



Customer Operations & Infrastructure Newsletter

Project Updates • System Improvements • Infrastructure Investments

Dear Customers,

We are pleased to share several recent operational updates and infrastructure improvements across our systems. These projects are designed to improve reliability, expand treatment capacity, enhance water quality, and support long-term growth throughout the communities we serve.

To support these efforts, ONSWC will have invested approximately \$1.5 million in capital improvement projects across our water and wastewater systems by the end of 2026. The following highlights showcase how these investments are strengthening critical infrastructure, increasing system resiliency, and positioning our organization to meet future service demands.

Stateside EQ Basin Expansion

To enhance operational capacity at the Stateside WWTP, a new equalization (EQ) basin was constructed, providing an additional 20,000 gallons per day (GPD) of storage capacity. This upgrade supports system stability during peak flow conditions and strengthens operational reliability for customers throughout the service area.



Figure 1 Stateside EQ Basin

Fish Hawk Ranch Water Quality Improvements

To address ongoing water discoloration concerns at Fish Hawk Ranch, a new well was installed in Phase 3 of the development. The new infrastructure allows the previously problematic well to be decommissioned and removed from service, helping improve water clarity and overall system performance for residents.

Old Mill Trace Production Improvements

At Old Mill Trace, the existing 15 hp pump at Well #5 was successfully replaced with a higher-capacity 20 hp pump. This enhancement increases production capability and improves system efficiency to better meet growing customer demand. Enhanced treatment capabilities were also added to the Old Mill Trace water system through the addition of Well #6, increasing overall water production capacity. As a result of these improvements, all water quality testing results are within permitted regulatory limits.



Figure 2 Briar Chapel 5 Day Pond Lift Station



Figure 3 Bingham Woods Lift Station

Figure 4 Old Mill Trace Well House



Figure 5 Repairs at Cedar Point



Figure 6 Old Mill Trace Well Pump



Figure 7 Repairs at Lift Station A Briar Chapel

Kingston Manor & Avalyn Waterline Interconnection

The waterline interconnection project between Kingston Manor and Avalyn has received approval and is currently moving toward construction. The project is expected to be completed before the end of the summer. Crews are currently awaiting material delivery prior to mobilization. Once complete, the interconnection will improve system redundancy, reliability, and operational flexibility.

Briar Chapel Updates

The Briar Chapel Emergency Action Plan for the Central Pond Dam has been approved. This important milestone reflects ONSWC's commitment to proactive risk management and the continued protection of critical community assets. Our team has been heavily focused on preparing the **Briar Chapel** irrigation systems for the season. Prior to start-up, we meticulously inspected every irrigation controller and proactively resolved multiple underlying issues. We are also in the process of upgrading our irrigation controllers to the DXI platform. This technology upgrade gives our operators better control over the systems, improves our troubleshooting capabilities, allows for more timely responses, and ultimately reduces overall service issues. Additionally, ONSWC replaced or repaired 29 sprinkler heads and completed thorough grinder pump inspections, servicing, and repairs throughout **Herndon Woods**.

At the Wastewater Treatment Plant (WWTP), we successfully replaced the rake arms in Clarifier 3. At Lift Station SD East, pump 2 was reinstalled after being repaired. Finally, we replaced two aerators at the Central Pond and installed three brand-new floating aerators at the Western Pond.

These efforts support system preparedness, regulatory compliance, and long-term operational safety.

Stateside Membrane Capacity Expansion

The Stateside WWTP membrane expansion project continues to move forward following issuance of the draft permit by NCDEQ. The membrane upgrade is expected to provide an additional 50,000 GPD of treatment capacity. Membranes are currently on order, with mobilization and installation scheduled once final permit approval is received, and equipment delivery is complete.

Field Operations & System Maintenance

Our field operations teams continue to perform critical maintenance, inspections, emergency response work, and system upgrades throughout the service territory. From lift station maintenance and pump replacements to utility line repairs and treatment system improvements, these efforts help ensure safe and dependable service for all customers.

Thank You

We appreciate the opportunity to serve your community and remain committed to investing in infrastructure, improving reliability, and supporting future growth. Thank you for your continued trust in Old North State Water Company.