

November 12, 2019

Dear Customer,

Aqua would like to take this opportunity to describe a significant improvement to your water system that will improve water quality for you and your neighbors in your community.

Aqua completed the installation and startup of a new manganese dioxide filter system on Well 2 that serves the Kensington Manor/Kimmon Place/Cotesworth Downs subdivisions in July 2019. The new filter system removes Iron (Fe) and Manganese (Mn), which are minerals that exist naturally in the groundwater throughout North Carolina. Iron and Manganese can discolor water and affect its taste. Aqua installed the filter to remove these contaminants and increase your satisfaction with your water service.

Iron and Manganese are common in the groundwater throughout North Carolina, and we understand why customers who have this problem want it fixed — we do, too. Aqua has developed and rolled out a Water Quality Plan to help address water quality issues stemming from heightened levels of Fe and Mn. We are committed to fixing the problem on all our wells with high levels of these minerals and keeping our customers informed of our progress. Additional information regarding our water quality plan, projects completed, and other water quality FAQ's may also be found at www.NCWaterquality.com.

Recent sample tests taken after the new filtration system was activated show the level of Iron and Manganese in the well water has been significantly reduced and we hope you've seen these water quality improvements in your home as well. Aqua would like to hear from you. If you have comments or success stories you would like to share, please send an email to AquaNCPresident@AquaAmerica.com. (Please note this email mailbox is not monitored nights, weekends or holidays and should not be used to report service-related issues, emergencies or concerns. For any service or account related issues, please contact Aqua's customer call center at 877.987.2782).

Aqua's mission is to deliver safe, quality drinking water to our customers. Aqua would like to thank you for your patience as we work to improve the water quality for you and your family.