



December 28, 2022

Charles M. Junis PE  
Director, Water, Sewer and Telephone Division  
Public Staff, North Carolina Utilities Commission

RE: W-1300 Sub 60 Final Order  
Water quality and Service Customer Complaints  
Blaney Farms, Fish Hawk Ranch, Olde Mill Trace

Subject: 2022 Fourth Quarter Response

Attached for filing, please find Old North State Water Company's (ONSWC) fourth quarter 2022 response to water quality and low pressure customer complaints as requested by Public Staff. We have developed this cover letter to supply you with a summary of our current and ongoing efforts.

ONSWC compiled the requested information for Blaney Farms, Fish Hawk Ranch and Olde Mill Trace as follows:

- Brief overview of customer complaints and actions taken per system
- Water quality testing results performed during each fourth quarter over site visit
- Customer complaint work orders received and actions taken by ONSWC operations staff

ONSWC is committed to providing the highest quality water to our customers while meeting their expectations of service.

If you have any questions or comments, please contact me at 252-230-8115.

Sincerely,

Dale Boyette  
ONSWC  
NC Water Operations Manager

Cc: John McDonald, Owner  
Sean McMillan, Chief Operating Officer  
Joseph Mitchell, Controller

## Overview

### Old Mill Trace

PWS ID 40-92-168

ONSWC received no water quality or low pressure complaints during the fourth quarter of 2022.

We have attached one work order unrelated to W-1300 Sub 60 Final Order for your review. Olde Mill Trace customer at 2405 Flume Gate Drive requested a meter test which confirmed their meter is working properly.

The Wooten Company completed plans for the installation of RADS filtration at Olde Mill Trace 12/12/22. Plans will be submitted to PWS Plan Review in January 2023. This project includes the addition of well #6 which will increase capacity to 155 gpm.

### Blaney/Senter Farms

PWS ID 40-92-134

ONSWC received no water quality or low pressure complaints during the fourth quarter of 2022.

The addition of phosphate for sequestration of iron and manganese along with increased distribution system flushing continues to provide improved water quality to the Blaney and Senter Farms communities.

### Fish Hawk Ranch

PWS ID 40-92-178

ONSWC received 3 water quality complaints during the fourth quarter of 2022.

Work Order #1356 dated 10/14/22 stated customer #155 located at 8909 Brook Trout Lane was experiencing discolored water. ONSWC operator Alex Bass flushed Brook Trout Lane which alleviated customer concerns.

Work Order #1365 dated 10/18/22 stated that Mrs. Connor who lives at 9012 River Hawk Landing was experiencing discolored water. ONSWC operator Alex Bass flushed River Hawk Landing until water flowed clear. Alex also found the soda ash pump underfeeding which allowed the pH to drop. Alex replaced the soda ash pump and adjusted the pH to normal range. Fish Hawk Ranch filtration removes iron efficiently at a pH of 7.9.

Work Order #1367 dated 10/19/22 stated that Mrs. Pendley who lives at 1536 Osprey Ridge Drive experienced discolored water while ONSWC operator Alex Bass was flushing the distribution system to

address Work Order #1365. This issue resolved itself. Alex tested water on Osprey Ridge Drive as a precaution and found water parameters to be in normal range.

On Tuesday October 11, 2022 ONSWC staff meet with PWS and Stewart Proctor Engineering Firm staff to approve 2 new well sites at Fish Hawk Ranch. These sites received approval.

Site surveying was completed in November.

Site clearing was completed in December.

Well drilling will begin in January 2023.

We hope to find better water quality with adequate flow with these 2 new wells. If successful, wells 1 and 2 will be abandoned. The existing filtration at Fish Hawk Ranch will be used to filter flow from the new wells regardless of water quality.

Detail

Date Printed: 12/28/2022



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**Work Order #:** 001438  
**Title:** test meter  
**Origin:** Non-PM  
**Cost Center:**  
**Priority:** Critical  
**Problem:** Other  
**Originated:** 11/07/2022 12:14:00 PM  
**Expected:**  
**Work Category:** Water Distribution  
**Address:** 2405 flume gate drive  
 Raleigh

**Source Type:** Location  
**WO Status:** Closed  
**Originator:** Dale Boyette  
**Project:**  
**Work Type:** Inspections  
  
**Assigned:** 11/07/2022 12:14:00 PM  
**Completed:** 11/08/2022 06:58:00 PM

Work requested:

test meter at 2405 Flume Gate. Customer filed high usage complaint with the NCUC. Need meter tested before ONSWC responds to NCUC. attached photo of beginning and ending test reading

Action Taken:

Comments:

tested 5 gallons at a time meter is working properly an calculating correct supply to house is 4 gallons a min

<b>Total Labor Cost:</b>	0.00	<b>Total Labor Hours:</b>	0.00
<b>Total Part Cost:</b>	0.00	<b>Total Other Hours:</b>	0.00
<b>Equipment Usage Cost</b>	0.00		
<b>Total Other Cost:</b>	0.00		
<b>External Labor \$:</b>	0.00		
<b>Non-inv \$:</b>	0.00		
<b>WO Cost:</b>	0.00	<b>Total Hrs:</b>	0.00

Custom Fields

None

Assigned To

Employee #	Name	Job Title	Phone	Email	Est Hrs	Company Name
1	Chris Hare	Operator		chare@onswc.com	0.00	
2	Dale Boyette	Operator	252-230-8115	boyettrd@outlook.com	0.00	
3	Tracy Moore			tmoore@integrawater.com	0.00	
4	Admin Admin	Dude Admin - Verified		ojibuxqloeyftgleup@twzhhq.online	0.00	

Source

Name	Location #	Path	Site	Description
Olde Mill Trace	[N/A]	Olde Mill Trace	Mid Raleigh	[N/A]

Labor

None

Parts

None

Equipment Usage

None

Tasks/Steps

None

Dec 29 2022

System Name: Olde Mill Trace  
 Well #: 185  
 System #: 40-92-168

PSI on: \_\_\_\_\_  
 PSI off: \_\_\_\_\_

DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		pH	Well House Residuals				Initials	Comments & Adjustments
							CL2	PO4	CL2	PO4		CL2	PO4	Fe	Mn		
10/3/22	9:20		10035312/24896288		27331/72131	95			31	36		0.68	0.85	0.05	0.013	cmh	
10/7/22	9:00		10062643/24968397		54001/60246	100			15	30		0.72	1.03			cmh	
10/10/22	9:00		10085642/25028643		28325/73961	100	4/55		7	23		0.42	1.26	0.02	0.009	cmh	
10/14/22	9:00		10113967/25102604		28658/75092	95			39	17		0.7	1.25			cmh	
10/18/22	8:50		10142625/25177696		22270/57937	90		3/55	26	9		0.51	1.2	0.02	0.005	cmh	
10/21/22	9:00		10184895/25235633		32275/83293	100	4/55		17	46		0.79	1.24			cmh	
10/25/22	9:00		10197170/25318926		21888/56536	90			33	36		0.77	1.2	0.05	0.009	cmh	
10/28/22	9:00		10219059/25375462		22403/57843	95			23	30		0.75	1.26			cmh	
10/31/22	8:50		10241461/25433305			90			15	30		0.64	0.76	0.08	0.013	cmh	

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
10/7/22	9:00	32/35/389/93/503/04/08/008/006				cmh	2868 flume gate/1228 Miller stone	
10/14/22	9:00	30/19/112/1.06/132/05/08/008/010				cmh	2868 flume gate/1033 Stone furc	
10/19/22	9:00	22/20/25/1.20/132/04/05/005/007				cmh		
10/28	9:00	25/25/296/98/933/05/06/012/008				cmh	2868 flume gate /1228 Miller stone	

System Name: Olde Mill Trace  
 Well #: 1&5  
 System #: 40-82-168

PSI on: \_\_\_\_\_  
 PSI off: \_\_\_\_\_

DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		pH	Well House Residuals				Initials	Comments & Adjustments	
							CL2	PO4	CL2	PO4		CL2	PO4	Fe	Mn			
11/4/22	9:00		10288360/25502856		23296/59911	95			44	22		0.76	1.32					
11/7/22	9:00		10291656/25562767		27656/70984	90		3/50	31	5		0.8	0.95	0.03	0.004	cmh		
11/11/22	9:00		10319312/25633751		26302/67588	95			18	44		0.79	1.06			cmh		
11/15/22	9:00		10345614/25701339		18867/48415	90		3/5	9	35		0.69	1.1	0.03	0.005	cmh		
11/18/22	9:00		10384481/25749754		27555/70375	90			44	30		0.68	0.72			cmh		
11/22/22	9:20		10392036/25820129		6278/16129	90			30	22		0.73	0.92	0.02	0.004	cmh		
11/23/22	8:30		10398314/25836258		36019/93032	95		1.555 2/55	27	20		0.7	0.9			cmh		
11/28/22	9:00		10434333/25929290		19284/50033	90			35	40		0.68	0.96	0.06	0.008	cmh		

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
11/7/22	8:30	20/23/	235/	88/	8/8/	09/0/	4/011/011	cmh flume gate/stone furrow/spindle c
11/18/22	9:00	23/22/	270/	76/	7/32/	03/0/5/	005/007	cmh 2868 flume gate /1028 stone farr
11/22/22	9:10	19/20/	290/	88/	8/6/	08/0/3/	011/013	cmh flume gate/stone furrow/spindle c
11/28/22	9:30	25/22/	278/	81/	8/08/	09/112/	011/012	cmh flume gate/stone furrow/spindle c

System Name: Olde Mill Trace  
 Well #: 1&5  
 System #: 40-62-168

DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		pH	Well House Residuals				Initials	Comments & Adjustments
							CL2	PO4	CL2	PO4		CL2	PO4	Fe	Mn		
12/1/22	9:00		10453817/25979323			100			22	30		0.7	1.06			cmh	
12/5/22	9:10		10480067/26048028			95			16	20		0.82	1.23	0.02	0.007	cmh	
12/8/22	11-00		10500142/26099835			90	4/65	3/55	14	12		0.69	1.18			cmh	
12/13/22	9:00		10534362/26187681			90			29	36		0.78	1.34	0.03	0.011	cmh	
12/15/22	9:00		10547590/26221703			95			23	31		0.73	1.3			cmh	
12/19/22	8:30		10572774/26286271			90	4/65		13	34		0.68	1.42	0.04	0.006	cmh	
12/22/22			10591713/26334798			95		3/55	25	50		0.83	1.4			cmh	
12/26/22	9:30		10639433/26454678			90			29	37		0.8	1.36	0.02	0.005	cmh	

PSI on: \_\_\_\_\_  
 PSI off: \_\_\_\_\_

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
12/1/22	9:00	26/24/	235/98/	93/05/	0/0/	013/013	cmh	2868 flume gate/2700 grain mill /
12/13/22	9:30	27/28/	211/98/	106/06/	0/2/	011/011	cmh	2868 flume gate/1228 Miller stone
12/19/22	9:00	30.31.2	29/0/88/	905.05.06	2/011/	013	cmh	2868 flume gate /2600 flume gate
12/28/22	8:45	29/30/	239/88/	83/04/	019/	011/013	cmh	2868 flume gate/8700 grain mill/2

System Name  
Blaney Farms

Well #  
2

System #  
40-92-134

PSI on: \_\_\_\_\_  
PSI off: \_\_\_\_\_

DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		Well House Residuals					Initials	Comments & Adjustments
							CL2	PO4	CL2	PO4	pH	CL2	PO4	Fe	Mn		
10/4/22	12:06		123,479	31,740		85			36	35	0.52	0.61				ADB	
10/6/22	11:55		134838	11,359		92			35	34	0.53	0.71				ADB	
10/10/22	8:45		159,817	24,979		92			33	33	0.35	0.49				ADB	
10/13/22	11:30		199,852	40,035		92			29	31	0.52	0.55				ADB	
10/17/22	10:05		263711	63,859		92			24	28	0.53	0.78				ADB	
10/19/22	8:50						1.5		20/45		0.45						
10/21/22	11:15		327297	63,586		81			42	25	0.51	0.67				ADB	
10/25/22	12:30		398588	71,291		90			35	20	0.63	0.72	0.14	0.026		ADB	
10/27/22	3:30		434249	35,661		94			31	19	0.55	0.88				ADB	
10/31/22	10:40		502180	67,931		86		2	25	15/45	0.63	0.71				ADB	

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
10/6/22	11:50	0.61	0.84				ADB	2209 serene lake
10/7/22	12:10	0.35	1.43				ADB	4008 kaylor creek
	12:20	0.92	0.65				ADB	3728 apple grove
10/12/22	10:30	0.52	1.09				ADB	3821 hickory manor
	10:40	1.35	0.65				ADB	3728 apple grove
	10:45	0.29	0.9	0.04	0		ADB	4008 kaylor creek
10/19/22	8:45	0.25	0.81				ADB	3800 hickory manor
10/20/22	1:20	0.72	1.16	0.14	0		ADB	3728 apple grove
	2:00	0.45	0.72				ADB	4008 kaylor creek
10/27/22	1:00	0.62	0.75				ADB	3728 apple grove
	3:25	0.35	0.92				ADB	3821 hickory manor
	3:45	0.46	1.02				ADB	4008 kaylor creek



System Name: Senter  
 Well #: 5&6  
 System #: 40-62-134

PSI on: \_\_\_\_\_  
 PSI off: \_\_\_\_\_

DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		Well House Residuals				Initials	Comments & Adjustments
							CL2	PO4	CL2	PO4	pH	CL2	PO4	Fe		
10/4/22	11:50		4,712,060 132,953	55,411 20		96			35	25	0.59	0.79			ADB	
10/7/22	12:15		4763318 133002	51,238 49		82			25	21	0.7	0.89			ADB	
10/10/22	9:15		4,806,157 133,037	42,839 35		92	2		16/48	16	0.69	0.86			ADB	
10/13/22	11:40		4839255 133048	33,068 11		88			40	15	0.75	0.89			ADB	
10/17/22	10:25		4863533 133083	24,278 35		86	2		35	10/45	0.77	0.82			ADB	
10/21/22	11:25		4886944 133105	23,411 23		88			32	41	0.72	0.59			ADB	
10/25/22	1:25		4909781 133163	22,837 57		90			28	39	0.38	0.66	0	0	ADB	
10/27/22	3:36		4919060 133186	9,279 23		94			26	37	0.49	0.89			ADB	
10/31/22	9:50		4937610 133232	18,550 46		92			23	35	0.59	0.65			ADB	

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			

System Name Blaney Farms	Well # 2	System # 40-92-134
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PSI on: \_\_\_\_\_  
PSI off: \_\_\_\_\_

DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		Well House Residuals				Initials	Comments & Adjustments
							Cl2	PO4	Cl2	PO4	pH	Cl2	PO4	Fe		
11/3/22	1:50		553,482	51,302		72	1.15		19/45	44	0.6	0.86			ADB	
11/7/22	10:15		624162	70,680		92			39	40	0.85	0.86			ADB	
11/10/22	9:35		675,641	51,479		83			34	38	0.58	0.66	0.06	0.032	ADB	
11/14/22	10:20		744,698	69,057		80			27	35	0.75	0.67			ADB	
11/18/22	10		809988	65,290		82	1.5		20/45	31	0.66	0.77			ADB	
11/22/22	10:25		884514	74,526		80	0.75	1	39/50	28/45	0.57	0.72			ADB	
11/23/22	10		902046	17,532		84			44	44	0.94	0.99			ADB	
11/28/22	2:05		999382			80			36	37	0.19	0.69			Rdb	

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
11/2/22	9:55	0.39	0.93				ADB	4008 kaylor creek
	10:10	0.39	0.65				ADB	3816 hickory manor
	10:20	0.65	0.95				ADB	3728 apple grove
11/10/22	9:05	0.55	0.81	0	0		ADB	4008 hickory manor
	9:30	0.44	1.01	0.07	0.022		ADB	3816 hickory manor
	10:20	0.27	0.99				ADB	3728 apple grove
11/18/22	9:50	0.51	0.92				ADB	3816 hickory manor
	10:00	1.38	0.79				ADB	3728 apple grove
	10:16	0.66	0.77				ADB	4008 hickory manor
11/21/22	12:10	0.85	1.02				ADB	3728 apple grove
	10:30	0.39	1.08				ADB	3816 hickory manor
	11	0.43	1.09				ADB	4008 kaylor creek



System Name Blaney Farms	Well # 2	System # 40-42-134
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DATE M/D/Y	TIME Arrived	Backwash Gallons Used	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		Well House Residuals				Initials	Comments & Adjustments
							CL2	PO4	CL2	PO4	pH	CL2	PO4	Fe		
12.2.22	1:18		1,071,829			88			29	34	0.78				Rdb	
12.6.22	11:31		1145595			84			21	30	0.37	0.39			Rdb	
12/8/22	9:20		1,178,942			82			19	28	0.37	0.65			ADB	
12/12/22	9:00		1,268,965			90	2.5		9/45	24	0.44	0.72			ADB	
12/15/22	10:20		1305459			95			44	21	0.63	0.85			ADB	
12/19/22	8:30		1378284			84		1.5	35	18/40	1.01	0.67			ADB	
12/22/22	9:45		1435717			82			30	37	0.88	0.72			ADB	
12/27/22	2:40		1539044			80			20	32	0.92	0.88			ADB	

PSI on: \_\_\_\_\_  
PSI off: \_\_\_\_\_

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
12/7/2022	9:35	0.57	0.5				ADB	4008 kaylor creek
	9:50	0.37	0.76				ADB	3816 hickory manor
	10:10	0.49	1.08				ADB	3728 apple grove
12/15/22	10:20	0.33	0.75				ADB	3816 hickory manor
	9:00	0.37	0.85				ADB	4008 kaylor creek
	9:15	0.55	0.95				ADB	3728 apple grove
12/21/22	11:10	0.4	1.05				ADB	4008 kaylor creek
	11:20	0.5	0.72				ADB	3738 apple grove
	11:30	0.37	0.79				ADB	3816 hickory manor



Detail

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Dec 29 2022



001356

**Work Order #:** 001356  
**Title:** #155 CUSTOMER CALLED STATED WATER IS YELLOW AND MU  
**Origin:** Non-PM  
**Cost Center:**  
**Priority:** High  
**Problem:** Other  
**Originated:** 10/14/2022 03:57:00 PM  
**Expected:**  
**Work Category:** Water Utility  
**Address:** 8909 BROOK TROUT LANE  
 WILLOW SPRING, NC  
 27592

**Source Type:** Location  
**WO Status:** Completed  
**Originator:** Tracy Moore  
**Project:**  
**Work Type:** Reactive Maintenance  
**Assigned:**  
**Completed:** 10/16/2022 09:37:00 PM

Work requested:

#155 CUSTOMER CALLED STATED WATER IS YELLOW AND MURKY WOULD LIKE AN OPERATOR TO CALL HER AT 919-623-5315/919-621-0148 HER NAME IS WENDY MELO. THANKS

Action Taken:

Flushed brook trout lane and ran water samples had a cl2 of 1.01 and iron at .41 and mm of 0. I went to the well house and ran test and had cl2 residual of 1 iron level was .31 , mm level of 0 and a PH of 7.1. Water cleared up in mins of flushing and customers were satisfied

Comments:

<b>Total Labor Cost:</b>	0.00	<b>Total Labor Hours:</b>	0.00
<b>Total Part Cost:</b>	0.00	<b>Total Other Hours:</b>	0.00
<b>Equipment Usage Cost</b>	0.00		
<b>Total Other Cost:</b>	0.00		
<b>External Labor \$:</b>	0.00		
<b>Non-inv \$:</b>	0.00		
<b>WO Cost:</b>	0.00	<b>Total Hrs:</b>	0.00

Custom Fields

None

Assigned To

Employee #	Name	Job Title	Phone	Email	Est Hrs	Company Name
1	Dale Boyette	Operator	252-230-8115	boyettrd@outlook.com	0.00	
2	Alex Bass	Operator		abass@onswc.com	0.00	

Source

Name	Location #	Path	Site	Description
Fish Hawk Ranch	000031	Fish Hawk Ranch	South Raleigh	[N/A]

Labor

None

Parts

None

Equipment Usage

None

Tasks/Steps

None

Detail

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001365

**Work Order #:** 001365  
**Title:** Mrs. Connor 757-581-7727 customer called due to ha  
**Origin:** Non-PM  
**Cost Center:**  
**Priority:** Medium  
**Problem:** Taste-Odor Complaint  
**Originated:** 10/18/2022 04:35:00 PM  
**Expected:**  
**Work Category:** Water Utility  
**Address:** 9012 RIVER HAWK LANDING

**Source Type:** Location  
**WO Status:** Closed  
**Originator:** Joy Ashley  
**Project:**  
**Work Type:** Reactive Maintenance  
**Assigned:**  
**Completed:** 10/19/2022 12:04:00 PM

Work requested:

Mrs. Connor 757-581-7727 customer called due to having brown/orange colored water.

Action Taken:

I replaced soda ash pump that was having mechanical issues. I flushed river hawk until water was clear. I ran water samples and had 2.05 cl residual and the iron level was .27.

Comments:

<b>Total Labor Cost:</b>	0.00	<b>Total Labor Hours:</b>	0.00
<b>Total Part Cost:</b>	0.00	<b>Total Other Hours:</b>	0.00
<b>Equipment Usage Cost:</b>	0.00		
<b>Total Other Cost:</b>	0.00		
<b>External Labor \$:</b>	0.00		
<b>Non-inv \$:</b>	0.00		
<b>WO Cost:</b>	0.00	<b>Total Hrs:</b>	0.00

Custom Fields

None

Assigned To

Employee #	Name	Job Title	Phone	Email	Est Hrs	Company Name
1	Dale Boyette	Operator	252-230-8115	boyettrd@outlook.com	0.00	
2	Alex Bass	Operator		abass@onswc.com	0.00	

Source

Name	Location #	Path	Site	Description
Fish Hawk Ranch	000031	Fish Hawk Ranch	South Raleigh	[N/A]

Labor

None

Parts

None

Equipment Usage

None

Tasks/Steps

None

Documents

None

Safety Programs

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Dec 29 2022

Detail

Date Printed: 12/28/2022



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001367

**Work Order #:** 001367  
**Title:** Mrs. Pendley 919-720-9833 said that she is experie  
**Origin:** Non-PM  
**Cost Center:**  
**Priority:** Medium  
**Problem:** Taste-Odor Complaint  
**Originated:** 10/19/2022 01:22:00 PM  
**Expected:**  
**Work Category:** Water Utility  
**Address:** 1536 OSPREY RIDGE DR

**Source Type:** Location  
**WO Status:** Completed  
**Originator:** Joy Ashley  
**Project:**  
**Work Type:** Reactive Maintenance  
**Assigned:** 10/19/2022 01:34:00 PM  
**Completed:** 10/20/2022 10:19:00 AM

Work requested:

Mrs. Pendley 919-720-9833 said that she is experiencing muddy water in her home.

Action Taken:

I reached out to home owner by text because she didn't answer the phone call. I explained to her what I had done today in distribution system and would be reaching out first thing in the morning to see if she sees improved water quality after the adjustments were made. I came out to distribution system this morning and ran water tests on the water and had iron at .4 mg/l, manganese 0 mg/l. Cl2 was 1.3 mg/l. I reached out to home owner to see if conditions have cleared up and have not heard back.

Comments:

<b>Total Labor Cost:</b>	0.00	<b>Total Labor Hours:</b>	0.00
<b>Total Part Cost:</b>	0.00	<b>Total Other Hours:</b>	0.00
<b>Equipment Usage Cost:</b>	0.00		
<b>Total Other Cost:</b>	0.00		
<b>External Labor \$:</b>	0.00		
<b>Non-inv \$:</b>	0.00		
<b>WO Cost:</b>	0.00	<b>Total Hrs:</b>	0.00

Custom Fields

None

Assigned To

Employee #	Name	Job Title	Phone	Email	Est Hrs	Company Name
1	Dale Boyette	Operator	252-230-8115	boyettrd@outlook.com	0.00	
2	Alex Bass	Operator		abass@onswc.com	0.00	

Source

Name	Location #	Path	Site	Description
Fish Hawk Ranch	000031	Fish Hawk Ranch	South Raleigh	[N/A]

Labor

None

Parts

None

Equipment Usage

None

Tasks/Steps

None

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Dec 29 2022



**Detail**

Date Printed: 12/28/2022



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001583

**Work Order #:** 001583  
**Title:** CUSTOMER CALLED IN AND STATED THAT DISCOLORATION A  
**Origin:** Non-PM  
**Cost Center:**  
**Priority:** Medium  
**Problem:** Other  
**Originated:** 12/27/2022 09:33:00 AM  
**Expected:**  
**Work Category:** Water Treatment Plant  
**Address:** 8816 ARCHED WING WAY  
 WILLOW SPRING, NC  
 27592

**Source Type:** Location  
**WO Status:** Completed  
**Originator:** Erica Cochran  
**Project:**  
**Work Type:** Reactive Maintenance  
**Assigned:**  
**Completed:** 12/27/2022 11:45:00 AM

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**Work requested:**

CUSTOMER CALLED IN AND STATED THAT DISCOLORATION AND A VERY STRONG METAL SMELL STARTED LAST NIGHT MICHAEL CARLOS 919-473-9113

**Action Taken:**

Issues with filter at well plant. Filter hung in backwash cycle. Valved filter off and notified Kinetico to perform service. Flushed system and tested chlorine residuals. Spoke to home owner and explained the issues we had.

**Comments:**

<b>Total Labor Cost:</b>	0.00	<b>Total Labor Hours:</b>	0.00
<b>Total Part Cost:</b>	0.00	<b>Total Other Hours:</b>	0.00
<b>Equipment Usage Cost</b>	0.00		
<b>Total Other Cost:</b>	0.00		
<b>External Labor \$:</b>	0.00		
<b>Non-inv \$:</b>	0.00		
<b>WO Cost:</b>	0.00	<b>Total Hrs:</b>	0.00

**Custom Fields**

None

**Assigned To**

Employee #	Name	Job Title	Phone	Email	Est Hrs	Company Name
1	Dale Boyette	Operator	252-230-8115	boyettrd@outlook.com	0.00	
2	Alex Bass	Operator		abass@onswc.com	0.00	

**Source**

Name	Location #	Path	Site	Description
Fish Hawk Ranch	000031	Fish Hawk Ranch	South Raleigh	[N/A]

**Labor**

None

**Parts**

None

**Equipment Usage**

None

**Tasks/Steps**

None

System Name  
Fishhawk

Well #  
1&2

System #  
4092-179

PSI on: \_\_\_\_\_  
PSI off: \_\_\_\_\_

DATE M/D/Y	TIME Arrived	Backwash Gallons	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		Well House Residuals				Initials	Comments & Adjustments	
							CL2	Caustic	CL2	Caustic	pH	CL2	Prec2	Fe			Mn
10/3/22	11:30	74450	8,429,359 816,621	35,011 29,756		62	1.5	24	25	6/30	7.1	0.39	0.97	0.47	0.005	ADB	Cl2 speed 70 to 75
10/6/22	2:05		8446069 831079	16,710 14,458		79	5.5		17/43	27	7.3	1.52	1.58/3.12	0.33	0.015	ADB	CL2 speed 75 to 55
10/10/22	11:50	42107	8,494,134 872,108	48,065 41,029		64	8		24/46	15	7.3	0.85	2.88	0.36	0	ADB	Cl2 injection fitting replaced. Replaced cl2 lines
10/13/22	2:35		8513340 888250	19,206 16,142		76	5	34 cups	31/50	8/30	7.7	1.05	2.85	0.27	0.022	ADB	Manually back washed filters
10/15/22	10:30		8536489 907109	23,149 18,859		80			42	27	7.1	1	2	0.31	0	ADB	
10/17/22	11:50		8560262 927662	23,773 20,573		75			27	26	7.3	0.77	1.55	0.31	0.001	ADB	Cl2 speed 80 to 85
10/18/22	2:00						5			23/45							
10/19/22											7.7		2.89	0.41		ADB	CL2 speed 85 to 75. New soda ash pump
10/20/22	9:15								26	37	7.3	1.3	2.05	0.4	0	ADB	CL2 speed 75 to 80
10/21/22	12:30		8592811 955929	32549 28247		70	3.5		25	33/50	7.4	1.32	2.45	0.4	0	ADB	
10/25/22	3:30	80617	8624897 983389	32086 27460		82			16	35	6.8	0.49	1.72	0.47	0.007	ADB	
10/26/22	9:40								14/30	32/53	7.4		2.3	0.4		ADB	Cl2 stroke 80 to 85
10/28/22	9:25		8846574 1001777	21677 18388		76	4	30	27	45	7.3	0.82	1.95	0.27	0.004	ADB	

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
							ADB	
10/6/22	3:00	0.78		0.35	0	3000	ADB	1613 osprey
10/12/22	2:30	1.05		0.41			ADB	1613 osprey ridge
10/15/22	10:45	1.01		0.41	0			
10/19/22	12:00	2.05		0.23	0	6000	ADB	1509 osprey ridge
10/26/22	11:00	0.91	6.7	0.15	0.024	4000	ADB	1613 osprey ridge

System Name: Fishhawk  
 Well #: 1&2  
 System #: 4092-179

PSI on: \_\_\_\_\_  
 PSI off: \_\_\_\_\_

DATE M/D/Y	TIME Arrived	Backwash Gallons	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		Well House Residuals				Initials	Comments & Adjustments	
							CL2	Caustic	CL2	Caustic	pH	CL2	Prec2	Fe			Mn
11/1/22	3:15		8,678,716 1,029,181	32,142 27,404		80	5		27/55	19	7.3	0.65	1.35	0.45	0	ADB	
11/4/22	11:05		8699212 1046622	20,496 17,441		79	1.5	32	47/53	14/30	7.5	0.55	1.65	0.25	0.003	ADB	
11/8/22	12:25	78487	8,733,192 1,075,626	33,980 29,004		76			33	20	7.7	0.99	1.77	0.35	0	ADB	
11/10/22	3:15		8745258 1085957	12,066 10,331		75	5	30	25/55	16/30	7.4	0.78	1.55	0.28	0.002	ADB	
11/14/22	1:30		8782070 1117123	36,812 31,166		80	3		35/50	20	7.6	0.88	1.52	0.16	0.003	ADB	
11/15/22	1:30										7.6	1.55	2.59	0.29	0	ADB	
11/18/22	11:25		8808030 1139327	25,960 22,204		72	3	20	39/55	12/30	7.6	0.47	1.39	0.22	0	ADB	
11/21/22	9:45		8835632 1162677	27,802 23,350		80			41	23	7.6	0.78	1.5	0.27	0.007	ADB	Cl2 speed 70 to 80
11/23/22	12:35	93723	8848527 1173717	12,895 11,040		76	5	30	35/60	20/35	7.4	0.98	2.01	0.31	0.017	ADB	
11.28.22	11:00	34713	1207607 8888493	33890 39966		79			40	22	6.5	0.19	1.01	0.65	0.023	Rdb	
11/30/22	1:18	43453	1218487 8901228	10880 12733		80	1.5	20	33	20	7	0.66	2.18	0.2	0.02	Rdb	

Date M/D/Y	Time Arrived	MRT Residuals				Gals Flushed	Initials	MRT Address
		CL2	PO4	Fe	Mn			
11/1/22	1:20	0.85		0.25	0.007		ADB	8900 arched wing way
11/10/22	3:15	1.23		0.21	0.005		ADB	1612 osprey ridge
11/17/22	11:25	0.66		0.13	0.002		ADB	1612 osprey ridge
11/21/22	10:16	0.25		0.03	0		ADB	1612 osprey ridge
11.30.22	1:4	0.42					Rdb	8900 arched wing

System Name Fishhawk	Well # 1&2	System # 4092-179
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PSI on: \_\_\_\_\_  
PSI off: \_\_\_\_\_

DATE M/D/Y	TIME Arrived	Backwash Gallons	Master Meter	Meter Number	Gallons Since Last Visit	PSI	Chem. Added		Chem. Level		Well House Residuals				Initials	Comments & Adjustments
							CL2	Caustic	CL2	Caustic	pH	CL2	PreCl2	Fe		
12.2.22	3:01	52175	1,220,441			78		5	33	30	6.7	1.73	2.74	0.3		Rdb
			8,915,184													
12.6.22	2:21	78182	1257566		37125	75	4	7	16/50	27/35	6.7	0.12	1.16	1.3	0.034	Rdb
			8947154		31970											
12/8/22	12:45					80	5		40/55	34	7.4		2.68			
12/9/22	10:45		6,988,989		21835				50	30	7.8	1.41	3	0.34	0.033	ADB
			1276112		18246	76	2.5		27/40	20	7.7	1.23	1.85	0.27	0	ADB
12/13/22	2:10		9002881		33692											
			1304750		28638											
12/15/22	1:20						5	20	33/55	15/25	7.8		1.72			
12/16/22	11:45	17247	9024380		21699	80		30	52	23/35	7.5	1.37	2.16	0.38	0	ADB
			1323155		18405											
12/19/22	11:00		9052397		28017	77			32	25	7.5	1.29	2.23	0.31	0	ADB
			1346727		23572											
12/22/22	12:10	34630	9070081		17384	80	5	30	20/45	20/35	7.6	1.21	2.76	0.32	0.002	ADB
			1361978		15251											
12/27/22	11:30		9242893		172612											
			1503370		141392		5		0/35	28	7.7		1.16	2		ADB
																Filter leaking water. Rebuild soda ash pump.

Date M/D/Y	Time Arrived	CL2	MRT Residuals			Gals Flushed	Initials	MRT Address
			PO4	Fe	Mn			
12/9/22		0.24		0.26	0.005		ADB	1812 osprey
12/13/22		0.85		0.25	0		ADB	1509 osprey ridge
12/21/22		1.22		0.35	0.002		ADB	1509 osprey ridge