

\_\_\_\_\_, 2017

Dear Customer:

I'd like to take this opportunity to describe a significant improvement to your water system that will improve water quality for you and your neighbors.

Aqua North Carolina, Inc. (Aqua) completed the installation of a new manganese oxide filter system on the well that serves the Surry Point subdivision and placed the filter in service on **November 27, 2017**. The new filter system removes iron and manganese, which are minerals that exist naturally in the groundwater that flows throughout North Carolina. According to the U.S. Environmental Protection Agency (USEPA), these minerals don't affect health, but they can discolor water and affect its taste. Aqua installed the filter to fix this problem and increase your satisfaction with your water service. The cost of the filter was \$350,000.

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 is committed to fixing the problem on all our wells with high levels of these minerals and keeping our customers informed of our progress.

Tests show improvements in the quality of your water, and I hope that you've seen these improvements in your home. The table below shows the iron and manganese levels in your community's water before and after the installation of the filter. (The USEPA's acceptable range for the secondary maximum contaminant level (SMCL) for iron is 0.30 mg/L and manganese is 0.05 mg/L).

	Before Filter Installation (milligrams per liter)	After Filter Installation (milligrams per liter)
Iron	Well #3 – 1.48mg/L	Well #3 - (Non detect*) mg/L
Manganese	Well #3 – 0.23 mg/L	Well # 3 – (Non Detect*) mg/L

\*levels are below 0.001 mg/L

Although we are now receiving significantly fewer complaints from our customers in your community since the installation of the filtration system, Aqua would still like to hear from you if you have comments or success stories you would like to share. You may send me an email at [AquaNCPresident@AquaAmerica.com](mailto: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 call center at 877.987.2782).

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

Sincerely,

Shannon V. Becker

President  
Aqua North Carolina, Inc.