

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

January 3, 2023

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 2022
(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 2022.

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

Sincerely,

A handwritten signature in black ink that reads "Dennis C. Abbott". The signature is written in a cursive, flowing style.

Dennis C. Abbott, President
Water Resources, Inc.

OFFICIAL COPY

Jan 04 2023

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

| Date | Time | Name | Community | Address | Type of Contact | Telephone# /Email Address | Description | Notes/Activity | Status |
|----------|----------|--------------------|-------------|----------------------------|-----------------|--|---|--|--------|
| 10/1/22 | 12:08 PM | Cher Wood | River Walk | 4630 River Bluff Court | Email | cherandlee@aol.com | Checking on missing payment | 10/3 8:54 AM BL researched payments and don't have it, customer advised she will mail another | Closed |
| 10/1/22 | 9:58 AM | Hannah Flowers | River Walk | 4612 River Bluff Ct | Email | 704-291-6078; hflower26@gmail | Account question | 10/3/2022 8:49 AM BL discussed account 10/3/2022 11:01 AM BL discussed readings frequency, she takes her own readings that don't match with ours, explained we can only use our official readings and stay on our billing cycle. Provided account analysis and will send photos of her readings going forward. | Closed |
| 10/3/22 | 10:39 AM | Brandi Hensch | River Walk | 5425 Plantation Ridge Road | Email | bfortner0108@gmail.com | Account question | New owner (investor) calling to advise they closed on home 9/30. | Closed |
| 10/3/22 | 3:49 PM | OfferPad LLC | Rocky River | 3005 Tom Savage | Telephone | 704-741-8621 | Closing on home 9/30 | | Closed |
| 10/4/22 | 4:50 PM | Ann Stremovihtg | Rocky River | 8980 Cherry's Ford Ct. | Telephone | 704-455-7529 | Brown water reported | 10/4 4:50 PM BL took call, customer said they have brown water after returning home from travel. No other reports so suggested she run water that is probably sediment in water heater. 10/5 BL took call, customer says water bill is too high for one person living in the home. Dispatched field operator to check, she reports meter looks fine, no leaks on our side. Emailed customer back as voice mail was full and let him know all was good at meter. | Closed |
| 10/5/22 | 11:35 AM | Kwesi Nichols | River Walk | 5636 Plantation Ridge Rd. | Telephone | 704-400-6786 | Water bill is very high | 10/5 BL took call, customer sold home, closed 9/30, provided new mailing address | Closed |
| 10/5/22 | 11:43 AM | Jimmy Head | Rocky River | 3005 Tom Savage | Telephone | 850-441-1021 | Closed on home 9/30 | 10/7 12:00 PM BL responded with thanks and will let him know when received | Closed |
| 10/7/22 | 8:42 AM | Donald Stremovihtg | Rocky River | 8980 Cherry's Ford Ct. | Email | dstremovihtg@yahoo.com | Advised payment was sent | | Closed |
| 10/7/22 | 10:11 AM | Hannah Flowers | River Walk | 4612 River Bluff Ct | Email | 704-291-6078; hflower26@gmail | Question about water bill | 10/7 BL customer had plumber check usage, reports no leak. Advised her that we will send photo of readings going foward. | Closed |
| 10/10/22 | 10:50 AM | Valerie Carrothers | River Walk | 4642 River Bluff Court | Telephone | 704-562-4964 | Meter box leaking | 10/10 BL took call, put in request to Roy from Aqua Services to check meter, 10/27 found leak on homeowner side. 10/19/2022 3:27 PM Advised customer. 10/11/2022 8:40 AM BL responded that she needs to pay in full by 10/24 | Closed |
| 10/10/22 | 7:28 PM | Lisa Verrier | Rocky River | 8524 Indian Summer Trail | Email | lverrierchristy@gmail.com | Death in family, behind in payment | 10/18/2022 BL took call, will have them marked ASAP. | Closed |
| 10/18/22 | 11:16 AM | Barringer Homes | River Walk | 5610 Plantation Ridge Rd | Telephone | 980-721-2916 | Ted Simpson called, need water lines marked for g | 10/20/2022 BL took call, set customer up on auto draft | Closed |
| 10/20/22 | 3:09 PM | Yannic Gabriel | Rocky River | 8504 Indian Summer Trail | Telephone | 704-455-5614 | Wants to set up auto draft | Emailed customer to check on status of payment, she responded that it had been mailed. 9/26 BL 11:12 AM: emailed customer to confirm receipt of payment. | Closed |
| 10/24/22 | 1:40 PM | Sharon Byrd | River Walk | 5102 Plantation Ridge Rd | Telephone | 704-661-0547; sharonbyrd10@bi | 704-661-0547; sharonbyrd10@bellsouth.net | | Closed |
| 10/24/22 | 2:00 PM | Rod Battle | River Walk | 5525 Plantation Ridge Rd | Email | rodbattle1@yahoo.com | | Emailed customer that there are heavy boards and bricks covering meter and reading cannot be taken. Will use average for current bill, but to please remove. Customer acknowledged. | Closed |
| 10/24/22 | 2:40 PM | Yannic Gabriel | Rocky River | 8504 Indian Summer Trail | Email | yanick.m.gabriel@gmail.com | | Emailed customer to confirm draft payment for 10/25. Customer acknowledged. | Closed |
| 10/24/22 | 2:40 PM | Lisa Verrier | Rocky River | 8524 Indian Summer Trail | Email | lverrierchristy@gmail.com | | Emailed customer to confirm draft payment for 10/25. Customer acknowledged. | Closed |
| 10/25/22 | 11:49 AM | Kristine Sidbeck | Rocky River | 8447 Plantation Way | Email | sidbeck6@twc.com | | Emailed customer that we have not received payment in 2+ months, offered auto draft to avoid late payments, and that a disconnect will be scheduled if payment not received in full. Customer advised 2 payments had been mailed. 11/17 emailed customer the checks have been received. | Closed |
| 10/25/22 | 9:41 AM | Jason Lawing | Rocky River | 8923 Cherry's Ford | Telephone | 704-519-8774 | Closed on home 10/31 | 10/25/2022 12:32 PM BL returned call took new mailing address 10/31/2022 9:10 AM BL emailed customer that we never received payment, wasn't in envelope. Customer will send again. | Closed |
| 10/28/22 | 1:50 PM | Gary Hughes | Rocky River | 8524 Quay Farm Ct. | Email | hughesgary602@yahoo.com | Question about check payment not cashed | 10/28/2022 BL took call, took customer information and set up account. | Closed |
| 10/28/22 | 10:56 AM | Nicole Hicks | Rocky River | 8923 Cherry's Ford | Telephone | 508-341-3987 ; noah_428@msn.com | Set up new service | | Closed |

| Date | Time | Name | Community | Address | Type of Contact | Telephone# /Email Address | Description | Notes/Activity | Status |
|----------|----------|--------------------|-------------|----------------------------|-----------------|--|------------------------------------|--|--------|
| 10/30/22 | 1:30 AM | Lanny Armstrong | Rocky River | 8929 Cherry's Ford | Voice Mail | 704-455-1584 | Reporting loss of pressure | Customer then called emergency service but reported it was not an emergency. 11/1/2022 8:40 AM BL called customer and left message checking pressure, customer never returned call. | Closed |
| 11/1/22 | 4:13 PM | Kwesi Nichols | River Walk | 5636 Plantation Ridge Rd. | Telephone | 704-400-6786 | Calling again about high usage | 11/1/2022 BL took call, let customer know he was emailed on 10/5 and his voice mail was full. Advised to call plumber that we had checked meter and no leak found. | Closed |
| 11/3/22 | 11:04 AM | Corrinne Lindsay | Rocky River | 8560 Indian Summer Trail | Telephone | 704-577-8238 | Mailing payment | 11/3/2022k BL took call, thanked customer. 11/3/2022 BL took call, had heard from neighbor that he was troubleshooting which meter was his and turned off water in error. | Closed |
| 11/3/22 | 12:52 PM | Don Do | River Walk | 8628 Plantation Ridge Rd | Telephone | 615-788-4444 | No water | 11/3/2022 BL took call, customer has low water pressure, very upset, was at meter trying to figure it out, accidentally turned off neighbor's water. Advised customer he was not to be in the meter boxes, that we will have to diagnose. Scheduled call for 11/7 with customer, Stan VanEtten, Dennis Abbott, and customer service to discuss issues, which took place. Customer very beligerent and call disconnected. Multiple emails from customer telling WRI how to diagnose and fix pressure problem. Also discovered meter readings were switched with neighbor. Account analysis provided to both on 11/21 and corrected. | Closed |
| 11/3/22 | 1:54 PM | David Layman | River Walk | 5632 Plantation Ridge Rd | Telephone | 480-282-1351 | Water pressure problem | 11/4/2022 8:40 AM BL responded with thanks. | Closed |
| 11/4/22 | 6:09 AM | Kathy Burgess | Rocky River | 8516 Indian Summer Trail | Email | kburgess21@hotmail.com | Check is in the mail | | Closed |
| 11/7/22 | 2:25 PM | David McMahan | River Walk | 5122 Plantation Ridge Rd. | Voice Mail | 704-266-5106 | Wants to set up auto draft | 11/8/2022 11:06 AM BL r/c and sent email with paperwork. | Closed |
| 11/8/22 | 2:24 PM | Charles Clark | Rocky River | 8564 Indian Summer Trail | Voice Mail | 704-491-3795 | Asking for balance due | 11/9/2022 11:07 AM BL r/c and provided balance due 11/10/2022 10:15 AM BL r/c and discussed the meter mix up which was resolved on 11/21. Customer thanks. | Closed |
| 11/10/22 | 9:26 AM | Don Do | River Walk | 8628 Plantation Ridge Rd | Telephone | 615-788-4444 | Water bill is very high | 11/10/2022 BL responded that a payment was not posted in error, corrected account and provided account analysis. 11/14/2022 9:04 AM BL let customer know filter had been backwashed. | Closed |
| 11/10/22 | 9:37 AM | Brandi Hensch | River Walk | 5425 Plantation Ridge Road | Email | bfortner0108@gmail.com | Provided payment history, no gaps | | Closed |
| 11/12/22 | 6:46 PM | Molly Collins | Rocky River | 8513 Indian Summer Trail | Email | benandmollycollins@gmail.com | Discolored water | 11/12/2022 BL took call, had field operator blow the lines. 11/15/2022 11:00 called customer to check and he still sees residue. Advised that discoloration not unusual, stirs up sediment. 11/17/2022 10:15 AM BL replied to customer that lines were being blown and valve repair being performed. Customer acknowledged. | Closed |
| 11/12/22 | 11:00 AM | Henry Lackey | Rocky River | 3053 Tom Savage | Telephone | 704-401-7652 | Air in lines | | Closed |
| 11/17/22 | 9:58 AM | Cathy Arnold | Rocky River | 3049 Tom Savage | Email | cathyarnold58@gmail.com | Customer says water is cloudy | 11/17/2022 BL customer is having plumbing work done, wants to know how to turn water off. Advised that we would come do it if needed. Customer never called back to request. Emailed customer to confirm draft payment for 11/25. Customer acknowledged. | Closed |
| 11/17/22 | 11:45 AM | Chad Gilbert | Rocky River | 8508 Quay Farm Ct | Telephone | 704-724-9865 | May need water turned off | 11/18 BL took call, field operator adjusting pump | Closed |
| 11/17/22 | 12:00 PM | Lisa Verrier | Rocky River | 8524 Indian Summer Trail | Email | lverrierchristy@gmail.com | | | Closed |
| 11/18/22 | 9:02 AM | Henry Lackey | Rocky River | 3053 Tom Savage | Telephone | 704-401-7652 | No improvement, air worse in lines | 11/21/2022 8:40 AM BL responded that the lines were being blown and valve repaired, and should have seen improvement over the weekend. Customer acknowledged. | Closed |
| 11/18/22 | 6:32 PM | Kimberly Springman | Rocky River | 3041 Tom Savage | Email | kimberlyspringwoman@gmail.com | Cloudy water | 11/21/2022 8:40 AM BL responded that the lines were being blown and valve repaired, and should have seen improvement over the weekend. Customer acknowledged. | Closed |
| 11/18/22 | 7:26 PM | Eric Olsen | Rocky River | 3029 Tom Savage | Email | ericmo80@gmail.com | Cloudy water | Called customer to confirm draft for 11/25. | Closed |
| 11/22/22 | 12:00 PM | Valerie Carrothers | River Walk | 4642 River Bluff Court | Telephone | 704-562-4964 | | Emailed customer to inquire about payment status, customer advised will be dropped off. | Closed |
| 11/22/22 | 12:00 PM | Sharon Byrd | River Walk | 5102 Plantation Ridge Rd | Telephone | 704-661-0547; sharonbyrd10@bellsouth.net | | | Closed |

| Date | Time | Name | Community | Address | Type of Contact | Telephone# /Email Address | Description | Notes/Activity | Status |
|----------|----------|--------------------|-------------|----------------------------|-----------------|--|--|---|--------|
| | | | | | | | | 12/20 customer advised payment was mailed and confirm receipt. | |
| 11/22/22 | 11:03 AM | Donald Stremovihtg | Rocky River | 8980 Cherry's Ford Ct. | Email | dstremovihtg@yahoo.com | | 1/3 BL let customer know payment was received. | Closed |
| 11/28/22 | 1:06 PM | Cher Wood | River Walk | 4630 River Bluff Court | Email | cherandlee@aol.com | Question about bill | 11/28/22 1:55 PM BL responded with updated bill | Closed |
| | | | | | | | | 11/30/2022 11:41 AM BL responded that service has been requested. | |
| | | | | | | | | 1:56 PM customer responded with suggestion on removing strainer screen to which he was thanked for the suggestion. | |
| 11/30/22 | 10:07 AM | David Layman | River Walk | 5632 Plantation Ridge Rd | Email | davidlayman@dspwidgets.com | Requests service on line due to low pressure | 12/14/2022 customer thanked us for the service performed, made other suggestions for which he was thanked. | Closed |
| | | | | | | | | 12/2/2022 12:29 PM BL spoke with customer acknowledging receipt. | |
| 12/2/22 | 8:40 AM | Sharon Byrd | River Walk | 5102 Plantation Ridge Rd | Telephone | 704-661-0547; sharonbyrd10@b | Checking on payment received | 12/23 email from customer that she dropped off payment. Thanked customer. | Closed |
| 12/2/22 | 1:03 PM | Kwesi Nichols | River Walk | 5636 Plantation Ridge Rd. | Telephone | 704-400-6786 | Inquiring which meter is his | 12/2/2022 BL took call, explained which meter is his but that he is not to be in the meter box. | Closed |
| 12/2/22 | 1:39 PM | Lanny Armstrong | Rocky River | 8929 Cherry's Ford | Voice Mail | 704-455-1584 | Question on bill/payment | 12/5/2022 12:04 PM BL left message that payment was received and bill is current. | Closed |
| | | | | | | | | 12/11/2022 5:11 PM customer emailed to request a refund for water usage since his move-in date. | |
| | | | | | | | | 12/12 advised customer we would do a calculation of the readings from his move-in date to meter replacement and that his account would be adjusted for the usage to which customer did not agree. Demands refund. | |
| | | | | | | | | 12/13 and 12/14 emails from customer demanding refund and arguing with usage calculation. Customer ultimately filed complaint. | |
| 12/3/22 | 1:16 PM | Kwesi Nichols | River Walk | 5636 Plantation Ridge Rd. | Email | nuper3333@gmail.com | Not sure meter is his | 12/21 Customer was sent adjusted bill. | Closed |
| 12/9/22 | 3:52 PM | Yannick Gabriel | Rocky River | 8504 Indian Summer Trail | Voice Mail | 508-243-4142 | question about bill | 12/12/2022 11:04 AM BL called and left message and sent email following up. Customer never responded. | Closed |
| 12/10/22 | 1:10 PM | Jeff Blair | River Walk | 5509 Plantation Ridge Road | Voice Mail | 704-504-3377 | Says usage is higher than normal | 12/10/2022 BL advised customer that his calculations had been done on cubic feet and not gallons. Provided letter and account analysis with 12/21 water bill. | Closed |
| 12/13/22 | 4:11 PM | Jacqueline Barnes | Rocky River | 5610 Planation Ridge Road | Telephone | 225-287-2242, buckeyesinla@gm | Set up new service | 12/13/2022 BL took call, set customer up with new account and sent follow up email. | Closed |
| 12/15/22 | 1:00 PM | Phyllis Kimber | Rocky River | 3504 Rocky Ridge Lan | Telephone | 213-716-1751 | Set up auto draft | 12/15/2022 BL took call and set customer up as requested. | Closed |
| 12/19/22 | 6:00 PM | Hannah Flowers | River Walk | 4612 River Bluff Ct | Email | 704-291-6078; hflower26@gmail.com | | Emailed customer picture of meter reading for January bill. | Closed |
| 12/19/22 | 6:00 PM | Brandi Hensch | River Walk | 5425 Plantation Ridge Road | Email | bfortner0108@gmail.com | | Emailed customer picture of meter reading for January bill. | Closed |
| | | | | | | | | 12/27/22 BL took call, customer said neighbor is out of town but slow leak coming from meter box. Technician waited until temps warmed to ensure problem corrected itself (which was due to cold temperatures). | |
| 12/27/22 | 10:30 AM | Henry Lackey | Rocky River | 3053 Tom Savage | Telephone | 704-401-7652 | Leak at neighbor's meter | | Closed |