

Dear Commissioners,

I want to thank you for traveling down to hear this case and your time and consideration. I appreciate the time and effort taken to look at this situation and for hearing both sides. As I stated in the original complaint I have concerns for our service area and our own service. I hope the evidence provided shows the situation our area is in. We have one utility company in our area and no other options so I hope that there will be better cooperation going forward. I would like to reiterate that it seems like the system is broken in terms of getting a complaint resolved. Since we have no other options we currently have to either call the collection agency that CWS outsources its "Customer Service" to or involve the Commission. I would hope there is a less time consuming and effective way of disputing high bills. As for my home, I believe it's been proven that we didn't have an issue with our pool, inside our home or a leak on the property. This morning Mr. Peacock and a local irrigation company met to look at the irrigation system. There are no leaks that are visible and there is nothing to suggest there are any under the ground. I know Mr. Peacock mentioned our programs on our irrigation system are set to run multiple times. I explained that the irrigation has been shut off since our first bill arrived sometime in late June/early July. I have had the irrigation set to the same days/times for 10 years. Once we received the large bill I went to check the control panel and the programs to see if there were any issues. I went through all the programs and tested them to ensure there wasn't anything out of the ordinary then I shut off the system until this morning. During the

conversations this morning between Mr. Peacock and the irrigation company they discussed these programs and I got the sense Mr. Peacock was thinking we ran multiple programs on up to 6 days/week. That is not the case. I have programed this system since we moved in and have only had 1 program running with watering 3 days/week in the summer months. This has never caused a bill of \$775 or other large bills. I also want to point out if the system ran all the programs in one day that would be 160,000 gallons/day per the irrigation company, so that obviously was not the case. We received high bills once the system was completely turned off as did many in this service area.

In summary, I wanted to let you know we have completed the inspection of irrigation per your instructions and if there are any questions that came up after the hearing please let me know. I'm happy to answer any other questions.

Thank you,
Don Calhoun

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