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FILED

Furr, David

OCT 03 2018

EP PAGES

From: Furr, David
Sent: Wednesday, September 26, 2018 4:26 PM
To: 'Prosser, Kathy'
Cc: steelers1rock@mail.com
Subject: RE: [External] Complaint (Water Resources)

Clerk's Office
N.C. Utilities Commission

007

~~Docket W-1034 Sub 8~~

~~WATER RESOURCES, INC.~~

Dear Ms. Prosser,

The information provided below was sent to the NC Attorney General's Office, not to the Public Staff or NC Utilities Commission.

By letter dated June 20, 2018, the AGs office forwarded information they had received relative to Water Resources. I have no record or recollection of receiving any further information from the AGs office. It appears your information was sent to the AGs office after June 20, 2018.

Had I received your information, it would have been placed in the docket system, and I would have included appropriate summary information in my pre-filed testimony.

Please note the following from the customer notice:

"Written statements are not evidence unless those persons submitting the statements appear at a public hearing and testify concerning the information contained in their written statements.

Persons desiring to present testimony concerning their opinion on this application, or any service problems they may be experiencing, may appear at this public hearing and give such testimony."

As a result of customer input during the notice period, the public/evidentiary hearing was held as scheduled in Charlotte on September 20. No customers appeared at the hearing.

If you review the Public Staff's testimony in this proceeding, you will note that most of your concerns have been acknowledged in our investigation and other customer letters that have been filed in the docket. The Public Staff has made numerous recommendations that have been accepted by Water Resources that should result in improved water quality and customer service.

I will place a copy of your complaint and these e-mails in the Docket.

Best wishes,

David Furr

From: Prosser, Kathy [mailto:Kathy.Prosser@sglcarbon.com]
Sent: Wednesday, September 26, 2018 2:59 PM
To: Furr, David <david.furr@psncuc.nc.gov>
Cc: steelers1rock@mail.com
Subject: [External] Complaint (Water Resources) Docket W-1034 Sub 8

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Dear Mr. Furr,

I reviewed the documents under the above-referenced docket and find absolutely no reference to or copy of my complaint submitted on July 18, 2018. Please advise what the criteria was/is for inclusion of complaints under that docket. I am not feeling very well represented right now.

Regards,
Kathy Prosser
3018 Tom Savage Drive
Harrisburg, NC

From: DoNotReply@ncdoj.gov [mailto:DoNotReply@ncdoj.gov]
Sent: Wednesday, July 18, 2018 4:49 PM
To: Prosser, Kathy <Kathy.Prosser@sglcarbon.com>
Subject: Your Complaint

Thank you for submitting a complaint to the North Carolina Attorney General's Consumer Protection Division. We'll review your complaint and work with you and the business to try to reach a resolution of your dispute.

Please remember to mail copies (not originals) of any supporting documents such as contracts, bills of sale, receipts, written estimates, or warranties to our office at:

Consumer Protection Division
NC Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

You can also call us toll free within North Carolina at 1-877-5-NO-SCAM, at (919) 716-6000 from outside of North Carolina, or at (919) 716-0058 for Spanish speakers.

ConsComplaintID	42154
* Last Name	Prosser
* First Name	Katherine
Middle Initial	
* Mailing Address	3018 Tom Savage Drive
* City	Harrisburg
* State	NC
Country, if not US	
Day Phone Number (including area code)	704-593-5173
Evening Phone Number (including area code)	704-455-9278
Fax Number (including area code)	
County of Residence	USA
Email Address	kathy.prosser@sglcarbon.com

Cell Phone Number
(including area code)

I am a military service member or military spouse No

* Full name of company Water Resources Inc.

Address 5970 Fairview Rd.

City Charlotte

State NC

Zip Code 28210

Country, if not US

Company's internet address (URL)

* Telephone number, including area code (704) 643-9866

Fax number, including area code

Product, item, or service involved Residential water supply - community well

Date of purchase, service, contract 6/1/1995 12:00:00 AM

Manufacturer or brand

Model

Account number

Serial number

Did you sign a contract or a lease?

Start Date

End Date

Total amount paid

Amount in dispute

How was payment made: Cash

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

How was initial contact made between you and the Other

Where did the transaction take place? At my home

* Details

I have been living in Rocky River Plantation since 1995 and my residential water service provider is Water Resources. Residential water service does not appear to be their primary concern as there is frequently no live person answering and call backs do not occur. Water from the tap is cloudy and smells of sulfur. Called repeatedly myself and neighbors have also called without resolution. This is the

water we are expected to drink, use in cooking and bathing and washing my clothes. Now I use bottled water for drinking. I do not have an alternative for water supply to my home as this is the well that serves our community. There have been repeated problems over the years with faulty main line/pump, brown water, leaking feed lines to houses, water shut downs without notice, etc.

Have you contacted the company with your complaint?

Yes

If yes, name of person most recently contacted

Voicemail

His/her phone number, incl. area code

(704) 643-9866

Results

Was advised that someone would return my call. No return call.

* What resolution would you consider fair? (Limit 1,000 characters)

Correct the water line and water quality issues.

Prefix

Mrs

Do you have an attorney in this case?

No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court?

No

If yes, where and when?

If already heard, what was the result?