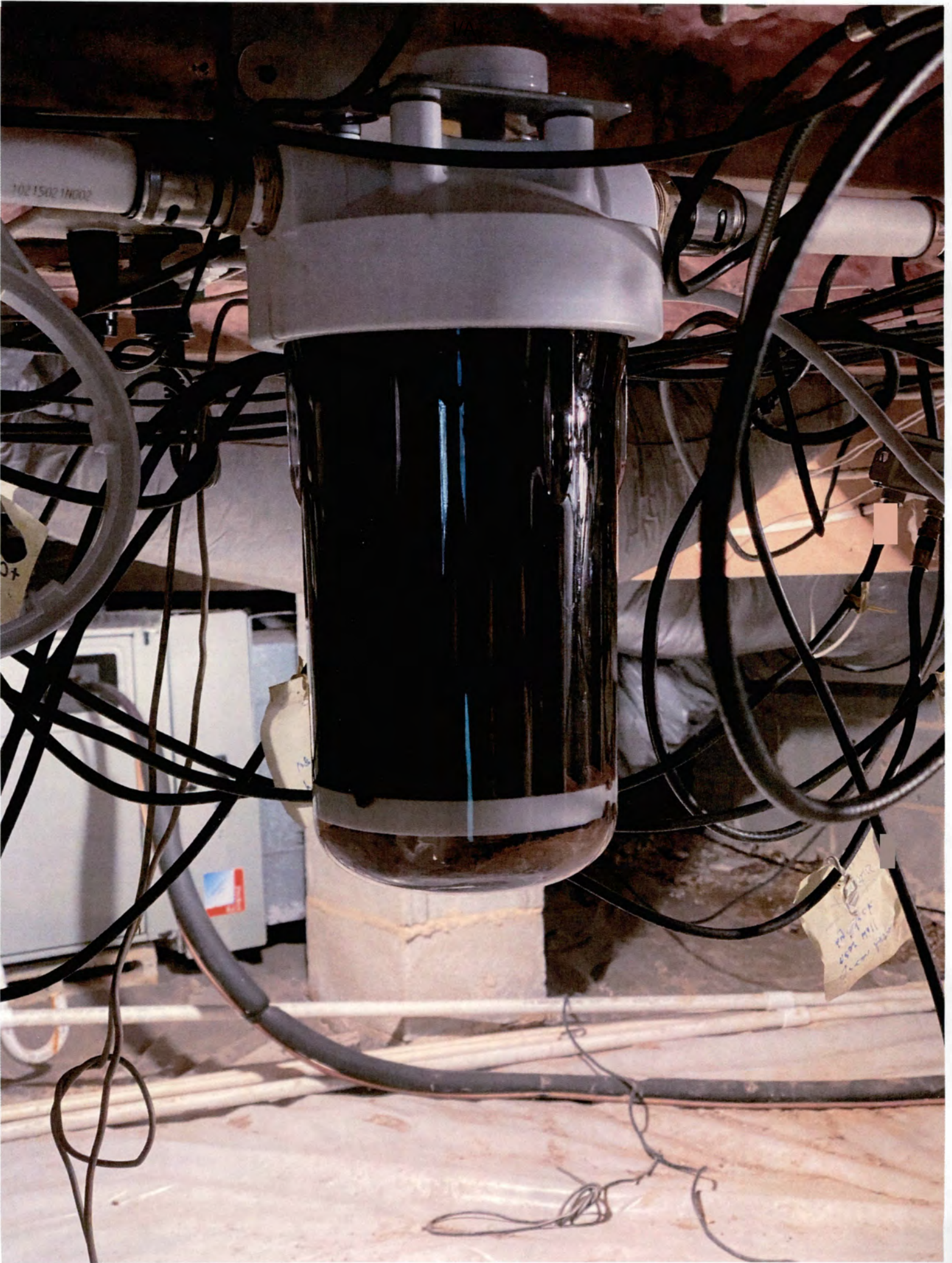
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Black Particulates in Filter #1

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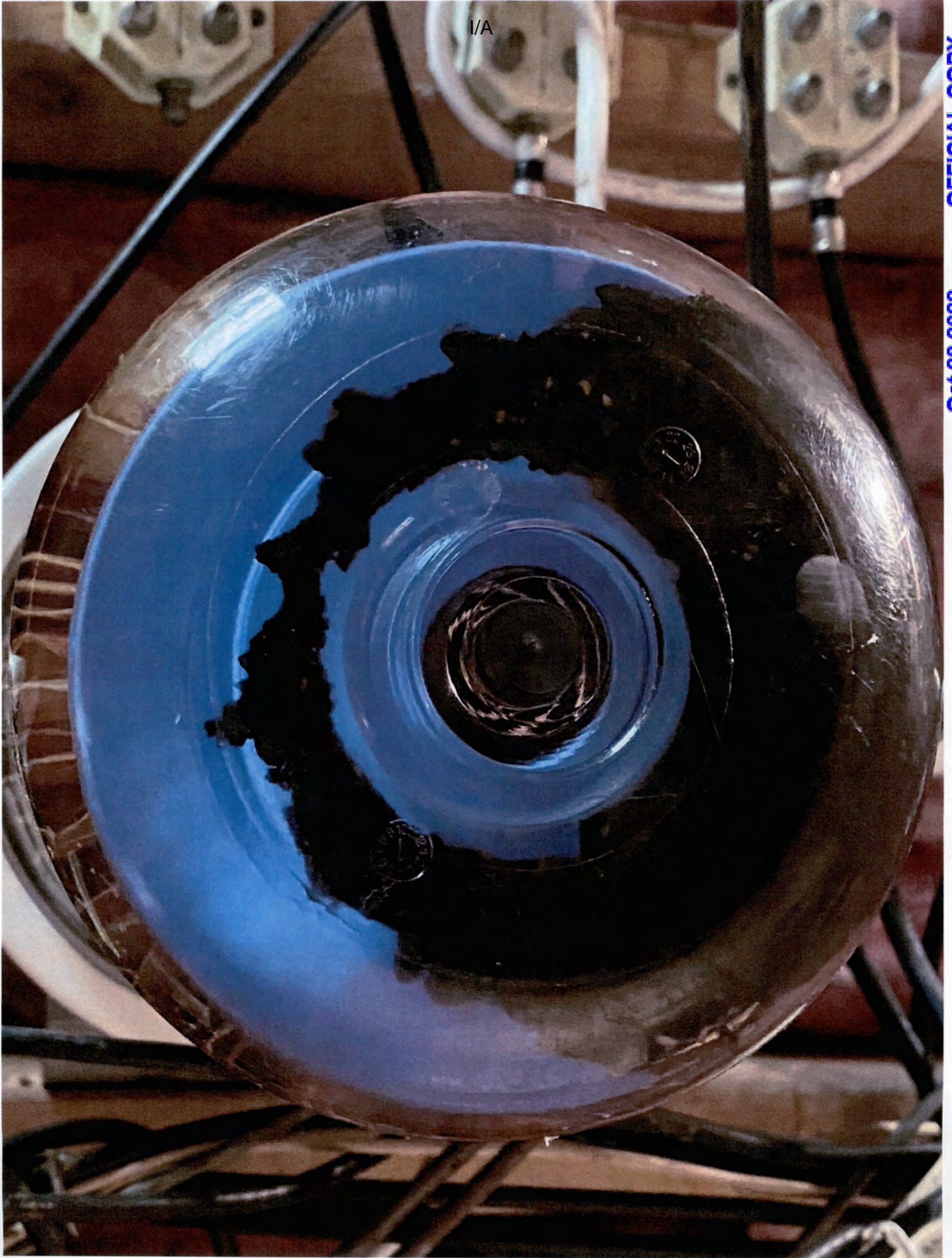
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Brownish Particulates in Filter #2

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Oct 28 2022



WARNING
ELECTRIC SHOCK HAZARD
Prior to installation on metallic plumbing,
securely install the bonding clamps and a
#4 copper wire per the instructions.
Failure to follow these instructions can
result in death or electrical injury.

ADVERTENCIA
PELIGRO DE DESCARGA ELÉCTRICA
Antes de la instalación en tuberías metálicas,
instale firmemente dos abrazaderas de
conexión y un alambre de cobre n.º 4 según
las instrucciones de instalación. Si no sigue
estas instrucciones, puede provocar una
descarga eléctrica o la muerte.

Kitchen
left sink

I/A





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Oct 28 2022

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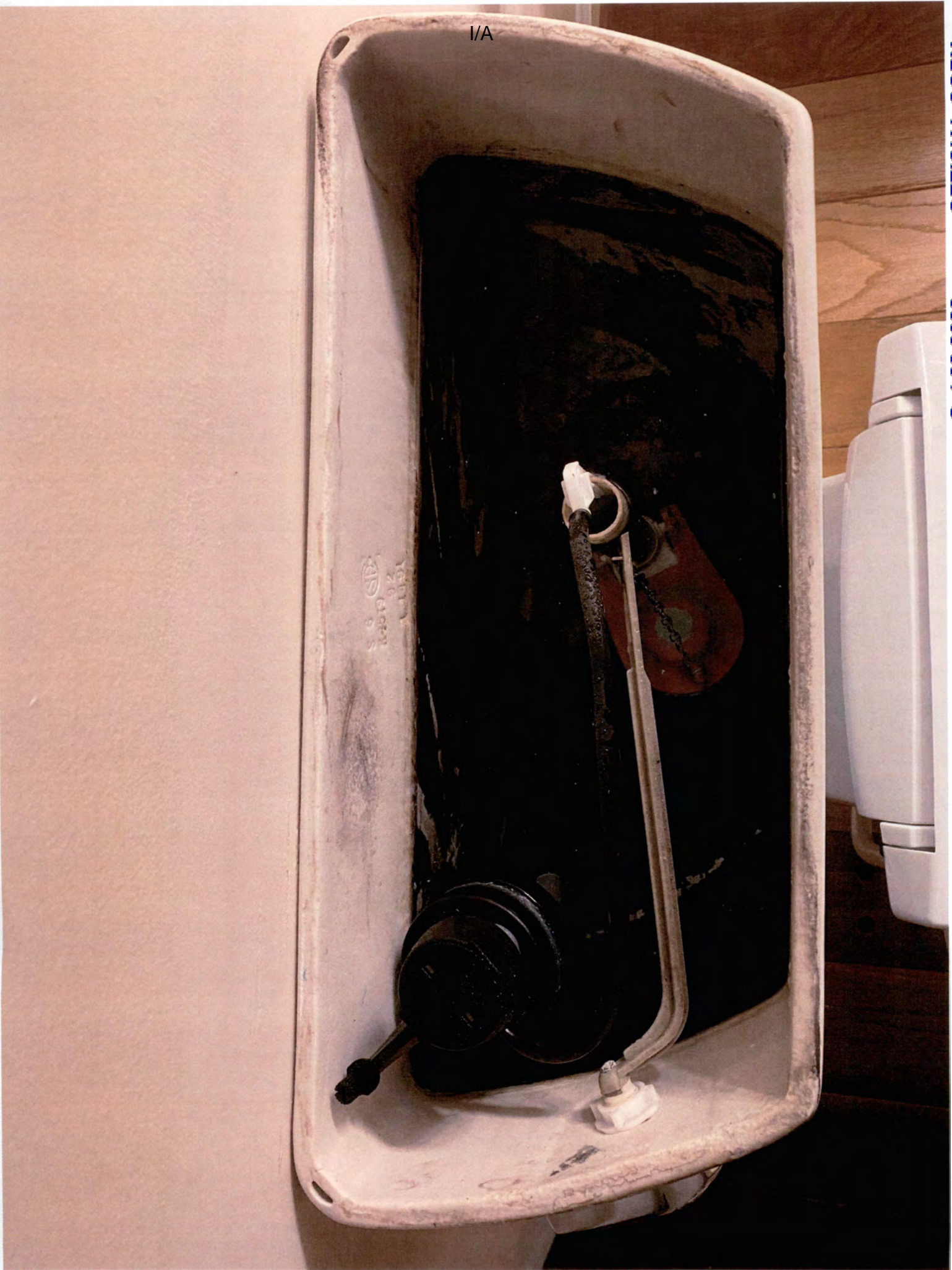


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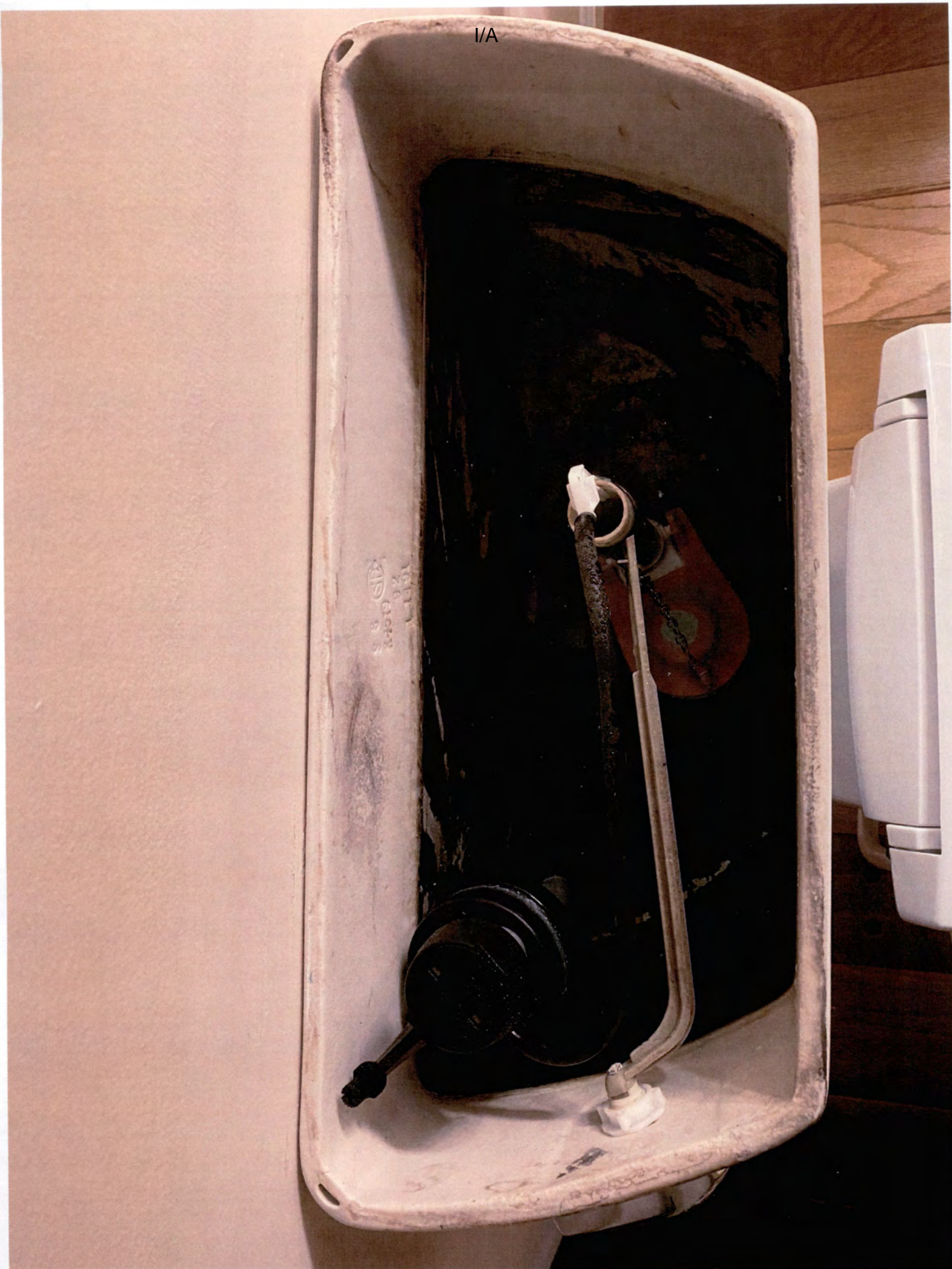
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Oct 28 2022



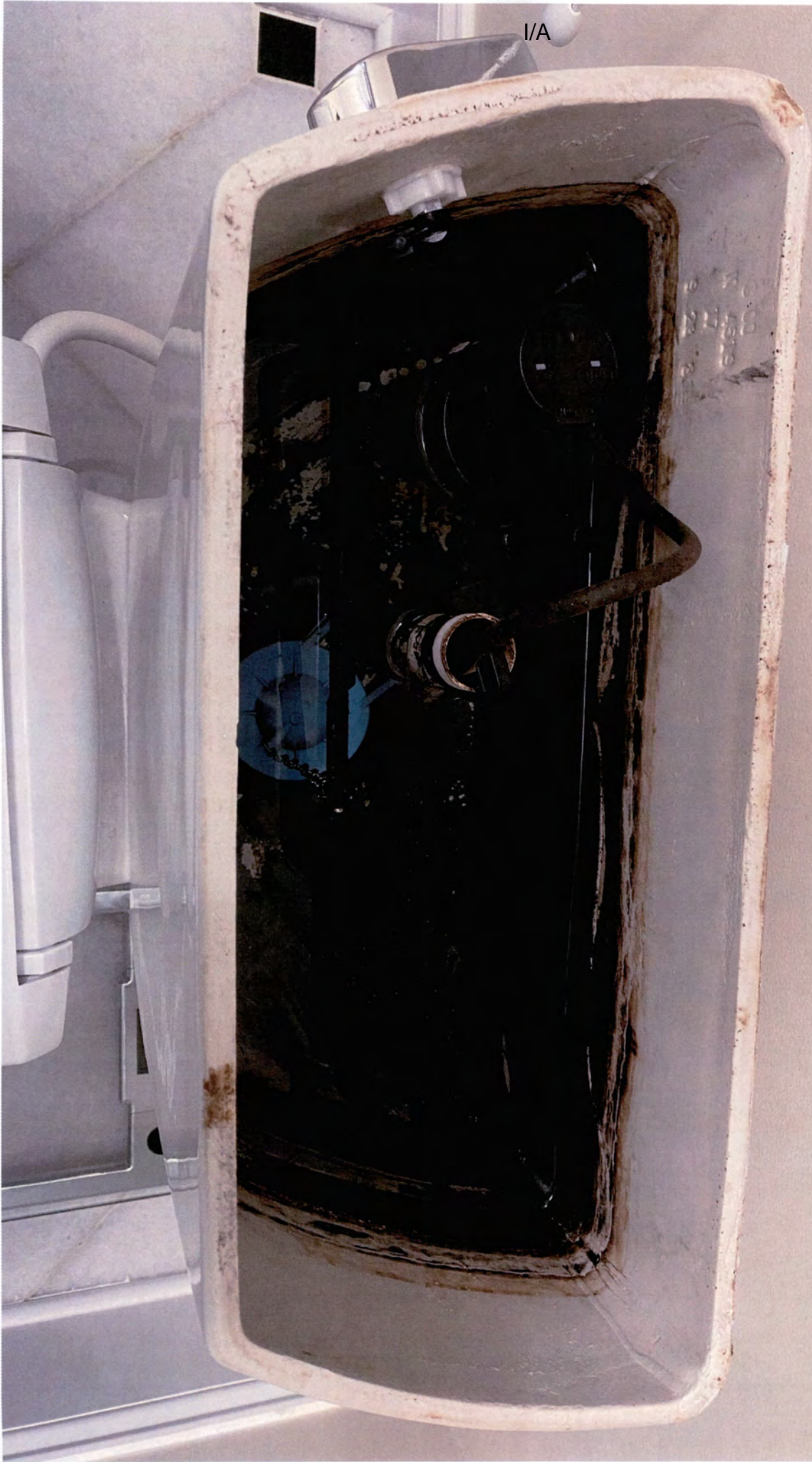
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High Water Pressure Damage to Sprinkler Head

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Oct 28 2022



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Oct 28 2022

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I/A

Moen Flo Pressure Alerts

Note both the low pressure reading and the extreme pressure range

I/A

From: FloTechnologies no-reply@meetflo.com

Subject: Warning - Low Water Pressure

Date: Sep 24, 2022 at 8:40:22 AM

To: Craig

stenbergshopping@gmail.com

OFFICIAL COPY

Oct 28 2022



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On September 24 at 8:40 am, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name:

Upstairs Flo

Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 17.4 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber for support.

Remember, you can always make changes

From: FloTechnologies no-reply@meetflo.com

Subject: Warning - Low Water Pressure

Date: Sep 3, 2022 at 10:00:48 AM

To: Craig

stenbergshopping@gmail.com



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On September 3 at 10:00 am, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name: Upstairs Flo	
Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 19.8 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber

From: FloTechnologies no-reply@meetflo.com

Subject: Warning - Low Water Pressure

Date: Apr 30, 2022 at 1:13:17 PM

To: Craig

stenbergshopping@gmail.com



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On April 30 at 1:13 pm, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name: Upstairs Flo	
Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 19.8 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber

I/A

From: FloTechnologies no-reply@meetflo.com

Subject: Warning - Low Water Pressure

Date: Aug 27, 2022 at 10:36:57 AM

To: Craig

stenbergshopping@gmail.com

OFFICIAL COPY

Oct 28 2022



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On August 27 at 10:36 am, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name:

Upstairs Flo

Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 19.6 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber for support.

Remember, you can always make changes

From: FloTechnologies no-reply@meetflo.com

Subject: Warning - Low Water Pressure

Date: Apr 12, 2022 at 9:58:56 AM

To: Craig

stenbergshopping@gmail.com



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On April 12 at 9:58 am, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name: Crawl Space Flo	
Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 20 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber

From: FloTechnologies no-reply@meetflo.com

Subject: Warning - Low Water Pressure

Date: Dec 4, 2021 at 10:13:21 AM

To: Craig

stenbergshopping@gmail.com



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On December 4 at 10:13 am, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name: Upstairs Flo	
Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 1.7 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber

From: FloTechnologies no-reply@meetflo.com

Subject: Warning - Low Water Pressure

Date: Oct 6, 2021 at 5:35:29 PM

To: Craig

stenbergshopping@gmail.com



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On October 6 at 5:35 pm, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

From: FloTechnologies no-reply@meetflo.com

Subject: Warning - Low Water Pressure

Date: Oct 6, 2021 at 5:35:29 PM

To: Craig

stenbergshopping@gmail.com



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On October 6 at 5:35 pm, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name: Upstairs Flo	
Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 19 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber

From: FloTechnologies no-reply@meetflo.com

Subject: Warning - Low Water Pressure

Date: Dec 4, 2021 at 10:13:21 AM

To: Craig

stenbergshopping@gmail.com



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On December 4 at 10:13 am, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name: Upstairs Flo	
Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 1.7 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber

From: FloTechnologies no-reply@meetflo.com

Subject: Warning - Low Water Pressure

Date: Apr 12, 2022 at 9:58:56 AM

To: Craig

stenbergshopping@gmail.com



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On April 12 at 9:58 am, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name: Crawl Space Flo	
Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 20 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber

I/A
From: FloTechnologies no-
reply@meetflo.com

Subject: Warning - Low Water Pressure

Date: Aug 27, 2022 at 10:36:57 AM

To: Craig

stenbergshopping@gmail.com

OFFICIAL COPY

Oct 28 2022



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On August 27 at 10:36 am, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name:

Upstairs Flo

Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 19.6 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber for support.

Remember, you can always make changes

From: FloTechnologies no-reply@meetflo.com
Subject: Warning - Low Water Pressure
Date: Apr 30, 2022 at 1:13:17 PM
To: Craig
stenbergshopping@gmail.com



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On April 30 at 1:13 pm, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name: Upstairs Flo	
Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 19.8 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber

From: FloTechnologies no-reply@meetflo.com
Subject: Warning - Low Water Pressure
Date: Sep 3, 2022 at 10:00:48 AM
To: Craig
stenbergshopping@gmail.com



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On September 3 at 10:00 am, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name: Upstairs Flo	
Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 19.8 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber

I/A
From: FloTechnologies no-
reply@meetflo.com

Subject: Warning - Low Water Pressure

Date: Sep 24, 2022 at 8:40:22 AM

To: Craig

stenbergshopping@gmail.com

OFFICIAL COPY

Oct 28 2022



Warning: Low Water Pressure

[View Online](#)

Hi Craig,

On September 24 at 8:40 am, your water pressure dropped below your normal range of 20 to 150 psi. We recommend you troubleshoot the issue to ensure you're protected against any long term effects on your water system.

Device Name:

Upstairs Flo

Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 17.4 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber for support.

Remember, you can always make changes

Device Name: Upstairs Flo	
Location: Burnwood Ct.	Operating Mode: Home
Flow: 0 gal/min	Pressure: 19 psi

What Now?

Flo will not take any action on your behalf, and recommends you investigate and troubleshoot this potential issue as soon as possible. If you are unable to diagnose or remedy the situation on your own, please contact your professional plumber