

Willie Green
3815 Overdale Drive
Columbia, South Carolina 29223

City of Columbia
Water Customer Service
ATTN: Manager
1136 Washington Street
Columbia, South Carolina 29201

July 28, 2015

I, Willie Green, a resident and property owner of the Columbia area, wrote a letter to your division dated January 30, 2015. In the letter I requested that the water meter be replaced at my residence of 3815 Overdale Drive, Columbia, SC 29223 as soon as possible.

The reason for the request was that the meter had no visible way for the water meter to be read properly (not at all).

On February 3, 2015, at 1415-1430 hours (2:15-2:30 p.m.) workers from the water division came out and replaced the water meter with a new one. This took every bit of 15 minutes to replace. I thought to myself, why did it take a period of four years to do a 15 minute job? I have paid a tremendous amount of money over the past four years in order for my family to be comfortable due to the negligence of the City of Columbia Water Division.

I checked the visibility of new meter and was pleased with the repairs. Then I checked my mail on to find another water bill with another flawed reading of water usage from the previous meter. This left a bitter taste on everything.

On February 4, 2015 I called the office of the City of Columbia Water Customer Service Division and requested to talk to the manager at 9:35 a.m. I spoke with Erica. She stated that the supervisor or manager was not available to speak to me on this matter.

At 9:56 a.m., Bryan the manager stated that he would review and get back to me in a few days. As of today, I have not heard from the manager.

On February 10, 2015 at 9:50 a.m., I received a call from a representative of Gov. Nikki R. Haley's office (803) 734-5049. The representative asked me about the progress of my complaint with the city water (Note: The water workers were at my residence at the same time of the call

with the representative). The representative asked me if I was working the city water in resolving the matter. I replied with 'Yes'.

On February 18, 2015, at 10:35 a.m., I received a call from a representative of Senator Darrel Jackson. The representative asked me the same question. Was I working with the City of Columbia water division? I replied 'Yes I am working with them'.

Since the meter has been received with a new one, there has been an issue with the bill again.

On July 6, 2015, at 8:15 a.m., I called the water division to discuss the issue. I spoke with Erica. Erica stated that the manager would not be in until 8:30 a.m. which was in about 4 minutes. I asked her to please leave the manager a note to call me when he or she came in. Erica said that it could possible one to 24 hours before I get a call back from the manager. I stated that the manager has only 2 minutes left before reporting to work and that if he did not call me I would call him back at 8:30 to try to resolve this matter which is long overdue and did not make any sense. The issue needed to be resolved. So let's fix it.

At about 8:29 a.m., Erica put me on hold while getting a supervisor on the line. At that time Mr. Corey (manager/supervisor not sure which) answered. After talking with Mr. Corey and stating the problem from the beginning in 2010. He state that he would schedule a reread of the new meter and determine if it needed or should be replaced and get back with me asap.

On July 6, 2015, at 2:20 p.m., I received a telephone call from the service person, Joseph (803) 467-9550. Joseph stated that he would be at my residence I about 20 minutes to reread the water meter. He checked the water meter for pressure or by turning off the water for a few minutes and then turned the water on again. Joseph and I both noticed that the service gauge moved. This showed that water pressure is on.

Joseph told me that he would inform the supervisor of his findings and request that someone be sent out to check the line and meter for serviceable conditions. He stated that the water division would get back with me in a few days.

July 10, 2015 at 9:11 a.m., Mr. Rhoden called me to inform me that a tech was on the way to my property to examine or repair the problem at my resident. At 9:30 a.m., the water tech, Tom (803) 545-3897 came out to check the water meter. He stated that there was a leak of water pressure and I told him that to the best of my knowledge there were no leaks in my home. I don't have leaks and that I had my plumber repair and remodel both my bathroom facilities. Note: I am aware of water and what it will do to a home in a short period of time.

Tom stated that he would have a supervisor or others to look at the problem and he asked if it would be alright with me. I told him that I didn't care who it was that was looking at it. I just wanted the problem fixed.

July 15, 2015, 9:00 a.m., I called tom (803) 545-3897 to get an update on the water problem at my residence. I spoke with Ms. Brown. She stated that she would call Tom and relay the message for him to call me as soon as possible.

At about 9:15 a.m., Ms. Brown called and said that her supervisor would call me as soon as possible.

As of July 27, 2015 I have not received a call. I have tried to cooperate but still I have no cooperation from the City of Columbia Water Division.

However on July 27, 2015 I received by mail a notice of disconnect. The notice is dated July 24, 2015. Bills are sent with no problems but cooperation from the City of Columbia Water Division is poor.

Note: This situation has gotten out of control. I am not being respected as a customer.

I am requesting that this situation be looked into and the issue resolved. I don't like my family and I to be treated as if we are not important. Obviously my money is important to the City of Columbia Water Division but the treatment of me as a customer is not.

Please feel free to contact me at the address above or telephone me at (803) 479-4439. I would prefer a progress report in writing.

Sincerely,

A handwritten signature in black ink, appearing to read 'Willie Green', with a stylized flourish at the end.

Willie Green
SFC, US Army, Retired

CC: Governor Nikki R. Haley
CC: Senator Darrel Jackson



We Are Columbia

CITY OF COLUMBIA
WATER CUSTOMER SERVICE
1136 WASHINGTON STREET
COLUMBIA, SC 29201-3224
(803) 545-3300

SERVICE ADDRESS
3815 OVERDALE DR
ACCOUNT NUMBER
01-55501225-1079421

777 1 AV 0.388

P:777 / T:4 / S1:0 / S2:0



WILLIE GREEN
3815 OVERDALE DR
COLUMBIA SC 29223-4722



Rec 7-27-15

*7-28-15
paid \$192.18
Confirmation #
3647860886*

NOTICE OF DISCONNECT July 24, 2015

WILLIE GREEN
3815 OVERDALE DR
COLUMBIA SC 29223

Your water/sewer service is scheduled for termination due to non-payment. Past due charges in the amount of \$ 192.18 must be received by 5:00 p.m. on August 2, 2015. IF FINAL PAYMENT DATE FALLS ON SATURDAY, SUNDAY OR CITY HOLIDAY, PAYMENT MUST BE RECEIVED BY 5:00 P.M. ON THE LAST BUSINESS DAY OF THAT WEEK. THE ABOVE CUTOFF DATE IS VOID IF THIS NOTICE IS RECEIVED BASED ON A RETURNED CHECK OR A PAYMENT ARRANGEMENT DEFAULT-SERVICE WILL BE INTERRUPTED WITHOUT NOTICE.

If we do not receive your payment, water/sewer service will be cut off as soon as our crews reach your area. All disputed bills will be reviewed by a Supervisor of the Customer Care Division. Thereafter, a final determination may be made by the City Manager or her designee.

All disconnected accounts are charged a \$15.00 reconnect fee that must be paid before service is reconnected. For questions or assistance, please call Customer Care Service at (803) 545-3300.

DISCONNECTED SERVICE WILL BE RESTORED ON THE FOLLOWING DAY IF PAYMENT NOT RECEIVED BEFORE 5:00 P.M.

Call 1-866-942-6729 for credit card payments. Please allow two (2) day processing time for all credit card payments made through the IVR system. Please make payment two days prior to the cutoff date on delinquency notice to avoid a disconnect order.

Online Payments can be made at www.columbiasc.net