



Consumer Advisory

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Columbia, S.C., April 13, 2010 –

The South Carolina Office of Regulatory Staff (ORS) filed a petition for a rule to show cause today with the Public Service Commission of South Carolina (PSC) alleging that Carolina Water Service, Inc. has violated several regulations which, taken collectively, result in the Company's not providing adequate and proper service to its customers.

Among the specific allegations noted by the ORS in today's petition are:

- Failure to bill customers promptly following the reading of their meters
- Failure to comply with customer bill forms
- Failure to properly apply late payment charges
- Failure to render bills
- Failure to follow the rate schedule approved by the PSC, thus rendering inaccurate bills
- Failure to refund or credit overcharges
- Failure to properly notice customers of termination of service
- Improper water service termination
- Failure to resolve customer complaints properly

The ORS asks all CWS customers who have experienced these or similar issues to contact the ORS Consumer Services Department toll-free at 1-800-922-1531 or, within the Columbia area, at 803-737-5230.

The ORS is seeking an order from the PSC to require CWS to stop disconnecting customers who have not been billed by the Company and to take all other steps

necessary for the provision of adequate and proper service to customers within a reasonable time frame to be established by the PSC.

The Office of Regulatory Staff is an agency of the State of South Carolina. Its mission is to represent the public interest in utility regulation by balancing the concerns of the using and consuming public, the financial integrity of public utilities, and the economic development of South Carolina. For more information, please visit the ORS web site at <http://www.regulatorystaff.sc.gov/>

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