

From: [Travis Salyer](#)
To: [Statements](#)
Subject: Statement of Position Submitted by Travis Salyer
Date: Friday, December 18, 2020 7:23:17 PM

Statement of Position Submitted

Name

Travis Salyer

Email

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Docket

W-218, SUB 526

Message

I'm filing a formal complaint for the ridiculous rate increase to my water/sewer bill by Aqua North Carolina, Inc. I have filed complaints with Aqua itself and after speaking with one of your analysts via phone. Here is the reasoning for my complaint: - The percentage rate increase of the sewer portion of my bills between November 2020 and December 2020 was a 95.63% increase - a completely unacceptable and in no way advertised potential rate increase from the various announcement mailers sent out earlier this year by your organization - The confusing documents sent via USPS in February/March 2020 and July 2020 lacked an easy-to-read format and failed to allow the consumer to truly understand what their new charges might look like; and that they do not reflect the outrageous increase I was then charged once everything was finalized/settled between your organization and Aqua - On that same note, why did consumers receive announcements earlier this year via USPS (as stated in the bullet point above) but we received no prior warning of the actual/finalized rate increase until it was simply affixed to our December 2020 bill? This appears to have been done on purpose and was deceitful. - Why wasn't the rather clear cut and easy-to-read section called "Impact on Average Residential Bill" from Page 6 of the Appendix B-1 documentation included in the previous mailers from earlier/later this year? This obviously showed the drastic difference in pricing but yet is nowhere to be found in their earlier/later announcements consumers received. It also didn't hold any weight when reality hit on my December bill so it ended up being a farce anyway. - What is the definition of "temporary rates" as laid out throughout the docket? The term "temporary" typically means exactly that - so what are the defined start and end dates? - What exactly is the reasoning behind the rate hike in the first place? This was not explained other than it just appearing the Aqua wanted to more money and got that and more without adequate consumer input and true transparency of what the "temporary" rates would end up being. The entire Park South Station community is irate at such a blatant money-grab by Aqua that was signed off on by the NCUC without any regard for the consumer and with a complete lack of (digestible) transparency. I look forward to your response to all of the items with my statement in a timely and professional manner. - Travis Salyer 336.681.1559

