

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

January 17, 2024

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 Fourth Quarter 2023
(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 fourth quarter of 2023.

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

Jan 17 2024

Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
10/2/2023	12:28 PM	Rocky River	8533 Indian Summer Tr.	Telephone	Said she mailed check, bill shows past due balance.	10/2 BI 5:08PM: R/C LM that she can add balance to next payment due on 10/24 or set up auto draft, understand that lots of mail is getting lost.	Closed
10/3/2023	10:12 AM	Rocky River	8508 Quay Farm Ct.	Voice Mail	Wants to set up auto draft.	10/3 BL 12:28: R/C, LM, explained what was needed, provided email address so she could email information. 10/4: customer called with information, set up auto-draft.	Closed
10/3/2023	2:59 PM	River Walk	5525 Plantation Ridge	Email		Emailed customers that their auto draft payment was returned and to please advise. 10/30: customer made payment with money order.	Closed
10/5/2023	12:45 PM	River Walk	4425 Watersway Ct.	Telephone	Customer advised his account had been hacked.	10/5 BL: took call, customer said check that's in the mail is not good, to wait for new check that he had been hacked. Will let him know when received. 10/31: let customer know about checks received and we set up auto-draft.	Closed
10/5/2023	1:55 PM	Rocky River	8512 Lethe Ln.	Email	Can make a payment on 10/9	10/5 BL 2:25 PM: thanked customer, provided address for payment. 10/9: customer requested auto-draft for payment.	Closed
10/11/2023	8:37 AM	Rocky River	8533 Indian Summer Tr.	Telephone	Customer called asking if payment had been received.	10/11 BL: took call; advised check had been received.	Closed
10/11/2023	12:43 PM	River Walk	5625 Plantation Ridge. Rd.	Email	Please call, water leak by meter.	10/11 BL: called customer, arranged for repair.	Closed
10/11/2023	5:00 PM	Rocky River	3001 Tom Savage	Telephone	leak at back of house	10/11: took call, advised customer that was on his property and would need a plumber.	Closed
10/16/2023	10:26 AM	Rocky River	8532 Indian Summer Tr.	Email	Property sold, transfer to new owner	10/16 BL 1:46 PM: responded to customer requesting closing date, to which new customer responded with information.	Closed
10/16/2023	2:45 PM	Rocky River	8520 Indian Summer Tr.	Email	Checking on payment mailed and clarify balance due	10/16 BL: called customer to clarify balance due.	Closed
10/23/2023	1:35 PM	River Walk	5119 Plantation Ridge Rd.	Telephone	Calling to advise house had been sold	10/23 BL: took call and necessary information.	Closed
10/23/2023	3:44 PM	River Walk	5102 Plantation Ridge Rd.	Email		Emailed customer to request permission to draft payment.	Closed
10/23/2023	4:15 PM	River Walk	4642 River Bluff Ct.	Email		Emailed customer about leak repair at driveway, she requested recommendations for contractors, gave her 2 names.	Closed
10/25/2023	7:49 AM	Rocky River	8509 Lethe Ln.	Email	Checking on high usage	10/25 BL 10:40 AM: responded to customer with account snapshot that usage was high one month but back to normal the next, something probably got left on.	Closed
10/25/2023	2:56 PM	River Walk	5119 Plantation Ridge Rd.	Telephone	Moving in, wants to set up account	10/25 BL 4:20 PM: returned call, set up account and auto-draft	Closed
10/26/2023	12:42 PM	River Walk	5632 Plantation Ridge Rd.	Email	Wants to set up payment plan	10/26: responded to customer and set up payment plan.	Closed
10/27/2023	8:54 AM	Rocky River	8532 Indian Summer Tr.	Email	Account being transferred	10/27: responded to customer and new customer and set up new account.	Closed
10/28/2023	5:00 PM	River Walk	5610 Plantation Ridge Rd.	Telephone	Has question about bill.	10/30 BL 2:05: returned call and clarified question, set up auto-draft.	Closed
10/31/2023	8:52 AM	Rocky River	8509 Lethe Ln.	Telephone	Calling about past due balance	10/31 BL 11:30 AM: returned call and answered questions.	Closed
11/1/2023	9:00 AM	Rocky River	8488 Rocky Ridge Ln.	Email	Wants to set up auto draft.	11/1 BL: called customer and set up auto-draft.	Closed
11/21/2023	10:51 AM	River Walk	4425 Watersway Ct.	Email		Emailed customer that we had received one of his checks and is it ok to deposit, customer confirmed.	Closed
11/24/2023	9:36 AM	Rocky River	8508 Lethe Ln.	Telephone	Wants to know balance due	11/27 BL 9:19 AM: provided balance.	Closed
11/27/2023	10:00 AM	River Walk	5102 Plantation Ridge Rd.	Email		Emailed customer to request permission to draft payment.	Closed
12/4/2023	3:43 PM	Rocky River	8966 Cherry's Ford Ct.	Telephone	Would like water quality report	12/5 BL 1:00 PM: returned call, emailed report to customer.	Closed
12/5/2023	10:24 AM	Rocky River	512 Quay Farm Ct.	Telephone	Has low water pressure	12/5 BL: took call, no other reports of low water pressure. Had valve at meter checked, all is ok.	Closed
12/7/2023	12:15 PM	Rocky River	8980 Cherry's Ford Rd.	Email	Payments is in the mail.	12/7: thanked customer.	Closed
12/11/2023	7:41 AM	Rocky River	8512 Indian Summer Tr.	Email	Reporting leak across the street	12/11: Thanked customer, dispatched contractor who made repair.	Closed
12/11/2023	11:00 AM	Rocky River	8517 Indian Summer Tr.	Telephone	Wants to set up auto draft.	12/11: took call, set up auto-draft.	Closed
12/14/2023	1:45 PM	Rocky River	8493 Plantation Way	Telephone	Wants to set up auto draft.	12/4: took call, set up auto-draft.	Closed
12/11/2023	11:18 AM	Rocky River	8488 Rocky Ridge Ln.	Email	Wants to know how much auto draft will be	12/21 BL 8:54 PM: provided customer with draft payment amount	Closed
12/21/2023	12:00 PM	Rocky River	8556 Indian Summer Trail	Telephone	Asking if payment was received	BL: took call, confirmed payment received	Closed