



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

June 23, 2015

Mr. Bruce E. Pennington
103 Egret Court
Hampstead, NC 28443

Re: NCUC Docket No. W-354, Sub 344 – Carolina Water Service

Dear Mr. Pennington:

Thank you for your letter of June 16, 2015, regarding the rate increase application of Carolina Water Service, Inc. of North Carolina (CWSNC) currently pending before the Utilities Commission. We appreciate your interest in this matter. The Public Staff's goal in this case, as in all utility rate cases, is to protect consumers and ensure that they receive adequate service at reasonable rates.

Our engineers and accountants will conduct a thorough investigation and analysis of the application. This will include auditing CWSNC's financial records and other documentation related to the cost of providing service as well as reviewing water quality testing reports and, in some instances, on-site inspection of water and wastewater systems. We have made note of your concern about problems related to the iron content of water provided by the Old Pointe water system. We will pursue this concern with CWSNC in the course our investigation.

If you have other questions or concerns about the proceeding, please do not hesitate to contact me.

Sincerely,

Antoinette R. Wike
Chief Counsel

cc: Chief Clerk
Gina Holt
Gina Casselberry

Executive Director
733-2435

Communications
733-2810

Economic Research
733-2902

Legal
733-6110

Transportation
733-7766

Accounting
733-4279

Consumer Services
733-9277

Electric
733-2267

Natural Gas
733-4326

Water
733-5610

103 Egret Court

Hampstead, NC 28443

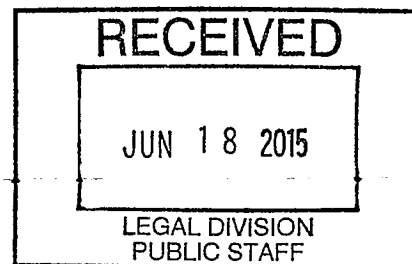
June 16, 2015

Ms. Antoinette R. Wike, Chief Counsel

Public Staff-North Carolina Utilities commission

4326 Mail Service Center

Raleigh, North Carolina 27699-4326



Dear Madam:

Re. Docket No. W-354, SUB 344

BEFORE THE NORTH CAROLIN UTILITIES COMMISION

In the matter of

Application by Carolina Water Service, Inc. of North Carolina, 2335 Sanders Road, Northbrook, Illinois 60062, for authority to adjust and increase rates for Water and Sewer Service in all of its Service areas in North Carolina; and specifically in the Olde Pointe Sub-division, of Hampstead, North Carolina 28443.

I would hope and expect that any such rate increase would lead to correction of problems with iron contamination in the system that occurred on April 15, 2015 and again 1 week later. This contamination led to permanent damage to my white shirts and other white laundry. After discussing this with my neighbor, Mrs. Fran French, of 105 Egret Court, Hampstead, North Carolina. It is not the first time this has occurred. It is my assumption that this occurs after or during required maintenance of parts of the system and that this could be prevented by the installation of appropriate bypass and /or duplicate piping systems, and or appropriate training of the maintenance personnel.

Bruce E. Pennington

103 Egret Court

Hampstead, NC 28443

910-270-4130

C.C., Carolina Water Service