

SANFORD LAW OFFICE, PLLC

Jo Anne Sanford, Attorney at Law

May 19, 2021

Via Electronic Filing

Ms. Kimberley A. Campbell, Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4325

Re: Docket No. W-218, Sub 526A
REPORTING REQUIREMENT DOCKET
Aqua North Carolina, Inc. - Bi-Monthly Report on Secondary Water
Quality Concerns

Dear Ms. Campbell:

Attached for filing electronically please find Aqua North Carolina, Inc.'s **Bi-Monthly Report on Secondary Water Quality Concerns**, which was required by the North Carolina Utilities Commission ("Commission") in its October 26, 2020 *Order Approving Partial Settlement Agreement and Stipulation, Deciding Contested issues, Granting Partial Rate Increase, and Requiring Customer Notice* ("2020 Rate Case Order"), in Docket No. W-218, Sub 526. The Commission imposed various reporting requirements, including a bi-monthly report on secondary water quality concerns, in Ordering Paragraph 17, at pages 170-171.

As always, thank you and your staff for your assistance.

Sincerely,

Electronically Submitted

/s/ Jo Anne Sanford
Sanford Law Office, PLLC
State Bar No. 6831

Attorney for Aqua North Carolina, Inc.

c: Parties of Record

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OFFICIAL COPY

May 19 2021

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. W-218, SUB 526A

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

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| <p>In the Matter of</p> <p>Reporting Requirements From Docket No. W-218, Sub 526 - Aqua North Carolina, Inc., 202 MacKenan Court, Cary, North Carolina 27511</p> | <p>)</p> <p>)</p> <p>)</p> <p>)</p> <p>)</p> <p>)</p> <p>)</p> <p>)</p> <p>)</p> <p>)</p> | <p>AQUA NORTH CAROLINA, INC'S BI-MONTHLY REPORT ON RESPONSES TO SECONDARY WATER QUALITY CONCERNS RAISED BY CUSTOMERS IN THE COACHMAN'S TRAIL, BARTON'S CREEK BLUFFS, AND LAKE RIDGE AERO PARK SUBDIVISIONS</p> |
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NOW COMES Aqua North Carolina, Inc. ("Aqua" or "Company"), in response to the *Order Approving Partial Settlement Agreement and Stipulation, Deciding Contested Issues, Granting Partial Rate Increase, and Requiring Customer Notice* ("2020 Rate Case Order") issued by the North Carolina Utilities Commission ("Commission" or "NCUC") on October 26, 2020, in Docket No. W-218, Sub 526, to file this Bi-Monthly Report on the status of secondary water quality concerns raised by customers in the Company's Coachman's Trail, Barton's Creek Bluffs, and Lake Ridge Aero Park subdivisions. In response to the 2020 Rate Case Order, the Company states the following:

1. Ordering Paragraph No. 17 of the referenced 2020 Rate Case Order, at pages 170 - 171, requires:

That Aqua NC shall continue to file bi-monthly reports addressing secondary water quality concerns raised by customers in the Coachman's Trail, Barton's Creek Bluffs, and Lake Ridge Aero Park subdivisions in situations where the iron and manganese concerns remain pending further Order of the Commission. Such reports shall describe measures taken by Aqua NC to address water quality

issues and shall include summaries of customer concerns raised, results of water laboratory analyses (including soluble and insoluble concentration levels of iron and manganese) to measure baseline concentration levels and the effectiveness of chemical sequestration treatment, flushing regimens, and cost estimates to install filtration systems (greensand or other filtration options deemed appropriate) or to procure alternate water sources.

2. Ordering Paragraph No. 23 of the 2020 Rate Case Order provides as follows:

That at any time after a year from the issuance of this Order, Aqua NC may request that the Commission revise or eliminate the regular and periodic reporting requirements ordered herein due to demonstrated and significant progress in customer satisfaction with improvements made in water quality related to levels of iron and manganese.

**SYSTEMS SUBJECT TO REPORTING REQUIREMENTS DUE TO RATE
CASE ORDER IN DOCKET NO. W-218, SUB 526**

Three systems are subject to reporting requirements due to the Commission's Sub 526 Order of October 26, 2020, in Aqua's rate case. They are **Coachman's Trail, Barton's Creek Bluffs, and Lake Ridge Aero Park.**

Aqua is pleased to report that no customer complaints were received from Barton's Creek Bluffs and Lake Ridge Aero Park during the March and April 2021 reporting period. This tracks the experience during the September 2020 through February 2021 reporting period for both of these water systems, during which there were also no customer complaints.

COACHMAN'S TRAIL

No customer complaints were received in March 2021 and one customer complaint was received in April 2021 from the Coachman's Trail Subdivision.

On April 29, 2021, the customer residing at 308 Pasture Lane, sent an email to Aqua's Call Center with a complaint of brown tint to the water. Aqua issued a work order the morning of April 30, 2021, and an Aqua technician responded by flushing Aqua's main near the customer's home. Aqua's Technical Services Specialist (TSS) spoke with the customer later that day and the customer stated an Aqua technician had flushed the line and the water was clear. Prior to the one customer complaint registered on April 29, 2021, no secondary water quality complaints were registered by Coachman's Trail customers during the 14-month period from February 2020 through March 2021.

The Coachman's Trail Subdivision was flushed February 22 – 26, 2021 and is scheduled to be flushed in February 2022.

Respectfully submitted this the 19th day of May 2021.


**ATTORNEYS FOR AQUA NORTH CAROLINA, INC.
Electronically Submitted**

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VERIFICATION

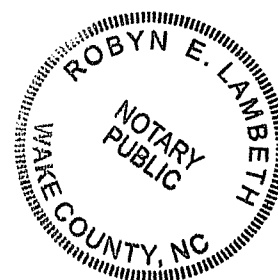
Shannon V. Becker, being duly sworn, deposes and says: that he is the President of Aqua North Carolina, Inc. and that he is familiar with the facts set out in this **BI-MONTHLY REPORT ON RESPONSES TO WATER QUALITY CONCERNS RAISED BY CUSTOMERS IN THE COACHMAN'S TRAIL, BARTON'S CREEK BLUFFS, AND LAKE RIDGE AERO PARK SUBDIVISIONS** filed in Docket No. W-218, Sub 526A; that he has read the foregoing Bi-Monthly Report and knows the contents thereof; and that the same is true of his knowledge except as to those matters stated therein on information and belief, and as to those he believes them to be true.


Shannon V. Becker, President

Sworn to and subscribed before me this
the 19th day of May 2021.


Robyn E. Lambeth
Notary Public

My Commission Expires: May 13, 2026



CERTIFICATE OF SERVICE

I hereby certify that on this the 19th day of May 2021, a copy of the foregoing
**BI-MONTHLY REPORT ON RESPONSES TO WATER QUALITY CONCERNS
RAISED BY CUSTOMERS IN THE COACHMAN'S TRAIL, BARTON'S CREEK
BLUFFS, AND LAKE RIDGE AERO PARK SUBDIVISIONS** has been duly served
upon all parties of record to Docket No. W-218, Sub 526A by electronic service,
addressed as shown below:

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