

**Berger, Amanda A**

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**From:** Krueger, Robert D  
**Sent:** Monday, November 1, 2021 2:43 PM  
**To:** Guyer, Shawn  
**Cc:** Berger, Amanda A; Rhodes, Peter B  
**Subject:** RE: [EXTERNAL] Stoneridge Master [NC0368185] Customer issues  
**Attachments:** Stoneridge.pdf

Good morning Shawn,

Attached is the letter I recently sent in response to the Stoneridge inquiry. We did have a water main break on 10/6/2021. The system was target flushed to remove any sediment. One 2" blow off and one fire hydrant were left running through the evening to clear up the area. We did not flush the entire system with this event. The entire system was last flushed in October 2020 and the 2021 full system flush finished up the week of October 24<sup>th</sup>, 2021.

Please let me know if you need additional information,

Thanks,

Rob

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**From:** Guyer, Shawn <[shawn.guyer@ncdenr.gov](mailto:shawn.guyer@ncdenr.gov)>  
**Sent:** Friday, October 29, 2021 11:28 AM  
**To:** Rhodes, Peter B <[PBRhodes@aquaaamerica.com](mailto:PBRhodes@aquaaamerica.com)>  
**Cc:** Krueger, Robert D <[REDACTED]>; Berger, Amanda A <[REDACTED]>  
**Subject:** [EXTERNAL] Stoneridge Master [NC0368185] Customer issues

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All,

Please see the email below from **Jonathan Smith**.

Can you please comment on the issues associated with the 10.06.2021 main break/leak and manganese sediments in the distribution system?

Were post-repair flushing activities recorded? Were water quality measurements collected as part of flushing SOP?

Did flushing expand beyond the immediate repair area?

Does this system have a regular flushing plan? When was the last system-wide flushing?

Are there other areas with these legacy manganese issues noted during repairs? Plans to address?

Are there issues with manganese accumulations blocking customer services?

Thanks,

Shawn

**Sent:** Thursday, October 28, 2021 4:27 PM  
**To:** Guyer, Shawn <[shawn.guyer@ncdenr.gov](mailto:shawn.guyer@ncdenr.gov)>  
**Subject:** [External] Thank you

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Mr Guyer,

Thank you for responding to my emailed questions about our water system. I am glad you are feeling better and able to return to everyday activities. I wanted to clarify one issue though. The water main break that was repaired in early October resulted in a far bigger problem with our water system than simply discolored water. Because Aqua has failed to maintain the shutoff valves in our system, they are unable to isolate and repair water main breaks without shutting down the whole water system. This time, the break occurred in a low spot in the water main system, and when the technicians opened up the pipe to make the repair they found a large amount of manganese sediments, likely having accumulated over years sourced from the nearby Sedgefield well #5 (which was just across the street from the water main break). The technicians could not flush out the sediments because the system was turned off, and as one technician pointed out to me, the Sedgefield well was out of commission. So, when they rejoined the repaired pipe to the system, and turned on the other 4 wells, all of the sediments were forced back through the system, and apparently mostly into the Sedgefield development. All of our faucets were stopped up with black sludge, and the kitchen faucet was completely clogged, no water would come out. Fortunately I was able to take apart all of the faucets and clean out the strainers, and our water again started to flow, albeit with still a lot of black sediment appearing. However, my neighbor 2 doors up the street had to call a plumber because they had no water in their house and they have 2 small children. They found out that the black sediment had completely clogged their water softener, and several hundred dollars later they were able to again have water flowing in their house. So I do not agree that this sediment problem is "innocent" as suggested by Aqua as it causes considerable problems for us and unwarranted expense to repair. Earlier this week I spent 4 hours flushing my two 55 gallon water heaters, and I had to repeatedly take apart the flush valves (remove the valve stem) to dislodge the sediments that were blocking the discharge opening in the valve to achieve water flow to drain the tanks. If I had to pay a plumber to do this for me I think I could have bought new water heaters for the cost. Manganese is a regulated secondary contaminant, and Aqua has ignored this requirement. Their so called containment plan, with the tiered levels of treatment is not approved or sanctioned by any NC regulatory body, and yet Aqua continues to site this plan in the context of having approval from "the regulators". I do not see any where in the regulations where it gives the water utility the option to ignore the problem until the utility can write off the cost of the infrastructure improvements needed to contain the problem. We are not given the option to forgo paying our water bills, but Aqua continues to skate around being held accountable for improving the infrastructure required to operate a safe and reliable water utility. **Jonathan Smith**