

FAQ:

Q. Will my house get an alternate water connection? If so, when?

A. State law requires Duke Energy to install a connection to municipal water or a water filtration system no later than Oct. 15, 2018 to each household that is located within a half-mile boundary. Permanent alternate water supplies must also be provided to homes that are not separated by a body of water that would provide a natural barrier for the migration of coal ash.

Q. What if my house isn't within the half-mile boundary but I think it should be?

A. DEQ staff will continue to evaluate Duke Energy's plans over the following year to ensure that all eligible households receive an alternate water supply.

Q. What is the difference between a new water connection and a filtration system?

A. A new water connection would hook a home up to a public water supply. A whole house filtration system would leave the existing water supply in place but filter it to ensure the water is safe to drink.

Q. Can I choose between a municipal connection or a well water filtration system?

A. Under the law, the preferred method for providing a new permanent water supply is by connection to a public water system. However, residents may choose to receive a filtration system instead. The filtration systems will be installed at no cost to the homeowner and Duke Energy will be responsible for periodic required maintenance.

Q. If I am connected to a public water supply, who will pay my water bill?

A. State law requires Duke Energy to pay for the construction and installation of a public water supply, but it will be the homeowner's responsibility to pay the water bill.