



**Appendix 1 Deborah Clark**

**Exhibits 1-4 Memorandums**

**DOCKET NO. W-354, SUB 360**

**Appendix 1**

**Exhibit 1**

Villages at Nags Head Homeowners Association Meeting Memorandum

**Exhibit 2**

Elk River Property Owners Association Memorandum

**Exhibit 3**

Crestview Estates Homeowners Association Meeting Memorandum

**Exhibit 4**

RiverPointe Homeowners Association Meeting Memorandum

**Exhibit 5**

Fairfield Harbour Property Owners Association Meeting Memorandum

Exhibit 1

Docket No. W-354, Sub 360



**Memorandum**

To: Matthew Klein, President

From: Deborah S. Clark, Communications Coordinator

Cc: Bryce Mendenhall, Vice President of Operations  
Eddie Baldwin, Area Manager

Date: July 27, 2018

Subject: Villages at Nags Head Homeowners Association Meeting  
On July 13, 2018, Carolina Water Service, Inc. of North Carolina (CWSNC) representatives met with the Board of Directors of the Villages of Nags Head Homeowners Association (HOA).

Representing CWSNC was Deborah Clark, Communications Coordinator; Matt Palmiter, Lead Operator; and Bryce Mendenhall, Vice President of Operations (via conference call).

Representing the Villages of Nags Head HOA was Meade Gwinn, President; John Juzwiak, Vice President; Richard Thomas, Board Member; Laurie Battaglia, Board Member; Melvin Stone, Board Member; Traci Madonia, Board Member; Todd Farrand, Board Member; and Kelly Green, Association Manager.

CWSNC and the Villages at Nags Head HOA Board discussed the following:

1. Matt and Bryce discussed the wastewater treatment plant's membrane replacement project slated for construction in the Fall of 2018 with completion before Memorial Day 2019.

2. John questioned an odor at the wastewater treatment plant. Bryce explained the upcoming membrane project would significantly address any odor issues. Bryce stated that CWSNC has a similar project on the Outer Banks at Monterey Shores. Matt will conduct a tour for the Villages of Nags Head HOA Board of the Monterey Shores wastewater treatment plant on Tuesday, July 24, 2018.
3. Deb discussed the potential for a WordPress page to provide updates on the membrane project and other information. The page is online and contains basic information to date.
4. Deb also discussed the upcoming implementation of a new application that will allow the customers to receive notifications via text, calls, email and, importantly, a way to monitor billing and usage.

Exhibit 2

Docket No. W-354, Sub 360



**Memorandum**

To: Matthew Klein, President  
From: Deborah S. Clark, Communications Coordinator  
Cc: Bryce Mendenhall, Vice President of Operations  
Tony Konsul, Regional Manager  
Neil Reece, Area Manager  
  
Date: February 1, 2018  
  
Subject: Elk River POA Meeting

On Wednesday, January 24, 2018, representatives of Carolina Water Service, Inc. of North Carolina (CWSNC) met with the Elk River Property Association (POA) management team.

Representing CWSNC was Tony Konsul, Regional Manager; Neil Reece, Area Manager; and Deborah Clark, Communications Coordinator. Representing the Elk River POA were Bob Littleton, General Manager; Brad Benfield, Assistant General Manager; and Amy Harris, Condominium Associate Manager.

CWSNC and the Elk River POA discussed the following:

1. Tony Konsul, Regional Manager, introduced Neil Reece as the new Area Manager supervising the Elk River systems.
2. Bob Littleton, General Manager, asked about the height of the meter boxes where some are deeper than others and could these meter boxes be insulated to prevent freezing. Neil stated he would send someone to work with the Elk River maintenance staff to insulate designated meter boxes.
3. Bob asked if CWSNC could look at meters under Elk Knob Building A where some fittings had blown off. Once residents return and begin using water, there may be issues. Neil stated he would inspect the fittings and send staff to replace any, if necessary.
4. Bob discussed how he and the Elk River staff assist residents with issues before any problems reach CWSNC, including educating residents on flat rates versus new usage-based rates.

5. Deb Clark, Communications Coordinator, will play a proactive role in deployment of social media and new communication tools. CWSNC is now on Facebook and Twitter. CWSNC plans to introduce a customer-friendly application later this year that will allow customers to receive information through various methods and monitor customer-related information. An Elk River website has been developed and shared with the Elk River management staff. The CWSNC-related website will update and inform residents on a variety of issues and topics. The link will be placed on the Elk River website and emailed to all residents.

6. Deb will also play a role in direct communications around water issues. If any water committee member or other board members know of any problems or concerns that are not being resolved, she can be contacted for a resolution to issues promptly.

Exhibit 3

Docket No. W-354, Sub 360



**Memorandum**

To: Matthew Klein, President  
From: Deborah S. Clark, Communications Coordinator  
Cc: Bryce Mendenhall, Vice President of Operations  
Tony Konsul, Regional Manager  
Neil Reece, Area Manager

Date: June 11, 2018

Subject: Crestview Estates Home Owners Association Meeting

On Sunday, June 3, 2018, representatives of Carolina Water Service, Inc. of North Carolina (CWSNC) met with the Crestview Estates (Crestview) Home Owners Association (HOA) Board of Directors.

Representing CWSNC was Neil Reece, Area Manager; and Deborah Clark, Communications Coordinator. Representing Crestview HOA was Brantley Briley, President; Scott Mayes, Vice President; Amanda Roberts, Secretary; Preston Mays, Treasurer; Linda Yaeger, Board Member; and Chris Tallent, Board Member.

CWSNC and the Crestview HOA Board of Directors discussed the following:

1. Neil provided an update on the condition of the well, average usage, and water production.
2. Neil answered questions about the potential purchase of property and ownership of a new well within Crestview; the process for the installation of a new well; and the ownership of adjacent property to the current well.
3. Deb discussed the potential for water conservation efforts, including drought-resistant plants, water-saving faucets for the kitchen and bath, and rain barrels.

4. Deb described her role in the deployment of social media and other new communication tools. CWSNC is now on Facebook, Twitter, and Instagram. CWSNC plans to introduce a customer- friendly application later this year that will allow customers to receive information through various methods and monitor their own customer-related information.
5. Deb will also play a role in direct communications around water issues. If any water committee member or other board members know of any problems or concerns that are not being resolved, she can be contacted to promptly resolve issues.

Exhibit 4

Docket No. W-354, Sub 360



**Memorandum**

To: Matthew Klein, President

From: Jack Jones, Area Manager

cc: Bryce Mendenhall, Vice-President of Operations  
Tony Konsul, Regional Manager  
Deborah Clark, Communications Coordinator

Date: March 26, 2018

Subject: RiverPointe Homeowners Association Meeting

On Monday, March 19, 2018, at 6:30 p.m., Carolina Water Service, Inc. of North Carolina (CWSNC) attended the RiverPointe Homeowners Association (HOA) meeting hosted by the community's management company, Association Management Solutions, Inc.

Representing CWSNC was Jack Jones, Area Manager; and Deborah Clark, Communications Coordinator. Representing the RiverPointe HOA Board of Directors was President, Tom Blocker; Vice President, Scott St. John; Secretary, Angie Knight; Treasurer, Colin Hunt; At-Large Member, Kris Kennemore; and Pamela Hallisey of Association Management Solutions, Inc.

CWSNC provided the following update:

1. Jack discussed the status of the on-going effluent pipe lowering project adjacent to Lake Wylie. Jack reviewed the status of the required

governmental permits associated with the project which require approval by Duke Energy, the North Carolina Department of Environmental Quality (DEQ) and the Federal Energy Regulatory Commission (FERC). The timeframe for construction is determined upon receipt of the above approvals. Residents can anticipate seeing the following associated with the removal and construction of the effluent pipe: a stationary barge on Lake Wylie with equipment for silt removal; silt bags that will be placed in a designated area; trucks and assorted equipment, including backhoes, Bobcats (small bulldozer/dirt removal machines), or tractors.

2. Deborah will produce a one-page fact sheet on the project to help answer questions and alleviate inquiries about the project for the HOA Board and the Management Company. This fact sheet will be provided by June 1, 2018.
3. Deborah has developed and published a WordPress website for the RiverPointe community in correlation with the above fact sheet to provide up-to-date information concerning CWSNC's service to the RiverPointe community.
4. Questions posed by the HOA about the availability, installation, and costs of irrigation meters were answered by Jack.

Exhibit 5

Docket No. W-354, Sub 360



**Memorandum**

To: Matthew Klein, President

From: Deborah S. Clark, Communications Coordinator

Cc: Bryce Mendenhall, Vice President of Operations  
Eddie Baldwin, Area Manager

Date: June 11, 2018

Subject: Fairfield Harbour Property Owners Association Meeting

On Tuesday, June 5, 2018, representatives of Carolina Water Service, Inc. of North Carolina (CWSNC) met with the Fairfield Harbour Property Owners Association (POA) Board.

Representing CWSNC was Deborah Clark, Communications Coordinator. Representing the Fairfield Harbour POA was Ann Simpson, President; Jim Cline, Vice President; Richard Miller, Treasurer; Bruce Hice, Director; Bill Beery, Director; Gloria Hodgert, Director; Wayne Strausbaugh, Director; Dan Engelhaupt, Director; and Jennifer Gudaitis, Community Manager.

CWSNC and the Fairfield Harbour POA Board discussed the following:

1. Ann asked questions about getting a map from CWSNC regarding the system for future development. Deb stated that Eddie Baldwin, Area Manager, has copies of the system maps he can share with the community.
2. Jim responded that the residents were confused about the HomeServe letters being sent with the CWSNC logo. All HomeServe programs are voluntary to residents in any community.

3. Wayne asked for additional information regarding an issue with adult diapers and the proper disposal. An informational web-based FAQ was provided for their website on items that cannot be flushed.
4. Deb discussed the potential for water conservation efforts, including drought-resistant plants, water-saving faucets for the kitchen and bath, and rain barrels.
5. Deb described her role in the deployment of social media and other new communication tools. CWSNC is now on Facebook, Twitter, and Instagram. CWSNC plans to introduce a customer-friendly application later this year that will allow customers to receive information through various methods and monitor their customer-related information.
6. Deb will also play a role in direct communications around water issues. If any water committee member or other board members know of any problems or concerns that are not being resolved, she can be contacted for a resolution to issues promptly.
7. Ann asked that Eddie Baldwin or Anthony Futrell (Lead Operator) attend a future meeting to discuss projects in the community.



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## **Appendix 2 Deborah Clark**

### **Exhibits A1-A3 Employee Spotlights**

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Appendix 2

#### **Exhibit A-1**

Employee Spotlight Bryan Allen

#### **Exhibit A-2**

Employee Spotlight Travis Thomas

#### **Exhibit A-3**

Employee Spotlight Stacy Goff

## Carolina Water Service, Inc. of North Carolina Employee Spotlight



Bryan Allen is a Wastewater Operator 1 for Carolina Water Service of North Carolina. He is located in the Outer Banks area primarily in Nags Head, North Carolina. He works on the Eastern Regional team for Area Manager, Eddie Baldwin.

You will see him serve our customers throughout many communities including the Villages at Nags Head and Monterey Shores. We asked Bryan a few questions to learn more about what his job entails, how he sees his role with CWSNC, and how he spends his spare time.

### **What is your role with CWSNC?**

Currently, I work in the Nags Head area of the Outer Banks with Matt Palmiter. I travel between our wastewater system in Nags Head where we provide service to several hundred residential customers and approximately 30 commercial customers to Monterey Shores where we have several hundred water and wastewater customers.

### **What do you like about your job?**

I really like the opportunity to grow and learn. Working at CWSNC is an actual career and not just a job.

### **What do you do in your spare time away from working for CWSNC?**

I enjoy spending time with my wife binge watching television shows. I also love going to the beach and the gym.

Bryan is a military veteran having served in the United States Marine Corps. His main duties included work in water and wastewater at Camp Lejeune in Jacksonville, North Carolina.



## Carolina Water Service, Inc. of North Carolina Employee Spotlight



Travis S. Thomas is a Water/Wastewater Operator 1 for Carolina Water Service of North Carolina. He is in the Banner Elk area in western North Carolina and works on Area Manager, Ronnie Reece's team. Travis has been employed with CWSNC for six years and holds both B-Well B-Distribution and Grade 2 Waste Water designations. Travis serves our customers throughout many communities including Ski Country and Sugar Mountain. We asked Travis a few questions to learn more about what his job entails, how he sees his role with CWSNC, and how he spends his spare time.

### **What is your role with CWSNC?**

Currently, I serve as the ORC of Sugar Mountain. I work on the "Mountain" with my fellow CWSNC employee, Chris Childress. Our tasks include logging the status of the wells, completing service orders, logging lift station status, checking boosters and maintaining the system. We have 24 wells, 5 booster stations, and 8 lift stations. I also interact with our customers to help resolve their complaints as needed by Customer Service or Management.

### **What do you like about your job?**

I really like what I do! It's always something new every day when you come in! We provide water and wastewater services to great people!

### **What do you do in your spare time away from working for CWSNC?**

I am married and have a three-year-old son (this one is all boy) who loves to play in the dirt. He loves any type of dirt-moving equipment, dirt bikes and tales of my hunting trips. He is our world. My wife, who is a Licensed Practical Nurse, recently accepted a job located near our office. We are big-time Carolina Panthers fans. Faith plays a key role in our life and we attend church every Sunday. We consider ourselves to be beyond blessed!

## Carolina Water Service, Inc. of North Carolina Employee Spotlight



Stacy A. Goff is a Lead Operator for Carolina Water Service of North Carolina. He is located in the Morehead City area. Stacy has been with CWSNC for nine years and previously in Louisiana. You will see him serve our customers throughout many communities including Brandywine Bay, Hestron Park, Carolina Pines, Regalwood, Fairfield Harbor, and White Oak Estates. We asked Stacy a few questions to learn more about what his job entails, how he sees his role with CWSNC, and how he spends his spare time.

### **What is your role with CWSNC?**

Currently, as Lead Operator, I assist the area manager in training, evaluating plants for operational effectiveness, as well as safety. I oversee that proper techniques are used when sampling. I oversee NC 811 webTMS for unassigned tickets. I assist other operators in running plants, troubleshooting problems they may have, as well as operating my assigned plants. I handle customer complaints as needed by Customer Service or Management.

### **What do you like about your job?**

One of the best things I like about my job is educating our customers about the various aspects of the water and wastewater industry. I also enjoy attending different meetings within the utility industry, such as our NC Utility Coordinating Committee meetings (NC 811), the NCWOA section meetings.

### **What do you want to see in the future for CWSNC?**

I want customers, as well as regulators, to know that when they see a CWSNC employee they are confident that they are getting top-notch service; an employee with a vast knowledge of compliance regulations related to the industry. I want our company to keep up with or better yet, be a leader in using technology to keep the environment safe and life of an operator easier while better serving our customers.



**Appendix 3 Deborah Clark**

**Exhibits B1-B8 Social Media and News Articles**

**DOCKET NO. W-354, SUB 360**

**Appendix 3**

**Exhibit B-1**

Social media post and News Article - Employees Good News Anthony Futrell and Matthew Golden

**Exhibit B-2**

Social media post and News Article – Landscape with water-wise landscaping

**Exhibit B-3**

Social media post and News Article – Carolina Trace Boil Water Advisory Rescinded Area Manager Steve Harrell

**Exhibit B-4**

Social media post and News Article – High Vista Update from Area Manager Gary Peacock

**Exhibit B-5**

Social media post and News Article – Carolina Water Service Inc. of North Carolina  
Salvation Participates in the Army’s Angel Tree and Silver Bells Program

**Exhibit B-6**

Social media post and News Article – Riverpointe Subdivision Routine Flushing July  
26, 2018

**Exhibit B-7**

Social media post and News Article – Did you know? Hurricane Preparedness tips

**Exhibit B-8**

Social media post and News Article – Winter Weather Tips - Brrr. It’s Getting Cold!  
Prevent your Pipes from Freezing

Exhibit B-1

Docket No. W-345, Sub 360



Thank you for your excellent customer service Anthony Futrell and Matthew Golden who worked in 90 degree heat to fix a sewer issue in the Fairfield Harbour community. Their work was commended by a customer who called to let us know you were FANTASTIC!

Your hard work and dedication to our customers is always greatly valued.

## Exhibit B-2

Docket No. W-354, Sub 360



Carolina Water Service  
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### Take steps each day to save water and protect the environment by in your home, yard, and business

#### **Landscape with water-wise landscaping principles.**

- Use native plants or plants that require little water to thrive in your region.
- Plant turf grass only in areas where people will use it actively for recreation.
- Organize your landscape into hydro-zones. Hydro-zones are areas of landscape with plant and vegetation that have similar water requirements. This prevents over-watering some plants and under-watering others.
- Keep soil healthy and add mulch to prevent water loss through evaporation.
- If watering with a hose, make sure it has a shut-off nozzle.
- Water in the morning to prevent water loss due to evaporation.
- Avoid watering when it is windy.
- Use a rain barrel to collect water for use in the landscape.
- Add a graywater system to collect water from your washing machine or shower and bath and use it in the landscape



Exhibit B-3

Docket No. W-354, Sub 360



**Carolina Trace Boil Water Advisory RESCINDED** Area Manager Steve Harrell



Please be advised that the previously issued Boil Advisory has been **rescinded**. It is no longer necessary for customers to boil water for human consumption (including, drinking, making ice, brushing teeth, washing dishes and food preparation)

Again, the boil advisory has been **rescinded**. The water sample results from the laboratory confirmed that your water continues to be safe and you no longer have to boil your water.

**Please contact our Customer Service Department at 1-800-525-7990 if you have any questions.**

**The following streets were impacted by the project.**

- 2005 Country Club Court
- 2000 Country Club Court
- 2001 Country Club Court
- 2010 Country Club Court
- 2100 Country Club Court



Exhibit B-4

Docket No. W-354, Sub 360



### High Vista Update from Area Manager Gary Peacock

#### **We are working on the water line tie-in.**

Customers will experience periods of low pressure and/or outages in the distribution system due to a new water line tie in, in your area again today.

**Work should begin at approximately noon with completion expected by approximately 5 pm, barring no complications.**

Periods of low or no pressure in the distribution system increases the potential for back siphonage and introduction of bacteria into the water system, therefore, the boil water advisory will be in effect until further notice. As a precautionary measure, when water is restored consumers should continue to **boil all water** used for human consumption (including, drinking, making ice, brushing teeth, washing dishes and food preparation). As an alternative, bottled water may be used. The North Carolina Division of Water Resources Public Water Supply Section has been contacted concerning this event.

We are very close to completion on the replacement project and we really appreciate your patience.

As a reminder, report leaks or water outages at 1-800-525-7990. This ensures you get the quickest service and response.

#### **The following streets are impacted by the project.**

- 793 HIGH, VISTA, DR
- 4 WHITE, BIRCH, DR
- 10 WHITE, BIRCH, DR
- 11 WHITE, OAK, LN
- 9 WHITE, BIRCH, DR
- 7 WHITE, BIRCH, DR
- 5 WHITE, BIRCH, DR
- 892 HIGH, VISTA, DR
- 5 WILLOW, VIEW, DR
- 9 WILLOW, VIEW, DR
- 15 WILLOW, VIEW, DR
- 19 WILLOW, VIEW, DR
- 14 WILLOW, VIEW, DR
- 12 WILLOW, VIEW, DR
- 8 WILLOW, VIEW, DR
- 4 WILLOW, VIEW, DR
- 4 WILLOW, VIEW, DR

Exhibit B-5

Docket No. W-354, Sub 360

 **Carolina Water Service**  
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 **DOING THE MOST GOOD™**  
Serving Mecklenburg & Union Counties since 1904

Carolina Water Service, Inc. of North Carolina (CWSNC) is excited to once again support the Salvation Army's Angel Tree and Silver Bells programs.

The Salvation Army Angel Tree program is a need-based program for children ages 0 to 12 years old in Mecklenburg and Union counties. CWSNC employees support children through their donations of clothing, toys, and other unique gifts to the region's most underprivileged children.

CWSNC also supports the Silver Bells program for our elderly neighbors (60+) who live on a tight, fixed income by donating clothing, shoes, toiletries, and daily essentials such as small appliances and food.

"We are honored to help bring cheer to local children and our seniors through the Salvation Army's Angel Tree and Silver Bells program," said Matthew Klein, President of CWSNC.

CWSNC employee participation in this program is an example of our more extensive charitable giving program that supports charities across North Carolina.





Exhibit B-6

Docket No. W-354, Sub 360

## Riverpointe Subdivision



Carolina Water Service  
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CWSNC would like to advise customers of the **routine flushing** taking place in your area **tomorrow, July 26, 2018**.

Beginning at approximately **1:00 p.m.** with **completion** expected by **4:00 p.m.**, barring no complications.

Flushing is done periodically as a preventative maintenance measure to ensure the best possible water quality.

While we do not anticipate any problems or inconveniences, customers may experience brief periods of lower than normal water pressure, possible cloudy water and/or temporary discoloration. As a precaution, we recommend customers postpone laundry washing until the flushing has been completed and the water returns to normal.

Service should return to normal after flushing is complete.

**However, if you continue to experience any problems after 4:00 p.m., please contact our Customer Service Department at 800-525-7990.**



## Did you know?

Hurricanes are powerful tropical weather systems with clear circulation and winds of 74 miles per hour or higher. When hurricanes move onto land, they sweep the ocean inward. They can cause tornadoes. They make heavy rains and floods. Hurricanes are grouped into categories based on the wind speed. The stronger the wind speed, the higher the category. Most damage caused by hurricanes is from flooding, not the strong winds.

North Carolina's coast is one of the nation's areas most open to a direct hurricane strike because its coastline extends out. All areas of the state – from coastal and sound counties to the mountains – have been impacted by hurricanes in the past 20 years. Heavy winds, tornadoes, strong thunderstorms, flooding, storm surge and landslides can all be caused by hurricanes causing tragic damage.

The Atlantic Hurricane Season runs from June 1 to November 30 with the peak season from mid-August to late October.

### Categories

**Tropical Depression** - contains winds up to 39 miles per hour (mph).

**Tropical Storm** - 39 - 73 mph winds

**Category 1** – 74 to 95 mph winds

**Category 2** – 96 to 110 mph winds

**Category 3** – 111 to 129 mph winds

**Category 4** – 130 to 156 mph winds.

**Category 5** – winds 157 mph or greater.





**Winter Weather Tips**

 **Carolina Water Service**  
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**Brrrr. It's Getting Cold!**

**Prevent Your Pipes from Freezing**

- ❄️ Check sprinkler or irrigation systems . Make sure everything is turned off.
- ❄️ Identify freezing points in your home. Check your home for pipes that might freeze such as in your crawl spaces, unheated rooms, basements, garages, and exterior walls.
- ❄️ Protect your pipes. Where pipes are exposed to cold, wrap them with insulation or an electrical pipe heater.
- ❄️ Strengthen your defenses. Eliminate sources of cold air near water lines by closing off crawl spaces, fixing drafty windows and attics, and insulate around doors to eliminate drafts.
- ❄️ Know how to shut off your water. Locate your water main shut-off valve. Label it for easy location in the event of a water leak or emergency.
- ❄️ Keep water flowing. Allow a small trickle of water to run. Open the doors to cabinets or vanities to let warmer room temperatures to flow in.  
The cost of the extra water is typically lower than the cost of repairing a broken pipe.