

# FAX

Docket No. W-1314, Sub 4  
Pluris Webb Creek, LLC  
Pluris Webb Creek WWTP  
Consumer Statement

TO:	Mike Franklin	FROM:	Catherine Wilson
FAX:	919-715-6704	FAX:	
PHONE:	Unknown	PHONE:	719-210-3318
SUBJECT:	Utility Bill Increase	DATE:	16 Sept 2020

COMMENTS: This request is submitted as testimony for Catherine Wilson in response to letter received stating increase in Pluris Webb Creek Utility monthly bill.

Catherine Wilson, 205 Faison Lane

Hubert, N C 28539

Dear Mr. Franklin:

This letter is in response to a written notification I received informing me of the rate change in my monthly bill from Pluris Webb Creek Utilities. I understand from the contents of the letter that registering to partake in meeting via a web connection is more feasible and better accepted as a valid testimony. However, I do not want to risk my computer crashing, power outage or any other form of disruption to keep me from pleading my case on 23 Sept.

Please accept this email/fax (as I plan to submit by both means) as a valid testimony as why I believe this increase to be exorbitant.

I have been retired for six (6) years and that is the only income I have. I budget my money best I can to accommodate all my bills. I do not pay out for outlandish, unnecessary items. At the end of paying my bills, rent, food and gas items, I do have some money left over to try to put away or have in case of emergencies.

I understand prices increase yearly in many areas. Some categories have increases monthly. That is what I hope to have enough for in the money I do get to save. But realizing this, it is easier to meet the increases a little at a time. Increase utilities, insurances, various communication systems (cable and phone) and other areas yearly by \$5.00 a month if necessary. This enables me to adjust my budget gradually.

It is not the fault of the customers that your company has not increased the utility bill over the last four (4) years. By doing so by \$5.00 to \$7.00 a month may have met your need of spending more in supplying utilities to residents.

I do not get a cost of living increase every year with my retirement pay. However, I do get an increase in my car insurance, out-of-pocket health cost not covered by Medicare and supplements, internet fees, and so on. I am 69 years old and there is not much of a chance to be hired for any good paying position.

I am requesting very sincerely that Pluris Webb Creek seriously reconsider this increase, which for myself can amount to an additional \$39.69 a month, of this exorbitant amount "monthly" to a more modified and acceptable amount of \$10.00 to \$15.00 a month for the next 12 months and then possibly \$5.00 a month thereafter. If necessary to do this every year for a while, understandable. Maybe not necessary some years.

Please be advised I did not wait this long to state my case. Since receiving your letter, I have called the telephone number stated in the letter of 866-380-9816. That individual stated they did not handle the submissions, but that I needed to call 919-733-0382. I did that on two (2) occasions (3 and 9 Sept), giving time in between for a call back. I have not received any calls or phone messages to date.

My contact information needed for this submission is: Catherine Wilson, 205 Faison Lane, Hubert, NC 28539, Subdivision -- Foxtrace (told by office this is my subdivision), Account #00028802, telephone #719-210-3318.

I thank you in advance for taking the time to read this letter and I hope it is acceptable to submit as a request for a lower increase to my monthly bill.

Sincerely,

Catherine Wilson