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**To:** [Jost, Megan](#)  
**Subject:** [External] TESI - Red Bird Meeting 9/25 In Louisburg  
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Good afternoon Megan,

I have been a resident of Lake Royale since June 2018 and have experienced many of the issues expressed by my fellow residents and LRPOA Staff regarding service by T.E.S.I.

As witnesses testified I heard several recurring experiences detailing lack of water quality, pressure, pipeline integrity, road repair and customer service; as I am certain that yourself, the judge and company representatives heard as well.

But there was another recurring issue, and more troubling than those outlined above.

And that is the lack of response from the NC Utilities Commission to problems with TESI service experienced by residents and POA Staff. Not just lack of response to complaints made, but also lack of regulatory action over TESI and correction of problems.

This latter issue was expressed by witnesses testifying as to their experiences over many, many years.

I am quite confident that I am not the only resident which noticed this, and I know that I will be following corrective actions which will be taken by the NC Utilities commission.

Sincerely,

s/

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