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April 2, 2024

Ms. Shonta Dunston, Chief Clerk  
North Carolina Utilities Commission  
Mail Service Center 4325  
Raleigh NC 27699 -4300

RE: Docket Nos. W-1139, Sub 7; W-1343, Sub 0; W-1343, Sub 1

Dear Ms. Dunston:

Please accept for filing the following document in the above captioned dockets: Response of Robert Howsare for GWWTP, LLC on Customer Testimony.

Thank you for your attention to this matter.

Sincerely,  
Edward S. Finley, Jr.  
Counsel for GWWTP, LLC

CERTIFICATE OF SERVICE

I hereby certify that a true and exact copy of the foregoing Response of Robert Howsare of GWWTP, LLC on Customer Testimony in these dockets was duly served upon parties of record either by depositing same in a depository of the United States Postal Service, first class postage prepaid, or by electronic delivery.

This the 2nd day of April 2024.

Edward S. Finley, Jr.,

/s/ Edward S. Finley, Jr.

Edward S. Finley, Jr., PLLC  
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COUNSEL FOR APPLICANT

STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH

Docket No. W-1139, Sub 7  
Docket No. W-1343, Sub 0  
Docket No. W-1343, Sub 1

In the Matter of		
Joint Application of Ginguite Woods	)	
Water Reclamation Association, Inc.	)	Report of
and GWWTP, LLC for Approval of	)	Robert Howsare
Transfer of Certificate of Public	)	for GWWTP, LLC
Convenience and Necessity for the	)	on Customer Testimony
Wastewater System Serving the	)	
Ginguite Woods Subdivision in Dare	)	
County, North Carolina, and for	)	
Approval of Rates	)	

NOW COMES GWWTP and submits this Report addressing service and service-related complaints expressed by customers at the March 18, 2024 public hearing at the Dare County Courthouse in Manteo, North Carolina. This report is submitted by Robert Howsare.

Pursuant to the Commission's scheduling order in this docket, the Applicant, GWWTP, is required to file a report addressing service and service-related complaints to which customers testified at the public hearing on March 18, 2024.

The following is the Company's report:

Matthew Huband:

Mr. Huband complained of an overflow at a manhole located in proximity to the last house on the curve on Landing Trail. GWWTP is aware of the incidents to which Mr. Huband testified. Since GWWTP became the DWR permittee, its operator is aware of two instances in which the manhole nearest the left station had a medium sized puddle around it as Mr. Huband stated. The Company maintains that this puddle likely arose due to unusually heavy rain as Mr. Huband suggested. On at least one of the instances the lift station float switch malfunction. On each of the instances, the overflow was far less than 5,000 gallons. An overflow of 5,000 gallons is the threshold that requires a report to be filed.

Mr. Huband likewise complained of odor from the sewage treatment plant. The Company reports that like any sewage treatment plant, it is not possible to eliminate all odor. The undersigned reports that he has been on site at the plant dozens of times in the last year or more and while standing on top of or close by the plant he has noticed the earthy odor that can be expected of a sewage treatment plant that is properly operating. The Company will continue to monitor the sewage treatment plant to identify and address any odor related issues that result in an odor that arises from inappropriate treatment.

Mr. Huband complained of failure to trim back vegetation around the collection pond. The prior owner of the system and its operator failed to trim back the vegetation around the pond as required. This was brought to the Company's attention by Division of Water Resources, and the Company cleared the area and has directed the operator to continue efforts to keep it clear.

Linda Sears:

Ms. Sears complained of the inoperability of the irrigation system. The irrigation system was abandoned more than a decade ago because the small amount of flow from the plant would not produce sufficient effluent to run the system. The Company is in the process of

refurbishing the irrigation/disposal system. When the flow from the proposed commercial development is added to the plant, there should be sufficient effluent to operate the irrigation system.

Susan Johnson:

Ms. Johnson complained of odor. See the response above with respect to Mr. Huband's testimony.

Caroline Hass:

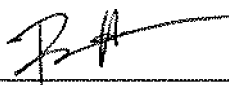
Ms. Hass complained of overflow of effluent from the irrigation pond onto Highway 158. The Company reports that the total flow for the plant per day would not raise the water level by 1/4 of an inch. It would require a substantial flow in excess of this to cause the infiltration pond to the overflow onto the 158 Bypass as testified to Ms. Hass. Ms. Hass testified that her justification for this complaint was information she had received from others and not from her personal observation.

VERIFICATION

STATE OF NORTH CAROLINA     )  
   )  
DARE COUNTY                             )

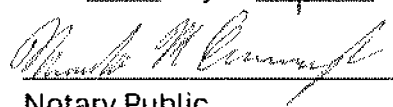
I, ROBERT HAWSARE, being duly sworn, depose and say:

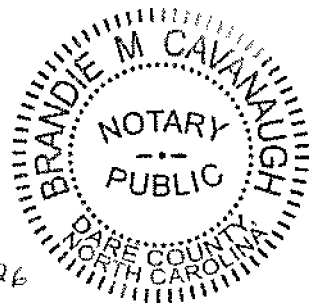
I have reviewed the transcript of the public hearing conducted on March 18, 20 24. I have read the foregoing report, and the facts stated therein are true of my personal knowledge, except as to any matters stated on information and belief. As to those matters, I believe them to be true.

  
\_\_\_\_\_  
Robert Hawsare

Sworn and subscribed before me

This 1 day of April 2024.

  
\_\_\_\_\_  
Notary Public



My Commission Expires: 02 December 2026