

Campbell, Kimberley

From: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Sent: Thursday, October 3, 2019 7:35 AM
To: Statements
Cc: Casselberry, Gina
Subject: Docket No. W-354 Sub 364 FW: [External] Connetsee Falls (Brevard mailing address)

-----Original Message-----

From: Howard Fisher [mailto:fisherhc@gmail.com]
Sent: Wednesday, October 2, 2019 5:41 PM
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Subject: [External] Connetsee Falls (Brevard mailing address)

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Ms. Wade, I moved to Connetsee in 2010 and was surprised at how high the water and sewer rates were compared to our previous home in Pa. It was explained to me that since Connetsee Fall was developed in the early 70s the system was aging and that Carolina Water charged us more to compensate for increased number of repairs. Paying high water and sewer bills then made some sense to me. Now you are applying for a dramatic rate increase for all customers across the whole State without considering any local conditions. We have been paying high rates for the above reasons and now will be subject to even higher rates as our community gets thrown in with all others. Please give consideration to us for no or lower rate increases. Regards, Howard Fisher

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Campbell, Kimberley

From: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Sent: Thursday, October 3, 2019 7:36 AM
To: Statements
Cc: Casselberry, Gina
Subject: Docket No. W-354 Sub 364 FW: [External] RE: Water/Sewage Rat Increase

From: Evansart [mailto:Evansart@comcast.net]
Sent: Wednesday, October 2, 2019 5:57 PM
To: 'Cynthia Costa' <cynthia.costa@verizon.net>; 'Barry' <barryusmc44@gmail.com>; Wade, Sharon <sharon.wade@psncuc.nc.gov>
Cc: 'Jim Whitmore' <jimwhitmore@connesteeffalls.com>; 'Cyndy' <cyndylougolf@gmail.com>; 'Mike McCarthy' <mikemccarthy@citcom.net>; 'Nancy Scharish' <blytheshar@aol.com>; 'Janis Allen' <janisallen@janisallen.com>; 'Sue O'Neil' <susan34986@gmail.com>; 'Sue Bachman' <susanr.bachman@gmail.com>; 'Larry Kruse' <krusesl@citcom.net>; 'Jerre Kennedy' <exprofx2@comporium.net>; 'John F. Peil' <JP@jpswnc.com>; 'Judy Nichols' <jjs60@yahoo.com>; 'Judy and Don Patrick' <thepatricks@comporium.net>; 'Jerry Muench' <jamtwo@comcast.net>; 'Jerry Overton' <joverton45@icloud.com>; 'Jerry Thimme' <ejthimme@gmail.com>; 'Andy Phelps' <andyphelps287@gmail.com>; 'Felix Szczepanski' <pskp56a@gmail.com>; 'Joan Szczepanski' <joannnphil@me.com>; 'Jon Lokeitz' <jon@islandsupply.com>; 'Linda Garlock' <alamlin64@gmail.com>; 'David Gossett' <dgossett@nexsenpruet.com>; 'James Garlock' <garlockjames@gmail.com>
Subject: [External] RE: Water/Sewage Rat Increase

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Maybe I'm confused. Is this rate increase for the same company that has repeated water failures every year, and a sewer system that continually backs up, and almost every month dumps raw sewage into one or more of the lakes. Please excuse me if I am confused? After paying \$75 or more each of the 6 months of the year we are never there for 25 years, I must be confused.

Let's go one step further. Our primary residence is in Snee Farm Golf Club, Mt. Pleasant, SC (suburb of Charleston). Our home in Charleston is much larger than my home in CF, but my property taxes are 40% lower than Transylvania County. For this increase in property tax, the services we receive in CF must be much better than we receive in Mt. Pleasant. For example, do we receive neighborhood professional, on-duty police, fire and rescue dedicated to each neighborhood? Can anyone remember the last time a county sheriff roamed through CF. If we have a fire, do we wait for the volunteers to wake up. Admittedly I admire these guys who volunteer, as we do the EMS guys, but are they immediately available?

We all know we pay for the roads and road repair in CF, but Mt. Pleasant takes care of the roads and road repair. Water and sewer are much less expensive in Mt. Pleasant, and if you don't use any water, you don't get charged. Trash pick-up is every week, plus an additional pick-up of recycling material every other week, and every week pick-up of tree and yard debris plus any other waste products such as old appliances, old furniture, or old anything except maybe on old junk car (never really tried it, but maybe).

The Transylvania buckaroos who collect the taxes have realized they have no Big Businesses left to tax for their Champagne Tastes and new marketing plans, designed primarily for the benefit of the metro Brevard area. Their only tax base left in Transylvania...are the retirees. You and me. And property taxes are going up again.

Do we have anyone who represents the retired citizens? Do we need to marshal our collective voting power to elect a couple of guys to county council. Obviously yes, but we do a terrible job of even voting in new people to our own board. Same old people, same old "let's build a new whatever we want, and get everyone else to pay for it."

As noted, we have been in CF for 25+ years. The political problems, both neighborhood and county, have progressively gotten worse. But we are still here.
Yes, I admit... I must be confused.

From: Cynthia Costa [<mailto:cynthia.costa@verizon.net>]

Sent: Wednesday, October 02, 2019 3:17 PM

To: 'Barry'; Sharon.wade@psncuc.nc.gov

Cc: 'Jim Whitmore'; 'Cyndy'; 'Mike McCarthy'; 'Nancy Scharsish'; 'Janis Allen'; 'Sue O'Neil'; 'Sue Bachman'; 'Larry Kruse'; 'Jerre Kennedy'; 'John F. Peil'; 'Judy Nichols'; 'Judy and Don Patrick'; 'Jerry Muench'; 'Jerry Overton'; 'Jerry Thimme'; 'Andy Phelps'; 'Felix Szczepanski'; 'Joan Szczepanski'; 'Joanne and Bill Evans'; 'Jon Lokeitz'; 'Linda Garlock'; 'David Gossett'; 'James Garlock'

Subject: RE: Water/Sewage Rat Increase

My husband and I have owned a house in Connestee for 10 years and my parents owned it 20 years prior. We just retired from our jobs this week, sold our home in VA and are moving in to it on October 21st full time. We will be on a fixed income as many are in Connestee and we cannot afford a rate hike like this. Our bill has been \$72.41 when we are not even living there per month. Is this rate increase for catch up for all the years their meters were not working?

This high of an increase is not right. How can we protest?

Cynthia

From: Barry <barryusmc44@gmail.com>

Sent: Wednesday, October 2, 2019 12:06 PM

To: Sharon.wade@psncuc.nc.gov

Cc: Jim Whitmore <jimwhitmore@connesteefalls.com>; Cyndy <cyndylougolf@gmail.com>; Mike McCarthy <mikemccarthy@citcom.net>; Nancy Scharsish <blytheshar@aol.com>; Janis Allen <janisallen@janisallen.com>; Sue O'Neil <susan34986@gmail.com>; Sue Bachman <susanr.bachman@gmail.com>; Larry Kruse <krusesl@citcom.net>; Jerre Kennedy <exprof2@comporium.net>; John F. Peil <JP@jpswnc.com>; Judy Nichols <jjs60@yahoo.com>; Judy and Don Patrick <thepatricks@comporium.net>; Jerry Muench <jamtwo@comcast.net>; Jerry Overton <joverton45@icloud.com>; Jerry Thimme <eithimme@gmail.com>; Andy Phelps <andyphelps287@gmail.com>; Felix Szczepanski <pskp56a@gmail.com>; Joan Szczepanski <joannnphil@me.com>; Joanne and Bill Evans <evansart@comcast.net>; Cynthia Costa <cynthia.costa@verizon.net>; Jon Lokeitz <jon@islandsupply.com>; Linda Garlock <alamlin64@gmail.com>; David Gossett <dgossett@nexsenpruet.com>; James Garlock <garlockjames@gmail.com>

Subject: Water/Sewage Rat Increase

Dear Sharon,

I live in Connestee Falls community, 7 miles from Brevard, NC. Our GM just sent out an email indicating that Carolina Water Service has asked to increase both water and sewage fees by 16% and 35% respectively. It was not many years ago when the rates were increased substantially by this company. Our average water and sewage bill is \$90 to \$105 per month, just my wife and I. Adding another average of 23% to this already high bill is unbelievable. I understand that the company is a "for profit" entity, but it is time to slow down the increases. I have copied several of our other property owners. Maybe they can reply to this email with their thoughts to you as well. For those of you who are not familiar with the addressee, the name was give to us by our GM as a representative for the NC Utilities Commission who is there to listen, provide guidance, and help. Thank-you for your time,
Respectively,

Barry Hanchett

828 884 5950

cell 828 553 8936

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Oct 03 2019

Campbell, Kimberley

From: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Sent: Thursday, October 3, 2019 7:37 AM
To: Statements
Cc: Casselberry, Gina
Subject: Docket No. W-354 Sub 364 FW: [External] Rate increases for Connetsee Falls

-----Original Message-----

From: Beth Gillespie [mailto:bethpsych@aol.com]
Sent: Thursday, October 3, 2019 7:24 AM
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Subject: [External] Rate increases for Connetsee Falls

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Dear Sharon,

I recently received information about another rate increase for water and sewer service for our home in Connetsee Falls (Brevard, NC). I am very concerned about this. So are countless neighbors who have seen our rates keep rising.

Please take these concerns to heart as we are already paying a lot.

Sincerely,

Beth Gillespie

Sent from my iPhone

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Campbell, Kimberley

From: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Sent: Thursday, October 3, 2019 7:39 AM
To: Statements
Cc: Casselberry, Gina
Subject: Docket No. W-354 Sub 364 FW: [External] Carolina Water Service rate increase

From: TS Lovasko [mailto:tshalfback@gmail.com]
Sent: Wednesday, October 2, 2019 4:02 PM
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Subject: [External] Carolina Water Service rate increase

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This note is to express our concern to the projected large water and sewer rate increase. Our community, Connestee Falls, has a substantial retired population living on fixed incomes. We are among those residents and strongly object to this sizable rate increase.

Tom & Sue Lovasko
147 Middle Connestee Trail
Brevard, NC 28712

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Campbell, Kimberley

From: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Sent: Thursday, October 3, 2019 12:38 PM
To: Statements
Cc: Casselberry, Gina
Subject: Docket No. W-354 Sub 364 FW: [External] Proposed rate hike

From: DAVID SAETTEL <dasaettel@hotmail.com>
Sent: Thursday, October 3, 2019 10:07 AM
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Subject: [External] Proposed rate hike

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Concerning the proposed water & sewer rate hike, I am concerned that until they get ALL the problems fixed for the very frequent water outages, sanity concerns, boil advisories, etc. why should we pay MORE for LESS!!! We only live part-time in the Connestee Falls development of Transylvania County but have been without QUALITY water several times this past year. Please reconsider the increase until quality and dependable water/sewer service is provided.

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Oct 03 2019

Campbell, Kimberley

From: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Sent: Thursday, October 3, 2019 12:38 PM
To: Statements
Cc: Casselberry, Gina
Subject: Docket No. W-354 Sub 364 FW: [External] Water Utility Rates Carolina Water Utilities

From: Dan Thompson <dan@tecfla.com>
Sent: Thursday, October 3, 2019 11:56 AM
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>
Cc: Conneestee Falls Property Owners Assoc., Inc <cfpoa@comporium.net>; Jim McPherson (jimannmcp@comporium.net) <jimannmcp@comporium.net>
Subject: [External] Water Utility Rates Carolina Water Utilities

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Dear Ms. Wade:

This email is in protest to CWU raising the rates for sewer and water, if anything they should lower their rates!

Go online to: <https://efc.sog.unc.edu/resource/north-carolina-water-and-wastewater-rates-dashboard>

This Dash Board, sponsored by UNC, will give you rates for multiple utilities, you will find that CWU has among the highest rates in the state.

As example our current cost for 6,029 gallons is \$130.62. In Hendersonville it would be (for 6500 gallons) \$64.39; in Boone (for 6500 gallons it would be \$84.30; in Charlotte \$77.91, Franklin \$70.72; Raleigh \$90.07; Winston-Salem \$60.76.

When our bill, for the same amount of water and sewer service, is 45 to 100% higher than just some of the cities as referenced, how can CWU possibly justify raising our rates by 16% and 35% for water and sewer?

Do they plan and treating our water and sewer so it is more pure?

Are they going to improve the infrastructure so that there are fewer main breaks and raw sewage spilling into our lakes and streams?

Our is it merely to improve the bottom line for their investors?

Please let them know in the upcoming hearing of these concerns.

Respectfully,

Dan Thompson

43 Duya Ct.

Conneestee Falls

Brevard, NC 28712

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Oct 03 2019