

## Addendum to Calhoun Complaint vs. Carolina Water Service.

W-354 Sub 414

### Questions for CWS

- 1.) How many customers in the 28117 service area had bills over \$450 from June 2022 to present?
- 2.) Your representative came out multiple times and multiple times blamed us for a leak, having long showers taken by teenagers (we have none), using 600 gallons between 1-5am while we are sleeping, the pool, the irrigation and internal plumbing. No accountability taken or investigation done on your end.
- 3.) We explained to him multiple times that we have had our irrigation company and plumber inspect both systems and there was no leak.
- 4.) You've also blamed leaks on our neighbors, others in our neighborhood and service area. Again – how many customers in our 28117 service area had bills over \$450??
- 5.) How did we go from usage over 63,000, 43,000, **105,000** gallons to **3200** and **6800** gallons the following 2 months. We changed nothing on our end. You changed meters 4 or 5 times. You first changed a meter after your pipe was leaking in our yard (road to meter) then at least 3 other times. Now that we have a digital meter

with wifi – we can see that our normal usage is being recorded.

- 6.) You billed our neighbor over \$900, \$1000 and \$800 in the same months. Other neighbors have bills over \$500 in our immediate area – but it is all leaks, right?
- 7.) You have yet to take any responsibility for anything, you blame your customers and hide behind your “data” which only you have. We have HOA presidents of the 3 largest communities in this area that all have issues with your usage and billing.
- 8.) You have no customer service line – you call it customer service but it is a 3<sup>rd</sup> party collection agency you use that is as rude as possible to customers who call in with a question.

