

Subject:

RE: docket# W-354, sub 356

**From:** Paul Potter <[pbpotter@att.net](mailto:pbpotter@att.net)>  
**Date:** August 13, 2017 at 1:49:33 PM AST  
**To:** "[gina.holt@psncuc.nc.gov](mailto:gina.holt@psncuc.nc.gov)" <[gina.holt@psncuc.nc.gov](mailto:gina.holt@psncuc.nc.gov)>  
**Subject:** docket# W-354, sub 356  
**Reply-To:** Paul Potter <[pbpotter@att.net](mailto:pbpotter@att.net)>

There is no good reason for a rate increase by Utilities, Inc. When you attend a hearing they will have more than a dozen high paid individuals there, but no one can answer any questions. Since I bought my house, I am trapped into buying my water from them. If I could legally disconnect from their service, I would drill a well today. My water bill in 1990 was \$3.00 for 5000 gallons. When Utilities, Inc. bought the service it went to \$10 for 3000. Now they want \$25 just to mail a bill. This is Chicago politics at best, extortion at worse. I have a house in Warsaw which charges \$13.47 for 3000 gallons of treated water. How can Utilities want so much to pump water from the ground through lines that are at best just adequate to supply the houses if no one is using sprinklers. I have to treat my water due to the minerals. Glasses come out cloudy when washed. I drink water run through a reverse osmosis unit. The story is Utilities, Inc. let two employees go because the supervisor had an employee running tests on the wells that was not qualified . It is so bad that the Pander County Board of Commissioners have directly contacted the Utilities Commission. Not only should Utilities, Inc. not get a rate increase, they should be required to reduce rates until they improve service.

Paul Potter, 7005 Northbend Road, Wilmington,28411

**Casselberry, Gina**

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**From:** Edward Clement <EJClement1@hotmail.com>  
**Sent:** Wednesday, August 16, 2017 10:08 AM  
**To:** Casselberry, Gina  
**Subject:** CWS Rate Hike Proposal

Dear Gina Casselberry,

We live at 35 Mountain Lea, Unit 1D, Sapphire, NC 28774 in the Hilltop Condos and would like to take this opportunity to urge you not to grant an increase for CWS. We have lived here for 17 years and the service provided by CWS is sub par at best. The infrastructure at Hilltop is old and CWS does nothing more than patch leaks with PVC pipe connected to rotten galvanized pipes throughout the years rather than doing upgrades. In my opinion they have pocketed profits at the expense of the infrastructure over the years and are now seeking additional revenue to clean up the mess. I don't think they should be rewarded for poor management at the expense of their customers.

*Edward J. Clement Jr.*

Regards,  
Edward J. Clement Jr.  
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Aug 16 2017