

**From:** smtprelay  
**Sent:** Saturday, October 5, 2019 2:38 PM  
**To:** Statements  
**Subject:** Statement of Position Submitted by Mark Mikita

## Statement of Position Submitted

### Name

Mark Mikita

### Email

mrkmikita@yahoo.com

### Docket

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, Mark Mikita 126 Old Post Rd. Mooresville, NC 28117

**From:** smtprelay  
**Sent:** Saturday, October 5, 2019 10:30 PM  
**To:** Statements  
**Subject:** Statement of Position Submitted by James Voss

## Statement of Position Submitted

### Name

James Voss

### Email

jmvoss1824@gmail.com

### Docket

W-354- SUB 364

### Message

Good Afternoon, As for someone who works in the utilities industry, I'm saddened to see this proposal. Firstly, a rate increase on the same water someone else outside our gate literally hundred yards away is paying way less for is insane. Secondly, quality control, preventive maintenance is second world class at its best. Thirdly, the county itself would benefit by receiving more funds to take it over. Why, have a private entity reaping the rewards when the county could get those funds. Also, other utilities propose rate increases to enhance power grids, update equipment, fix and repair in timely manners. This company has done hardly any of these things and over the course of a year we have had 2-3 long duration of boiling advisories that are not due to hurricanes or other natural disasters. Compare Carolina Trace residents water and sewage bill with that of Lee County and Sanford residents, I'm sure you will see a huge disparity. If people are spending too much on a basic necessity, that's money not going into local economy but to a private entity, that is only taking money to the bank to fill their pockets. I speak for myself, but others are complaining as well. As soon as my daughter graduates High School and is no longer living with me full time I'm moving. If I was on a fix retirement budget, I would not stay here due to, its only going to get more expensive on all aspect dealing with this neighborhood. SGT VOSS (RET) US ARMY

**From:** smtprelay  
**Sent:** Sunday, October 6, 2019 6:37 AM  
**To:** Statements  
**Subject:** Statement of Position Submitted by kathleen hendricks

## Statement of Position Submitted

### Name

kathleen hendricks

### Email

bonsaikathy@gmail.com

### Docket

Docket No. W-354 Sub 364

### Message

I can't understand Carolina water needing to charge any more than they already do. They are already the highest I've ever seen. I paid 18 tops normally at my old house for water, if we did a lot of watering it might go up to 20 but never higher than that. We now pay over 80 (over 40 just for the water) a month. We aren't using 2 times the water here as we were at the old house. As to their doubling the amount you pay for water to include the sewage because they say if water is coming out it's going back in to the system as sewage. People water their lawns, drink water and wash their cars, water their plants. Probably far less goes back in to the system as sewage. They need to put a meter on the sewage instead of doubling the water usage as their basis for how much to charge for sewage. Since their rates are already so incredibly high I hope you will NOT give them the right to raise them once again. The water service here is awful. We just had 3 boil water notices in 5 days this week. That's happened a lot over the 2 years we've lived here in Carolina Trace.

**From:** smtprelay  
**Sent:** Sunday, October 6, 2019 7:42 AM  
**To:** Statements  
**Subject:** Statement of Position Submitted by Hanna Norris

## Statement of Position Submitted

### Name

Hanna Norris

### Email

hnorris94@gmail.com

### Docket

W-354 Sub 364

### Message

I do not believe a rate increase is justified. The water in our neighborhood is the same poor city water, I have looked at the water testing results on line. It is not good water so I do not see the justification to make us pay more. As well, we already pay almost 4 times more than I would getting the same city water in my last apartment. We already pay too much, no more no more!

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**From:** smtprelay  
**Sent:** Sunday, October 6, 2019 7:44 AM  
**To:** Statements  
**Subject:** Statement of Position Submitted by Dorothy Stalter

## Statement of Position Submitted

### Name

Dorothy Stalter

### Email

stalterdj1of9@gmail.com

### Docket

W-354 Sub-364

### Message

I moved to Sanford NC Lee County Carolina Trace 11 Months ago. My water bill monthly is roughly \$84. The population of Sanford is 30,000. I moved from Bayonne, NJ, a city with a population of 67,000. My monthly water bill was \$114. How can this proposed increase be justified? Where do you folks think people are getting the money from to pay continued rate hikes? Most companies are not giving employees cost of living increases. This rate hike must be reconsidered and perhaps reevaluation of how folks are charged and a fairer approach here based on usage.

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**From:** smtprelay  
**Sent:** Sunday, October 6, 2019 7:45 AM  
**To:** Statements  
**Subject:** Statement of Position Submitted by Dorothy Stalter

## Statement of Position Submitted

### Name

Dorothy Stalter

### Email

stalterdj1of9@gmail.com

### Docket

W-354 Sub-364

### Message

I moved to Sanford NC Lee County Carolina Trace 11 Months ago. My water bill monthly is roughly \$84. The population of Sanford is 30,000. I moved from Bayonne, NJ, a city with a population of 67,000. My monthly water bill was \$114. How can this proposed increase be justified? Where do you folks think people are getting the money from to pay continued rate hikes? Most companies are not giving employees cost of living increases. This rate hike must be reconsidered and perhaps reevaluation of how folks are charged and a fairer approach here based on usage.

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**From:** smtprelay  
**Sent:** Sunday, October 6, 2019 9:17 AM  
**To:** Statements  
**Subject:** Statement of Position Submitted by Steven A. Huepper

## Statement of Position Submitted

### Name

Steven A. Huepper

### Email

anthonyhuepper@gmail.com

### Docket

W-354Sub364

### Message

Since we moved to Carolina Trace in 2001, this water company has raised our rates many times. We came from Connecticut and our quarterly rates were what Carolina Water Company's monthly rates are and we didn't have the numerous down times with "Boil Water" alerts that we have now when their infrastructure breaks down. We are currently on a "boil water" alert I believe, because we were notified about a week ago of that fact and we have not received anything from the water company about the alert being lifted. We also, in Golf North, just had a leak in our fire hydrant which started as a small amount of water coming out on October 3 when we reported it for the first time and by the time I was made aware of it, I personally checked it out and the water was gushing out of it on Thursday afternoon when I came back home from a dental appointment in Cary. I called again and finally, after saying we weren't about to pay for all the water that was lost, they sent somebody between 1:00 and 2:00 PM Thursday afternoon and placed a cap upon the area water was gushing forth from. As far as I am concerned, this water company is definitely not into customer service and definitely should not be granted ANOTHER rate hike. Actually, there should be a reduction in rates based upon their down time and lack of service.

**From:** smtprelay  
**Sent:** Sunday, October 6, 2019 2:55 PM  
**To:** Statements  
**Subject:** Statement of Position Submitted by Mr. & Mrs J W. Lynn

## Statement of Position Submitted

### Name

Mr. & Mrs J W. Lynn

### Email

klynn777@charter.net

### Docket

Docket No. W-354 Sub 364

### Message

Carolina Trace Utilities have increased our water bill it seems like every other year or two since we moved to Carolina Trace in 2000. We are on a fixed income with no raises. When we first moved here our water bill was acceptable. For many years now it has not been under \$80.00 a month. This month it was \$90. We don't use that much water for the two of us....2 baths, 2 showers, 3 loads of laundry, run the dish washer each week. We don't water plants any more (we use rain water). When my dad comes for 4 months, the bill goes up to \$125 a month. We also pay a little over \$100 every year for insurance on the water pipes coming into our home as well as another \$100 for the sewer pipes insurance. I don't know anyone outside of Carolina Trace that pays near this amount including Wake County where we use to live. The service is poor as we were on 3 different boil orders that each lasted a few days in the last two weeks. We don't always get a notice that we are under a boil order and we may not receive it when it is rescinded. If we call about the problems or complain to the staff in hopes they will pass our message on, they have been rude or have no answer for our complaints and seem very disinterested. There are around 2500 homes in Carolina Trace. These complaints are not just ours. There are a large number of people here with the same complaints. A lot of people that live here are elderly and are unable to drive to Raleigh and have to depend on others to do everyday things for them. Carolina Utilities should also have to refund EACH CUSTOMER EACH DAY when we do not receive the water service we pay for each month.



**From:** smtprelay  
**Sent:** Sunday, October 6, 2019 3:20 PM  
**To:** Statements  
**Subject:** Statement of Position Submitted by Jack and Mavis Harper

## **Statement of Position Submitted**

### **Name**

Jack and Mavis Harper

### **Email**

mavisharper1944@gmail.com

### **Docket**

W-354 Sub 364

### **Message**

We have lived in Carolina Trace, Sanford, NC, since 2003. Our water rates have increased at least 110% during that time. Our bill was \$25.00 a month then. A great deal of the time, we have to boil water before consumption or we have no water at all. We pay \$27.53 for water and \$34.31 for sewer, a total of \$73.84 just to have access to water and sewer. Then we have to pay for every drop of water we use. Sometimes our water bill is higher than electricity. WEIRD!!!! Have never had a water company do this. All others that I have used in the past years, have a set rate for the first 1000 gallons and then charge extra for anything over 1000 gallons. I STRONGLY URGE you to not let them continue to do this to us. They get increases and we do not have better quality water or better water service. Have no idea what they are using these continued increases for. PLEASE CONSIDER NOT LETTING THEM CONTINUE TO DO THIS TO THE PEOPLE OF CAROLINA TRACE AND OTHER AREAS. Thank you so very much for your consideration.

**Campbell, Kimberley**

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Monday, October 7, 2019 8:07 AM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Connetsee Falls

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

**From:** Susan Nabors <schinksm@gmail.com>  
**Sent:** Saturday, October 5, 2019 10:49 AM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Connetsee Falls

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Sharon,  
Connetsee has a mixed population. Some are seniors on a fixed income. I live alone.  
My weather bill is already very high. A further increase could pose a difficult situation for some of us.  
thank you.  
Susan Nabors

Sent from my iPad

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**Campbell, Kimberley**

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Monday, October 7, 2019 8:08 AM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Possible Carolina Water increase in cost

## -----Original Message-----

**From:** John Brooks <leeinspector@hotmail.com>  
**Sent:** Sunday, October 6, 2019 3:54 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Cc:** traceysellsdreams@gmail.com  
**Subject:** [External] Possible Carolina Water increase in cost

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Hello,

As a part-time resident and homeowner in Connestee Falls it is very disappointing to me to hear about a considered price increase in water and sewer billing. Residents are already paying a substantial amount for water service and quite honestly there are numerous questions with the quality of service including boiling water notices, watermain breaks, etc... we all hope that you will reconsider the options and make it fair for Transylvania County residents. Thank you for your time.

Are you satisfied with our service? Referrals and customer reviews are the key to our success, please visit us at <http://www.leeinspectionsservices.com/googlereview> and post a review on our google business page.

REMEMBER YOUR FAMILY, YOUR HOME... OUR PRIORITY!

John P. Brooks President/Master Home Inspector Lee County Inspection Services Home Inspections  
St License # HI-637/ Ph 239.246.9534 FBI Registered Professional Inspector InterNachi Certified  
Professional Inspector St Licensed Mold Assessment/ Environmental Testing/ Mold Remediation  
Supervision

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## Campbell, Kimberley

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Monday, October 7, 2019 8:08 AM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Carolina Water Service's rate increase application

**From:** Ken <kenf1214@gmail.com>  
**Sent:** Sunday, October 6, 2019 6:30 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Carolina Water Service's rate increase application

**CAUTION:** External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [report.spam@nc.gov](mailto:report.spam@nc.gov)

Dear Ms. Wade:

Please convey my strong opposition to Carolina Water Service's application to increase its water and sewerage rates throughout North Carolina by 16 and 35 percent, respectively.

The Utilities Commission should remain vigilant in its duty to protect the interests of the state's rate payers as well as its utilities. In this case, my neighbors and I understand Carolina Water's need to remain profitable, but we feel the requested increases are excessive and unjustified. The Commission needs to keep in mind that many of the state's residents are on fixed incomes that increase by zero percentage over the years. And even those with normally growing incomes rarely see increases approaching anywhere near 16 or 35 percent. For instance, U.S. salary budgets are projected to rise by an average of just 3.2 percent this year!

Please express this perspective to the decision makers.

Kenneth Franzen  
20 Wadigei Ct  
Brevard, NC 28712  
828 877 5004

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Oct 07 2019

**Campbell, Kimberley**

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Monday, October 7, 2019 8:08 AM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Conneestee Falls - Rate Increases

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

**From:** Pamela Mahoney <pjkmahoney@verizon.net>  
**Sent:** Sunday, October 6, 2019 10:15 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Conneestee Falls - Rate Increases

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Good morning Sharon. I am writing to you regarding water and sewer rate increases at Conneestee Falls.

The rates from your company are already high. Higher than NYC to be exact.

I think it is totally unfair to raise prices at the rates you are discussing and totally inconsiderate to a retirement community such as Conneestee Falls.

Please reconsider. Thank you.

Sent from my iPhone

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Oct 07 2019

## Campbell, Kimberley

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Monday, October 7, 2019 9:57 AM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Increase in Carolina Water Service Rates

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**From:** T.J. Kopf <tjkopf@hotmail.com>  
**Sent:** Saturday, October 5, 2019 10:44 AM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Increase in Carolina Water Service Rates

**CAUTION:** External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [report.spam@nc.gov](mailto:report.spam@nc.gov)

I recently learned that there is a planned increase in Carolina Water Service Rates. To be honest, I was very surprised. My wife and I moved to the Brevard area this summer to wait for our house (new construction) to be finished in Connetsee Falls. Since construction started on our house (Jun/Jul 2018) until we moved in to our house in early Sep 2019, we have been paying \$70.00 per month for our Carolina Water Service even though there was no water or sewage service. We recently paid our first "real" water/sewage bill which was \$120.00 and didn't include a significant number of days of actual occupancy. We moved from the Northern Virginia area (near Washington D.C.), a fairly high cost of living area. Our water service bill (no sewer since we had a septic system) was about \$35.00 per quarter. I understand there are probably differences in water & sewer infrastructure costs between Northern Virginia and Western North Carolina, but the difference in costs is very significant.

I urge you to look at any proposed increase with a very critical eye.

Thomas J. Kopf  
792 Soquili Drive  
Brevard, NC. 28712  
(Connetsee Falls)

(571) 205-7815

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Oct 07 2019

## Campbell, Kimberley

---

**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Monday, October 7, 2019 2:17 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Utility rate increase...connetsee falls,nc.

---

**From:** David Colmery <colmerydavid@gmail.com>  
**Sent:** Monday, October 7, 2019 2:11 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Utility rate increase...connetsee falls,nc.

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Our water bills are huge now. We live on a fixed income and increases like you are proposing are unacceptable. Please do not do this.

Dave and Barbara Colmery  
34 wadigei ct  
Brevard, nc, 28712

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Oct 07 2019

**Campbell, Kimberley**

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Monday, October 7, 2019 3:01 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Water and sewer rate increase request for Connetsee Falls

**From:** bill hutch <billyfish28712@gmail.com>  
**Sent:** Monday, October 7, 2019 2:53 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Water and sewer rate increase request for Connetsee Falls

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**Dear Ms. Wade:**

**Please note our strong opposition to the Carolina Water Service application to increase its water and sewer rates in Connetsee Falls.**

**If my records are correct, there were water and sewer rate increases in December 2017, February 2019 and April 2019.**

**My wife and I are a two-person household and our monthly water and sewer bill ranges from \$96.89 to \$110.11, even with water conservation practices in effect in our home.**

**We ask that the proposed water and sewer rate increase be denied.**

**William T. Hutchison  
Connetsee Falls**