



**NORTH CAROLINA  
PUBLIC STAFF  
UTILITIES COMMISSION**

July 24, 2019

Mr. Dennis Abbott  
Water Resources, Inc.  
5970 Fairview Road, Suite 710  
Charlotte, North Carolina 28210

RE: Docket No. W-1034, Sub 8 Water Resources, Inc.  
Recommended Order Approving Agreed Upon Rates and Requiring Customer  
Notice, dated November 21, 2018, effective on December 7, 2018  
Required and Agreed Upon Actions

Dear Mr. Abbott:

The subject order of the North Carolina Utilities Commission included the following ordering paragraphs:

5. That WRI correct the deficiencies stated in findings of fact 7 and 11 within 90 days of the date of this order;

6. That WRI complete the recommendations identified in findings of fact 8, 9, and 12, within 6 months of the date of this order;

7. That WRI investigate any possible operational issues that may be causing high power expenses at River Walk;

8. That WRI shall file a report with the Commission within 90 days after the date this Recommended Order becomes final and effective; showing that the requirements of ordering paragraphs 5 above have been completed;

Executive Director  
(919) 733-2435

Telephone  
(919) 733-2810

Economic Research  
(919) 733-2902

Legal  
(919) 733-6110

Transportation  
(919) 733-7766

Accounting  
(919) 733-4279

Consumer Services  
(919) 733-9277

Electric  
(919) 733-4326

Natural Gas  
(919) 733-2267

Water  
(919) 733-5610

9. That WRI shall file a report with the Commission within 6 months after the date this Recommended Order becomes final and effective, showing that the recommendations of ordering paragraph 6 above have been completed;

10. That WRI keep a log of customer complaints. The log shall include the date and time the customer contacted WRI or its answering service, a description of the complaint, what was done to resolve the issue, and the date and time that resolution of the issue was communicated back to the customer. A copy of these records shall be filed in this docket on a quarterly basis until further order of the Commission;

11. That WRI return customer calls within 60 minutes of receipt, and document this in the log book of customer complaints; and

12. That WRI respond to outages within 60 minutes of receiving an outage report from a customer, and document this in the log book of customer complaints.

By letter dated April 4, 2019, Water Resources, Inc., was notified that the requirements of Ordering Paragraph 8 were past due. As of this date, the requirements of Ordering Paragraphs 8 are still past due, and now the requirements of Ordering Paragraph 9 are past due.

Please file the required items with the Commission Chief Clerk by August 9, 2019.

If you have any questions, please contact me at (919) 733-5610.

Sincerely,



David C. Furr, Director  
Water, Sewer and Telephone Division

cc: Chief Clerk  
John Little