

Campbell, Kimberley

From: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Sent: Tuesday, October 8, 2019 8:02 AM
To: Statements
Cc: Casselberry, Gina
Subject: Docket No. W-354 Sub 364 FW: [External] Carolina Water rate increase request

From: Joseph Wiechec <wiechec13@msn.com>
Sent: Monday, October 7, 2019 6:22 PM
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Subject: [External] Carolina Water rate increase request

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When Carolina water bought Transylvania Utilities they got it at a bargain rate. They knew that they needed a substantial investment in the infrastructure of Connestee Falls. Now they are asking us to pay of it. We are now paying \$70 a month in base charges with out using a drop of water use. Enough is enough! Thank you, Joseph Wiechec

Sent from Mail for Windows 10

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Oct 08 2019

Campbell, Kimberley

From: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Sent: Tuesday, October 8, 2019 8:03 AM
To: Statements
Cc: Casselberry, Gina
Subject: Docket No. W-354 Sub 364 FW: [External] Possible Rate Increase

From: Higerd, Thomas B. <higerdtb@muscd.edu>
Sent: Monday, October 7, 2019 7:55 PM
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Subject: [External] Possible Rate Increase

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Carolina Water Service (often still referred to as Transylvania Utilities locally) has submitted an application to increase their water and sewer rates for all their customers throughout North Carolina, requesting to hike water bills by 16% and sewer bills by 35%.

Your CFPOA Board of Directors and Association Management are continuing to review and strategize on this issue. Here are two important ways you can help.

As a member of CF and in a current dispute on a water usage issue that is very likely a result of poor, poor subcontracted service in putting in new meter is a good example how expensive this has already been for me to "fix" (~ \$2,000) let alone what they think I should pay for overage on water use when we were not even present on the dates they cite.

As a retired professor, this bills continually are being raised without a lot of oversight as to what these extra fees are for. Yes, the corporate people are getting paid high salaries but putting their needs higher than the consumer's needs need careful looking.

Certainly, the unit we are paying for has not increased in as significant cost that is requested. I cannot be there at the meeting, but hope that rational thoughts and concerns are registered.

*Sincerely, Tom Higerd
(843) 696-5154
higerdtb@muscd.edu*

Campbell, Kimberley

From: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Sent: Tuesday, October 8, 2019 9:08 AM
To: Statements
Cc: Casselberry, Gina
Subject: Docket No. W-354 Sub 364 FW: [External] Rate increase concerns

-----Original Message-----

From: Cheryl Manzone <cherylm59@comcast.net>
Sent: Tuesday, October 8, 2019 9:07 AM
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Cc: CFPOA <cfpoa@connesteefalls.com>
Subject: [External] Rate increase concerns

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I live in Conneestee Falls in Brevard, NC and received notice of a hearing regarding another proposed rate increase from Carolina Water. It was shared that this increase could be 16% for water and 35% for sewer use. As a customer who pays both, I was greatly concerned.

Since moving here three years ago I have already been shocked by the cost of using your utility and absorbed several rate increases. I came from MD where I lived in a single family home and paid about \$85 A QUARTER for water/sewer. Imagine my surprise when I typically pay that here EVERY MONTH! Water is certainly a utility we can't live without, and since there is no other option but your company, I feel trapped. I live on a fixed income from my pension and each rate increase over time adds up. I am also aware of the increases sought by Duke Energy as well. The combined outcomes of these is beginning to take their toll on my budget.

I understand that you are a business that incurs expenses and needs to remain profitable. However, please don't do it on the backs of customers that have no other options.

Cheryl Manzone
Sent from my iPad

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From: smtprelay
Sent: Tuesday, October 8, 2019 11:36 AM
To: Statements
Subject: Statement of Position Submitted by Dominic Dascoli

Statement of Position Submitted

Name

Dominic Dascoli

Email

dpdascoli@gmail.com

Docket

Docket No. W-354, SUB 364

Message

To Whom It May Concern Regarding Docket No. W-354, SUB 364, I call upon the North Carolina Utilities Commission (NCUC) to fully deny Carolina Water Service of North Carolina (CWSNC) request to implement a Conservation Rate Pilot Program and Revenue Adjustment Mechanism for the Point Service Area (PSA). The average increase presented in this application for the PSA tiered rate proposal is stated at 17.82%. However, based on a 2-person household with landscape irrigation, the annual increase is projected at approximately 30% for a six-tenth (.6) acre property. There are close to 850 properties in The Point Service Area (PSA), including many that use lake water for landscape irrigation that must be taken in consideration when stating an average increase per household. All the homes are on septic tanks to accommodate sewage. Installation of residential wells are not allowed to use for landscape irrigation per the declaration of covenants, conditions and rules that have been established for the community. We request that the NCUC make use of its jurisdiction and powers of the office to protect the customers of the PSA, and the public generally from unjust and unreasonable extractions and practices and to obtain for them fair and reasonable rates. Furthermore, I call upon the NCUC to hold a public hearing in Mooresville, specifically for The Point Service Area Pilot Program, to allow all ratepayers the opportunity to voice their input. Sincerely, Dominic P. Dascoli 177 Chatham Rd. Mooresville, NC 28117

Campbell, Kimberley

From: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Sent: Tuesday, October 8, 2019 11:48 AM
To: Statements
Cc: Casselberry, Gina
Subject: Docket No. W-354 Sub 364 FW: [External] Rate increase...

-----Original Message-----

From: Donald Campbell <donbigtree@hotmail.com>
Sent: Tuesday, October 8, 2019 11:19 AM
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Cc: Peggy Campbell <pcbigtree@hotmail.com>; Greg Maxwell <greg@croninmaxwell.com>; helen spohrer <hspohrer@sdlitigation.com>; Scott Smith <wswept2@gmail.com>; DICK ARNOLD <rjabrevard@gmail.com>
Subject: [External] Rate increase...

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To whom it may concern,

As a part time resident in Brevard, NC I am opposed to the proposed 16% hike in the standard water usage fee. I'm currently dealing with a water leak where our new water meter was installed and has recorded an 85% increase in water usage. The lone man who lives there said water is standing in the cavity where the meter is. In 16 years there has NEVER been standing water there. Over the past ten days I have spoken with three different people with Carolina Water's customer service department and all have said they would have someone look into this and call me to discuss their findings, etc. To date I have heard from no one! All this adds up to gross inefficiency and therefore additional costs in handling a very simple matter. While I can understand that all corporations must over time increase their costs this 16% proposed increase is far and above reality and given my current efforts, to resolve my minor issue, I must believe that a major portion for this proposal is due to the overall inefficiency of Carolina Water.

Thank you for your consideration of reducing or eliminating this rate increase,

Donald C. Campbell
44 Yanequa Way
Brevard, NC 28712

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Oct 08 2019

Campbell, Kimberley

From: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Sent: Tuesday, October 8, 2019 1:29 PM
To: Statements
Cc: Casselberry, Gina
Subject: Docket No. W-354 Sub 364 FW: [External] Water service rate increase

From: carolalevin@aol.com <carolalevin@aol.com>
Sent: Tuesday, October 8, 2019 1:23 PM
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Subject: [External] Water service rate increase

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My husband and I are Conneestee Falls residents in Brevard County. We are very concerned for the proposed extreme rate increase. Is it proven that this extreme increase is warranted? The rates are so high now. Much higher than at our previous residence in Massachusetts. And that is know as Taxachusetts

Very concerned residents,
Carol and Stanton Levin
959 Soquili Dr.
Brevard, NC

Sent from AOL Mobile Mail
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Oct 08 2019

From: smtprelay
Sent: Tuesday, October 8, 2019 3:13 PM
To: Statements
Subject: Statement of Position Submitted by Susan Svihula

Statement of Position Submitted

Name

Susan Svihula

Email

svihula1@gmail.com

Docket

W-354SUB364

Message

I am a resident in Carolina Trace and have lived here for a year now. Since I have lived here, the water service has been interrupted 4 separate times due to main lines breaking. In addition water pressure has been insufficient, causing the water to be unfit for human consumption on numerous occasions. All of this occurring while we, as residents, pay 3 times the rate of service as most. The entire system here is antiquated and needs to be evaluated. We are never credited anything on our bills for our inconvenience or loss!

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Campbell, Kimberley

From: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Sent: Tuesday, October 8, 2019 3:36 PM
To: Statements
Cc: Casselberry, Gina
Subject: Docket No. W-354 Sub 364 FW: [External] Connestee Falls Proposed Utility Increase 2020

From: Jerry Overton <joverton45@icloud.com>
Sent: Tuesday, October 8, 2019 3:30 PM
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Subject: [External] Connestee Falls Proposed Utility Increase 2020

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Attn: Carolina Water Service Commission

I have been a resident of Connestee Falls, Transylvania County for over 17 years. I feel that the utility base rate increases approved over the past several years are excessive.

The base rate (water & sewer) was approved for a 30% increase in 2018, 5% increase in 2019, and a proposed 21%+ increase for 2020.

I understand that the utility company is proposing these high rate increases to cover the cost to replace the old water and sewer lines. Somewhere I read a number of 12 million to refit Connestee and Nags Head communities. There was no detail for the cost and/or improvements proposed for Connestee. I do understand that Connestee's utilities have been bought and sold several times over the past several years. Are the utility companies responsible and required to reserve for replacement of water and sewer lines in each community? Are they regulated like POA's, where reserves for replacements are accumulated over several years which should alleviate large increases or special assessments? I am concerned that when Connestee Utilities has been sold in the past that no reserve for replacement was set aside to fund the cost of improvements. Apparently the new owners plan was to continuously request large increases in rates to pay for the improvements. This is wrong and needs to be changed.

I would like to know what water and sewer lines have been replaced in Connestee in the last 5 years and the cost expended each year. I would like to know what water and sewer lines are proposed for replacement. Also, when they plan to complete and cost of project.

Based upon the many notices to property owners from the utility company, we have experienced many water and sewer breaks which makes me wonder if any lines have been replaced, Although the water and sewer lines are old and need replaced, it seems like the utility companies never had a plan to replace the lines, only to patch breaks year after year.

I would request the water Commission to deny the proposed rate increase until we have a plan from the utility company to upgrade our system.

Thank You for your consideration.

Gerald Overton
1737 Ugugu Drive
Brevard, NC 28712

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Oct 08 2019

From: smtprelay
Sent: Tuesday, October 8, 2019 4:14 PM
To: Statements
Subject: Statement of Position Submitted by Christine Keat

Statement of Position Submitted

Name

Christine Keat

Email

crikeat@yahoo.com

Docket

W-354 Sub 364

Message

Carolina Water Service has had numerous rate increases in the years that I have been a customer, and now my water bill is often equal to my electric bill. I have seen no increase in water quality, no increase in reliability of service, and no visible preventative maintenance by CWS. What I do see with increasing regularity are failures in the water delivery system resulting in numerous pressure drops, loss of water, and boil advisories. According to my bill, my base rate is \$73.84 per month. My monthly bill is \$77.86. There are two adults living in my household and I have no lawn to water, so my usage is minimal. CWS should focus on its customers rather than the profits it can bring in. CWS's parent company, Utilities Inc. of Northbrook Illinois, has projected revenue of \$433.59 Million. The company may need to cut into those profits a little in order to provide reliable service to North Carolinians and forgo requesting rate increases multiple times per year.

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