Infrastructure Update & Community FAQ

Dear Valued Customer,

We are committed to providing you with reliable water and wastewater services. Throughout 2025, our teams worked diligently to upgrade aging components and improve system efficiency across our service areas. Below is a summary of the key infrastructure investments made in 2025, followed by our planned improvements for 2026.

2025 Completed Enhancements

Water System Repairs

- **System Monitoring & Controls:** Added site glass at 7 wells and replaced 14 control boxes across multiple locations.
- **Filter System Upgrades:** Replaced aging filters and piping at Bingham Woods and replaced the media filter at Camberly.

New Bingham Woods Filters

- **Well & Pump Reliability:** Installed new pump, motor, and seal at Vernon Place, replaced the well pump at Dogwood Acres, and replaced the well pumps and motors at Prescott (Well 1), Baileys at Glenmoor (Well 1), and Bella Vista (Well 2).

- **Distribution Repairs:** Successfully repaired a complicated high-pressure distribution line at Spencer's Grove.

Wastewater System Improvements

- **Briar Chapel:** Rebuilt one of the clarifiers, repaired the spare pump for Lift Station D, replaced all three aerators at the Western Pond, and rebuilt the central pond irrigation pump and motor.

Briar Chapel Rebuilt Clarifier

- **Carolina Plantations:** Installed a new bar screen, replaced all three aeration blowers.

Carolina Plantations New Blowers

- **Horse Creek Farms:** Installed a new chlorine contact chamber, flow meter, and replaced the rail and support beam at Lift Station 3.

Horse Creek Farms New Chlorine Contact Chamber

- **Stateside:** Replaced two permeate pumps at the Wastewater treatment plant.
- **Power & Efficiency:** Proactively addressed issues with the generator at Stateside. The controller for the Automatic Transfer Switch and the surge protector were both replaced on the generator at Carolina Plantations.

- **Irrigation Maintenance:** Replaced seventy-five sprinkler heads throughout the Briar Chapel community.

Upcoming 2026 Planned Improvements

We are excited to share our roadmap for continued infrastructure growth throughout 2026:

- **Stateside:** Completion of the EQ basin at the WWTP (Q1) Installation of new membranes to meet the modified 150k GPD permit (Q4 2026/Q1 2027) (this is currently pending NCDEQ approval).
- **Kingston Manor/Avalyn:** Completion of the interconnect of the water systems for Kingston and Avalyn (Q2).
- **Fish Hawk Ranch:** Completion of a new additional well (Q1).
- **Olde Mill Trace:** Completion of the new additional treatment well house (Q1).
- **Autumn Ridge:** Installation of a treatment trailer to the existing well (Q3).

Frequently Asked Questions

Q: Are the new filters at Bingham Woods permanent? A: Yes. There was as long lead time for parts, but the filters were installed ahead of schedule. The old filters were replaced with new ones, and they are a permanent fixture.

Q: How do I report a water leak? If you notice standing water, a drop in pressure, or water bubbling from the ground, please contact us immediately:

- **Call our 24/7 Emergency Line:** 1-877-511-2911
- **Report Online:** Visit www.onswc.com
- **Provide Location:** Give the nearest address or cross streets.
- **Stay Clear:** For your safety, do not attempt to inspect or repair the leak yourself.