

SANFORD LAW OFFICE, PLLC

Jo Anne Sanford, Attorney at Law

September 4, 2015

Ms. Gail L. Mount, Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4325

Via Electronic Filing

Re: Carolina Water Service, Inc. of North Carolina
Docket No. W-354, Sub 344
Report on Customer Service Quality Issues from Public Hearing
in Boone, North Carolina

Dear Ms. Mount:

Please accept for filing on behalf of Carolina Water Service, Inc. of North Carolina the attached Report on Customer Service Quality Issues from Public Hearing in Boone, North Carolina.

As always, thank you and your staff for your assistance; please feel free to contact me if there are any questions or suggestions.

Sincerely,

Electronically Submitted

/s/Jo Anne Sanford

State Bar No. 6831

Attorney for Carolina Water Service,
Inc. of North Carolina

c: Parties of Record

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. W-354, SUB 344

In the Matter of)	
Carolina Water Service, Inc. of North)	
Carolina, 2335 Sanders Road,)	REPORT ON CUSTOMER
Northbrook, Illinois 60062, for Authority)	SERVICE QUALITY ISSUES
to Adjust and Increase Rates for Water)	FROM PUBLIC HEARING IN
and Sewer Utility Service in All Service)	BOONE, NORTH CAROLINA
Areas of North Carolina)	

NOW COMES Carolina Water Service, Inc. of North Carolina ("CWSNC" or "Company") and files this report to address customer service or water quality complaints raised at the public hearing in this matter held in Boone, North Carolina.

The public hearing was held at 7:00 PM on July 22, 2015, in Boone, North Carolina, at the Watauga County Courthouse. Chairman Edward S. Finley, Jr. presided. Chairman Finley was joined by Commissioners Bryan E. Beatty, ToNola D. Brown-Bland, Don M. Bailey, Jerry C. Dockham, and James G. Patterson. Staff Attorney Gina C. Holt, who appeared for the Public Staff on behalf of the using and consuming public, was accompanied by Public Staff Water Engineer, Gina Casselberry. Jo Anne Sanford of the Sanford Law Office, PLLC, appeared on behalf of CWSNC, accompanied by Martin J. Lashua, the Company's Vice President for Operations, North Carolina and Tennessee. Other Company personnel, available in the audience to address any customer concerns, were Tony Konsul, Rex Woody.

Three witnesses testified at the Boone public hearing; their concerns and the Company's responses are as follows:

1) Ms. Linda Lillo Norman (182 Hickory Lane, Blowing Rock, NC 28605, Misty Mountain Community) Tr. Vol. 5, pp. 8-21.

Summary of Testimony: Ms. Norman discussed a range of topics, including the ongoing installation of meters at the Misty Mountain system, for which she expressed enthusiasm. She raised a concern about the existence of leaks, based on her understanding of a measurement of “unaccounted” water (or better defined as “non-revenue water”) and she also spoke positively about the efforts of CWSNC local personnel to keep her posted on the progress of the meter installation. Her other service-related issue dealt with the concern that she had set up on paperless billing yet was continuing to receive paper statements even after notifying the office of the problem.

CWSNC Response: The Company, as always, appreciates Ms. Norman’s thorough analysis and her presentation at these hearings. Once CWSNC completes its meter installation project, data will be available to show a comparison of water produced to water sold. At this time, without individual meters, it is not possible for the Company to determine how much water may be lost due to leakage or other authorized uses (such as flushing, etc.). Customers are currently being billed flat rate and may not act promptly to

repair their own leaks, for example, because their water bills are not based on consumption.

CWSNC investigated Ms. Norman's complaint regarding her paperless billing situation and Company Vice President Martin J. Lashua resolved the issue and responded to her by email dated July 23, 2015, providing assurance that the problem had been corrected.

Brenda Council, 173 Vail Drive, Blowing Rock, Ski Mountain Subdivision. Tr. Vol. 5, pp. 21-26.

Summary of Testimony: Ms. Council's issues were principally rate-related; however, she did express a concern that she feels she is being billed incorrectly. Ms. Council testified that, although she is a full time resident, she is gone a lot and feels she is being billed for consumption even when she is not home.

CWSNC Response: Mr. Michael Puckett, a CWSNC Field Operator, met with Ms. Council on July 28, 2015. Copies of the Field Activity from that date, as well as an earlier Field Activity from a leak concern dated February 26, 2013, are attached hereto. Mr. Puckett determined that there was no leak at Ms. Council's home. The Company is optimistic that it was able to satisfy Ms. Council's concern.

2) David Michael Lane, Sugar Mountain Town Manager. Tr. Vol. 5, pp. 25-29.

Speaking on behalf of the town council and residents of Sugar Mountain, Mr. Lane expressed concerns about rates, but specifically stated there were no service issues.

Respectfully submitted, this the 4th day of September, 2015.

SANFORD LAW OFFICE, PLLC

**Electronically Submitted
/s/Jo Anne Sanford**

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ATTORNEY FOR CAROLINA WATER
SERVICE, INC. OF NORTH CAROLINA

ATTACHMENT

Council Field Activity Print

Created on 07-28-2015 02:03PM by user MSPUCKET.

Instructions; Received an email stating that customer was concerned about her shut off valve and possibly having a leak beyond the meter. Please go and speak with customer and check for leak. MSP

Resolution; I met with Mrs. Council and talked with her about her concerns. The initial complaint (via email) was that of a high bill. Upon talking with her, this was not the issue. She told me that the last time she had a complaint with a high bill was several years ago. Past service orders show that this is true and was back in 2013. She stated back in 2013 she had a leaking valve inside her house that was thought to be the cause and had it replaced by a plumber. Since that was done she has not had any questions about a high bill. I also told her that our meter reader would make a note and possibly shut off her water if there were nobody home and there was an indication of a leak on the meter. Her main concern was that of the current rate hearing that was just held, and the increase of her water bill in the future. Other than that she didn't have any other issues to speak of. MSP

Created on 02-26-2013 08:57AM by user DEVOLZ.

Instructions; REREAD SEASONAL HOUSE, CUSTOMER STATING THAT SHE SUT OFF BOTH VALVES ON NOV SINCE HOUSE BEEN VACANT BUT SHE IS BEING BILLED FOR USAGE... HIGH BILL COMPLAIN 828-295-9277.... THANK YOU ISRAEL

Resolution; Read meter, meter is off and no movement. msp

VERIFICATION

Martin J. Lashua, being duly sworn, deposes and says that he is Vice President for Operations for Carolina Water Service, Inc. of North Carolina; that he is familiar with the facts set out in the attached **Report on Customer Service Quality Issues from Public Hearing in Boone, North Carolina**, filed in Docket No. W-354, Sub 344; that he has read the foregoing Report and knows the contents thereof; and that the same is true of his knowledge except as to those matters stated therein on information and belief, and as to those he believes them to be true.



Martin J. Lashua

North Carolina

Mecklenburg County

Sworn to and subscribed before me this
the 3 day of September, 2015.



Notary Public

Donna Stegall
Printed Name

My commission expires:

01/08/2019

CERTIFICATE OF SERVICE



I hereby certify that on this the 4th day of September, 2015, a copy of the foregoing **Report on Customer Service Quality Issues from Public Hearing in Boone, North Carolina** has been duly served upon all parties of record by electronic service, as follows:

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