

**SANFORD LAW OFFICE, PLLC**

Jo Anne Sanford, Attorney at Law

November 10, 2022

A. Shonta Dunston, Chief Clerk  
North Carolina Utilities Commission  
4325 Mail Service Center  
Raleigh, North Carolina 27699-4300

**Via Electronic Delivery**

Re: Docket No. W-354, Sub 400  
Application by Carolina Water Service, Inc. of North Carolina for  
Authority to Adjust and Increase Rates and Charges for Water and  
Sewer Utility Service in All Service Areas of North Carolina and  
Approval of a Three-Year Water and Sewer Investment Plan  
--Response to Boone Public Hearing (October 20<sup>th</sup> & 24<sup>th</sup>, 2022)

Dear Ms. Dunston:

Attached for filing please find Carolina Water Service, Inc. of North Carolina's report on the Boone public hearing, which was convened both on October 20, 2022 in Boone at the Watauga County Courthouse and on October 24, 2022 as a virtual proceeding.

I hereby certify that I have served all parties of record to this proceeding by electronic delivery of the attached documents.

As always, thank you and your staff for your assistance; please feel free to contact me if there are any questions or suggestions.

Sincerely,

**Electronically Submitted**

Sanford Law Office, PLLC

**/s/Jo Anne Sanford**

N.C. State Bar No. 6831

Attorney for Carolina Water Service, Inc.  
of North Carolina

STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH

DOCKET NO. W-354, SUB 400

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of  
Application by Carolina Water Service, Inc. of North Carolina for Authority to Adjust and Increase Rates and Charges for Water and Sewer Utility Service in All Service Areas of North Carolina and Approval of a Three-Year Water and Sewer Investment Plan ) **REPORT ON CUSTOMER COMMENTS FROM PUBLIC HEARING CONVENED IN BOONE, NORTH CAROLINA ON OCTOBER 20, 2022 AND AS A VIRTUAL PROCEEDING ON OCTOBER 24, 2022**

**NOW COMES Carolina Water Service, Inc. of North Carolina** (“CWSNC” or “Company”) and files this report in compliance with the scheduling order issued by the North Carolina Utilities Commission (“NCUC” or “Commission”) on September 2, 2022.

One customer, Mr. Tom Rigsby, appeared for the hearing at the Watauga County Courthouse on October 20, 2022. Due to a suspected building malfunction, the proceeding was convened briefly and the Presiding Commission declared that the Commission would reconvene on Monday, October 24<sup>th</sup> at 6:30 p.m.

The public hearing was reconvened as a virtual proceeding at 6:30 p.m. on October 24<sup>th</sup>, as announced. Mr. Rigsby did not appear so the meeting was adjourned; therefore, the Company reports that no service or service quality complaints have been brought forward as a result of the Boone public hearing opportunity.

CWSNC does wish to report that Area Manager Ronnie Reece met with Mr. Rigsby on November 17, 2022 to discuss his questions about removing six master meters for the Sky Leaf Villas and individually metering sixty-nine condominium units. CWSNC operations staff is currently moving forward to obtain cost estimates to perform such work and once all information is gathered, will present that cost to the Skyleaf association for decision about whether to proceed.

Respectfully submitted, this the 10<sup>h</sup> day of November, 2022.

SANFORD LAW OFFICE, PLLC

**Electronically Submitted**

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

**VERIFICATION**

**TONY J. KONSUL**, being duly sworn, deposes and says: that he is the Director of Operations, Carolina Water Service, Inc. of North Carolina; that he is familiar with the facts set out in the attached Report, filed by CWSNC in Docket No. W-354 Sub 400; 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.

  
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Tony Konsul

Sworn to and subscribed before me this  
the 10 day of November, 2022.

 Donna Stegall  
Notary Public

My Commission Expires: 01/08/2024



**CERTIFICATE OF SERVICE**

I hereby certify that on this the 10<sup>th</sup> day of November, 2022, a copy of the foregoing **REPORT ON THE BOONE PUBLIC HEARING HELD ON OCTOBER 20, 2022, and RE-CONVENED ON OCTOBER 24, 2022**, filed by Carolina Water Service, Inc. of North Carolina in Docket No. W-354, Sub 400, has been duly served upon all parties of record by electronic service.

**Electronically Submitted**

**/s/Jo Anne Sanford**  
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