

**From:** [Thomas Olik](#)  
**To:** [Statements](#)  
**Cc:** [Ashley Osmera](#)  
**Subject:** Docket # W-218, SUB 526  
**Date:** Tuesday, December 15, 2020 2:38:49 PM

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My name is Thomas Olik and my wife Ashley and I reside at the Park South Station community in Charlotte.

My full address is 6539 Central Pacific Ave, Charlotte, NC 28210.

I am writing to file a complaint as to my water provider, Aqua Water. Many of my neighbors have my same concerns and I believe have also already filed complaints with the NCUC.

Our December water bill was \$98.59. This amount is drastically higher than any of our previous water bills. In fact, **it is over 50% higher than my previous water bill from November.**

I called Aqua and they informed me that this increase was due to the new rates approved by the NCUC. Apparently the sewer monthly fixed charge for my neighborhood increased by \$37.32 from \$26.11 to \$63.43. This is insane.

The notices which apparently only some of my neighbors and I previously received did not clearly or fully capture the extent of this rate hike on our community.

I respectfully request that the NCUC investigate this further and re-open this matter.

Thank you.

Thomas Olik