



Update on Aqua North Carolina Filter Projects

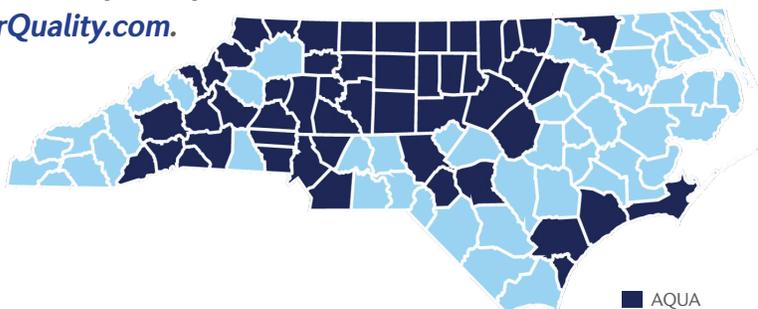
Aqua North Carolina continually invests in water system improvements and enhancements that benefit customers every day. Since 2018, the company has installed 17 new filter systems to address discolored water caused by naturally occurring iron and manganese.

The new filter systems remove iron and manganese, naturally found in North Carolina’s groundwater. While these minerals don’t affect health, they discolor water and affect its taste and smell. Since 2018, Aqua has invested \$6 million in filter installations in the following communities:

- Barony — Wake County
- Brayton Park — Wake County
- Galloway — Wake County
- Georges Grant — Wake County
- Hampton Park — Wake County
- Mallard Crossing — Gaston County
- Ogburn Farms — Wake County
- Shadow Lake — Johnston County
- Shannon Woods — Wake County
- Stonehenge — Wake County
- Stoney Creek — Wake County
- Surry Point — Wake County
- Upchurch Place — Wake County
- Village of Wyncester — Wake County
- Westbury/Ridgebrook Bluff — Wake County
- Wilders Ridge — Wake County
- Woodvalley — Wake County

Aqua submitted each of these projects for pre-qualification under the state’s water and wastewater improvement charge, which provides a way to accelerate and expand improvements to water and wastewater systems for customers. In addition to the completed filter installations, Aqua currently has an additional eight filter projects under construction in 2019 and another 12 currently under review with the North Carolina Public Staff.

For more information on Aqua’s water quality improvement plans, please visit NCWaterQuality.com.



2019 National Volunteer Month Supporting Food Banks Across the State

For a second year, Aqua North Carolina will donate \$2,500 to local food banks across its service territory throughout the state as part of National Volunteer Month. In addition, 68 employees have volunteered their time and energy at various food bank locations during National Volunteer Month in April. They will continue to volunteer throughout May.

Aqua is providing each food bank with a \$500 donation and groups of employees will visit each site to sort and package food.

- April 9 and 10: Thirty employees visited the Food Bank of Central & Eastern North Carolina in Raleigh.
- April 11: Fifteen employees visited the Second Harvest Food Bank of Metrolina in Charlotte.
- April 25: Nine employees visited the Greensboro Urban Ministry Food Pantry in Greensboro.
- May 10: Seven employees will visit the Food Bank of Central and Eastern North Carolina in Wilmington.
- May 17 and 24: Seven employees will visit the Second Harvest Food Bank SENC in Fayetteville between 8 and 11:30 a.m.

In 2018, Aqua donated \$2,500 to food banks across the state, providing each food bank with a \$500 donation. Groups of Aqua employees also volunteered their time by sorting and packaging food. Company efforts like this are part of **Aqua’s Ripple Effect** campaign – a program focused on volunteerism and charitable giving in the communities we serve.



Bayleaf Flushing

Aqua's Water Main Flushing Program Helps Improve Water Quality, Reliability

In addition to investing in infrastructure improvements, Aqua North Carolina is conducting water main flushing in the Bayleaf water system to improve water quality. Flushing removes sediments from water distribution systems and addresses discoloration caused by naturally-occurring iron and manganese. These sediments slowly build up at the bottom of the water main over time.

Flushing can take anywhere from a few minutes to several hours, during which water is forced through underground water mains at high speed and flushed out from hydrants and blowoffs. Because it uses a high volume of water, flushing is typically scheduled for low-water usage periods in winter and early spring.

To date, flushing has been completed in the following subdivisions:

- Adams Mountain
- Aspenwald
- Banbury Woods
- Barony
- Barton's Grove
- Bayleaf Farm
- Bayleaf Ridge
- Blue Jay Point County Park
- Brassfield
- Bridgepoint North and South
- Brinley Cove
- Brittany Bay East and West
- Carlyle Manor
- Carmel Forest
- Carries Reach
- Cattleridge
- Cedar Valley
- Chandler Pointe
- Chatsworth
- Chelsea
- Coachman's Trail and Coachman's Trail West
- Cobble Creek
- Compound
- Creedmore Village
- Crossmoor
- Ethans Glen
- Forestbrook
- Georges Grant
- Hawk's Nest
- Heritage Point
- Heritage Point Estates
- Linville
- Martindale
- Moorlands
- Mount Vernon
- Norwood Crest
- Norwood Oaks
- Park Ridge
- Pendleton Lake
- Registry at Bailey Farm
- Rose Hall
- Seville
- Shannon Woods
- Somerset
- Southern Hills
- Stone Creek
- Stonebridge 1 & 2
- Stonegate
- Stonemoor
- Swallow Cove
- Swans Mill
- Tadlock
- Trotters Ridge
- Upper Forty
- Wedgefield
- Woodlands
- Woods of Tiffany
- Wynfield



Did you know ...

You don't have to be taken by surprise in the event of a water service emergency.

Aqua's WaterSmart Alerts program offers automated alerts designed for quick, reliable communication about your water quality and service in case of interruption. Messages can be sent by email, telephone or text.



Visit AquaAmerica.com to enroll.

For updates on Aqua's flushing program, visit NCWaterQuality.com.

Iron and manganese are pervasive, naturally occurring minerals that affect the water supply in North Carolina. While these minerals don't affect health, they can discolor water and affect the way it tastes and smells. In 2017, Aqua North Carolina launched an aggressive water quality improvement program that includes the installation of new filters, enhanced water treatment, tank cleaning, system flushing, and ongoing monitoring to help ensure safety and overall quality of the water source.

For updates as Aqua moves ahead, visit NCWaterQuality.com

