

Berger, Amanda A

From: Krueger, Robert D
Sent: Friday, February 26, 2021 9:40 PM
To: Guyer, Shawn
Cc: Pearce, Joseph R; Berger, Amanda A
Subject: Re: [EXTERNAL] Stoneridge Master [NC0368185] Customer inquiry

Shawn,

Update on Stoneridge....

Spoke with **Bob Black** who is heading up the new "ad hoc" water committee in Stoneridge. I had previously been in communications with **Darryl Black** who was the HOA president. **Darryl** and I had been working together for sometime now relaying system operational updates to the community. Apparently **Darryl** has since stepped down as HOA president per Mr. **Black**. I have agreed to attend their next HOA meeting to increase system communications and help to find resolution to community inquiries. I will keep you updated on the progress with our group efforts.

Have a great weekend!

Rob



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On Feb 19, 2021, at 3:25 PM, Guyer, Shawn <shawn.guyer@ncdenr.gov> wrote:

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Rob/Amanda/Joe,

I apologize, I drafted this earlier today and didn't realize I had not sent it.

We received a file review request and some questions regarding the subject water system. Please respond to the items below, I would like to have your perspective and information on any recent/current issues.

Please include a log of recent complaints as well.

Thanks,

Shawn

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As a brief introduction, our 'ad hoc water committee' was established by the Stoneridge/Sedgefield Property Owners Association last year in order to address the chorus of complaints regarding the water system. Neighbors from the Creek Wood development subsequently joined and reports and recommendations are given to both associations.

Our request for information pertains to the following issues on our water system:

1. Frequent leak related outages
2. Complete lack of backup power
3. Significant and abrupt changes in water pressure
4. 'Fire hydrants' that have never actually been usable by the fire department
5. Inconsistent recent water testing results and past history of contaminants reported in our water
6. Large disparity in hardness and perceived water quality within the same water system

We understand and appreciate the need to keep our infrastructure safe and there is also a clear public interest in addressing the shortfalls of our existing infrastructure.

The committee members have requested the information below if complete permits cannot be obtained. Of course, any solutions to these problems in our existing system will require participation of system owner Aqua, although we hope to use this information to frame the discussion.

1. For each neighborhood, what are the water main specifications or at least the type of piping and diameter? The material type is needed for lifetime estimations and ideally, total lengths of each diameter would be available for hydrant flow rate calculations.
2. For each functioning well, when were they drilled, how deep are they, what are the permitted and actual gpm and what is the pump HP? We would at least like information sufficient to specify requirements for backup generators for each well and to determine if pumping rates are actually sufficient for fire hydrants in any neighborhood. (Aqua previously denied a request to allow generators paid for by the neighborhood to be used but we intend to revisit this with hard data.) Also, we need apparently 250 gpm for 2 hours for a hydrant to be considered usable by the local fire department.
3. Any information on permits pertaining to reasoning behind hydrant placement. Were they ever actually meant to be used for fire purposes? (These don't exist in Creek Wood although I suspect that they have the best flow rates there.)
4. Are any of the capped wells actually usable but were simply deemed not needed? (e.g. could potentially be used to increase water production for pressure dips and for fire hydrants.)
5. Any available details on the filtration and chemical treatment performed on each well. There are large differences in hardness and aesthetic characteristics at different points in the water system with

some neighbors getting demonstrably more desirable water than others. Also, nitrate test results showed discrepancies that could possibly be explained by chlorination related 'interference chemicals' in the water. Finally, numerous disinfection byproducts are seen in the water although they don't evidently exceed federal standards.

Shawn F. Guyer, P.E.

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