231946

STATE OF SOUTH CAROLINA

(Caption of Case)

In Re: Application of Carolina Water Service, Inc. for adjustments of Rates and Charges and Modification of Certain Terms and Conditions for the Provision of Water and Sewer Service.

BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

COVER SHEET

DOCKET NUMBER: 2011 - 47 - WS

(Please type or print)

Submitted by: Charles L.A. Terreni
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NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for use by the Public Service Commission of South Carolina for the purpose of docketing and must be filled out completely.

DOCKETING INFORMATION (Check all that apply)

☐ **Emergency Relief demanded in petition** ☐ **Request for item to be placed on Commission's Agenda expeditiously**

☒ **Other: Request for Appointment of a Hearing Officer.**

INDUSTRY (Check one)	NATURE OF ACTION (Check all that apply)		
☐ Electric	☐ Affidavit	☐ Letter	☐ Request
☐ Electric/Gas	☐ Agreement	☐ Memorandum	☐ Request for Certification
☐ Electric/Telecommunications	☐ Answer	☐ Motion	☐ Request for Investigation
☐ Electric/Water	☐ Appellate Review	☐ Objection	☐ Resale Agreement
☐ Electric/Water/Telecom.	☐ Application	☐ Petition	☐ Resale Amendment
☐ Electric/Water/Sewer	☐ Brief	☐ Petition for Reconsideration	☐ Reservation Letter
☐ Gas	☐ Certificate	☐ Petition for Rulemaking	☐ Response
☐ Railroad	☐ Comments	☐ Petition for Rule to Show Cause	☐ Response to Discovery
☐ Sewer	☐ Complaint	☐ Petition to Intervene	☐ Return to Petition
☐ Telecommunications	☐ Consent Order	☐ Petition to Intervene Out of Time	☐ Stipulation
☐ Transportation	☐ Discovery	☐ Prefiled Testimony	☐ Subpoena
☐ Water	☒ Exhibit	☐ Promotion	☐ Tariff
☒ Water/Sewer	☐ Expedited Consideration	☐ Proposed Order	☐ Other:
☐ Administrative Matter	☐ Interconnection Agreement	☐ Protest	
☐ Other:	☐ Interconnection Amendment	☐ Publisher's Affidavit	
	☐ Late-Filed Exhibit	☐ Report	

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September 1, 2011

The Honorable Jocelyn Boyd
Chief Clerk and Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

Re: Docket No., 2011-47-WS, Application of Carolina Water Service, Inc. for adjustments of Rates and Charges and Modification of Certain Terms and Conditions for the Provision of Water and Sewer Service. Rebuttal Testimony of Bob Gilroy.

Dear Ms. Boyd:

Enclosed, please find the Rebuttal Pre Filed Testimony and Exhibits of Bob Gilroy. Please do not post the Customer Service Record, exhibit 9 on DMS. Please let me know if you should require anything further.

With best wishes, I am,

Sincerely yours,

Charles L.A. Terreni By VC

Charles L.A. Terreni

Enclosures: Cover Sheet
Certificate of Service

cc: Nanette Edwards, Esq.
Charles Cook, Esq.
Laura P. Valtorta, Esq.
Scott Elliott, Esq.

BEFORE THE
PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2011-47-WS

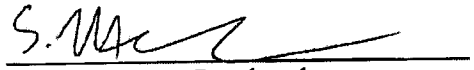
CERTIFICATE OF SERVICE

I, Sarah Menzer, hereby certify that I have, on 1st day of September, 2011, served the Rebuttal Pre Filed Testimony and Exhibits of Bob Gilroy upon all parties of record, a copy of this document was sent via email to the following persons and addresses:

Nanette S. Edwards, Esquire
Office of Regulatory Staff
nsedwar@regstaff.sc.gov

Laura P. Valtorta, Esquire
Forty Love Point Homeowners Association
laurapv@aol.com

Charles H. Cook
Cook Law Firm
unda8@aol.com



Sarah Menzer, Paralegal
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Columbia, South Carolina

Duke, Daphne

From: Sarah Menzer [sarah.menzer@terrenilaw.com]
Sent: Thursday, September 01, 2011 10:30 AM
To: Duke, Daphne
Cc: Butler, David; Nanette Edwards; Laura P. Valtorta; Unda8@aol.com; Charles L.A. Terreni; Scott Elliott; Gary Walsh
Subject: 2011-47-WS- Redacted Exhibit 9
Attachments: Redacted Exhibit 9.pdf; Cover Sheet.docx

Dear Ms. Duke,

As per Mr. Butler I am sending you the redacted exhibit 9 for 2011-47-WS to be posted on DMS. The un-redacted version has already been sent in the mail and should be treated as a confidential exhibit. Please let me know if there's anything else that you need.

Thanks,

Sarah Menzer
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1 2011
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BEFORE

THE PUBLIC SERVICE COMMISSION

OF SOUTH CAROLINA

DOCKET NO. 2011-47-WS

IN RE: Application of Carolina Water Service, Incorporated for Approval of an Increase In its Rates for Water and Sewer Services Provided to All of Its Service Areas in South Carolina	))))))	**REBUTTAL TESTIMONY OF BOB GILROY**

Q. MR. GILROY HAVE YOU REVIEWED THE TESTIMONY PREFILED ON BEHALF OF THE FORTY LOVE POINT HOMEOWNERS ASSOCIATION ("THE HOA")?

A. Yes, I have.

Q. DO YOU KNOW NANCY WILLIAMSON, AND ARE YOU FAMILIAR WITH THE EVENTS DESCRIBED IN HER TESTIMONY.

A. Ms. Williamson is a resident of the Forty Love Point neighborhood and an officer in the HOA. I had extensive contact with Ms. Williamson from around August of 2009 through September of 2010 as we worked to resolve complaints regarding "brown water" and water with unpleasant smells in her neighborhood.

Q. COULD YOU DESCRIBE THE STEPS TAKEN BY CAROLINA WATER TO RESOLVE COMPLAINTS REGARDING WATER QUALITY IN FORTY LOVE POINT?

A. On August 10, 2010, Carolina Water received an email from Robert and Nancy Williamson detailing complaints regarding the quality of water in the Forty Love Point subdivision (BG Rebuttal Exhibit 1). The email was sent to Utilities, Inc. customer service. In their email, Mr. and Ms. Williamson complained that their water had a bad smell and foul odor. I learned on the next day that Mr. and Ms. Williamson raised similar concerns with the S.C. Department of Health and Environmental Control ("DHEC") when I was contacted by Ms. Sonya Johnson, of that agency.

Carolina Water's Regional Director, Bruce Haas, responded to Mr. and Ms. Williamson on August 12, 2009, informing her that I was working to address the problem and asking her and her neighbors to contact Carolina Water whenever problems with water were encountered (BG Rebuttal Exhibit 2). I was travelling in Florida when I saw Ms. Williamson's email, and responded as well (BG Rebuttal Exhibit 3). Ms. Williamson responded thanking Mr. Haas for Carolina Water's quick response and reported that our flushing of the system had apparently resolved the problems of bad odor and taste with her water. She also raised the issue of discoloration and sedimentation of the water (BG Rebuttal Exhibit 4).

Q. DID YOU AND MS. JOHNSON AGREE ON A COURSE OF ACTION TO RESPOND TO THE CONCERNS RAISED IN FORTY LOVE POINT?

A. Yes, in addition to flushing the system, we agreed to work with DHEC to determine whether the cause of the problems was in our system. While DHEC did not identify any health or safety threats, Ms. Johnson wanted to try and address the Forty Love Point residents' concerns, and Carolina Water did as well. Carolina Water immediately began collecting water samples from the Forty Love Point system, as did DHEC, in order to test for the presence of total-coliform ("T/C") bacteria. Because of the conditions described by Ms. Williamson, primarily a sour or rotten egg odor, I instructed that the wells supplying the system be tested for iron bacteria as this sour odor is a known indication of the presence of iron bacteria. We also flushed the system in order to immediately replace the system's existing water with new source water. Ms. Johnson communicated this course of action in an email to members of the HOA on August 11, 2009 (BG Rebuttal Exhibit 5).

Q. WHAT WAS REVEALED BY YOUR INITIAL TESTS IN FORTY LOVE POINT?

A. The T/C tests came back negative. The iron bacteria tests for two of the six wells supplying water to Forty Love Point and the neighboring Indian Forks subdivision were positive, with one well (#2) being 'heavy' and the other (#1) being light.

Q. WHAT IS THE SIGNIFICANCE OF THE PRESENCE OF IRON BACTERIA IN THE FORTY LOVE POINT SYSTEM?

A. Iron bacteria is not a health hazard, but it can negatively affect the aesthetic qualities of water, and could have been the source of the problems at Forty Love Point. We had not had a history of iron bacteria in the Forty Love Point and Indian Fork

subdivisions, which are both served by the same system, so its appearance was a surprise to us. When we detected the iron bacteria we identified it as a possible cause of the problems being experienced.

Q. DID YOU INFORM THE FORTY LOVE POINT CUSTOMERS OF YOUR FINDINGS?

A. Yes, in an email to Mr. and Ms. Williamson sent on August 26, 2009, I introduced myself again and explained the testing that had been conducted and their results (BG Rebuttal Exhibit 6). I also asked if Sonja Johnson and I could meet personally with concerned customers in Forty Love Point. I also encouraged Ms. Williamson and her neighbors to call our customer service line if they experienced any problems with their water quality or our service. I also provided my email and telephone number so that they could contact me directly if they were not satisfied with our customer service center's response. I emphasized to residents that a call at the time of the condition would be most beneficial, since we would be able to determine a source of the discolored water when it was happening. Unfortunately, a majority of the notifications were emailed to me later in the day of the occurrence, or on the next day.

The meeting in Forty Love Point took place on Thursday, September 24, 2009 at 6:30 p.m. at the Forty Love Point commons area. At this time Sonya Johnson explained what iron bacteria was and its effects, which is primarily the sour odor in the water. I explained everything that Carolina Water did to address the iron bacteria identified within two of the six wells and what we were planning on doing in the near future regarding the discolored water incidences, which were separate from the iron bacteria problem. I discussed the planned flushing regimen of the distribution system, the planned inspection

of the water storage tanks, and the planned flushing of each and every residential service line.

Q. PLEASE DESCRIBE WHAT WAS DONE TO ADDRESS THE IRON BACTERIA PROBLEM?

A. As for the iron bacteria, the immediate flushing of the distribution system along with the treatment of each well source and a re-flushing of the distribution system eliminated that problem. As mentioned in my direct testimony, DHEC officials accompanied me on several visits to homes that had called about poor water quality. On each visit the water was clear and the pH and chlorine content was within acceptable limits and no problem was found. We were just not seeing the discolored water problem on our in home visits. DHEC also made several visits to residents' homes on their own after complaints had been made and did not find the condition complained about at the time of the visits.

The problem was hard to pin down. Customers would complain about discolored water, but frequently their next door neighbors would not experience the problem, leading us to believe that the problem may have been in their hot water heaters. System flushing would temporarily alleviate problems, but did not prove to be a long term solution. At times, the neighbors did send photos, such as the ones submitted with Ms. Williamson's testimony, and we responded to the specific customers to check the situation whenever the photos were forwarded to us. Unfortunately, the photos were usually forwarded at a later time after they were taken and the condition did not exist when we responded.

Q. DID YOU IDENTIFY ANOTHER SOURCE OF WATER QUALITY COMPLAINTS?

Yes, as late as August 20 of 2010, we continued to receive brown water complaints such as the one received by Ms. Williamson (BG Rebuttal Exhibit 7). In September of 2010, after continued testing by both CWS and DHEC revealed the presence of low levels of manganese in the water, we treated the water with a poly-phosphate water conditioner that sequesters mineral content and keeps it from precipitating out of solution within the mains. Manganese is a very common mineral found in well water systems and at the this concentration found in this system almost never presents this type of condition. We communicated our treatment plan to Ms. Williamson and the HOA (BG Rebuttal Exhibit 8). This last measure, along with quarterly treatment of the wells and flushing of the system seems to have largely addressed complaints of discoloration and sedimentation.

Q. DID YOU KEEP MS. WILLIAMSON UP TO DATE ON CAROLINA WATER'S EFFORTS TO SOLVE THE WATER QUALITY PROBLEMS AT FORTY LOVE POINT.

A. Absolutely, I maintained frequent email correspondence with Ms. Williamson, and provided hear with updates on test results and system improvements as they occurred. We also spoke by telephone when necessary. She and the Forty Love Point customers could, and did, reach me directly.

Q. CAN YOU ADDRESS MS. WILLIAMSON'S COMPLAINTS REGARDING DISCOLORED WATER IN HER BATHTUB?

A. Carolina Water and DHEC investigated this complaint and inspected Ms. Williamson's bathtub when it was full of discolored water. I believe Mrs. Williamson provided us with a sample for testing and that's when we determined that the dark content was the mineral manganese. We and DHEC had tested the water for iron and manganese content initially when trying to rule out causes of discolored water but the results of that testing showed that the iron and manganese were at such a low concentration it was thought not to be the problem. However, I am not aware that the problem has recurred since we installed the sequestering agent. We have investigated some complaints since that time, but we have either not been able to replicate the condition when we arrived at the customer's home, or we were able to resolve them through flushing or other means.

Q. WHY DO YOU BELIEVE THAT THE PROBLEMS WITH THE WATER AT FORTY LOVE POINT HAVE LARGELY BEEN RESOLVED?

A. I base my conclusion on the sharp decline in customer complaints regarding water quality that we have received since we installed the sequestration system in September of 2010. There have been six complaints of water discoloration (a CC&B report of these complaints regarding water quality is attached as BG Rebuttal Exhibit 9). We investigated each of these complaints and have either been unable to replicate the condition, or we resolved it.

Q. CAN YOU COMMENT ON THE PHOTOS SUBMITTED BY MS. WILLIAMSON AND WHAT COULD BE CAUSING BROWN WATER TO ACCUMULATE IN HER TUB?

A. I am by no means denying that discolored water was present at some residences in Forty Love Point, and I can understand the customers' distress. That is why we have worked so hard to solve the problem. While I believe that our sequestration system has done much to resolve these issues since it was installed in the fall of 2010, there may be other causes for discolored water.

On the majority of my, and DHEC's, visits to homes in the community the incidence of discolored water occured primarily when the homeowner was drawing a bath in the tub. Also on the majority of my visits, the homeowners told me the discolored water seemed to be from the hot water side of the faucet. This led me to begin asking every customer upon notification of discolored water if they had flushed their water heaters recently or at all. In almost every case the resident was not aware that the water heater needed to be flushed. This led me to believe that since we had flushed the system multiple times to assure it was clear and the residents were still notifying us of discolored water that the cause may be the lack of periodic water heater flushing as recommended by the heater's manufacturer. In many cases, we performed the task of flushing the water heater for the customer in order to gauge the extent of problem originating in the heaters.

Q. HAS MS. WILLIAMSON CONTACTED YOU SINCE SEPTEMBER OF 2010?

A. No, she has not. If she had, I would have responded immediately.

Q. ARE YOU FAMILIAR WITH THE EVENTS DESCRIBED IN FRANK RUTKOWSKI'S TESTIMONY?

A. Mr. Rutkowski was one of the Forty Love Point customers who complained about a foul smell in his water in the 2009-2010 period.

Q. HAS MR. RUTKOWSKI COMPLAINED TO EITHER YOU OR CAROLINA WATER ABOUT THE QUALITY OF HIS WATER SINCE THE SEQUESTRATION SYSTEM WAS INSTALLED IN SEPTEMBER OF 2010?

A. Yes, on August 16, 2011, Mr. Rutkowski called Utilities Inc. and complained about that his water smells badly and that his clothes are dingy after they are washed. I was not aware of these complaints, but I will follow up on the quality issues.

Q. ON PAGE 5 OF HIS TESTIMONY, MR. RUTKOWSKI COMPLAINS THAT SINCE THE IRON BACTERIA AND MANGANESE ISSUES WERE RESOLVED, HIS WATER STARTED HAVING A "BLEACH ODOR", CAN YOU ADDRESS THIS COMPLAINT?

A. Since September of 2010, we have maintained the Forty Love Point / Indian Forks system's level of sodium hypochlorite, or liquid chlorine, at 1.2ppm to .7ppm. The maximum level was reduced from 1.5ppm prior to the sequestering system's installation. This concentration of chlorine residual is not high and is in fact a very normal residual for a water distribution system. However, I will follow-up with Mr. Rutkowski to investigate this specific complaint, which I have not been aware of before reading his testimony.

Q. ON PAGE 4 OF HIS TESTIMONY, MR. RUTKOWSKI STATES THAT HIS BATHROOM FIXTURES HAVE CALCIFICATION ON THEM, CAN YOU ADDRESS THIS COMPLAINT?

A. Again, I have not inspected Mr. Rutkowski's premises recently, so I cannot address this complaint specifically. The hardness of the water from the Forty Love Point / Indian Forks system is maintained at 100ppm which is moderately hard. We do not want to make the water too soft as it will become aggressive to the plumbing pipes and fixtures. There may be a slight calcium film left on shower glass doors as this is a ground water system and although the water is softened to a degree there may still be some calcium buildup on glass surfaces which is not uncommon for water systems.

Q. ON PAGE 6 OF HIS TESTIMONY, MR. RUTKOWSKI STATES THAT HIS TOILETS HAVE WATER THAT LEAVES A "BLACK RING" WHICH REQUIRES HIM TO PUT CLOROX TABLETS IN THE WATER, CAN YOU ADDRESS THIS COMPLAINT?

A. Water in the tank of a commode stands stagnant for long periods of time and it is not unusual for stains or rings to form in them, especially since the inside wall of a porcelain toilet tank is not glazed.

Q. ON PAGES 5 AND 6 OF HIS TESTIMONY MR. RUTKOWSKI COMPLAINS THAT HE HAS NOT BEEN RECEIVING A PHONE CALL EVERY TIME THERE IS A "BOIL WATER ADVISORY", CAN YOU ADDRESS THIS?

A. Mr. Rutkowski says that he saw signs advising people not to use the water. These were not boil water advisories. The signs Mr. Rutkowski are referring to are flushing notice signs which are posted at least a couple days prior to flushing so residents are aware and have advanced notice for planning. The date and times of flushing are stated

on the signs, and VOICE REACH calls are made. As explained in my direct testimony, VOICE REACH telephone calls are made whenever there is a boil water advisory. I have checked our records for the past year and Mr. Rutkowski has been receiving VOICE REACH calls; the specific details follow:

00073 4512110000	803/ 732-9978	Answ SENT 08/24/10 11:53 1 120
00076 4512110000	803/ 732-9978	Answ SENT 02/27/11 16:02 1 114
00143 4512110000	803/ 732-9978	Answ PRTL 06/13/11 13:47 1 36

All three of the calls were picked up by either an answering machine or voicemail – the first two were fully delivered – the third one was a partial delivery. We will verify that we have the correct telephone number in our records for Mr. Rutkowski.

Q. MS. WILLIAMSON COMPLAINS OF RECEIVING FREQUENT BOIL WATER ADVISORIES, CAN YOU ADDRESS THIS STATEMENT?

A. I believe that Ms. Williamson is also confusing flushing notices which boil water advisories. For instance, in the 2011, according to the VOICE REACH messaging records Ms. Williamson received automated messages on:

02/28/2011 - 00062 2178600000	803/ 407-7173	Answ SENT 02/27 16:02 1 120
06/14/2011 - 00116 2178600000	803/ 407-7173	Answ SENT 06/13 13:47 1 114

Based on Ms. Williamson and Mr. Rutkowski's testimony, I am planning to advise our customers on how to tell difference between our regular flushing notices and boil water advisories. I am also ordering signs which will be more readily recognizable by customers.

1

2 **Q. HAVE YOU REVIEWED THE PREFILED TESTIMONY OF KIM NOWELL,**
3 **AND CAN YOU ADDRESS THE ISSUES WHICH SHE HAS RAISED?**

4

5 A. I have reviewed Ms. Nowell's testimony, and I will try to respond to her
6 testimony. Most of Ms. Nowell's complaints appear to relate back to the period in 2009-
7 10 which I have already discussed. We do not have a record of a complaint from Ms.
8 Nowell since the sequestration system was installed in 2010. I will follow up with Ms.
9 Nowell to see if I can assist her in resolving the issues that she describes.

10

11 **Q. MS. NOWELL STATES THAT SHE HAS INSTALLED A FILTRATION**
12 **SYSTEM IN HER HOME BUT CONTINUES TO EXPERIENCE WATER**
13 **QUALITY PROBLEMS, CAN YOU EXPLAIN WHY THIS WOULD BE THE**
14 **CASE?**

15

16 A. I am not familiar with the filter Ms. Nowell has installed. If it is carbon based it is
17 removing all the chlorine from the water as well leaving it open to microbial growth. I
18 am surprised that she would still be experiencing problems with brown water after
19 installation of a filter. Ms. Nowell states that typically the brown water shows up in the
20 evenings when drawing baths. This is what leads me to believe that not flushing her hot
21 water heater periodically may be the cause this problem when there is a demand on the
22 water heater.

23 **Q. MS. NOWELL STATES THAT SHE CHANGES HER FILTER EVERY TWO**
24 **MONTHS AND FINDS IT TO HAVE ACCUMULATED A LOT OF MATERIAL,**
25 **CAN YOU COMMENT ON THIS STATEMENT?**

26

A. Based on her past consumption, her filter could have 20,000 gallons of water passing through it over a two month period, so I would expect there to be a significant amount of accumulation. However, I do not believe this is indicative of a problem with the water.

Q. IS THERE ANYTHING ELSE YOU WOULD LIKE TO ADD IN RESPONSE TO THE TESTIMONY OF THE FORTY LOVE POINT HOA?

A. I would like our customers in Forty Love Point to know that the staff at Carolina Water and I, remain committed to providing high quality service and resolving any service problems when they arise.

BEFORE THE
PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2011-47-WS

BG REBUTTAL EXHIBIT 1
REBUTTAL TESTIMONY OF
BOB GILROY

From: bobandnancew@sc.rr.com
To: tisha@sc.rr.com, billya@sc.rr.com, tinamarie2162@yahoo.com, barnwellelizabet@bellsouth.net, rbeesburgjr@sc.rr.com, dbrasington@hotmail.com, robytom@aol.com, pbilinski@yahoo.com, gbmotionman@aol.com, bbbjr@threeriversmortgage.com, philipbowman@bellsouth.net, gbravo77@gmail.com, kimkaw212@aol.com, amybrown@sc.rr.com, lbuchoilit@aol.com, jburke@scana.com, jimcain2@yahoo.com, tj3callan@gmail.com, fcannon1@sc.rr.com, mcantey1@sc.rr.com, rcash2@sc.rr.com, dcash@sc.rr.com, danacausey@sc.rr.com, lynkel4@msn.com, cdouglasclary@aol.com, mclement@sc.rr.com, mcombs@sc.rr.com, msmelis66@aol.com, Crcoxe@aol.com, sariec@earthlink.net, kristin@ospreyhd.com, Lee@ospreyhd.com, pmdavis4wic@bellsouth.net, ndeyoung@lex5.k12.sc.us, ericdy@aol.com, ladonato@sc.rr.com, sdoyle96@sc.rr.com, michaeleasterday@hotmail.com, engeljwba@msn.com, charmel7@sc.rr.com, ferrellkeith@hotmail.com, mignonfowler@sc.rr.com, lwfowler@sc.rr.com, viperfac@sc.rr.com, MyraLGilbert@aol.com, don@gilbertswendys.com, pkgrigsb@hotmail.com, bradguthrie@remax.net, tammyguthrie23@hotmail.com, shall2@sc.rr.com, hannerss@bellsouth.net, wrexjr@bellsouth.net, jamee70@sc.rr.com, abacomah@aol.com, abacowilly@aol.com, gattisproaudio@aol.com, khuggins@sefl.com, Lhuggins@chllc.net, huntermw@dot.state.sc.us
Sent: 8/10/2009 8:04:53 A.M. Eastern Daylight Time
Subj: bad water!!

Hello everyone. Can you please take a minute to complain? I have sent

Utilities Inc. an email message, a letter that they wont receive for a few days, and a fax to DHEC. I KNOW they probably will not do anything, but I
want them to know how many of us are complaining, and I want them to acknowledge it. I have included your names on the letter, but it would be more effective if everyone could log in and complain and even fax DHEC the squeaky wheel gets the grease? I only used the names of the email replies that I received, so if you didnt have a chance to respond I am sorry but I was so mad after my shower and laundry last night that I just wanted to get the letter out before I exploded! I felt like I was bathing and washing my clothes and dishes in sewage!
_http://www.utilitiesinc-usa.com/customer_center/index.php?centerId=9&fr omMa
p=question_service_
(http://www.utilitiesinc-usa.com/customer_center/index.php?centerId=9&fr omMap=question_service)
THANKS!!!!!!!!!!!!!!!!!
Robert & Nancy Williamson
228 Match Point Drive
Chapin, SC 29036
629-0101
TO: Utilities Inc. Customer Service/ Carolina Water Service Inc.
FROM: Robert & Nancy Williamson and Forty Love Point Community
of Chapin, SC
DATE: August 10, 2009
SUBJECT: Bad water, terrible foul odor and taste

I would like to make another formal complaint of the water in my neighborhood and would like to have this issue addressed and resolved.
For the last several days, the water in my neighborhood has smelled like sulfur and rotten sewage and has a very foul taste. I even have water softening filtration system that usually helps filter out a lot of the floaties in the water, but it is not able to filter it out currently. The water

has a very strong odor of rotten eggs and tastes bad as well it is terrible to shower with, to wash laundry with, to cook with, and even the bathrooms all smell. I cant believe we actually PAY for such poor quality water! Some of my neighbors prefer to brush their teeth in the lake water behind their house because the smell of their water is so bad. There are several other people in my neighborhood that have also said their water is really stinking and foul right now, here are their names:
Mac Nowell Match Point Drive
Eddie & Rene Wilder 212 Match Point Drive Ted & Michele Rodgers 23 Clay Court
Mark & Harriet Clement Match Point Drive Barry and Mary Ann Jenkins Set Point Court Myra & Don Gilbert Racket Road Rex Hodges Tennis Court Ray Lord Racket Road Jonathan Lipsi Forty Love Point
Nicholas Gentile Tennis Court
Tammy Guthrie Racket Road
Tom & Ursula Callan Forty Love Point - Smells like they are mixing drinking water with waste water. Please complain loudly!!!
And us: Robert & Nancy Williamson 228 Match Point Drive As you can see, this problem is not just occurring in my house or even just on my street, but all over this neighborhood. We have complained in the
past and the water quality just keeps deteriorating. Please send a
crew
out right away to address this issue to see what is contaminating the water and how to get it out! I believe DHEC needs to come out and test it as well and will be contacting them as well.
Robert & Nancy Williamson
228 Match Point Drive
Chapin, SC 29036
803.407.7173
TO: DHEC Fax: (803) 896-0617
ATTN: Drinking Water - Sonya Johnson
FROM: Robert & Nancy Williamson and Forty Love Point
Community
of Chapin, SC
DATE: August 10, 2009
SUBJECT: Bad water, terrible foul odor and taste, supplier:
Utilities Inc. Customer Service/ Carolina Water Service Inc.
Is there anything that can be done to test the water in our community and to make our water company fix our water? For the past several days it has smelled terrible and tasted even worse (Please see the attached letter).
We intermittently have terrible water in our neighborhood and it is currently just awful.
Please advise us on what we can do.
Thank you,
Nancy Williamson

On behalf of Forty Love Point Community Secretary of Forty Love Point Home Owners Association DHEC Columbia EQC Field Office
Serving: Fairfield, Lexington, Newberry, and Richland Counties

Bldg #5 / PO Box 156
State Park, SC 29147-0156
(803) 896-0620 Fax: (803) 896-0617

Columbia Contacts
Air Quality - Gerald Shealy
Solid Waste - Al Peeples
Hazardous Waste - Gerald Shealy
Drinking Water - Sonya Johnson
Private Wells - Chris Corley
Wastewater - Sonya Johnson

BEFORE THE
PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2011-47-WS

BG REBUTTAL EXHIBIT 2
REBUTTAL TESTIMONY OF
BOB GILROY

From: Bruce Haas [mailto:BTHaas@uiwater.com]
Sent: Wednesday, August 12, 2009 4:20 PM
To: bobandnancew@sc.rr.com; Bob Gilroy
Cc: tisha@sc.rr.com; billya@sc.rr.com; tinamarie2162@yahoo.com; barnwellelizabet@bellsouth.net; rbeesburgjr@sc.rr.com; dbrasington@hotmail.com; robytom@aol.com; pbilinski@yahoo.com; gbmotionman@aol.com; bbbjr@threeriversmortgage.com; philipbowman@bellsouth.net; gbravo77@gmail.com; kimkaw212@aol.com; amybrown@sc.rr.com; lbuchoilit@aol.com; jburke@scana.com; jimcain2@yahoo.com; tj3callan@gmail.com; fcannon1@sc.rr.com; mcantey1@sc.rr.com; rcash2@sc.rr.com; dcash@sc.rr.com; danacausey@sc.rr.com; lynkel4@msn.com; cdouglasclary@aol.com; mclement@sc.rr.com; mcombs@sc.rr.com; msmelis66@aol.com; Crcoxe@aol.com; sariec@earthlink.net; kristin@ospreyhd.com; Lee@ospreyhd.com; pmdavis4wic@bellsouth.net; ndeyoung@lex5.k12.sc.us; ericdy@aol.com; ladonato@sc.rr.com; sdoyle96@sc.rr.com; michaeleasterday@hotmail.com; engeljwba@msn.com; charmel7@sc.rr.com; ferrellkeith@hotmail.com; mignonfowler@sc.rr.com; lwfowler@sc.rr.com; viperfac@sc.rr.com; MyraLGilbert@aol.com; don@gilbertswendys.com; pkgrigsb@hotmail.com; bradguthrie@remax.net; tammyguthrie23@hotmail.com; shall2@sc.rr.com; hannerss@bellsouth.net; wrexjr@bellsouth.net; jamee70@sc.rr.com; abacomah@aol.com; abacowilly@aol.com; gattisproaudio@aol.com; khuggins@sefl.com; Lhuggins@chllc.net; huntermw@dot.state.sc.us
Subject: Indian Fork - Forty Love water system

Dear Mr. and Mrs. Williamson:

Thank you for your email correspondence regarding water quality concerns in the Forty Love water system. I understand that our Regional Manager, Mr. Bob Gilroy, has responded to several emails and has copied you as well regarding our progress. I, too, appreciate you contacting us so we can work towards resolving any concerns you may have.

As you are aware, CWS personnel have been working in your system during the past few days. I understand that we had stopped by your residence yesterday afternoon late to check the water quality and follow-up with you directly, but unfortunately were unavailable to talk.

Your satisfaction is very important to us and we will continue working closely with DHEC and the residents to ensure that you receive the best service possible. I ask that you please contact us at any time if you should experience problems so that we can respond immediately to your concerns. You can contact us at (803) 796-9545, or toll free at (800) 367-4314, 24-Hrs/day.

Sincerely,

Bruce T. Haas
Regional Director
Carolina Water Service, Inc.
P.O. Box 4509
110 Queen Parkway (29169)
West Columbia, SC 29171-4509
Ph: 803-796-9545 (Customer Service)
Toll Free: 800-367-4314

Fax: 803-791-8643

BEFORE THE
PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2011-47-WS

BG REBUTTAL EXHIBIT 3
REBUTTAL TESTIMONY OF
BOB GILROY

From: Bob Gilroy
Sent: Tuesday, August 11, 2009 8:05 PM
To: mignonfowler@sc.rr.com; LordLawFirm@aol.com; laurapv@aol.com; macnowell@hotmail.com; JLIPSI@SC.RR.COM; majenkins1@gmail.com; mclement@sc.rr.com; michelerodgers@cox.net; reneewldr@yahoo.com; maxtonking@bellsouth.net; johnniehutto@bellsouth.net; msmelis66@aol.com; snorris2@sc.rr.com; bobandnancew@sc.rr.com
Cc: Bruce Haas; Charlotte Sightler; Larry Bodie; Sonya C. Johnson
Subject: Water Quality

Dear Forty Love Resident:

Thank you for your email correspondence expressing your concerns over the quality of the water within the Forty Love water distribution system. The quality of service that you receive from Carolina Water Service (CWS) is extremely important to us. Upon receiving communication from you, we have acted quickly to investigate these concerns to ensure that you receive the highest quality water service to your residence. Our field operations personnel conduct routine daily checks on the water quality and operations of your distribution system 7-days per week, 365-days per year. Our goal is to ensure that the water meets all parameters as set forth by SC DHEC and to provide you with the best service possible.

As a follow-up to your email, please be advised that CWS personnel have conducted on-site testing throughout the entire water distribution system to ensure that all parameters are within established guidelines. While no problems were identified, CWS staff also conducted flushing to ensure that the water you receive is the highest quality possible. While our routine "scheduled" flushing of the system is typically performed semi-annually in the spring and fall, we took the steps of performing this process yesterday and welcome any feedback you may have regarding water quality. We also took the additional steps of following-up with DHEC regarding our actions and regarding the concerns of our customers. If necessary, CWS would be happy to have one of our field technicians, or Area Manager, visit your residence to discuss the water quality and any continued concerns you may have. You may contact our West Columbia Regional Office at anytime at (80) 796-9545 and our Customer Service Representative can assist you, or, please feel free to email me directly at rhgilroy@uiwater.com.

As the Regional Manager for your area, my goal is to ensure that you receive the best service possible. Please feel free to contact us at anytime at the numbers listed below.

Sincerely,

Bob Gilroy
Carolina Water Service, Inc.
P.O. Box 4509
110 Queen Parkway (29169)
West Columbia, SC 29171-4509
Ph: 803-796-2313 (Operations)
Ph: 803-796-9545 (Customer Service)
Toll Free: 800-367-4314
Fax: 803-791-8643

Bob Gilroy
Regional Manager
Carolina Water Service, Inc.
Utilities, Inc.

BEFORE THE
PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2011-47-WS

BG REBUTTAL EXHIBIT 4
REBUTTAL TESTIMONY OF
BOB GILROY

From: Bob and Nancy Williamson [mailto:bobandnancew@sc.rr.com]
Sent: Wednesday, August 12, 2009 7:12 PM
To: Bruce Haas; Bob Gilroy; 'Sonya C. Johnson'; laurapv@aol.com; 'Wendy Engel'; 'Chip Timmons'; 'Cichon'; 'John Williams'; Kristin Dashiell; Len Roberson; mignonfowler@sc.rr.com; LordLawFirm@aol.com
Cc: tisha@sc.rr.com; billya@sc.rr.com; tinamarie2162@yahoo.com; barnwellelizabet@bellsouth.net; rbeesburgjr@sc.rr.com; dbrasington@hotmail.com; robytom@aol.com; pbilinski@yahoo.com; gbmotionman@aol.com; bbbjr@threeriversmortgage.com; philipbowman@bellsouth.net; gbravo77@gmail.com; kimkaw212@aol.com; amybrown@sc.rr.com; lbuchoilit@aol.com; jburke@scana.com; jimcain2@yahoo.com; tj3callan@gmail.com; fcannon1@sc.rr.com; mcantey1@sc.rr.com; rcash2@sc.rr.com; dcash@sc.rr.com; danacausey@sc.rr.com; lynkel4@msn.com; cdouglasclary@aol.com; mclement@sc.rr.com; mcombs@sc.rr.com; msmelis66@aol.com; Crcoxe@aol.com; sariec@earthlink.net; kristin@ospreyhd.com; Lee@ospreyhd.com; pmdavis4wic@bellsouth.net; ndeyoung@lex5.k12.sc.us; ericdy@aol.com; ladonato@sc.rr.com; sdoyle96@sc.rr.com; michaeleasterday@hotmail.com; engeljwba@msn.com; charmel7@sc.rr.com; ferrellkeith@hotmail.com; mignonfowler@sc.rr.com; lwfowler@sc.rr.com; viperfac@sc.rr.com; MyraLGilbert@aol.com; don@gilbertswendys.com; pkgrigsb@hotmail.com; bradguthrie@remax.net; tammyguthrie23@hotmail.com; shall2@sc.rr.com; hannerss@bellsouth.net; wrexjr@bellsouth.net; jamee70@sc.rr.com; abacomah@aol.com; abacowilly@aol.com; gattisproaudio@aol.com; khuggins@sefl.com; Lhuggins@chllc.net; huntermw@dot.state.sc.us
Subject: RE: Indian Fork - Forty Love water system REPLY TO CWS

I was home all day after 11:45am yesterday, I would have been available to talk and my cell phone was with me at all times. Thank you for responding to our complaints. Since the system has been flushed, the water at my home is much better, no bad odor or taste - but I can't speak for everyone else that was experiencing similar issues. This seems to be a reoccurring problem - if flushing the lines corrected the problem, then maybe our lines need to be flushed more frequently? I will copy you on the photos that I sent back to Sonya Johnson, DHEC, earlier today. I will also attach a copy of photos of bathwater, drawn earlier this year, that is typical of our water quality; please note that this was not actually used as a bath, if you notice in the 1st photo the water is tinted brown, in the second and third photo you can see the sediment that was left when the bath was drained. I think that your company needs a visual - this is the water we are drinking and bathing in and we are paying for.

I have complained in the past and I have had neighbors tell me they have complained and given up, but this is the first time that I have had a response from your company; we have individually complained for years, I guess it took us all complaining at one time and forwarding that complaint on to DHEC to get your attention. Whatever the reason, we are pleased that you have responded promptly and have addressed the odor/taste issues that so many of us experienced last week.

I will forward this email on to the rest of my community so that they can see CWS has responded to our complaints and is trying to resolve our concerns.

Thank you,
Nancy Williamson

FLP HOA Secretary

Other residents that had bad odor/taste in water last week:

Mac Nowell - Match Point Drive
Eddie & Rene Wilder - 212 Match Point Drive Ted & Michele Rodgers - 23 Clay Court Mark & Harriet Clement - Match Point Drive Barry and Mary Ann Jenkins - Set Point Court Myra & Don Gilbert - Racket Road Rex Hodges - Tennis Court Ray Lord - Racket Road Jonathan Lipsi - Forty Love Point Nicholas Gentile - Tennis Court Tammy Guthrie - Racket Road Tom & Ursula Callan - Forty Love Point - Smells like they are mixing drinking water with waste water. Please complain loudly!!!
Keith and Laura Huggins - Deuce Court
Reid & Sharon Radtke - Clay Court
Valarie Saracin - 100 Forty Love Point
Melissa Cox - 120 Forty Love Point
Frank & Dana Causey - Forty Love Point **had tiny black WORMS in their water previously this year** John and Bernadette Walker - Racket Road Bill and Patricia Grigsby - 232 Match Point Drive And us: Robert & Nancy Williamson - 228 Match Point Drive

Nancy Williamson
228 Match Point Drive
Chapin, SC 29036
629-0101

BEFORE THE
PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2011-47-WS

BG REBUTTAL EXHIBIT 5
REBUTTAL TESTIMONY OF
BOB GILROY

From: Sonya C. Johnson [mailto:johnsosc@dhec.sc.gov]
Sent: Tuesday, August 11, 2009 8:38 PM
To: Gbmotionman@aol.com; John C. Ansell; Sally Messier; bobandnancew@sc.rr.com
Cc: Harry L. Mathis; Jim R. Rice; Gerald D. Shealy; mamichell@uiwater.com; Bob Gilroy
Subject: Re: Fwd: bad water!!

Hi All,

I have been trying to send my e-mail reply to everyone in reference to their concern with the water quality of the USSC/Indian Fork-Forty Love public water system. I apologize for not including everyone, but for some reason it would not let me capture the listed people. Please forward this to those customers of the water system.

Earlier today, I talked to Bob Gilroy U.S. Services, Inc. He indicated they received a different e-mail with the same concerns with taste and odor issues. As of today, they flushed the water system and collected additional bacteriological samples.

This water system has not typically had a history of odor concerns and complaints. I will be out of the office for the rest of this week. My next best open day next week will be Wednesday afternoon. I prefer to assist my staff in investigating the water quality concerns expressed. The water system already provides water softening treatment on 4 of the 8 wells on the system. Our staff collects water samples as required at the wells and have not experience odor issues from the well source themselves. I would like to take the opportunity to evaluate the homes and the distribution lines of the water system to see if the problem is an isolated issue. When collecting of water samples, they are from the water system itself and not after private home treatment units. When requiring corrective actions by the water systems, it is no longer the water providers responsibility once it enters private treatment units. If water quality issues are arising in the distribution system, flushing of the water system is the most common practice in order to introduce fresh water to the area.

I would like to identify if the problem is occurring in the cold water, hot water, private treatment units, size of water line serving the area vs the amount of usage. I believe a few years ago, new 6 inch lines were installed.... it is crucial that proper water turnover occurs to prevent stagnant water in these. US Services has a bi-annual flushing program in place for this water system. Flushing of water systems usually occurs during non-peak usage season - cooler months.

US Services water sample results should be ready Wednesday afternoon should the laboratory contact them. If the odor still is present after the flushing of today, we will need to evaluate a different approach for correcting the problem. I have let a message for Nancy Williamson should she need assistance tomorrow.

Again, I will be out of the office for the rest of this week, and prefer to assist my staff in addressing your concern. If you have an immediate concern, please contact this office and ask for Sally or Katrina. Thank you.

Sonya C. Johnson
Program Manager of Water
SCDHEC Region 3 EQC Columbia Office
(803) 896-0620
(803) 896-0617 (fax)

BEFORE THE
PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2011-47-WS

BG REBUTTAL EXHIBIT 6
REBUTTAL TESTIMONY OF
BOB GILROY

From: Bob Gilroy
Sent: Wednesday, August 26, 2009 5:01 PM
To: Bob and Nancy Williamson
Subject: Forty Love

Hello Mr. & Mrs. Williams,

My name is Bob Gilroy, Manager for the area which includes your subdivision. I want you to know that since your previous notifications regarding the odor of the water at your and others homes, I had instructed our field staff and system manager to respond immediately with the flushing of the system to make sure the freshest water possible was delivered. I also spoke with Sonya Johnson of SCDHEC regarding the notifications and actions taken by us. Also, at that time, samplings and testing of the water was conducted. Although T/C, or total-coliform, bacteria samples were collected, I also had all active source water sites sampled and tested for possible presence of iron bacteria, based primarily on the odor complaints.

All T/C samples to date have come back negative. The initial iron bacteria samples collected at each well site indicated that it was present at one well source in numbers sufficient to cause the odor that many complained about. Although iron bacteria is not a health hazard, it does create aesthetically unpleasing water such as the rotten egg odor many residents noted, especially in the morning with the first draw of water at a tap. SCDHEC representatives also sampled the distribution at the time we had but I am not aware of their results as yet.

Although iron bacteria in wells is not completely uncommon, there had been no history of its presence in our wells in the area of Forty Love and Indian Fork and therefore not routinely tested for at any well site. Since this detection, all wells associated with the distribution system, and not just the one, will be put on a regular schedule regarding detection of iron bacteria. We are now, and will continue to work with SCDHEC regarding this issue. Although the distribution system is sampled and tested on a monthly basis as required by SCDHEC and even more in-depth testing is conducted by SCDHEC on a scheduled basis at each well site, I regret that this problem occurred.

CWS does strive to provide quality water and the best service possible. I also encourage customers to continue to call if they have any concern regarding their water quality or service. To take it a step further, if they feel for any reason they are not satisfied with a response to their concern, they may contact me directly.

If it is OK, both I and Sonya Johnson of DHEC would like to meet sometime with any concerned residents of the neighborhood to discuss the steps the company is taking to prevent the reoccurrence of this situation. Please let me know if this is agreeable to you and others and I will be happy to coordinate a meeting to discuss these issues.

Thank you and I look forward to talking to you.

Bob Gilroy
Regional Manager
Carolina Water Service, Inc.
(803) 796-2313
rhgilroy@uiwater.com

BEFORE THE
PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2011-47-WS

BG REBUTTAL EXHIBIT 7
REBUTTAL TESTIMONY OF
BOB GILROY

From: Bob and Nancy Williamson [mailto:bobandnancew@sc.rr.com]
Sent: Friday, August 20, 2010 9:32 AM
To: Bob Gilroy; Sonya C. Johnson; customerservice@uiwater.com; welchra@dhec.sc.gov
Cc: tish.anderson75@gmail.com; billya@sc.rr.com; tinamarie2162@yahoo.com; barnwellelizabet@bellsouth.net; victoriagayle03@yahoo.com; rbeesburgjr@sc.rr.com; dbrasington@hotmail.com; robytom@aol.com; pbilinski@yahoo.com; gbmotionman@aol.com; bbbjr@threeriversmortgage.com; philipbowman@bellsouth.net; gbravo77@gmail.com; rhett.briggs@yahoo.com; kimkaw212@aol.com; amybrown@sc.rr.com; lbuchoilit@aol.com; jburke@scana.com; jjjburke258@att.net; jimcain2@yahoo.com; tj3callan@gmail.com; fcannon1@sc.rr.com; mcantey1@sc.rr.com; mcantey1@att.net; rcash2@sc.rr.com; dcash@sc.rr.com; danacausey@sc.rr.com; lynkel4@msn.com; cdouglasclary@aol.com; mark-clement@att.net; mcombs@sc.rr.com; mcooke@sc.rr.com; msmelis66@aol.com; Crcoxe@aol.com; kristin@ospreyhd.com; kristindashiell@gmail.com; Lee@ospreyhd.com; pmdavis4wic@bellsouth.net; ndeyoung@lex5.k12.sc.us; ericdy@aol.com; ladonato@sc.rr.com; sdoyle96@sc.rr.com; michaeleasterday@hotmail.com; engeljwba@msn.com; charmel7@sc.rr.com; ferrellkeith@hotmail.com; mignonfowler@sc.rr.com; lwfowler@sc.rr.com; hillaryf@mac.com; viperfac@sc.rr.com; MyraLGilbert@aol.com; don@gilbertswendys.com; pkgrigsb@hotmail.com; tammyguthrie23@hotmail.com; tammynantz23@yahoo.com; shall2@sc.rr.com; hannerss@bellsouth.net; wrexjr@bellsouth.net; jamee70@sc.rr.com; abacomah@aol.com; abacowilly@aol.com; gattisproaudio@aol.com; khuggins@sefl.com; Lhuggins@chllc.net; huntermw@dot.state.sc.us; johnniehutto@bellsouth.net; wilburnhutto@bellsouth.net
Subject: BROWN WATER COMPLAINT: Forty Love Point, 228 Match Point Drive, Chapin 29036

OK everyone, this is my second tub of bathwater this morning – I am calling the president of the United States on this one... I am so mad that they can't provide us with plain old WATER – I would be dirtier AFTER this bath and I can only imagine what color my blonde hair would be. I am so angry. When you get water like this I want you to COMPLAIN to DHEC and CWS and everyone on their website because this is NOT FAIR!! I am PAYING for this crap, WE are all paying for this! A little angry? We don't ask for much, just clean water - this is the BROWNEST water I have had yet!! I have received about 30 names from other people in our neighborhood that are experiencing this and we have had no results with our complaints. They have tried to correct the problem a few times but apparently can't figure out what is wrong with their system and in the meanwhile we are ingesting GodOnlyKnowsWhat and who knows what the long term effects will be on our systems? The short term effects are cruddy faucets and sinks, tubs, and toilets that won't come clean.

They told us to flush our water heaters last fall – but the first picture is water coming out of the cold line – how many of us wasted money on having our hot water heaters flushed? ...and of course the brown toilets aren't going through the water heater, but I was so hopeful that the flushing would be a solution that I didn't think of that at the time when he told us to flush them last fall.

Here is a list of residents experiencing the SAME issues: (and it is not complete)

List of residents in Forty Love Point that have experienced water problems:

Stewart	133 Forty Love Point Drive	Brown smelly water
Williamson	228 Match Point Drive	Brown, muddy water for a day or so at a time, STAINING and mucky build up on faucets
Patterson	224 Match Point Drive	Brown, muddy dark water
Dashiell	201 Match Point Drive	Brown, Muddy dark water, tubs, sinks toilets
Shaffer	220 Match Point Drive	Brown, muddy dark water
Remensnyeder	12 Deuce Court	Brown dirty water
Rutkowskis	123 Match Point Drive	Brown water, sinks tubs toilets
Norris	316 Forty Love Point Drive	Brown smelly water, sinks tubs toilets
Gentile	22 Tennis Court	Brown smelly water sinks tubs toilets
Bilinski	300 Racket Road	Brown, muddy water for a day or so
Nowell	204 Match Point Dr.	Brown water in tubs, toilets & sinks all most every night. Do not drink water at all. Always buy water.
Huggins	4 Deuce Court	Brown muddy water
Meyers	116 Forty Love Point Drive	Brown muddy water
Wallace	140 Forty Love Point	Brown muddy water
Timmons	207 Match Point Drive	Brown smelly water, in tubs
Jennings	156 Forty Love Point	Brown smelly water
Valtorta	223 Forty Love Point	Brown water - color of tea every other day
Engel	222 Match Poitn Drive	Brown water: been going on for about a month. Tried to email DHEC but the email was returned. I wonder when they will figure out it is not our individual lines but the old system. Please add that I could write my name in the slime in my tub the other night after draining it. An important fact.
Unger	111 Match Point Drive	Brown water, was told to flush water heater, has 'tankless'
Williams	121 Match Point Drive	Brown water

Taylor	148 Forty Love Point	Brown smelly water
Spohn	116 Racket Rd	Really dirty, smelly water
Hodges	40 Tennis Court	Brown water about 2 weeks ago, came and went
Radtke	Clay court	Brown water, mucky faucet build up
King	132 Forty Love Point	Brown muddy smelly water, a day or so at a time
Rory	15 Clay Court	Brown dirty water, paid for inspection to find cause
Kea	Racket Road	Brown water, crud came out while brushing teeth

Can we sue them for lying on their web page?;

Superior Quality.

Efficient Operations.

Exceptional Service.

Utilities, Inc. provides high-quality water and wastewater services to more than 300,000 customers throughout the United States. We offer our services to homes, businesses, new developments, commercial enterprises, and any project—large or small—requiring innovative new water and wastewater systems, system upgrade solutions, or expert water and wastewater system management.

Superior Quality.

We are dedicated to the purity and safety of our water supply and provide our services in the safest, most environmentally sound manner possible. We believe in promoting responsible water use and sustainable water practices to enhance the overall quality of our lives and meet our country's future water needs.

Efficient Operations.

We are committed to peak performance in all facets of our operations. We are accountable, results-oriented, and determined to provide cost-effective solutions for our customers by improving productivity, setting standards, and embracing new technologies.

Exceptional Service.

We consider customer service excellence one of our core competencies. Driven by a staunch dedication to customer satisfaction, we respond quickly and intelligently to concerns and requests, and serve as an educational resource for water news, information, and advocacy.

Customer Service Center

Please use the information below to contact customer service in your area. Make check payable to Carolina Water Service, Inc. SC. Be sure to write your account number on your check.

Carolina Water Service, Inc. SC

Send Payments To:
P.O. Box 11025
Lewiston, ME 04243- 9476

Office Address:
200 Weathersfield Avenue
Altamonte Springs, FL 32714

Phone: 800-272-1919

Office Hours: Monday - Friday 8:00am - 5:00pm ET
Email: customerservice@uiwater.com
Fax: 407-869-4416

Return to Customer Service Locator

From: 8036290101@mms.att.net [mailto:8036290101@mms.att.net]
Sent: Friday, August 20, 2010 8:41 AM
To: bobandnancew@sc.rr.com
Subject:

This is my morning bathwater AFTER I dumped the first tub. This is absolutely disgusting and is coming out of the COLD side. How can CWS and DHEC say this is ok???

BEFORE THE
PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2011-47-WS

BG REBUTTAL EXHIBIT 8
REBUTTAL TESTIMONY OF
BOB GILROY

From: Bob Gilroy
Sent: Thursday, September 02, 2010 1:15 PM
To: Bob and Nancy Williamson
Cc: 'Sonya C. Johnson'
Subject: Samples

Hi Nancy –

I have received the sample results back from DHEC yesterday afternoon for the homes sampled and have attached them. I'm sure Sonya will be getting back to you as well if she hasn't already. The minerals that directly affect discolored water concerns in any water system and especially a ground water system are primarily iron and manganese. That is why they chose to test for these elements. Too much iron in the water results in it coming out of solution creating reddish rusty looking water and possible sediment. Manganese is black and in conjunction with iron can cause a very dark reddish water and possible sediment, both similar to what has been reported and seen, including your tub. (I haven't gotten that sample back yet, by the way). The problem is that the test results are basically low for these elements and not at the levels that would normally cause this type of precipitating out in a water system resulting in periods of 'dirty' looking water.

In spite of the results, and as you saw in a response to Laura and Keith Huggins, we are moving quickly ahead with the set up of an additional treatment for the water at the current well supply facilities. This treatment should be very effective at sequestering or keeping the minerals in the water in solution and preventing them from 'dropping out' causing aesthetic problems similar to what is being reported.

Again, the mineral content results seen here under most conditions do not result in these types of problems. We will install the treatment to address the immediate concerns and will continue to investigate water chemistry as to why such low concentrations in the water solution fall out. I do have at present two outside expert water consultants as well as DHEC working with me to assure that everything is looked at and considered.

Thanks,

Bob Gilroy

BEFORE THE
PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2011-47-WS

BG REBUTTAL REDACTED EXHIBIT 9
REBUTTAL TESTIMONY OF
BOB GILROY