

**STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH**

DOCKET NO. W-1226, SUB 4

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of	)	
Application by Fairfield Water Company	)	VERIFIED RESPONSE OF
for Authority to Adjust and Increase	)	THE PUBLIC STAFF TO
Rates for Water Utility Service in Fairfield	)	VERIFIED REPORT ON
Water's Service Area in Henderson	)	CUSTOMER COMMENTS
County, North Carolina	)	FROM PUBLIC HEARING BY
	)	FAIRFIELD WATER COMPANY

NOW COMES the Public Staff – North Carolina Utilities Commission (Public Staff), by and through its Executive Director, Christopher J. Ayers, and files this response to the verified report filed on May 31, 2024, by Fairfield Water Company (Fairfield Water or the Company). The verified report addresses customer testimony at the public hearing held on May 21, 2024, in connection with the application filed by Fairfield Water seeking authority to increase the rates the Company charges for water utility service in the Fairfield Water's service area in Henderson County (Application).

**PURPOSE OF RESPONSE**

The purpose of the Public Staff's response is to provide the results of the Public Staff's review of Fairfield Water's verified report regarding the public hearing, and the Public Staff's opinion on whether the responses adequately address the customers' concerns. The Company was required to address all

customer service and service quality complaints expressed during the public witness hearing held on May 21, 2024.

### **SUMMARY OF VERIFIED REPORT AND PUBLIC STAFF RESPONSE**

The Company's verified report, filed on May 31, 2024, addresses the concerns raised by two customers at the hearing. There were no complaints regarding the customer service and water quality provided by Fairfield Water. The concerns raised by the customers were regarding the loans that the Company listed on the Application, the base facility charge for the quadraplexes versus the church, the monthly billing statements not clearly providing water usage information, and the type of expenses the water system incurs.

The Company's loan, water system expenses, and the base facility charge concerns were addressed appropriately. It should also be mentioned that the quadraplexes and the church have the same size water meter. The Company did not address the billing statement issue. The Company must provide clear billing statements with proper monthly water usage for each building in addition to the base facility charge, water usage charge, and any other pertinent information on each monthly water bill.

## VERIFICATION

STATE OF NORTH CAROLINA       )  
  )  
COUNTY OF WAKE                    )

I, Shashi M. Bhatta, state and attest that this Verification is filed on behalf of Public Staff – North Carolina Utilities Commission, as required by the North Carolina Utilities Commission; that I have reviewed the attached response to the Fairfield Water Company's verified report addressing the May 21, 2024 customer hearing held in Docket No. W-1226, Sub 4 and, in the exercise of due diligence, have made reasonable inquiry into the accuracy of the information provided therein and in any exhibits, documents, and statements thereto attached; and that, to the best of my knowledge, information, and belief, all of the information contained therein is accurate and true, and no material information or fact has been knowingly omitted or misstated therein.



A handwritten signature in blue ink that reads "Shashi Bhatta".

\_\_\_\_\_  
Signature of Person Making Verification

\_\_\_\_\_  
Shashi M. Bhatta  
Typed or Printed Name

\_\_\_\_\_  
June 18, 2024  
Date

Subscribed and sworn before me this the 18th day of June, 2024.

A handwritten signature in blue ink that reads "Jessica Heironimus".

\_\_\_\_\_  
Jessica Heironimus, Notary Public

My Commission Expires: June 4, 2028

**CERTIFICATE OF SERVICE**

I certify that I have served a copy of the foregoing on all parties of record or their attorneys, or both, in accordance with Commission Rule R1-39, by United States mail, postage prepaid, first class; by hand delivery; or by means of facsimile or electronic delivery upon agreement of the receiving party.

This the 18th day of June, 2024.

Electronically submitted  
/s/ Davia A. Newell  
Staff Attorney