

3-4-2016

We apologize for the inconvenience that the boil water advisory is having on residents and businesses in our service area. We appreciate your patience. As quickly as possible, we are following the proper protocol and regulations set forth by the State Public Water Supply Section of DWQ.

Water samples were taken yesterday morning after we received notice from Brunswick County that the repairs were completed in their system and everything was functioning normally. The samples were hand delivered yesterday morning to a commercially available state certified lab in Wilmington for processing. We have contacted the lab this morning and the samples have not finished the 24 hour minimum incubation period yet. That will occur later today and the results will be immediately sent to us. We will send a notice out immediately when we receive the results.

We cannot verify or deny that a low pressure situation occurred in our system. Therefore, we cannot confirm if any contaminate has appeared in the system or not. That is the reason for the boil water advisory. We suspect that the system was not compromised and the water will be deemed safe with the test results, but until we have those results in hand we cannot say with certainty that the water is safe and lift the boil water advisory.

There has been quite a bit of confusion in the communications by the various providers in the area. Unfortunately, there is a confusing service area around the Town of Leland. Within the Town, there are customers who have Town of Leland water and Town of Leland sewer. There are other customers who have Sanitary District (H2GO) water and Town of Leland sewer. Others who have Sanitary District (H2GO) water and sewer. And still others who have Brunswick County water and Town of Leland sewer. And again others who have Brunswick County water and Sanitary District (H2GO) sewer. Nevertheless, regardless of the provider in this case the water treatment purveyor is Brunswick County. So it is a complicated matter with all the overlap and cross-jurisdictional providers, which adds to the confusion of customers. However, all residents who live in the Brunswick Forest development have Town of Leland water and sewer.

The Town of Leland purchases wholesale water from Brunswick County just like the Sanitary District (H2GO) and other municipalities in the County. Our system is separate from the County's system in that it is metered. Everything on our side of the wholesale meter is ours and everything on the County side of the meter is the County's. We have miles of water line on our side of the wholesale meter that comprises the Town of Leland water system. The County has wholesale customers and retail customers. The County is responsible to verify that samples taken throughout their system are free of bacteria and likewise, we are responsible for samples taken in our system. The County has reported that their water samples have been processed and the results show no bacteria. The County has its own lab that is certified by the state for their own sampling. Their lab is not available for hire by the Town.

Again, we apologize for the inconvenience and appreciate your patience. We will notify our water customers immediately when the water sample results are received.

David A. Hollis, PE
Town Manager

Town of Leland, NC

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