

Dear Customer,

We are pleased to inform you that construction of a new iron, manganese, and radium removal treatment system serving your community is complete. As you may know, Aqua tests for over 100 chemical contaminants including naturally occurring radionuclides. Recent tests have shown elevated levels of combined radium, iron, and manganese. Because of Aqua's commitment to ensure that your drinking water meets all primary drinking water standards, we took steps to design and obtain all the approvals necessary to construct and install a new treatment system. The startup of this treatment system will take place the week of **December 17, 2018**. This system will treat and remove iron, manganese, and radium from the drinking water which exists 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 during startup of the treatment system.

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