

SANFORD LAW OFFICE, PLLC
Jo Anne Sanford, Attorney at Law

February 2, 2021

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

Via Electronic Delivery

Re: Aqua North Carolina, Inc.
Docket No. W-218, Sub 526CS
Responses to Customer Concerns from Park South / Parkway
Crossing Subdivisions

Dear Ms. Campbell:

Attached please find for filing copies of responses made to certain customers of Aqua North Carolina, Inc. ("Aqua"), regarding recent rate increases which affected the Park South / Parkway Crossing subdivisions in Charlotte, North Carolina. These increases are a consequence of the rate case decision in Docket No. W-218, Sub 526 (Order issued on October 26, 2020), and customers' inquiries and concerns that are filed in the W-218, Sub 526CS docket. Aqua herein wishes to complete the record with copies of its explanations. The attached letters have been sent to customers; addresses are redacted in this filing in consideration of privacy.

As always, we thank you and your staff for your assistance; please feel free to contact me if there are questions or if additional information is required.

Electronically Submitted

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

c: Megan Jost, Staff Attorney, Public Staff
Margaret Force, Assistant Attorney General