



December 14, 2018

OWNER  
OWNERADD1  
OWNERADD2

Subject: **Holly Brook Water and Sewer Extension Project**  
Location: LOCATION  
Permit Application #: **TOCAPPLICATION/PERMITNUMBER**

Dear SALUTATION:

We are happy to inform you that the Town of Cary has accepted the sewer components required to allow your residence to send sewer flow to the Town. Although not all sections of the newly installed sewer system have been accepted by the Town to date, and therefore, not all residents can connect at this time, the location shown above has been cleared to connect to the Town of Cary sewer collection system.

I have enclosed a few documents that may help you with the switch from AQUA to Town of Cary systems. Attached, please find the following:

- Answers to Frequently Asked Questions (FAQ)
- Step by Step Instructions to Connect Your Home to the Town of Cary Water/Sewer Systems
- Aqua letter dated August 29, 2018 explaining their final billing

You should have received correspondence from the Town once you were switched over to the Town water system explaining how to contact the Town with any utility account setup or billing questions. Our Utility Accounts Customer Services Department will be glad to respond to any account information requests that you may have. The Town is working to ensure citizens are only billed once per month for solid waste and only receive one bill per month.

The first bills including water and sewer charges were issued November 29, 2018. Those homes connected prior to October 30, 2018 were included in this first bill. The first billing period was from the date of your water connection thru the Town's billing period end date of November 14, 2018. Those with online access can see your bills prior to receiving them in the mail.

Homes that connected prior to November 30, 2018 will be included in the second billing to go out end of December, covering the billing cycle ending around December 15, 2018. There may

**TOWN of CARY**

---

316 North Academy Street • Cary, NC 27513 • PO Box 8005 • Cary, NC 27512-8005  
tel 919-469-4030 • fax 919-460-4935 • [www.townofcary.org](http://www.townofcary.org)

be a gap between the final Aqua bill and the first TOC bill based on billing periods. Your bill will only have the water and sewer charges added when your connection date falls within the monthly billing periods. This will help us ensure you are only billed for solid waste once a month.

As a standard, Utility accounts are charged \$18 for each service on their first bill and the Town typically requires either a credit check or deposit (\$60 per meter). The Town of Cary has decided to waive this requirement. Although not a large savings, you are also not charged for any of the initial flushing of the line.

We have shared your date that connection to the Town of Cary water system occurred with AQUA for account closure. Once your home is connected to Town of Cary sewer, you will need to call AQUA's customer service center to notify them and to end your AQUA STEP fee.

I will follow up with an additional letter when the entire project has been completed and accepted by the Town to begin its one-year warranty.

If you have any questions or concerns about the connection process or project overall, please contact me at (919) 462-3836 or [brian.drake@townofcary.org](mailto:brian.drake@townofcary.org). I encourage you to give me feedback on how the project could have gone better for you, improvements that may be useful in future Town projects, any areas where the Town did not meet your expectations, feedback (good or bad) on the Town's General Contractor, Moffat Pipe. Also please pass along any feelings, thoughts, or ideas on your experience with Town staff, including this letter writer, that was involved with the project.

Sincerely,

Brian J. Drake, P.E.  
Project Engineer

Encls (3)

Cc: Ann Vawter via email