SANFORD LAW OFFICE, PLLC

Jo Anne Sanford, Attorney at Law

October 4, 2018

Ms. M. Lynn Jarvis, Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4325

Via Electronic Filing

Re: Carolina Water Service, Inc. of North Carolina ("CWSNC")
Application for General Rate Increase
W-354 Sub 360
Response to Customer Concerns from Charlotte Public Hearing

Dear Ms. Jarvis:

Attached please find CWSNC's report from the Charlotte public hearing, submitted for filing in this case.

As always, thank you and your staff for your assistance; please feel free to contact me if there are any questions or suggestions.

Sincerely,

Electronically Submitted

/s/Jo Anne Sanford
Attorney for Carolina Water Service, Inc. of North Carolina

cc: Parties of Record

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STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH

DOCKET NO. W-354, SUB 360

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of Application by Carolina Water Service, Inc. of North Carolina, 4944 Parkway Plaza Boulevard, Suite 375, Charlotte, North Carolina 28217, for Authority to Adjust and Increase Rates for Water and Sewer Utility Service in All of Its Service Areas in North Carolina	)	**REPORT ON CUSTOMER COMMENTS FROM PUBLIC HEARING IN CHARLOTTE, NORTH CAROLINA, HELD ON SEPTEMBER 19, 2018**

NOW COMES Carolina Water Service, Inc. of North Carolina ("CWSNC" or "Company") and files this report in response to customer concerns raised at the Charlotte public hearing.

The hearing was convened at 7:00 p.m. on September 19, 2018, at the Mecklenburg County Courthouse in Charlotte, North Carolina. Commission Staff Attorney Lemuel Hinton presided on behalf of the North Carolina Utilities Commission ("NCUC" or "Commission").

Staff Attorney John Little appeared for the Public Staff on behalf of the using and consuming public, accompanied by Public Staff Water Engineer Gina Casselberry. Matthew Klein, President of CWSNC, was joined by other Company personnel who were present and available to assist customers with questions or requests. They included: Tony Konsul, Regional Manager; Mark Haver, Area Manager; Jack Jones, Area Manager; and Deborah Clark, Communications

Coordinator. Robert H. Bennink, Jr. of the Bennink Law Office appeared as counsel for CWSNC.

GENERAL RESPONSES TO CUSTOMER ISSUES

CWSNC believes it is important to explain some principles and facts that impact both the Company's service obligation and the rules that apply to the rate-setting process for public utilities such as CWSNC, assuring protections to customers. The Company appreciates this opportunity to speak to its concerned customers across its service areas and to its regulators. These general principles were previously set forth in the Company's Response to Customer Concerns from the New Bern and Wilmington Public Hearings, filed in this docket on September 18, 2018. A discussion of these general principles is attached hereto as Appendix A and they are referred to throughout as "General Responses."

OVERVIEW OF THE CHARLOTTE PUBLIC HEARING

Ten customer witnesses testified, including seven witnesses from the Bradfield Farms community, one from the Hemby Acres community, and two from the Yachtsman ("Queens Harbor") community. Generally, customers who testified expressed concern about: (1) the proposed percentage increase in rates; and/or (2) water quality in terms of particulate and hardness issues.

Patricia Marquardt, 6005 Rockwell Drive, Hemby Acres. Tr. Vol. 3, pp. 12-15. Ms. Marquardt, who receives only sewer service from the Company, raised several concerns:

- She opposed a rate increase so soon after her rates went up last year;

- She noted that her monthly flat rate is based on water usage that is much higher than hers, and stated that she should get a refund at the end of the year based on her actual usage; and
- She noted that, if Union County provided her sewer service in addition to her water service, she would pay Union County approximately half of what she is paying CWSNC for sewer service.

CWSNC's Response:

- CWSNC's rates require approval from the Commission, which are set after a contested case hearing.
- The base rate for each customer allows for the maintenance and operational costs associated with the water and wastewater facilities across the CWSNC systems. Customers from each community pay the base rate according to the Commission-approved rate structure.
- Union County is afforded the ability to structure utility fees according to the economies of scale associated with a larger customer base. CWSNC's fees for service are based upon the usage of the customers and the rates for wastewater approved for this community.
- Witness Marquardt described no service quality complaints during her testimony. In addition, CWSNC's records indicate that Ms. Marquardt has not heretofore contacted the Company about the quality of the sewer service provided by CWSNC.

William Colyer, 7201 Maitland Lane, Bradfield Farms. Tr. Vol. 3, pp. 17-21. Mr. Colyer stated that his testimony was representative of other residents of Bradfield Farms, and he presented a letter from the officers of the Bradfield Farms Homeowners' Association ("HOA") which objected to the proposed rate increase. He stated that the quality of service being provided by the Company is satisfactory; however, his concerns and objections included the following.

- Opposition to the rate increase as unreasonable, particularly after rate increases in 2010, 2012, and 2017;
- The fact that the federal tax legislation enacted in 2017 will result in tax reductions and savings for the Company, which should be passed on to customers; and
- His view that the percentage profit under the proposed rate increase is unreasonable.

CWSNC's Response:

- CWSNC's rates require approval of the Commission, which are set after a contested case hearing.
- The rate increases mentioned by Mr. Colyer were approved by the Commission to allow CWSNC to charge rates based on documented operational and capital expenditures, including a return on rate base, which were evaluated for reasonableness and necessity in transparent, public, contested rate cases. As a public utility, CWSNC

is allowed cost recovery (depreciation and a return on rate base) for capital projects only after projects are "used and useful," and in service to customers.

- Mr. Coyler brought forward no service quality complaints in his testimony. He specifically testified that CWSNC provides satisfactory service. In addition, witness Colyer has not heretofore contacted the Company to complain about either the water quality or level of service provided by CWSNC.

Nikki Howell, 7219 Duchamp Drive, Bradfield Farms. Tr. Vol. 3, pp. 22-24. Ms. Howell, the President of the Bradfield Farms HOA, objected to another rate increase, noting that her water bill has nearly doubled, while her Social Security benefits have only slightly increased. She stated that another rate increase would negatively impact Bradfield Farms residents.

CWSNC's Response:

- CWSNC's rates require approval of the Commission, which are set after a contested case hearing.
- Witness Howell described no service quality complaints in her testimony. In addition, the CWSNC's records reflect that Ms. Howell has not contacted the Company regarding either the quality of the water or the level of service received.

Griffin Rice, 7109 Scuppernong Court, Bradfield Farms. Tr. Vol. 3, pp. 25-27. Mr. Rice, a Bradfield Farms customer for two years, asserted that, if CWSNC receives the water and sewer rate increases that it is requesting in this case, his total monthly water and sewer bill will be 104% higher than the average bill he was charged just eleven months ago. He opposed another increase in rates for water and sewer service and noted that his average usage has actually declined.

CWSNC's Response:

- CWSNC's rates require approval of the Commission, which are set after a contested case hearing.
- CWSNC's records indicate that witness Rice's average gallon usage has been the same from 2017 through 2018.
- Witness Rice described no service quality complaints in his testimony.

Margaret Quan, 10645 Jardin Way, Bradfield Farms. Tr. Vol. 3, pp. 27-29. Ms. Quan opposed the Company's proposed rate increase and claimed that infrastructure investments have not been made within Bradfield Farms. She questioned why the residents of Bradfield Farms should have to pay for improvements from which they do not benefit.

CWSNC's Response:

- CWSNC's water and sewer rates require approval of the Commission, which are set after a contested case hearing.

- CWSNC has provided Bradfield Farms various services and other investments, including maintenance of water lines, meter replacements/repairs, replacement of motors and pumps, a manhole rehabilitation and replacement project, meter box replacement projects, and road repairs resulting from water line repairs, as well as the daily maintenance of the water and sewer service provided to the customers. This service also includes providing safe, reliable, and abundant supplies of water and sewage treatment that meets all state and federal testing requirements.
- Witness Quan described no service quality complaints in her testimony. In addition, according to the Company's records, Ms. Quan has not contacted the Company to register a complaint concerning either the quality of the water or the level of water and sewer service being provided.

Deborah Atkinson, 11008 Scrimshaw Lane, Bradfield Farms. Tr. Vol. 3, pp. 29-31.

Ms. Atkinson opposed a rate increase so soon after the one ordered within the last year, noting that another rate increase would mean two rate increases in less than twelve months with "no additional benefits."

CWSNC's Response:

- CWSNC filed this rate increase application to seek Commission approval of the recovery of expenditures that are not reflected in the current rates. The application for a rate increase is contested by the Public Staff and is subject to examination by two additional intervenors—including the North Carolina

Attorney General. Any rate increase will only be allowed by the Commission after a full series of both public and evidentiary hearings.

- Witness Atkinson described no service quality complaints in her testimony. In addition, Ms. Atkinson has not contacted CWSNC regarding either water quality concerns or the level of water and sewer services being delivered.

Nicholas Steven Kirkley, 6800 Brancusi Court, Bradfield Farms. Tr. Vol. 3, pp. 31-34.

Mr. Kirkley presented both a petition signed by approximately 175 residents of the Bradfield Farms community and a letter he sent to the Commission—both in opposition to the rate increase.

CWSNC's Response:

- The petition and letter of opposition have been received and reviewed by CWSNC staff.
- CWSNC's water and sewer rates require approval of the Commission, which are set after a contested case hearing.
- Witness Kirkley described no service quality complaints his testimony. In addition, Mr. Kirkley has, to date, not contacted CWSNC to complain about either the quality of the water or the level of water and sewer utility service he receives from CWSNC.

Tom Moody, 14615 Waterside Drive, The Yachtsman. Tr. Vol. 3, pp. 35-42. Mr. Moody presented a petition in opposition to the rate increase, which he testified was signed by 95% of The Yachtsman community representatives. He also spoke to the following:

- His observation that The Yachtsman subdivision bills are much higher than those in Bradfield Farms, despite his view that the usage is probably lower in The Yachtsman, which contains small townhomes without yards;
- The rate comparisons between CWSNC and those of other utility providers (referenced in his letter to the Attorney General and the Public Staff opposing the proposed rate increase);
- An allegation that incorrect meter reads in The Yachtsman community lead to bills that are erroneously high;
- CWSNC's failure to provide billing relief associated with a water softener filter event in May 2018;
- The hardness of the water in The Yachtsman community, which he alleged impacts property values because of harmful "erosion" in pipes and build-up around faucets; and
- The fact that his bill has quadrupled since he became a customer of the Company, despite his lowered consumption.

CWSNC's Response:

- The rates for this community and all other CWSNC service communities are set by the Commission based on its full examination of the Company's Applications.
- This subdivision has two HOA's. In the first HOA, the customers are billed off a master meter. Thus, all those customers are billed the same amount.
- In the second HOA, all the customers have meters for each home and thus are charged a base fee and a volumetric fee for the amount of water they use. CWSNC has no records of meters being incorrectly read, resulting in erroneous billing.
- On May 31, 2018, the Company found that Water Softener B required a replacement piston and, on June 6, 2018, the new piston was installed by the Company's contractor. However, the contractor also found that the motor had burned out due to the bent piston. The contractor ordered a new motor which was installed on June 14, 2018. CWSNC has not experienced any other issues with Water Softener B since the motor was replaced. No billing relief was given to the customers because water service was never disrupted by the repair.
- Water hardness is not regulated by the North Carolina Department of Environmental Quality ("DEQ"); therefore, CWSNC is not required to provide water softening. Nonetheless, CWSNC has a water softening

system in place to resolve the hardness concern for the customers in The Yachtsman community.

- CWSNC's records indicate that Mr. Moody's consumption averages 3,600 to 4,600 gallons a month (over the last 16 months). Mr. Moody's usage during this timeframe has remained unchanged in that it has not materially increased or decreased.

Karen Cynowa, 14009 Queen's Harbor Rd, The Yachtsman. Tr. Vol. 3, pp. 44-47.

Ms. Cynowa alleged that in 2012, a study was performed on the water in The Yachtsman community which she believes showed evidence of carcinogens in the water. She echoed concerns about the hardness of the water, stating that the water had corroded her hot water heater over a short period of time. She also noted concerns about the age, quality, and accessibility of the Company's meters in the Yachtsman community. Ms. Cynowa appeared to suggest the installation of "smart meters" which could eliminate the need to access the meters at The Yachtsman community.

CWSNC's Response:

- CWSNC conducts required state and federal testing of the water provided to its customer communities and the results of such testing are included in the Annual Water Quality Report to customers.
- There is no indication of any receipt of a report indicating a carcinogen in the water at The Yachtsman community. The water is safe.

- Again, hardness is not regulated by DEQ. However, CWSNC has water softening systems in service within The Yachtsman community to provide this service to our customers.
- There is no indication that the age of or access to the existing water meters is an issue for The Yachtsman community. The future implementation of Automated Meter Reading ("AMR") or Advanced Metering Infrastructure ("AMI") in The Yachtsman community will be considered by the Company.
- Ms. Cynowa has not contacted the Company to complain about either the water quality or level of service she receives.

Michael Tepedino, 10729 Schooner Bay Lane, Bradfield Farms. Tr. Vol. 3, pp. 48-50.

Mr. Tepedino raised concerns about the hardness of the water in Bradfield Farms, stating that it damages the paint on his vehicles and clogs and "corrodes" his showerheads and other appliances.

CWSNC's Response:

- Hardness is not regulated by DEQ. Therefore, CWSNC is not required to provide water softening service to customers.
- For the Company to address the water hardness concerns within the Bradfield Farms community, a water softening system would need to be installed. The cost of a water softening system would be approximately $800,000. CWSNC is willing to consider such a project after receiving the clear support of the Bradfield Farms community.

- The Company's records show that Mr. Tepedino has not contacted CWSNC concerning any water quality issues regarding the hardness of the water. Also, Mr. Tepedino has not contacted CWSNC to complain about the level of service he receives from the Company.

CWSNC appreciates the willingness of its customers to participate in this process, and the Company understands customers' opposition to rate increases. However, this is a capital-intensive industry and, since the last rate case, CWSNC has invested $18,235,630 in North Carolina. Therefore, if the investments made by CWSNC are proved to be necessary and prudent, recovery of those costs is required in order for the Company to continue to provide adequate service. The public's assurance of fairness is found in the strict, highly-skilled oversight of the Public Staff and the Commission.

Respectfully submitted, this the 4th day of October 2018.

ATTORNEYS FOR CAROLINA WATER SERVICE, INC. OF NORTH CAROLINA

SANFORD LAW OFFICE, PLLC

Electronically Submitted

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APPENDIX A

CWSNC RESPONSE TO CUSTOMER CONCERNS
CHARLOTTE PUBLIC HEARING: W-354, SUB 360

GENERAL RESPONSES TO CUSTOMER ISSUES

1. Proposed Rates – The legal principles that govern ratemaking are set forth in North Carolina General Statutes, Chapter 62, and in rules promulgated by the North Carolina Utilities Commission under those statutes. By law, CWSNC receives a rate increase only if it proves, in the face of an investigation by the Public Staff (and any Intervenor opposition), that such an increase is authorized under the law, based on the actual cost and level of prudent and reasonable investment in plant and operation. Further, investment in plant is *only* recoverable after it has been made, placed into service, and audited by the Public Staff. This principle—referred to as the "used and useful" requirement—applies whether costs are recovered in a general rate case or under a system improvement charge.
2. Rate Comparisons – An attempt to make meaningful comparisons between statewide average costs for all water and wastewater service providers and the costs of a provider like CWSNC often results in an "apples to oranges" assessment. The core distinction is found in the concept of "economies of scale." The costs of serving an individual customer in Raleigh or Charlotte, by

a governmental utility enterprise, will likely on average be less than the cost of serving the typical CWSNC customer. The urban areas are densely populated, they generally source water from large surface impoundments or rivers, they treat waste in large central treatment facilities, governmental entities tax their citizens, and they are often not required to utilize "cost-of-service" ratemaking, as are the utilities regulated under Chapter 62 of the General Statutes. Contrast this to the areas served by CWSNC and others like it: often rural, far less densely populated, and frequently served by smaller waste treatment plants and by hundreds of wells, drawing water up from rock and dispersed across the state. The difference in cost attributes are obvious and should inform any conversation about comparisons in respective average costs.

3. Legal Compliance Regarding Notice – In a general rate case, the Public Notice to customers is prescribed by the requirements of statute and is issued by the Commission, based upon the input of CWSNC and the Public Staff. It is a joint effort to provide specific information to all customers about current and proposed rates. In a general rate case like this, the length and complexity of the Public Notice serves the purpose of detail and transparency yet is likely daunting to many customers who attempt to understand all its contents and the personal impact.

4. Investment in Replacing Aging Infrastructure – As documented by the U.S. Environmental Protection Agency ("EPA") and the American Water Works Association ("AWWA"), significant investment is needed throughout North

Carolina—more than $20 billion—to replace aging water and wastewater infrastructure, including drinking water pipes, wastewater collection pipes, lift stations, and wastewater treatment facilities.

5. Water Quality – Water quality can be impacted by, among other things, unplanned water main breaks, unexpected malfunctioning of equipment, and challenges when implementing capital projects. CWSNC's primary focus is on providing the highest level of service related to compliance with primary drinking water quality standards. The Company's latest Annual Water Quality Reports for Bradfield Farms and The Yachtsman (Queens Harbour) reflect "no violations." *(See Exhibits 1 and 2)*

6. Secondary Water Quality – The Company is also committed to a high level of service regarding secondary water quality standards. Secondary water quality standards address substances that may impact the taste, odor, or color (i.e., the "aesthetics") of a customer's drinking water.

    a. Iron – As reflected within the referenced Company's latest Annual Water Quality Reports, the Company's latest testing for Iron reveals levels below the Maximum Contaminant Level ("MCL") of 0.3 parts per million ("ppm"). Specifically, the sampling results for Bradfield Farms and The Yachtsman reveal Iron concentrations of 0.377 ppm and 0.124 ppm, respectively.

    b. Hardness – Hardness reflects the relative amounts of calcium and magnesium ions within drinking water. Generally, "hard water" can

be found throughout North Carolina, including the coastal areas served by groundwater. It is not uncommon for homeowners served by public and private drinking water systems to own and deploy drinking water softeners. However, hardness is not regulated by the North Carolina Department of Environmental Quality ("DEQ"). The Company's experience is that many drinking water customers possess their own drinking water softeners. Historically, the Company has heard from customers with in-home drinking water softeners that they do not wish to pay for—i.e., subsidize—an expensive system-wide water softener to support other customers within the community who do not have an in-home water softening system. In summary, traditionally, the Company leaves drinking water hardness solutions to the individual preferences of its customers, unless a clear and substantial demand for such a capital investment is made by a community.

c. The Company's On-Going Commitment to Water Quality – The Company is committed to providing the highest level of service to customers, especially regarding water quality. First, the Company continues to implement its flushing program. Second, the Company has explored purchasing automatic flushing hydrants to install throughout Bradfield Farms and other systems.

Carolina Water Service of North Carolina™

Bradfield Farms Water System

PWS ID# 01-60-264

Annual Water Quality Report 2017

Message from Matthew Klein, President

Dear Carolina Water Service, Inc. of North Carolina (CWSNC) Customers,

I am pleased to share your Annual Water Quality Report for 2017. This report is designed to inform you of the quality of water we delivered to you over the past year. As the President of your water utility, I fully appreciate our role in the local community. We want you to understand the investments and other efforts we undertake to continually improve the water treatment process and protect our water resources.

Our team is committed to providing safe, reliable, and cost-effective service to you. All of our employees share in our commitment to act with integrity, protect the environment, and enhance the local community.

We are proud to share this report which is based on water quality testing through December 2017. We continually strive to supply water that meets or exceeds all federal and state water quality regulations.

Our local dedicated team of water quality experts is working within your community every day ensuring that you, our customer, are our top priority and that we are providing the highest quality service - now and in the years to come.

Best regards,

Sign up for e-billing now at
www.carolinawaterservicenc.com

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

The Safe Drinking Water Act

The Safe Drinking Water Act was passed in 1974 due to congressional concerns about organic chemical contaminants in drinking water and the inefficient manner by which states supervised and monitored drinking water supplies. Congress' aim was to assure that all citizens served by public water systems would be provided high quality water. As a result, the EPA set enforceable standards for health-related drinking water contaminants. The Act also established programs to protect underground sources of drinking water from contamination.

Source of Drinking Water

Your water comes from several wells located in Mecklenburg County which draw water from a fractured bedrock aquifer. An aquifer is a geological formation that contains water.

Water Conservation

Please be reminded that our water systems in North Carolina are always in some stage of either voluntary or mandatory water conservation restriction. These restrictions may vary weekly due to drought conditions and are dictated by a system established by the North Carolina Utilities Commission in an order dated May 23, 2008. The customers are encouraged to keep informed of current restrictions by checking the CWSNC web page at www.carolinawaterservicenc.com and clicking on the "Community Drought Status" link on the front page. CWSNC posts drought conditions on our Twitter account at @CarolinaWaterNC and on Facebook at @CarolinaWaterNC. If you do not have access to a computer, call our customer service at (800) 525-7990.

Help Protect our Resources

Help put a stop to the more than **1 trillion gallons of water lost annually** nationwide due to household leaks. These easy to fix leaks waste the average family the amount of water used to fill a backyard swimming pool each year. Plumbing leaks can run up your family's water bill an extra 10 percent or more, but chasing down these water and money wasting culprits is as easy as 1—2—3. Simply check, twist, and replace your way to fewer leaks and more water savings:

⇒ **Check** for silent leaks in the toilet with a few drops of food coloring in the tank, and check your sprinkler system for winter damage.

⇒ **Twist** faucet valves; tighten pipe connections; and secure your hose to the spigot. For additional savings, twist a WaterSense labeled aerator onto each bathroom faucet to save water without noticing a difference in flow. They can save a household more than 500 gallons each year—equivalent to the amount water used to shower 180 times!

⇒ **Replace** old plumbing fixtures and irrigation controllers that are wasting water with WaterSense labeled models that are independently certified to use 20 percent less water and perform well.

We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future.

EPA Wants You To Know

The sources of drinking water; both tap water and bottled water; include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and may pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

A. ***Microbial contaminants,*** *such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.*
B. ***Inorganic contaminants****, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.*
C. ***Pesticides and herbicides,*** *which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.*
D. ***Organic chemical contaminants****, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.*
E. ***Radioactive contaminants,*** *which can be naturally occurring or be the result of oil and gas production and mining activities.*

What measures are in place to ensure water is safe to drink?

To ensure that tap water is safe to drink, U.S. EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. FDA regulations establish limits for contaminants in bottled water that shall provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects may be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 800-426-4791 .

Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Information Concerning Lead in Water

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Carolina Water Service, Inc. of NC is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

If You Have Questions Or Want To Get Involved

Carolina Water Service, Inc. of NC does not hold regular public meetings. If you have any questions about this report or would like a company representative to attend an upcoming homeowners association meeting, please contact Customer Service at 1-800-525-7990.

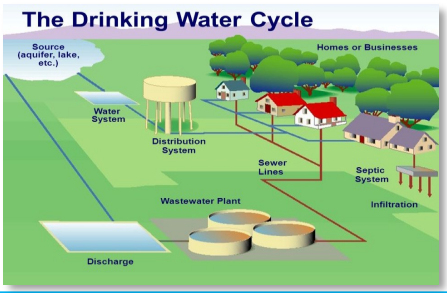
Drain Disposal Information

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

- Never pour grease down sink drains or into toilets. Scrape grease into a can or trash.
- Put strainers in sink drains to catch food scraps/solids for disposal.

Prescription Medication and Hazardous Waste

Household products such as paints, cleaners, oils, and pesticides, are considered to be household hazardous waste. Prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the wastewater treatment system and enter rivers and lakes (or leach into the ground and seep into groundwater in a septic system). Follow the directions for proper disposal procedures. **Do not flush hazardous waste or prescription and over-the-counter drugs down the toilet or drain.** They may flow downstream to serve as sources for community drinking water supplies. Many communities offer a variety of options for conveniently and safely managing these items. For more information, visit the EPA website at: www.epa.gov/hw/household-hazardous-waste-hhw.



Key to Water Quality Terms

In order to help you understand this report, we want you to understand a few terms and abbreviations that are contained in it.

- **Action level (AL)** - action level is the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **Locational Running Annual Average (LRAA)** - The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters under the Stage 2 Disinfectants and Disinfection Byproducts Rule.
- **Maximum contaminant level (MCL)** - The maximum contaminant level is the highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
- **Maximum contaminant level goal (MCLG)** - The "goal" is the level of a contaminant in drinking water below which there is no known or expected health risk. MCLG's allow for a margin of safety.
- **Maximum Residual Disinfectant Level (MRDL)** - The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **Maximum Residual Disinfectant Goal (MRDLG)** - The Level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.
- **Non-Detects (ND)** - laboratory analysis indicates that the constituent is not present.
- **Not-Applicable (N/A)** - Information not applicable/not required for that particular water system or for that particular Rule.
- **Parts per million (ppm) or milligrams per liter (mg/l)** - one part per million corresponds to one minute in two years or a single penny in $10,000.
- **Parts per billion (ppb) or micrograms per liter (ug/l)** - one part per billion corresponds to one minute in 2,000 years or a single penny in $10,000,000.
- **Parts per trillion (ppt) or Nanograms per liter (nanograms/L)** - One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in $10,000,000,000.
- **Picocuries per liter (pCi/L)** - picocuries per liter is a measure of the radioactivity in water.
- **Running Annual Average (RAA)** - Average of four consecutive quarters of sample analytical results used to determine compliance.
- **Treatment Technique (TT)** - A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

Source Water Assessment Program (SWAP)

The North Carolina Department of Environment and Natural Resources (DENR), Public Water Supply (PWS) Section, Source Water Assessment Program (SWAP) conducted assessments for all drinking water sources across North Carolina. The purpose of the assessments was to determine the susceptibility of each drinking water source (well or surface water intake) to Potential Contaminant Sources (PCSs). The results of the assessment are available in SWAP Assessment Reports that include maps, background information and a relative susceptibility rating of Higher, Moderate or Lower.

The relative susceptibility rating of each source for Bradfield Farms was determined by combining the contaminant rating (number and location of PCS's within the assessment area) and the inherent vulnerability rating (i.e., characteristics or existing conditions of the well or watershed and its delineated assessment area.). The assessment findings are summarized in the table below:

Susceptibility of Sources to Potential Contaminant Sources (PCSs)

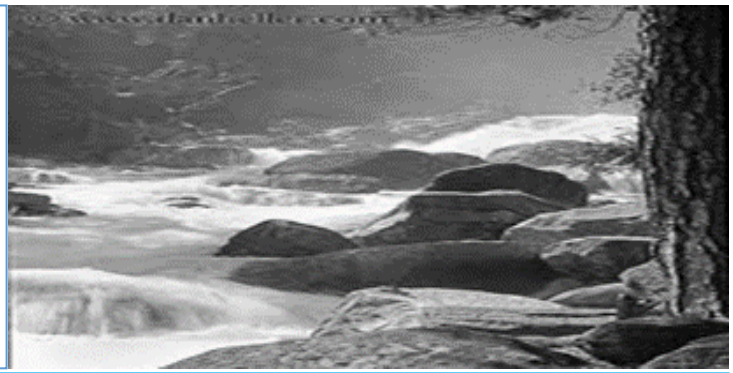
The complete SWAP Assessment report for Bradfield Farms may be viewed on the Web at: https://deq.nc.gov/swap-nextgen. Please note that because SWAP results and reports are periodically updated by the PWS Section, the results available on this web site may differ from the results that were available at the time this CCR was prepared.

Source Name	Susceptibility Rating	SWAP Report Date
Well #1	Higher	04/21/2017
Well #2	Moderate	04/21/2017
Well #3	Moderate	04/21/2017
Well #4	Moderate	04/21/2017
Well #6	Moderate	04/21/2017
Well #7	Moderate	04/21/2017

To obtain a printed copy of this report, please mail a written request to: Source Water Assessment Program – Report Request, 1634 Mail Service Center, Raleigh 27699-1634, or email request to swap@ncdenr.gov. Please indicate your system name, PWSID, and provide your name, mailing address and phone number. If you have any questions about the SWAP report please contact the Source Water Assessment staff by phone at **919-707-9098**.

It is important to understand that a susceptibility rating of "higher" does not imply poor water quality, only the systems' potential to become contaminated by PCS's in the assessment area.

We routinely monitor for over 150 contaminants in your drinking water according to Federal and State laws. The table below lists all the drinking water contaminants that we detected in the last round of sampling for the particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in this table is from testing done January 1 through December 31, 2017.** The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old.



Note: The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table below are the only contaminants detected in your drinking water.

Water Quality Test Results

Radioactive Contaminants

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
Alpha emitters excluding radon and uranium (pCi/L)	2012/2013	N	1.48	ND – 1.48	0	15	Erosion of natural deposits
Uranium (pCi/L)	2012/2013	N	2.25	ND – 2.25	0	20.1	Erosion of natural deposits
Combined radium (pCi/L)	2010/2013	N	1.0	ND – 1.0	0	5	Erosion of natural deposits

Disinfectant Residuals Summary

Contaminant (units)	Year Sampled	MCL/MRDL Violation Y/N	Your Water (highest RAA)	Range Low High	MRDLG	MRDL	Likely Source of Contamination
Chlorine (ppm)	2017	N	1.09	0.6 -1.47	4	4	Water additive used to control microbes

Inorganic Contaminants

Contaminant (units)	Date Sampled	MCL Violation Y/N	Your Water	Range Low High	MRDLG	MRDL	Likely Source of Contamination
Fluoride (ppm)	2015/2017	N	0.79	ND - 0.79	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.

Lead and Copper Contaminants

Contaminant (units)	Sample Date	Your Water	# of sites found above the AL	MCLG	MCL	Likely Source of Contamination
Copper (ppm) (90^{th} percentile)	Aug 2015	0.221	0	1.3	AL= 1.3	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives.

Violations

In 2017, Carolina Water Service, Inc. of North Carolina performed all required monitoring for contaminants. In addition, no violations from the North Carolina Department of Environmental Quality were received and we were in compliance with applicable testing and reporting requirements.

Carolina Water Service of North Carolina™

Queens Harbor Water System

PWS ID# 01-60-249

Annual Water Quality Report 2017

Message from Matthew Klein, President

Dear Carolina Water Service, Inc. of North Carolina (CWSNC) Customers,

I am pleased to share your Annual Water Quality Report for 2017. This report is designed to inform you of the quality of water we delivered to you over the past year. As the President of your water utility, I fully appreciate our role in the local community. We want you to understand the investments and other efforts we undertake to continually improve the water treatment process and protect our water resources.

Our team is committed to providing safe, reliable, and cost-effective service to you. All of our employees share in our commitment to act with integrity, protect the environment, and enhance the local community.

We are proud to share this report which is based on water quality testing through December 2017. We continually strive to supply water that meets or exceeds all federal and state water quality regulations.

Our local dedicated team of water quality experts is working within your community every day ensuring that you, our customer, are our top priority and that we are providing the highest quality service - now and in the years to come.

Best regards,

Sign up for e-billing now at
www.carolinawaterservicenc.com

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

The Safe Drinking Water Act

The Safe Drinking Water Act was passed in 1974 due to congressional concerns about organic chemical contaminants in drinking water and the inefficient manner by which states supervised and monitored drinking water supplies. Congress' aim was to assure that all citizens served by public water systems would be provided high quality water. As a result, the EPA set enforceable standards for health-related drinking water contaminants. The Act also established programs to protect underground sources of drinking water from contamination.

Source of Drinking Water

Your water comes from several wells located in Mecklenburg County which draw water from a fractured bedrock aquifer. An aquifer is a geological formation that contains water.

Water Conservation

Please be reminded that our water systems in North Carolina are always in some stage of either voluntary or mandatory water conservation restriction. These restrictions may vary weekly due to drought conditions and are dictated by a system established by the North Carolina Utilities Commission in an order dated May 23, 2008. The customers are encouraged to keep informed of current restrictions by checking the CWSNC web page at www.carolinawaterservicenc.com and clicking on the "Community Drought Status" link on the front page. CWSNC posts drought conditions on our Twitter account at @CarolinaWaterNC and on Facebook at @CarolinaWaterNC. If you do not have access to a computer, call our customer service at (800) 525-7990.

Help Protect our Resources

Help put a stop to the more than **1 trillion gallons of water lost annually** nationwide due to household leaks. These easy to fix leaks waste the average family the amount of water used to fill a backyard swimming pool each year. Plumbing leaks can run up your family's water bill an extra 10 percent or more, but chasing down these water and money wasting culprits is as easy as 1—2—3. Simply check, twist, and replace your way to fewer leaks and more water savings:

⇒ **Check** for silent leaks in the toilet with a few drops of food coloring in the tank, and check your sprinkler system for winter damage.

⇒ **Twist** faucet valves; tighten pipe connections; and secure your hose to the spigot. For additional savings, twist a WaterSense labeled aerator onto each bathroom faucet to save water without noticing a difference in flow. They can save a household more than 500 gallons each year—equivalent to the amount water used to shower 180 times!

⇒ **Replace** old plumbing fixtures and irrigation controllers that are wasting water with WaterSense labeled models that are independently certified to use 20 percent less water and perform well.

We ask that all our customers help us protect our water sources which are the heart of our community, our way of life and our children's future.

EPA Wants You To Know

The sources of drinking water; both tap water and bottled water; include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and may pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

A. ***Microbial contaminants,*** *such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.*

B. ***Inorganic contaminants****, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.*

C. ***Pesticides and herbicides,*** *which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.*

D. ***Organic chemical contaminants****, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.*

E. ***Radioactive contaminants,*** *which can be naturally occurring or be the result of oil and gas production and mining activities.*

What measures are in place to ensure water is safe to drink?

To ensure that tap water is safe to drink, U.S. EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. FDA regulations establish limits for contaminants in bottled water that shall provide the same protection for public health.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects may be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 800-426-4791 .

Special notice from EPA for the elderly, infants, cancer patients and people with HIV/AIDS or other immune system problems

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Information Concerning Lead in Water

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Carolina Water Service, Inc. of NC is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

Water that remains stationary within your home plumbing for extended periods of time can leach lead out of pipes joined with lead-containing solder as well as brass fixtures or galvanized pipes. Flushing fixtures has been found to be an effective means of reducing lead levels. The flushing process could take from 30 seconds to 2 minutes or longer until it becomes cold or reaches a steady temperature. Faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. Consumers should be aware of this when choosing fixtures and take appropriate precautions. Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

If You Have Questions Or Want To Get Involved

Carolina Water Service, Inc. of NC does not hold regular public meetings. If you have any questions about this report or would like a company representative to attend an upcoming homeowners association meeting, please contact Customer Service at 1-800-525-7990.

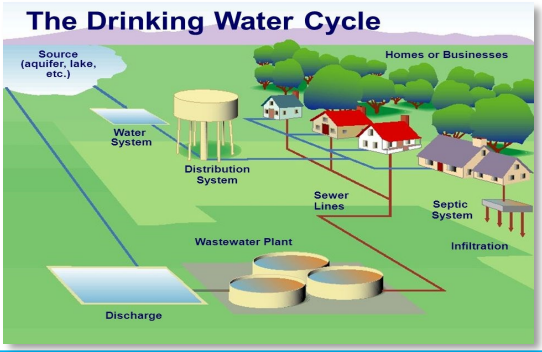
Drain Disposal Information

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. A common cause is sewer pipes blocked by grease, which gets into the sewer from household drains. Grease sticks to the insides of pipes. Over time, the grease can build up and block the entire pipe. Help solve the grease problem by keeping this material out of the sewer system in the first place:

- Never pour grease down sink drains or into toilets. Scrape grease into a can or trash.
- Put strainers in sink drains to catch food scraps/solids for disposal.

Prescription Medication and Hazardous Waste

Household products such as paints, cleaners, oils, and pesticides, are considered to be household hazardous waste. Prescription and over-the-counter drugs poured down the sink or flushed down the toilet can pass through the wastewater treatment system and enter rivers and lakes (or leach into the ground and seep into groundwater in a septic system). Follow the directions for proper disposal procedures. **Do not flush hazardous waste or prescription and over-the-counter drugs down the toilet or drain.** They may flow downstream to serve as sources for community drinking water supplies. Many communities offer a variety of options for conveniently and safely managing these items. For more information, visit the EPA website at: www.epa.gov/hw/household-hazardous-waste-hhw.



Key to Water Quality Terms

In order to help you understand this report, we want you to understand a few terms and abbreviations that are contained in it.

- **Action level (AL)** - action level is the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **Locational Running Annual Average (LRAA)** - The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters under the Stage 2 Disinfectants and Disinfection Byproducts Rule.
- **Maximum contaminant level (MCL)** - The maximum contaminant level is the highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.
- **Maximum contaminant level goal (MCLG)** - The "goal" is the level of a contaminant in drinking water below which there is no known or expected health risk. MCLG's allow for a margin of safety.
- **Maximum Residual Disinfectant Level (MRDL)** - The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **Maximum Residual Disinfectant Goal (MRDLG)** - The Level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.
- **Non-Detects (ND)** - laboratory analysis indicates that the constituent is not present.
- **Not-Applicable (N/A)** - Information not applicable/not required for that particular water system or for that particular Rule.
- **Parts per million (ppm) or milligrams per liter (mg/l)** - one part per million corresponds to one minute in two years or a single penny in $10,000.
- **Parts per billion (ppb) or micrograms per liter (ug/l)** - one part per billion corresponds to one minute in 2,000 years or a single penny in $10,000,000.
- **Parts per trillion (ppt) or Nanograms per liter (nanograms/L)** - One part per trillion corresponds to one minute in 2,000,000 years, or a single penny in $10,000,000,000.
- **Picocuries per liter (pCi/L)** - picocuries per liter is a measure of the radioactivity in water.
- **Running Annual Average (RAA)** - Average of four consecutive quarters of sample analytical results used to determine compliance.
- **Treatment Technique (TT)** - A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.
- **Avg** - Regulatory compliance with some MCLs is based on running annual average of monthly samples.

Source Water Assessment Program (SWAP)

The North Carolina Department of Environment and Natural Resources (DENR), Public Water Supply (PWS) Section, Source Water Assessment Program (SWAP) conducted assessments for all drinking water sources across North Carolina. The purpose of the assessments was to determine the susceptibility of each drinking water source (well or surface water intake) to Potential Contaminant Sources (PCSs). The results of the assessment are available in SWAP Assessment Reports that include maps, background information and a relative susceptibility rating of Higher, Moderate or Lower.

The relative susceptibility rating of each source for Queens Harbor was determined by combining the contaminant rating (number and location of PCS's within the assessment area) and the inherent vulnerability rating (i.e., characteristics or existing conditions of the well or watershed and its delineated assessment area.). The assessment findings are summarized in the table below:

Susceptibility of Sources to Potential Contaminant Sources (PCSs)

Source Name	Susceptibility Rating	SWAP Report Date
Well #1	Moderate	04/21/2017
Well #2	Moderate	04/21/2017
Well #3	Moderate	04/21/2017

The complete SWAP Assessment report for Queens Harbor may be viewed on the Web at: https://deq.nc.gov/swap-nextgen. Please note that because SWAP results and reports are periodically updated by the PWS Section, the results available on this web site may differ from the results that were available at the time this CCR was prepared.

To obtain a printed copy of this report, please mail a written request to: Source Water Assessment Program – Report Request, 1634 Mail Service Center, Raleigh 27699-1634, or email request to swap@ncdenr.gov. Please indicate your system name, PWSID, and provide your name, mailing address and phone number. If you have any questions about the SWAP report please contact the Source Water Assessment staff by phone at **919-707-9098**.

It is important to understand that a susceptibility rating of "higher" does not imply poor water quality, only the systems' potential to become contaminated by PCS's in the assessment area.

We routinely monitor for over 150 contaminants in your drinking water according to Federal and State laws. The table below lists all the drinking water contaminants that we detected in the last round of sampling for the particular contaminant group. The presence of contaminants does not necessarily indicate that water poses a health risk. **Unless otherwise noted, the data presented in this table is from testing done January 1 through December 31, 2017.** The EPA or the State requires us to monitor for certain contaminants less than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of the data, though representative of the water quality, is more than one year old.

Note: The Environmental Protection Agency (EPA) requires monitoring of over 80 drinking water contaminants. Those contaminants listed in the table below are the only contaminants detected in your drinking water.

Water Quality Test Results

Contaminant (units)	Sample Date	MCL Violation Y/N	Your Water	Range Low High	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants							
Fluoride (ppm)	11/02/2015	N	0.31	0.26- 0.31	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories.
Radioactive Contaminants							
Alpha emitters (pCi/L)	2013	N	3.92	2.31– 3.92	0	15	Erosion of natural deposits
Uranium (pCi/L)	2013	N	0.79	0.78 – 0.79	0	20.1	Erosion of natural deposits
Stage 2 Disinfection Byproduct Compliance (Collected from the Distribution System)							
TTHM (ppb) [Total Trihalomethanes]	2017	N	12.6	N/A	N/A	80	By-product of drinking water chlorination
HAA5 (ppb) [Total Haloacetic Acids]	2017	N	1.8	N/A	N/A	60	By-product of drinking water disinfection

Disinfectant Residuals Summary (Collected from the Distribution System)

Contaminant (units)	Year Sampled	MRDL Violation Y/N	Your Water (highest RAA)	Range Low High	MRDLG	MRDL	Likely Source of Contamination
Chlorine (ppm)	2017	N	0.82	0.40 -1.04	4	4	Water additive used to control microbes

Lead and Copper Contaminants (Collected from the Distribution System)

Contaminant (units)	Sample Date	Your Water	# of sites found above the AL	MCLG	MCL	Likely Source of Contamination
Copper (ppm) (90^{th} percentile)	Aug 2015	0.388	0	1.3	AL=1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives.

Violations

In 2017, Carolina Water Service, Inc. of North Carolina performed all required monitoring for contaminants. In addition, no violations from the North Carolina Department of Environmental Quality were received and we were in compliance with applicable testing and reporting requirements.

VERIFICATION

Deborah Clark, being duly sworn, deposes and says:

That she is the Communications Coordinator for Carolina Water Service, Inc. of North Carolina; that she is familiar with the facts set out in this **REPORT ON CUSTOMER COMMENTS FROM PUBLIC HEARING IN CHARLOTTE, NORTH CAROLINA, HELD ON SEPTEMBER 19, 2018**, filed in Docket No. W-354, Sub 360; that she has read the foregoing Report and knows the contents thereof; and that the same is true of her knowledge except as to those matters stated therein on information and belief, and as to those she believes them to be true.

Deborah Clark

Sworn to and subscribed before me this
the 4 day of October 2018.

Alexa Bird.
Notary Public

ALEXA BIRD
My Commission Expires
NOTARY
PUBLIC
September 9, 2023
MECKLENBURG COUNTY, NC

My Commission Expires: 09.09.2023.

CERTIFICATE OF SERVICE

I hereby certify that on this the 4th day October 2018, a copy of the foregoing **REPORT ON CUSTOMER COMMENTS FROM PUBLIC HEARING IN CHARLOTTE, NORTH CAROLINA, HELD ON SEPTEMBER 19, 2018,** has been duly served upon all parties of record by electronic service, as follows:

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