

SANFORD LAW OFFICE, PLLC

Jo Anne Sanford, Attorney at Law

November 7, 2019

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

Via Electronic Delivery

Re: Docket No. W-354, Sub 364
Application by Carolina Water Service, Inc. of North Carolina for
Authority to Adjust and Increase Rates for Water and Sewer Utility
Service in All Service Areas in North Carolina
Supplemental Response from Charlotte Public Hearing---
Examination of Drinking Glass

Dear Ms. Campbell:

By agreement made at the public hearing, held in Charlotte in this matter on September 5, 2019, Carolina Water Service, Inc. of North Carolina ("CWSNC" or "Company") undertook an examination of a customer's water glass to attempt to determine the source of the residue on the glass. (*Tr. Vol. 1, page 30*). The water glass was submitted by Ms. Rachel Fields of 10627 Jardin Way in the Bradfield Farms Subdivision. (*Tr. Vol. 1, p. 20*). She noted that the water was cloudy, expressed her concern that it was "...full of chemicals...", and testified that she purchased water for the safety of her family and her pets. Commissioner Clodfelter requested analysis of the drinking glass by the Company, the Company volunteered to have that done by a third party laboratory, the glass was marked "Fields Exhibit 1," and the glass was then provided to CWSNC for testing. (*Tr. Vol. 1, pp. 31-32*),

CWSNC engaged ENCO, a North Carolina certified accredited laboratory, to undertake this analysis. Attached please find the ENCO "Chain of Custody" form, dated September 23, 2019, which indicates the process used to submit the glass for testing, in terms of the handoff from CWSNC to ENCO. Also attached please find the statement by ENCO that, although the material in the glass "...appeared to be dissolved solids residue from evaporated water...", ENCO was

unable to determine whether it was calcium or to identify any other metals, due to “insufficient volume.”

CWSNC submits that the etching on the glass appears to be consistent with dissolved compounds of calcium and magnesium, and that other test results have established that the water has a total hardness measure of 143 mg/L. Water is generally classified as ‘hard’ when it has a Calcium Carbonate value ranging from 121 - 180 mg/L. These attributes of the water, although not in violation of any rules or standards, could account for the residue on the glass.

CWSNC requests that this Supplemental Response be deemed a supplement to the Company’s Response to Customer Concerns, filed on September 25, 2019 in response to the September 5, 2019 public hearing in Charlotte, North Carolina.

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

Sincerely,

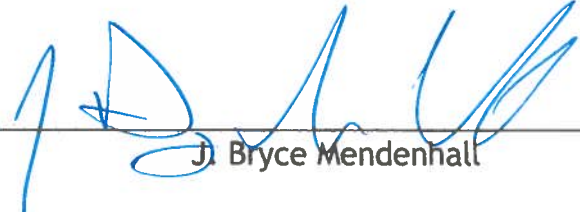
Electronically Submitted

/s/Jo Anne Sanford
State Bar No. 6831
Attorney for Carolina Water Service, Inc.
of North Carolina

c: Parties of Record

VERIFICATION

J. Bryce Mendenhall, being duly sworn, deposes and says: that he is Vice President of Operations for Carolina Water Service, Inc. of North Carolina; that he is familiar with the facts set out in this **Supplemental Response**, filed in Docket No. W-354, Sub 364; that he has read the foregoing filing 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.


J. Bryce Mendenhall

Sworn to and subscribed before me this
the 7 day of November 2019.

 Donna Stegall
Notary Public



My Commission Expires: 01/08/2024

CERTIFICATE OF SERVICE

I hereby certify that the foregoing **Supplemental Response** by Carolina Water Service, Inc. of North Carolina has been served on the parties of record to Docket No. W-354, Sub 364, in accordance with North Carolina Utilities Commission Rule R1-39, either by: United States mail, first class postage pre-paid; by hand delivery; or by means of electronic delivery upon agreement of the receiving party.

This the 7th day of November 2019.

Electronically Submitted
/s/Jo Anne Sanford
State Bar No. 6831

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**Attorney for Carolina Water Service,
Inc. of North Carolina**

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102-A Woodwinds Industrial Ct.



Cary, NC 27511

(919) 467-3090 Fax (919) 467-3515

Page ____ of ____

Client Name CWS		Project Number		Requested Analyses								Requested Turnaround Times	
Address		Project Name/Desc Hearing										Note : Rush requests subject to acceptance by the facility	
City/ST/Zip		PO # / Billing Info										_____ Standard	
Tel	Fax	Reporting Contact										_____ Expedited	
Sampler(s) Name, Affiliation (Print)		Billing Contact										Due ____/____/____	
Sampler(s) Signature		Site Location / Time Zone										Lab Workorder	

[illegible]

Sample Kit Prepared By	Date/Time	Relinquished By	Date/Time	Received By	Date/Time
			9/23/19 1440		9/23/19 14:40
Comments/Special Reporting Requirements		Relinquished By	Date/Time	Received By	Date/Time
		Relinquished By	Date/Time	Received By	Date/Time
	Cooler #'s & Temps on Receipt			Condition Upon Receipt	
			<input type="checkbox"/> Acceptable <input type="checkbox"/> Unacceptable		

Preservation: I-Ice H-HCl N-HNO3 S-H2SO4 **NO**-NaOH O-Other (detail in comments)

Note : All samples submitted to ENCO Labs are in accordance with the terms and conditions listed on the reverse of this form, unless prior written agreements exist

Environmental Conservation Laboratories, Inc. 10775 Central Port Drive, Orlando, FL 32824
4810 Executive Park Court, Suite 211, Jacksonville, FL 32216-6069
102-A Woodwinds Court, Cary, NC 27511 www.encolabs.com



OFFICIAL COPY

Mr. Brent Milliron
Carolina Water Service
4944 Parkway Plaza Blvd Suite 375
Charlotte, NC 28217:

This letter is in regards to crystalline material adhering to the inside of a glass submitted to ENCO Laboratories September 25, 2019. The inquiry was to the identity of the material adhering to the glass. The material appeared to be dissolved solids residue from evaporated water. However insufficient volume was available to determine Calcium or other metals content which might suggest the material's identity.

A forensic laboratory with capabilities to determine identity of unknown materials is a more appropriate track for this sample. The glass was returned to Carolina Water Service on October 1, 2019.

Should you require any additional information, please feel free to contact me:

Link Thrower

Environmental Conservation Laboratories, Inc.
919-467-3090
lthrower@encolabs.com

Nov 07 2019