

Water Resources, Inc.
6201 Fairview Road, Suite 200
Charlotte, NC 28210
704-643-9866
dabbott@waterresourcesnc.com

July 8, 2024

Via Electronic Filing Only
Ms. A. Shonta Dunston
Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, NC 27699-4300

RE: Water Resources, Inc.'s Customer Contact Log Covering Second Quarter 2024
(Docket No. W-1034, Sub 8)

Dear Ms. Dunston,

Please find enclosed for filing in the above-captioned proceeding, Water Resources, Inc.'s customer contact log covering the second quarter of 2024.

Should you have any questions or concerns regarding this filing, please do not hesitate to contact me.

Sincerely,



Dennis C. Abbott, President
Water Resources, Inc.



Water Resources

OFFICIAL COPY

Jul 08 2024

Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
4/3/2024	2:56 PM	Rocky River	3038 Tom Savage	Voice Mail	Wants to restore auto draft	4/4 BL 8:21 AM spoke with customer and set up auto draft.	Closed
4/8/2024	3:07 PM	Rocky River	8495 Plantation Way	Email	Needs to set up account for son's home purchase next door	4/4 BL 3:07 PM replied to customer and set up account.	Closed
4/11/2024	10:04 AM	River Walk	9902 River Walk Way	Email	Needs us to shut off water for repair to his line	4/12 BL 8:30 AM scheduled shut off for customer.	Closed
4/18/2024	12:14 PM	Rocky River	3038 Tom Savage	Email	Emailed customer regarding returned ACH payment	Email exchange with customer and determined incorrect banking info; everything is corrected.	Closed
4/23/2024	3:37 PM	River Walk	5102 Plantation Ridge Rd.	Email		Emailed customer to request permission to draft payment. Email exchange included discussion to replace water meter.	Closed
4/23/2024	4:15 PM	River Walk	4424 Waterway Wourt	Telephone	Asking about payment status	4/24 BL 11:08 AM: returned call; customer mailing payment.	Closed
4/24/2024	11:51 AM	Rocky River	8532 Indian Summer Tr.	Telephone		Contacted customer about final bill, emailed bill.	Closed
4/25/2024	9:16 AM	Rocky River	5037 Cherry's Ford Ct.	Voice Mail	Customer called about due date.	4/25 BL 9:58 AM: returned call, verified due date.	Closed
4/26/2024	11:21 AM	River Walk	4641 River Bluff Ct.	Voice Mail	Informing us he is mailing payment	BL took call, thanked customer.	Closed
5/2/2024	11:32 AM	Rocky River	8483 Plantation Way	Voice Mail	Advised payment is on the way, said no need to return call		Closed
5/3/2024	2:31 PM	Rocky River	8495 Plantation Way	Email	Needs new amount due.	5/3 BL: called customer with amount due and clarified account question.	Closed
5/14/2024	10:45 AM	Rocky River	8532 Indian Summer Tr.	Email	Wants to set up new account.	5/14 BL 10:58 AM: responded to customer with how to set up account; emailed with landlord about same.	Closed
5/23/2024	1:12 PM	Rocky River	8532 Indian Summer Tr.	Email		Emailed landlord about past due balance from prior tenant; payment being sent.	Closed
5/28/2024	10:18 AM	River Walk	4630 River Bluff Ct.	Email	Letting us know about low pressure; copied HOA board	Replied to emails from Wood, Van Etten, Hensch, Layman about low pressure, that we would dispatch contractor.	Closed
5/28/2024	11:27 AM	River Walk	5625 Plantation Ridge Rd.	Email	Replying to above email about pressure	Contractor was dispatched and determined 2 check valves were needed to be replaced due to wear. Advised DEQ and Public Staff; finally repairs were made on 6/28.	Closed
5/28/2024	6:04 PM	Rocky River	8447 Plantation Way	Voice Mail	Payment not reflected on account	5/29 BL 11:22 AM: left message that payment had not been received and would post as soon as we have it. 5/30 BL 12:45 PM: left message we received check.	Closed
5/29/2024	11:07 AM	Rocky River	3005 Tom Savage	Telephone	Question on bill	BL: took call, discussed usage, verified there was an error in the meter reading, sent corrected bill with credit.	Closed
5/29/2024	3:47 PM	Rocky River	8532 Indian Summer Tr.	Email	Wants to know how to pay bill	BL 4:14 PM: reminded customer she can mail a check to our office address or set up auto pay. Advised the online customer portal would be available late June.	Closed
5/29/2024	5:32 PM	Rocky River	3492 Rocky Ridge Ln.	Email	Said his payment was not posted to his bill.	5/30 BL 11:58 AM: advised customer we had not received payment but would post as soon as we do.	Closed
5/30/2024	7:45 AM	Rocky River	8533 Indian Summer Tr.	Telephone	Advising due date is incorrect	BL took call, thanked customer for letting me know.	Closed
5/31/2024	11:20 AM	Rocky River	McMillan Acres Master	Voice Mail	Payment not posted to account.	5/31 BL 1:39 PM: let customer know we had not yet received payment but would post as soon as we do.	Closed
5/31/2024	9:00 AM	Rocky River	8446 Plantation WAY	Telephone	House sold, closed on 6/3, transfer account	BL took call, thanked customer and will send final bill.	Closed
6/5/2024	7:37 PM	Rocky River	8532 Indian Summer Tr.	Email	Wants to know how she gets her bill to pay	6/6 BL 4:19 PM: reminded customer her first bill is 6/24 and referenced her welcome email and payment instructions as noted in the earlier email.	Closed
6/7/2024	7:03 AM	River Walk	5425 Plantation Ridge Rd.	Email	Requested water quality report, preventive maintenance schedule	6/7 BL 9:36 AM: provided customer with most recent report and explained We follow the schedule set forth by the state regulators and Department of Environmental Quality, and they also perform their own regularly scheduled inspections.	Closed
6/10/2024	11:56 AM	River Walk	5425 Plantation Ridge Rd.	Email	Disagrees with amount due on her bill.	6/10 BL 2:40 PM: advised customer I would research her account. Provided customer with account analysis and concluded she had been determining her own amount due and not paying according to invoices resulting in outstanding balance. She also had a missing payment which has since been posted and applied, but still has outstanding balance which she continues to dispute. Advised customer that outstanding balance is correct (sent spreadsheet).	Closed