

Water Resources, Inc.
6201 Fairview Road, Suite 200
Charlotte, NC 28210
704-643-9866
dabbott@waterresourcesnc.com

December 6, 2021

Via Electronic Filing Only
Ms. A. Shonta Dunston
Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, NC 27699-4300

RE: Water Resources, Inc.'s Customer Contact Log Covering January 2019-May 2021
(Docket No. W-1034, Sub 8)

Dear Ms. Dunston,

Please find enclosed for filing in the above-captioned proceeding, Water Resources, Inc.'s customer contact log covering the period January 2019-May 2021. The file also includes the handwritten notes that were transferred into the ledger.

Should you have any questions or concerns regarding this filing, please do not hesitate to contact me.

Sincerely,



Dennis C. Abbott, President
Water Resources, Inc.

OFFICIAL COPY

Dec 07 2021

Water Resources
Customer Contact Log
1-800-555-2522; 704-643-9866; 5970#

Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
1/23/19		Rocky River					
1/23/19					mailed in total due		
4/26/19						5048	
4/26/19			8520 Indian Summer Tr		water bill		
4/26/19			8560 Indian Summer Trail		Put check in mail		
1/30/19			3504 Rocky		5001, mailing a payment		
1/30/19		Rocky River			Rocky River - need report certification		
1/30/19		River Walk			violation		
1/30/19		Rocky River	3504 Rocky Ridge		How to pay?		
5/14/19							
5/20/19					meter		
5/24/19					Harrisburg - alteration chlorite line?		
5/24/19			8500 Indian Summer Trail				
5/29/19					5001, no longer live, closed in April		
6/5/19					auto draft		
6/5/19					meter is under water		
6/5/19							
7/1/19			ER Plumbing				
7/1/19					high water below 8971 Cherry's Ford Ct		
7/1/19			8486 Plantation Way		5008, paid		
7/1/19		River Walk			low water pressure		
7/1/19		Rocky River			low water pressure		
7/1/19					water pressure very low		
8/29/19		River Walk			RW111, sold house		
8/29/19							
8/29/19		Rocky River					
8/29/19			8528 Indian Summer Trail		low water pressure		
9/9/19			8471 Plantation Way				
9/11/19					5075, water pipe protection plan 704-455-2551		
9/17/19			8954 Cherrys Ford		air in lines, low water pressure		
9/20/19					make payment		
10/8/19			5628 Plantation Ridge		restored, work receipt		
10/1/19					5126, water		
10/8/19							
10/23/19					service call		
10/29/19			8483 Plantation		water leak		
10/31/19			8935 Cherry's Ford Ct			5032	
11/4/19			8923 Cherry's Ford Ct		moving		
12/10/19			8509 Indian Summer Trail				
12/17/19					moving		
12/17/19					complaint, leak in pipes		
12/23/19			3029 Tom Savage		5113, water leak		
12/23/19					email		

Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
12/23/19					water		
12/23/19					not received bill		
1/6/20					5105, water bill		
1/8/20			8536 Indian Summer Trail		water pressure		
1/8/20					leaking, dirty water		
1/9/20			8505 Indian Summer Trail		water is freezing, kids are falling		
1/17/20					3 months		
1/24/20					testing water, 14 days, no chlorine		
1/24/20					how much is water bill		
1/28/20							
2/13/20			5316 Plantation Ridge		email stovercoston@aol.com		
2/19/20			8505		Payment		
2/19/20					email		
3/4/20			5618 Plantation		auto draft		
3/4/20					RW105, account		
3/4/20			4630 River Bluff		RW125, read meter		
3/9/20					cancel water		
3/9/20			4630 River Bluff				
3/9/20					5082, very little water pressure		
3/9/20					RW110 bill is incorrect		
3/10/20							
3/30/20							
5/13/20							

5067

End Taylor's Notes

5/10/21		Rocky River	3029 Tom Savage	Email		5/10/21 11:47 - DA emailed Olsen with an update on leak repair, trying to get contractor scheduled ASAP, but short on staff. May take a couple of weeks, will keep him posted.	
5/11/21	6:58 PM	Rocky River	850 Lethe Ln	Voice Mail	Water leak at meter	5/25 - RC; Aplogized that no one has returned his call; He confirmed repair is completed and the leak has stopped - DCA	Closed
5/13/21	8:38 PM			Voice Mail	Wants to transfer water service	5/26 - RC; LMVM; provided my email address and asked him to provide info that way and we will handle - DCA	Closed
5/13/21	10:54 AM				Voice is very faint; cannot hear message		
5/13/21	3:50 PM				NCUC attorney; status of repair?	5/25 - RC; Gave him an update on the repair; Contractor is to have it completed by Friday, 5/28; I will floowup with him before the end of the week with an update	
5/14/21	8:57 AM	Rocky River	850 Lethe Ln		Water leak at meter	6/1 - Sent email with update. Repair is completed	Closed
5/14/21	11:11 AM					5/25 - RC; Aplogized that no one has returned his call; He confirmed repair is completed and the leak has stopped - DCA	Closed
5/14/21	11:11 AM					5/25 - RC; Gave him an update on the repair; Contractor is to have it completed by Friday, 5/28; I will floowup with him before the end of the week with an update	
5/15/21	5:02 PM	Rocky River	850 Lethe Ln			6/1 - Sent email with update. Repair is completed	Closed
5/15/21	5:02 PM	Rocky River	850 Lethe Ln			5/25 - RC; Aplogized that no one has returned his call; He confirmed repair is completed and the leak has stopped - DCA	Closed

Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
5/17/21	10:07 AM					5/25 - RC; Gave him an update on the repair; Contractor is to have it completed by Friday, 5/28; I will followup with him before the end of the week with an update 6/1 - Sent email with update. Repair is completed	Closed
5/17/21	11:06 AM	Rocky River	850 Lethe Ln			5/25 - RC; Apologized that no one has returned his call; He confirmed repair is completed and the leak has stopped - DCA	Closed
5/18/21	10:27 AM	Rocky River	3480 Rocky Ridge Ln		Wants to stop service	5/25 - RC; LMVM; Asked him to email me the date he wants service taken out of his name. Left him my email address - DCA	Closed
5/19/21	11:28 AM	Rocky River	850 Lethe Ln			5/25 - RC; Apologized that no one has returned his call; He confirmed repair is completed and the leak has stopped - DCA	Closed
5/19/21	2:45 PM	Rocky River	3029 Tom Savage	Email	Responding to DA email of 5/10, that his email p	5/21/21 10:56 AM : DA - responded that a contractor will be in the community on emergency repair and hoping they can work on his leak, if not, they will return to work on it in coming day. Reminded him they discussed damage caused by driving over meter box, has pictures. Not in a position to continue to spend thousands of \$\$, please make sure no more damage is done to WRI property.	Closed
5/19/21	5:10 PM	Rocky River	8447 Plantation Way		New Service	5/24 - RC; LMVM to email me the date that service is to begin; 5/24 - RC; LMVM to email me the date that service is to begin; Gave her the email address - DCA	Closed
5/21/21	9:29 AM	Rocky River	8448 Plantation Way		New Service/Water Leak	5/31 - Repaired leak	
5/21/21	4:28 PM	River Walk	4500 Waters Way Ct		How much water is he using per day on avg	6/1 - Called; LMVM that repair was completed	
					Oxygenated water	Contacted operator and requested various lines be blown off to release air in the lines	
					Email to DA 2:43 PM that contractors didn't appear on Friday, expecting them soon. Was discussed that the meter box be moved to the left, never done. Denied tracks are his or the problem, never runs over meter. That water is white and milky for last 5 days.	5/24/2021; 4:29 PM - Emailed Olsen to acknowledge email and we would have lines blown off. Moving meter is not simple task, will have contractor look at putting something over it. System age is not an issue.	
5/24/21	2:44 PM	Rocky River	3029 Tom Savage	Email	Email to DA at 8:09 Pm that they never drive over meter, can put up reflectors at edge of driveway	5/25/21 7:45 AM: DA - let customer know open to discussion a landscape boulder 5/26/21 6:22 PM DA - let Olsen know contractor will be there in AM, apologized for sounding confrontational 5/26/2021 - Email from Olsen stating "The water is clear as of last night."	Closed
/	12:52 PM					5/28; 12:45 PM RC; No answer; Verizon recording that caller is not available; did not give an option to leave VM - DCA	
5/27/21	2:50 PM	Rocky River	3029 Tom Savage	Email	placing boulder to prevent driving over meter,	5/28; 2:51 PM - Attempted RC again. Same result - DCA	Closed
5/29/21	12:17 PM	Rocky River	3029 Tom Savage	Email	Oxygenated Water	the contractors made repairs without replacing box. Will try to release air in the lines	Closed

1/23/2019

- ✓ ~~Henm Lackey - WRI~~
- ✓ ~~Angie Wheeler - WRI - mailed in~~
total due.

1/29/2019

- ✓ ~~3504 Rocky - 5001 - mailing~~
payment.

1/30/2019

- ✓ ~~Rocky - need report by certification~~
- ✓ ~~Riverwalk violation - Rock Ridge~~
- ✓ ~~Deana Wilson 3504 Rocky Ridge - WRI~~
704-600-9365 How to pay??

4/26

- ✓ ~~Angelz Caldwell - 5048 -~~
704-455-4423 ✓

~~0 8520 ^{come like - pp} Indian Summer trail ✓
Water Bill - 704-455-8480~~

~~0 Redoncia 15700 ✓
Corinne Lindsay - 8560 India
WR - put check in mail ✓~~

5/14/2019

~~0 Donn Hale - 704-467-5309 ✓
WR~~

~~0 704-502-1501 - meter ✓~~

5/24/2019

~~0 Brian - Hartburg - filtration
Chlorine or chlorite?
980-833-4120 ✓~~

~~0 Patricia Joslin - Monny WA ✓
704-575-3924~~

~~0 Tonya Hux - 8500 Indian Summer
trail - ✓~~

5/29/2019

~~0 Rocky River - 5001 - no longer
like closed in April ✓~~

865-850-4800 - Auto draft ✓
704-502-1401 - meter ✓ is
under water ✓

Cardline Munnig - WR ✓
704-363-0460 ✓

7/1/2019 ✓
ER plumbing - Allison - 704-846-5371 ✓

704-433-5289 Juarez ✓
high water bill 8971 Cherrys ✓
Mina - 5008 - 1 paid - blank ✓
8486 plantation ✓

RW Jeff Blake - low water pressure ✓

Hough - River walk - low ✓
Lee Wood - Water pressure ✓
very low ✓

Mike - 5230 plantation ✓
RW111 - Sold house -
michaelos@gmail.com ✓

Jeff Blair - ✓

O.K. 704-773-1433 - Rocky River ✓

Murray - Water pressure ✓
8528 Indian Summer trail ✓
980-621-8862 ✓

9/19/2019

0 Britt 704-254-5804
8471 plantation way.

9/11/2019

0 Lenny - water
5075 - Water pipe protection
Plan 704-455-2551

0 9/17/2019

0 Matt - air in lines - low water pressure
8964 Cherry stard

0 9/20/2019

0 Willie Atkins - make payment
704-408-834

10/1/2019

0 Dana Almond
704-792-5232
water 5124 - WRI -
10/1/2019

0 10/8

0 Alex - 5128 plantation ridge
- restored - work receipt
to prove receipt that
shows - someone
248-977-0511

✓ Jeff 704-504-3377 ✓
~~704-504-5010~~
River Walk

10/23/2019

✓ Isabel - WRI - Service call ✓
Rob Ferris - Water W
704-529-4018

10/29/2019

✓ Chad Norris - Water Walk - hel ✓
8483 plantation
704-999-9015

10/31/2019

✓ Barbara ✓
8935 Cherry's Ford Ct.
WRI 5032-

11/4/2019

✓ Esther Storem - moving 980-248-7476 ✓
8923 Cherry's 5034 ✓

12/10/2019

○ Amber - WRI - 215-827-9933 ✓
8509 Indian Summer trail ✓
Grant 1320

12/17/2019

○ Chad Norris - moving - WRI ✓
704-999-9015 ✓

12/23/2019
✓ Tumor - Complaint - a leak -
pipes - William Hale - 805
919-733-3800 ✓

12/23/2019
✓ Eric Olsen - Water leak ✓
3029 Tom Savage - 5113
✓ Harrisburg, NC - 704-2049-5408
✓ Ulf Ostrandek - Email ✓
704-604-5477 ✓

✓ Sandra Graham - Water ✓
704-231-1083 ✓

✓ 5077 - Joanne Under - 11/14 -
not received bill. ✓

✓ 704-502-1401 - invoice - water ✓

12/27/2019
✓ Tara Mendez - Indian vand -

1/6/2020

✓ Water Bill - 5105 - 704-455-1252 ✓

1/8/2020
✓ 8536 Indian Summer trail - Water pressure -
✓ 704-454-7014 - water leak - get it
fixed. ✓

✓ Josh Collins - Josh Collins - water
issues - leaking - dirty water 440-482-
1488 ✓

1/9/2020

✓ Lenny Devitto - 5075

8505 Indian Summer trail -
Water is freezing, kids are falling

704-455-2551

1/17/2020

✓ Lenny Devitto - Rocky River

3 months - 704-455-2551

1/24/2020

✓ MS. McWilliams - testing water - 14

days - no chlorine in the water

704-455-6491

✓ Angel - 704-455-9334 - how

much was water bill

1/28/2020

✓ Donna Gray - 704-491-7148

2/11/2020

✓ [Redacted] - 704-455-1252

2/13/2020

✓ Stover - Jeff Stover - 5314 plantation

Ridge - 704-622-2067 - email -

StoverCustom@aol.com

2/19/2020

- 0 Valerie Perry - 8505 - payment
was re 704-778-1094 - WRI ✓
- 0 Hannah Flowers - WRI -
email - ✓

3/4/2020

- 0 Nancy Arnold - auto draft
5618 plantation - WRI - ✓
512-913-1451
- 0 Jay - RW105 - WRI - account
704-621-7438 ✓

- 0icher wood - 4630 - 704-393-9100
RW125 - read meter ✓

3/9/2020

- 0 Chad Norris - cancel water -
704-999-9015 ✓

- 0 Lee Wood - 4630 River Bluff
Ct. - D ✓

- 0 Betty - 5082 - 704-773-2311
very little water pressure - ✓

- 0 Willie Atkins - RW110 - Bill
it's incorrect. 704-408-8334 ✓

3/10/2020

- 0 Chad Norris - 704-999-9015 ✓

0 3/30/2020

~~Jason - 614-420-5419
113 E. COLE
Jenniter Lipick
5067 - 704-315-9903~~

5/13/20

~~0 Jenniter - 704-315-9903
5067- Lipick-~~