

W-354 Sub 414
Dm [Signature]

Calhoun Complaint

CWSNC's response is exactly what was expected, more blame the customer and try to blame their usage on leaks. Same story over and over. Notice they didn't state how many customers in this service area are paying over \$500/month for water. 3 neighborhoods are impacted by whatever issues CWSNC has and people in these neighborhoods are installing wells so they don't have to deal with CWS any longer. As indicated in my complaint, the local NBC affiliate spoke to numerous neighbors who all shared they are experiencing usage amounts and bills much higher than other years. I understand CWSNC's position – if they accept responsibility for the overbilling at my residence then that opens them up to 3 large neighborhoods filing formal complaints and costing them 10's of thousands in revenue.

CWS has continued to point out that we have irrigation and a pool. Again, blame the customer. We have no leaks, our pool doesn't have anything to do with these bills as you can see from the last three months of usage at 7,000 gallons and below. Just another way they can deflect and blame customers. I also note who the legal team is representing CWS. It's not lost on me that this is how some government roles work – your next role could be a defense lawyer for the people you are regulating.

CWS still uses a third party collection agency as their customer service line, they continue to blame the customer when it's obvious to everyone in this area that we have a real problem with our water provider. This is not a problem about my residence, this is a problem with the entire service area. I don't expect anything to be done from CWS's side – they have shown time and time again they don't care about customers and will never accept responsibility even when there is a clear problem.