



Carolina Water Service
of North Carolina™

May 17, 2019

Dear Silverton Resident,

I am writing to introduce our company, Carolina Water Service, Inc. of North Carolina (CWSNC), to the residents of the Silverton Community. As you may know, CWSNC has entered into an agreement to purchase the water and wastewater system for the Silverton Community from Pace Utilities. If the transaction is approved by the North Carolina Utilities Commission, CWSNC could begin providing service to you as soon as this summer.

CWSNC is a local water and wastewater service provider with over 35,000 customers in 38 counties in North Carolina. CWSNC has provided safe, reliable water for families from Murphy to Manteo for more than 50 years. CWSNC presently serves other area subdivisions near Silverton, including Bradfield Farms, Larkhaven, Lemond Acres, and Country Hills. CWSNC also currently provides the wastewater treatment for the Silverton Community.

CWSNC has long been committed to providing quality, reliable service to our North Carolina customers. We make the capital investments needed to maintain our utility systems, including approximately \$16 million in system improvements across the state in 2019 alone. Additionally, our systems are maintained by operations staff who live in the area of the systems they manage. They take pride in serving their neighbors – our customers – and work hard to ensure customers receive safe, reliable service.

As a community-focused company, CWSNC promotes and values regular engagement with our customers. CWSNC employees are pleased to attend Homeowners Association or other neighborhood meetings upon request to answer customer questions and provide system updates. We also offer 24-hour access through our customer service line and through the My Utility Connect online portal for bill payment, notifications, and messaging.

CWSNC welcomes the opportunity to serve the Silverton Community as your water and wastewater provider. If you have any questions regarding the proposed sale by Pace Utilities to our company or wish to learn more about our company, please do not hesitate to contact Ms. Deb Clark, our Communications Manager, at 704-525-1620 or by email at deb.clark@carolinawaterservicenc.com.

Sincerely,

Catherine E. Heigel
President