

Customer Name	Address	Date of Complaint	Reason	Resolution
Ritter, Nick	Not Current Customer	7/11/2019	Line Extension	Customer wanted water on unserved road. Explained customer is approx 1150 ft away from main he can run service line to the main for service.
Kasper, Keith	110 Kenilworth Ct Apt C	5/18/2020	Service Quality/Repair	Supplied information regarding outage and clarified with customer confusion. No further action requested.
Vermillion, Brandon	104 Stockton Court	5/19/2020	Service Quality/Repair	Supplied information regarding outage and clarified with customer confusion. No further action requested.
Jackson, Charles	125 Byerly Blvd	3/8/2022	Billing	Provided explanation of ways for customers to make payments to PSC. No further action requested.
Brooks Tangela	111 Affirmed	6/15/2017	Billing	Provided service area map showing only sewer provided to this address to PSC. No further action requested.
Moore, Tiernie	251 Shelby #7	4/22/2019	Billing	Gave temp ext, explained bill to customer and helped determine has toilet leak. No further action requested.
Aldridge, John	No customer	11/25/2019	Billing	Commission notified customer HCWD1 is following tariff presented and approved by PSC in regards to sewer adjustments.
Webster, Alan	1711 Holly	7/5/2022	Billing	Supplied readings, meter test result, & bills to PSC. Gave customer adjustment for sewer charges. No further action requested.
Brewer, Natasha	1508 Pin Oak #56	10/17/2019	Billing	Supplied meter readings and customer history to PSC. No further action requested.
Hollis, Anthony	117 Potomac	12/1/2021	Billing	Supplied calculated leak adjustment to PSC. No further action requested.
Brewer, Natasha	1508 Pin Oak #56	7/9/2021	Billing	Supplied customer history and maintenance ledger to PSC. No further action requested.
Brewer, Natasha	1508 Pin Oak #56	4/30/2019	Billing	Supplied two year billing/usage history to PSC. Contacted customer for meter test. Customer failed to sign for meter test, meter test results 99.45% and mailed to customer.
Parker, Laquetta	1508 Pin Oak #60	3/18/2019	Billing	Supplied customer history and maintenance ledger to PSC. No further action requested.
Williams, Tera	2010 Hill St Lot 5	5/8/2019	Billing	Supplied two years of billing/usage history, meter test results and account history to PSC. No further action requested.
Tucker, Gary	43 Cardinal	9/10/2021	Billing	Supplied detailed customer bill to PSC. No further action requested.
Tucker, Gary	43 Cardinal	8/13/2021	Billing	Supplied readings, customer history to PSC. No further action requested.
Luke, Pat	135 Twin Oak	7/13/2018	Billing	Supplied work orders, readings and customer history to PSC. Customer didn't want meter tested. No further action requested.
Goode, Clifford	227 Boone Trace	10/22/2019	Billing	Supplied background information on customer account to PSC. No further action requested.
Strain, Richard	219 Pinewood	6/3/2021	Billing	Supplied Readings/Bills to PSC. No further action requested
Hill, Carolyn	517 Lorraine	4/1/2020	Billing	Supplied meter readings to PSC contacted customer to work out leak adjustment for busted pipe.
Jones, Margaret	103 Wedgewood	4/20/2018	Billing	Supplied meter readings, meter test results, customer note history and Daily usage to PSC. No further action requested.
Aldridge, Julie	125 Edgewood	12/2/2019	Billing	Supplied customer history to PSC. No further action requested
Jarsfer, Jason	Multiple accounts	11/21/2017	Rates/Policies	Supplied leak adjustment tariff stating no adjustment on commercial property. No further action requested.
Hutchins, Gloria	629 Seminole #4	10/31/2018	Rates/Policies	Supplied 3 months of bills, account notes/history to PSC. No further action requested.
Boulware, Johannesburg	Brook Trace	3/1/2017	Rates/Policies	Supplied customer history to PSC. No further action requested.
Ignas, Timothy	376 Shelby #2	9/28/2018	Rates/Policies	Supplied customer history and account notes to PSC. No further action requested.
Evans, B.J.	2920 South Wilson	8/4/2021	Rates/Policies	Supplied information and map to PSC. No further action requested
Willard, James	8 Masden	6/20/2017	Rates/Policies	Supplied new customer brochure outlining Cycle Due Dates to the PSC. No further action requested.
McBeth, Don	1124 Thomas St	9/25/2018	Service Quality/Repair	Provided history and measures taken to prevent sewer backups. No further action requested.
Gatewood, Brandley	108 Carriage Hills	10/2/2017	Billing	Supplied letter referencing leak adjustment policy in the tariff. No further action requested.
Sellers, Brandon	3029 Garry	11/2/2020	Rates/Policies	Commission notified customer HCWD1 is following the tariff presented and approved by the PSC in regards to sewer adjustments.

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