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January 26, 2021

North Carolina Utilities Commission
 4325 Mail Service Center
 Raleigh, NC 27699-4300

Dear Members of the Commission,

In 2017, we contacted you regarding the proposed rate increase for the Belvedere Plantation system which was heard at your August 23, 2017 meeting. That was the first time in our combined service of over thirty years as County Commissioners that we submitted a letter in opposition to a requested rate increase. At that meeting, the Utilities Commission determined that Carolina Water Service of North Carolina provides "adequate" service and approved the requested rate increase.

The primary reason for our Board's opposition to the rate increase at that time was that the customers of Utilities Inc. have experienced multiple service issues including pressure problems and discolored water which made cleaning themselves, their dishes and their homes futile and often ruined any light-colored clothes which they washed. Utilities Inc. claims to be working on correcting the problems which it admits occurred. The customers who have had to deal with murky and muddy water want more than promises, they want and deserve actual performance.

To our knowledge, there are still ongoing water quality issues due to improper operation or lack of Proper Capital Investment, or both. Because of this, we are still receiving complaints from citizens on this issue. Residents in the Belvedere Plantation neighborhood claim that their bills continue to increase while their quality of water continues to decrease.

On behalf of our citizens who have been so negatively affected by the repeated failures of Utilities Inc. to provide a basic level of service, we implore you to take action to help these residents. As it is your organization that oversees Utilities, Inc, we ask that you take action that will "motivate" Utilities Inc. to expedite the much-needed corrective action.

Respectfully Submitted,

George R. Brown, Jr.
 Chairman Pender County Board of Commissioners

J. David Williams
 Pender County Commissioner-District 1

