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Clerk's Office
N.C. Utilities Commission

**Carolina Water Service, Inc.
NCUC Docket No. W-354, Sub 356**

Day, Diana

From: Consumer
Sent: Friday, June 30, 2017 3:20 PM
To: Day, Diana
Subject: FW: Complaint 33511 Rex

FILED

JUL 12 2017

Clerk's Office
N.C. Utilities Commission

Here it is, now that I read it again I wonder if it is yours. Let me know.
Thanks
RR

From: consforms@ncdoj.gov [mailto:consforms@ncdoj.gov]
Sent: Friday, June 30, 2017 8:16 AM
To: Consumer
Subject: Complaint 33511 Rex

Your Information

Prefix	Ms	* First Name	Lynn
Middle Initial	V	* Last Name	Rex
* Mailing Address	2206 Chicago loop		
* City	Sanford		
* State	Nc	* Zip Code	27332

Country, if not US

Day Phone Number (including area code) 8623771770

Evening Phone Number (including area code)

Cell Phone Number (including area code) 8623771770

Fax Number (including area code)

County of Residence	Email Address	<u>Lrexrx@aol.com</u>
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I am a military service member or military spouse	No
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Information About Company Against Which You Are Complaining

* Full name of company	CWSNC
Address	

City Raleigh
State NC Zip Code
Country, if not US
Company's internet address (URL)
* Telephone number, including area code
Fax number, including area code

Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved Water and sewer servicei

Date of purchase, service, contract 1/1/1989 12:00:00 AM

Manufacturer or brand

Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease? No

Start Date 1/1/1989 12:00:00 AM End Date

Total amount paid Amount in dispute

How was payment made: Debit card

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

Information About the Transaction

How was initial contact made between you and the

Other

Where did the transaction take place?

Other

Details of Complaint

* Details I am opposing the rate hike for water/sewer service provided to Carolina Trace. We are sitting ducks and are being ripped off. I am a single person that works outside the home, does minimal laundry, doesn't wash my car and I pay more than my electric bill for my water service. Now we have been notified that there is a proposed rate hike, for what??? We are, as I said, "sitting ducks", captive to what the burocracy dictates. By this complaint, I am protesting the current rates AND the increase! Respectfully,
Limit of 2500 characters Lynn Rex

Resolution Attempts You Have Made

Have you contacted the company with your complaint? No

If yes, name of person most recently contacted

His/her phone number, incl. area code

Results

* What resolution would you consider fair? (Limit 1,000 characters) To compare price of services provided to other parts of Sanford and compare prices to service provided to Carolina Lakes community. Bring price of minibar service down to earth.

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? No

If yes, where and when?

If already heard, what was the result?

Will you be submitting
documentation by mail
or fax?

DAVID HENDERSON
SABRINA BOYTE
105A RESERVE LANE
MOREHEAD CITY, NC
28557

David Henderson

Sincerely - Thank you for your efforts

Unknown of

had 1/8 acre lot (house included)

Attached see copy of my lot

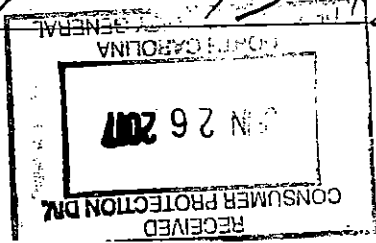
Current rates are ridiculously high.

with service rate hike.

I hereby waive my severer objections
to the attached request for utility

I will keep it short & sweet.

The Honorable Jack Stein. AG



6/23/17

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

**NOTICE TO UNIFORM WATER
AND SEWER RATE DIVISION
CUSTOMERS**

CWSNC is proposing to establish four rate divisions for ratemaking purposes: CWSNC Uniform Water, CWSNC Uniform Sewer, Bradfield Farms/Fairfield Harbour Water, and Bradfield Farms/Fairfield Harbour Sewer. The Applicant proposes uniform water rates for the former Clearwater systems, Treasure Cove, Register Place Estates/North Hills, Glen Arbor/North Bend and Forest Hills Subdivisions; and uniform water and sewer rates for the Fairfield Mountain Valley (a.k.a. Rumbling Bald) service area, Highland Shores Subdivision, Laurel Mountain Estates, the Fairfield Sapphire Valley service area, Carolina Trace Development, the Connetsee Falls Subdivision, and the Nags Head service area (sewer only).

2000023092 2310/2

Bill Date	Account Number	Due Date	Please Pay
05/31/2017	0154900000	06/21/2017	\$135.82

Name **DAVID HENDERSON**

Primary Phone # (252) 808-3206

Service Address **105A RESERVE LN, MOREHEAD CITY, NC, 28557**

Activity Since Last Bill

Previous Balance	\$109.03	
Payments received as of 05/31/2017	-\$109.03	
Balance as of 05/31/2017		\$0.00

Residential Water Service

Residential Water Base Charge	\$22.40	
7,570 gallons at \$6.40 per 1,000 gallons	\$48.45	
Water System Improvement Charge	\$0.45	
Total Residential Water Service		\$71.30

Residential Wastewater Service

Residential Base Charge	\$42.40	
7,570 gallons at \$2.90 per 1,000 gallons	\$21.95	
Sewer System Improvement Charge	\$0.17	
Total Residential Wastewater Service		\$64.52
Total Amount Due		\$135.82

Summary of Service

Meter Reading Meter # 16249727
Current 1279980 05/24/2017
Previous 1272410 04/26/2017
Usage 7,570 Gallons
Number of Days: 28
Average Daily Use: 270.36 Gallons
Average Daily Cost: \$4.85
Register Constant: 1

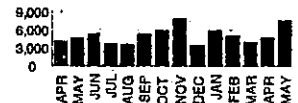
Billing History

in dollars



Consumption History for Water

in GAL



A fee of 1% per month is added to unpaid balances 25 days after the bill date. Make check payable to: Carolina Water Service Inc of NC.
Rate Schedules are available upon request. Visit www.uiwater.com for important account offerings.

Messages

The NC Utilities Commission has approved Water and Sewer System Improvement Charges per Docket W354, Sub 344A of 0.64% and 0.27% for services rendered on and after April 1, 2017. A portion of this bill may have been prorated at the new rates.

NC customers are asked to keep informed of current weekly updated water restrictions by checking the NC Commission's web page at

(800)525-7990.