

ONSP

Constance M. Groszkowski Pugh
433 Regalwood Drive
Jacksonville, NC 28546-8617
Phone 910-455-5677 Fax 910-455-3132
E-Mail - conniel@ec.rr.com

W-354 Sub 364

April 15, 2020

NC Utilities Commission
Customer's Complaint
Dobbs Bldg. - 5th floor
430 N Salisbury St.
Raleigh, NC 27603-5918

RE: Carolina Water & Sewer Increases-(Onslow County- ONWASA)

Dear sir or Madam:

First of all my letter may be a bit abrupt and not so nice. I have contacted ONWASA and was advised that they HAVE NOTHING TO DO WITH THE INCREASED SEWER RATES. The approvals come through your office. What the hell are you people thinking??

However, I am 77 yrs. old, living on SS, still have a mortgage, and really upset and f-ing disgusted with the increase of rates that you allow this damn company to charge. They do nothing except occasionally tear up a spot in our development and never repair the road back to the way it should be. Maybe we need to start sending your office, the Commission, our bills for front end alignments to our vehicles. I have NEVER seen them tear up and remove ALL the old pipes and put in new ones throughout my development in any of these many years. They also **DO NOT take care of keeping the drains free of debris**. When it rains, the water backs up onto the front lawns of several homes just around the corner from me.

I have been a resident of NC since 1971 and a homeowner since 1975. When I moved into my home I had and paid my water bill to Mr. Aragona and was told he had a 100 yr. lease (or whatever) for my water and sewer system. Years later, I then was advised that he sold the rights and that ONSLOW COUNTY purchased. If the county purchased, WHY THE HELL DO WE HAVE A THIRD PARTY INVOLVED, WHO CONTROLS AT WILL, TO RAISE THE COST OF DOING NOTHING AND YOU PEOPLE AT THE COMMISSION APPROVE IT. **In Onslow County, there are some areas that do not have this damn 3rd party of Carolina Water and Sewer on their bills, so they don't see these increases. When new developments go up in areas, it seems the rates are also increased.** I don't think my sewer charge should increase to pay for the new areas & developments. The builder should absorb these costs and pass it on to the new purchasers of the homes.

My bill went up additional \$15.91 for sewer (new total \$73.73), making my total bill just short of \$100. a month. As I understand it, all water DOES NOT go through the sewer, so why are they allowed to request such large increases? **My water also does NOT run steady all day. Certain electricity is on constantly-some lights, refrigerator, freezer and my electric bill for a 1200 sq. ft. house is only \$130 - \$145.** Allowing these raises for something that does not get fully replaced/improved (but just gets patch work here and there) is damn ridiculous. **ONCE THE SEWER PIPE LINES ARE IN, THEY'RE IN AND DON'T GET REPLACED DUE TO WEARING OUT.** I have noticed someone either put in new or replaced pipes down Piney Green Rd; however, they were so small in circumference, I don't know what good they were to be for or to do. The courtesy of a written reply and NOT APPROVING RAISING charges would be appreciated.

Very truly yours,

Constance M. Pugh

OFFICIAL COPY

Apr 20 2020