



W-354, Sub 504

CAROLINA TRACE

GATED PROPERTIES, LLC



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October 8, 2019

Life Begins at the Trace...

Mr. David Drooz, Chief Counsel,

Public Staff-NCUC

4326 Mail Service Center,

Raleigh, NC 27699-4326

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FILED

OCT 15 2019

Clerk's Office
N.C. Utilities Commission

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.



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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