



**NORTH CAROLINA  
PUBLIC STAFF  
UTILITIES COMMISSION**

September 13, 2023

Ms. A. Shonta Dunston, Chief Clerk  
North Carolina Utilities Commission  
4325 Mail Service Center  
Raleigh, North Carolina 27699-4300

Re: Docket Nos. W-1146, Sub 13 and W-1328, Sub 10 – Application by  
TESI and Red Bird Water for Authority to Transfer the Lake Royale  
Subdivision Water and Wastewater Systems and Approval of Rates

Dear Ms. Dunston:

On July 11, 2023, the Commission issued an Order Scheduling Hearings, Establishing Discovery Guidelines, and Requiring Customer Notice (Scheduling Order) regarding the application filed by Red Bird Utility Operating Company, LLC (Red Bird) and Total Environmental Solutions, Inc. (TESI), seeking authority to transfer the water and wastewater utility systems and public utility franchise serving Lake Royale Subdivision in Franklin and Nash Counties from TESI to Red Bird and approval of rates. Among other things, the Scheduling Order sets the application for a customer hearing beginning at 7:00 p.m. on Monday, September 25, 2023, at the Franklin County Courthouse. The Scheduling Order also states that the customer hearing may be cancelled if no significant protests are received on or before Monday, September 11, 2023.

On Monday, September 11, 2023, the Lake Royale Property Owners Association, through counsel, filed a letter requesting that the customer hearing be held as scheduled. Attached to the letter are 67 statements from customers receiving service from TESI in the Lake Royale Subdivision regarding various issues including service quality and projected future rate increases.

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The Public Staff has reviewed the filed customer statements and believes they constitute significant protests based on their quantity and nature. Accordingly, the Public Staff recommends that the customer hearing be held as scheduled.

Sincerely,

Electronically submitted  
/s/ Megan Jost  
Staff Attorney  
megan.jost@psncuc.nc.gov

cc: Parties of Record