



Aug 27, 2018

Dear Customers of Hollybrook Subdivision:

On June 30, 2015 the annexation of Hollybrook subdivision by the Town of Cary (Cary) was approved by the North Carolina Utilities Commission. Cary has now extended its municipal water lines to serve each individual home in the Hollybrook subdivision.

Over the next two months, Cary plans to install a water meter at each individual home. Upon installation, Cary will take a final usage read from the Aqua water meter and forwarded to our office. Your account will then be final billed for metered water and wastewater services as of the meter read date. After this time, Aqua will no longer include water and wastewater charges on your monthly billing statement. Please note, however, that you will continue to receive a bill from Aqua for the septic tank effluent pumping (STEP System Charge) (\$32) that is currently charged on your Aqua billing statement.

The STEP system is used to remove wastewater from your residence after it enters the septic tank on your property. The 'grey' water from the septic tank moves into a pump tank, which is then transferred into the wastewater collection lines, and ultimately to a wastewater treatment facility owned by the Town of Cary. The STEP system serving a customer's home is owned by each individual customer.

Aqua is currently responsible for the operation, maintenance and repair of the STEP system components serving your home. Aqua is not responsible, however, for the abandonment or abandonment cost of the STEP system or customer service line. Once you have completed the process to hook onto the Town of Cary's wastewater service directly, please contact Aqua so your account can be finalized and we will discontinue billing of the \$32 STEP charge.

If you have any questions regarding your service or billing please contact Aqua's customer service call center at 877-987-2782. All billing inquiries should be made during regular business hours. However, if you experience a wastewater emergency after hours please call 877-987-2782 and our answering service will contact Aqua's on-call personnel.

Sincerely,

A handwritten signature in black ink that reads "Shannon V. Becker". The signature is written in a cursive style with a large, stylized "B".

Shannon V. Becker
President