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From: Matt Klein <klein@nuinfrastructure.com>
Sent: Tuesday, June 11, 2024 7:56 PM
To: Holt, Gina; Coxton, Reita D; Junis, Charles M; Franklin, Mike
Cc: Haller, Meaghan Klem; Edward Finley; Michael Myers; Rushton, Lisa; Hearn, Grace
Subject: Currituck - W-1333 Sub 0 / Sub 5 - Follow-up on Customer Service Discussion

[WARNING: EXTERNAL SENDER]

Gina, thank you for the recent opportunity to discuss the Public Staff's questions regarding Currituck Water & Sewer, LLC's (Currituck) resolution of customer concerns. I have had the opportunity to review with Mike our conversation and thought I would offer the following additional information.

First, as discussed, Currituck believes that the customer concerns have been timely and fully addressed. If there are any remaining customer service concerns, please let me know.

Second, several years ago, a meeting was held that included representatives of the Eagle Creek HOA, North Carolina Department of Environmental Quality (DEQ), Currituck County, Envirolink, Sandler Utilities, (then) State Representative Hanig's office, and others, where communication procedures were discussed with protocols being the outcome. Currituck—through Envirolink—continues to align its communications consistent with the protocols discussed at that meeting.

Third, I thought it would be helpful to briefly explain how Currituck—through Envirolink—engages its customers through many different touchpoints. As you can see, Currituck's dedication to customer engagement and service is robust. Consider the following elements:

1. Service Application - New customers are required to complete an application. The application requests the new customer's e-mail and phone number. As you know, there is no legal requirement that a prospective customer provide Currituck with their e-mail or phone number.
2. Customer Service Representatives – Envirolink provides a 24/7/365 customer service call center. Envirolink has four (4) customer service representatives on duty during normal business hours and one (1) customer service representative available 24/7. Calls received “after hours” are routed to a phone dedicated to a customer service representative. If a call is missed (i.e., due to multiple calls coming in), customers are called back as soon as the customer service representative is available.
3. Customer Service Management System – Envirolink possesses and manages a customer service tracking system to identify and resolve any customer concerns.
4. Customer E-mail List – Envirolink customer e-mail list. Envirolink believes it possesses the e-mail addresses of approximately 80% of the customers of Eagle Creek. Customers can provide responsive e-mails to Envirolink.
5. Monthly Bill Notices / Inserts – Envirolink communicates with the customers on specific items of interest (e.g. Fats, Oil and Grease control, general updates) periodically via bill inserts.
6. Mailings – Envirolink issues letters, notices, and updates to customers.
7. Town Halls – Envirolink has conducted in-community town halls with customers (e.g., vacuum system capital project decision). Public Staff participated in at least one of these meetings.

8. Envirolink Signage – Envirolink displays numerous signs with its phone number across multiple visible assets within the community (e.g., lift stations).
9. Envirolink Website – Customers can reach Envirolink through the website.
10. Social Media – Envirolink provides updates to the Eagle Creek community Facebook page (managed by the HOA).
11. HOA Utility Representative – Envirolink communicates directly with the Eagle Creek HOA through their selected representative, Mr. David Sheppard.
12. HOA Meetings – Envirolink attends HOA meetings, as requested.

Finally, Currituck welcomes additional objective suggestions to consider and, as appropriate, implement to improve the service to its customers.

Thank you very much.

Matt

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