

**Campbell, Kimberley**

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**From:** smtprelay  
**Sent:** Wednesday, October 9, 2019 6:51 AM  
**To:** Statements  
**Subject:** Statement of Position Submitted by Michael Sos

## Statement of Position Submitted

### Name

Michael Sos

### Email

msos1@aol.com

### Docket

W-354, sub 364

### Message

CAROLINA WATER SERVICE INCREASE ...I strongly disagree with proposed rate increase for the Point Pilot Program to be implemented in January. This will result in a huge increase in our water cost estimated to be 45%. Please help. Thank you

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Oct 09 2019

**Campbell, Kimberley**

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 9, 2019 8:16 AM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Utilities hike

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**From:** Margaret Cornwell <mwarnar@comporium.net>  
**Sent:** Tuesday, October 8, 2019 8:05 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Utilities hike

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I feel that someone does not know how to manage the company and the public is paying the price. There should always be plans in place for rate hikes. These rates are ridiculous hike water bills by 16% and sewer bills by 35%.

You are not representing the public and if I have a chance to vote against you I will definitely vote AGAINST YOU.

I would hope that you vote against the rate hikes.

Margaret Cornwell  
270 Tinequa Rd  
Brevard, NC 28712

[mwarnar@comporium.net](mailto:mwarnar@comporium.net)

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**Campbell, Kimberley**

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**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Wednesday, October 9, 2019 8:43 AM  
**To:** Statements  
**Subject:** FW: [External] Docket No W-354. Sub 364 - Carolina Water Service

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**From:** Steve Walker [mailto:walker.steve70@gmail.com]  
**Sent:** Tuesday, October 08, 2019 11:18 AM  
**To:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Subject:** [External] Docket No W-354. Sub 364 - Carolina Water Service

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Ms Casselberry

I strongly object to any proposed rate increase by Carolina Water. I live in Connestee Falls (near Brevard) and it seems that Carolina requests rate increases every 6 months.

The water only increase proposed is 15.6 %. Even half that amount is preposterous.

My bill increased 28 % between Jan - June 2018 and Jan-June of 2019. Did the commission approve that ?

We have frequent outages and boil water advisories here in Connestee Falls.

There was no justification for this proposed increase included in the 9 page announcement. Justification is required by the commission.

Excess fluoride was reported in the 2018 water quality report.

Some resident in Connestee report bills of \$87 and \$90 monthly for water only.

I will be in attendance at the hearing tomorrow in Asheville.

Thank you

Steve Walker  
17 Sequoyah Court  
Brevard  
864 436 4296

**Campbell, Kimberley**

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 9, 2019 8:46 AM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364FW: [External] Reject proposed Carolina Water rate hike request

**From:** Sharon Wilson <swilson9555@gmail.com>  
**Sent:** Wednesday, October 9, 2019 8:36 AM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Reject proposed Carolina Water rate hike request

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I own a vacation home in Connestee Falls, Brevard North Carolina serviced by Carolina Water Service for water and sewer.

The current base charge for water is \$27.53, current base charge for wastewater is \$46.31, for a total of \$73.84 (excluding federal fees) whether I am occupying my vacation home or not. I personally feel this base rate is already too high for services provided.

The proposed increase of 16% for water and 35% for sewer would bring the base rate for my bill to a total of \$94.45; a total increase of \$20.61 per month.

As a comparison my primary residence in Summerville South Carolina, water and sewer service with full occupancy for the entire monthly billing cycle totals \$45. Less than half of the total proposed rate!

What is wrong with this picture?

I strongly urge you to reject ANY rate increase by Carolina Water Service.

Sincerely,

Sharon L. Wilson  
225 Qualla Circle  
Brevard, NC

112 White Pine Way  
Summerville SC

## Campbell, Kimberley

**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 9, 2019 8:46 AM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Carolina Water rate increase

**From:** david watkins <david.watkins0@gmail.com>  
**Sent:** Wednesday, October 9, 2019 8:39 AM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Carolina Water rate increase

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Dear Sharon,

As a Carolina Water customer, I object to the proposed rate increase for several reasons:

1. We have lived in Connestee Falls for a little over a year. In that time, there have been numerous interruptions in service due to water line breaks. The company is responsible for maintenance of our supply lines and is doing a poor job of assessing the need for preventative maintenance, identification of compromised lines, and response to breaks.

2. They consistently fail to notify all the affected customers of "boil water alerts" after a break. It is common to hear of the need to purify water from a neighbor who was notified, or through "Nextdoor." Even Connestee Falls Administration is often unaware of newly instituted boil water alerts. Thus, residents are left to wonder if their water's safety has been compromised.

For example, the most recent weekend event led to several of us calling the emergency line to report that we had no water pressure. Initially, the representative stated that there were 'no known issues,' and that a technician would call us within an hour. We received no call, but a neighbor told us that there was a broken line just around the corner, and that a repair crew was working on it. Another neighbor called and queried the representative further about a boil water alert, and when pressed, she rechecked and admitted that we were under a boil water alert. This aspect of their customer service, after hours backup, to say the least, needs to be addressed. Had there been contamination, we would have not known, and have been in jeopardy.

3. Even if Administration were a source of information, breaks often happen over a weekend, when Administration's offices are closed.

An effective program of notification of all residents of a safety concern is long overdue.

4. This may be out of the hands of Carolina Water, but even after a line failure has been repaired, it takes three days to get the test results back. A more expeditious system for testing is sorely needed.

5. Carolina Water has just installed remotely read water meters throughout the Connestee Falls development. Up till now, usage and fees appear to have been estimated. The upgrade to meters was billed as potentially providing a more fair system of billing, and it was anticipated that those of us who use water responsibly, in light of the area wide shortage, would be rewarded by a decrease in our bills. This announcement of a proposed rate increase is frustrating to us.

6. It seems that Carolina Water has frequently increased rates over the past few years, according to long-term residents, and service quality has not improved.

Therefore, we request that the rate hike proposal be rejected by the agency controlling this decision, and that instead, Carolina Water be directed to address the current service shortfalls and demonstrate a lengthy track record of improved service before again seeking to raise their profits.

Respectfully submitted,  
David Watkins  
1012 Kanasgowa Drive  
Brevard, NC 28712

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**Campbell, Kimberley**

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 9, 2019 9:51 AM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Proposed Carolina Water rate increase

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**From:** John <gannongoldens@gmail.com>  
**Sent:** Wednesday, October 9, 2019 9:44 AM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Proposed Carolina Water rate increase

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Sharon,

My wife and I are 74, retired, and living on fixed income.

The proposed WHOPPING Carolina Water rate increase comes only months after their previous increase, and will pose an unjustified financial burden on all Senior Citizens including us.

**Please deny this unfair and excessive increase.**

Sincere thanks,

John & Barbara Gannon  
63 Iya Court  
Brevard, NC 28712

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Oct 09 2019

## Campbell, Kimberley

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 9, 2019 10:32 AM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Water rate increase Connestee

**From:** ruth allen <ruthaallen@hotmail.com>  
**Sent:** Wednesday, October 9, 2019 10:22 AM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Water rate increase Connestee

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To Whom It May Concern,

I have lived in Connestee since 2005 and there have been so many water rate increases that that I've lost count but have found it to be my most expensive utility bill except during hot and cold weather even though I live alone, don't flush every time, shower only a few times a week, and am very careful with water usage. The company has mentioned in the past that the rate increase is to work on the aging infrastructure but I've seen no evidence of pipe replacement only repair when there is a leak. This summer we had boil water alerts almost weekly due to leaks so all the increases in rates seem to have helped profits rather than infrastructure. My average water bill over the last 12 months is \$93 with the lowest being \$79 and the highest \$103 and now they are asking for a substantial rate increase again. I live on a pension and am always looking for ways to cut back I guess the shower will have to be a once a week event if these rates continue to rise.

Ruth Allen  
97 Waneit Ct.  
Brevard

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Oct 09 2019



**Campbell, Kimberley**

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 9, 2019 11:32 AM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** FW: [External] Carolina Water Service Rate Increase Hearing

**From:** Brian Murphy <bmurphy@xlrotor.com>  
**Sent:** Wednesday, October 9, 2019 11:25 AM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Carolina Water Service Rate Increase Hearing

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Hello Sharon Wade,

I live in Connetsee Falls near Brevard. I am unable to attend tonight's hearing, but I wish I could. I hope there is enough concern expressed at the hearing to keep our water bill from increasing.

Thank you,

Brian Murphy  
66 Quany Ct

## **Carolina Water Service Rate Increase Hearing**

**Wednesday, October 9**

**7 pm, Buncombe County Courthouse, Room 1A**

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**From:** smtprelay  
**Sent:** Wednesday, October 9, 2019 11:48 AM  
**To:** Statements  
**Subject:** Statement of Position Submitted by Mark Dossier

## **Statement of Position Submitted**

### **Name**

Mark Dossier

### **Email**

mldossier1@gmail.com

### **Docket**

Docket No. W-354, SUB 364

### **Message**

Living on a fixed income, I am alarmed and distressed about the proposed nearly 50% increase in our projected water expense. In addition to the daunting increase in financial burden, the unfairness of doing so in a biased manner with wildly disparate costs being borne by users with the same water usage profile is fundamentally unfair and must be rejected.

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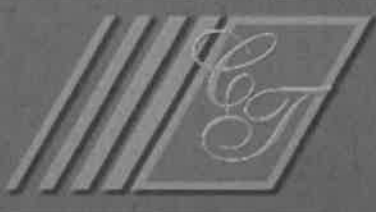
## Campbell, Kimberley

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Wednesday, October 9, 2019 3:22 PM  
**To:** Statements  
**Subject:** FW: [External] Letter to NCUC  
**Attachments:** cwsnc letter10.09.PDF

**From:** Al Rushatz [mailto:arushatz@carolinatrace.com]  
**Sent:** Wednesday, October 09, 2019 3:16 PM  
**To:** Mike McDonald <mcdonalddude@gmail.com>; Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Cc:** Tim Rushatz <generalmanager@carolinatrace.com>; Cory Rushatz <crushatz@carolinatrace.com>  
**Subject:** [External] Letter to NCUC

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For your info. Al



**CAROLINA TRACE**  
GATED PROPERTIES, LLC



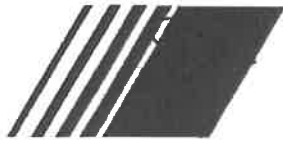
**Al Rushatz, Owner**  
Broker • REALTOR  
arushatz@carolinatrace.com  
Toll Free: 800.227.2699  
Office: 919.499.5103  
Mobile: 919.499.7334

3 Lakeview Drive  
Sanford, NC 27332  
Fax: 919.499.2328  
[www.carolinatrace.com](http://www.carolinatrace.com)

*Real Estate Sales & Management*

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# CAROLINA TRACE

## GATED PROPERTIES, LLC

3 Lakeview Drive  
Sanford, NC 27332  
Toll Free: 800.227.2699  
Office: 919.499.5103  
Fax: 919.499.2328



*Life Begins at the Trace...*

October 8, 2019

Mr. David Drooz, Chief Counsel,

Public Staff-NCUC

4326 Mail Service Center,

Raleigh, NC 27699-4326

Dear Attorney Drooz,

The purpose of this letter is to register a complaint with the North Carolina Utilities Commission (NCUC) concerning the charges levied by the Carolina Water Service North Carolina (CWSNC) on the residents of Carolina Trace (CT) from a real estate business perspective.

I am the owner of Carolina Trace Gated Property (CTGP), a full-service real estate company with offices on-site (inside the security gate). When potential buyers visit our offices for a tour of the community and homes on the market our standard procedures call for brokers to provide a thorough briefing on the community for the clients. This presentation includes a briefing incorporating a site map showing all private roads, recreational facilities, Property Owner Association covenants and the private water and sewer services provided by CWSNC, which includes their current monthly rates.

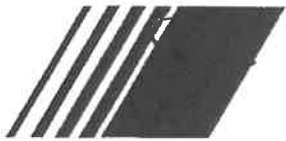
Clients most always have comments on these CWSNC rates such as, "I never heard of rates so high," "my current monthly water and sewer bills are one-third of that," "is that quarterly?" and "we are on a budget that does not support that much for water and sewer. If they don't comment on the CWSNC rates, the *deer-in-the-headlights look* is most always there.

Because of CWSNC ever-increasing rates our clients are becoming less interested in moving to Carolina Trace, which of course, effects homes sales, and puts a great burden on our residents trying to sell their property.

[www.CarolinaTrace.com](http://www.CarolinaTrace.com)

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Oct 09 2019



**CAROLINA TRACE**  
GATED PROPERTIES, LLC



3 Lakeview Drive  
Sanford, NC 27332  
Toll Free: 800.227.2699  
Office: 919.499.5103  
Fax: 919.499.2328

*Life Begins at the Trace...*

As an aside, we at CTGP are becoming leery of the warning signs at the CT front entrance gate reading "boil water until further notice," and road caution signs around digs in the roads constantly appearing to repair some CWSNC problem or breakdown. Obviously if we can see them, then so can our clients who certainly are not impressed with such conditions. Again, a big negative from a real estate point of view.

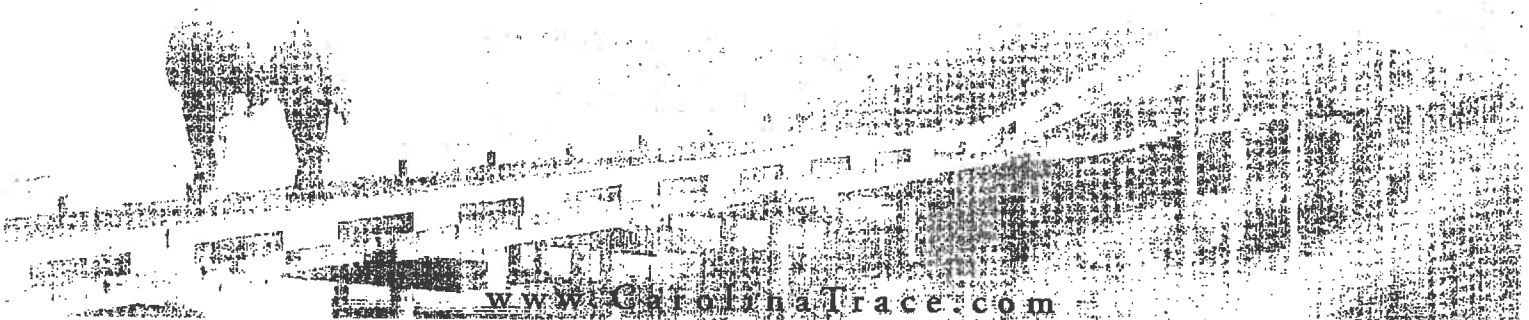
I am looking forward to speaking to your committee at 7 PM, on October 14, 2019.

Respectfully,

Alfred S. Rushatz

Broker, REALTOR

Owner, CTGP



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