

From: [Tracey Stone](#)
To: [Statements](#)
Subject: Statement of Position Submitted by Tracey Stone
Date: Sunday, January 3, 2021 2:34:35 PM

Statement of Position Submitted

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Docket

w-218 sub 526

Message

I live in the Park South Station neighborhood in Charlotte, North Carolina, where Aqua North Carolina Inc. is the contracted utility company. There was an unprecedented water utility rate hike in December 2020. My November statement read a usage of 1600 gallons and bill of \$58.76. My December statement read a usage of 1300 gallons of water and a bill of \$85.06. That's over a 50% utility. A letter from Aqua stating a bill increase would occur was sent in the spring of 2020 and a hearing was set. However, due to the COVID-19 pandemic, these hearings were moved. This was confusing. Secondly, the 8-page notification letter did not give a true understanding of what new charges would look like, and the letter was difficult to follow for those unfamiliar with utilities jargon. In my most recent bill, there was a section titled 'Impact On Average Residential Bill,' which better explains the drastic increase amount. This was not part of Aqua's initial letter and causes suspicion on Aqua's documentation disclosure. There was no explanation on the rationale behind the increase, as well. My neighbors understand utility increases occur through the years, but a 50% increase from one month to the next is outrageous! I have submitted a complaint with Aqua, as well as the Department of Justice.