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The Honorable Josh Stein
Attorney General State of North Carolina
9001 Mail Service Center
Raleigh, North Carolina 27699-9001

Re: Waupaca and Port City Elevators

Dear General Stein:

I am writing to request the assistance of your office on a consumer safety issue identified in notices received from the captioned companies. I live in the Rivers Edge community in the Town of Shallotte. I, along with some 40 of my neighbors in Rivers Edge and an estimated 500 residents of Brunswick County, have Waupaca elevators and have received the warning notices enclosed with this letter.

I have been advised that there is no way to determine if my elevator is at risk of failure. Further, I have been advised if it is possible to replace the powerhead assembly (and it is not clear that this assembly can be replaced) it will cost upwards of \$10,000. Furthermore, I have been advised by Port City Elevators that the only real remedy is to replace the entire elevator at a cost of some \$20,000. In Brunswick County this represents a potential \$ 10 million problem.

The identified risk is the elevator falling to the ground. I, and I suspect many of the other owners of these elevators are senior citizens. I am 72 and such a hazard is particularly troubling.

I believe it is essential for your office to investigate this matter and negotiate an agreement with Waupaca to either replace the potentially-defective powerhead assembly or the entire elevator. I suspect this problem is much broader than Brunswick County and includes citizens throughout North Carolina and in other states. If that is the case, cooperation with the Attorney General of other states could be an effective way to make Waupaca address this safety issue.

I appreciate your prompt attention to this serious issue.

Sincerely,

Walter T. Eccard