2010-148A
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AUTHORIZED UTILITY REPRESENTATIVE FORM

TYPE: [X] Water [ ] Sewer [ ] Both

CERTIFICATED COMPANY INFORMATION

Company Name: Georgia Water & Well Services, Inc.

Dba/fka:

Telephone: 706-543-5393

Mailing Address: PO Box 81162

City, State, Zip Code: Athens, GA 30608

Business Location: 930 Newton Bridge Rd

City, State, Zip Code: Athens, GA 30607

County: Athens-Clarke

RECEIVED
JUL 16 2019
PSC SC
MAIL / DMS

REGISTERED AGENT INFORMATION

Registered Agent: David Almond Shoemaker

Mailing Address: 930 Newton Bridge Rd

City, State, Zip Code: Athens, GA 30607

Pursuant to the Commission's rules and regulations, print or type company contact for the following:

A. Regulatory Officer: David Shoemaker

706-546-9760 / 706-369-1125 / dshoe712@mae.com
Telephone Number / Facsimile Number / E-mail Address

B. Customer Relations (Complaints): Jessica Osborne

706-543-9353 / 706-369-1125 / jessica.gww@gmail.com
Telephone Number / Facsimile Number / E-mail Address

C. Engineering Operations: Steve Carson

706-543-9353 / 706-369-1125 / stevejcarson@gmail.com

Telephone Number / Facsimile Number / E-mail Address

D. Test and Repair: Steve Carson

706-543-5393 | 706-369-1125 | stevejcarson@gmail.com
Telephone Number / Facsimile Number / E-mail Address

E. Emergencies: Steve Carson
(During Non-Office Hours)

706-543-5393 | 706-369-1125 | stevejcarson@gmail.com
Telephone Number / Facsimile Number / E-mail Address

F. Financial: Jessica Osborne

706-543-9353 706-369-1125 | jessica.gunn@gmail.com
Telephone Number / Facsimile Number / E-mail Address

G. Customer Contact (Toll Free Number):

David A. Shoemaker
This form was completed by (print name)

Signature

CFO/CEO
Title

6/28/19
Date

RETURN COMPLETED FORM TO:

Public Service Commission of SC
Docketing Department
101 Executive Center Dr., Ste. 100
Columbia, South Carolina 29210

And

Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, South Carolina 29201

(Rev. PSC 03/8/17)

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S. C. OFFICE OF REGULATORY STAFF

Date: June 26, 2019

To: David Shoemaker, Georgia Water and Well Services, Inc.
Steve Carson, Georgia Water and Well Services, Inc. .

From: Chad Campbell, Office of Regulatory Staff

Re: CUSTOMER RELATIONS COMPLIANCE REVIEW ("CRCR") INFORMATION REQUEST FOR GEORGIA WATER AND WELL SERVICES, INC.

For information the Company deems confidential, the Company must:

1. Provide the requested information in a ring binder.
2. From the past two years provide the requested exhibits for the Company's consumer accounts.
3. Label all responses and exhibits referencing the same numbers/letters in the CRCR request.
4. Insert placeholders and separate the confidential information from the non-confidential information. The placeholders will alert the reader that a response containing confidential information was removed and sent separate from the non-confidential information;
5. Mark each page of the confidential information as "**CONFIDENTIAL**". Only confidential pages/information should be marked confidential;
6. Provide a list of the confidential information along with the total number of pages for each confidential item on the list. The list should be provided with each copied set of confidential information; and,
7. For **EACH** item marked "**CONFIDENTIAL**" state specifically why the item is confidential, the person who made the determination, and their contact information (telephone and email).

As used in this Information Request, the term "Company" refers to the water utility, its employees, agents, or contractors.

1. 103-705. Utilities Rules and Regulations.

Each utility shall adopt rules, regulations, operation procedure policies, terms and conditions, etc., as may be necessary in the operation of the utility. Such service "conditions or regulations" shall be approved by and filed with the commission, along with certification that these rules are consistent with the rules of the commission and provided to the ORS.

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Does the Company have service terms and conditions in addition to the PSC's regulations for water utilities? If so, provide a copy.

2. 103-710. Location of Records and Reports.

All records required by the PSC rules shall be available for examination by the ORS or its authorized representative at all reasonable hours.

Where are records and reports kept for the Company?

3. 103-712.2.1. Tariff.

A copy of each schedule of rates and charges for service, together with the applicable riders, including any rules and regulations or terms and conditions describing policies and practices in rendering service shall be provided to the commission and the ORS.

Provide a copy of the current tariff of the schedule of rates and charges for the Company.

4. 103-712.2.4. Operating Area Maps.

The utility's map shall be revised annually, when necessary, and shall notify the ORS that the map on file is current. The map should show:

(a) Location of pumping stations, purification plants and sources of supply;
(b) Potable water storage facilities;
(c) Mains by size;
(d) Location of valves and fire hydrants;
(e) Service area clearly drawn on operating area map utilizing proper surveying standards;
(f) Names of all communities (post offices) served;
(g) Location of blow off valves;
(h) Capacity of the system and;
(i) Location of cross-connection control devices.

Have there been any updates or changes to the map for the Company that are currently on file with the PSC / ORS? Does the map show items 'a' through 'i'?

5. 103-712.2.5. Authorized Utility Representative.

The utility shall file with the PSC and the ORS an up-to-date Authorized Utility Representative form.

Attached is an Authorized Representative Form. Please complete the form and summit it to the ORS.

6. 103-714(A). Interruption of Service.

The utility shall keep a record of any condition resulting in any interruption of service affecting its entire system or major division, including a statement of time, duration, and cause of such an interruption.

Have there been any interruptions of service affecting the entire system or major division of the Company in the past two years? If so, provide an exhibit that shows the company's record of the interruption.

7. 103-716. Complaints.

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The utility shall keep a record of all complaints by customers concerning the charges, practices, facilities, or services of the utility. All such complaints shall be investigated promptly and thoroughly.

103-730.F. Customer Information.

Notify any customer making a complaint pursuant to 103-716 that remains unresolved after seven days, that the utility is under the jurisdiction of the commission and the customer may notify the ORS of the complaint.

103-738. Customer Complaints.

A. Complaints concerning the charges, practices, facilities, or service of the utility shall be investigated promptly and thoroughly. The utility shall keep records of customer complaints as will enable it and the ORS to review and analyze its procedures and actions. All customer complaints shall be processed by the utility pursuant to **103-716** and **103-730.F.**

Provide copies of three (3) Company complaint records from the past two (2) years that were resolved within seven (7) days.

If available, provide copies of two (2) Company complaint records from the past two (2) years that were not resolved within seven days and referred to the ORS.

8. 103-730.A. Customer Information.

Each utility shall:

A. Maintain up-to-date maps, plans, or records of its entire transmission and distribution systems, with such other information as may be necessary to enable the utility to advise prospective customers, and others entitled to the information, as to the facilities available for serving customers within its operating area.

Provide an exhibit that shows information provided to prospective customers, and others entitled to the information, about the facilities available for serving customers in the Company's operating area. If the information for regulation 103-730 and its subsections is provided in a customer welcome packet or on the utility's website, provide a copy of the packet and/or an exhibit of the website information.

9. 103-730.B. Customer Information.

Notify each affected customer in writing as prescribed by the commission of any proposed change in rates and charges. A certification that the above notice requirements have been met shall be furnished to the commission by the utility prior to the public hearing.

Provide an exhibit that shows each affected customer is provided notice of any proposed change in rates and charges of the Company?

10. 103-730.C. Customer Information.

Provide that a complete schedule, contract forms, rules and regulations, etc., as filed with the commission and provided to the ORS, shall also be on file in the local offices of the utility and shall be open to the inspection of the public.

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Provide an exhibit that shows information regarding the rate schedule, customer contract forms, utility rules and regulations, etc. filed with the commission and also made available to the utility's customers.

11. 103-730.D. Customer Information.
Upon request, inform its customers as to the method of reading meters and as to billing procedures, and shall assist prospective customers in selecting the most economical rate schedule applicable.
Provide an exhibit of the information provided upon request to the customers of the Company regarding the method of reading meters, billing procedures and rate schedules.

12. 103-730.E. Customer Information.
The utility shall provide adequate means (telephone, etc.) whereby each customer can contact the water utility at all hours in case of emergency or unscheduled interruptions of service.
Provide an exhibit that shows emergency contact information is provided to the customers of the Company.

13. 103-730.F. Customer Information.
Notify any customer making a complaint pursuant to 103-716 that remains unresolved after seven days that the utility is under the jurisdiction of the commission and the customer may notify the ORS of the complaint.
Provide an exhibit that shows the utility notifies customers that they may contact the ORS about complaints concerning the charges, practices, facilities, or services of the utility that remain unresolved after seven (7) days.

14. 103-730.G. Customer Information.
Inform each prospective customer from whom a deposit may be required of the provisions contained in 103-731 and its subsections.
Provide an exhibit that shows customers are informed about the PSC's regulations on deposits.

15. 103-730.H. Customer Information.
Inform each prospective customer that the customer's service line shall conform to all local plumbing codes, and in the absence of such codes shall conform to the Southern Standard Plumbing Codes.
Provide an exhibit that shows prospective customers are informed that the customer's service line shall conform to all local or Southern Standard Plumbing Codes.

16. 103-731. Customer Deposit.
Each utility may require from any customer or from any prospective customer, a deposit intended to guarantee payment of bills for service, if any of the following conditions exist:
(a) The customer's past payment record to a water utility shows delinquent payment practice, i.e. the customer has had two consecutive thirty-day arrears, or more than two non-consecutive thirty-day arrears in the past twenty-four months or,
(b) A new customer cannot furnish either a letter of good credit from a reliable source or an

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acceptable cosigner to guarantee payment, or
(c) A customer has no deposit, and presently is delinquent in payments (i.e., the customer has had two consecutive 30-day arrears, or more than two non-consecutive 30-day arrears, in the past 24 months), or
(d) A customer has had his service terminated for nonpayment.
Provide a spreadsheet of the Company's water customers assessed a security deposit. The spreadsheet should show the Customer Name, Account Number, Date of Deposit, Deposit Amount, Deposit Interest Paid, Date of Interest Paid, Date of Deposit Refund, Deposit Refund Amount, Unclaimed Deposits, and any applicable notes regarding the customer deposits.

(If security deposits are not charged by the Company, move to information request # 24)

17. 103-731.1. Amount of Deposit.
A. A maximum deposit may be required up to an amount equal to an estimated two (2) months (60 days) bill for a new customer or a maximum deposit may be required up to an amount equal to the total actual bills of the highest two (2) consecutive months based on the experience of the preceding twelve (12) months or portion of the year, if on a seasonal basis.
B. All deposits may be subject to review based on the actual experience of the customer. The amount of the deposit may be adjusted upward or downward to reflect the actual billing experience and payment habits of the customer.
Provide exhibits to support maximum deposits charged. ORS will reference the Deposit Spreadsheet the utility will provide for 103-731 above.

18. 103-731.2. Interest on Deposits.
A. Simple interest on deposits at the rate as determined by commission Order shall be paid by the utility to each customer required to make such deposit for the time it is held by the utility, provided that no interest need be paid unless the deposit is held longer than six months.
B. The interest shall be accrued annually and payment of such interest shall be made to the customer at least every two (2) years and at the time the deposit is returned.
C. The deposit shall cease to draw interest on the date it is returned, on the date service is terminated, or on the date notice is sent to the customer's last known address that the deposit is no longer required.
Provide exhibits and/or statements to support the amount of interest paid on deposits. ORS will reference the Deposit Spreadsheet the utility will provide for 103-731 above.

19. 103-731.3. Deposit Records.
Each utility shall keep a record to show:
(a) The name and address of each depositor;
(b) The amount and date of the deposit; and,
(c) Each transaction concerning the deposits.
ORS will reference the Deposit Spreadsheet the utility will provide for 103-731 above.

20. 103-731.4. Deposit Receipt.

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Each utility shall issue a receipt of deposit to each customer from whom a deposit is received, and shall provide means whereby a depositor may establish his claim if his receipt is lost.
ORS will reference the Deposit Spreadsheet the utility will provide for 103-731 above.

21. 103-731.5. Deposit Retention.
Deposits shall be refunded completely with interest after two years unless the customer has had two consecutive 30-day arrearages, or more than two non-consecutive 30-day arrearages, in the past 24 months.
Provide exhibits to support deposits held beyond 24 months. ORS will reference the Deposit Spreadsheet the utility will provide for 103-731 above.

22. 103-731.6. Unclaimed Deposits.
A record of each unclaimed deposit must be maintained for at least one year during which time the water utility shall make a reasonable effort to return the deposit. Unclaimed deposits, together with accrued interest, shall be turned over to the South Carolina State Treasurer as prescribed by law.
Provide exhibits that show the utility has made reasonable efforts to return deposits.
Provide exhibits that show unclaimed deposits and accrued interest have been turned over to the South Carolina State Treasurer.

23. 103-731.7. Deposit Credit.
Where a customer has been required to make a deposit, this shall not relieve the customer of the obligation to pay the service bills when due. Where such deposit has been made and service has been discontinued for reason of non-payment of bill, a utility shall apply the deposit of such customer toward the discharge of the customer's account and shall as soon thereafter as practicable refund the customer any excess of the deposit. If however, the customer whose service has been disconnected for non-payment, pays the full amount on his account within 72 hours after service has been disconnected and applies for reconnection, the utility may not charge an additional deposit except under the provisions of 1 of this rule.
Provide exhibits to show the utility has refunded customers any excess deposit balance after applying the deposit toward the amount owed on a final account.

24. 103-732. Customer Billing.
The utility shall bill each customer as promptly as possible following the reading of his meter.
From the past two (2) years, provide two (2) monthly bill statements. If applicable, include one (1) non-residential account.

25. 103-732.2. Customer Billing Forms.
The bill shall show:
(a) The reading of the meter at the end and beginning of the period for which the bill is rendered;
(b) The date on which the meter was read;
(c) The number and kind of units metered;

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(d) The applicable rate, schedule, or identification of the applicable rate schedule. If the actual rates are not shown, the bill shall carry a statement to the effect that the applicable rate schedule will be furnished on request;
(e) Total amount due;
(f) A distinct marking to identify an estimated bill;
(g) Any conversions from meter reading units to billing units or any calculations to determine billing units from recording or other devices, or any other factors used in determining the bill. In lieu of such information on the bill, a statement must be on the bill advising that such information can be obtained by contacting the utility's principal office;
(h) Number of days for which bill is rendered;
(i) Date payments due;
(j) Date of bill.
(k) Telephone number where utility can be contacted during regular office hours and non-office hours.
Provide an exhibit of the Company's bill statement that shows items 'a' through 'k'.
The ORS will use the information provided for number twenty three (24).

26. 103-732.3. Late Payment Charge.
Method of late payment charge. A maximum of one and one-half percent (1 ½ %) may be added to any unpaid balance not paid within 25 days of the billing date.
Provide two (2) exhibits of the Company's bill statements that show a late payment charge.

27. 103-732.7. Deferred Payment Plan.
The utility shall provide for the arrangement of a deferred payment plan.
Provide an exhibit to show that the Company provides its customers arrangements for a deferred payment plan.

28. 103-733.1 – 103-733.5. Adjustments of bills.
The method of adjustment of bills for an overcharge or undercharge shall be provided by following PSC regulations 103-733.1. Fast or Slow Meters., 103-733.2 Customer Inadvertently Overcharged., 103-733.3. Customer Inadvertently Undercharged., 103-733.4. Customer Willfully Overcharged., 103-733.5 Customer Undercharged Because of Fraud or Willful Misrepresentation.
Provide billing exhibits that show bill adjustments as prescribed by PSC regulation 103-733 and its subsections.

29. 103-734.A. Applications for Service.
All applications for water service may be made orally or in writing.
By what method does the Company receive applications for service?

30. 103-735.1.A. Procedures for Termination of Service.
(A) Service may be terminated for non-payment of a bill, provided that the water utility has made a reasonable attempt to effect collection and has given the customer written notice, sent by regular mail to the customer's billing address, that he has ten days in which to make settlement on his account or have his service disconnected. Service will be terminated only on Monday through Thursday between the hours of 8:00 A.M. and 4:00 P.M., unless provisions have been made to have someone available to accept payment and reconnect service.

From the past two years, provide notice exhibits from two (2) different water accounts sent customers of the Company prior to the termination of service for non-payment.

31. Number of customers.
How many residential water only customers are served by the Company?
How many commercial water only customers are served by the Company?

32. PSC Order 91-408, the commission requires all jurisdictional water companies to provide its residential customers a copy of the Bill of Rights.
What is the Company's practice in providing its residential customers with the Water Bill of Rights?

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