

Commissioners,

As stated in most of my previous filings I have stated that our irrigation company came out to check for leaks after receiving the first high bill. At this time, the irrigation specialist and I went to the control panel and tested each zone to assess for leaks. We went through all of the timing of the programs and checked A, B and C programs. The system was then turned to the off position and has not been used since until the day Mr. Peacock and the local irrigation company arrived. Please note that my normal irrigation company did not have availability to come out during the time agreed upon with Mr. Peacock so I hired a local firm to come out that had not been the person that installed the irrigation and tested the system after the high bills. They were not aware that the previous person and I had gone through all the settings on the control panel to check for leaks including looking at multiple programs to ensure there were no issues. I explained this to Mr. Peacock and the irrigation company that was there for this meeting. Regardless of that communication and the subsequent summary and thank you filing, they have come back to this as their answer to the high water bills. This is not

accurate nor is it possible as it was turned off. I know how to operate my irrigation control panel and never had it set to multiple programs – they were only on the control panel as it was being tested for leaks or issues. This also gives no explanation for the widespread overbilling not at my residence. If you look at my filings you will see I've noted multiple times that a licensed plumber and irrigation specialist were hired to confirm no leaks. I was pretty sure after hearing Mr Peacock and the irrigation company talking that this would be used as the scapegoat for the billing issues in our area when it is absolutely not the case. I urge the commission to collect billing information from CWSNC and see how many households were billed extremely high bills during this time frame. I would also urge the commission to see if the high billing (confirmed by Cavanaugh report) was limited to 28117 area code. I am happy to answer any other questions from the commission and once again thank you for reviewing this matter.

Thank you,
Don Calhoun