

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. W-354, SUB 344

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of)	
Carolina Water Service, Inc. of North)	
Carolina, 2335 Sanders Road,)	
Northbrook, Illinois 60062, for Authority)	
to Adjust and Increase Rates for Water)	REPORT ON CUSTOMER
and Sewer Utility Service in All of its)	COMMENTS FROM JULY 6
Service Areas of North Carolina)	HEARING IN RALEIGH, NORTH
)	CAROLINA

NOW COMES Carolina Water Service, Inc. of North Carolina (“CWSNC” or “Company”) and files this report, which is one in a series of reports on all customer service complaints raised at the public hearing in this docket.

An opportunity for public witnesses to speak was provided at the Raleigh public hearing on July 7, 2015 in Room 2115 of the Dobbs Building, Salisbury Street, Raleigh, North Carolina. Chairman Edward S. Finley, Jr. presided, joined by Commissioners Bryan E. Beatty, ToNola D. Brown-Bland, Don M. Bailey, Jerry C. Dockham, and James G. Patterson. Staff Attorney Gina C. Holt appeared for the Public Staff on behalf of the using and consuming public, accompanied by Public Staff Water Engineer, Gina Casselberry. Appearing on behalf of CWSNC was Jo Anne Sanford of Sanford Law Office, PLLC, joined at counsel table by: Carl Daniel, former State President of CWSNC; Matthew Klein, State President of CWSNC for North Carolina and Tennessee; and Martin Lashua, Vice-President of Operations, North Carolina and Tennessee.

One public witness testified, as follows:

- **Ms. Eleanora Tate, 213 Dwelling Place, Knightdale, North Carolina, Ashley Hills Subdivision (*Raleigh Public Hearing, Tr. Vol. 3, pp. 8-19*)**

Ms. Tate spoke on her own behalf and as a senior citizen on a fixed income, expressing concerns about rate increases---about “grayish brown” water and about “sour” odors emanating both from the nearby wastewater treatment plant and from the appliances internal to her house. She also expressed concern about the last rate increase and about the “system improvement charges,” expressing concern that she has seen no improvement in her system.

Ms. Tate's water is provided by CWS Systems, not by CWSNC. Recognizing that both are part of the same ownership, CWSNC will address her complaint about “grayish” water and her concern about odor.

CWSNC Response:

Company representatives met Public Staff Engineer Mrs. Gina Casselberry on site July 16 for a tour and inspection of the Ashley Hills wastewater treatment plant and community. Attempt was made during that visit to speak with Mrs. Tate, but she was not home.

Company representative Area Manager Stephen Harrell made contact with Mrs. Tate and met her at her home on August 5. The water was found clear and within normal field parameter testing range. No odor was detected at the time of visit; however, Mrs. Tate's home is only a few hundred feet away from the treatment facility, as illustrated by the attached Google Earth aerial photograph.

Mr. Harrell left his contact information with Mrs. Tate and encouraged her to contact him for help, offering to help investigate any concern in a timely manner. Mrs. Tate appreciated the visit and the focus on her concerns.

The Company has invested recently in the Ashley Hills wastewater treatment facility, is committed to operational excellence, and will continue to investigate and hopefully remedy any odor or other concerns.

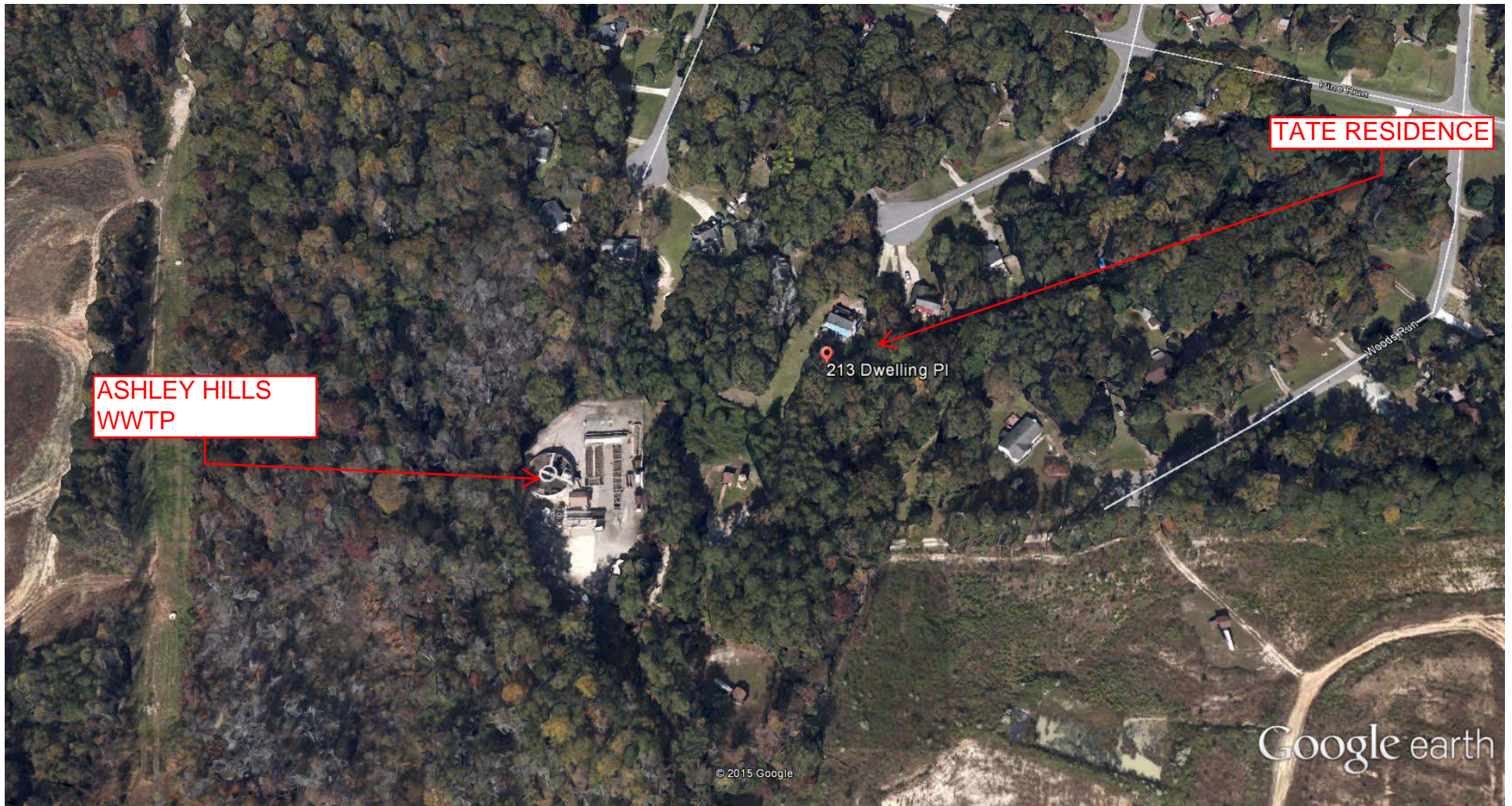
Respectfully submitted, this the 6th day of August, 2015.

SANFORD LAW OFFICE, PLLC

Electronically Submitted

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ATTORNEY FOR CAROLINA WATER SERVICE,
INC. OF NORTH CAROLINA



Google earth

feet
meters



ATTACHMENT A

Aug 06 2015

OFFICIAL COPY

VERIFICATION


Martin J. Lashua, being duly sworn, deposes and says:

That he is the Vice President of Operations for Carolina Water Service, Inc. of North Carolina; that he is familiar with the facts set out in this **REPORT ON CUSTOMER SERVICE ISSUES FROM JULY 7, 2015 HEARING IN RALEIGH, NORTH CAROLINA**, in Docket No. W-354, Sub 344; that he has read the foregoing Report and knows the contents thereof; 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.



Martin J. Lashua

Sworn to and subscribed before me this
the 6 day of August, 2015.


Donna Stegall

Notary Public



My commission expires:

01/08/2019

CERTIFICATE OF SERVICE

I hereby certify that on this the 6th day of August, 2015, a copy of the foregoing REPORT has been duly served upon all parties of record by electronic service, pursuant to Rule R1-39, as follows:

Gina C. Holt
Staff Attorney
Legal Division
North Carolina Utilities Commission Public Staff
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