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November 14, 2022

Ms. A. Shonta Dunston
Chief Clerk
North Carolina Utilities Commission
430 N. Salisbury Street, Room 5063
Raleigh, NC 27603

Via Electronic Submittal

**Re: In the Matter of Application by Carolina Water Service, Inc. of North Carolina and Water Resource Management, Inc. for Authority to Transfer the Echota Water Utility System, the Seven Devils Wastewater Utility System and Public Utility Franchise in Watauga County, North Carolina, and for Approval of Rates;
NCUC Docket Nos. W-354, Sub 396 and W-1073, Sub 7
*Water Resource Management, LLC's Response to Customer Concerns***

Dear Ms. Dunston:

On behalf of Water Resource Management, LLC, I am herewith submitting the attached Response to Customer Concerns in regard to the above referenced matter and docket.

If you should have any questions concerning this filing, please let me know.

Thank you and your staff for your assistance.

Sincerely,
/s/ David T. Drooz
David T. Drooz
Attorney for
Water Resource Management, LLC

pbb
Enclosure
cc: All parties and counsel of record
NC Public Staff

OFFICIAL COPY

Nov 14 2022

STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH

DOCKET NO. W-354, Sub 396
DOCKET NO. W-1073, SUB 7

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of)	
Application by Carolina Water)	
Service, Inc. of North Carolina, 5821)	
Fairview Road, Suite 401, Charlotte,)	
North Carolina 28209, and Water)	WATER RESOURCE
Resource Management, Inc., 151 Mr.)	MANAGEMENT, LLC'S
Bish Boulevard, Boone, North)	RESPONSE TO CUSTOMER
Carolina 28607, for Authority to)	CONCERNS
Transfer the Echota Water Utility)	
System, the Seven Devils)	
Wastewater Utility System and)	
Public Utility Franchise in Watauga)	
County, North Carolina, and for)	
Approval of Rates)	

NOW COMES Water Resource Management, LLC, (WRM) and files its report addressing customer service and service quality complaints expressed at the Boone public hearing held on November 1, 2022. The Commission's scheduling order of September 2, 2022, at Ordering Paragraph 3 required that WRM and Carolina Water Service, Inc. of North Carolina (Carolina Water) file separate, verified reports addressing such service related complaints within 15 days of the conclusion of the public hearing.

A. CUSTOMER PARTICIPATION—Witnesses

The following eight witnesses testified at the public hearing in the Watauga County Courthouse:

1. David Ervin
2. Brian Steg
3. Brady Hair
4. Donna Peterson
5. Robert Streightiff
6. Doug Woodberry
7. William Bair
8. Warren Brendle

All eight witnesses are customers of the water or sewer utility service currently provided by WRM.

B. TESTIMONY

No witnesses opposed the transfer. No witnesses identified current service or water quality complaints. Several witnesses testified that they had no service quality issues. A couple witnesses complimented WRM for the good service they had received. However, public witnesses were consistently opposed to either the proposed rate structure, the suddenness of the proposed rate increase, the amount of the proposed increase, or some combination of those issues.

WRM has a contract to sell the subject utility systems to Carolina Water, subject to Commission approval, but has no authority or right to set the rates for Carolina Water. Accordingly, the issues raised by customers with respect to proposed rates are not within the ambit of this report by WRM.

However, WRM understands that Carolina Water plans to work with the customers to address their rate concerns and provide additional information about

uniform rates and the need for cost recovery through approved rates. WRM encourages this communication.

One witness, Mr. Streightiff, did complain that he did not receive official notice. The Scheduling Order required Carolina Water to send the Notice to Customers to all affected customers. Carolina Water delivered the required notice to all account holders, which is the normal practice and is reasonable. A management company pays the utility bills for The Villas at Hawkspeak where Mr. Streightiff lives, the management company is the account holder, and thus the notice was initially delivered to the management company instead of individual condominium owners in that location. Mr. Streightiff was not harmed by this situation, as he did learn of the public hearing and proposed rates in time to testify at the public hearing.

Carolina Water has already made improvements to the water and wastewater systems of WRM, which reflects their utility expertise and the type of benefit that will occur if the transfer is approved. Because no current service or water quality issues were raised at the public hearing, WRM has no further response.

Respectfully submitted, this the 14th day of November, 2022.

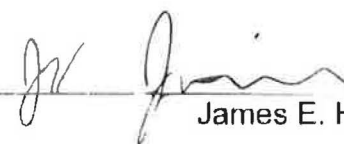
Electronically Submitted

/s/ David T. Drooz
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*Attorney for
Water Resource Management, LLC*

VERIFICATION

James E. Harrill, II, being duly sworn, deposes and says: that he is the Executive Manager of Water Resource Management, LLC; that he is familiar with the facts set out in the attached WRM Response to Customer Concerns; 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.


James E. Harrill, II

Sworn to and subscribed before me this
the 14th day of November, 2022.


Katherine L. Walsh
Notary Public

My Commission Expires: Aug 19, 2024



CERTIFICATE OF SERVICE

I hereby certify that a true and exact copy of the foregoing Water Resource Management, LLC's Response to Customer Concerns has been served on all parties or their counsel of record in these dockets by either depositing same in a depository of the United States Postal Service, first-class postage prepaid and mailed by the means specified below, or by electronic delivery.

This the 14th day of November, 2022.

/s/ David T. Drooz

*Attorney for
Water Resource Management, LLC*