

OFFICIAL COPY

Jarvis, Lynn

From: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Sent: Wednesday, June 20, 2018 8:10 AM
To: Jarvis, Lynn
Cc: Grantmyre, William; Holt, Gina
Subject: FW: W-1075, Sub 12 - KRJ, Inc. d/b/a KRJ Utilities Position Letter

FILED

JUN 20 2018

**Clerk's Office
N.C. Utilities Commission**

From: Casselberry, Gina
Sent: Wednesday, June 20, 2018 8:08 AM
To: Williams, Theresa W <theresa.w.williams@ncdps.gov>
Subject: RE: Rockbridge Water Increase - Knightdale

Ms. Williams

Thank you for your email concerning the request by KRJ, Inc. d/b/a KRJ Utilities (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

Gina Casselberry

Gina Y. Casselberry
Utilities Engineer
Public Staff – Water and Sewer Division
Phone: 919-733-0890
Fax: 919-715-6704
gina.casselberry@psncuc.nc.gov

From: Williams, Theresa W
Sent: Tuesday, June 19, 2018 5:11 PM
To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Subject: Rockbridge Water Increase - Knightdale

This memo is in reference to the 50% hike in our water rate for Rockbridge Subdivision. Before I chose to live in Knightdale, I thought I did my research, however I did not look into the price of water each month. When I first received my bill, I called the company because I knew it was a mistake but was sadly informed that it wasn't. It was explained to me that I had a base rate weather I used it or not and that caught me off guard. There are 3 people in my household

and none of us are bath people. We like showers. But my next door neighbor has 6 kids and they take lots of baths and their water was only about \$10 higher than mine. Now how much sense does that make.

I don't know all the details of how or what is going on but I do know that I cannot afford a possible 50% increase. AND I definitely don't agree with the company doing such a large increase just because they missed the previous years of filing for an increase. If this happens, this is going to be devastating and I'm sure the population is going to decrease due to this OUTRAGEOUS cost. I will probably move because I have other obligations to pay.

Unfortunately I cannot attend the public hearing on 6/10 @ 9:30am but I have to work my day job that pays me money so that I can have water to LIVE!

If you need a vote, my vote is NO INCREASE AT ALL!!!! We already pay too much for water.

Theresa Williams

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Jarvis, Lynn

From: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Sent: Wednesday, June 20, 2018 8:13 AM
To: Jarvis, Lynn
Cc: Grantmyre, William; Holt, Gina
Subject: FW: Docket No. W-1075, SUB 12 - KRJ, Inc. d/b/a KRJ Utilities - Position Letter

From: Casselberry, Gina
Sent: Wednesday, June 20, 2018 8:12 AM
To: 'Zhenya Dozier' <zdozier79@gmail.com>
Subject: RE: [External] Docket No. W-1075, SUB 12 - KRJ Utilities/From a Rockbridge Resident

Ms. Dozier

Thank you for your email concerning the request by KRJ, Inc. d/b/a KRJ Utilities (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

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Gina Casselberry

Gina Y. Casselberry
Utilities Engineer
Public Staff – Water and Sewer Division
Phone: 919-733-0890
Fax: 919-715-6704
gina.casselberry@psncuc.nc.gov

From: Zhenya Dozier [<mailto:zdozier79@gmail.com>]
Sent: Tuesday, June 19, 2018 10:15 PM
To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Subject: [External] Docket No. W-1075, SUB 12 - KRJ Utilities/From a Rockbridge Resident

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This email and document is to be made known that I do not agree with the request from KRJ to increase our cost to water and sewer in the Rockbridge neighborhood.

Since moving to 4953 Stonewood Pines Drive 6.5 years ago, I have been absolutely annoyed and disgusted by the amount we are currently being charged to use water that is only acceptable to flush a toilet. Never would I have thought that drinking water that cost so much would lead to health problem, but I always drank the water from the faucet or fridge and the first tragedy was a miscarriage. I understand that losing a baby is nothing new and cannot be solely the responsibility of the water, but to be honest that was the only change made.

I was fortunate enough to learn of the high levels of uranium before becoming pregnant again and therefore began drinking bottled water and spent over \$5000. I am also a big environmentalist and believe in recycling, but angers me to use so many plastic bottles. To clarify, I do use the gallon bottles, but we have a child that played 3 sports, so walking around with a gallon bottle of water was not feasible. My daughter has developed eczema as a baby that had to be minimized by boiling enough water to give her a bath.

I also know that cancer is a big unknown, but one of the questionable things found in our water during testing was carcinogenic. In 2016, I was diagnosed with cancer and no one in my family has any trace of it and based on my BRACA 25 testing, my children have no chance of getting cancer hereditarily.

All in all, I am very disappointed in KRJ and their attempt to gorge more money from this neighborhood. When we first moved here, we were told that there were only about 100 homes, so that was the reason the cost was so high, but that would change as more houses were built. We are almost at 350 homes and yet they find a way to request more money, which makes no sense. Any upgrades done could have easily been fixed with the massive amount of money they received over the many years. Fixes they have incurred is due to bad planning on their part and should not be passed down to those who get nothing in return.

If you have any questions, feel free to contact me.

Kind regards,

Zhenya Dozier

Worldwide Clinical Trials

Clinical Trials Associate Supervisor

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Jarvis, Lynn

From: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Sent: Wednesday, June 20, 2018 8:18 AM
To: Jarvis, Lynn
Cc: Grantmyre, William; Holt, Gina
Subject: FW: Docket No. W-1075 SUB 12 - KRJ, Inc. d/b/a KRJ Utilities - Position Letter

From: Casselberry, Gina
Sent: Wednesday, June 20, 2018 8:17 AM
To: 'Lisa Butler' <lisa.butler638789@gmail.com>
Subject: RE: [External] Docket No. W-1075 SUB 12

Ms. Butler

Thank you for your email concerning the request by KRJ, Inc. d/b/a KRJ Utilities (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

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Thank you for your interest in this matter.

Gina Casselberry

Gina Y. Casselberry
Utilities Engineer
Public Staff – Water and Sewer Division
Phone: 919-733-0890
Fax: 919-715-6704
gina.casselberry@psncuc.nc.gov

From: Lisa Butler [<mailto:lisa.butler638789@gmail.com>]
Sent: Tuesday, June 19, 2018 7:56 PM
To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Subject: [External] Docket No. W-1075 SUB 12

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Dear Ms. Casselberry,

I am a resident of Rockbridge Subdivision in Knightdale, NC. I understand that there is a public hearing scheduled for June 20, 2018 regarding a rate increase in the water service for Rockbridge. Unfortunately, I will not be able to attend but wanted to write to you to express my opposition to this proposed increase.

I have owned many homes in my life (in Texas, South Carolina, Virginia and now North Carolina) and I have never experienced the already high cost for water service as in my current home. The quality of the water, the water pressure and the lack of customer service from the provider is foreign to me.

I am a single, semi-retired, woman and simply cannot afford \$150+ a month for water. If this proposal is approved, I will be forced to sell my home. The increase in the cost of water service will greatly diminish my home's value.

Please hear those that will be attending and know that the entire community will be devastated by this rate increase. This neighborhood is a blend of young families and retirees. None of us can afford to pay for substandard water and service. There have been numerous times when I woke to no water at all and it took days to restore.

Thank you for your consideration.

Lisa Butler
5212 Emerald Spring Drive
Rockbridge Subdivision
Knightdale, NC

Sent from Mail for Windows 10

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Jarvis, Lynn

From: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Sent: Wednesday, June 20, 2018 8:16 AM
To: Jarvis, Lynn
Cc: Grantmyre, William; Holt, Gina
Subject: FW: W-1075, Sub 12 KRJ, Inc. d/b/a KRJ Utilities - Position Letter

From: Casselberry, Gina
Sent: Wednesday, June 20, 2018 8:15 AM
To: 'hmichael73@aol.com' <hmichael73@aol.com>
Subject: RE: [External] Southern Trace Subdivision Public Hearing

Mr. and Mrs. Hawkins

Thank you for your email concerning the request by KRJ, Inc. d/b/a KRJ Utilities (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

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Thank you for your interest in this matter.

Gina Casselberry

Gina Y. Casselberry
Utilities Engineer
Public Staff – Water and Sewer Division
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Fax: 919-715-6704
gina.casselberry@psncuc.nc.gov

From: hmichael73@aol.com [mailto:hmichael73@aol.com]
Sent: Tuesday, June 19, 2018 9:47 PM
To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Subject: [External] Southern Trace Subdivision Public Hearing

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With regards to the KJR proposal and respective rate increase, we were unable to attend the previous hearing and note our concerns.

A recent residents in Southern Trace (Jan 2018) we are already aware of the serious failings of KJR and the operation of the Community Well and water service to Southern Trace.

There are repeated issues with low water pressure.

There have been significant (documented) issues system operations resulting in dirty brown mud/sludge being delivered as water to the residents.

It appears there has been very little to no maintenance of the system and related quality of the water.

If there are PSC inspection reports and documentation on the quality and condition of the well water system these need to be published to the residents. If the system is maintained and operated satisfactorily, these reports may resolve a lot of the residents issues.

The stipulated settlement appears to imply that they will maintain the system within reasonable requirements ? Too date it appears they have not met this standard. This apparently has been a repeated issue. What are the residents options if the system is not maintained and the same poor service and water quality continue. There needs to be some avenue where KJR is held accountable.

Michael and Kimberly Hawkins
1609 Red Brick Rd
Garner NC 27529

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