



An Essential Utilities Company

June 12, 2025

Notification Regarding Upcoming Water System Interconnection

To our valued customers in the Preserve at Long Branch Water System:

This letter is to notify you that the NC Turnpike Authority (NCTA) notified Aqua that the existing well serving your community water system is in conflict of the proposed eastbound lanes of the new TOLL NC 540 roadway project and it must be moved or an alternative water source located. Aqua has investigated other well site locations but was unable to find a viable well location in or in close proximity to your community. The well serving your property needs to be abandoned, and Aqua is working with the City of Raleigh to get approval to interconnect your water distribution system with the City's water system.

While Aqua North Carolina will continue to be your service provider, we expect to purchase water from the City of Raleigh to serve your community, which may result in a slight change in the taste of your water as you are transitioned off of a community well water source to a surface water source used by the city.

Contractors for the NCTA in cooperation with Aqua will install a water main connection at the entrance of the subdivision, on the western side of Griffice Mill Road at the Battle Bridge Road intersection, to interconnect your subdivision with the Raleigh Water distribution system.

Here is some additional project information and what you can expect during construction:

What is happening, and why?

Phase 2 of the NCTA Complete 540 project requires the abandonment of the well serving your community.

When will the work take place?

Once a construction schedule is established, NCTA and Aqua will update property owners on the anticipated construction schedule.

Will my service be interrupted?

Aqua's existing system will stay in service until the new interconnect with the City of Raleigh's Water distribution system is complete. Water service will be interrupted briefly to complete the final transition, and advanced notice will be provided to property owners before the existing well has been turned off and the connection to the Raleigh Water distribution system has been completed.

Will there be any work on my property?

No. All construction is expected to take place in the road right-of-way and/or HOA property/easement.

Will the service line to my building or residence be impacted?

No.

Will the water main replacement affect my water quality?

During construction, you may notice periods of cloudy and/or discolored water and even periods of low water pressure. If there is a complete loss of water pressure in the distribution system, there exists an increase in the potential for the introduction of bacteria into the water system. In an abundance of caution, we recommend that when water pressure is restored consumers boil water used for human consumption (drinking, cooking, brushing teeth, and making ice) or use bottled water. Vigorous boiling for one (1) minute should kill any disease-causing organisms that may be present in the water. Once the water service is restored, we recommend that you run water from an outside spigot for a few minutes to flush the lines. This will minimize any sediment from infiltrating the interior lines of your home.

Will this project change my water bill?

Yes, the water bill will be based on an approved base facility charge from Aqua approved by the North Carolina Utilities Commission and a volumetric rate established by the City of Raleigh. Customers will receive notice from Aqua once the new rate has been approved by the North Carolina Utilities Commission. Aqua will notify customers of this change once it goes into effect.

Is there anything I need to do?

No action is needed on your part. However, we recommend that you sign up or update your contact information to receive WaterSmart Alert notifications. You may sign up on Aqua's website <https://www.aquawater.com/watersmart-alerts> to receive service updates by phone call, text and/or email.

Who should I contact if there are special questions or concerns?

Please visit Aqua's Disruption Event Viewer for water service updates at <https://www.aquawater.com/service-alerts>

We apologize in advance for any inconvenience this may cause and appreciate your cooperation and understanding during this period. Should you have any questions, please feel free to contact us at 919.653.6973.

