

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

January 11, 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 Fourth Quarter 2021  
(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 fourth quarter of 2021.

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.

OFFICIAL COPY

Jan 11 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
10/5/21	11:30 AM	River Walk	5135 Plantation Ridge Rd.	Telephone	Asking about usage on new meter	10/5: took call, would confirm readings at next visit, asked customer to pay outstanding balance due.	Closed
10/5/21	5:01 PM	Rocky River	3029 Tom Savage	Email	Reached out to customer	Emailed customer that I understood he was looking for a copy of one of his water bills and which one, he responded that he did not need anything at this time. Emailed customer that parts were scheduled to be delivered this week. She responded that she would advise other residents. 10/7 10:02 AM: emailed customer that repairs to booster pump were being made on site at this time. 12:46 PM: customer emailed that she had already received 2 reports of great water pressure from Stan Van Etten and Jeff Blair. She was not home herself. 10/8 10:35 AM: checked with her on status of water pressure and that Cher Wood had emailed with good report. She responded with positive report and thanks.	Closed
10/5/21	5:13 PM	River Walk	5628 Plantation Ridge Rd.	Email	Reached out to customer	10/6 BL 9:25 AM: returned call, gave amount, offered to send replacement bill, she declined.	Closed
10/6/21	9:19 AM	Rocky River	8520 Quay Farm Ct.	Voice Mail	Lost her bill, wants to know amount due	10/8 BL 10:24 AM: acknowledged receipt and to let us know if anything changes	Closed
10/7/21	7:02 PM	River Walk	4630 River Bluff Court	Email	Emailed to say water pressure has returned to normal and was very thankful	Emailed customer to check status of water pressure. 11:13 AM customer responded with positive report and thanks.	Closed
10/8/21	10:37 AM	River Walk	4612 River Bluff Ct	Email	Reached out to customer	10/8 BL 12:24 PM: Dennis said the lot is deeded to the HOA with an easement to WRI for as long as the utility company needs it. At that time, say if your water went over to the City of Charlotte, the lot would be available to the HOA to use as they deem necessary. He can get you the official language if you need it.	Closed
10/8/21	10:38 AM	River Walk	5625 Plantation Ridge Rd.	Email	Reached out to customer	10/11 BL: took call, thanked him and advised I would ask Dennis. Called customer to check on status of water pressure, she said no issues, all is fine.	Closed
10/8/21	10:47 AM	River Walk	5628 Plantation Ridge Rd.	Email	Emailed with new question about who owns the lot where the well sits and who owns the equipment Customer called to say is super happy with water pressure, offered to write letter of recommendation.	10/12/21 9:27 AM River Walk 5425 Plantation Ridge Rd. Telephone Reached out to customer Asking for service at 3701 Solen Drive in Harrisburg	Closed
10/11/21	12:08 PM	River Walk	5625 Plantation Ridge Rd.	Email	Reached out to customer	Advised we don't service that area. Emailed customer that we would like to take him up on his offer to write a letter of recommendation to the Commission. Gave information on how to do that. Customer provided copy sent to Commission.	Closed
10/12/21	9:27 AM	River Walk	5425 Plantation Ridge Rd.	Telephone	Reached out to customer		Closed
10/12/21	12:19 PM		3701 Solen Drive.	Telephone	Asking for service at 3701 Solen Drive in Harrisburg		Closed
10/18/21	12:07 PM	River Walk	5625 Plantation Ridge Rd.	Email	Reached out to customer		Closed

10/19/21	10:28 AM		Public Water Supply	Telephone	Received a payment and doesn't know where to apply it.	10/19 BL: took call, they received ck #13112 for \$15 that she doesn't have outstanding invoice for. Determined it was for NC Dept of Natural & Cultural Resources, Dept of Archives. Michelle is mailing check back to us.	Closed
10/19/21	11:08 AM	Rocky River	8560 Indian Summer Trail	Telephone	Please don't disconnect	10/19 BL: Spoke w/ customer, she put check in the mail on 10/17 for bal due of \$154.64. I told her I would let her know when check has been received. Check was received, advised customer.	Closed
10/20/21	9:50 AM		Cogent Analytics	Telephone	Wants to introduce company to us	10/20 BL: took call, asked to speak to Dennis, took message that she wants to introduce her company to us which offers management consulting services.	Closed
10/21/21	12:13 PM	Rocky River	8447 Plantation Way	Telephone	Wants to talk about disconnect letter received	10/21 BL: Took call and customer said she has never received a water bill, confirmed mailing address is correct. Mail carrier doesn't attempt delivery if there are construction vehicles in the cul-de-sac (houses going up on both sides). Will continue to mail bill but email as well. I told her I can p/u check when reading water meters on 10/23. Bal due is \$276.39.	Closed
10/22/21	10:54 AM		NC Dept. of Natural & Cultural Resources	Telephone	Looking for pmt status on invoice past due	10/23 BL: picked up check from customer, paid in full.	Closed
10/22/21	4:05 PM	Rocky River	3487 Rocky Ridge Lane	Voice Mail	Is moving into address, needs service in her name	10/25 BL: emailed customer copy of bill that was mailed.	Closed
10/26/21	1:58 PM	River Walk	4621 River Bluff Ct.	Voice Mail	Received disconnect notice, is mailing pmt	10/22 BL: Took call, explained that Public Staff had been mailed the payment in error and was returning payment to us. Confirmed with Sam the check can be returned to us and will be forwarded to correct party.	Closed
10/26/21	3:21 PM	River Walk	Utilities Commision	Voice Mail	Calling about open case complaint filed by William (Chad) Hadden regarding water pressure on 9/23	10/26 BL: RC, left VM asking him to call back and confirm	Closed
10/27/21	10:40 AM	Rocky River	3026 Tom Savage	Telephone	Reached out to customer	10/27 BL: 9:30 AM RC, left VM that I called Mr. Hadden yesterday to follow up, it is my understanding he has no issues at this time but am awaiting a call from him to confirm that.	Closed
						10/29 BL 9:05AM: left another VM for Mr. Hadden asking him to return my call and update us on the status of his water pressure. No rspnse.	closed
						BL: Called Mr. Corrente to ask about providing a submission to the Utilities Commission on WRI's responsiveness to his meter issue in July 2021. He agreed to and emailed him the information.	Closed

10/27/21	3:23 PM	Rocky River	3041 Tom Savage	Email	Asking about option to pay with credit card and provided a letter from a plumbing company that repaired a "water line leak" by the meter and replaced a leaking section. Asking for a credit. Realtor (seller's agent) has listing in Highland Ridge, wants to confirm we are water service provider	10/27 BL 4:22 PM: responded to ask her when the work was done, to which she referred me to the letter and to call the plumber with questions. Then asked her what kind of credit she is seeking because the letter doesn't specify how much she paid. 11/1: Customer inquired what kind of credit she would be getting to which I asked her what her expectation is as the plumber's letter didn't identify what she paid him. 11/4: reached the plumber (Clog Busterz 704-340-4266) who said customer called them because her bill was so high around \$500 (which is not reflected in her account) so she paid \$220 to have them repair a leak that the plumber says is on the utility side, not the customer side. Customer is offering WRI a choice of reimbursing her \$200 or her 4-month average she calculates to be \$45. DA to call the plumber to verify exactly what was done. Agreed to credit her account per her request of \$45. Customer satisfied.	closed
10/28/21	12:37 PM	Rocky River	8476 Plantation Way	Telephone	Calling b/c they received disconnect notice, but they have moved out.	10/28 BL: took call, confirmed address and that we are provider. 10/28 BL: Calculated balance due based on date they moved out and emailed invoice. Property now with Wilkinson, Stan said he will handle payment.	Closed
10/28/21	11:26 AM	River Walk	5636 Plantation Ridge Rd.	Telephone	Realtor (buyer's agent) checking on how to set up water service in Highland Ridge.	10/28 BL: confirmed address, provided process.	Closed
10/28/21	2:57 PM	Rocky River	8476 Plantation Way	Telephone	Looking at a home for sale at 8476 Plantation Way, wants to know what monthly water bills are on community well	11/1 BL 2:10PM: Returned call, told him the average for the area and he asked to please let him know if I see any other homes coming for sale. 11/1 BL: responded I would research and let her know findings.	Closed
10/29/21	12:34 PM	Rocky River	8476 Plantation Way	Telephone	Emailed to ask if I had received her payment as her bank drafted the money when she used online bill pay.	11/2: let customer know I had received her check and it would deposit today. Emailed to let me know about the sale of the Murphy house, that it closed 11/1 and he will assume responsibility for balance due after they moved out. 11/3 9:00 AM: Responded that I had spoken with the Murphys and gave them their balance due and would await contact from the new owner and provided him with balance due.	Closed
10/31/21	8:44 PM	River Walk	5425 Plantation Ridge Rd.	Email	Handling water bill for 5636 Plantation Ridge Rd.	Took the call, advised that Dennis was traveling but that I would relay the message for him to return the call. 11/5 BL: LM and provided explanation. Told him to call with questions.	Closed
11/2/01	6:12 PM	River Walk	5636 Plantation Ridge Rd.	Email	Fire Marshall for Harrisburg, needs to speak with Dennis about existing system plan for an IFO audit.	11/5 BL: LM and provided explanation. Told him to call with questions.	closed
11/3/21	10:00 AM	Rocky River	Town of Harrisburg Fire De	Telephone	Says he keeps getting a bill from us and wants to know what its for.	Contacted customer to advise that pump #2 had been replaced and they should have top efficiency in their water pressure and to please let me know if there were questions. He responded "Awesome".	Closed
11/4/21	7:34 PM	River Walk	5122 Plantation Ridge Rd.	Voice Mail			
11/9/21	9:10 AM	River Walk	5636 Plantation Ridge Rd.	Email			

11/9/21	9:10 AM	River Walk	4630 River Bluff Court	Email		Contacted customer to advise that pump #2 had been replaced and they should have top efficiency in their water pressure and to please let me know if there were questions. Customer responded that is great news and that they are so grateful.	Closed
11/9/21	9:10 AM	River Walk	4612 River Bluff Ct	Email		Contacted customer to advise that pump #2 had been replaced and they should have top efficiency in their water pressure and to please let me know if there were questions. Contacted customer to advise that pump #2 had been replaced and they should have top efficiency in their water pressure and to please let me know if there were questions. She responded that was fantastic, thanked us for the hard work, and providing a solution, that the water pressure is great.	Closed
11/9/21	9:10 AM	River Walk	5628 Plantation Ridge Rd.	Email		Contacted customer and left VM to advise that pump #2 had been replaced and they should have top efficiency in their water pressure and to please let me know if there were questions.	Closed
11/9/21	1:30 PM	River Walk	5509 Plantation Ridge Rd.	Telephone		Contacted customer regarding payment as he had advised he was putting it in the mail and we still hadn't received. He is set up for auto-draft now.	Closed
11/9/21	2:00 PM	River Walk	5135 Plantation Ridge	Telephone		11/17: BL took call, worked with customer to set up draft payments going forward	Closed
11/17/21	8:58 AM	River Walk	5206 Plantation Ridge	Telephone	Customer would like to get set up on ACH	11/17: BL Took call, advised customer she could mail payment with her new bill next week	Closed
11/17/21	4:30 PM	Rocky River	8464 Plantation Way	Telephone	Just found her most recent bill, didn't realize it wasn't paid	11/19: BL RC and answered questions.	Closed
11/19/21	8:24 AM		3501 Rocky Ridge	Telephone	Buyers agent curious about the well		Closed
11/19/21	9:52 AM	Rocky River	8512 Lethe Ln.	Voice Mail	Said she is getting a bill that's not in her name but had never contacted us to put account in her name since July Calling to put service in his name eff. 11/3. nuper333@gmail.com	11/19: BL 3:00 PM tried to return call but her voice mail is not set up. Used whitepages to look up her phone # and that's how I found her address on Lethe Ln. Will put her name on the bill with a note that I was unable to reach her.	Closed
11/19/21	4:01 PM	River Walk	5636 Plantation Ridge	Telephone		11/19: BL took call, will pro-rate from 11/3 to 11/19. 11/19: BL took call, confirmed receipt of email and that we had been reviewing his calendar. He said he would expect a response next week.	Closed
11/19/21	4:10 PM		Utilities Commission Public	Telephone	Called to confirm Dennis had received his email requesting dates to visit systems	11/30: new date set for 12/10 11/24: BL already had her information and confirmed her new account is set up: 5052-2	Closed
11/24/21	11:10 AM	Rocky River	3487 Rocky Ridge Ln.	Email	Wants to set up new account		Closed
11/24/21	12:43 PM	Rocky River	3504 Rocky Ridge Ln.	Voice Mail	Received disconnect notice - SFR XII Charlotte Owner 1, LP	11/24 12:31 PM BL: this is an investor holding, changed mailing address and provided last 3 bills so she can process and overnight a check, which was received and posted.	Closed
11/29/21	3:36 PM	Rocky River	8476 Plantation Way	Telephone	#5006 Providing new mailing address, closing on house scheduled for 12/2	11/29 BL: took call, made note of new mailing address and his scheduled close date. Obtained final reading.	Closed

11/29/21	9:35 AM	River Walk	5516 Plantation Ridge Rd	Telephone	RW107, question about bill - formulas off?	11/29 BL: took call, he mentioned the subtotal and total of bills never match, double checked the formulas - excel calculates different in the billing spreadsheet v. the math on the invoice. Changed invoice to pull directly from billing spreadsheet so everything is consistent. Totals were always pulling from spreadsheet and are correct. 11/29 BL: took call, would research to see if we missed the check, she asked that I email her to let her know if she needs to pay in full.	Closed
11/29/21	4:57 PM	River Walk	5636 Plantation Ridge Road	Telephone	RW102, her payment didn't post on most recent bill, but also wasn't cashed.	11/30 12:25 PM: emailed her to let her know check was received.	Closed
12/3/21	9:13 PM	River Walk	4630 River Bluff Court	Email	Reporting low water pressure again since the cold snap just after Thanksgiving	12/6 BL 10am: thanked her for her email and that we would investigate and I would report back when I had information. 2:05PM: emailed and asked if they were still experiencing pressure loss as there were unrelated repairs conducted Friday 12/2 that would have revealed an issue. She would have her husband check the PSI and let us know. 12/9: customer provided detailed description of what they have experienced, DA provided to contractor to investigate pumps. Thanked customer for email and would keep her posted. 12/10: emailed customer that pump guys are on site checking it out would keep her posted.	closed
12/5/21	6:20 PM	Rocky River	3029 Tom Savage	Email	Customer alerted us to water in his meter box and water seeping out from under the road, potential leak.	12/6 BL 10:03am: thanked him for alerting us to the issue and that we would investigate and report back with our findings. Kellie dispatched to check. 12/7 BL 12:42 am: emailed customer that we are trying to identify source of water and will keep him posted. 12/22 11:16 AM customer emailed asking for status. I (BL) happened to be reading meters when he came out and asked me in person. I took photos and forwarded to Dennis and let him know we are working on identifying the issue. 12/28/21: emailed customer that we would be replacing his water meter this week and hope to ID the source of the water. 12/31/21: emailed customer to advise that the meter was replaced and there is no leak at the meter but is registering usage so there is a leak in his plumbing. Explained the bills dated December & January do not charge him for any usage, just the minimum monthly flat rate. Usage will start charging with the new meter install on 12/31 which will be reflected on the bill date in Feb.	Closed
12/6/21	11:47 AM	Rocky River	8524 Indian Summer Trail	Voice Mail	Customer received disconnect notice, wants to set up payment plan	12/6 BL: 1:34 PM left voicemail for customer that I have received and posted a payment which alleviated the pending disconnect. Asked her to call if she wished to discuss the remaining balance due.	Closed

12/6/21	12:36 PM	River Walk	5636 Plantation Ridge Rd.	Email	Customer forwarding email from Cher Wood about low water pressure, that he has experienced it somewhat, not quite what she describes. Also that his co is no longer responsible for the property next door as it closed on 11/3.	12/6 BL 12:44 pm: thanked him for his email and acknowledged Cher's email to us as well, that we would investigate and report findings to them. Also let him know there was still a window of 10/24-11/3 that the company is responsible for on the other property. 2:03 PM: emailed and asked if they were still experiencing pressure loss as there were unrelated repairs conducted Friday 12/2 that would have revealed an issue. 12/10: have not heard from customer. 12/14: emailed customer for update, he said that pressure drop was noticeable but not a problem.	Closed
12/6/21	1:03 PM	River Walk	5628 Plantation Ridge Rd.	Voice Mail	Advising they close on their home 12/30	12/6 BL 4:00: emailed customer confirming receipt of vm, she responded and provided new mailing address.	Closed
12/6/21	2:00 PM	River Walk	5628 Plantation Ridge Rd.	Telephone	Called to inform moving into O'Connor's, closing 12/30	12/6 BL: took call, emailing necessary forms, customer said he likes digital as much as possible.	Closed
12/6/21	7:03 PM	Rocky River	8447 Plantation Way	Email	Asking for all bills since beginning to provide to developer for reimbursement	12/7 BL 9:45 am: responded with copies of all bills.	Closed
12/7/21	3:53 PM	River Walk	5122 Plantation Ridge Rd.	Voice Mail	Wants to confirm receipt of payment	12/7 BL 4:20 PM returned call with confirmation of receipt.	Closed
12/8/21	1:15 PM	River Walk	5102 Plantation Ridge Rd.	Voice Mail	Advised she mailed \$100 pmt and will mail another \$100 on 12/10	12/8 BL 4:00 PM: left vm confirming receipt of message and would await payment. 12/10 BL 9:03 AM: responded with confirmation of receipt, requested new mailing address for final bill which she provided.	Closed
12/10/21	8:52 AM	River Walk	5632 Plantation Ridge Rd.	Email	Advising they move on 1/4, provided new owner name David Layman	12/10 BL 1:37: took call, provided email address for her to send form, will set up for 12/24 draft.	closed
12/10/21	1:37 PM	Rocky River	3038 Tom Savage	Telephone	Customer wanted to know how much she owes and set up auto-draft	12/14 BL 10:32 AM: thanked customer for her feedback and that it will be passed along to the contractor to assist in his findings and that we would keep her posted.	Closed
12/14/21	9:40 AM	River Walk	4630 River Bluff Court	Email	Asking out pump contractor findings on Friday	Emailed customer to ask status of water pressure. He responded its ok, but not as good as before, its adequate.	Closed
12/14/21	10:36 AM	River Walk	5636 Plantation Ridge Rd.	Email		Emailed customer to ask status of water pressure. She responded that reduced pressure is noticeable but not an issue.	Closed
12/14/21	10:36 AM	River Walk	5628 Plantation Ridge Rd.	Email			Closed
12/14/21	3:45 PM	Rocky River	8980 Cherrys Ford Ct.	Telephone		Emailed customer a reminder we hadn't received payment in awhile. Customer responded he had put a check in the mail.	Closed
12/15/21	2:10 PM	River Walk	4630 River Bluff Court	Email	Has a suggestion about repairing the water pressure problem	12/15 BL 5:21: thanked her for her email and told her I would forward to Dennis and keep her posted.	Closed
12/16/21	11:09 AM	Rocky River	8912 McMillan Drive	Telephone	#5123 A payment didn't get posted to account, shouldn't have a past due balance	12/16 BL 11:09 AM: took call, researched account, she is correct a payment was not posted. Corrected account.	Closed
12/16/21	4:05 PM	Rocky River	8564 Indian Summer Tr.	Telephone	#5071 asking for balance due as he has been in hospital	12/16 BL 4:05 PM: took call, checked account balance and provided to customer.	Closed
12/22/21	11:29 AM	Rocky River	8476 Plantation Way	Voice Mail	#5006-1, New customer wants to set up service	12/22/2021 BL 2:45PM: returned call, collected information, emailed new homeowner form and auto draft form.	Closed

12/24/21	8:33 AM	River Walk	4612 River Bluff Ct	Email	Received bill, shows unpaid balance, which she mailed on 12/5	12/24/21 BL 10:44 AM: responded to email that I would check on it the following week after the holidays. 12/28/21 BL 9:33 AM: emailed customer to let her know we had not received the check but would advise as soon as i have it. 1/3/22 BL 11:43 AM: emailed customer again that we still had not received the check. Would keep her posted. Asked if she would like to set up auto-draft.	closed
12/27/21	10:47 PM	River Walk	5628 Plantation Ridge Rd.	Email	Emailed new customer forms	12/28/21 BL: 9:27 AM: thanked him for the forms and will set up account	Closed
12/28/21	12:16 PM	Rocky River		Telephone	#5005 past due balance is showing, asking if we received payment	12/28/21 BL: took call, researched account and confirmed payment was not received. Checked mail and let her know it was received.	Closed
12/28/21	12:39 PM	Rocky River	8912 McMillan Drive	Telephone	#5123, didn't understand her bill and thought her payment due was the payments received	12/28/21 BL: took call, she was reading the line for payments received as total due. Explained each line on the bill and that her total balance is \$0 as she is caught up.	Closed
12/31/2021	12:51 PM	River Walk	5636 Plantation Ridge Rd	Email	Questioning the usage on the 12/20 bill for property he sold 11/3	12/31/21 BL 1:44 PM: researched account and usage didn't calculate correctly on bill. House was vacant while awaiting sale so waived usage and customer agreed to pay base rate of \$37.50. Generated and emailed new and final bill.	Closed