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Commissioner – Public Utilities
4326 Mail Service Center
Raleigh, NC 27699

FILED

JUL 24 2018

Clerk's Office
N.C. Utilities Commission

RE: Carolina Water Service of North Carolina for Carolina Trace residents

Dear Commissioner:

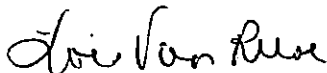
I want to officially register a complaint against my above referenced water service.

We have had several water outages in the past several weeks due to a main water break. When we have these outages, our water provider is to notify us with information (via phone) notifying us of the status and safety of the water. This notification does not come to me for at least 18 hours after the outage. Notice my name starts with "V". Is this the best I can expect from a call center of Carolina Water? Additionally, the "stop boiling water" notice is about 18 hours later than other residents receive.

We have had 2 outages in 6 days in Carolina Trace. I'm beginning to feel like I'm living in a 3rd world country. What can you, as a commission do to make them more responsible to provide water service?

I also know that Carolina Water Service is asking for an additional fee increase. I urge the commission to deny this. They aren't doing their job with the exorbitant fees we already paying for water. Should you choose to ignore my request to deny them this increase, can you please make them improve their call center to improve communications and to upgrade the water lines so these brakes stop?

Thank you,



Lois Van Reese
6004 Cypress Point
Sanford, NC 27332