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August 14, 2015

Gail Mount
Chief Clerk
North Carolina Utilities Commission
430 N. Salisbury Street
Raleigh, NC 27603 – 5918

**Re: Report on Customer Service Quality Issues from Public Hearing in Charlotte,
North Carolina, NCUC Docket No. W-354, Sub 344**

Dear Ms. Mount:

Enclosed for filing in the above-referenced docket on behalf of Carolina Water Service, Inc. of North Carolina is the Report on Customer Service Quality Issues from Public Hearing in Charlotte, North Carolina.

Should you have any questions or comments, please do not hesitate to call me. Thank you in advance for your assistance and cooperation.

Regards,

/s Charlotte Mitchell

4847-9065-5268, v. 1

OFFICIAL COPY

Aug 14 2015

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. W-354, SUB 344

<p>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 and Sewer Utility Service in All of Its Service Areas in North Carolina</p>	<p>)))))))</p>	<p>REPORT ON CUSTOMER SERVICE QUALITY ISSUES FROM PUBLIC HEARING IN CHARLOTTE, NORTH CAROLINA</p>
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NOW COMES Carolina Water Service, Inc. of North Carolina ("CWSNC" or "Company") and files this report regarding any customer service quality issues raised at the Charlotte, North Carolina public hearing.

Specifically, a public hearing was held beginning at 7:00 p.m., on July 8, 2015, in Charlotte, North Carolina at the Mecklenburg County Courthouse. Chairman Edward S. Finley, Jr., presided and was joined by Commissioners Don M. Bailey, Jerry C. Dockham, Bryan E. Beatty, ToNola D. Brown-Bland, and James G. Patterson. Staff Attorney Gina Holt appeared for the Public Staff on behalf of the using and consuming public, accompanied by Public Staff Water Engineer, Gina Casselberry. Charlotte Mitchell of the Law Office of Charlotte Mitchell, appeared on behalf of CWSNC, accompanied by Martin J. Lashua, the Company's Vice President of Operations and Matthew T. Klein, the Company's President of North Carolina and Tennessee.

A total of five (5) witnesses testified at the Charlotte public hearing.

Brian Allenspach, a resident of The Harbour subdivision in Mooresville, North Carolina, testified in opposition to the proposed rate increase. Mr. Allenspach testified that he has lived in the subdivision since 2002 and has never complained of a customer service problem.

Three (3) residents of the RiverPointe subdivision in Charlotte, North Carolina testified at the hearing. Specifically, Chesley Singleton, Brian Lucas and William Schell testified as to their concerns related to the proposed rate increase. None of the witnesses complained of customer service quality problems; Mr. Lucas testified that the homeowners' association has a great relationship with the Company and that the Company has been very responsive. Mr. Singleton and Mr. Lucas testified that water quality has improved following the switch in 2012 from well water to water provided by Charlotte Water (formerly Charlotte Mecklenburg Utilities).

Jack Ritterskamp, a resident of the Hemby Acres subdivision in Union County, testified regarding his concern related to the proposed rate increase.

CWSNC Response: The Company met with the public witnesses after the hearing and responded to their questions and concerns regarding the proposed rate increase. None of the public witnesses complained of customer service or quality issues. With respect to the witnesses from RiverPointe, the Company explained that it has proposed to include a system-specific usage charge that

reflects the actual cost incurred by the Company to purchase the water from Charlotte Water, in an effort to clarify that this charge will be a pass through from the Company to the customers. Detailed billing information was provided to Mr. Lucas, the President of the RiverPointe homeowners' association to show the rate at which the Company is being charged by Charlotte Water.

Respectfully submitted, this the 14th day of August, 2015.

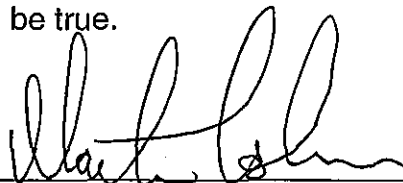
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**ATTORNEY FOR CAROLINA WATER SERVICE,
INC. OF NORTH CAROLINA**

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 the attached **Report On Customer Service Quality Issues from Public Hearing in Charlotte, North Carolina** filed 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.

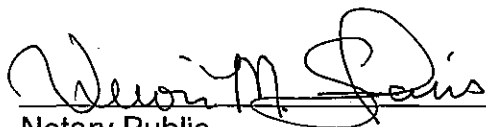


Martin J. Lashua

North Carolina

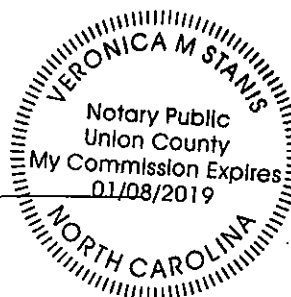
Mecklenburg County

Sworn to and subscribed before me this the 14th day of August, 2015.


Notary Public

VERONICA M. STANIS
Printed Name

My Commission Expires: 01/08/2019
Date



CERTIFICATE OF SERVICE

I hereby certify that on this the 14th day of August, 2015, a copy of the foregoing **Report On Customer Service Quality Issues from Public Hearing in Charlotte, North Carolina** has been duly served upon all parties of record by electronic service, as follows:

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s/ Charlotte Mitchell

4837-0737-7446, v. 1