

Jarvis, Lynn

From: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Sent: Wednesday, August 1, 2018 10:11 AM
To: Statements
Cc: Holt, Gina; Grantmyre, William
Subject: FW: Docket No. W-354, Sub 360 Carolina Water Service, Inc. of North Carolina Position Letter

From: Casselberry, Gina
Sent: Wednesday, August 01, 2018 10:09 AM
To: 'D. G.' <beachgal_98@yahoo.com>
Subject: RE: [External] Stop the high water bill increases

Ms. Goodwin

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (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: D. G. [mailto:beachgal_98@yahoo.com]
Sent: Wednesday, July 25, 2018 3:54 PM
To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Subject: [External] Stop the high water bill increases

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Aug 01 2018

July 25, 2018

North Carolina Utilities Commission
Consumer Advocate Department
Dobbs Building
430 North Salisbury Street
Raleigh, N. C. 27603-5918

Re: Brandywine Bay, Morehead City, N. C.

Dear Sirs:

In the last few weeks, I received a notice of a proposed rate increase in my water and sewer bills from Carolina Water Service, Inc. (CWSNC). This is just the most recent of many over the years as we do get these rate increases on a regular basis. In my area, there is not a competitive source of which I can get water and sewer. My bill has gone up considerably every year and I am a single person paying outrageous base rates and prices. It has become a great concern that my water bill goes up so much every year. I am worried of what your company is going to do next. I do not want to be forced out of my home.

I do realize that they need a rate of return of 8.2% to do business; however, in light of this fact, is also the large tax reduction of 13% for corporations that went into effect this year. With the tax reduction now in effect, it does not seem that an increase in my bill would be appropriate at this time.

Also, a continuing complaint that I hear from residents is the quality of the water supply. It would be greatly appreciated if you would respond to my request to review the overall picture of rate increases over the many years. I look forward to your response and do appreciate your time in reviewing my request.

Sincerely,

Debra J. Goodwin
904 Cedarwood Village
Morehead City, NC 28557

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Aug 01 2018

Jarvis, Lynn

From: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Sent: Wednesday, August 1, 2018 9:03 AM
To: Statements
Cc: Holt, Gina; Grantmyre, William
Subject: FW: Carolina Water Service, Inc. of North Carolina - Position letter

From: Casselberry, Gina
Sent: Wednesday, August 01, 2018 9:02 AM
To: 'Fred Carpenter' <dennismildred@att.net>
Subject: RE: [External] Water on Licklog Ridge, Hayesville, NC

Mr. Carpenter

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (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: Fred Carpenter [<mailto:dennismildred@att.net>]
Sent: Thursday, July 26, 2018 3:32 PM
To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Subject: [External] Water on Licklog Ridge, Hayesville, NC

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Dear Ms. Casselberry:

I am a home owner on Licklog Ridge in The Ridges, located in Hayesville, N.C. I have two issues I would like to address:

1. In the email you sent to us about the September hearing, the nearest location to us is listed as being in Asheville. This is a two and a half hour drive one way. You need to hold a hearing in Murphy or Franklin to allow us an opportunity to be heard.

2. In the Ridges, we currently pay a flat rate. People in small townhomes, who are often here for only several months out of the year, pay the same rate as owners of large homes, sometimes with swimming pools, who are here year round. For a number of years now, people on Licklog Ridge have asked to go to meter reading. The response we have always been given to this request is that there are no meters, however EVERY townhouse and house on Licklog Ridge has a meter. Ms. Debra Clark, of CWSNS, has been asked to facilitate this matter, however as of this date, she has not been able to contact the person who can respond.

We on Licklog Ridge are already paying too much for our water service. The water tastes so bad, most of us buy bottled water. The water is used to flush toilets, run a dishwasher, and in the summer, help to water an extremely small townhouse yard.

Appendix A-1, page 8, paragraph 6 sounds as if we need to hire an attorney to file a motion. I will give you reasonable time to respond to this email before further action is taken.

Thank you for prompt attention in this matter!

Dennis Carpenter
476 Licklog Ridge
Hayesville, North Carolina 28904
Cell: 770-540-3494

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