



February 10, 2016

Mr. Lee P. Butler  
RC Water County Treatment Plant Superintendent  
326 Old Charlotte Highway  
Rockingham, NC 28379

RE: Client Project ID: January 2016 Compliance  
Pace Project ID: 92282878

Dear Mr. Butler:

I am writing in regards to the investigation into the missing sample containers for the source and treated samples collected on January 13, 2016, from Public Water System NC0377109. The sample containers were shipped to the Pace Analytical Services, Inc. Ormond Beach, Florida laboratory; however, they were never received. After an internal investigation in an attempt to locate the containers, it was determined they were likely lost in transit.

As a result of this error, we are in the process of seeking ways to improve our sample tracking and operating procedures to prevent future occurrences of this type of incident.

We apologize for any inconvenience this has caused you. If you have any further questions, please feel free to contact me at (704) 875-9092 x 928284 or you can e-mail me at [angela.baioni@pacelabs.com](mailto:angela.baioni@pacelabs.com).

Sincerely,

A handwritten signature in blue ink that reads "Angela Baioni".

Angela M. Baioni, Project Manager  
Pace Analytical Services, Inc.  
9800 Kinsey Avenue, Suite 100  
Huntersville, North Carolina 28078