

SANFORD LAW OFFICE, PLLC

Jo Anne Sanford, Attorney at Law

May 26, 2023

Ms. A. Shonta Dunston, Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4325

Via Electronic Delivery

Re: Docket No. W-354, Sub 414
Carolina Water Service, Inc. of North Carolina
Formal Complaint of Don Calhoun
Verified Response to May 22, 2023 Filing by Don Calhoun

Dear Ms. Dunston:

Carolina Water Service, Inc. of North Carolina ("CWSNC" or "Company") hereby responds to a communication made in the docket by Mr. Calhoun on May 22, 2023, concerning his mistaken view of his meter read. Recognizing that the filing is not a matter of formal record in this case, it nonetheless raises a question that should be answered. The explanation of the matter follows:

1. The evidentiary hearing in this matter was held on March 23, 2023 in Statesville, North Carolina.
2. Additions to the record of the hearing were made by CWSNC in the form of requested late-filed exhibits on April 28, 2023.
3. On May 22, 2023 and without any prior request for explanation from the Company, Mr. Calhoun filed with the Chief Clerk a letter to Commissioners, shown as Attachment A herein and described in the docket system as "Meter Jump Exhibit." It consists of a snapshot of his meter and states his

conclusion that the 33,905.13-gallon figure represented in one place on that meter reflected his current usage.

4. Stating that “This is a prime example of what we are dealing with....” Mr. Calhoun indicated he “...would love to hear an explanation on this reading.”
5. The very simple explanation, which would have been readily available to Mr. Calhoun upon a phone call or other communication with the Company, is that the 33,905.13-gallon figure displayed on the meter reflects cumulative consumption at certain points in time, and over a period of time. Neither of the numbers displayed on the meter represent monthly consumption.
6. Additional Explanation.
 - a. Upon notice of the May 22d communication to the Commission by Mr. Calhoun, CWSNC Director of State Operations Gary Peacock immediately investigated the meter reads, determining that the numbers that prompted Mr. Calhoun’s concern were cumulative consumption figures, not monthly figures.
 - b. Mr. Peacock attempted, unsuccessfully, to contact Mr. Calhoun by telephone.
 - c. On May 24, 2023, Mr. Peacock was able to reach Mr. Calhoun by text, advising him of the meaning of the meter numbers, asking if that answered his questions, and requesting that Mr. Calhoun contact

him anytime he needed additional assistance. See *Attachment B*,
“May 24, 2023 Text from G. Peacock to D. Calhoun.”

- d. Mr. Calhoun thanked Mr. Peacock but has not initiated a follow-up filing with the Chief Clerk; hence, the Company makes this filing.

I hereby certify that a copy of this filing has been served on the Complainant.

Thank you and your staff for your assistance; please feel free to contact me if there are any questions or suggestions.

Sincerely,

Electronically Submitted

/s/Jo Anne Sanford

State Bar No. 6831

/s/Robert H. Bennink, Jr.

Bennink Law Office

130 Murphy Drive

Cary, North Carolina 27513

State Bar No. 6502

Attorneys for Carolina Water Service,
Inc. of North Carolina



Verified Response to May 22, 2023 Filing by Don Calhoun
W-354 Sub 414
Attachment A - Meter Jump Exhibit

W-354 SUB 414

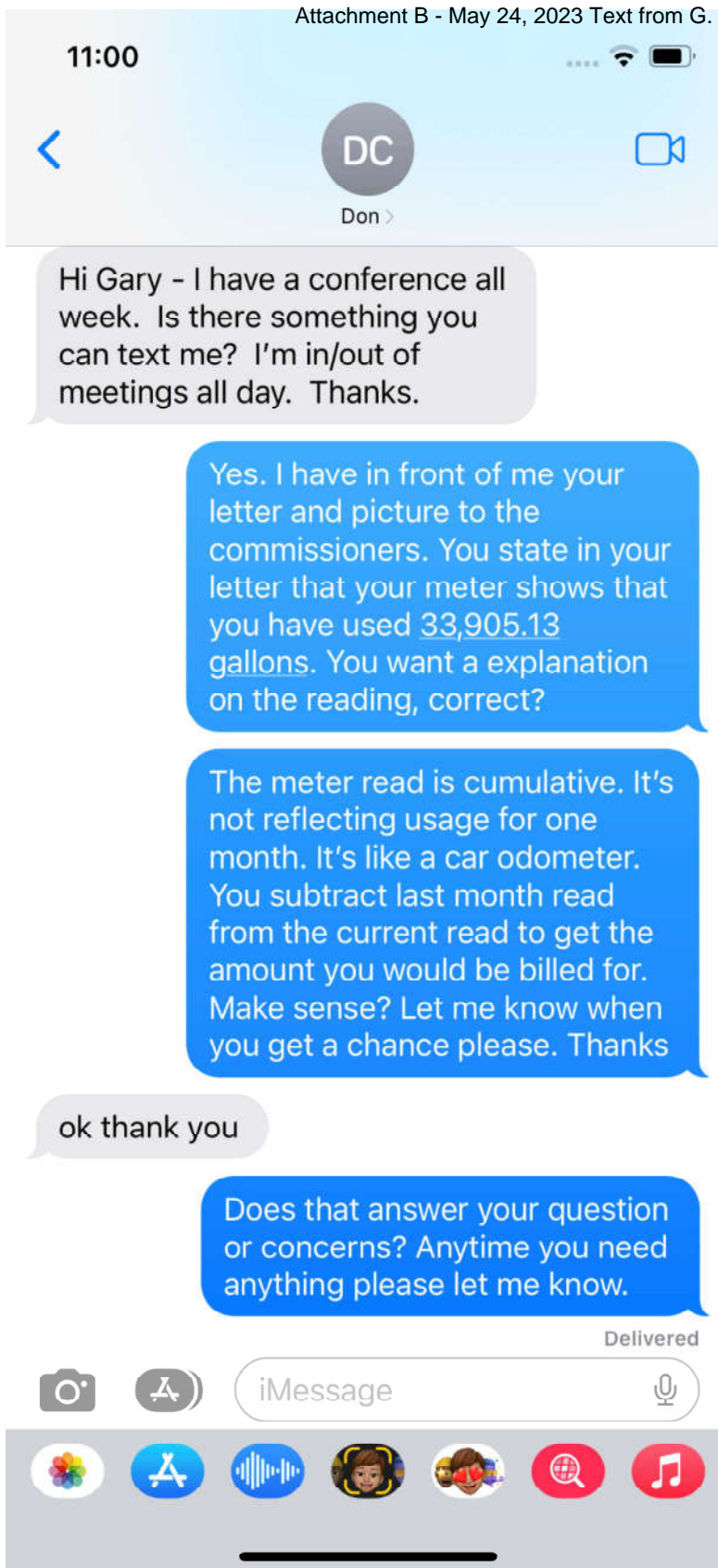
OFFICIAL COPY

May 28 2023

Commissioners,

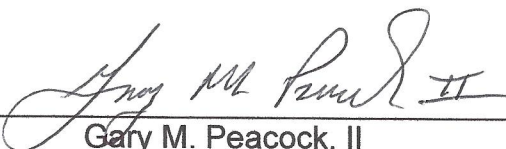
I have noticed a CWSNC outside my home a few times this week. I just went and checked out our meter and saw this – 33,905.13 gallons showing as used. We turned our irrigation on for less than 5 minutes one time. Other than that we have done nothing different since our last 5/6 bills which were all under 4,400 gallons. This is a prime example of what we are dealing with. We didn't use any more water and here comes another \$500+ bill. I would love to hear an explanation on this reading.

Thank you,
Don Calhoun




VERIFICATION

Gary M. Peacock, II, being duly sworn, deposes and says: that he is the Director of State Operations, Carolina Water Service, Inc. of North Carolina, that he is familiar with the facts set out in the attached Response, filed in NCUC Docket No. W-354 Sub 414; that he has read the foregoing Response and knows the contents thereof; and that the same is true of his knowledge except as to those matters stated therein on information and belief, and as to those he believes them to be true.



Gary M. Peacock, II

Sworn to and subscribed before me this
the 26 day of May, 2023



Notary Public

MICHELLE T CRUELL
NOTARY PUBLIC
Transylvania County
State of North Carolina
My Comm. Expires February 2, 2027

My Commission Expires: 2.2.27