

OFFICIAL COPY



FILED

APR 04 2019

**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

**Clerk's Office
N.C. Utilities Commission**

April 4, 2019

Mr. Dennis Abbott
Water Resources, Inc.
5970 Fairview Road, Suite 710
Charlotte, North Carolina 28210

RE: Docket No. W-1034, Sub 8 Water Resources, Inc.
Recommended Order Approving Agreed Upon Rates and Requiring Customer Notice,
dated November 21, 2018, effective on December 7, 2018
Required and Agreed Upon Actions

Dear Mr. Abbott:

The subject order of the North Carolina Utilities Commission included the following ordering paragraphs:

3. That the Notice to Customers, attached hereto as Appendix C, shall be mailed with sufficient postage or hand delivered to all affected customers in conjunction with WRIs next regularly scheduled billing process;

4. That WRI shall file the attached Certificate of Service, properly signed and notarized, not later than 10 days after the Notice to Customers is mailed or hand delivered to customers;

5. That WRI correct the deficiencies stated in findings of fact 7 and 11 within 90 days of the date of this order;

6. That WRI complete the recommendations identified in findings of fact 8, 9, and 12, within 6 months of the date of this order;

7. That WRI investigate any possible operational issues that may be causing high power expenses at River Walk;

Executive Director
(919) 733-2435

Telephone
(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

8. That WRI shall file a report with the Commission within 90 days after the date this Recommended Order becomes final and effective; showing that the requirements of ordering paragraphs 5 above have been completed;

9. That WRI shall file a report with the Commission within 6 months after the date this Recommended Order becomes final and effective, showing that the recommendations of ordering paragraph 6 above have been completed;

10. That WRI keep a log of customer complaints. The log shall include the date and time the customer contacted WRI or its answering service, a description of the complaint, what was done to resolve the issue, and the date and time that resolution of the issue was communicated back to the customer. A copy of these records shall be filed in this docket on a quarterly basis until further order of the Commission;

11. That WRI return customer calls within 60 minutes of receipt, and document this in the log book of customer complaints; and

12. That WRI respond to outages within 60 minutes of receiving an outage report from a customer, and document this in the log book of customer complaints.

By e-mail on January 4, 2019, I sent you a reminder to file the required Certificate of Service as stated in Ordering Paragraph 4.

As of this date, the requirements of Ordering Paragraphs 4 and 8 are past due

Please file the required items with the Commission Chief Clerk as soon as possible.

If you have any questions, please contact me at (919) 733-5610.

Sincerely,



David C. Furr, Director
Water, Sewer and Telephone Division

cc: Chief Clerk
John Little