



The Chemours Company  
Fayetteville Works  
22828 NC Highway 87 W  
Fayetteville, NC 28306

02/10/2020

[Redacted]  
[Redacted]  
[Redacted]

**RE: Bottled Water and GAC Treatment System Offer Letter for [Redacted]**

Dear Owner/Resident/Tenant:

Since early September 2017, Chemours—in consultation and cooperation with the North Carolina Department of Environmental Quality (NCDEQ)—has been conducting a well sampling program in the vicinity of the Fayetteville Works facility. Chemours entered into a Consent Order with NCDEQ and Cape Fear River Watch, which was approved by the Superior Court for Bladen County on February 25, 2019.

The concentration of HFPO-Dimer Acid (also known as GenX, a type of per- and polyfluoroalkyl substance [PFAS]) in the drinking water sample for [Redacted] was greater than or equal to 140 ng/L, North Carolina’s provisional health goal for drinking water. Based on this result, Chemours will install a whole house filtration system (i.e., granular activated carbon [GAC] water treatment system), or alternatively, you may choose to have reverse osmosis (RO) treatment systems installed at all drinking water sources for this location to treat drinking water, per the Consent Order. Bottled water was delivered with this letter to provide drinking water for this location until bottled water delivery service is set up and a drinking water treatment system is installed.

**What You Need to Know**

This residence qualifies for a bottled water delivery service and the installation of a GAC treatment system or RO system based on lab complete results. These results will be sent to you once we receive them from the laboratory.

GAC systems use carbon to remove contaminants from water (see attachment). The GAC systems Chemours is installing include two carbon filtration canisters housed in a 6 x 8 foot pre-manufactured shed. The first tank removes the PFAS and the second tank acts as the backup. As the well water is pumped through the tanks the PFAS stick to the activated carbon granules, removing them from the water. The clean water is then distributed to the residence for use. If you do not want a GAC system installed, you may ask that RO treatment systems be installed instead (see attachment).

Chemours will set up a bottled water delivery service for this location and pay to have up to 15 gallons of water delivered per week until the GAC or RO system is installed and operational. Supplemental water is available for pick up at the Fayetteville works facility. Instructions for the supplemental water program are on the back of this letter. Information regarding the drinking water program and options for treatment systems are included with this letter.

**What You Need to Do**

Please call 910.678.1101 to have GAC or RO treatment systems installed. Leave a message with your name, phone number, and the address on this letter and a team member will return your call as quickly as possible. Owners must authorize installation of GAC or RO systems.

**Our Commitment**

We are sorry for any inconvenience this has caused. This letter was sent to your attorney if our records indicate an attorney is representing you in this matter.

Sincerely,

Brian Long, Plant Manager  
Chemours – Fayetteville Works

Attachments:

- Drinking Water Program Overview
- Granular Activated Carbon Treatment System Overview
- Reverse Osmosis Treatment System Overview

## Supplemental Bottled Water Program

Supplemental water can be picked up from the Fayetteville Works plant if you do not receive your scheduled delivery for any reason. Please note the following regarding water pick-up:

- Water can be picked up from 2:00 to 6:00 p.m. every Monday and 8:00 to 10:00 a.m. every Saturday, excluding holidays.
- **You must have this letter with you as the barcode is specific to your address. *Copies of this letter will not be accepted.***
- A maximum of two cases of supplemental water are allowed per week (each case has six, one-gallon bottles). *Supplemental water is not intended to be used as a routine weekly supply.*
- Park near the plant's main gate entrance (directions below). The attendant will scan the barcode sticker at the top of this letter and give you up to two cases of water.

## Directions to Chemours Fayetteville Works:

**22828 NC 87 Hwy, Fayetteville, NC 28306**

- Turn onto the plant where County Line Road meets NC 87 Hwy.
- Travel about 1 mile - road will bend to the right.
- Take a right and continue straight.
- Pass the sign pointing to Chemours and continue straight until you reach the Administration Building.
- Pass the Administration Building and turn left to the Main Guardhouse.

Address: [REDACTED]

Sample Name: [REDACTED]

Sample Date: 02/16/2018

Laboratory: TAL-DEN

## What to Check

The preliminary laboratory results for this residence are presented in the table below. Compare your preliminary laboratory results to the criteria to determine if your residence is eligible for a filtration system. Criteria include:

- GT140 which means greater than or equal to 140 ng/L for HFPO Dimer Acid/GenX (140 ng/L is the same as 0.14 ug/L and 140 ppt)
- GT70 which means greater than or equal to 70 ng/L for combined PFAS (70 ng/L is the same as 0.07 ug/L and 70 ppt)
- GT10 which means greater than or equal to 10 ng/L for one PFAS (10 ng/L is 0.01 ug/L and 10 ppt)

If the laboratory results are greater than or equal to 70 ng/L for combined PFAS or greater than or equal to 10 ng/L for one PFAS, then **you are eligible for reverse osmosis filtration systems.**

If the laboratory results are greater than or equal to 140 ng/L for HFPO Dimer Acid/GenX, then **you are eligible for a granular activated carbon (GAC) filtration system.**

The table below provides preliminary laboratory results. Results are presented in nanograms per liter (ng/L) and micrograms per liter (ug/L) because laboratories report results in different units. Chemours will send the certified laboratory results report for this residence once received from the laboratory.

## Preliminary Laboratory Results

Analyte	CAS Number	Results (ug/l)	Results (ng/l)	Detected	CO Criteria
Hfpo Dimer Acid	13252-13-6	0.15	150	Yes	GT140
PEPA	267239-61-2	0.080	80	Yes	GT10
Perfluoroheptanoic Acid	375-85-9	0.0048	4.8	Yes	
PFECA-G	801212-59-9	< 0.0020	< 2	No	
PFESA-BP1	29311-67-9	< 0.0020	< 2	No	
PFESA-BP2	749836-20-2	0.019	19	Yes	GT10
PFMOAA	674-13-5	0.024	24	Yes	GT10
PFO2HxA	39492-88-1	0.054	54	Yes	GT10
PFO3OA	39492-89-2	0.0051	5.1	Yes	
PFO4DA	39492-90-5	0.0029	2.9	Yes	
PFO5DA	39492-91-6	< 0.0020	< 2	No	
PMPA	13140-29-9	0.35	350	Yes	GT10
Combined PFAS	PTC_000230	0.6898	689.8	Yes	GT70

CO Eligibility: GAC

[REDACTED]



# Drinking Water Program Overview



## Consent Order

Since early September 2017, Chemours—in consultation and cooperation with the North Carolina Department of Environmental Quality (NCDEQ)—has been conducting a residential well sampling program in the vicinity of the Fayetteville Works facility.

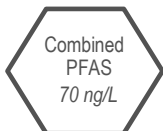
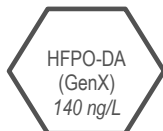
The Court approved the Consent Order between Chemours, NCDEQ and the Cape Fear River Watch on February 25, 2019. Per the Consent Order, Chemours will reduce air emissions, provide alternative drinking water to qualifying residents, conduct additional investigations, and release investigation results to the public.



## Drinking Water Program

Chemours is sampling well water to determine if per- and polyfluoroalkyl substances (PFAS) in the water are equal to or above the levels agreed to in the

Consent Order. PFAS are man-made chemicals used in many different critical industry applications. HFPO-Dimer Acid (GenX) is a type of PFAS. If the result from the water at your residence is greater than or equal to any of the levels presented below, Chemours will replace your drinking water with one of the three replacement water options explained to the right.



140 ng/L is the same as 0.14 ug/L and 140 ppt

## Questions? 910.678.1101



Your questions are important to us. Please leave a detailed message including your name, phone number, and address. A team member will return your call as quickly as possible.

## Replacement Water Options

Chemours is offering three options to remove PFAS from drinking water:

- Connecting the home to public water supply (if NCDEQ determines it is cost feasible) *for wells with GenX results greater than or equal to 140 ng/L (140 ng/L is the same as 0.14 ug/L and 140 ppt)*
- Installing and maintaining a granular activated carbon (GAC) whole-house filtration system outside the home or reverse osmosis systems installed at drinking water sources *for wells with GenX results greater than or equal to 140 ng/L*
- Installing and maintaining a reverse osmosis drinking water treatment system on up to 3 taps *for wells with PFAS results greater than or equal to 10 ng/L (individual) or 70 ng/L (combined)*



Chemours will maintain the water filtration systems for a minimum of 20 years. In addition, we will provide bottled drinking water to you until your permanent replacement option is in place. Although no standards have been established for other PFAS, Chemours has agreed to provide bottled water for residences with these very low PFAS levels.



## For More Information

See NCDEQ's August 2019 Community Update:

<https://files.nc.gov/ncdeq/GenX/Community-Update-Aug2019-print.pdf> or go

to the Fayetteville Works website:

<https://www.chemours.com/Fayetteville-Works/en-us/c3-dimer-acid/water-well-sampling-program/index.html>

# Granular Activated Carbon Treatment System Overview



## GAC System Overview

Chemours will pay to install and maintain a granular activated carbon (GAC) system for residences with HFPO-Dimer Acid PFAS (GenX is a type of PFAS) greater than or equal to 140 ng/L (140 ng/L is the same as 0.14 ug/L and 140 ppt). Alternatively, you can select reverse osmosis systems to be installed at all drinking water sources to treat drinking water in place of a whole house filtration system (GAC). See the reverse osmosis fact sheet for more information.

GAC filtration systems remove chemicals, including per- and polyfluoroalkyl substances (PFAS), from drinking water. The GAC systems Chemours is using are installed in sheds outside the residence. The 6 by 8 foot sheds are pre-built to meet current building codes, and have reinforced walls and low-maintenance aluminum roofs and siding.



## How the System Works



GAC systems effectively remove PFAS contaminants from water using carbon. The systems Chemours is installing have two carbon-filled tanks. The first tank removes the PFAS and the second

tank provides backup filtration. As the well water is pumped through the tanks, the PFAS stick to the activated carbon granules and are removed from the water. The clean water is then distributed to the residence for use as drinking water. To ensure the system is working, Chemours will sample the water after the system is installed and provide bottled water until sample results show the system is effectively removing PFAS from the water.

## Questions? 910.678.1101



Your questions are important to us. Please leave a detailed message including your name, phone number, and address. A team member will return your call as quickly as possible.

## Installation Process

Installing a GAC system takes approximately four to six weeks depending on access and contractor availability. Local, licensed plumbers and electricians will install the systems and Chemours' representatives will monitor the installation. To have a system installed: **Call 910.678.1101**



- Leave a message with your name, phone number, and street address.
- A Chemours representative will return your call as quickly as possible.

## System Maintenance

Chemours will maintain your system for a minimum of 20 years. Maintenance will include replacing the carbon filters in the system as needed and responding to any other issues. A team member is available 24/7 to address any non-routine system issues and a licensed plumber is on-call for emergencies.

## For More Information

For more information, see the USEPA's Citizen's Guide to Activated Carbon Treatment:

[https://www.epa.gov/sites/production/files/2015-04/documents/a\\_citizens\\_guide\\_to\\_activated\\_carbon\\_treatment.pdf](https://www.epa.gov/sites/production/files/2015-04/documents/a_citizens_guide_to_activated_carbon_treatment.pdf)

# Reverse Osmosis Treatment System Overview



## Consent Order

Chemours will pay to install and maintain up to 3 reverse osmosis systems in residences with per- and polyfluoroalkyl substances (PFAS) results greater than or equal to 10 ng/L (individual) or 70 ng/L (combined). Reverse osmosis drinking water treatment systems remove PFAS from drinking water. These systems are installed under kitchen and bathroom sinks to treat the water from those locations. Chemours will maintain the systems for a minimum of 20 years.



Residences with GenX (a type of PFAS) results greater than or equal to 140 ng/L may choose to have Chemours install more than 3 reverse osmosis systems rather than a whole house granular activated carbon (GAC) system, per the Consent Order.

- 10 ng/L is the same as 0.10 ug/L and 10 ppt;
- 70 ng/L is the same as 0.70 ug/L and 70 ppt;
- 140 ng/L is the same as 0.14 ug/L and 140 ppt.



## How the System Works

Reverse osmosis systems effectively remove PFAS from drinking water. The treatment systems are installed under kitchen and bathroom sinks. As the water passes through the system a membrane removes PFAS from the water. Each system will provide up to 50 gallons of filtered water per day for use as drinking water.

## Questions? 910.678.1101



Your questions are important to us. Please leave a detailed message including your name, phone number, and address. A team member will return your call as quickly as possible.

## Installation Process

An authorized technician from Advanced Water Systems Group (AWS) will install the reverse osmosis drinking water treatment system. For your safety, all technicians will wear AWS-Kinetico badges and uniforms and drive AWS-Kinetico vans. Installations only takes a few hours. Please ensure all domestic animals are secured during the installation process.



To have a system installed, call **910.678.1101**. Leave a message with your name, phone number, and street address. After speaking to you and receiving your permission, Chemours will send your information to AWS and they will call you to schedule an in-home visit and the installation.

## System Maintenance

The systems' filters and membrane will need to be replaced occasionally. When your systems are installed AWS will provide instructions on how to determine when the system needs maintenance. They will also provide you a phone number to call when your filters need replaced.

## For More Information

For more information about the system, please see the following websites:

<https://www.kinetico.com/drinking-water-filtration-systems/kinetico-k5-drinking-water-station/>

[https://www.wqa.org/find-products/ctl/detail/mid/1054/cid/kinetico\\_incorporate/sid/5/keyword/kinetico](https://www.wqa.org/find-products/ctl/detail/mid/1054/cid/kinetico_incorporate/sid/5/keyword/kinetico)