

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. W-354, SUB 398
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BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

DOCKET NO. W-354, SUB 398)	
)	
In the Matter of)	
Application by Carolina Water Service, Inc.)	
of North Carolina, 5821 Fairview Road,)	
Suite 401, Charlotte, North Carolina 28209,)	
for Determination of Fair Value of Utility)	
Assets Pursuant to N.C. Gen. Stat.)	
§ 62-133.1A and Establishing Rate Base)	ORDER EXTENDING TIME
for Acquisition of the Carteret County)	FOR FILING RESPONSE TO
Water System)	CUSTOMER CONCERNS,
)	ALLOWING PUBLIC STAFF
)	RESPONSE, AND DIRECTING
DOCKET NO. W-354, SUB 399)	BOTH TO BE FILED IN CPCN
)	DOCKET AND FAIR VALUE
)	DOCKET
In the Matter of)	
Application by Carolina Water Service, Inc.)	
of North Carolina, 5821 Fairview Road,)	
Suite 401, Charlotte, North Carolina 28209,)	
for a Certificate of Public Convenience)	
and Necessity to Provide Water Utility)	
Service to the Carteret County Water)	
System, and for Approval of Rates)	

BY THE PRESIDING COMMISSIONER: On July 26, 2022, Carolina Water Service, Inc. of North Carolina (CWSNC or the Company) filed an Application for Determination of Fair Value of Utility Assets Pursuant to N.C. Gen. Stat. § 62-133.1A and Establishing Rate Base for Acquisition of the Carteret County Water System in W-354, Sub 398 (the Fair Value Docket).

On August 2, 2022, CWSNC filed in Docket No. W-354, Sub 399 an Application for a Certificate of Public Convenience and Necessity and for Approval of Rates to provide water utility service to the Carteret County Water System in Carteret County, North Carolina (the CPCN Docket).

On September 13, 2022, in both the Fair Value Docket and the CPCN Docket, the Commission issued the Order Scheduling Hearings, Establishing Discovery Guidelines, and Requiring Customer Notice (Scheduling Order). Among other things, the Scheduling

Order ordered a public witness hearing to be held in both the Fair Value Docket and the CPCN Docket on October 18, 2022 and directed CWSNC to file a report addressing all customer service and service quality complaints expressed at the public hearing within 14 days after the public witness hearing (the Response to Customer Concerns).

The expert witness hearing in the Fair Value Docket was held beginning on November 3, 2022. During the hearing, counsel for CWSNC stated that counsel had inadvertently overlooked the deadline for filing the Response to Customer Concerns and that the Company would be seeking an extension of time. Counsel for CWSNC further explained that at the time the Response to Customer Concerns was due, November 1, 2022, the Company was still investigating customer concerns. Counsel for the Public Staff stated that it did not object to the extension of time, provided that it would be permitted to file a response. CWSNC witness Donald H. Denton III testified during the hearing as to the Company's actions in investigating and addressing the customer service and service quality complaints expressed at the public witness hearing.

On November 7, 2022, CWSNC filed a Request for Extension of Time to Complete and File Response to Customer Service Quality Complaints, requesting an extension of time to file the Customer Report until November 8, 2022 (Motion).

On November 7, 2022, the Company filed its Response to Customer Concerns – Beaufort, NC Public Hearing October 18, 2022. The Response to Customer Concerns describes the Company's efforts to investigate and address customer concerns. CWSNC states that it intends to install a pressure recorder to assess low-pressure complaints, and that it will make a follow-up report to the Commission when it has been able to make further examination of the low-pressure complaints.

Based on the foregoing and the entire record herein, the Presiding Commissioner finds good cause to grant CWSNC's Motion and allow the Public Staff time to file a response to CWSNC's Response to Customer Concerns.

IT IS, THEREFORE, ORDERED as follows:

1. That the Company's Request for Extension of Time to Complete and File Response to Customer Service Quality Complaints is granted and the Response to Customer Concerns – Beaufort, NC Public Hearing October 18, 2022 CWSNC is accepted as if timely filed;
2. That the Company shall also file its Response to Customer Concerns – Beaufort, NC Public Hearing October 18, 2022 CWSNC, which has already been filed in Docket No. W-354, Sub 398, in Docket No. W-354, Sub 399 as soon as reasonably practicable;
3. That any further reports or responses to reports regarding customer service and service quality complaints involving the Carteret County Water System shall be filed

in Docket Nos. W-354, Sub 398 and W-354, Sub 399 until such time as orders disposing of the Company's Applications in those two dockets shall be issued;

4. That the Public Staff shall have 14 days from the date of this Order to file a response to Response to Customer Concerns – Beaufort, NC Public Hearing October 18, 2022;

5. That when the Company files any further reports in Docket Nos. W-354, Sub 398 and W-354, Sub 399 regarding customer service and service quality complaints, the Public Staff shall have thirty days to file a response to such reports;

6. That with respect to any continuing investigations and actions addressing customer service and service quality complaints raised in the October 18, 2022 public hearing, including but not limited to low-pressure complaints, the Company shall file with the Commission a follow-up report no later than January 15, 2023.

ISSUED BY ORDER OF THE COMMISSION.

This the 21st day of November, 2022.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in cursive script that reads "Tamika D. Conyers". The signature is written in black ink and is positioned above the printed name of the signatory.

Tamika D. Conyers, Deputy Clerk