

From: [Jessica L. Embry](#)
To: [Statements](#)
Subject: Aqua North Carolina Statement
Date: Tuesday, July 21, 2020 12:07:49 PM

7/21/20

To Whom It May Concern:

I have been a resident in an Aqua North Carolina area for almost four years. I am not in support of a rate increase for my water, as it would be the second rate increase that I've experienced since living here.

I am a single person living in a 2 bedroom condominium and my average water bill has gone from around \$48 a month through 2018 to \$65 a month starting in 2019. That was a significant increase in my budget. Adding an additional increase will put a further strain on my budget.

In addition, I have experienced many problems with the quality of my water. On numerous occasions, I have had to contact Aqua North Carolina because I've experienced brown water. Someone would always come out and blame it on our irrigation system. They would run my water for a long time and then say it was fine. At one point, I had a service person test the water and he said it wasn't as good as it should be, but that there was nothing he could do about it. This is unacceptable for me. I lost a kidney due to kidney cancer and cannot risk drinking unsafe water. And honestly, if I'm paying \$65 a month for water, I shouldn't have to worry about if it is safe or not.

In addition, the water that I receive from Aqua North Carolina is not well treated. The water is very hard and often leaves a chalky substance on my Brita filter (which I have to use because the water is not safe for drinking). My shower doors have permanent hard water stains that I've tried to remove.

For these reasons, please do not allow Aqua North Carolina to increase their rates. I simply cannot understand how a company with so many shortfalls could possibly need to increase rates. It may be justifiable if things were going well, but why in the world would you give someone doing a poor job more money? That would never happen in the business world.

Sincerely,

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