



PAT MCCRORY

*Governor*

DONALD R. VAN DER VAART

*Secretary*

S. JAY ZIMMERMAN

*Director*

May 17, 2016

Mr. Ron Carlee, City Manager  
City of Charlotte  
600 East 4<sup>th</sup> Street  
Charlotte, NC 28202

Re: **Notice of Deficiency**  
Iron Concentration  
Charlotte Water – South Summit Avenue  
WSF ID #: D01  
Water System No.: NC 01-60-010  
Mecklenburg County, NC

Dear Mr. Carlee:

The North Carolina Public Water Supply (PWS) Section has received numerous customer complaints from South Summit Avenue since April of this year. In addition, we have reviewed recent iron monitoring data provided by Charlotte Water and determined that concentrations of iron on South Summit Avenue is often above the action level of 0.3 mg/L as specified in rules .1511 of the *Rules Governing Public Water Systems* [15 NCAC 18C]. Based on customer complaints and recent special samples collected by Charlotte Water, it is evident that satisfactory water containing less than 0.3 mg/l of iron is not being provided to the customers on South Summit Avenue.

In accordance with Rules .1511, Charlotte Water is required to control iron in the distribution system such that the concentration of iron is less than 0.3 mg/L. Based on this situation, Charlotte Water is required to submit a written plan of action to permanently control iron in the water distribution system. In addition, we request that you submit weekly analytical results for iron in and around the South Summit Avenue area.

Until this issue is resolved, Charlotte Water must submit quarterly written status reports to this office. These reports must describe your plan and list the actions (including dates) taken and/or any future actions (including dates) to monitor and resolve the water quality issues in and around South Summit Avenue. This initial report is due within thirty (30) days of the date of this letter with updates due quarterly on the final day of each calendar quarter. Each report should be a complete and growing list of actions taken and planned (including dates) to monitor and address iron concentrations and provide trouble free, satisfactory water to your customers. Once you have adequately resolved these water quality issues, the quarterly status reports will no longer be required.

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In accordance with G.S. 130A-22(b) and the North Carolina Drinking Water Act (G.S. 130A-311), failure to comply with the *Rules Governing Public Water Systems* may result in the issuance of an Administrative Penalty of up to \$25,000 for each day the violation continues.

Please do not hesitate to contact me if you have any questions or require any additional information to resolve this issue.

Sincerely,

A handwritten signature in black ink, appearing to read "Britt L. Setzer". The signature is fluid and cursive, with the first name "Britt" being the most prominent.

Britt L. Setzer  
Regional Engineering Supervisor  
Public Water Supply Section  
Mooresville Regional Office

Cc: R.W. (Bob) Midgette, P.E., Operations Branch Head  
Mark Hahn, Environmental Senior Specialist  
Barry Gullet, P.E. Director, Charlotte Water  
Angela Lee, Distribution ORC, Charlotte Water