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FILED

SEP 12 2018

JOSH STEIN
ATTORNEY GENERAL

STATE OF NORTH CAROLINA
DEPARTMENT OF JUSTICE
9001 MAIL SERVICE CENTER
RALEIGH, NORTH CAROLINA 27699-9001
WWW.NCDOJ.GOV

Clerk's Office
N.C. Utilities Commission
CONSUMER PROTECTION
TOLL-FREE IN NC:
877.566.7226
OUTSIDE OF NC: 919.716.6000
FAX: 919.716.6050

June 20, 2018

20 PAGES
OC7

David Furr
Department of Commerce
Utilities-Public Staff
4301 Mail Service Center
Raleigh, NC 27699-4301

Re: ~~Docket No. W-1034, Sub 8~~
~~Water Resources, Inc.~~ General Rate Case

Dear Mr. Furr:

~~CONSUMER STATEMENT OF POSITION
WITH PUBLIC STAFF RESPONSE (C)~~

Enclosed are complaints from consumers regarding water quality that's sent to you from Margaret A. Force, Assistant Attorney General, in the above case.

Thank you.

Sincerely yours,

Diana Day
Program Assistant

Enclosures

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Sep 12 2018

Consumer

From: conforms@ncdoj.gov
Sent: Saturday, June 16, 2018 3:53 PM
To: Consumer
Subject: Complaint 41419 Juarez

Your Information

Prefix Mrs * First Name Michelle
Middle Initial * Last Name Juarez
* Mailing Address 8971 CHERRYS FORD CT
* City HARRISBURG
* State NC * Zip Code 28075
Country, if not US United States
Day Phone Number (including area code) 7044557682
Evening Phone Number (including area code) 7044557682
Cell Phone Number (including area code) 7044335289
Fax Number (including area code)
County of Residence Cabarrus Email Address TEACHINGMOM@CAROLINA.RR.COM
I am a military service member or military spouse No

Information About Company Against Which You Are Complaining

* Full name of company Water Resources
Address 5970 Fairview Rd. Suite 710
City Charlotte
State NC Zip Code 28210
Country, if not US
Company's internet address (URL)

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Sep 12 2018

* Telephone number, including area code

7048051791

Fax number, including area code

Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved

Water

Date of purchase, service, contract 6/16/2018 12:00:00 AM

Manufacturer or brand

Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease? No

Start Date 4/1/2005 12:00:00 AM End Date 6/16/2018 12:00:00 AM

Total amount paid Amount in dispute

How was payment made: Cash

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

Information About the Transaction

How was initial contact made between you and the

I telephoned the business

Where did the transaction take place?

At my home

Details of Complaint

* Details Please look into the water issues with water resources and to represent the consumers in the proceedings b4 the Utilities commission. There is a lack of -

Limit of
2500
characters

quality water (clay / iron ruining water heaters & toilets), cloudy water with a film on top, no advance flushing notice, no urgency to let consumers know when issues or updates when issues will be fixed, poor water quality may not be safe to drink. Notices in past to boil water before using.

Resolution Attempts You Have Made

Have you contacted the company with your complaint? Yes

If yes, name of person most recently contacted Taylor Puckett and Dennis Abbott

His/her phone number, incl. area code 704-679-3966

Results Multiple calls about water quality, they have not resolved the issue and we have to buy bottled water.

* What resolution would you consider fair? (Limit 1,000 characters) I would like safe, clear drinking water for my family and pets. They are now asking to up our water rates but they are not providing us with quality drinking water.

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax?

Consumer

From: conforms@ncdoj.gov
Sent: Thursday, June 14, 2018 10:08 AM
To: Consumer
Subject: Complaint 41360 Mercieca

Your Information

Prefix Mr * First Name Anthony
Middle Initial * Last Name Mercieca
* Mailing Address 8533 Indian Summer Trl
* City Harrisburg
* State NC * Zip Code 28075
Country, if not US
Day Phone Number (including area code) 7047069619
Evening Phone Number (including area code) 7047069619
Cell Phone Number (including area code) 7047069619
Fax Number (including area code)
County of Residence cabarrus Email Address newstart@britneyplace.biz
I am a military service member or military spouse No

Information About Company Against Which You Are Complaining

* Full name of company WATER RECOURCES, INC.
Address 5970 FAIRVIEW ROAD, SUITE 710
City CHARLOTTE
State NC Zip Code
Country, if not US
Company's internet address (URL)
* Telephone number, including area code
Fax number, including area code

Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved

WATER RATE INCREASE

Date of purchase, service, contract

6/14/2018 12:00:00 AM

Manufacturer or brand WATER RESOURCES

Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease?

Start Date

End Date

Total amount paid

Amount in dispute

How was payment made: Cash

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

Information About the Transaction

How was initial contact made between you and the

Other

Where did the transaction take place?

Other

Details of Complaint

* Details

Limit of 2500 characters

WATER RESOURCES SUPPLIES WATER TO OUR HOUSE, THEY JUST HIT US WITH A 20.7% RATE INCREASE THAT WAS FILED WITH THE NC UTILITIES COMMISSION ON APRIL 18, 2018. FOR WATER UTILITY SERVICE IN ROCKY RIVER PLANTATION. NOT ONLY THE WATER WE ARE GETTING IS SOMETIMES BROWN, CLOUDY AND DIRTY, IT ALSO RUINS OUR APPLIANCES, TOILETS, BATHTUBS AND SINKS. IT IS BAD ENOUGH THAT WE SPEND A LOT OF MONEY ON BUYING BOTTLED WATER AND EXPENSIVE CLEANSERS TO CLEAN. I WOULD LIKE TO SEE THIS RATE INCREASE DISAPPROVED. OUR WATER IS NOT EVEN WORTH WHAT WE ARE ALREADY PAYING. SINCERELY, ANTHONY AND DOROTHY MERCIECA

Resolution Attempts You Have Made

Have you contacted the company with your complaint? No

If yes, name of person most recently contacted

His/her phone number, incl. area code

Results

* What resolution would you consider fair? (Limit 1,000 characters) STOP THE RATE INCREASE

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax? No

Consumer

From: consforms@ncdoj.gov
Sent: Wednesday, June 13, 2018 12:26 PM
To: Consumer
Subject: Complaint 41326 DEVITTO

Your Information

Prefix Mr * First Name LENNY
Middle Initial * Last Name DEVITTO
* Mailing Address 8529 indian summer trl
* City Harrisburg
* State NC * Zip Code 28075
Country, if not US
Day Phone Number (including area code) 7044552551
Evening Phone Number (including area code)
Cell Phone Number (including area code)
Fax Number (including area code)
County of Residence cabarrus Email Address
I am a military service member or military spouse No

Information About Company Against Which You Are Complaining

* Full name of company water resiuces inc
Address 5970 fairview rd
City CHARLOTTE
State nc Zip Code 28210
Country, if not US
Company's internet address (URL)
* Telephone number, including area code 7048051791
Fax number, including area code

Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved water quality

Date of purchase, service, contract

Manufacturer or brand

Model

Account number 5075

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease? No

Start Date End Date

Total amount paid Amount in dispute

How was payment made: Cash

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

Information About the Transaction

How was initial contact made between you and the Other

Where did the transaction take place? Other

Details of Complaint

* Details

Limit of 2500 characters

Rocky river plantation community well water owned by water resources. Since 7/17/14 have been getting clay / iron in the drinking water, water heater and toilets. Water heater has to be drained to get clay / iron out and toilets get stained from the iron. There is a lack of urgency to ongoing issues and when water is off nobody follows up to let the consumers know the status of the issue or a ETR (estimated time to restore). Have been trying to get water resources to give consumers advance notice when they are going to do flushing of the water lines, but they have ignored and still no flushing schedule for this community . Have had problem getting monthly statements in a timely matter , have to call to get them sent when not sent out many times in the past 10 years. 3/2017 got Meredith Tidmore with utility commission public staff to investigate water resources and get monthly statements coming monthly again.She also talked to owner Dennis Abbott (704-805-1799) to get a advance notice for flushing schedule, but has not happened. 5/8/18 till 5/30/18 - Water was white and sizzling like alka seltzer coming out of sink and toilets. Had to call water resources and told they are checking into the issue, never heard back so called again and was told they may have to flush the lines ? Now WR is asking for a

rate hike for base and water usage, but the service is still terrible with no regard for the consumers. Rate increase notice attached. We need NCDOJ to represent us consumers before the commission.

Resolution Attempts You Have Made

Have you contacted the company with your complaint? Yes

If yes, name of person most recently contacted Dennis Abbott

His/her phone number, incl. area code 7048051799

Results Nothing ever gets done

* What resolution would you consider fair? (Limit 1,000 characters) fix water issues, advance flushing notice, monthly bills each month, rate decrease for the lack of urgency by this Co.

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax? No



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

August 28, 2018

Mr. Anthony Mercieca
8533 Indian Summer Trl.
Harrisburg, NC 28075

RE: Docket No. W-1034, Sub 8: Water Resources, Inc.

Dear Mr. Mercieca:

We have received your email sent to the NC Department of Justice concerning the request by Water Resources, Inc. for a water service rate increase. A copy of your email and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interest of the using and consuming public in utility matters and we will participate on the public's behalf in this case.

The Public Staff will review the books and records of Water Resources, Inc. and present its views on their request for a rate increase to the Commission. We will give consideration to your concerns as we conduct our investigation in this matter.

Thank you for your comments and concerns.

Sincerely,

A handwritten signature in cursive script that reads "David C. Furr".

David C. Furr, Director
Public Staff-Water/Sewer/Telephone Division

Executive Director
(919) 733-2435

Communications
(919) 733-2810

Economic Research
(919) 733-2902

Legal
(919) 733-6110

Transportation
(919) 733-7766

Accounting
(919) 733-4279

Consumer Services
(919) 733-9277

Electric
(919) 733-4326

Natural Gas
(919) 733-2267

Water
(919) 733-5610



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

August 28, 2018

Mrs. Michelle Juarez
8971 Cherrys Ford Ct
Harrisburg, NC 28075

RE: Docket No. W-1034, Sub 8: Water Resources, Inc.

Dear Mrs. Juarez:

We have received your email sent to the NC Department of Justice concerning the request by Water Resources, Inc. for a water service rate increase. A copy of your email and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interest of the using and consuming public in utility matters and we will participate on the public's behalf in this case.

The Public Staff will review the books and records of Water Resources, Inc. and present its views on their request for a rate increase to the Commission. We will give consideration to your concerns as we conduct our investigation in this matter.

Thank you for your comments and concerns.

Sincerely,

A handwritten signature in cursive script that reads "David C. Furr".

David C. Furr, Director
Public Staff-Water/Sewer/Telephone Division

Executive Director
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(919) 733-9277

Electric
(919) 733-4326

Natural Gas
(919) 733-2267

Water
(919) 733-5610

Furr, David

From: Furr, David
Sent: Monday, August 27, 2018 4:35 PM
To: 'lenny devitto'
Subject: RE: [External] Re: Water rate increase from water resources

Mr. Devitto,

Thank you for your emails and telephone call concerning the request by Water Resources, Inc. (Company), for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

David C. Furr, Director
Public Staff- Water/Sewer/Telephone Division
430 N. Salisbury St., Raleigh, NC 27603
4326 Mail Service Center, Raleigh, NC 27699-4326
919.733.5610
919.715.6704 (Fax)
david.furr@psncuc.nc.gov

From: lenny devitto [mailto:steelers1rock@mail.com]
Sent: Monday, June 18, 2018 1:16 PM
To: lenny devitto <steelers1rock@mail.com>
Cc: Furr, David <david.furr@psncuc.nc.gov>
Subject: [External] Re: Water rate increase from water resources

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to [ReportSpam](#).

Checked the water bills they (WR) have been charging a base rate of \$ 9.29 and the letter from NCUC states the present base rate is \$ 9.28, appears they have been over charging consumers already ?

Sent: Wednesday, June 13, 2018 at 3:32 PM
From: "lenny devitto" <steelers1rock@mail.com>
To: david.furr@psncuc.nc.gov
Subject: Water rate increase from water resources

Chris Ayers,

Was told by Miss Toomer to email you with the issues.

Rocky river plantation community well water owned by water resources.

Since 7/17/14 have been getting clay / iron in the drinking water, water heater and toilets.

Water heater has to be drained to get clay / iron out and toilets get stained from the iron and have to be cleaned with expensive products.

There is a lack of urgency to ongoing issues and when water is off nobody follows up to let the consumers know the status of the issue or a ETR (estimated time to restore).

Have been trying to get water resources to give consumers advance notice when they are going to do flushing of the water lines, but they have ignored and still no flushing schedule for this community .

Have had problem getting monthly statements in a timely matter , have to call to get them sent when not sent out many times in the past 10 years.

3/2017 got Meredith Tidmore and Jo Ann Chandler with utility commission public staff to investigate water resources and get monthly statements coming monthly again. She also talked to owner Dennis Abbott (704-805-1799) to get a advance notice for flushing schedule, but has not happened.

5/8/8 till 5/30/18 - Water was white and sizzling like alka seltzer coming out of sink and toilets. Had to call water resources and told they are checking into the issue, never heard back so called again and was told there is air in the lines they may have to flush the lines ?

How can air in the lines cause white sizzling water ?

Now WR is asking for a rate hike for base and water usage, but the service is still terrible with no regard for the consumers.

Rate increase notice attached. **We need Public Staff to represent us consumers before the commission** to fix water issues, advance flushing notice ,monthly bills each month, **rate decrease for the lack of urgency by this Co.**

I filed a complaint on the attorney general site <http://www.ncdoj.gov/Consumer.aspx> Asked them to look into the water issues with water resources and to represent the consumers in the proceedings before the Utilities commission.

Let them know about the lack of - quality water (clay / iron ruining water heaters & toilets), no advance flushing notice, no urgency to let consumers know when issues or updates when issues will be fixed. And any other issues . Also contact the Utility commission public staff - 919-733-9277 , and file complaint and ask them to represent the consumers in the proceedings b4 the utilities commission.

Lenny Devitto
8529 indian summer trl
harrisburg, NC 28075
704-455-2551

Furr, David

From: Furr, David
Sent: Monday, August 27, 2018 4:34 PM
To: 'Kevin Johnson'
Subject: RE: [External] Proposed water increase for Rocky River Plantation from Water Resources

Mr. Johnson,

Thank you for your email concerning the request by Water Resources, Inc. (Company), for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

David C. Furr, Director
Public Staff- Water/Sewer/Telephone Division
430 N. Salisbury St., Raleigh, NC 27603
4326 Mail Service Center, Raleigh, NC 27699-4326
919.733.5610
919.715.6704 (Fax)
david.furr@psncuc.nc.gov

From: Kevin Johnson [mailto:kjclt1@yahoo.com]
Sent: Monday, June 11, 2018 2:42 PM
To: Furr, David <david.furr@psncuc.nc.gov>
Subject: [External] Proposed water increase for Rocky River Plantation from Water Resources

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to [Report Spam](#).

Hello

I live in this neighborhood and I am opposed to this rate increase. Several times a year we have water outages that last for hours. Our water quality is extremely hard water that damages our water born appliance and dishware.. The town of Harrisburg has water lines right in front of our neighborhood. We pay an extra high charge from the town of Harrisburg over \$50 for just sewer since we don't get water from them. I would ask you deny this increase and let our neighborhood be tapped into the town of Harrisburg water service so our combined bills will decrease.

Kevin Johnson
8470 Plantation Way
Harrisburg NC 28075

Visit <http://www.charlottehomes.com> and find your next dream home!
Today is a great day to buy a home!
Visit my Hilton Head condo website at www.myHHlvacation.com

Furr, David

From: Furr, David
Sent: Monday, August 27, 2018 4:32 PM
To: 'Hornbeck'
Subject: RE: [External] Rocky River Plantation Water Supply - Water Supply ID 01-13220

Mr. Hornbeck,

Thank you for your email concerning the request by Water Resources, Inc. (Company), for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

David C. Furr, Director
Public Staff- Water/Sewer/Telephone Division
430 N. Salisbury St., Raleigh, NC 27603
4326 Mail Service Center, Raleigh, NC 27699-4326
919.733.5610
919.715.6704 (Fax)
david.furr@psncuc.nc.gov

-----Original Message-----

From: Hornbeck [mailto:john.hornbeck@gmail.com]
Sent: Friday, July 6, 2018 11:46 AM
To: PS_Water <Water@psncuc.nc.gov>
Cc: Hornbeck, John J <john.hornbeck@verizon.com>
Subject: [External] Rocky River Plantation Water Supply - Water Supply ID 01-13220

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to Report Spam.<mailto:report.spam@nc.gov>

Good day,

I would like to report some ongoing issues with my water provider, Water Resources Inc. 5970 Fairview Rd. Set 710, Charlotte, NC 28210.

My home is served by a community well per the above info, and for the past couple months the water has been excessively cloudy. It looks like watered down milk, that's how bad it is. I tried calling Water Resources at 704-643-9866 and there's never anyone to answer the phone. Voicemails are rarely returned. It is almost as if this company doesn't really exist (obviously this isn't the case). I don't understand why this issue persists and is not being addressed by my service provider. This company has the worst experience for customers I've had in a long time.

Today I received in the mail a notification that there was a violation as a result of insufficient sampling for Lead and Copper (they only sampled 3 out of the required 5) and I called the number for Dennis Abbott which was provided (704-527-3214) and this number went to a totally different company (First Services Connect) who had no awareness of Water Resources whatsoever. Very odd and disturbing experience. Upon further conversation, when I mentioned Dennis Abbott, the customer service rep was able to find an email address for him, and she also connected me with his voicemail.

After a less than acceptable experience calling multiple numbers, I then called the Public Water Supply department at Environmental Quality at 704-663-1699, and spoke with a gentleman by the name of Jeff Westmoreland who was very helpful. It was Jeff who advised I should reach out to you and file a formal complaint against Water Resources Inc.

I have heard from neighbors that Water Resources is planning a rate increase in the near future and I'd like to be in record as opposing any approval for a rate increase. I can't get them to pick up the phone, water quality is questionable at best due to cloudy conditions, and they have an open violation.

Will someone be able to contact me about my issue with this company and my drinking water?

Regards,
John Hoornbeck
8936 Cherrys Ford Ct.
Harrisburg, NC 28075
703-534-9443

RECEIVED

JUL 3 2018

EXECUTIVE DIRECTOR
PUBLIC STAFF

3486 Rocky Ridge La.
Harrisburg, NC 28075
June 29, 2018

Public Staff
Christopher J. Myers, Ex. Director

I am writing to express my opposition to the rate increase requested by Water Resources, Inc. There are two specific areas of concern.

I am a resident of Harrisburg N.C. and reside on Rocky Ridge Lane. My property, a long with that of my neighbors, is situated below the Water Resources water tower. Over the past several months we have experienced periodic water drainage originating from the tower. My backyard is frequently water soaked to the point that it is unusable. My retaining wall becomes water marked as water drains from the back to the front of my house. My neighbors are experiencing the same situation. This drainage attracts bugs, can create mold and is a potential health hazard. I am also concerned that it may compromise the structure of my home as water may be draining under the foundation. My neighbors and I have had to make multiple calls to Water Resources to get them to address the matter. It often takes days and on one occasion a full week before the problem was attended to. There appears to be

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no monitoring of the water tower which I have been told has had mechanical problems. Calls and complaints often go to an answering machine rather than a responsible person.

My second concern with Water Resources is the recurring "cloudiness" of the water which appears impure and unsafe. It is used for drinking and cooking and may be a health hazard to humans and pets. This has been going for an extended period of time. Complaints regarding the water composition are often directed to an answering machine at Water Resources. Response time is poor and there are no explanations for the problem.

Water Resources seems unwilling or unable to manage or correct recurring problems which are affecting those of us in the Harrisburg Community. Their poor performance makes me believe that they are underserving of a rate increase. In addition, the management of the company needs to be investigated.

Yours truly,
Caryl Bonds

205 E JUL



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

August 28, 2018

Ms. Caryl Sands
3486 Rocky Ridge Ln
Harrisburg, NC 28075

RE: Docket No. W-1034, Sub 8: Water Resources, Inc.

Dear Ms. Sands:

Thank you for your letter to Mr. Chris Ayers concerning the request by Water Resources, Inc. for a water service rate increase. A copy of your letter and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interest of the using and consuming public in utility matters and we will participate on the public's behalf in this case.

The Public Staff will review the books and records of Water Resources, Inc. and present its views on their request for a rate increase to the Commission. We will give consideration to your concerns as we conduct our investigation in this matter.

Thank you for your comments and concerns.

Sincerely,

A handwritten signature in cursive script that reads "David C. Furr".

David C. Furr, Director
Public Staff-Water/Sewer/Telephone Division

Executive Director
(919) 733-2435

Communications
(919) 733-2810

Economic Research
(919) 733-2902

Legal
(919) 733-6110

Transportation
(919) 733-7768

Accounting
(919) 733-4279

Consumer Services
(919) 733-9277

Electric
(919) 733-4326

Natural Gas,
(919) 733-2267

Water
(919) 733-5610