

Jennifer S. Bethune

From: Sarah Hewett <sarah@kbpowersystemsnc.com>
Sent: Wednesday, April 24, 2024 12:39 PM
To: Jennifer S. Bethune
Cc: Kimberly Gibbons
Subject: Fwd: MRES2404-0012

Good Afternoon,

Yesterday we had some issues with an inspection that resulted in a homeowner being without utility power overnight. Yesterday we were told by the inspector that he would not return after being on site around 10am because it was not noted that we were doing a power drop and needed an afternoon inspection. Additionally the only resolution the office offered was to put the homeowner up in a hotel and this was our fault for not scheduling the inspection until after the work was complete which is impossible given the fact that we have to have the power disconnected by the utility company to wire in the automatic transfer switch. At the time of speaking with the inspections department we were required to pay a \$50 reinspection fee. And as a result the homeowner had to wait until this morning to get his inspection and have his power restored.

As you can see from the email below we requested an inspection for a power reconnect and requested the inspection around 1pm. Due to the inspection office's failure to note this on the inspection request or advise us to call in the morning of the inspection to make this request our customer and us were met with an unfair and costly circumstance. As a result of this failure the homeowner had to wait until this morning to get his inspection and have his power restored.

With that I am respectfully requesting a refund for the reinspection fee since this was not any fault of our own.

I look forward to a resolution.

Respectfully.

----- Forwarded message -----

From: **Misty Carroll** <misty@kbpowersystemsnc.com>
Date: Wed, Apr 24, 2024 at 8:39 AM
Subject: Fwd: MRES2404-0012
To: Sarah Hewett <sarah@kbpowersystemsnc.com>

FYI

----- Forwarded message -----

From: **Jennifer S. Bethune** <jsbethune@harnett.org>
Date: Tue, Apr 16, 2024 at 8:15 AM
Subject: RE: MRES2404-0012
To: Misty Carroll <misty@kbpowersystemsnc.com>, Central Permitting <CentralPermitting@harnett.org>

Done