



April 25, 2018

Dear Customer,

We are pleased to inform you that construction of a new iron and manganese removal filtration system serving your community is complete. The startup of the new filter system will take place on ***May 1st and 2<sup>nd</sup>***. This filtration system will treat and remove iron and manganese, which are minerals that exist naturally in the groundwater in many wells across the state of North Carolina. It is possible that you may experience lower water pressure or temporary discoloration of water for several hours on these days. Aqua will take all possible precautions to avoid or minimize any potential issues

In the unlikely event of any discoloration of water, please run your outside faucets for a short period of time, to help clear up the discoloration. Once the startup and testing of the filter takes place, Aqua will obtain final approval from the North Carolina Division of Water Resources before the filtration system can be placed online to serve our customers. This approval process is expected to take approximately two weeks. After the new filter is placed into service, should you still see discolored water, Aqua requests that

you contact us at 1-877 987-2782 and describe the issue you are experiencing. Your call will be recorded, logged, and a technician will be assigned to investigate.

Thank you for being a valued Aqua customer and for your patience as we work to improve the water quality for you and your family.