

Mount, Gail

From: Finley, Ed
Sent: Thursday, December 31, 2015 11:15 AM
To: Duane Coverston
Cc: Beatty, Bryan; Rabon, Susan; Brown-Bland, ToNola; Bailey, Don; Dockham, Jerry; Patterson, James; Statements
Subject: RE: DOCKET NO W-354, SUB 344

FILED

DEC 31 2015

Mr. Coverston,

Thank you for your email. You ask who was at the hearing to speak for impacted citizens. Hearings were held through the service area to hear directly from consumers of the company's services. By state statute the Public Staff represents consumers. That agency investigated the application, audited the company's books, found adjustments that reduced the requested increase and ultimately reached a stipulation with the company on a partial increase. The Commission accepted the stipulation after determining that it was fair.

Clerk's Office
N.C. Utilities Commission

All of the submissions in this docket can be reviewed on the Commission's web page under Docket No. W-354, Sub 344. The Commission must base its decision on the evidence presented as it did here. Rate increases understandably are unpopular, but the Commission cannot reject requests on that basis alone.

Chairman Edward S. Finley, Jr.
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, North Carolina 27699-4325
(919) 733-0829

-----Original Message-----

From: Duane Coverston [mailto:coverduane@yahoo.com]
Sent: Tuesday, December 22, 2015 1:10 PM
To: Finley, Ed <Finley@ncuc.net>
Cc: Beatty, Bryan <bbeatty@ncuc.net>; Rabon, Susan <srabon@ncuc.net>; Brown-Bland, ToNola <tbrownbland@ncuc.net>; Bailey, Don <dbailey@ncuc.net>; Dockham, Jerry <jdockham@ncuc.net>; Patterson, James <jpatterson@ncuc.net>
Subject: DOCKET NO W-354, SUB 344

Dear Edward S. Finley,

I received notice in the mail of a huge rate hike from Carolina Water Service. My basic residential water base charge went from \$18.25 a month to \$22.46 a month an increase of 23%. My basic residential waste water charge went from \$33.02 a month to \$42.50 a month an increase of 28.7%. I live on a fixed income and what justifies these huge increase's in water rates? Our water quality is worse now than a year ago. The water hardness has gone up. You are elected officials and are supposed to have the interests of the citizens of this county at heart when making decisions that are going to impact them financially. These are among the highest water rates in the state. Who was at the hearing to speak for the interest of the citizens that would be impacted by this decision? I am not against rate hikes as long as they are reasonable and justified. These huge rate hikes appear to be another example of corporate greed at the expense of property owners.

I believe I wrote to you a few months back when I was informed of this huge rate hike proposal by Carolina Water Service stating it would adversely effect people like myself that are on fixed incomes. I also informed you that if

this unfair rate hike got approved I would be voting at the next election cycle against all commissioner incumbents regardless of party affiliation and would urge my neighbors to do the same.

Warm regards,

Duane Coverston
165 Longbridge
Kernersville, NC 27284

765-490-8103

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