

September 20, 2021

Via Electronic Filing Only

Ms. A. Shonta Dunston
Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4300

RE: Water Resources, Inc.'s Customer Contact Log Covering May and June 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 May and June 2021. Water Resources, Inc. continues to investigate the existence and location of customer contact logs covering previous quarters since March 31, 2019 (30 days after the end of the first full quarter subsequent to the Commission issuing its Recommended Order Approving Agreed Upon Rates and Requiring Customer Notice). Should the Company be unable to locate or reproduce those quarterly reports, it anticipates seeking a Commission waiver of this requirement, *nunc pro tunc*, and will provide a full explanation of the circumstances justifying a waiver through an appropriate filing.

Should you have any questions or concerns regarding this filing, please contact our office.

Sincerely,

/s/ Patrick Buffkin

Patrick Buffkin

Counsel for Water Resources, Inc.

cc: Parties of Record

Water Resources
Customer Contact Log

Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
5/11/21	6:58 PM	Rocky River	850 Lethe Ln	Voice Mail	Water leak at meter	5/25 - RC; Aplogized that no one has returned his call; He confirmed repair is completed and the leak has stopped - DCA	Closed
5/13/21	8:38 PM			Voice Mail	Wants to transfer water service	5/26 - RC; LMVM; provided my email address and asked him to provide info that way and we will handle - DCA	Closed
5/13/21	10:54 AM				Voice is very faint; cannot hear message		
5/13/21	3:50 PM				NCUC attorney; status of repair?	5/25 - RC; Gave him an update on the repair; Contractor is to have it comleted by Friday, 5/28; I will floowup with him before the end of the week with an update 6/1 - Sent email with update. Repair is completed	Closed
5/14/21	8:57 AM	Rocky River	850 Lethe Ln		Water leak at meter	5/25 - RC; Aplogized that no one has returned his call; He confirmed repair is completed and the leak has stopped - DCA	Closed
5/14/21	11:11 AM					5/25 - RC; Gave him an update on the repair; Contractor is to have it comleted by Friday, 5/28; I will floowup with him before the end of the week with an update 6/1 - Sent email with update. Repair is completed	Closed
5/15//21	5:02 PM	Rocky River	850 Lethe Ln			5/25 - RC; Aplogized that no one has returned his call; He confirmed repair is completed and the leak has stopped - DCA	Closed
5/17/21	10:07 AM					5/25 - RC; Gave him an update on the repair; Contractor is to have it comleted by Friday, 5/28; I will floowup with him before the end of the week with an update 6/1 - Sent email with update. Repair is completed	Closed
5/17/21	11:06 AM	Rocky River	850 Lethe Ln			5/25 - RC; Aplogized that no one has returned his call; He confirmed repair is completed and the leak has stopped - DCA	Closed
5/18/21	10:27 AM	Rocky River	3480 Rocky Ridge Ln		Wants to stop service	5/25 - RC; LMVM; Asked him to email me the date he wants service taken out of his name. Left him my email address - DCA	Closed
5/19/21	11:28 AM	Rocky River	8509 Lethe Ln			5/25 - RC; Aplogized that no one has returned his call; He confirmed repair is completed and the leak has stopped - DCA	Closed
5/19/21	5:10 PM	Rocky River	8447 Plantation Way		New Service	5/24 - RC; LMVM to email me the date that service is to begin; Gave her the email address - DCA 5/31 - Repaired leak 6/1 - Called; LMVM that repair was completed	Closed
5/21/21	9:29 AM	Rocky River	8447 Plantation Way		New Service/Water Leak	5/24 - RC; LMVM to email me the date that service is to begin; Gave her the email address - DCA 5/31 - Repaired leak 6/1 - Called; LMVM that repair was completed	Closed
5/21/21	4:28 PM	River Walk	4500 Waters Way Ct		How much water is he using per day on avg		

Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
5/24/21	2:44PM	Rocky River	3029 Tom Savage	Email	Oxygenated water	<p>Contacted operator and requested various lines be blown off to release air in the lines</p> <p>5/24/2021; 4:29 PM - Emailed Olsen to acknowledge email and we would have lines blown off.</p> <p>5/26/2021 - Email from Olsen stating "The water is clear as of last night."</p>	Closed
5/27/21	12:52 PM					<p>5/28; 12:45 PM RC; No answer; Verizon recording that caller is not available; did not give an option to leave VM - DCA</p> <p>5/28; 2:51 PM - Attempted RC again. Same result - DCA</p> <p>Contacted operator and requested various lines be blown off to release air in the lines</p> <p>5/30/2021; 7:39 PM - Emailed Olsen and acknowledged receipt of email</p> <p>5/31/2021 - Visited site and spoke with Mr. Olsen, opened various hydrants to expel air</p> <p>6/1/2021; 2:49PM - Emailed Olsen to notify that other neighbors were reporting that air is no longer an issue</p>	In Process
5/29/21	12:17 PM	Rocky River	3029 Tom Savage	Email	Oxygenated Water	<p>6/1 (BL): RC, spoke with Mrs. Moen, explained the green box is not the meter, good pressure results in test when DA was out on 5/31, no other reports of low water pressure; indicates this is an issue with individual plumbing line. She corrected to say its not the green box but meter box. operator advised she would go out and check.</p> <p>6/9 (BL): operator spoke with owner while there: Could not identify source of water; owner not concerned about pressure.</p>	
6/1/21		Rocky River	8494 Plantation Way		Garage apartment water flow is sluggish; damp around green box; suspects leak	<p>Contacted operator and requested various lines be blown off to release air in the lines</p> <p>6/7/2021 - Email from Olsen, "I e-mailed you about the water being cloudy/white last week and the issue hasn't been addressed (another neighbor mentioned it to me in casual conversation earlier this evening)."</p> <p>6/8/2021; 11:46 AM - Email response to Olsen, "I received your email about the cloudy water this past Thursday, which I acknowledged. Hopefully, you received my email. On Friday, we blew off the lines near your home for a period of time to flush out any air that was in the line. I will ask the operator to do so again. Thanks for letting me know."</p>	Closed
6/3/21	6:11 AM	Rocky River	3029 Tom Savage	Email	my water has once again become oxygenated and cloudy. Please ask the system operator to clear it.	<p>6/8 (BL): RC, left VM that we are not the Water Resources company that provides that service</p> <p>6/8 (BL): RC, left voicemail.</p> <p>6/9 (BL): RC, left voicemail.</p>	Closed
6/7/21	12:55 PM				Do we service her saltwater filter system?	<p>6/14 (BL): Jennifer called again, was able to speak with her. Will research her account, she states there s/b no past due balance. Sent her a spreadsheet of our records for her to review.</p>	
6/8/21	9:36 AM	Rocky River	jjmommy1@gmail.com		Would like to discuss accounts 5065 & 5067		In Process

Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
6/9/21	10:15 AM	River Walk	5230 Plantation Ridge Rd.		Needs to discuss account	6/9 (BL): RC, left voicemail 6/10 (BL): RC again, left voicemail	In Process
6/9/21	4:45 PM	Rocky River	3021 Tom Savage		Looking for most recent bill	6/10 (BL): RC, advised her of current bal due, was mailed last week; she will wait for it to arrive 6/10 (BL): RC twice within minutes, her voicemail is full.	Closed
6/10/21	3:20 PM	River Walk	5618 Plantation Ridge Rd.		Needs to discuss past due account, has sent certified mail trying to set up auto draft, hasn't had returned calls, received disconnect notice. W/ NC Public Staff Utilities Comm: please call to discuss plans to tie into City of Harrisburg, per complaint filed by customer	6/10 (BL): She also left Taylor a message, fw to me. RC 45 min later @ 4:09pm, vm full. Taylor confirmed she rec'd the pw and is drafting her account 6/10 or 6/11.	In Process
6/11/21	10:00 AM					6/11 (BL): RC, advised message would be given to Dennis to call to discuss. Dennis has returned the call. 6/11 (BL): RC, advised customer that operator will be out to check the problem this afternoon. operator said it needs repair as there is significant water leaking. 6/14 (BL): let him know this was scheduled for Wed afternoon 6/16. - DCA went out and was able to stop the flow.	Closed
6/11/21	1:48 PM	Rocky River	8960 Cherry's Ford Ct		Pretty good leak in meter box for 8954/8960	6/16 (BL): RC, left vm, explained the data entry error and the usage will get caught up with this month's reading.	Closed
6/15/21	11:47 AM	Rocky River	8504 Lethe Lane		Noticed on his recent bill there's no usage		Closed
6/18/21	10:30 AM	River Walk	5135 Plantation Ridge		Needs water line marked for gas line install	6/18 (BL): RC, Dennis to go out and mark 6/19 (BL): tried to return call, wasn't able to get vm or answer; Notified operator. Operator taking care of	Closed
6/19/21	1:10 PM	Rocky River	3492 Rocky Ridge Ln		Low water pressure	6/21 (BL): operator found small leak on customer side of meter in box. DA will go out to tighten. LM with customer.	Closed
6/21/21		Rocky River	8447 Plantation Way		Leak is back, ground is saturated	6/24/2021 - Repaired leak; Spoke with homeowner on site 6/21 (BL): Emailed customer and advised the contractor has inspected system recently and found no issues with the mechanical aspects of the system and will have field operator confirm.	Closed
6/21/21	via email	River Walk	4630 River Bluff Ct.		Asking about low water pressure and plans for repair	6/23/21 (BL): RC, this is the same leak operator checked 6/21. Let customer know that someone would be coming out to repair Friday or Saturday. 6/28 (BL): DCA changed the expansion fitting in the meter due to a bad gasket. HO came out and spoke with him. Called to advise as well.	Closed
6/23/21	7:18 AM	Rocky River	8447 Plantation Way		Checking on meter leak Water has been milky white for a few days, asking if the lines can be blown off	6/24 (BL): responded that I would check for him then texted operator. she said she would check ASAP.	Closed
6/24/21	via email	Rocky River	3029 Tom Savage		Asking about his bill, has been messed up, said he hasn't received one in awhile	6/24 (BL): answered call, explained we were starting over at 0 previous balance per Dennis and gave his current amount due and due date, which gets mailed tomorrow	In Process
6/24/21	4:00 PM	River Walk	5206 Plantation Ridge Rd		Residents walking the neighborhood reported leak after hours at corner of Tom Savage and Quay	6/24: DA reported to operator, she said she tested it and believes the line from the meter to the house (3030 Tom Savage) has a leak on the customer side. LM for customer based on # off white pages: 704-782-6460	Closed
6/25/21	11:30 AM	River Walk	5102 Plantation Ridge Rd.		Wants to discuss account	6/25 (BL): returned call, left message	In Process

Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
6/25/21	3:03 PM	River Walk			Emailed regarding their PSI being 30, had a plumber do unneeded work that didn't increase their pressure, per plumber s/b 60psi Please mail another statement; his got missplaced and wants to make a payment to new address	6/28 (BL): responded that we would be checking on what can be done to increase their pressure;	Closed
6/28/21	11:30 AM	River Walk	5306 Plantation Ridge			6/28 (BL): Responded to email and cleared up account question with correct balance due. Checking with DCA on online payments.	Closed
6/28/21	11:10 AM	Rocky River			Acct 5110, 2 questions, wants to pay online and discuss account	6/28 (BL): returned call, cleared up confusion regarding past due balance and usage	Closed
6/28/21	12:19 PM	Rocky River	8508 Lethe Lane		Question about bill	6/28 (BL): RC, explained the incorrect reading from April bill, but her usage is unusually high. operator to get accurate reading tomorrow, adjusted May bill to show correct previous usage and current and will re-send.	Closed
6/28/21	1:13 PM	Rocky River	8533 Indian Summer Trail		Question about bill (5074)	6/28 (BL): RC, reviewed acct (usage wrong on April bill) sending new invoice	Closed
6/28/21	3:23 PM	Rocky River	8508 Indian Summer Trail		Question about bill (5057)	Haven't called customer back yet, but had already done an analysis on that large credit balance. It goes back into 2015, can't find source so in December 2020 set 0 balance and most recent invoice is trued up.	Closed
6/28/21	5:04 PM	Rocky River	9000 Cherry's Ford Ct		Question about bill (5017). Showed over \$1k credit for years, pays \$30/mo regardless, mad its now only \$3 credit due	6/29 (BL): RC, he made a large payment 6 years ago when water was shut off while kids home alone without any warning. He pays \$30 each month regardless to ensure no disconnect. Will research.	In Process
6/29/21	8:20 AM	Rocky River	8500 Indian Summer Trail		#5055 discuss bill	6/29 (BL): RC, the auto draft amount was not entered as paid prior to running the invoice, she wanted to confirm it reflects on her account. Will mail new bill.	Closed
6/29/21	11:11 AM	Rocky River	8935 Cherrys Ford Ct		#5032 discuss bill	6/29 (BL): responded to email: reviewed acct (usage wrong on April bill, wrong past due amount), amount due is still correct	Closed
6/29/21	9:10 AM	Rocky River	3508 Rocky Ridge Ln		#5000 discuss bill	6/29 (BL): RC: reviewed acct (usage wrong on April bill, wrong past due amount), amount due is still correct	Closed
6/29/21	1:40 PM	Rocky River			Wants to discuss account Building at 5506 River Bluff Court and has questions: is it community well? what is tap fee? put in septic and connect to well? James Hough, owner of land selling to Mr. Savage. Mr Hough lives at 4633 River Bluff Court.	6/29 (BL): RC, calls disconnect, aren't answered or going to VM	In Process
6/29/21	2:25 PM	River Walk	5506 River Bluff Court			6/29 (BL): RC, will ask DCA these questions 6/30 (BL): RC, will confirm tap fee, it is community well, and s/b county sewer where plumber will tie into meter box	Closed
6/29/21	4:39 PM	Rocky River	8512 Lethe Lane		Moved out on 4/21, still getting a bill for this address, #5087	6/29 (BL): RC, left VM that I need to research and call her back	Closed
6/30/21	9:52 AM	River Walk			Question about past due balance (draft) RW125 (?)	6/30 (BL): RC, reviewed acct., past due balance draft was posted to account	Closed

Date	Time	Community	Address	Type of Contact	Description	Notes/Activity	Status
6/30/21	11:13 AM	River Walk	5509 Plantation Ridge Rd.		Water pressure is low, talking with other neighbors, what can be done. 5526 has great pressure.	6/30 (BL): RC, let him know that the recent inspection didn't find anything but that we had told another neighbor that we would check into what can be done. Will keep him posted 6/30 (BL:) operator to get reading tomorrow 7/1 operator got final reading 7/7 Becky returned my call from 6/30, I called and LM that we got the final reading and recorded that she is no longer on that address	Closed
6/30/21	2:19 PM	Rocky River	8552 Indian Summer Trail		Closed on home and moved out today.		Closed
6/30/21	4:41 PM	Rocky River	8504 Lethe Lane		Acct 5085, not understanding zero gallons on 6/2 bill and why he owes for usage Moved out on 4/21, wants to review acct and compare payments, doesn't understand balance due	6/30 (BL): emailed customer a snapshot of his account explaining the usage and charges and current amount due	Closed
6/30/21	4:38 PM	Rocky River	8512 Lethe Lane			6/30 (BL): RC, will email customer a snapshot of acct	Closed

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