

Harvell, Jessica

From: Franklin, Mike
Sent: Friday, December 17, 2021 8:19 AM
To: Harvell, Jessica
Subject: Docket No. W-1130, Sub 8: Sandler Utilities at Mill Run, LLC - Eagle Creek Subdivision
Attachments: sewage outage list.xlsx

Jessica, WEG would like this email and attached spreadsheet filed in the subject Docket. Let me know if you have any questions. Thanks!

Mike Franklin
Water, Sewer & Telephone Division - Public Staff
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From: Susan Powers <grandymomnc@yahoo.com>
Sent: Tuesday, December 14, 2021 6:47 PM
To: sarah.toppin@ncdenr.gov; Franklin, Mike <Mike.Franklin@psncuc.nc.gov>; Board Of Directors Ecgchoa <bod@ecgchoa.com>; Menard, Brenda <bmenard@ncdoj.gov>; David May <davidmay@ncdenr.gov>; Grantmyre, William <william.grantmyre@psncuc.nc.gov>
Subject: [External] Eagle Creek, Moyock NC

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Good evening all,

I wanted to share a spreadsheet I created that details all of the official outages we have experienced here in Eagle Creek since August of 2020. I just started this back in October of this year, but went back through all the emails I received and had a couple of others review to see if there were any outages I missed.

This is only the times were officially told to conserve water via official notification. I am sure there were other times that we should have been conserving water, but were not notified. For example, during the last few outages, we were told we could resume normal water usage but Envirolink trucks continued to circle the neighborhood at all hours/days. It costs them money to do that & if there wasn't an issue with the system, why would the trucks still be circling the neighborhood?

Thank you,
Susan Powers
251 Green View Rd Moyock NC

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| Start date | End date | total days out | how notified | conditions |
|------------|----------|----------------|--|--|
| 12/8/21 | 12/10/21 | 3 | email from D Massey 11:40 AM | dry when it started, were notified in person by techs on ground hours before email from Deborah, may have been down day before as well |
| 11/20/21 | 11/24/21 | 5 | email from D Massey at 8:56 | stated due to electrical issues at vacum station; dry, actually had to replace vacuum pumps |
| 11/15/21 | 11/16/21 | 1 | email from D Massey at 9:55 am- | stated due to electrical issues at vacum station; dry |
| 10/30/21 | 11/3/21 | 5 | email from Deborah Massey at 9:58 am | rain couple days before/dry/got email we were up but still continued to have issues per FB posts |
| 10/2/21 | 10/8/21 | 7 | email from Deborah Massey 10/2 at 4:27 pm | dry |
| 9/13/21 | 9/13/21 | 1 | email from Deborah Massey at 9/13 4:52 pm | |
| 9/10/21 | 9/11/21 | 2 | email from Deborah Massey at 9/10 8:50 pm | |
| 8/1/21 | 8/2/21 | 2 | email from Deborah Massey at 8/1 2:49 pm | Rain |
| 6/27/21 | 6/28/21 | 2 | email from Deborah Massey at 6/27 5:24 pm | |
| 6/23/21 | 6/26/21 | 4 | email from Deborah Massey at 6/23 5:24 pm | |
| 4/11/21 | 4/14/21 | 4 | email from Deborah Massey at 4/12 2:40 pm | |
| 4/9/21 | 4/10/21 | 2 | email from Deborah Massey at 4/9 9:33 pm | |
| 3/15/21 | 3/16/21 | 2 | email from Deborah Massey at 3/15 8:24 pm | |
| 1/26/21 | 1/29/21 | 4 | denied system was down | |
| 12/16/20 | 12/18/20 | 3 | email from Deborah Massey at 12/16 7:30 pm | Rain |

| | | | | |
|----------|----------|----|--|--------------------------------------|
| 11/20/20 | 11/23/20 | 4 | email from Deborah Massey at 11/22 9:43 am | |
| 11/12/20 | 11/17/20 | 6 | email from Deborah Massey at 11/12 3:36 pm | Rain |
| 10/27/20 | 11/1/20 | 6 | FB posts | |
| 9/9/20 | 10/9/20 | 31 | email from Fred | Baptist men came w/showers & laundry |
| 8/6/20 | 8/9/20 | 4 | email from Fred | heavy rain flood plant |
| | | 98 | | |