

SGWASA June 2018 Board Remarks—John Mayo

Approximately two years ago, I made my first appearance before this Board attempting to voice my concerns and complaints about the quality of water being dispensed by SGWASA. I was met with flippant, almost condescending remarks, advising you all drink and have been drinking the water for years, and have or see no problem, other than perhaps, not being as handsome as you could be.. While that may be true, it did not address the personal concerns I shared, so I came back for a second time, and was greeted in a similar manner.

I consequently decided to launch a PR campaign aimed towards SGWASA to demonstrate the seriousness of my concerns. So far there have been numerous articles in both local newspapers, 5 television segments mentioning SGWASA from two different networks, and one being worked on as we speak. Those segments are now posted on the internet for public access. I also have spent nearly two years observing, researching, and learning about the structure, and operation of SGWASA, and discovered numerous residents have been having multiple quality issues even when SGWASA was operating in compliance, and are being serviced by an organization in need of multiple improvements and changes. The recent Hazen and Sawyer review validated many of those suspicions, although it didn't probe thorough enough, leaving out an analysis of the also old, distribution system. This leaves many to believe SGWASA is in a situation 'way over your heads, requiring definitive expertise and guidance.

SGWASA was established 13 years ago, and since that time, it has received 27 violations for exceeding safe DBP levels.. For over 13 years, SGWASA customers have had to tolerate poor quality water, coupled with higher than normal water bills, while being provided water that many feel is unsafe, or undesirable to consume. Some even attribute their health issues, or those of their precious pets to the consumption of SGWASA water. Others have either moved from the area, or plan to, and some even having to sell their homes for a lower price due to the poor water quality being discovered by the buyer. Still others, feel betrayed that no one told them about the poor water quality and high water bills before purchasing their home here. In short, both the product and the credibility of SGWASA is in need of 'repair'

Tonight I appear before you with a 4 suggestions, many, including myself, feel you need to take into serious consideration to help restore public trust and confidence with SGWASA, and hopefully begin the journey back to normalacy.

.1. Restructure the make up of the Board to be composed of 'professional expertise' rather than 'elected officials'. Seven elected officials is no more than bureaucratic redundancy siphoning much needed funds from an organization in dire financial standing. Over \$360K has already been spent on Board salaries, money better spent on the ongoing improvements and repairs required. While Board members may be decent, well intentioned individuals, it is apparent, they do not possess the required skill set and expertise to effectively oversee an antiquated, complex water system. Board members should possess the level of knowledge and experience found in the firm, Hazen and Sawyer, and better still, replace the Board, with one qualified, experienced Engineer who oversees the operation. Board members should not have the position that customers should find water that smells, or leaves a ring here and there acceptable, as one of your current members has voiced., or that customers should get themselves a dead chicken and place it's skin over our faucets, to test for manganese. as another Board member recently suggested. .

City Managers could accomplish the same tasks as current Board members, as part of their already salaried positions, and your by-laws can be changed, if not by yourselves, through the legislative process.

2. Since Mr Mize has resigned, and is being replaced, in order to achieve a true 'fresh start', we also feel Attorney Wrenn should likewise be replaced with a fresh, objective replacement. Currently, Attorney Wrenn is representing Granville County, Butner, Creedmoor, Person County, Kerr Tar Council of Governments, and SGWASA.. While this may be perfectly 'legal', the optics do not look attractive, rather suggest there may exist obvious 'conflicts of interests, especially in matters' regarding the economic development of each of these entities, and may indeed create a certain bias or prejudice on certain matters. You may also recall his interpretation of the NCAE rules regarding use of point of use filters, was not accurate. My interpretation that filters could be provided, (not to achieve compliance), was confirmed again just a few days ago when Allen Hardy visited my home, and he did answer questions.

3. Create a website that allows customers to register complaints and offers response in a 'real time' frame, as well as provide more information to the public, such as posting agendas and minutes of your public meetings for all to review. Streaming meetings would be ideal and cost effective. And hopefully it doesn't occur again, however if so, create a system that will notify customers when the system falls out of compliance, immediately, not days after the event. Just as a small amount of peanut dust could be harmful to some individuals, there may be some SGWASA customers who could be harmed by exposure to the excessive contaminants.

4. Provide each customer that desires, with some type of point of use filtration system. One that will be maintained by the customer, but supplied by SGWASA. This will allow customers to finally be able to obtain consistent quality water each day for everything required to adequately and safely maintain a healthy lifestyle, and maintain peace of mind for themselves and their children and family.

We are not looking for a response this evening, however, if no action is taken regarding any of these suggestions, I think it only fair to advise this Board, that the attention I have garnered thus far, was just to get your attention, and is just the beginning of a PR campaign that I can take Statewide and National via, radio, television and internet.. I have already made contact with some high profile national figures and organizations, and they stand ready to assist this community driven effort, if required. And of course, class action litigation is also an option.

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