

**From:** [Casselberry, Gina](#)  
**To:** [Statements](#)  
**Subject:** FW: [External] Carolina Water Rates & Quality Concerns - The Yachtsman  
**Date:** Wednesday, June 24, 2020 3:25:39 PM

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Gina Y. Casselberry  
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**From:** Casselberry, Gina  
**Sent:** Wednesday, June 24, 2020 3:25 PM  
**To:** 'Hitt, James A' <jim.hitt@beckman.com>  
**Subject:** RE: [External] Carolina Water Rates & Quality Concerns - The Yachtsman

Mr. Hitt,

Thank you for your email concerning Carolina Water Service, Inc. of North Carolina's (CWSNC or Company) most recent rate increase.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters. Public Staff Accountants, Engineers, Attorneys and Economists were assigned to the case and completed a five-month long investigation, including a complete and thorough audit of CWSNC's books and records. Customer hearings were held across North Carolina. On November 4, 2019, the Public Staff filed its findings (pre-filed testimony) with the North Carolina Utilities Commission (Commission). An evidentiary hearing was held on December 2, 2019, before the Commission where the Public Staff testified in support of its findings. The Commission made a determination in regard to increasing the water and sewer rates for CWSNC's two rate divisions based on the evidence presented by the Public Staff and the Company. The entire case is posted on the Commission's webpage at [www.ncuc.net](http://www.ncuc.net), under the docket search feature (Docket W-354 Sub 364).

CWSNC has implemented the Commission's Order in M-100, Sub 158, issued March 19, 2020, which provides guidelines to utility companies in regard to customers who are having a difficult time paying their utility bills due to Covid-19. Pursuant to the Commission's Order, disconnections due to non-payment of utility bills, and associated late fees incurred during the State of Emergency were suspended. Additionally, at the end of the State of Emergency, customers having arrearages accrued during the State of Emergency shall be provided the opportunity to make a reasonable payment arrangement over no less than a six month period and shall not be charged any late fees for late payment for arrearages accrued during the State of Emergency.

Respectfully,

Gina Y Casselberry

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**From:** Hitt, James A <[jim.hitt@beckman.com](mailto:jim.hitt@beckman.com)>  
**Sent:** Saturday, June 20, 2020 12:27 PM  
**To:** Josh Stein <[jstein@ncdoj.gov](mailto:jstein@ncdoj.gov)>; Casselberry, Gina <[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)>  
**Cc:** [Deb.clark@carolinawaterservicenc.com](mailto:Deb.clark@carolinawaterservicenc.com)  
**Subject:** [External] Carolina Water Rates & Quality Concerns - The Yachtsman

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Dear Sir & Madam's,

I recently learned our community, The Yachtsman, is being asked and considered for additional water & sewer rate hikes by our supplier Carolina Water, Inc. (CWSNC)

This citizen and community are appalled at this outrageous request. We are in the middle of a **HISTORIC** and unprecedented health pandemic and all CWSNC can think about is **PROFIT!** My water bills over the last two (2) years have fluctuated from \$85 to over **\$500,00 per MONTH.**

Now CWSNC will be able to apply for an additional rate surcharge in July, to become effective in October 2020?? This request is **OUTRAGEOUS** at best and **Price Gouging at worse.**

In September 2018, this community, with 100% resident participation signed a petition, participated in the public hearing regarding proposed rate increase and water quality, with unsatisfactory results, with a 4% overall rate increase in February 2019. **Why are other communities in very close proximity to ours getting excluded from these rate hikes?**

We continue to be concerned about the quality of the water, it has a distinct foul odor, my children refuse to drink it due to that alone. Our water and sewer costs are extremely excessive today, and they continue to increase.....WHY?

Again, I repeat, all this during a health crisis unprecedented in our lifetimes!

We expect and deserve more **affordable** and **safer** water!

I look forward to your response.

Respectfully,

Jim Hitt  
14017 Queens Harbor Road  
Charlotte, NC 28278

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