

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

April 6, 2022

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 First Quarter 2022
(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 first quarter of 2022.

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.

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Apr 06 2022

**Water Resources
Customer Contact Log**
1-800-555-2522; 704-643-9866; 5970#

Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
1/1/22	11:34 AM	Rocky River	3029 Tom Savage	Email	Customer emailed us that our previous repair to his plumbing is the source of the leak and WRI's responsibility to fix. He is reporting to the NCUC.	1/1/22 BL 2:49 PM: at Dennis's direction, thanked customer for his email and that we would review his request and respond back to him. 1/4/22 7:35 PM: customer emailed us repair bill and requests reimbursement. 1/5/22 BL 8:56 AM: thanked him for email and that I would forward to Dennis for review and direction.	Closed
1/3/22	11:22 AM	River Walk	4633 River Bluff Ct.	Voice Mail	Received his bill, usage is 3x normal, too high	1/3/22 BL 11:40 AM: returned call, explained I had noticed his high usage and took picture of his meter at last reading, confirmed the usage is correct. He remembered that he had had his water heater cleaned out and that must account for the usage and will pay.	Closed
1/4/22	9:01 AM	Rocky River	8980 Cherrys Ford Ct.	Telephone	Customer let me know his payment was being mailed today, late due to family emergency	1/4/22 BL 4:09PM: thanked him for his email and would let him know when received. Offered auto-pay as well.	Closed
1/4/22	1:34 PM	River Walk	5632 Plantation Ridge Rd.	Email	RW103-1, set up new account, moves in 1/4	1/4/22 BL 3:58PM: thanked him for his email, sent new customer forms.	Closed
1/4/22	7:36 PM	River Walk	4630 River Bluff Court	Email	customer emailed to say that water pressure is great, repairs seemed to have worked	1/5/22 BL 8:58 AM: thanked customer for email and that we would stay in touch.	Closed
1/5/22	7:22 AM	River Walk	4612 River Bluff Ct	Email	Emailed to ask us to let her know if she needs to write another check for her balance	1/5/22 BL 9:00 AM: responded that if ok with her, we would await the check another week or so then touch base.	Closed
1/10/22	1:05 PM	River Walk	5636 Plantation Ridge	Telephone	Checking account balance	1/10/22 BL 1:05 PM: took call, provided customer with his account balance.	Closed
1/11/22	1:10 PM	Rocky River	3501 Rocky Ridge Lane	Telephone	Set up new service	1/11/22 BL 1:10 PM: took call and emailed info that was needed and set up account.	Closed
1/12/22	12:57 PM	Rocky River	3487 Rocky Ridge Ln.	Telephone	Wants to pay bill, set up auto draft	1/12/22 BL: 12:57 PM: took call, set up auto draft for her	Closed
1/17/22	3:55 PM	Rocky River	8930 Cherrys Ford Ct.	Voice Mail	Meter was changed Saturday and water is now bubbling up through cover	1/17/22 BL 4:07 PM: LM to let us know if she noticed change in water pressure. Eric went out to fix.	Closed
1/19/22	4:21 PM	River Walk	5306 Plantation Ridge Rd.	Voice Mail	Called to let me know he dropped of auto-draft paper and check. Christina said he didn't leave a payment, and only 1 piece of paper.	1/19/22 BL 4:45 PM: LM that I received his voice mail, would let him know when i was back in the office. 1/24/22 BL 9:00 AM: couldn't leave VM, mailbox full. Will enclose letter with bill that he didn't leave a payment or the correct form. In his bill I included a note, the correct form, and a pre-addressed envelope to me.	Closed
1/28/22	12:57 PM	Rocky River	8935 Cherry's Ford Ct.	Telephone	#5032 had mailed a payment and it hadn't cleared yet	1/28/22 BL 12:57 PM: took call, verified we had not received the check yet, he had not received latest bill either. He is setting up all electronic payments and will call back.	Closed
1/31/22	9:25 AM	River Walk	4500 Waters Way Ct.	Voice Mail	RW130 What is mailing address? Bank returned online payment	1/31/22 BL 9:26AM: let customer know what current mailing is.	Closed
2/1/22	8:56 AM	Rocky River	8505 Lethe Ln.	Telephone	#5089 wants to set up autopay	2/1/22 BL 8:56AM: took customer information, she is mailing a payment today to pay balance.	Closed
2/1/22	3:12 PM	River Walk	5306 Plantation Ridge Rd.	Voice Mail	RW110, looking for new bill	2/1/22 BL 3:12 PM: let customer know that it was mailed last week	Closed

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Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
2/1/22	2:40 PM	Rocky River	8453 Plantation Way	Telephone	New construction, wants to put service in his name	2/1/22 BL 2:40 PM: took down customer info, will email him a welcome packet	Closed
2/2/22	6:57 PM	Rocky River	8447 Plantation Way	Email	She wants to know why the meter for new construction next door is in her yard	2/2/22 BL: responded to email that the community was developed in the late 1980's with the lines being set at that time. It could have been the property line had changed since, or they made an error at the time; however, they cannot be moved and there is a 5' easement in place.	Closed
2/10/22	3:35 PM	Rocky River	8935 Cherry's Ford Ct.	Telephone	#5032 had mailed a payment and it hadn't cleared yet	2/10/22 BL 3:35 PM: took call, advised customer I had received his online bill pay check but not the handwritten check. Emailed him his statement with auto-draft form and promised to start emailing his bills as well as he has not received the latest.	Closed
2/10/22	6:24 PM	Rocky River	3498 Rocky Ridge Ln.	Telephone	Reporting low water pressure	2/10/22 BL 6:24 PM: answering service called to advise Mr. Davis had low water pressure. Called customer to confirm problem and then called him back to let him know we are onsite looking at the problem. 2/11/22 9:30am: called to let him know problem is being repaired, was unable to leave a message when call connects.	Closed
2/11/22	8:19 AM	Rocky River	3029 Tom Savage	Email	Reporting low water pressure	2/11/22 BL 9:07 am: thanked customer for email and advised we have identified the problem and making the repair and to let us know if he doesn't see increased pressure later today. 6:20 PM customer emailed that water pressure was still low, advised that it would take some time to return to full pressure. 2/13/22 4:01 PM: customer said water is aerated and pressure is inconsistent and requests line be blown off. Let customer know that they will be blowing lines off on Monday.	Closed
2/11/22	8:26 AM	Rocky River	3501 Rocky Ridge Lane	Telephone	#5054-2 reports low water pressure, hasn't received bil	2/11/22 BL 8:26 am: took call, advised we are onsite repairing problem and to let us know if he doesn't see increased pressure later today. Let him know because he is a new customer and his first bill will be dated 2/24 due to the timing of his moving in.	Closed
2/11/22	9:08 AM	Rocky River	8470 Plantation Way	Telephone	#5132 low water pressure, hasn't received bill	2/11/22 BL 9:08 am: advised that we are onsite repairing the problem and to let us know if he doesn't see improved pressure later today. Emailed him his 1/24 bill.	Closed
2/11/22	10:55 AM	Rocky River	3486 Rocky Ridge Ln	Telephone	Reporting low water pressure	2/11 BL 10:55AM: advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes. 3:35PM: customer called back asking about a boil water notice, advised they are being posted on the door.	Closed
2/11/22	11:00 AM	Rocky River	8476 Plantation Way	Telephone	Reporting low water pressure	2/11 BL 11:00 AM: advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed

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Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
2/11/22	11:10 AM	Rocky River	8528 Indian Summer Trail	Telephone	Reporting low water pressure	2/11 BL 11:10 AM: advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed
2/11/22	11:19 AM	Rocky River	3001 Tom Savage Dr	Telephone	Reporting low water pressure	2/11 BL 11:19 AM: advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed
2/11/22	11:45 AM	Rocky River	8494 Plantation Way	Telephone	Reporting low water pressure	2/11 BL 11:45 AM: advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed
2/11/22	11:51 AM	Rocky River	8512 Quay Farm Ct	Telephone	Reporting low water pressure	2/11 BL 11:51 AM: advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed
2/11/22	12:45 PM	Rocky River	3033 Tom Savage	Telephone	Reporting low water pressure	2/11 BL 12:45 PM advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed
2/11/22	12:54 PM	Rocky River	3487 Rocky Ridge Ln.	Email	Reporting low water pressure	2/11 BL 12:54 PM advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed
2/11/22	12:55 PM	Rocky River	McMillan Water	Telephone	Reporting low water pressure	2/11 BL 12:55 PM advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed
2/11/22	1:27 PM	Rocky River	8936 Cherry's Ford Ct	Telephone	Reporting low water pressure	2/11 BL 1:27 PM advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed

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Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
2/11/22	1:33 PM	Rocky River	3045 Tom Savage	Email	Reporting low water pressure	2/11 BL 1:33 PM advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes. 2/12 4:45 PM customer called to say there is a leak in his yard. Field tech went out to investigate, leak is coming from valve box, not meter box which is HO responsibility. Advised him to contact a plumber to diagnose. 2/15: customer emailed today to say he's disappointed that he can't have anyone from WRI fix the problem. Will let neighbors know to expect issues when meters are changed out which he believes caused the leak in the valve box caused by pressure. I explained that the meter being changed wouldn't cause that leak and apologized for his frustration. 2/16: let customer know the valve is on his neighbor's property and leak is related to a prior repair she had done that was incorrectly done.	Closed
2/11/22	1:40 PM	Rocky River	3041 Tom Savage	Email	Reporting low water pressure	2/11 BL 1:40 PM advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed
2/11/22	1:58 PM	Rocky River	8452 Plantatio Way	Telephone	Reporting low water pressure	2/11 BL 1:58 PM advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed
2/11/22	2:08 PM	Rocky River	3495 Rocky Ridge Ln.	Telephone	Reporting low water pressure	2/11 BL 2:08 PM advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed
2/11/22	2:15 PM	Rocky River	8508 Lethe Ln.	Telephone	Reporting low water pressure	2/11 BL 2:15 PM advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed
2/11/22	2:39 PM	Rocky River	3022 Tom Savage	Telephone	Reporting low water pressure	2/11 BL 2:39 PM advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes.	Closed
2/11/22	2:49 PM	Rocky River	8529 Indian Summer Trail	Telephone	Reporting low water pressure	2/11 BL 2:49 PM advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes. 2/12/22 10:21 AM customer wants to know how long to boil water, advised until further notice, but we expect Monday. 2/14 5:36 PM: updated customer that notice is still in effect.	Closed

Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
2/11/22	3:24 PM	Rocky River	8509 Indian Summer Trail	Email	Reporting low water pressure	2/11 BL 3:24 PM advised customer of problem and that repairs were being made this morning and should see improvement by end of day. Will keep customer posted of any changes. 2/14 5:36 PM: updated customer that notice is still in effect.	Closed
2/11/22	6:15 PM	Rocky River	3025 Tom Savage	Email	How long does the boil water notice last? Also, would like better notice of the inconvenience	2/12/22 BL 10:28 AM: responded to customer that the notice is in effect until further notice, but expect it to be resolved Monday. Notice will be posted in the same manner. 2/14 5:36 PM: updated customer that notice is still in effect.	Closed
2/14/22	9:34 AM	Rocky River	3053 Tom Savage	Telephone	Called into answering service: Water is cloudy, meter leaking	2/14/22 BL 12:50 PM: called customer and let him know the lines are being blown today and that I have asked the field tech to stop and check his meter box. 2/15/22: talked with customer again, says the air in the lines is really bad, the meter box is still leaking. Field operator was able to stop the leak. Dennis calling Mr. Lackey about the air.	Closed
2/14/22	11:29 AM	Rocky River	8936 Cherry's Ford Ct	Telephone	When will boil water notice be lifted?	2/14/22 BL: 11:29 AM: advised customer we expect to post another notice later today lifting the boil water advisory. 2/15: updated customer that boil advisory canceled and he responded that he still has air in the lines. Let him know that should improve over next few days. 2/14 5:36 PM: updated customer that notice is still in effect.	Closed
2/14/22	12:42 PM	Rocky River	3057 Tom Savage	Telephone	When will boil water notice be lifted?	2/14/22 BL 12:42 PM: advised customer the field tech would stop by and check it out. 3:00: LM for customer that the leak will be repaired tomorrow. 2/14 5:36 PM: updated customer that notice is still in effect.	Closed
2/14/22	12:56 PM	Rocky River	8529 Indian Summer Trail	Telephone	Air in the lines,	2/14/22 BL 12:56 PM: let him know they are currently blowing the lines and that he will continue to see some air for several days 5:36 PM: updated customer that notice is still in effect.	Closed
2/14/22	1:34 PM	Rocky River	8540 Indian Summer Trail	Telephone	When will boil water notice be lifted?	2/14/22 BL 1:34 PM: advised customer we expect to post another notice later today lifting the boil water advisory. 2/14 5:36 PM: updated customer that notice is still in effect.	Closed
2/14/22	3:16 PM	Rocky River	8512 Quay Farm Ct	Telephone	When will boil water notice be lifted?	2/14/22 BL 3:16 PM: advised customer we expect to post another notice later today lifting the boil water advisory. 2/14 5:36 PM: updated customer that notice is still in effect.	Closed
2/14/22	5:08 PM	Rocky River	8453 Plantation Way	Telephone	When will boil water notice be lifted?	2/14/22 BL 5:11 PM: advised customer we expect to post another notice later today lifting the boil water advisory. 2/15: updated customer boil notice canceled 2/14 5:36 PM: updated customer that notice is still in effect.	Closed

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Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
2/15/22	10:06 AM	Rocky River	8941 Cherry's Ford Ct	Telephone	Very frustrated with boil advisory, air in lines, having to buy bottled water, just frustrated in general, says "always having problems"	2/15/22 BL 10:06 AM: spoke with customer and let her know I would share her comments. She was thankful that we at least having someone taking calls now.	Closed
2/15/22	1:02 PM					Email blast that boil water advisory canceled.	Closed
2/15/22	2:06 PM	Rocky River	3041 Tom Savage	Email	Has leak at meter and called her plumber	2/15/22 BL 3:20 PM: thanked her for her email and to let me know what her plumber finds.	Closed
2/15/22	2:46 PM	Rocky River	8540 Indian Summer Trail	Telephone	Has no water	2/15/22 BL 2:46 PM: took call and had field operator stop by to check on it. He had started to turn the valve to change the meter but realized he wouldn't be able to, was able to restore water.	Closed
2/16/22	9:34 AM	River Walk	5102 Plantation Ridge Rd	Telephone	Checking on balance due	2/16/22 BL 9:34AM: took call and provided balance and payment expectations of \$100 + current.	Closed
2/16/22	5:01 PM	Rocky River	3041 Tom Savage	Email	Reporting low water pressure	2/16/22 BL 6:09PM: advised customer that was a plumbing issue related to repairs she had done to the valve today, perhaps plumber didn't open it up all the way. No other reports of water pressure issue.	Closed
2/17/22	8:18 AM	Rocky River	3495 Rocky Ridge Ln	Voice Mail	Wants to talk to someone about the system, having pressure problems	2/17/22 BL 2:05PM: left message for customer that we are still beelding the lines but I would find out ETA for resolution. 2/18: emailed customer that we will be resetting the well that should eliminate the air pressure, will happen to today or Monday.	Closed
2/17/22	10:28 AM	Rocky River	3029 Tom Savage	Email	Reporting inconsistent water pressure, twice had brown discharge from bathtub faucet. Wants immediate resolution or will email DEQ next.	2/17/22 BL 10:39AM: thanked customer for his email, that we had no reports of inconsistent water pressure and would check with field operator as the lines were currently being bled. Would let him know findings. 2/18: emailed customer that we will be resetting the well that should eliminate the air pressure, will happen to today or Monday.	Closed
2/17/22	12:21 PM	Rocky River	3045 Tom Savage	Email	Air in lines still, wants \$140 refund for plumber coming out re valve leak.	2/17/22 BL 1:58 PM: responded that we are still bleeding the lines causing the cloudy water and sputtering. Will have to check with Dennis on the credit and follow up. She was very appreciative. 2/18: advised customer that we would not be able to extend the credit since the repair is homeowner responsibility.	Closed
2/17/22	12:23 PM	Rocky River	3025 Tom Savage	Email	Reporting cloudy water and "brown stuff"	2/17/22 BL 2:03 PM: responded that we are still bleeding the lines causing the cloudy water and the discoloration comes from sediment being stirred up. Assured her both were normal for the process being doing right now but would follow up with an ETA for resolution. She was very thankful., 2/18: emailed customer that we will be resetting the well that should eliminate the air pressure, will happen to today or Monday.	Closed

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Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
2/17/22	3:41 PM	Rocky River	8529 Indian Summer Trail	Email	Air in lines, muddy water, will water need testing again	2/17/22 BL 3:53 PM: responded that we are still bleeding the lines causing the cloudy water and the discoloration comes from sediment being stirred up. Assured him both were normal for the process being doing right now but would follow up with an ETA for resolution. Would also ask about more testing.	Closed
2/18/22	4:55 PM					2/18: emailed customer that we will be resetting the well that should eliminate the air pressure, will happen to today or Monday.	Closed
2/18/22	11:42 PM	Rocky River	8971 Cherry's Ford Ct.	Email	would like to subscribe to email distribution	Email blast that a pump reset is scheduled for Monday. 2/22/22 BL 1:36 PM acknowledge receipt	Closed
2/20/22	9:04 AM	Rocky River	3022 Tom Savage	Email	drop in water pressure	2/20/22 BL 9:51 AM: advised customer Dennis was headed out to check and he should see increased pressure later in the day.	Closed
2/20/22	9:26 AM	Rocky River	3041 Tom Savage	Email	Reporting low water pressure again	2/20/22 BL 9:52 AM: let her know Dennis was headed out to check pressure, advised her she should see pressure increasing. 2/22/22 10:57 AM customer reports low pressure again 2/22/22 11:02 AM let customer know we are working with state on a solution to get it regulated and it will still take a few days.	Closed
2/20/22	9:47 AM	Rocky River	8470 Plantation Way	Email	Low water pressure, wants credit for the base rate due to the issues	2/20/22 BL 1:32 PM advised that pressure should be improving throughout the day, that after all repairs are completed, Dennis will decide on credit for all, wouldn't just be for one.	Closed
2/20/22	9:56 AM	Rocky River	3495 Rocky Ridge Ln	Telephone	Low water pressure, also wants to know about sediment affecting water heater	2/20/22 BL 10:42 AM responded that pressure should increase throughout the day as Dennis was out there checking. Dennis provided 2-3 links which I sent to him on water heater maintenance and sediment.	Closed
2/20/22	10:11 AM	Rocky River	8494 Plantation Way	Telephone	Reporting low water pressure again	2/20/22 BL 10:11 AM, advised customer that Dennis was working on it and she should see increased pressure throughout the day.	Closed
2/21/22	10:24 PM	Rocky River	3029 Tom Savage	Email	Things improved then air in lines again Monday	2/22/22 8:48 AM, thanked customer for email, let him know that the DENR was working with us on getting things regulated and it would still take a few days. Would advise when I had more information.	Closed
2/23/22	11:25 AM	River Walk	5102 Plantation Ridge	Telephone	Did we receive her payment?	2/23/22 BL 11:25 AM: confirmed we had not received her payment and I would let her know when it arrived.	Closed
2/23/22	11:30 AM	Rocky River		Telephone	Water pressure spike during shower, please don't increase water pressure due to age of homes/pipes	3/1 2:01 PM: emailed customer that we had received payment and reminded her of payment arrangements.	Closed
2/23/22	11:36 AM	Rocky River	3486 Rocky Ridge Ln	TeleTelephone	checking on air in pipes, very noisy	2/23/22 BL 11:30 AM: took call, advised customer they were not increasing the pressure, it was just the air pushing through the lines.	Closed
2/24/22	7:12 AM	Rocky River	3041 Tom Savage	Email	Reporting low water pressure again	2/23/22 BL 11:42 AM: thanked customer, advised it was normal for the process and everything is fine. 2/23/22 BL 8:32 AM: thanked customer and advised it was normal part of process of bleeding lines.	Closed

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Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
2/24/22	10:09 AM	Rocky River	3053 Tom Savage	Telephone	Upset there are still problems, lots of air, noisy pipes, leaking meter box	2/24/22 BL: 11:34: let customer know they were still working through bleeding lines, Dennis is following up with contractor to see when they will be out to dig out the blow off, Kellie went out to bleed lines at Henry's end of the street. Dennis called and discussed with Henry.	Closed
2/24/22	11:28 AM	Rocky River	8505 Lethe Ln.	Telephone		Called customer to advise her of draft amount	Closed
2/25/22	7:31 PM	Rocky River	3025 Tom Savage	Email	Cloudy water, sputtering	2/28 BL 10:46 AM: let customer know this was normal for the process of bleeding the lines	Closed
2/26/22	8:42 AM	Rocky River	8529 Indian Summer Trail	Telephone	Asking about cloudy water	2/28/22 BL 10:47 AM: let customer know they were still bleeding lines and hopeful to clear up within the week	Closed
2/26/22	10:36 AM	Rocky River	8935 Cherry's Ford Ct.	Telephone	Asking if we had received payment, provided payment info, questions on balance	2/28 BL 10:50 am: advised customer we had not received payment, would research his account about questions 3/1: emailed customer with answers, also that we had received payment, he instructed to deposit creating a credit balance	Closed
2/26/22	5:00 PM	River Walk	4630 River Bluff Ct.	Telephone	contractor ran over meter box, gushing water	2/26/22 BL 5:05PM: answering service called to advise, called customer and took information, will follow up. 2/28: emailed with customer that we hadn't been able to secure a contractor to check leak 3/1: Dennis following up with both contractors to see about checking on leak 3/2: let customer know we are still waiting on contractor 3/4 9:00 am: customer called to say its been almost a week, no contractor, still leaking, neighbors asking when will it be fixed, waiting on Dennis to advise status of contractor 3/4 12pm: field tech went out to make repair, all good.	Closed
2/28/22	4:00 AM	Rocky River			Angela Ekman (Fiance) calling b/ water had been turned off	2/28 BL 4:00: advised customer had not paid for one year, provided balance, she paid in person by 5pm, water was restored	Closed
3/1/22	9:46 AM	Rocky River	3041 Tom Savage	Email	Frustrated that she had to pay plumbers to work on her valve due to our repairs, water is still cloudy	3/1 BL 10:54 AM: thanked customer for her email, let her know I understood that is frustrating and explained that they are still bleeding the lines and she should expect the water to clear very soon.	Closed
3/1/22	1:15 PM	River Walk	4612 River Bluff Ct	Email	Called to ask if we had received payments, wanted a snapshot to see what had been posted	3/1 BL 1:15 PM: let customer know I would email that over to her by the next day. 3/2 9:45 am: emailed customer her account with payments posted and balance due, sent auto draft forms just in case	Closed
3/1/22	3:00k PM	River Walk	5424 Plantation Ridge	Telephone	Called to talk about balance due	3/1 BL: took call and offered auto draft option which he set up and we drafted current amount due and will do so going forward	Closed
3/1/22	8:26 AM	Rocky River	3508 Rocky Ridge Ln	Email	Wants to be added to email distribution	3/1/22 BL 9:40 AM: thanked customer for email and confirmed receipt	Closed
3/3/22	4:46 PM	Rocky River	8965 Cherry's Ford Ct.	Email	Still has cloudy water	3/4/22 BL 8:00 AM: let customer know they were still bleeding lines and expect it clear within a few days.	Closed
3/4/22	10:18 AM	Rocky River		Email	Please add her to our email list	3/4/22 BL: thanked customer for email and added to list.	Closed
3/5/22	9:33 PM	Rocky River	8564 Indian Summer Trail	Email	Letting us know that he has mailed payment	3/7/22 BL 9:17am: thanked him for his email and I would let him know if it didn't arrive.	Closed

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Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
3/6/22	4:19 PM	Rocky River	8504 Quay Farm Ct.	Email	Bill is very high is there an error in the meter reading	3/7/22 BL 9:24 am: replied to customer confirming meter readings. He responded that he had his line check and he has a leak. We agreed to split the bill and the next one as it will be much higher also.	Closed
3/8/22	10:36 AM	Rocky River	8551 Plantation Way	Email	Wants to verify our mailing address	3/8/22 BL 10:43 am: provided her correct mailing address	Closed
3/9/22	12:00 PM	Rocky River	3053 Tom Savage	Telephone		3/6/22 BL 12:00 PM: reached out to customer to check in on things. He said it was better, but not like it was. Has not had a reason to call to complain. Said he would be in touch if there was.	Closed
3/11/22	3:55 PM	Rocky River	8929 Cherry's Ford Ct.	Telephone	Wants to verify our mailing address	3/11/22 BL 3:55 PM: took call, provided address	Closed
3/12/22	4:30 PM	Rocky River	8524 Quay Farm Ct.	Telephone	Broke the valve knob in meter box trying to turn off water	3/12/22 BL 4:30: customer called emergency service, returned his call. Dennis called and spoke with him, too. Sent contractor out for temporary fix. Contractor returned 3/18 to make permanent repair. Forwarded invoice to customer to refund us cost of repair.	Closed
3/14/22	1:00 PM	River Walk	5102 Plantation Ridge	Telephone		3/14/22 BL 1:00 PM: emailed customer that we have received her payment which canceled the disconnect.	Closed
3/21/22	4:30 PM	Rocky River	3501 Rocky Ridge Ln.	Telephone	Wants to set up auto-draft	3/21/22 BL 4:30 PM: took call, got customer set up, verified payment amount.	Closed
3/22/22		Rocky River	3504 Rocky Ridge Ln.	Email		3/22/22 BL: emailed owner of investment property copy of bill	Closed
3/28/22	11:01 AM	Rocky River	8929 Cherry's Ford Ct.	Telephone	Question on bill	3/28/22 BL 11:01: took call, wanted to let us know he had mailed payment on the past due balance.	Closed
3/28/22	12:07 PM	River Walk	5628 Plantation Ridge Rd.	Telephone	Confirming auto draft	3/28/22 BL 12:07PM: confirmed that he was on auto-draft and no payment due	Closed
3/28/22	4:41 PM	River Walk	5316 Plantation Ridge Rd.	Telephone	Asking about past due balance	3/28/22 BL 4:41 PM: took call, he thought his wife was making the payments, gave him total due, said he was putting in the mail tomorrow.	Closed
3/29/22	6:04 PM	River Walk	5632 Plantaiton Ridge Rd.	Telephone	Curious about bill, moved in 1/4	3/29/22 BL 6:09PM: took call, explained the base rate each month in addition to usage, he thinks his usage is too high, but just moved in in January. Sent him account snapshot. Will keep eye on usage for consistency.	Closed
3/30/22	2:45 PM	Rocky River	5065 Indian Summer Trail	Telephone	Question about bill, has mailed payments.	3/30/22 BL 2:45 PM: took call, told her we would research payments to ensure it wasn't missed or posted in error. 3/31/22 BL: emailed customer that I received her 2 checks and they have posted to her accounts. Provided new balalnces.	Closed

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