

# OFFICIAL COPY

Holt, Gina

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**From:** Paul Potter <pbpotter@att.net>  
**Sent:** Sunday, August 13, 2017 1:50 PM  
**To:** Holt, Gina  
**Subject:** docket# W-354, sub 356

**FILED**

**AUG 24 2017**

Clerk's Office  
N.C. Utilities Commission

There is no good reason for a rate increase by Utilities, Inc. When you attend a hearing they will have more than a dozen high paid individuals there, but no one can answer any questions. Since I bought my house, I am trapped into buying my water from them. If I could legally disconnect from their service, I would drill a well today. My water bill in 1990 was \$3.00 for 5000 gallons. When Utilities, Inc. bought the service it went to \$10 for 3000. Now they want \$25 just to mail a bill. This is Chicago politics at best, extortion at worse. I have a house in Warsaw which charges \$13.47 for 3000 gallons of treated water. How can Utilities want so much to pump water from the ground through lines that are at best just adequate to supply the houses if no one is using sprinklers. I have to treat my water due to the minerals. Glasses come out cloudy when washed. I drink water run through a reverse osmosis unit. The story is Utilities, Inc. let two employees go because the supervisor had an employee running tests on the wells that was not qualified . It is so bad that the Pander County Board of Commissioners have directly contacted the Utilities Commission. Not only should Utilities, Inc. not get a rate increase, they should be required to reduce rates until they improve service.

Paul Potter, 7005 Northbend Road, Wilmington, 28411