

OFFICIAL COPY

Threatt, Linnetta

From: Ginger Rodgers <gnrodger@yahoo.com>
Sent: Tuesday, June 19, 2018 4:22 PM
To: legal1@psncuc.net
Cc: Statements
Subject: KRJ Utility Hearing 06/20/2018

FILED
JUN 19 2018

Clerk's Office
N.C. Utilities Commission

W-1075 Sub 12

To whom it may concern:

-- The utility rate increase with KRJ Utilities in the Rockbridge Subdivision in Knightdale is outrageous. My husband and I moved into the Rockbridge Subdivision in 2008. We were not told about the water issues with KRJ Utilities. The quality and pressure of the water varies from day to day. Recently, the water had a strong smell of chlorine for several days and after showering our skin smelled of chlorine, our skin would be dry and our eyes would be irritated. If we attempted to cook with the water during that time our food would taste funny. Also, we noticed that the water was cloudy and sometimes had an odor other than chlorine. The commodes inside the house have a dark stain inside the toilet. Currently, we have continued to buy bottled water to drink and cook with for the last 8 years. There has been several other occasions of the water having a strong odor of chlorine since becoming a resident of the Rockbridge Subdivision in 2008.

In addition, the homeowners within the subdivision reported the water problems to WNCN TV News Station and KRJ Utilities sent all homeowners letters in the year of 2015 and 2016 about the high levels of uranium and gross alpha issues and how they were going to correct the problem with the water. There has been several occasions that there has been an outage of water within the subdivision without warning or notice from KRJ Utility. If there is an issue with the water, residents are unable to speak with someone directly and have to leave a voicemail and wait for hours before someone is sent to resolve the water issue within the subdivision.

Rockbridge subdivision has over three hundred homeowners and they are still building homes within the subdivision. We were told that the water bill will decrease once more homes were built. We should not have to pay for this outrageous increase to KRJ Utilities. This increase to the utility bill is for the owner to reimburse himself for fixing the problems with the water in the year of 2015. Some of the homes built after the discovery of the water issues came with an in home water filtration system, while the rest of the homeowners had to pay for their own water filtration system or go without a water filtration system. We are afraid every time there are water problems with KRJ Utilities the owner will increase the utility rate. Our utility bill is between \$93.93 and \$97.94 each month and I oppose a significant rate increase that would increase my water bill to an astronomical amount that is unnecessary. I would like to know why Rockbridge Subdivision cannot be hooked up to the city of Raleigh for water, especially since Rutledge Landing Subdivision directly across the road from Rockbridge Subdivision is connected to the city of Raleigh for water.

Concerned Homeowner

Linda F. Rodgers