

**SANFORD LAW OFFICE, PLLC**

Jo Anne Sanford, Attorney at Law

August 20, 2019

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

Via Electronic Delivery

Re: Docket No. W-354, Sub 360  
Carolina Water Service, Inc. of North Carolina  
Report Updating Status of Customer Issue from Asheville  
Public Hearing Complaint of Customer Connie Brown

Dear Ms. Dunston:

Attached for electronic filing, please find the Report Updating Status of Customer Issue from Asheville Public Hearing submitted by Carolina Water Service, Inc. of North Carolina in Docket No. W-354, Sub 360. This report was required by Decretal Paragraph No. 11 of the Rate Case Order entered by the Commission on February 21, 2019.

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  
Ms. Connie Brown

**STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH**

**DOCKET NO. W-354, SUB 360**

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of	
Application by Carolina Water Service, )	
Inc. of North Carolina, 4944 Parkway )	
Plaza Boulevard, Suite 375, Charlotte, )	<b>REPORT UPDATING STATUS</b>
North Carolina 28217, for Authority to )	<b>OF CUSTOMER ISSUE FROM</b>
Adjust and Increase Rates for Water )	<b>ASHEVILLE PUBLIC HEARING</b>
and Sewer Utility Service in All of Its )	
Service Areas in North Carolina )	

**NOW COMES Carolina Water Service, Inc. of North Carolina** (“CWSNC” or “Company”) and files this report in response to the Rate Case Order entered by the North Carolina Utilities Commission (“NCUC” or “Commission”) in Docket No. W-354, Sub 360, dated February 21, 2019, Decretal Paragraph No. 11.

The Rate Case Order required CWSNC to report to the Commission on the progress of the capital project that is intended to resolve the quality of service issue identified by Ms. Connie Brown, a public witness at the Asheville public hearing in this Docket. Ms. Brown, a CWSNC customer in the Mt. Carmel service area, testified at the Asheville hearing that a sewer line near her house requires weekly pumping by a septic truck and that CWSNC has failed to perform needed repairs or upgrades to that sewer line. The Rate Case Order requires the Company to state whether Ms. Brown has indicated to CWSNC that the final resolution of the issue is satisfactory.

## CWSNC UPDATE

The Mt. Carmel (Asheville, North Carolina) sewer collection main replacement project consists of replacing approximately 800 feet of existing gravity sewer truss and PVC main, due to severe structural issues and bellies<sup>1</sup> in the pipe. The project consists of new collection mains installed by using trench installation methods and eight-inch ductile iron pipe. Other work associated with the project includes the replacement of ten (10) manholes, reconnection of 20 service laterals, and repaving the road to North Carolina Department of Transportation (“NCDOT”) standards.

The sewer main has been replaced and began providing service to customers as of August 1, 2019. Currently, gravel has been laid in place of the asphalt that was removed in order to access the sewer main. The Company is coordinating with NCDOT to finalize the paving of permanent asphalt. This final activity is slated to be completed by August 31, 2019, and the total project costs are expected to be approximately \$540,000.

Since the Asheville hearing, CWSNC local operations staff members have been in contact with Ms. Brown on multiple occasions regarding the planned project. The Company spoke to Ms. Brown on August 16, 2019: she noted that she has observed the construction crew and that they have done “an amazing job”. She stated that she is pleased with the outcome of the Company’s work and efforts.

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<sup>1</sup> Bellies are sags or low spots in the main that inhibit normal flow in the pipe.

CWSNC appreciates its customers' willingness to participate in the public hearing part of the ratemaking process.

Respectfully submitted, this the 20<sup>th</sup> day of August 2019.

SANFORD LAW OFFICE, PLLC

**Electronically Submitted**

**/s/Jo Anne Sanford**

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**ATTORNEYS FOR CAROLINA WATER SERVICE, INC.  
OF NORTH CAROLINA**

VERIFICATION

Dante DeStefano, being duly sworn, deposes and says:

That he is the Financial Planning and Analysis Manager for Carolina Water Service, Inc. of North Carolina; that he is familiar with the facts set out in this REPORT UPDATING STATUS OF CUSTOMER ISSUE FROM ASHEVILLE PUBLIC HEARING, filed in Docket No. W-354, Sub 360; 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.

*[Handwritten signature of Dante DeStefano]*

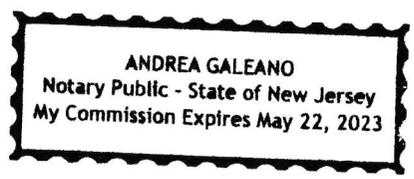
Dante DeStefano

Sworn to and subscribed before me this the 19<sup>th</sup> day of August 2019.

*[Handwritten signature of Andrea Galeano]*

Notary Public

My commission expires: May 22, 2023



**CERTIFICATE OF SERVICE**

I hereby certify that on this the 20th day August 2019, a copy of the foregoing **REPORT UPDATING STATUS OF CUSTOMER ISSUE FROM ASHEVILLE PUBLIC HEARING** has been duly served upon all parties of record by electronic service, as follows:

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