

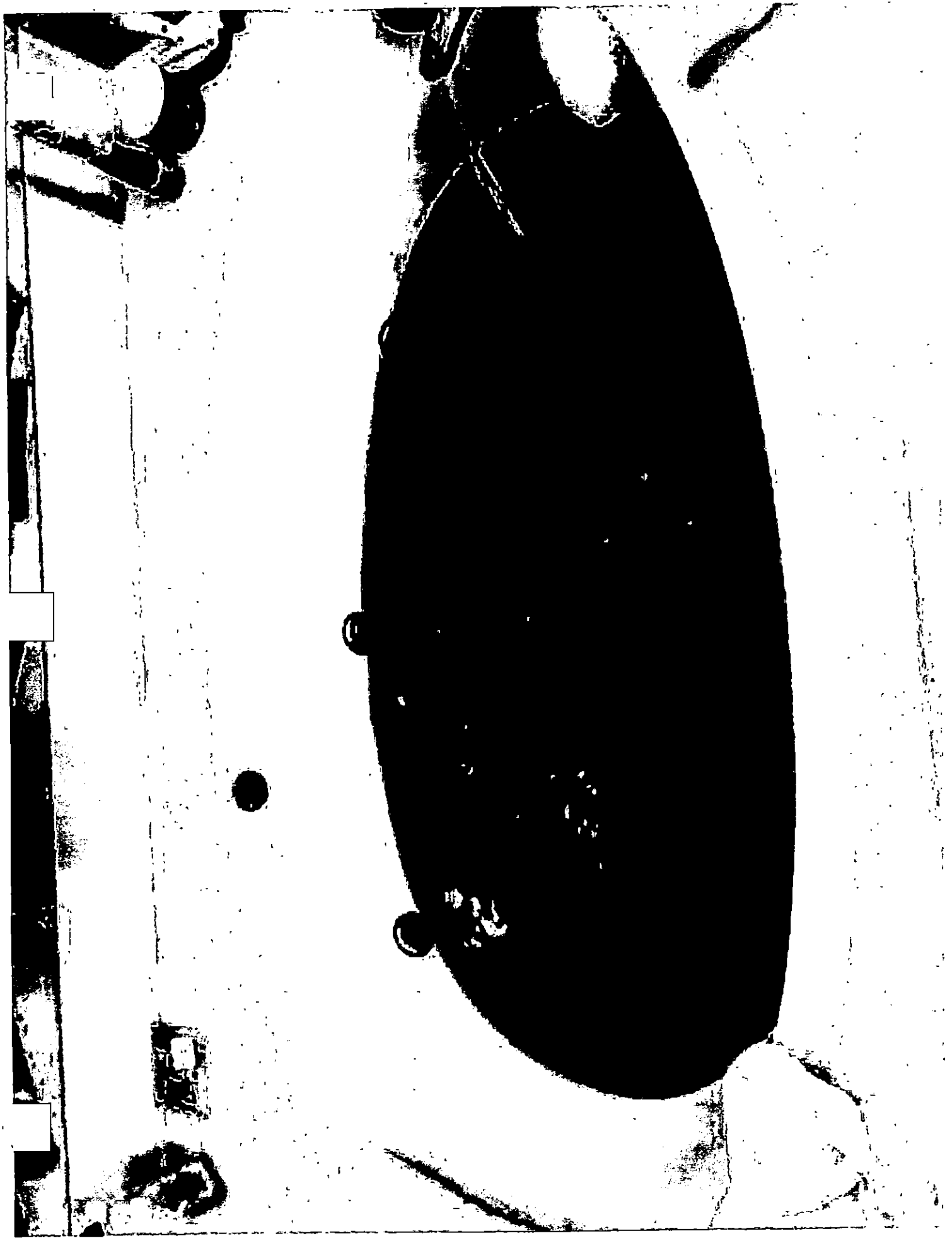
HOLMES PUBLIC HEARING EXHIBIT 1 I/A

AFTER 4 WEEKS

Public Staff  
Junis Exhibit 1  
Part D



Install 8/27/17  
out  
10/21/17



Wade, Sharon

I/A

**From:** Stephen Evola <svevola@me.com>  
**Sent:** Friday, May 18, 2018 1:32 PM  
**To:** Junis, Charles M  
**Cc:** Wade, Sharon  
**Subject:** Re: [External] requested Aqua rate hike

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

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I am sorry to say that on the evening of the hearing, my wife must babysit our grandson and I must, therefore eldersit her 92 year old mother. So, neither of us can be present.

Nonetheless, I have attempted to answer your questions below, albeit not with extreme precision. in red.

Sincerely,

Stephen Evola

On 01May2018, at 15:39, Junis, Charles M <[Charles.Junis@psncuc.nc.gov](mailto:Charles.Junis@psncuc.nc.gov)> wrote:

Dear Mr. Stephen Evola,

Thank you for your correspondence concerning the application of Aqua North Carolina for authority to increase its rates and charges for water and sewer utility service in North Carolina. The issues raised in your correspondence are important to the identification and resolution of issues this case. Please respond to the following questions for us to better identify and investigate the issues you have experienced:

1. Please describe the water quality (e.g. color and taste) prior to the installation of a home filtration system in greater detail, including frequency of discolored water events.

water was constantly slightly yellow. water led to stained clothing from the washing machine and precluded the use of bleach to avoid browning of white materials. rings around the water line in toilets were and still are frequent, in spite of regular cleaning and disinfecting, i.e., not caused by micro-organisms. in fact, i believe they are deposit of silicon dioxide, something not removed by our Kinetico system. water left to sit in clear containers for a period of time would result in a fine brownish deposit on the bottom.

2. Have you contacted Aqua about the water quality? If so, when and what information did Aqua provide to you about water quality?

yes. was referred to the latest water quality report on their website. was also contacted by a very courteous and professional Aqua employee who, I believe, oversees the wells servicing our area: this gentleman assured me that Aqua had an approved budget to install filtration equipment on one of its wells serving us. This eventually opened, though it took months and resulted in a lot of dirty water pushed our way in the process. The result is an observable difference in the amount of brown and black sediment I remove from our filtration system every month.

3. Please provide the approximate cost of the filtration system installed in your home and when it was installed.

the approximate cost of our filtration system, including the final 0.3 micron physical filter necessary to get iron and manganese concentrations down to acceptable levels, was about \$5,000. my monthly labor is, of course, free and the cost of the salt to clean the ion exchange columns is negligible.

A copy of your correspondence and this response will be given to the Chief Clerk of the North Carolina Utilities Commission for filing in the docket. Please note that written statements are not evidence unless those persons appear at a public hearing and testify concerning the information contained in their written statements.

The Public Staff represents the using and consuming public in utility matters before the Commission. It is our job to look out for consumer interests and advocate for rates that are fair and reasonable to customers while also ensuring safe and reliable service. We are conducting a thorough audit into Aqua's records and will make a recommendation to the Commission regarding the requested rate increase. You may view your letter and other documents related to the proceeding by visiting the Commission's website [www.ncuc.net](http://www.ncuc.net) and searching for Docket No. W-218, Sub 497.

Thank you again for your interest in this matter.

Charles M. Junis, PE  
Engineer  
Public Staff - North Carolina Utilities Commission  
430 N. Salisbury Street, Suite 2074  
4326 Mail Service Center  
Raleigh, NC 27699-4300  
919.733.5610 (Main Office)  
919.733.0891 (Direct)  
919.715.6704 (Fax)  
[charles.junis@psncuc.nc.gov](mailto:charles.junis@psncuc.nc.gov)

E-mail correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

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**From:** Stephen Evola <[svevola@me.com](mailto:svevola@me.com)>  
**Sent:** Sunday, April 29, 2018 3:21:24 PM  
**To:** Wade, Sharon  
**Cc:** [rachel@cwfn.org](mailto:rachel@cwfn.org)  
**Subject:** [External] requested Aqua rate hike

**CAUTION:**

Dear Ms. Wade,

My wife and I reside at 3413 Foy Glen Court in Apex and are customers of Aqua. I am writing to request that Aqua not be granted another rate increase UNTIL and UNLESS they can demonstrate that they have substantially cleaned up the water they supply.

We got very tired several years ago with high concentration of mineral contaminants in the water supplied by Aqua, which were ruining our plumbing, bathroom fixtures and water-using appliances, discoloring our clothes and building up deposits on our dishwasher-cleaned glassware. We had Kinetico install extensive water purification/filtration equipment (double resin bed water softening for calcium and magnesium removal, activated charcoal for chlorine and ring containing compounds and 2 physical filters, 5.0 micron and 0.3 micron for removal of iron and manganese precipitates). All these were necessary to deliver decently clean water to our house. They were not cheap but they do the job that Aqua, even with its newly installed filtration equipment, does not.

I have to clean the physical filters every month to remove the contaminants that Aqua sends us. The first picture below shows what is in the 5 micron filter after 30 days of use of Aqua water, mostly ferric oxide particles. The second picture shows what is in the 0.3 micron filter after the same 30 days, mostly manganese oxide particles, which are too small to be caught by the 5 micron filter. I have to clean these every month or the filters get too clogged up.

Without this further investment in water clean up equipment, I and my family would be drinking, cooking and washing with this kind of filthy water. Would you want to? Do you think this company, Aqua, deserves a rate hike while supplying water this dirty?

Aqua is supposed to be a regulated public utility, granted a monopoly over the customers who are forced to use it. In return, those customers deserve a decently clean product.

I highly recommend Aqua be denied any rate hike until it cleans up its water.

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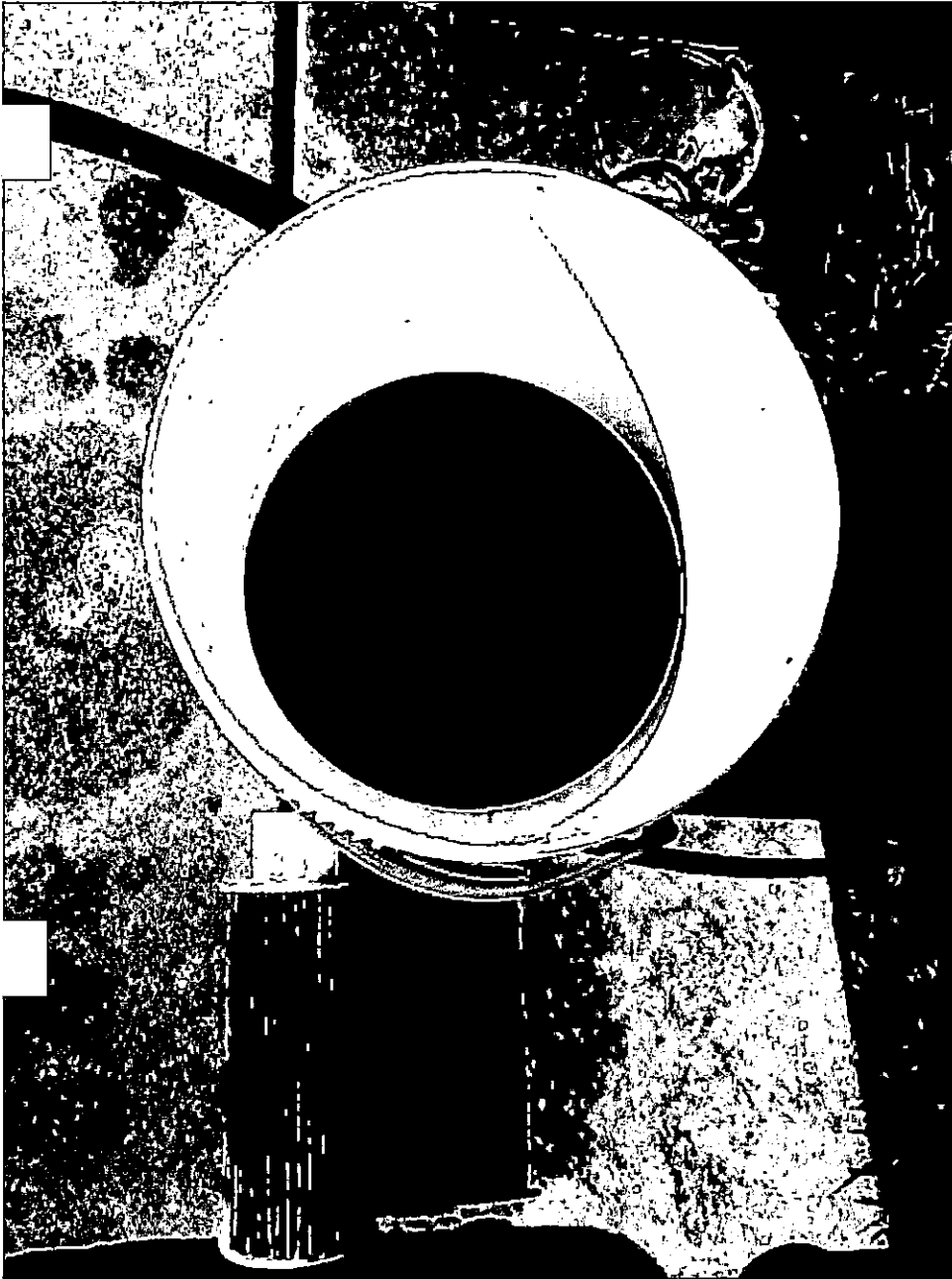
Thank you for listening.

Sincerely,

Stephen Evola  
3413 Foy Glen Court, Apex NC 27539

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