

# OFFICIAL COPY

Jarvis, Lynn

**From:** Lisa Zimmerman <lisaz@axispharmaservices.com>  
**Sent:** Wednesday, July 5, 2017 1:38 PM  
**To:** Statements  
**Cc:** LISAJOANZIMMERMAN@YAHOO.COM; fzimmerman1936@yahoo.com  
**Subject:** Docket No.W-354, Sub 356

FILED

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Clerk's Office  
N.C. Utilities Commission

Dear Commissioners,

We are in recent receipt of a notification from Utilities Inc., that there will be hearings requesting a rate increase. Please consider the following: Appendix page 2 indicates an increase in excess of 20 percent which is far in excess of the inflation rate which we believe to be approximately 3%. Furthermore, it seems redundant to increase the price on the basis of both the size of the meter pipe and the usage. If the pipe size increase is to offset the cost of maintaining the system, then the raise in the usage could not be justified at 20%. The same can be implied conversely.

It appears odd that increase percentage is exactly the same for both scenarios. In addition to the above, at the bottom of page 9 they are seeking an increase of 14% for wastewater treatment.

We would like to point out that the quality of the water leaves a lot to be desired. In 2016 we spent \$2880.00 on a system to combat the iron which, when exposed to air, precipitated a gooey black substance that we believe to be a bacterium which clogged the aerators and shower heads. This year (2017) thus far, we have spent a little under \$200.00 to combat the odor of sulfur.

The chlorination process is also used to combat sulfur. Utilities INC. representatives have told us that they are treating the water as required by law. We don't know whether that means maximum or minimum. We trust that you will find the requested increase unreasonable.

Thank you for your consideration,

Thomas and Frances Zimmerman  
205 Carefree Lane  
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