

INFORMATION SHEET

OFFICIAL COPY

PRESIDING: Brown-Bland, Gray, Clodfelter
PLACE: Macon County Courthouse, Franklin, North Carolina
DATE: October 25, 2017 (Volume 2)
TIME: 6:39 p.m. to 7:23 p.m.
DOCKET NO.: W-390, Sub 13
COMPANIES: Riverbend Estates Water System
DESCRIPTION: Request by Public Staff for Appointment of
Carolina Water Service, Inc. of North Carolina
as Emergency Operator of the Riverbend Estates
Water System in Macon County, North Carolina

FILED
NOV 08 2017
Clerk's Office
N.C. Utilities Commission

APPEARANCES

FOR RIVERBEND ESTATES WATER SYSTEM, INC:
Stuart D. Sloan, Esq.

FOR THE USING AND CONSUMING PUBLIC
William E. Grantmyre, Esq.

WITNESSES

Ronnie Dills (for Beth Curry)
Lynn Kanakry

EXHIBITS

Public Staff/Curry-Dills 1 I/A
Public Staff/Curry-Dills 2 I/A

EMAIL COPIES ORDERED: Grantmyre

REPORTED BY: Marianne Aguirre
TRANSCRIBED BY: Marianne Aguirre
DATE TRANSCRIBED: November 6, 2017

TRANSCRIPT PAGES: 36
PREFILED PAGES: -0-

NORTH CAROLINA UTILITIES COMMISSION
PUBLIC STAFF - APPEARANCE SLIP

DATE October 25, 2017 DOCKET #W-390 Sub 13

PUBLIC STAFF MEMBER William E. Grantmyre

ORDER FOR TRANSCRIPT OF TESTIMONY TO BE EMAILED TO THE
PUBLIC STAFF - PLEASE INDICATE YOUR DIVISION AS WELL AS
YOUR EMAIL ADDRESS BELOW:

ACCOUNTING _____

WATER _____

COMMUNICATIONS _____

ELECTRIC _____

GAS _____

TRANSPORTATION _____

ECONOMICS _____

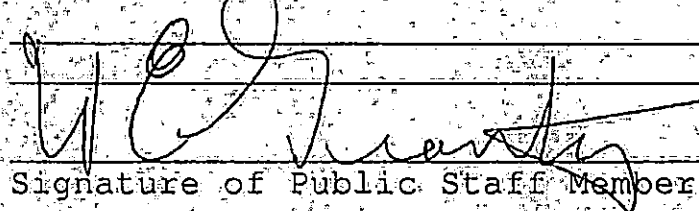
LEGAL William.e.grantmyre@psncuc.nc.gov

CONSUMER SERVICES _____

PLEASE NOTE: Electronic Copies of the regular transcript
can be obtained from the NCUC web site at
HTTP://NCUC.commerce.state.nc.us/docksrch.html under the
respective docket number.

____ Number of copies of Confidential portion of
regular transcript (assuming a confidentiality agreement
has been signed). Confidential pages will still be
received in paper copies.

***PLEASE INDICATE BELOW WHO HAS SIGNED A CONFIDENTIALITY
AGREEMENT. IF YOU DO NOT SIGN, YOU WILL NOT RECEIVE THE
CONFIDENTIAL PORTIONS!!!!



Signature of Public Staff Member

NORTH CAROLINA UTILITIES COMMISSION
APPEARANCE SLIP

DATE 10/25/17 DOCKET #: _____
NAME AND TITLE OF ATTORNEY Stuart Sloan
FIRM NAME Sloan & VanHook, PLLC
ADDRESS 111 Hensley Hollow Dr.
CITY Franklin NC ZIP 28734

APPEARING FOR: Kirchland Estates Water System Inc.

APPLICANT _____ COMPLAINANT _____ INTERVENER _____
PROTESTANT _____ RESPONDENT X DEFENDANT _____

ARE YOU THE COMPANY OR REPRESENTED COMPANY PAYING FOR COURT REPORTING SERVICES Yes / No (Circle one)

PLEASE NOTE: Electronic Copies of the regular transcript can be obtained from the NCUC web site at [HTTP://NCUC.commerce.state.nc.us/docksrc h.html](http://NCUC.commerce.state.nc.us/docksrc h.html) under the respective docket number.

_____ Number of Electronic Copies for regular transcript. There will be a charge of \$5.00 for each emailed copy. Please indicate your name, phone number and email below.

_____ Number of copies of Confidential portion of regular transcript (assuming a confidentiality agreement has been signed). This will be mailed.

_____ Number of copies for mini transcript (condensed)
Your name, phone number and email address:

Stuart Sloan, 828-276-1177, st@stuartvanhook.com

(SIGNATURE OF PARTY OR ATTORNEY ORDERING TRANSCRIPT)

***PLEASE INDICATE BELOW WHO HAS SIGNED A CONFIDENTIALITY AGREEMENT. IF YOU DO NOT SIGN, YOU WILL NOT RECEIVE THE CONFIDENTIAL PORTIONS!!!!

Stuart Sloan
Signature of Attorney

October 25, 2017



I/A

Dear Commissioners:

We petition you for **immediate** financial relief from the unjust water rate increases levied against us. These increases were imposed upon us without our approval or consent. The former base rate of \$18.71 was raised to \$35. This represents an 87% increase, or 187% of the original rate. We are asking that this base rate increase be **immediately revoked**. We were previously billed for water consumption at a rate of \$5 per 1000 gallons. We are now billed at a rate of \$11.95 per 1000 gallons. This is a 139% increase, or 239% of the former rate. We ask that this increased consumption rate be **immediately revoked**. These rate increases are unquestionably unethical and perhaps criminal. These rates are more than double what the average Macon County resident pays. We understand inflation and basic economics, but these rate increases are beyond reasonable market adjustments for our area. It appears that the water rate increases imposed by the Commission were for the financial benefit of the private owners instead of for the protection of the individual consumers. We currently have no other option for water service. I have always been in favor of us the consumers purchasing water directly from the town of Franklin instead of paying a middle man who supplies the city's water to us. I have been told that this is not an option. We would be grateful for any rate decrease, but we petition that the commission completely renegotiate the water rates **with the consent and approval of the residents** affected by this decision. We cannot afford for this matter to be continually delayed. Thank you for your prompt action.

Sincerely,

Riverbend Estates residents

James + Beth Curry 222 Cszonka Rd., Franklin
Sandia + Stacey Dendy 138 Lakeshore Dr. Franklin
Tammi Dills 1111 Lakeshore Dr. Franklin
Cindy Holden 359 Lake Shore Dr. Franklin
Kelly Asch 1084 Lakeshore Dr Franklin
Lynn Zachary 12 Hibbs Hwy Hobbs Franklin
Jose Morales 40 Cszonka rd Franklin
Stan Borkson 149 Cszonka Franklin NC
Mark + Lynn Kanakry 307 N. Shore Dr. Franklin NC



Riverbend Estates Water Systems Inc
Customer Service: (800) 525-7990
Collections: (800) 525-7990
Emergency Phone: (800) 525-7990
www.carolinawaterservicenc.com

I/A

Bill Date	Account Number	Due Date	Please Pay
09/24/2017	6299113777	10/19/2017	\$662.43

Name **JAMES CURRY**
Service Address 222 CSZONKA, Franklin, NC, 28734

Primary Phone # (828) 332-2733

Activity Since Last Bill

Previous Balance
Payments received as of 09/24/2017
Balance as of 09/24/2017

Adjustments

Late Payment Charge

Residential Water Service

Water Base Charge
7,520 gallons at \$11.95 per 1,000 gallons
Total Residential Water Service

Total Amount Due

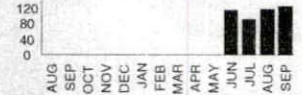


\$532.25
\$0.00
\$532.25
\$5.32
\$35.00
\$89.86
\$124.86
\$662.43

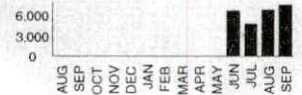
Summary of Service

Meter Reading Meter # 76064420
Current 252160 09/20/2017
Previous 244640 08/23/2017
Usage 7,520 Gallons
Number of Days: 28
Average Daily Use: 268.57 Gallons
Average Daily Cost: \$4.46
Register Constant: 1

Billing History
in dollars



Consumption History for Water
in GAL



The balance of \$662.43 represents a false charge of \$209.27 from REWS. I have paid \$205.76 but I still owe \$247.40 from the last 2 months. We cannot afford to pay this much for water.

Make check payable to: Riverbend Estates Water Systems Inc.

iterservicenc.com for important account offerings.

disconnection. Please note the due date on this bill refers to the current bill

Messages

Our records indicate the amount and does not ex



PC
Alt

Curry
This is a copy of my current water bill.

Both Curry



629911377700000662437

count Number: 6299113777
Due Date: 10/19/2017
Please Pay: \$662.43

Amount Paid

UTJ0925A ALL FOR
7000016786 00.004



JAMES CURRY
222 CSZONKA
FRANKLIN NC 28734-6622



Riverbend Estates Water Systems Inc
PO Box 11025
Lewiston ME 04243-9476

☐ Address correction requested on back

Riverbend Estate Water System

P O Box 419

Otto, NC 28763

BILL TO

James Curry

222 Czonka Ln

Franklin, NC 28734

INVOICE #

DATE 10/06/2016

DUE DATE 10/06/2016

TERMS Due on receipt

ACCOUNT#

76064420

PREV. METER

0170820

CURRENT METER

0176780

ACTIVITY

QTY

RATE

AMOUNT

Base Rate

1

18.71

18.71

Water Usage

5,960

0.005

29.80

BALANCE DUE

\$48.51

Curry

*This is a copy
of my water bill
from a year ago.*

Beth Curry

