

APPENDIX B
TEXT OF PUBLIC COMMENTS RECEIVED



Town of Mint Hill
Post Office Box 23457
Mint Hill, North Carolina 28227-0272
Telephone 704-545-9726
March 4, 2013

Ms. Toya Ogallo
Division of Water Resources
1611 Mail Service Center
Raleigh, NC 27699-1611

Dear Ms. Ogallo:

Almost 11 years ago the Environmental Management Commission granted Charlotte-Mecklenburg Utilities' petition for an Interbasin Transfer with a unique caveat. Specifically, Condition 3 was imposed that removed the Goose Creek subbasin in Mecklenburg County from the area to be served by the IBT. This condition stated that a "moratorium on the installation of new interbasin transfer water lines into Goose Creek is in effect until the impacts of additional urban growth on the endangered species are fully evaluated."

In an attempt to meet this condition the Town of Mint Hill, in collaboration with Mecklenburg County Stormwater Services and the North Carolina Department of Environment and Natural Resource, worked towards a Site Specific Management Plan and related Post Construction Ordinance that provided "for the maintenance and recovery of the water quality conditions required to sustain and recover the federally endangered Carolina heelsplitter species."

This plan, which has been in effect since February 1, 2009, contains several specific strategies aimed at achieving this admirable goal. These strategies are implemented to control stormwater for projects disturbing one acre or more of land, control wastewater discharges, control toxicity to streams and maintain undisturbed riparian buffers. It is important to note that these buffers affect over 900 acres of land within the Goose Creek subbasin and are the largest buffers in the State.

As such and in my humble opinion, I feel the Town's adoption of the Post Construction Ordinance nearly seven years ago in conjunction with the implementation of the Site Specific Management Plan clearly demonstrates our willingness to provide for the protection of the Carolina heelsplitter. Furthermore, I respectfully request that the Environmental Management Commission recognize our sincere efforts to meet Condition 3 of Charlotte-Mecklenburg Utilities' Interbasin Transfer Certificate and remove the moratorium on new water line extensions into the Goose Creek subbasin.

Warmest regards,

A handwritten signature in black ink, appearing to read 'Brian L. Welch', written in a cursive style.

Brian L. Welch
Town Manager

March 4, 2013

To: North Carolina Environmental Management Commission
From: Mrs. Lisa Wilson, Ashe Plantation resident, Mint Hill, NC
Re: Hardships due to poor water quality and expense

To Whom it May Concern:

My family and I face various hardships due to the poor quality of the water in Ashe Plantation.

First of all, frequently, the water has so many sediments in it that it appears murky or tan. I have attached a copy of the water in the tub, and the sediments it leaves behind when drained. Often, the water is so dirty that I don't wash in it.

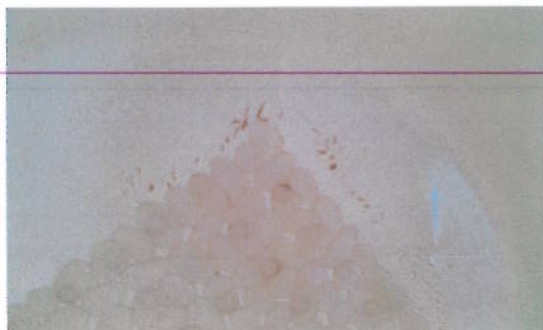
My family has to buy water filters and filter all our water for cooking, coffee brewing, etc. These filters are expensive.

In addition to this, the cost for our monthly water bill the last 3 months averages \$110.00, per month. We are an older couple living on a limited income. Even when living in Maryland, we paid an average of only \$40.00 a month for clean, good tasting water, and we rarely had any interruption to our service.

These water bills are TOO EXPENSIVE, especially considering the poor quality, PLUS the added cost of bottled water, the damage to dish washer, hot water heater, shower heads, etc., that have to be replaced sooner than normal.

Please help us by allowing the CMUD water into our community! Thank you very much for your consideration. I know if you lived here, you would want the same for your family.

Sincerely, Mrs. Lisa Wilson



February 25, 2013

Environmental Management Commission

We are asking for your help for "Clean Water".

Please lift restrictions on water connections in the Goose Creek watershed that were imposed

because of an endangered mussel.

Presently, we still are operating on a community well and septic system. These wells are old and not

functioning properly and haven't been for some time. The cost is

too high, water quality is poor, cost of

appliance replacement is continuous and the health risk is unknown.

In addition to poor water quality and appliance replacement, it

severely impacts the value of our homes

and the ability to sell them.

We feel being on Mecklenburg County water (CMUD) would

relieve this financial hardship long term and

add value to our community.

Sincerely,

Bob & Barbara Bunn

10701 Hanging Moss Trl.

Mint Hill, NC 28227

Environmental Management Commission,

I am asking for your help for Clean Water for a Healthy Community .

Please, lift restrictions on water connections in the Goose Creek watershed that were imposed because of an endangered mussel. We need this in order to have safe water and would relieve us from the hardship of the cost of having to buy water to drink, cook with.

County water would lift our hardship. As long as we have private wells nothing will change the wells have no more life in them to give. The cost of using well water is just to great and we are not able to sale our homes because of our water and the cost to have clean water and the cost of replacing appliances every two years as well as water bill \$150.0 \$300.00 per money. Being on Mecklenburg County (CMUD) would relieve this financial hardship and give all of us healthy community.

Thank you for your time,

Sharon Decker

Ashe Plantation

8200 Quarters lane

Mint Hill, NC 28227

March 2nd,2013



To :Environmental Management Commission & NC Utilities Commission
From: Ron and Kim Hamilton
8308 Quarters Lane
Charlotte, NC 28227

We built our home in Ashe Plantation 25 years ago in 1987. We raised our family here and have enjoyed our small parcel of rest and solitude outside of the busy city of Charlotte. The former drive along 218 was very peaceful as the rolling country landscape was dotted with grazing cows. Much has changed as 485 and new neighborhoods have replaced the farmland.

Unfortunately the one thing that has not changed is our water quality. We knew when we moved here that we would pay more for our water than we did when we lived in Charlotte since our taxes did not supplement and reduce the price of our water. Although we did not like it, our Charlotte water bill went from \$30 to \$45.00. What we were not ready for was the brown water, stained appliances, black toilet tanks, and occasional bad smells. The problem began to escalate over the last several years.

We resorted to bottle water for drinking. Last year as we remodeled our kitchen and bathrooms, the plumber called me with a big problem as he described it. He wanted me to come home immediately to see the problem that he had discovered. The plastic PVC pipes that he removed from my bathroom, due to relocation of the shower drain, were black on the inside. The toilet tanks of my 3 month old toilets were also black.

After several water tests, we were told that our water was extremely hard and had very high mineral content. We were told that filter systems and softeners from a local home improvement store would help but would only partially remedy our problem. We were advised to install an industrial style filtration system that did not require changing the filter but flushed itself automatically, since it would constantly need changing due to the large amount of sediment in the water.

We were advised to do something to protect our investment of new fixtures and appliances, so we installed a system made by Lancaster Water in Pennsylvania, at the suggestion of our plumber. We have been very pleased with our crystal clear water. We no longer have to buy Lemi Shine for our dishwasher. We use much less soap and detergent. We don't have calcium build up on every facet and appliance. After several post installation water tests, we can now safely drink coffee made with tap water.

My conclusion, after spending several thousand dollars out of pocket. The wells are just worn out and can't do the job. Please help all of us as we seek to protect and provide for our families. Thank you for your help in this matter.

To: Environmental Management Commission & NC Utilities Commission

From: Keith and Susan Anderson
8213 Asheley Glen Drive
Mint Hill, NC 28227
Aqua Account No. 000856919 0612777 August Bill: \$125.45

We moved to Mint Hill's beautiful Ashe Plantation in 1999. The neighbors had expressed to us that the water was expensive but we didn't realize the financial impact the water would have on our appliances and plumbing. Over the years, we have replaced the dishwasher twice, the refrigerator due to the lines for the water dispenser and ice maker, the washing machine, and water heater and that is while using a water softener system in our home! When we wash our cars in the driveway, the water leaves a white film on them. Our water bill continues to go up and the quality continues to go down.

Ashe Plantation has been going through this hardship for many years. our well water continues to destroy our plumbing and our laundry - our white clothes and towels are dingy even with bleach. We are paying on average \$100 - \$150/month sometimes more per home and we should be supplied with quality water that is clean to use and safe to drink. The health of our neighborhood is uncertain due to our wells. We are required to filter and soften the water that is provided to us. We are asking for your help to be able to have water services Mecklenburg County.

Our family cannot drink the water due to the poor quality and so we purchase tremendous amounts of bottled water adding to the recycling burden. If brown, hazy water came through your pipes, would you drink it?

Environment Management Commission and North Carolina Utilities Commission

Ashe Plantation
8225 White Ash Ct.
Mint Hill, NC, 28227-9701

Dear Utilities Commission:

I write this letter to request your assistance in going on County water.in our subdivision, which is located in Mint Hill, NC.

My family is afraid to drink the water supplied by Aqua, which is often brown, and full of sediment and bubbles. Many times my wife and I must delay doing laundry because to do so would ruin clothing. Even showering is a scary proposition. Brushing one's teeth requires bottled water.

Each year incredibly high rate increases. The utilities commission always approves a smaller increase, but no-one does anything to insure that we have safe, clean water at a fair price. .

What it cost customers we should have a clean, potable product at a reasonable price. At this time that is not happening. NC citizens deserve better. Please help us.

Sincerely,

Richard. C. Shaffer

February 25,2013

To Whom It May Concern:

We have lived in Ashe Plantation since 2004 and have been very dissatisfied with the water quality. We often have to run our water in the bath tub or shower and watch to see if it is brown before we decide to bathe. When laundering our clothing, I have to fill the washer first to see if the water is clear before I can load the machine because in the past we have had our lighter clothes stained brownish-red from the dirty water.

We only drink water or use water from our refrigerator as it is filtered because the water from the tap is cloudy, white or brown and "sizzles" due to air in the lines. Our monthly bill for water usage is about \$100 per month for a family of 4; this is without watering our lawn or washing our vehicles (as it is cheaper to pay for a car wash), but only using water to live, shower, launder, and cook. We cannot afford to water our lawn and our builder was completely shocked by the water bill he received when he built the house and no one was living in it yet.

Finally, we have had to replace several of our appliances due to build up from the water. We had a very nice espresso machine when we first moved in and no matter what I cleaned it with; it became unusable and we had to discard it. We only utilize bottled spring water for our expensive kitchen appliances that we cannot easily replace due to the buildup of minerals. There also is not enough fluoride in the water so our children have had to take fluoride tablets indefinitely.

Personally, I grew up on a farm in Michigan with well water all of my life and am used to cleaning with vinegar to remove build up; however, the water from the wells is significantly worse than what I grew up with and three times as expensive. I have discovered that the only way to remove the white, crusty build up from my glass shower doors is to use a cooktop glass cleaner with a scrubber and then I have to clean it with a regular bathroom/glass cleaner.

A few years back, there was discussion that our neighborhood might be able to tap into the city water system and we were **THRILLED** at the possibility of paying less for better water. If this option is still available for our neighborhood, we would strongly be in favor of tapping into the city water system.

Sincerely,

Melissa Zhiss
Ashe Plantation
8011 Silver Maple Lane
Mint Hill, NC 28227
Phone # 704- 573-5415

To Whom It May Concern:

Hardships encountered due to water here in Ashe Plantation

As a healthcare worker, I am aware of the hazards of drinking and using the water coming from these wells in Ashe Plantation, which are past their prime. The sediments, minerals, and particulates, are found in varying amounts each day in our water. Water can be red to dark brown and pressure can fluctuate.

The water filters in my refrigerator can lose effectiveness within a month or two rather than 6 months. I have had to replace my coffee makers 4 times in the last 14 years, my HVAC/humidifier, my hot water heater and a commode. I was advised to buy a water softener within the first 3 months of living here because the hardness of the water is between 15 & 17 grains (as compared to Meck. County's water 1.7 grains). The softener has needed various repairs. We also purchase drinking water, which is an additional cost for monthly water. We aren't sure that bathing in the water is even safe for our bodies.

Homes in our area have lost value and remain unsold for a long time because of the quality and cost of water/sewer, which I have found when planning to put my house on the market. Curbside appeal is also an issue because it costs too much to water the yard.

Costs for so many things are rising making it necessary to choose what is essential and what is no longer possible. Water/sewer is not optional. Please help us obtain safe, clean, clear water at an affordable price. That will in turn, help those who are challenged by the cost of living here or need to sell their homes.

Thank you,
Laurie Comazzi
8208 White Ashe Ct.
Mint Hill, NC 28227

2/24/13

Environmental Management Commission,

We built our home in Ashe Plantation in 1999. If we knew what problems would occur from the water situation, we would have run the other way.

We have replaced our hot water tank, clothes washer, dishwasher, sink and shower faucets, several times over because of the destruction from the water. If this water is eating away metals and plastics, just think what it is doing to the human body.

We also purchase bottled water weekly to cook with and drink. We have two young children and hope and pray that the water coming from these nasty wells won't cause health issues.

On top of the money to replace appliances and drinking water, we are charged an unsightly amount for our monthly bill. We are paying \$118.00-\$250.00 per month for water that is brown, has an odor, that is ruining our appliances and is undrinkable!

Having county water in Ashe Plantation would eliminate this hardship that has stricken so many families. We are asking you to help us receive clean, safe water for our neighborhood - without private wells. Please lift restrictions on water connections in the Goose Creek watershed. Help us keep our children safe.

Sincerely,

Michael Freyer and Geri Ann Freyer

Michael & Geri Ann Freyer
10129 Hanging Moss Trail
Charlotte, NC 28227

9932 Hanging Moss Trail
Charlotte, NC 28227
February 24, 2013

Environmental Management Commission,

I am a resident of Ashe Plantation and have lived here since November 2001. This family-friendly neighborhood has many positive features. However, the difficulties that we face with the on-going well water problems are both negative and overwhelming.

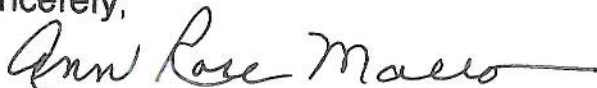
The list of items that I have had to replace because of the ruination caused by the well water include: faucets, shower heads, boiling water sink dispenser and several toilet parts. In addition to this, the well water creates corroded areas in toilet bowls, faucets and sinks. Along with these unnecessary expenses, I purchase bottled water for drinking and cooking. It is unthinkable to ingest this well water that can corrode materials, as those I have mentioned, and at times is brown in color and has an awful odor.

We are paying very high rates for water that is costing us more money and giving us worry as to whether our health is being endangered.

County water would erase all of these problems and provide us with a safe water supply. Please lift the restrictions in the Goose Creek watershed and eliminate the hardships the families of Ashe Plantation are facing with the use of private water wells.

County water is the answer we need.

Sincerely,



Ann Rose Mallo

To Whom it May Concern,

My name is Angela Hogan and I have been an Ashe Plantation home owner for 12 years. I love my neighborhood and have endured the battle of outrageous water bills, poor watery quality, and constant replacement of appliances. I am very concerned for the health and well-being of my family and neighbors due to bad water.

We are a family of 6 and our typical water bill is \$150.00 per month. That is just for basic water use (showering, dishes, laundry). If I water the lawn or wash cars outside then it can be anywhere between \$200-\$300 per month. This is a very expensive price to pay for brown, dirty, sediment-filled water. For what we are paying, you would think fresh spring water from the Alps was being flown in for us, but that's not the case.

We purchased a \$4,000 RainSoft water conditioner several years ago to filter our awful neighborhood water. We regularly purchase \$25 -\$40 filters and change these monthly. After 30 days of use, the filter is completely black, looks like tar. I can't imagine what is happening to my neighbors health if they don't filter their own water. We have a reverse osmosis system for drinking water and I only allow my children to drink from it.

Routinely, we see brownish/red sediment coming out of our faucets. We have to let the water run for several minutes to clear up, which is costing us a fortune just to get to the water that looks halfway clear. We have gone through so many coffee pots that I can't even count now. Appliances just can't handle this bad water. We have replaced all of our major appliances.

So as you can see, we have spent thousands and thousands of dollars for bad water. We beg you to help us out in any way you can. Sometimes I feel like Ashe Plantation is in a third world country. It just shouldn't have to be like this anymore.

Thank you,
Angela Hogan



Alexandra Woodward
8516 Quarters Ln
Mint Hill, NC 28227
Telephone Number (704) 999-1558
alexlimardo@yahoo.com

February 26, 2013
Ms. Toya Ogallo
Division of Water Resources
1611 Mail Service Center
Raleigh, NC 27699-1611
Toya.F.Ogallo@ncdenr.gov

Letter hand-delivered to Sharon Decker

Re: Ashe Plantation Subdivision, Mint Hill, NC
Aqua Water Issues

Dear Ms. Ogallo:

My husband James and I have been residents of Ashe Plantation since 2008. At the time of purchase; it was not disclosed to us that Ashe Plantation has serious water issues. Otherwise, we would have never purchase this home or invested additional money in remodeling. We moved from Florida, were we paid approximately \$35.00 a month for water for a family of 4, And now our water bill is \$100.00 a month for a family of 2.

In addition to this water monthly bill from Aqua; we paid an additional \$50.00 for drinking and cooking water.

This has proven to be a financial hardship when you think one is on a fixed income. Gasoline, food and everything has gone up. We need to have affordable water in our community. I am pleading for me and our neighbors to please allow CMUD's request to eliminate Condition 3 from its Interbasin Transfer (IBT) Certificate, issued by the EMC on March 14, 2002. We pay our taxes and we are entitled to affordable and clean water for drinking, cooking and bathing. One would reason that what is going on in our community is from a third world country and not this great country of ours.

I am sure that Aqua has made attempts to resolve the issues, but, to no avail. As a matter fact last Tuesday the 19th the system was flush again and it was pure mud coming out of our faucets. We were told to run our water for 15 minutes to clear who pay for this water? We do obviously, the Wells are beyond repair.

Please assist us with this request.

Respectfully yours,

Alexandra Woodward
James Woodward

March 16, 2013

Ms. Toya F. Ogallo
NC Division of Resources
1611 Mail Service Center
Raleigh, NC 27699-1611

Re: Ashe Plantation Water

Dear Ms. Ogallo,

I want to thank you for being at the public hearing in Mint Hill on March 4. The meeting went very well, and I thought the input was great from all who spoke.

Just like all the other residents of Ashe Plantation, I have issues with our water. It isn't drinkable from the tap. At times the water is cloudy (full of air bubbles) and it always has a weird taste. I must filter all cooking AND drinking water, or I must buy bottled. All of our toilets, faucets and shower doors have been replaced due to mineral deposit build up. Coffee pots last no longer than 2 years, as they stop working. In 24 years of living here, I have been through 4 hot water heaters (expensive!) and our icemaker has stopped working, so I have to buy ice if we want it. A huge concern of mine is this: What are the effects of these minerals on our bodies?

The time before last that our lines were flushed, we were without ANY water for the entire day. Immediately after the water was restored, flushing our faucets took forever, as I had brownish water that I couldn't even filter out. The water bills I pay for a family of 5 ranges from \$125.00-\$138.00 per month. This is without washing cars or watering our lawn. Our laundry issue is sad; many times I have had to throw out a piece of clothing that has mysteriously acquired grey "spots" while being washed. These stains do not come out. Whites eventually turn grey, and bleaching them does nothing.

With respect to the Heelsplitter Mussel, I would love to see all the roadblocks removed, so that the residents of Ashe Plantation can have access to county water. It would be incredible to have water that I could drink from the tap, have clothes that come out clean in the washer (not with more spots), appliances/fixtures that don't have to be replaced due to the effects of mineral deposits, water bills that are less than \$100.00 a month, and the *peace of mind* that I am not giving my children high levels of mineral deposits in their bodies.

RECEIVED

MAR 20 2013

DIVISION OF WATER RESOURCES

Please feel free to contact me if you need additional information.

I thank you for your time, attention and efforts in helping the residents of Ashe Plantation in obtaining clean, safe and affordable drinking water.

Thank you,

Sherril Galloway
8212 Quarters Lane
Mint Hill, NC 28227
C-704-507-1608

8225 White Ash Ct
Mint Hill, NC
March 10, 2013

Toya F. Ogallo
NC Division of Resources
1611 Mail Service Center
Raleigh, NC 27699- 1611

Dear Ms. Ogallo,

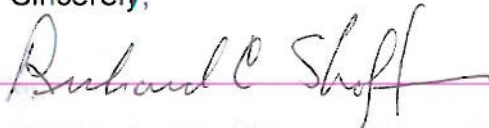
I have been a resident of Ash Plantation, a subdivision in Mint Hill, NC for over 20 years. In that time we have had several companies owning and operating the water and sewage systems.

At no time has the service been good, and it continues to be bad with the current provider, Aqua.

Aqua has delivered poor service, with many instances of darkly discolored water, and poor water pressure. We must use a water softener due to the high mineral content of their product, and we do not drink the water because of health fears and foul taste. We buy 10 to 15 gallons of bottled water each week for personal use. And the Aqua service is fantastically expensive....I am in Florida for 6 months of the year, and during my absence my Aqua bill still averages \$100 per month – even with no water used!

I urge you to allow CMUD to provide our subdivision with water and sewer service. As I understand it there are environmental concerns that must be overcome. However, I suspect the environmental damage done by Aqua's dumping of "treated" sewage into a local creek is far worse than the damage that might be done to Goose Creek by extending CMUD utilities to Ash Plantation.

Sincerely,



Richard C. Shaffer
rcshaffer@yahoo.com

RECEIVED

MAR 14 2013

DIVISION OF WATER RESOURCES

David and Margaret Wallace
8309 Silver Maple Ln.
Mint Hill, NC 28227
March 4, 2013

NC Environmental Management Commission
Division of Water Quality
1617 Mail Service Center
Raleigh, NC 27699-1617

Dear Commission Members:

We am writing to ask you to support the effort by the Ashe Plantation Community for lifting the restrictions on water connections in the Goose Creek Watershed. This effort has been on-going for the last ten (10) years and has now escalated to address a number of issues in our community including a hardship for some of our elder residents and poor water quality.

For the past five years, we have been members of the Ashe Plantation Community and have dealt with a number of issues involving the quality of the water provided by a community well serviced by Aqua America. We have not only had to deal with the unreasonable fees charged by Aqua but also the effects that this water system has placed on the appliances and housewares on a daily basis; not to mention the value of the real estate for sale in our community. Since we bought our home in 2008, we have replaced our hot water heater, dishwasher, showerheads and just tolerated the clouded look that our everyday glassware now display. Our new dishwasher also has inherited this cloudy look and we hope it will withstand any subsequent effects from the water quality that has been provided since it was installed.

The purpose of this letter is to request your consideration to lift the restriction imposed on our neighborhood due it being situated in the Goose Creek Watershed. If the restriction could be lifted, our neighborhood is now working with the Mecklenburg County officials who have represented that the County would be willing to run public water to our community which we are confident would relieve the pressures we have endured due to poor quality water and high costs furnished by our present provider, Aqua.

Lifting the Goose Creek Watershed restriction for the Ashe Plantation Community will benefit the community at large by allowing us to obtain healthier water for our community relieving the hardship imposed in our present situation in using well water which we have had continuing concerns with in regards to poor quality overall.

Thank you for your support.

Sincerely,

David Wallace Margaret Wallace

David and Margaret Wallace

RECEIVED

MAR 11 2013

DEPARTMENT OF WATER RESOURCES

To: Who It May Concern,

Fm: Mark & Tammie Hucks

Re: Ashe Plantation Water

We have truly felt financial hardship and the consequences of BAD water on the health of our family. I have a daughter that developed eczema after moving into this neighborhood. She maybe would have gotten it anyway, however, it became so severe that even after seeking help from several dermatologist and the steroids they prescribed we decided to install a steam humidifier on our heat system. It cost around \$900.00 to install and it added the necessary humidity to our home in the winter for approx. 2 months. Then it stopped working. I called the heating and air company out that installed the unit. The serviceman came out from under my house carrying the unit. The hard water had completely encrusted the elements and shorted the entire unit out. He said he had been doing heating and air for over 35 years and had installed many of these units and had never seen one that had been so badly destroyed in his career and was astounded that it only took 2 months to ruin. So we were out the \$900.00 and my daughter's eczema stayed the same – she actually has scars from it. She got married a couple of years later and moved out to a house that had its own well. Her eczema automatically cleared up to the point of having just a few dry spots now and then and mainly when she would use strong cleaning solutions.

I feel every month that I am writing a check to pay for something that is BROKEN. We should not have to pay for something that is a necessity and then try fix it ourselves with filters and cleaners and then worry about what is being added to our water to make it serviceable. The water in this area is not useable. It is not that is just taste terrible but it ruins everything it touches. You have to double the amount of everything you use to clean with and you have to use industrial strength cleaners that have acids in them to help prevent buildup. What are we doing to the environment? We now have two water heaters that have to be replaced and the majority of our faucets and spigots are ruined from the mineral buildup. We cannot afford to do this and then have it ruined again. WE ARE PAYING FOR OUR THINGS TO BE DESTROYED.

Sincerely

Mark and Tammie Hucks

704/545-2571

Elsa M. Simaan
10210 Hanging Moss Trl
Mint Hill, NC 28227
Telephone Number (704) 545-9005
Simaanconstruction@gmail.com

February 23, 2013
Ms. Toya Ogallo
Division of Water Resources
1611 Mail Service Center
Raleigh, NC 27699-1611
Toya.F.Ogallo@ncdenr.gov

Letter hand-delivered to Sharon Decker

Re: Ashe Plantation Subdivision, Mint Hill, NC
Aqua Water Issues

Dear Ms. Ogallo:

My husband Sam and I have been residents of Ashe Plantation since 2008. At the time of our purchase; it was not convey to us that there were water issues at Ashe Plantation. Otherwise, we would have never purchase this home or invest an additional \$90,000 to this house. We moved from a neighborhood in which we paid approximately \$33.00 a month for water to \$105.00 a month. There are only two (2) residents at this house, my husband and I.

In addition to this water monthly bill from Aqua; we paid an additional \$45.00 for drinking and cooking water.

This has proven to be a financial hardship when you think one is on a fixed income. Gasoline, food and everything has gone up. We need to have affordable water in our community. I am pleading for me and our neighbors to please allow CMUD's request to eliminate Condition 3 from its Interbasin Transfer (IBT) Certificate, issued by the EMC on March 14, 2002. We are citizens that are paying taxes and are entitled to clean water for drinking, cooking and bathing and that is affordable. This is not a third world country.

I am sure that Aqua has made attempts to resolve the issues, but, to no avail. Obviously, the Wells have no more life in them.

Please assist us with this request.

Respectfully yours,



Elsa M. Simaan
Sam Simaan



RECEIVED

MAR 1 2013

DIVISION OF WATER RESOURCES

Ogallo, Toya

From: janiceb88@aol.com
Sent: Saturday, March 30, 2013 3:29 PM
To: Ogallo, Toya
Subject: Water in Ashe Plantation Mint Hill NC

Environmental management Commission,

We are asking for your help for Clean Water for a Healthy Community.

We request that the restrictions on water connections in the Goose Creek watershed that were imposed because of an endangered mussel be lifted. We need this in order to have safe water. This would relieve us from the hardship of the high cost of having to buy water for drinking and cooking purposes.

County water (CMUD) would lift our hardship. As long as we have private wells, nothing will change as the wells have no more life in them to give. The cost of using well water is expensive. There are houses for sale in our neighborhood that are not selling due to the cost, the condition of the water, and the cost of replacing appliances. In our own home, we have damage to faucets and appliances, that will result in having to purchase new replacements.

Having Mecklenburg County water (CMUD) would relieve this financial hardship and give us healthy water for drinking and cooking, among other positive aspects.

Thank you,
Ed and Janice Barnett
Ashe Plantation
8401 Silver Maple Lane
Mint Hill, NC 28227

Ogallo, Toya

From: Delores Slaten <delores.slaten@att.net>
Sent: Sunday, March 24, 2013 1:19 PM
To: Ogallo, Toya
Subject: Fw: Public Hearing Notce
Attachments: Public Hearing Notice.pdf

We live in Mint Hill , off Lawyers Rd in the Farmwood East subdivision.

We currently have Aqua of North Carolina, whose rates and water quality are deficient compared to the city/county capabilities.

Thank you

We want CMUD to be granted the option to change the certificate mentioned. This will allow CMUD the ability in the future to expand water lines into our area.

Ogallo, Toya

From: Michelle Movitz <michellemovitz@att.net>
Sent: Friday, March 08, 2013 7:39 PM
To: Ogallo, Toya
Subject: water
Attachments: water letter.docx

March 7,2013

To whom it may concern,

We just moved here from Florida in July and we were astonished by the price of our water bill. Not only was it twice as expensive as our Florida bill, but my husband hasn't even moved in yet. He showers twice a day, before and after work, and I didn't have his laundry to do either. How could the bill be this high without him? I assumed there must be a mistake so I called and asked. I knew we had no leaks because we had an extensive home inspection before we moved in, but Aqua said that our bill was correct.

I also cannot believe the poor quality. Sometimes it is literally brown out of the facet, which I have a video of, and sometimes it had a white foggy tint! The toilet bowl can't even come clean with a brush and bleach, and our house has a whole house filter! And we are suppose to drink that and bathe my 2 babies in it.

Please help us, this should be a crime. If a company cannot provide safe, affordable water, then they should let someone in our community who can.

Sincerely,

Michelle Young

Ogallo, Toya

From: Kim Heimbach <kim8011@att.net>
Sent: Wednesday, March 06, 2013 2:34 PM
To: Ogallo, Toya
Subject: Lifting Water Restrictions in Ashe Plantation Mint Hill NC

Dear Toya,

I am sending you this e-mail to indicate my support for the Ashe Plantation community to be connected to CMUD water supplies. We have been residents of Ashe Plantation for 7 years and we have not been impressed with the current service that AQUA has given the development.

I am requesting that the powers that be approve the request for connecting Ashe Plantation to CMUD as soon as possible.

Thanks you!

Kim Heimbach
8501 Silver Maple Lane
Mint Hill NC 28227

Ogallo, Toya

From: Sharon Johns Decker <decker1946@gmail.com>
Sent: Wednesday, March 06, 2013 7:06 AM
To: Ogallo, Toya
Subject: Ashe Plantation water powerpoint
Attachments: Water Quality at Ashe Plantation -- 2012-08-18.pptx; Water Quality at Ashe Plantation -- 2012-08-18.pdf

Good Morning Toya,

This is my power point with many photos of our water.

Have great day,
Sharon

Ogallo, Toya

From: Sharon Johns Decker <decker1946@gmail.com>
Sent: Tuesday, March 05, 2013 7:14 PM
To: Ogallo, Toya
Subject: 17 pictures for you
Attachments: Sharon decker dirty water. 10-26-12 001.JPG; Sharon decker dirty water. 10-26-12 002.JPG; Sharon decker dirty water. 10-26-12 003.JPG; Sharon decker dirty water. 10-26-12 004.JPG; Sharon decker dirty water. 10-26-12 005.JPG; Sharons water 8-2-12 001.JPG; BILD0358.JPG; BILD0360.JPG; BILD0362.JPG; dark water 8.JPG; dark water 9.JPG; dark water 4.JPG; dark waker 6.JPG; dark water.JPG; dark water 2.JPG; dark water 3.JPG; WP_001075.jpg

Hi Toya,

Thank you for all your help. I have more photos if you need them. If you need me to come and speak at a meeting, I will come.

I also have some photos in power point I can send you.

Thanks,
Sharon
704-573-2245

Sharon decker dirty water. 10-26-12 001.JPG Sharon decker dirty water. 10-26-12 002.JPG Sharon decker dirty water. 10-26-12 003.JPG Sharon decker dirty water. 10-26-12 004.JPG Sharon decker dirty water. 10-26-12 005.JPG Sharons water 8-2-12 001.JPG BILD0358.JPG BILD0360.JPG BILD0362.JPG dark water 8.JPG dark water 9.JPG dark water 4.JPG dark waker 6.JPG dark water.JPG dark water 2.JPG dark water 3.JPG WP_001075.jpg

These pictures were sent with Picasa, from Google.

Try it out here: <http://picasa.google.com/>

Ogallo, Toya

From: Bur5700@aol.com
Sent: Tuesday, March 05, 2013 2:27 PM
To: Ogallo, Toya
Subject: Interbasin Transfer Certificate- Mint Hill

Ms. Ogallo: This is a follow up of my brief comments before you and the others Monday March 4 at the Mint Hill Town hall in which I asked that condition 3 be eliminated.

As I mentioned I served some two years on the Goose Creek Watershed Advisory committee and feel it would be in the overall best interests to eliminate condition 3 of the March 14, 2002 certificate and allow the water transfer and CMUD hook ups into the Goose Creek area.

As one of the speakers pointed out: progress and protecting the environment are not mutually exclusive. Allowing the transfer will allow progress, help a lot of homeowners in Ashe Plantation (I don't live there by the way) and will not negatively impact the environment in and around the Goose Creek basin. There are more than adequate mitigation efforts and safe guards in the form of riparian buffers, and other land use planning to protect the Carolina Heel Splitter.

Thank you

Charlie Burdick

Ogallo, Toya

From: Alexandra Limardo <alexlimardo@yahoo.com>
Sent: Thursday, February 28, 2013 9:31 PM
To: Ogallo, Toya
Subject: Ashe Plantation - Water Issues
Attachments: Ashe Plantation Water Issues.doc

Attached please, find our letter to express our concerns regarding the water issues in our sub-division. We appeal to you to help us.

Thank you in advance for your consideration.

Alexandra Woodward

Alexandra Woodward
8516 Quarters Ln
Mint Hill, NC 28227
Telephone Number (704) 999-1558
alexlimardo@yahoo.com

February 26, 2013
Ms. Toya Ogallo
Division of Water Resources
1611 Mail Service Center
Raleigh, NC 27699-1611
Toya.F.Ogallo@ncdenr.gov

Letter hand-delivered to Sharon Decker

Re: Ashe Plantation Subdivision, Mint Hill, NC
Aqua Water Issues

Dear Ms. Ogallo:

My husband James and I have been residents of Ashe Plantation since 2008. At the time of purchase; it was not disclosed to us that Ashe Plantation has serious water issues. Otherwise, we would have never purchase this home or invested additional money in remodeling. We moved from Florida, where we paid approximately \$35.00 a month for water for a family of 4, and now our water bill is \$100.00 a month for a family of 2.

In addition to this water monthly bill from Aqua; we paid an additional \$50.00 for drinking and cooking water.

This has proven to be a financial hardship when you think one is on a fixed income. Gasoline, food and everything has gone up. We need to have affordable water in our community. I am pleading for me and our neighbors to please allow CMUD's request to eliminate Condition 3 from its Interbasin Transfer (IBT) Certificate, issued by the EMC on March 14, 2002. We pay our taxes and we are entitled to affordable and clean water for drinking, cooking and bathing. One would reason that what is going on in our community is from a third world country and not this great country of ours.

I am sure that Aqua has made attempts to resolve the issues, but, to no avail. As a matter of fact last Tuesday the 19th the system was flush again and it was pure mud coming out of our faucets. We were told to run our water for 15 minutes to clear who pays for this water? We do obviously, the wells are beyond repair.

Please assist us with this request.

Respectfully yours,

Alexandra Woodward
James Woodward

Ogallo, Toya

From: plarsen <striderashka@carolina.rr.com>
Sent: Thursday, February 21, 2013 10:23 AM
To: Ogallo, Toya
Subject: Goose Creek IBT public hearing at Mint Hill, March 4th

Hello,

My name is Peter Larsen, 9763 Fairview Rd., Mint Hill, NC 28227 704-733-9128

I would like to be placed on the agenda to speak at the hearing on March 4th in Mint Hill.

I live in the Goose Creek basin.

I am in favor of the moratorium for CMUD water and sewer lines in the Mint Hill portion of the Goose Creek basin to be eliminated.

The moratorium has caused a substantial lowering of the water table in the Mint Hill portion of the Goose Creek basin, due to increased residential and golf course development, resulting in more water wells, being driven deeper and deeper.

I have one well that completely dried up.

I am not an expert on these matters, but I do know that the moratorium has had a significant impact on lowering the groundwater table in the Mint Hill portion of the Goose Creek basin due to an exponential increase in wells.

Residents that have lived in the Mint Hill portion of the Goose Creek basin for over 25 years or more, did not drill wells very deep at that time, due to sufficient groundwater availability. Many of those residents in particular are being faced or will be faced with drilling a deeper well when the present well runs dry.

I have also questioned the idea of a moratorium since its inception, as there has never been a Carolina Heelsplitter mussel found in Mecklenburg County.

With regard to sewage, it seems logical that increased development in the basin has also caused an increase in sewage going into the ground and ultimately into the water table, since no connection to wastewater is allowed. And the obvious question – is this impacting groundwater quality? Have any studies been done to substantiate this question?

Last, the moratorium has been breached with regard to placing water lines over the ridgeline into the Goose Creek Basin, since the moratorium. A case in point is the Plantation Falls subdivision on NC 218 in Mint Hill. The flow of water in this community is exclusive to the Goose Creek Basin via Duck Creek. CMUD placed the lines in 2005.

My question to the panel is simply, what is the purpose of a moratorium, if it is not adhered to?

I ask the panel to please lift the moratorium on CMUD water and sewer lines within the Mint Hill portion of the Goose Creek basin.

Thank you.

Sincerely,







B37





















B48



B49



B50