

**STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH**

DOCKET NO. W-1318, SUB 1

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of  
Application by HH Water, LLC, for )  
Authority to Adjust and Increase Rates ) ORDER RESCHEDULING PUBLIC  
for Water Utility Service in High Hampton ) WITNESS HEARING, REVISING  
Service Areas in Jackson County, ) DATES FOR FILING REPORTS, AND  
North Carolina ) REQUIRING CUSTOMER NOTICE  
)

BY THE COMMISSION: On January 26, 2024, HH Water, LLC (Applicant or HH Water), filed an application with the Commission seeking authority to increase its rates for providing water utility service in the High Hampton service area in Jackson County, North Carolina (Application). On February 2, 2024, the Applicant filed an amended application. The Applicant provides water utility service to 276 customers (274 residential customers and two commercial customers).

On April 11, 2024, the Commission issued an Order Scheduling Hearings, Establishing Procedural and Filing Requirements, and Requiring Customer Notice (Scheduling Order), which among other things, set this matter for a public witness hearing on Wednesday, May 22, 2024, at the Jackson County Courthouse in Sylva, North Carolina. The Scheduling Order also directs HH Water to mail or hand deliver Appendix A, a Notice to Customers to all affected customers no later than 10 days after the date of the Scheduling Order.

On April 12, 2024, counsel for HH Water, Mr. Edward Finley, Jr., contacted the Public Staff and the Commission Staff and requested that the Commission re-schedule the public witness hearing due to a pre-arranged out of the country commitment on the date of the public hearing. The Public Staff does not object to Mr. Finley's request.

Based on the foregoing and the record, the Commission finds good cause to cancel the public witness hearing scheduled for Wednesday, May 22, 2024, and to reschedule said hearing to Tuesday, June 4, 2024.

IT IS, THEREFORE, ORDERED as follows:

1. That the public witness hearing previously scheduled for Wednesday, May 22, 2024, shall be, and is hereby, canceled;
2. That a public witness hearing shall be, and is hereby scheduled to begin at 7:00 p.m., on Tuesday, June 4, 2024, at the Jackson County Courthouse, Courtroom 2,

401 Grindstaff Cove Road, Sylva, North Carolina 28779. *This hearing may be canceled if no significant protests are received on or before Wednesday, May 22, 2024;*

3. That HH Water is required to file a verified report addressing all customer service and service quality complaints expressed during the customer hearing held on Tuesday, June 4, 2024, within 14 days of the conclusion of the customer hearing. The Public Staff shall, and other intervenors may, file a verified response and any comments to HH Water's report on or before Wednesday, July 3, 2024; and

4. That the revised Notice to Customers, attached hereto as Appendix A, shall be mailed with sufficient postage or hand delivered by HH Water to all affected customers no later than 10 days after the date of this Order; and HH Water shall submit to the Commission the attached Certificate of Service properly signed and notarized no later than 15 days after the date of this Order.

ISSUED BY ORDER OF THE COMMISSION.

This the 22nd day of April, 2024.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in cursive script that reads "Tamika D. Conyers". The signature is written in black ink and is positioned above the printed name of the signatory.

Tamika D. Conyers, Deputy Clerk

**STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH**

DOCKET NO. W-1318, SUB 1

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of  
Application by HH Water, LLC, for )  
Authority to Adjust and Increase Rates for ) NOTICE TO CUSTOMERS  
Water Utility Service in High Hampton )  
Service Areas in Jackson County, )  
North Carolina )

NOTICE IS HEREBY GIVEN that HH Water, LLC (Applicant or HH Water), filed an application with the North Carolina Utilities Commission on January 26, 2024, for Authority to Adjust and Increase Rates for Water Utility Service Rates in the High Hampton service area in Jackson County, North Carolina.

EFFECT OF RATES:

The present water rates for HH Water were approved in Docket No. W-1318, Sub 0, and have been in effect since September 11, 2017. The present and proposed rates are as follows:

	<u>Present</u>	<u>Proposed</u>
<u>Monthly Flat Water Rates:</u>		
Residential service	\$ 20.94	\$ 97.86
High Hampton Inn and Country Club	\$1,504.13	\$10,326.05

Note: Facilities owned and operated by High Hampton Inn and Country Club include the hotel, hotel kitchen and dining facilities, rental cottages, recreation facilities, snack areas, daycare facility, retail shops, maintenance areas, and offices.

Reconnection Charge:

If service cut off for good cause:	\$14.28	\$14.28
If service discontinued at customer request: <sup>1/</sup>	\$14.28	\$14.28

<sup>1/</sup> Customers who request to be reconnected, within nine months of a requested disconnection, will be assessed normal water rates for the period of disconnection.

<u>Tap-on Fees <sup>2/</sup>:</u>	\$0	\$4,500 per REU
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<sup>2/</sup> One REU is equal to 360 gallons per day (GPD)

The proposed rates would increase the flat water monthly bill for residential water service by \$76.92 per month, or 367.34%. The present flat rate monthly bill for residential water is \$20.94 and \$97.86 with the proposed rates. The proposed rates would increase the flat rate water monthly bill for commercial water service by \$8,821.92 per month, or 586.51%. The present flat rate monthly bill for commercial water is \$1,504.13 and \$10,326.05 with the proposed rates.

## **OTHER MATTERS**

A list of present rates, together with details of the proposed adjustments in rates, can be obtained at the business offices of HH Water or at the Office of the Chief Clerk of the North Carolina Utilities Commission, Dobbs Building, 430 North Salisbury Street Raleigh, North Carolina, where a copy of the Application is available for review. These materials, as well as pleadings, the prefiled testimony and exhibits of all parties, the transcripts of all hearings, briefs, and proposed orders, may be viewed as they become available on the Commission's website at [www.ncuc.gov](http://www.ncuc.gov). Click on "Docket Search" and search for docket number "(W-1318 Sub 1)".

The Commission has suspended the proposed rate changes and has scheduled the Application for investigation and hearing. Persons desiring to present testimony for the record should appear at the public hearing. Persons desiring to send written statements to inform the Commission of their positions in the matter should address their statements to the North Carolina Utilities Commission, 4325 Mail Service Center, Raleigh, North Carolina 27699-4300, and reference Docket No. W-1318, Sub 1. However, such written statements cannot be considered competent evidence unless those persons appear at the hearing and testify concerning the information contained in their written statements. Customers can also email the Commission a statement about HH Water's rate request via the Commission's website at [www.ncuc.gov/contactus.html](http://www.ncuc.gov/contactus.html). In either case, consumer statements will be placed in Docket No. W-1318, Sub 1CS, and may be accessed by searching for that docket number via the Commission's website.

FURTHER NOTICE IS GIVEN that the North Carolina Utilities Commission has scheduled a hearing for the purpose of receiving public witness testimony on HH Water's Application shall be, and is hereby scheduled to begin at 7:00 p.m. on Tuesday, June 4, 2024, at the Jackson County Courthouse, Courtroom 2, 401 Grindstaff Cove Road, Sylva, NC 28779. *This hearing may be canceled if no significant protests are received on or before Wednesday, May 22, 2024;*

The hearing on June 4, 2024, will be solely for the purpose of receiving the testimony of public witnesses in accordance with Commission Rule R1-21(g). The Commission reserves the right to limit testimony at the public witness hearings pursuant to Commission Rule R1-21(g)(5).

The hearings will resume in Raleigh at 10:00 a.m., on Thursday, July 11, 2024, solely for the purpose of receiving expert witness testimony from the parties' witnesses

and will continue as required for testimony and cross-examination of expert witnesses for HH Water, the Public Staff, and other intervenors.

Persons having an interest in the investigation and desiring to intervene in the matter as formal parties of record may file their petitions to intervene not later than June 7, 2024. These petitions should reference Docket No. W-1318, Sub 1 and should be filed with the Chief Clerk of the North Carolina Utilities Commission, 4325 Mail Service Center, Raleigh, North Carolina 27699-4300. All parties to this proceeding planning to present expert testimony must prefile their testimony and exhibits not later than June 7, 2024.

The Public Staff is authorized by statute to represent consumers in proceedings before the Commission. Written statements to the Public Staff should include any information which the writers wish to be considered by the Public Staff in its investigation of the matter. Such statements should be addressed to:

Mr. Christopher J. Ayers  
Executive Director  
Public Staff – North Carolina Utilities Commission  
4326 Mail Service Center  
Raleigh, North Carolina 27699-4300

The Attorney General is also authorized by statute to represent consumers in proceedings before the Commission. Statements to the Attorney General should be addressed to:

The Honorable Josh Stein  
Attorney General of North Carolina  
c/o Consumer Protection – Utilities  
9001 Mail Service Center  
Raleigh, North Carolina 27699-9001

This the 22nd day of April, 2024.

NORTH CAROLINA UTILITIES COMMISSION

A handwritten signature in cursive script that reads "Tamika D. Conyers".

Tamika D. Conyers, Deputy Clerk

**CERTIFICATE OF SERVICE**

I, \_\_\_\_\_, mailed with sufficient postage or hand delivered to all affected customers the attached Notice to Customers issued by the North Carolina Utilities Commission in Docket No. W-1318 Sub 1, and the Notice was mailed or hand delivered by the date specified in the Order.

This the \_\_\_\_ day of \_\_\_\_\_, 2024.

By: \_\_\_\_\_  
Signature  
\_\_\_\_\_  
Name of Utility Company

The above named Applicant, \_\_\_\_\_, personally appeared before me this day and, being first duly sworn, says that the required Notice to Customers was mailed or hand delivered to all affected customers, as required by the Commission Order dated \_\_\_\_\_ in Docket No. W-1318, Sub 1.

Witness my hand and notarial seal, this the \_\_\_\_ day of \_\_\_\_\_, 2024.

\_\_\_\_\_  
Notary Public

\_\_\_\_\_  
Printed Name

(SEAL) My Commission Expires: \_\_\_\_\_  
Date