

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

July 7, 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 Second 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 second 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.

OFFICIAL COPY

JUL 07 2022

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

Date	Time	Community	Address	Type of Contact	Notes/Activity	Status
4/1/22	5:38 PM	Rocky River	8524 Quay Farm Ct.	Telephone	4/4/22 BL: 11:13 AM: reminded customer that he offered to pay for repairs but he is disputing the invoices saying we didn't give him an estimate, but at the time he just wanted his water turned on since it was the middle of a weekend, no time for an estimate. Wants me to talk with Dennis, and I did, who said he's still responsible.	Closed
4/7/22	1:53 PM	River Walk	4621 River Bluff Court	Email	4/7/22 BL 2:10 PM: responded to customer that I needed to get final reading as I didn't know the home had sold. 4/11/22 BL 10:30 AM: sent customer final bill which is paid. 4/7/22 BL 4:35 PM: left message that we have not been advised as to a renter, or to change where the bill is sent and that they are still owner of record.	Closed
4/7/22	3:45 PM	Rocky River	3504 Rocky Ridge Ln.	Telephone	4/8/22 BL 12:08 PM: took call, discussed again what was said on 3/12/22 when he reported that he broke the valve in the box and that he is responsible for the repairs. He is not happy. Emailed customer that we still hadn't received her \$100 minimum payment. No reponse.	Closed
4/8/22	12:08 PM	Rocky River	8524 Quay Farm Ct.	Telephone	Emailed customer asking for payment status as he is 3 months past due. Payment received.	Closed
4/18/22	4:51 PM	River Walk	5102 Plantation Ridge	Telephone	4/28: customer responded that he was told when his meter was changed that he had a leaking meter and wants an account summary for last 12 months and credit for high usage. Advised customer a leaking meter had never been reported to us nor was it noted at time of readings over the last year. Provided account summary which shows high usage during the summer of 2021 but he has a very large lawn that is very green. Usage went down in fall and winter months. No response.	Closed
4/25/22	11:03 AM	Rocky River	8980 Cherrys Ford Ct.	Telephone	4/26/22 BL 10:43 AM: took call, let him know I had mailed his welcome information but would email the information as well.	Closed

4/27/22	10:02 AM	Rocky River	8935 Cherry's Ford Ct.	Telephone	4/27/22 BL 10:25 AM: returned call, explained the reading was entered incorrectly and provided him a correct invoice. Customer satisfied with explanation.	Closed
4/29/22	3:37 PM	Rocky River	8524 Quay Farm Ct.	Telephone	4/29/22 BL 3:37 PM: took call, she explained there was no way her husband would offer to reimburse us for those repairs, she blamed the meter being changed out for the valve knob being broken, but doesn't accept responsibility for being in the meter box when its water company property. Says they don't know where to turn off their water other than there and don't want to hire a plumber to show them. Advised I would speak with Dennis one more time. Dennis said we need to pursue legal action to collect.	Closed
5/2/22	12:37 PM	Rocky River	3041 Tom Savage	Email	5/2/22 BL 12:47 PM: Explained the options are to use her bank's online bill pay option or to use our auto-draft. She elected to use her bank.	Closed
5/2/22	3:11 PM	River Walk	5625 Plantation Ridge Rd.	Email	5/2/2022 4:18 PM BL: responded with a corrected bill, there was an error in the formula somewhere. Let him know I would ask Dennis about the other 2 issues and respond to him tomorrow. Emailed Stan and let him know that the system is prepared for full build and he is happy to come to any board meeting to discuss plans and obtain board's assistance.	Closed
5/3/22	5:22 PM	Rocky River	3504 Rocky Ridge Ln.	Telephone	Called customer to inquire about past due status. Was told their tenant was to have put water in tenant's name. She is to call back with contact info for tenant. 5/24 can not get information from Rose, sent disconnection letter. Water was turned off and tenant finally called. Put account in her name and account brought current.	Closed
5/4/22	9:48 AM	Rocky River	3033 Tom Savage Drive	Telephone	5/4/2022 9:48 AM: took call and advised customer we would use his average until able to change meter out to ensure that is not the problem. Field tech checked for potential leaks and there aren't any.	Closed
5/4/22	10:09 AM	Rocky River	8966 Cherry's Ford Ct	Telephone	5/4/22 4:41 PM: spoke with customer and reviewed account and usage. There was an error on her previous bill which is a credit to her which we left in place. Customer satisfied.	Closed

5/4/22	4:50 PM	Rocky River	8468 Plantation Way	Voice Mail	5/4/2022 5:23 PM: LM to discuss. Customer has not returned call.	Closed
5/11/22	2:40 PM	Rocky River	8509 Indian Summer Trail	Email	5/11/22 4:19 pm BL: Responded to customer to determine where puddle is located (house side of meter). Field tech went out to check and confirmed it is customer responsibility.	Closed
5/24/22	9:43 AM	Rocky River	8517 Indian Summer Trail	Voice Mail	5/24/22 BL 2:45 pm: spoke with Angela Eckman, fiance, she wants to get on auto-draft to avoid future issues. Got it all set up and drafted past due balance.	Closed
5/27/22	8:54 AM	Rocky River	8965 Cherry's Ford Ct.	Email	5/27/22 BL 1:27pm: responded to customer we can do an auto-draft to collect payment immediately, customer opted to use online bill pay and chance it being in on time. Will let customer know when payment received. 6/9/22: advised customer payment was received.	Closed
6/2/22	8:47 AM	Rocky River	3480 Rocky Ridge Lane	Voice Mail	6/2/2022 BL 10:58 AM: returned call, determine leak was to side of meter box. Field tech went to check and determined it is the shut off valve box that is leaking. Customer will contact plumber.	Closed
6/3/22	6:08 PM	Rocky River	8524 Quay Farm Ct.	Voice Mail	6/6/2022 BL: LM that we will have to pursue legal action in order to collect.	Closed
6/3/22	4:00 PM	Rocky River	8564 Indian Summer Trail	Telephone	6/3/2022 BL 4:00 PM: took call, customer received disconnect notice, is putting payment in mail. Will call him when I receive. 6/9/22 BL 11:09 AM: LM that check has been received.	Closed
6/6/22	9:43 AM	River Walk	5525 Plantation Ridge Rd	Voice Mail	6/6/22 BL 2:45 PM: needs a meter set at new build in RW. Thought he had paid, we will both resesarch to confirm. Am checking to see if we have meters available or need to order. Will call customer with both answers.	Closed
6/6/22	1:21 PM	Rocky River	8983 Cherry's Ford Ct.	Telephone	6/21/22 let customer know meter has been isntalled. 6/6/22 BL 1:21: let customer know we don't accept payment over the phone. Provide payment options for her. She will mail a check.	Closed
6/9/22	10:18 AM	River Walk	5632 Plantation Ridge Rd.	Telephone	6/9/22 BL 10:18 AM: advised customer he could make regular \$50 payments.	Closed
6/9/22	6:02 AM	Rocky River	8447 Plantation Way	Email	6/9//22 BL 9:29 AM: thanked her for maling the payment, asked her to confirm where the hole is. This is a hole that will need to be filled/covered by the builder when he completes work next door.	Closed

6/14/22	3:08 PM	Rocky River	8966 Cherry's Ford Ct	Telephone	6/15/22 BL 9:18 AM: left message for customer. 6/16/22 BL 4:25 PM: spoke with customer about billing questions. She wants a new meter (she didn't receive one in February) to ensure her usage is accurate. Meter to be installed week of July 4.	Closed
6/22/22	2:34 PM	Rocky River	8930 Cherry's Ford Ct	Telephone	6/22/22 BL: advised customer disconnection had occurred due to non-payment. Customer provided information for a one-time payment to be drafted from her account to be paid in full. Service restored within 1 hour.	Closed
6/24/22	11:46 AM	Rocky River	3009 Tom Savage	Telephone	6/24/22 BL: she had plumbing service done the day before, had field tech go out and check and there was nothing in our end. Blew off line to ensure clear water.	Closed
6/27/22	2:30 AM	Rocky River	8972 Cherry's Ford Ct.	Telephone	6/27/22 BL: took call from after-hours, called Mr. Ostrander. His yard is flooded and water is flowig out of well house. Called field tech to go out and check. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	4:00 AM	Rocky River	8921 Cherry's Ford Ct.	Telephone	6/27/22 BL: took call from after-hours, left message for customer that there had been a water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	4:21 AM	Rocky River	8995 Cherry's Ford Ct.	Telephone	6/27/22 BL: took call from after-hours, left message for customer that there had been a water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	6:46 AM	Rocky River	3045 Tom Savage	Email	6/27/22 BL: responded to customer and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	6:49 AM	Rocky River	8524 Indian Summer Trail	Telephone	6/27/22 BL: responded to customer and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	7:00 AM	Rocky River	8508 Lethe Ln.	Telephone	6/27/22 BL: took call and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	7:07 AM	Rocky River	3495 Rocky Ridge Ln	Email	6/27/22 BL: responded to customer and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed

6/27/22	7:08 AM	Rocky River	8447 Plantation Way	Voice Mail	6/27/22 BL: sent update via email and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	7:24 AM				Email to residents advising them of water main break and would keep them update.	Closed
6/27/22	7:24 AM	Rocky River	8476 Plantation Way	Telephone	6/27/22 BL: took call and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	7:25 AM	Rocky River	8513 Indian Summer Trail	Email	6/27/22 BL: took call and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	7:27 AM	Rocky River	8965 Cherry's Ford Ct.	Email	6/27/22 BL: responded to customer and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	8:14 AM	Rocky River	8512 Quay Farm Ct.	Telephone	6/27/22 BL: took call and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	8:15 AM	Rocky River	8470 Plantation Way	Voice Mail	6/27/22 BL: sent update via email and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	8:17 AM	Rocky River	8525 Indian Summer Trail	Telephone	6/27/22 BL: took call and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	8:20 AM	Rocky River	8923 Cherry's Ford Ct.	Telephone	6/27/22 BL: took call and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	8:23 AM	Rocky River	3037 Tom Savage	Telephone	6/27/22 BL: took call and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	9:16 AM	Rocky River	3053 Tom Savage	Telephone	6/27/22 BL: took call and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	9:40 AM	Rocky River	8524 Quay Farm Ct.	Telephone	6/27/22 BL: took call and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	9:57 AM	Rocky River	8971 Cherry's Ford Ct.	Telephone	6/27/22 BL: took call and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed

6/27/22	10:16 AM	Rocky River	8494 Plantation Way	Telephone	6/27/22 BL: took call and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	10:46 AM	Rocky River	8505 Lethe Lane	Voice Mail	6/27/22 BL: sent update via email and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	10:47 AM	Rocky River	8936 Cherrys Ford Ct.	Telephone	6/27/22 BL: took call and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	11:12 AM	Rocky River	8564 Indian Summer Trail	Telephone	6/27/22 BL: took call and advised of water main break. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	11:24 AM	Rocky River	8973 Cherry's Ford Ct.	Telephone	6/27/22 BL: took call and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	11:46 AM	Rocky River	8930 Cherry's Ford Ct	Telephone	6/27/22 BL: took call and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	11:50 AM	Rocky River	8540 Indian Summer Trail	Telephone	6/27/22 BL: took call and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	11:57 AM				Email to residents updating them that contractors are on site and awaiting an ETA on resolution.	Closed
6/27/22	12:35 PM	Rocky River	8986 Cherrys Ford Ct.	Email	6/27/22 BL: responded to customer and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	12:58 PM	Rocky River	3492 Rocky Ridge Ln.	Telephone	6/27/22 BL: took call and assured her contractors were doing all they could	Closed
6/27/22	1:33 PM	Rocky River	3049 Tom Savage	Voice Mail	6/27/22 BL: sent update via email and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	1:45 PM	Rocky River	3029 Tom Savage	Email	6/27/22 BL: composed response per Dennis, provided status update.	Closed
6/27/22	2:14 PM	Rocky River	8947 Cherry's Ford Ct.	Voice Mail	6/27/22 BL: sent update via email and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed

6/27/22	2:29 PM	Rocky River	8912 McMillan Dr.	Voice Mail	6/27/22 BL: sent update via email and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	3:08 PM	Rocky River	8941 Cherry's Ford Ct.	Telephone	6/27/22 BL: responded to customer and and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	3:30 PM	Rocky River	3041 Tom Savage	Email	6/27/22 BL: responded to customer and and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	3:39 PM	Rocky River	8470 Plantation Way	Voice Mail	6/27/22 BL: took call, discussed situation at length, complaining there is no break given on bills with credits, no bottled water being provided, will complain to NCUC.	Closed
6/27/22	3:44 PM	River Walk	5220 Plantation Ridge Rd.	Telephone	6/29/22 BL: took call and gathered information. Will be on auto draft going forward.	Closed
6/27/22	3:56 PM	Rocky River	8936 Cherrys Ford Ct.	Email	6/27/22 BL: responded to customer we don't have more details, i	closed
6/27/22	4:01 PM	Rocky River	8517 Indian Summer Trail	Voice Mail	6/27/22 BL: sent update via email and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	4:02 PM	Rocky River	8452 Plantation Way	Voice Mail	6/27/22 BL: responded to customer the contractors don't have a	Closed
6/27/22	4:04 PM	Rocky River	8923 Cherry's Ford Ct.	Email	6/27/22 BL: sent update via email and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	4:08 PM	Rocky River	3495 Rocky Ridge Ln	Telephone	6/27/22 BL: sent update via email and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm. Email to residents updating them that parts needed are not easily located and water service will probably be restored the following day and that a boil advisory is in effect for when water returns.	Closed
6/27/22	4:25 PM					Closed

6/27/22	4:26 PM	Rocky River	8972 Cherry's Ford Ct.	Telephone	6/27/22 BL: sent update via email and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	4:33 PM	Rocky River	8980 Cherry's Ford Ct.	Email	6/27/22 BL: responded with understanding, assured him contractors are doing all they can and that Dennis is on top of it.	Closed
6/27/22	4:41 PM	Rocky River	3508 Rocky Ridge Ln.	Email	6/27/22 BL: sent update via email and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	4:48 PM	Rocky River	8540 Indian Summer Trail	Email	6/27/22 BL: sent update via email and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	4:50 PM	Rocky River	8505 Lethe Lane	Telephone	6/27/22 BL: responded to customer we don't have more details, i	Closed
6/27/22	4:53 PM	Rocky River	8513 Indian Summer Trail	Email	6/27/22 BL: responded that this issues has not been addressed but will be considered.	Closed
6/27/22	4:58 PM	Rocky River	8468 Plantation Way	Voice Mail	6/27/22 BL: sent update via email and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm. 6/27/22 DA: forwarded to customer service.	Closed
6/27/22	5:24 PM	Rocky River	8520 Indian Summer Trail	Email	6/28/22 DA: responded to customer with apologies and explanation.	Closed
6/27/22	5:33 PM				Email to residents updating them that part is being overnighted for next day delivery.	Closed
6/27/22	6:55 PM	Rocky River	3009 Tom Savage	Telephone	6/27/22 BL: sent update via email and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	6:59 PM	Rocky River	8493 Plantation Way	Telephone	6/27/22 BL: sent update via email and advised of status, contractor is looking for part needed. Situation ensued for 2 days until water restored on 6/28/22 at approximately 8pm.	Closed
6/27/22	7:00 PM	River Walk	4612 River Bluff Ct	Email	6/27/22 BL: thanked her for the update	Closed

6/28/22	6:48 AM	Rocky River	8516 Indian Summer Trail	Email	6/28/22 BL: sent update that part was still awaited and we would update when we knew more.	Closed
6/28/22	7:47 AM	Rocky River	8936 Cherrys Ford Ct.	Email	6/28/22 BL: sent update that part was still awaited and we would update when we knew more.	Closed
6/28/22	8:47 AM	Rocky River	8528 Indian Summer Trail	Voice Mail	6/28/22 BL: sent update that part was still awaited and we would update when we knew more.	Closed
6/28/22	9:16 AM	Rocky River	8930 Cherry's Ford	Telephone	6/28/22 BL: advised customer we were still waiting on the part to arrive and would send update when available.	Closed
6/28/22	9:34 AM				Email to residents that an ETA has not been given for hte arrival of the part.	Closed
6/28/22	9:55 PM	Rocky River	8453 Plantation Way	Telephone	6/28/22 BL: discussed situation and promised to include on next email update.	Closed
6/28/22	10:05 AM	Rocky River	8488 Plantation Way	Email	6/28/22 BL: responded that the request is being taken under advisement and if approved we would be in touch.	Closed
6/28/22	10:17 AM	Rocky River	3037 Tom Savage	Telephone	6/28/22 BL: responded that the request is being taken under advisement and if approved we would be in touch.	Closed
6/28/22	10:23 AM	Rocky River	8509 Lethe Ln.	Voice Mail	6/28/22 BL: included on next update	Closed
6/28/22	11:55 AM	Rocky River	3501 Rocky Ridge Ln.	Voice Mail	6/28/22 BL: sent update that part was still awaited and we would update when we knew more.	Closed
6/28/22	12:50 PM	River Walk	5525 Plantation Ridge Rd	Voice Mail	6/28/22 BL: responded to customer that irrigation is ok, don't need separate meter, and to ensure backflow protection.	Closed
6/28/22	12:59 PM	Rocky River	8540 Indian Summer Trail	Telephone	6/28 BL: researched and let her know we have received them.	Closed
6/28/22	1:22 PM	Rocky River	3053 Tom Savage	Telephone	6/28/22 BL: let him know I had sent an update that contractors are on site and would continue to update.	Closed
6/28/22	1:33 PM	Rocky River	8995 Cherry's Ford	Telephone	6/28/22 BL: included on next update	Closed
6/28/22	2:06 PM	Rocky River	8463 Plantation way	Telephone	6/28/22 BL: let her know I had sent an update that contractors are on site and would continue to update.	Closed
6/28/22	2:11 PM	Rocky River	8513 Quay Farm Ct.	Telephone	6/28/22 BL: included on next update	Closed
6/28/22	2:52 PM	Rocky River	8532 Indian Summer Trail	Voice Mail	6/28/22 BL: LM for customer, she doesn't have email, provided update.	Closed
6/28/22	3:02 PM	Rocky River	8520 Indian Summer Trail	Email	6/28/22 BL: let her know I had sent an update that contractors are on site and would continue to update.	Closed
6/28/22	3:56 PM	Rocky River	8505 Lethe Lane	Voice Mail	6/28/22 BL: emailed update	Closed
6/28/22	4:52 PM	Rocky River	8524 Indian Summer Trail	Email	6/28/22 BL: let her know I had sent an update that contractors are on site and would continue to update.	Closed
6/28/22	4:44 PM	Rocky River	8505 Lethe Lane	Voice Mail	6/28/22 BL: emailed update	Closed

6/28/22	4:54 PM	Rocky River	3053 Tom Savage	Telephone	6/28/22 BL: returned call, discussed situation and updated him.	Closed
6/28/22	5:26 PM	Rocky River	3504 Rocky Ridge Ln.	Voice Mail	6/28/22 BL: emailed update.	Closed
6/28/22	5:45 PM	Rocky River	8505 Lethe Lane	Telephone	6/28/22 BL: let her know I had sent an update that contractors are on site and would continue to update. Very frustrated.	Closed
6/28/22	6:00 PM	Rocky River	3501 Rocky Ridge Ln.	Telephone	6/28/22 BL: let him know I had sent an update that contractors are on site and would continue to update. Very frustrated.	Closed
6/28/22	6:18 PM				Email to residents that contractors have been on site since 12:15 and expect to be done about 7:30 and will monitor operations to ensure return to normalcy. Residents should expect pressure to build overnight with water available by morning and advising to expect air in the water with a milky appearance and possibly sediment. Water samples will need to be tested and a boil advisory remains in effect until results return Thursday, 6/30.	Closed
6/28/22	6:20 PM	Rocky River	8493 Plantation Way	Email	6/28/22: provided update, she was very thankful.	Closed
6/28/22	6:20 PM	Rocky River	3508 Rocky Ridge Ln.	Email	6/28/22: provided update.	Closed
6/28/22	6:33 PM	Rocky River	8966 Cherry's Ford	Email	6/28/22 BL: acknowledged email.	Closed
6/28/22	9:03 PM	Rocky River	8947 Cherry's Ford	Email	6/28/22 BL: let her know we sent update and pressure would build overnight.	Closed
6/29/22	5:59 PM	Rocky River	8936 Cherrys Ford Ct.	Email	6/29/22 BL: advised they would take 24 hours at least from sampling.	Closed
6/30/22	1:18 AM	Rocky River	8980 Cherry's Ford Ct	Voice Mail	6/30/22 BL: responded that we are checking into it and would email an update.	Closed
6/30/22	5:28 AM	Rocky River	8524 Quay Farm Ct.	Email	6/30/22 BL: responded that we are checking into it and would email an update.	Closed
6/30/22	6:45 AM	Rocky River	8470 Plantation Way	Email	6/30/22 BL: responded that we are checking into it and would email an update.	Closed
6/30/22	7:03 AM	Rocky River	3501 Rocky Ridge Ln.	Telephone	6/30/22 BL: responded that we are checking into it and would email an update.	Closed
6/30/22	7:29 AM				Email to residents that the operator failed to monitor the pressure which is why they have seen low pressure in their water again. Pressure should build through the day.	Closed
6/30/22	7:47 AM	Rocky River	8936 Cherrys Ford Ct.	Email	6/30/22 BL: acknowledged email.	Closed
6/30/22	7:47 AM	Rocky River	8935 Cherry's Ford Ct.	Email	6/30/22 BL: acknowledged email.	Closed
6/30/22	8:07 AM	Rocky River	8471 Plantation Way	Email	6/30/22 BL: acknowledged email, provided update.	Closed

6/30/22	8:26 AM	Rocky River	8505 Lethe Lane	Telephone	6/30/22 BL: responded that we are checking into it and would email an update.	Closed
6/30/22	8:26 AM	Rocky River	8509 Indian Summer Trail	Email	6/30/22 BL: acknowledged email, provided update.	Closed
6/30/22	8:46 AM	Rocky River	8476 Plantation Way	Email	6/30/22 BL: acknowledged email. 6/30/22 BL: acknowledged email, provided update and confirmed that lines will be blown on Tuesday, 7/5 after tank fills.	Closed
6/30/22	8:51 AM	Rocky River	3053 Tom Savage	Telephone	6/30/22 BL: acknowledged email.	Closed
6/30/22	8:52 AM	Rocky River	3029 Tom Savage	Email	6/30/22 BL: advised that was not known at this time. When a decision is made they will be updated.	Closed
6/30/22	8:57 AM	Rocky River	3495 Rocky Ridge Ln	Email	6/30/22 BL: acknowledged email.	Closed
6/30/22	9:20 AM	Rocky River	8493 Plantation Way	Email	6/30/22 BL: advised they would take 24 hours at least from sampling.	Closed
6/30/22	10:04 AM	Rocky River	8513 Quay Farm Ct.	Telephone	6/30/22 BL: thanked him for the update.	Closed
6/30/22	12:54 PM	River Walk	5636 Plantation Ridge Rd	Telephone	6/30/22 BL: advised they would take 24 hours at least from sampling.	Closed
6/30/22	12:56 PM	Rocky River	8965 Cherry's Ford Ct.	Email	6/30/22 BL: thanked her for her email, would pass along her comments.	Closed
6/30/22	1:31 PM	Rocky River	8973 Cherry's Ford Ct.	Email	6/30/22 BL: advised that was not known at this time. When a decision is made they will be updated.	Closed
6/30/22	2:49 PM	Rocky River	8509 Indian Summer Trail	Email	6/30/22 BL: thanked him for the update.	Closed
6/30/22	5:55 PM	Rocky River	8470 Plantation Way	Email		Closed