Blue Granite Water Company

Quarterly Performance Report

2nd Quarter 2020

Contents

Billing Results
Call Center Performance
Customer Issues
Customer Complaints

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ELECTRONICALLY FILED - 2020 July 1 3:29 PM - SCPSC - Docket # 2019-290-WS - Page 1 of 8

Chart 1: Customer Billing – This chart provides details on the number of bills issued each month and the accuracy of those bills. It also provides the average time it took to resolve bills that were in error.

Customer Billing

Performance Metrics	Apr Actual	May Actual	June Actual	2Q20 Actual	YTD
# of Bills Rendered	22323	22466	13647	58436	125682
% of Billing Accuracy	99.0%	99.7%	99.7%	99.5%	98.9%
Billed in Error	2	1	0	3	9
Rate Change	0	0	0	0	0
Wrong Bill Cycle	0	0	0	0	0
Wrong Customer Billed	0	0	0	0	0
Wrong Period Billed	2	2	0	4	33
Wrong Rate	0	0	0	0	5
Wrong Read	225	75	35	335	1440
# of Billing Exceptions	557	377	505	1439	2625
Avg # of Days to Resolve Billing Exceptions	2.14	2.66	1.48	2.09	3.99

ELECTRONICALLY FILED - 2020 July 1 3:29 PM - SCPSC - Docket # 2019-290-WS - Page 2 of 8

ELECTRONICALLY FILED - 2020 July 1 3:29 PM - SCPSC - Docket # 2019-290-WS - Page 3 of 8

Chart 2: Call Center Operations – This chart provides details on how responsive customer service representatives are in handling calls. It includes the number of calls received each month and how quickly those calls are answered.

Since the issuance of the Commission Order No. 2020-306, Blue Granite has modified the flow of escalated customer calls to be transferred to its local Charlotte Customer Service team, with additional support for complex issues forwarded to the Blue Granite Customer Service Manager to facilitate timely and comprehensive resolution.

Call Center Operations

Performance Metrics	Apr Actual	May Actual	June Actual	2Q20 Actual	YTD
# of Calls Received at all Centers	1843	1680	2105	5628	15263
*Average Speed of Answer / Service Level	99.4%	97.6%	94.7%	97.2%	81.8%
Abandon Rate	0.2%	0.5%	0.6%	0.4%	3.6%
Longest Wait Time in Queue	0:02:41	0:04:42	0:09:31	0:09:31	0:10:46
Average Wait Time	0:00:10	0:00:13	0:00:20	0:00:14	0:00:57
Average Customer Treatment Time	0:05:09	0:05:13	0:04:58	0:05:07	0:05:25

*The Company is reporting against a Target Average Speed of Answer Service Level of 80% of all calls answered within 60 seconds of entering queue. The Company has been performing at this level since 01/01/2013.

ELECTRONICALLY FILED - 2020 July 1 3:29 PM - SCPSC - Docket # 2019-290-WS - Page 4 of 8

Chart 3: Customer Issues – This chart provides details on issues reported from customers. The report rate is measured by dividing the number of reports by the number of active customer accounts. These issues are considered resolved unless they are either escalated to the Community Relations Coordinator or a complaint comes through the ORS for investigation by the Community Relations Coordinator. See Chart 4 for those complaints.

Customer Issues

Performance Metrics	Apr Actual	May Actual	June Actual	2Q20 Actual	YTD
# of Reports Received	323	303	349	975	1883
% of Unresolved Issues Referred to ORS	100%	100%	100%	100%	100%
Report Rate	1.45%	1.35%	1.55%	1.45%	1.41%

Types and Number of Types of Calls Received from BGWC Customers

Performance Metrics	Apr	May	June	2Q20	YTD
High Bill Investigation	70	84	77	231	345
Air in Water	2	1	3	6	18
Clogged Sewer	11	14	16	41	102
Discolored Water	11	4	11	26	62
General Investigation	32	23	22	77	223
High or Low Pressure in the Water	11	11	22	44	108
Lawn Repair for Sewer Breaks	1	1	2	4	6
Lawn Repair for Water Breaks	5	6	4	15	28
Lift Station Problems	1	3	0	4	10
Mineral Amount in Water	1	2	0	3	6
No Water	47	41	24	112	224
Noise in Sewer	1	0	0	1	3
Odor in Sewer	6	3	3	12	16
Repair/Replace Meter Box	0	1	2	3	7
Repair Road	5	3	10	18	21
Sewer Main Break	1	5	3	9	16
Sewer Miscellaneous	15	14	14	43	82
Sewer Service Line Break	2	6	6	14	26
Taste or Odor in the Water	3	1	0	4	12
Water Quality	1	2	2	5	23
Water Main Break	16	8	11	35	54
Water Miscellaneous	18	27	35	80	168
Water Service Line Break	49	28	62	139	217
Test Meter	14	15	20	49	106

ELECTRONICALLY FILED - 2020 July 1 3:29 PM - SCPSC - Docket # 2019-290-WS - Page 5 of 8

Chart 4: Customer Complaints – This chart provides customer complaints and resolutions for the most recent quarter.

Complaints to the S.C. Office of Regulatory Staff and Responses

Customer Name	Customer Complaint	Company Response	Resolution Date
George Price	High bills	The customer called and requested a bill adjustment for a meter reading with which he disagreed. An adjustment was made, and the bill sent to the customer reflected his reading for an amount of $63.60. The customer was advised that if his numbers were erroneous, it may result in a potentially higher bill in the next cycle. There is a work order for a meter re-read and check for leaks. There is no indication at this time that the meter was not properly read by the meter reader, but the customer's reading was used for his bill as a courtesy.	4/1/2020
Deborah Dawson	Meter Reading Error	The water has been turned off per the customer's request since the property is not occupied. Meter test passed at 102 percent - Start read 403130 End read 403232	4/2/2020
Cynthia Russell	High bills	The Company rebilled the customer based on a read of the meter which indicated she was overbilled. The bill was reduced from $162.69 to $67.43	4/14/2020
James Street	High bills	Blue Granite credited the customer a total $619.80 for what he perceived as an amount to cover his high bill. The customer had a leak on his side of the meter, and we provided this reimbursement as a courtesy to the customer.	4/17/2020
Nichol Ranson	Meter Reading Error - high bills	In each instance of a high bill complaint for this customer, the meter was re-read and was found to be accurate and the usage correct. There were three months of higher consumption from August to October. The meter was read again upon the request of the customer each month. The usage was found to be accurate each time the meter was re-read. This customer has received a series of reimbursements applied to her account over the course of 2019 to 2020 of over $600.	4/21/2020
Chuck Gerald	High bills	The meter was misread by the meter reader. Blue Granite reimbursed the amount owed by the customer of $100.76.	4/22/2020
Tony Rickard	Water outage	Blue Granite experienced an interruption of water service to the Hunters Glen subdivision in Anderson, South Carolina, occurring on Saturday, May 2, 2020. The interruption of service resulted from the failure of a well pump motor beginning at approximately 8:05 am. Customers received notification of the interruption of service, and a boil water advisory was issued via email, text, and phone call and posted to the Blue Granite website. A replacement motor was identified in Rockingham, North Carolina. The replacement motor was retrieved and installed on-site in Anderson at approximately 11:30 pm on May 2, 2020, powered on at 1:00 am on May 3, 2020, and the system returned to normal pressure and was flushed at 2:35 am on Sunday, May 3, 2020. Bacteriological samples were collected and tested, and the rescission of the boil water advisory was communicated to customers. Our records indicate Mr. Rickard contacted our Customer Service team and requested to speak to an Operations Supervisor. Our Customer Service Representative sent this request for a response to the	5/7/2020

		operations team working in this subdivision. The Blue Granite Operator working in this community responded to Mr. Rickard's request for more information. The Blue Granite records indicate there was no water outage on December 28, 2019. However, on February 26, 2020, the well system experienced a temporary electrical issue that caused an over pressurization in the system, which caused a leak in the distribution system. A notification was sent to the community to inform them of the leak and a boil water advisory. The system was not completely out of water during this repair.	
Pam Cutter	flushing hydrants not fire suppression hydrants	The Golden Pond community, located in Lexington, South Carolina, is served by Blue Granite Water Company. Blue Granite acquired the water delivery system more than 20 years ago. This community, developed in the early 1990's, is located seven miles from the City of Lexington. The hydrants in Golden Pond, originally installed by the developer of this community, are flushing hydrants only — as identified by their tan or alabaster color. Flushing hydrants are not intended to provide fire suppression service, and were not designed by the developer to serve that purpose. We believe that Blue Granite Water Company has previously informed the Lexington Fire Department that the hydrants located in the Golden Pond community are for water line flushing only and not for fire suppression. Moreover, it is incumbent on the Fire Department to test hydrants the Department intends to use for fire suppression for adequate flow capacity as required for that purpose. Blue Granite Water will continue to communicate with the City of Lexington and the Fire Department on the status of the flushing hydrants. If at any time the community-at-large requests fire suppression hydrants, Blue Granite Water will consider the request and upon all regulatory approvals to do so, provide the costs associated for the installation of sufficient supply lines and hydrants for the community to consider. The costs associated with the upfitting of the system to provide an adequate water supply for fire suppression will be incumbent on the community to pay. Blue Granite Water is committed to serving its customers with safe, reliable water service, and regrets any misunderstanding over the purpose of the hydrants, and will work with the Golden Pond community to address this issue in the future if requested.	5/7/2020
Bruce Dingler	flushing hydrants not fire suppression hydrants	The Golden Pond community, located in Lexington, South Carolina, is served by Blue Granite Water Company. Blue Granite acquired the water delivery system more than 20 years ago. This community, developed in the early 1990's, is located seven miles from the City of Lexington. The hydrants in Golden Pond, originally installed by the developer of this community, are flushing hydrants only — as identified by their tan or alabaster color. Flushing hydrants are not intended to provide fire suppression service, and were not designed by the developer to serve that purpose. We believe that Blue Granite Water Company has previously informed the Lexington Fire Department that the hydrants located in the Golden Pond community are for water line flushing only and not for fire	5/7/2020

ELECTRONICALLY FILED - 2020 July 1 3:29 PM - SCPSC - Docket # 2019-290-WS - Page 6 of 8

		suppression. Moreover, it is incumbent on the Fire Department to test hydrants the Department intends to use for fire suppression for adequate flow capacity as required for that purpose. Blue Granite Water will continue to communicate with the City of Lexington and the Fire Department on the status of the flushing hydrants. If at any time the community-at-large requests fire suppression hydrants, Blue Granite Water will consider the request and upon all regulatory approvals to do so, provide the costs associated for the installation of sufficient supply lines and hydrants for the community to consider. The costs associated with the upfitting of the system to provide an adequate water supply for fire suppression will be incumbent on the community to pay. Blue Granite Water is committed to serving its customers with safe, reliable water service, and regrets any misunderstanding over the purpose of our hydrants, and will work with the Golden Pond community to address this issue in the future if requested.	
Amanda Sipe	flushing hydrants not fire suppression hydrants	The Golden Pond community, located in Lexington, South Carolina, is served by Blue Granite Water Company. Blue Granite acquired the water delivery system more than 20 years ago. This community, developed in the early 1990's, is located seven miles from the City of Lexington. The hydrants in Golden Pond, originally installed by the developer of this community, are flushing hydrants only — as identified by their tan or alabaster color. Flushing hydrants are not intended to provide fire suppression service, and were not designed by the developer to serve that purpose. We believe that Blue Granite Water Company has previously informed the Lexington Fire Department that the hydrants located in the Golden Pond community are for water line flushing only and not for fire suppression. Moreover, it is incumbent on the Fire Department to test hydrants the Department intends to use for fire suppression for adequate flow capacity as required for that purpose. Blue Granite Water will continue to communicate with the City of Lexington and the Fire Department on the status of the flushing hydrants. If at any time the community-at-large requests fire suppression hydrants, Blue Granite Water will consider the request and upon all regulatory approvals to do so, provide the costs associated for the installation of sufficient supply lines and hydrants for the community to consider. The costs associated with the upfitting of the system to provide an adequate water supply for fire suppression will be incumbent on the community to pay. Blue Granite Water is committed to serving its customers with safe, reliable water service, and regrets any misunderstanding over the purpose of our hydrants. We will be happy to work with the Golden Pond community to address this issue in the future if requested.	5/7/2020
Bethany Mallach	High bill complaint	Our records indicate Ms. Mallach contacted our Customer Service team and reported a high bill complaint on May 1, 2020. An operator read the meter a second time, and the reading was accurate. The operator once again read the customer's meter on May 4, 2020, and still was accurate. Each instance of a meter read, the operator also checked Blue Granite Water's side of the line for a leak and found none to exist.	6/1/2020

ELECTRONICALLY FILED - 2020 July 1 3:29 PM - SCPSC - Docket # 2019-290-WS - Page 7 of 8

		She again contacted our Customer Service Team and requested a meter test on May 20, 2020. In most instances, an older meter will measure the water going through slower than a new meter. The customer's complaint of it reading faster is not accurate. However, the work order for the meter test has been sent to the Regional Manager. The request is for the meter to be tested as soon as possible. Also, operations have been instructed to install a new meter at the customer's location. An abnormal meter read was reimbursed fully to the customer the fall of 2019 as a courtesy. However, the customer has not paid a complete billing cycle in several months resulting in carrying a balance. The customer is currently delinquent in payment of the bill due to extending a balance from the previous month. Blue Granite Water encourages all customers to contact our Customer Service team to set up payment arrangements if the customer has issues paying their bills.	
Nichol Ranson	High bill complaint	Upon researching our records, the meter was estimated due to the meter not being read within the billing cycle timeframe by the meter reading service, resulting in an estimated read by the billing staff. The meter was re-read, and the actual usage rebilled to the customer. The Customer Service Supervisor called the customer to advise the bill was adjusted from $113.44 to $18.36. Blue Granite has addressed the timing issue with both the Billing Department and the meter reading service provider to prevent this issue from reoccurring.	6/5/2020
Laurie Janus	High bill for irrigation	The Company's Area Manager had the meter read to determine if there was an error. The meter was not sending a signal for the water going through the meter accurately. The meter was exchanged on March 9,2020, to ensure the issue was resolved. The old meter was not tested since a new meter was installed. The Area Manager followed up with the customer and provided a reimbursement of 19931 gallons at $7.08 per gallons for a total of $141.11.	6/10/2020
Lloyd Viets	Received a check from Blue Granite and complained	The customer received a check for an overpayment to the company. Records indicate that a manual check was requested on January 19, 2020, which was mailed to the customer. This is the amount of the customer's bill. The customer also received a reimbursement on March 9, 2020, as a courtesy upon complaining about a perceived high bill.	6/10/2020
David Roughton	High bill complaint	A reimbursement was provided to the customer on March 30, 2020 of $162.27.	6/10/2020
Nichol Ranson	High bill complaint	Blue Granite Water Company corrected bill for 5/23 to make the read 1286310, which amounts to 140 gallons or $1.04. The Area Manager read the meter upon request to ensure the meter was properly registering the water usage and to confirm the read. The meter read 1286400, which is 60 gallons since the read on 6/3/20. The two-day difference in the most recent read and the Manager's read is a rather small volume, which may account for any regular usage in those days including but not limited to showering, toilet flushing, cooking, washing of dishes or clothes, and any other usage.	6/18/2020

ELECTRONICALLY FILED - 2020 July 1 3:29 PM - SCPSC - Docket # 2019-290-WS - Page 8 of 8