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File
W-354, JB 356

Casselberry, Gina

From: Ron Thompson <lanxter@charter.net>
Sent: Monday, June 19, 2017 5:10 PM
To: Casselberry, Gina
Cc: trabrith@charter.net
Subject: Proposed Carolina Water Service, Inc. Rate Increases
Attachments: UI Water May 2017 Bill.docx

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JUN 22 2017

Clerk's Office
N.C. Utilities Commission

Dear Mr. Drooz,

I have attached a copy of our May 2017 Water/Sewer bill from Carolina Water Service, Inc. (Utilities, Inc.). Below the bill I have added a comparison of the old versus new rates. Unlike the propaganda mailed to us by UI Water our increase just on last month's bill is almost 14.5%. We live in a retirement community and most of us are on a fixed income. I oppose this rate increase.

Please pass this along to Mr. Drooz.

Sincerely,
Ron Thompson
138 Holly Ln
Sanford, NC 27332
910-489-1117



Carolina Water Service Inc of NC-CTUI
 Customer Service: (800) 525-7990
 Collections: (800) 525-7990
 Emergency Phone: (800) 525-7990
www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
05/25/2017		06/12/2017	\$75.27
Name Tacey Thompson		Primary Phone # (919) 655-4979	
Service Address 138 HOLLY LN, SANFORD, NC, 27332			
Activity Since Last Bill			
Previous Balance		\$81.04	
Payments received as of 05/25/2017		-\$81.04	
Balance as of 05/25/2017			\$0.00
Residential Water Service			
Residential Water Base Charge		\$14.05	
1,920 gallons at \$5.06 per 1,000 gallons		\$9.72	
Total Residential Water Service			\$23.77
Residential Wastewater Service			
Wastewater Base Charge		\$35.41	
1,920 gallons at \$8.38 per 1,000 gallons		\$16.09	
Total Residential Wastewater Service			\$51.50
Total Amount Due			\$75.27

Summary of Service

Meter Reading Meter #
 Current 659190 05/19/2017
 Previous 657270 04/19/2017
 Usage 1,920 Gallons
 Number of Days: 30
 Average Daily Use: 64 Gallons
 Average Daily Cost: \$2.51
 Register Constant: 1

Billing History
in dollars



Consumption History for Water
in GAL



The same usage as above will result in an increase of 14 ½ % under the proposed rate increases.

		Old	Proposed
Residential Water Service	Base Charge	14.05	26.95
	Usage Charge	9.72	4.24
	Total	23.77	31.19
Residential Wastewater	Base Charge	35.41	48.59
	Usage Charge	16.09	6.37
	Total	51.50	54.96
Total Bill		75.27	86.15
Percentage Increase			14.45%

As in our case, many of the people in Carolina Trace are on a fixed income and this is a very large increase without any increase in service.

A fee of 1% per month will be added if unpaid by the due date. Make check payable to: Carolina Water Service Inc of NC-CTUI.
 Rate Schedules are available upon request. Visit www.uiwater.com for important account offerings.

Messages

NC customers are asked to keep informed of current weekly updated water restrictions by checking the NC Commission's web page at www.ncuc.commerce.state.nc.us and clicking on the "Drought! Non-essential water usage restrictions" in the right hand margin.

Casselberry, Gina

From: Ron Moeller <ron.and.deb.moeller@gmail.com>
Sent: Monday, June 19, 2017 4:20 PM
To: Casselberry, Gina
Cc: David Smoak; communications@golfeast.org
Subject: CWSNC Proposed Rate Increase Discourages Water Conservation

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Clerk's Office
N.C. Utilities Commission

Ms. Casselberry,

We just received the CWSNC water and sewer rate adjustment proposal and encourage you to disapprove their proposal. This proposal discourages water conservation and reduces rates for those who consume the most.

In their proposal, they use an example of a residence using 3,980 gallons of water per month to describe the effect of their rate adjustment. Using this level of consumption, in our Carolina Trace Development community, a residence would experience a net decrease in their monthly water and sewer costs. However, who uses that much water every month?

My wife and I are very conservative with our water usage as we already consider it expensive compared to the other places we've lived. Using their proposed rates, our monthly costs would jump another 29%.

This incredible rate proposal increase is calculated as follows:

We use about 1,000 gallons of water per month.

Using the existing rates, which are already high, this costs us \$19.11 $((5.06 * 1) + 14.05)$ for water and \$43.79 $((8.38 * 1) + 35.41)$ for sewer, or a total of \$62.90.

Using their proposed rates, our water costs per month increase to \$29.16 $((2.21 * 1) + 26.95)$ and our sewer costs increase to \$51.91 $((3.32 * 1) + 48.59)$, or a total of \$81.07.

Thus, our water and sewer monthly costs could jump \$18.17 or 29%.

It's no wonder they used the higher usage rates in their example. This proposal doesn't deserve serious consideration and should be disapproved without any further discussion.

Sincerely,

Ron and Debbie Moeller
1970 Wedgewood Drive
Sanford, NC 27332
Carolina Trace Development
919-400-8002

Casselberry, Gina

From: Spencer Sharp Jr <ssharpjr@triad.rr.com>
Sent: Wednesday, June 21, 2017 3:17 PM
To: Casselberry, Gina
Subject: Docket W-354, Sub 356

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Clerk's Office
N.C. Utilities Commission

Hi Ms. Casselberry,

I don't understand how Utilities, Inc. can justify a rate increase of 14% on sewer flat rates! That's a little excessive when the economy is not moving above 2% at this point. I am dissatisfied with this rate increase. I can understand a 2 or 3% increase, but not 14%. When you are stuck with no other options or choices this is truly unfair to allow this to happen. Please fight for us common men and women and put a stop to this outrageous increase!

Thank You!

Spencer Sharp

1757 Round Hill Cir.

Kernersville, NC. 27284

Casselberry, Gina

From: Lee McMinn <leemcminn@comporium.net>
Sent: Tuesday, June 20, 2017 3:30 PM
To: Casselberry, Gina
Subject: DOCKET NO W-134 SUB 356
Attachments: Utilities Inc Water Bill May 2017.pdf

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JUN 22 2017

Clerk's Office
N.C. Utilities Commission

I was wondering when Utilities, Inc, now Carolina Water Services, would try a rate hike again. It's been awhile and they didn't get their last one. Well, an 18-page docket from the State Utilities Commission landed in my mail box this morning. For comparison purposes, I have attached a copy of my most recent water bill. Here are some observations:

1. Page two lists 10 service areas around the state. Conneestee is not listed but the rates, existing and proposed, are much lower than anything we pay.
2. Conneestee Falls Subdivision is listed on pages 8 & 9. I compared the existing and proposed rates to my last water bill that basically covered the month of May. 2,000-gallons were used through a <1" meter.
 - a. Water basic rate went down \$0.46 while usage charge went up \$1.05.
 - b. Sewage basic charge (residential) is reflected as existing \$42.40 but my bill shows it to be \$26.86. Deceptive? I can't explain this discrepancy.
 - c. The proposed sewage basic charge of \$48.59 represents a rise of \$21.73 from the existing rate as reflected on my bill.
 - d. The existing usage rate for sewage is reflected as \$2.90/1K-gallons but my bill shows it to be \$6.75/1K-Gallons. Again, another discrepancy.
 - e. The proposed rate of \$3.32/1K-gallons will be a \$3.43 reduction.

Based on the above, a future bill compared to my last bill for 2,000-gallons would look like this:

Water	Current	Proposed
Basic charge:	\$27.41	\$26.95
Usage Charge:	\$13.30	\$ 7.70
Sewage		
Basic Charge:	\$26.86	\$48.59
Usage Charge:	\$13.50	\$ 6.64
Total Charges:	\$81.07	\$97.58
Increased Charges:		\$16.50
Percent Increase:		20%

A 20% increase seems to be well above inflation and I have not seen anything that looks like improvements in infrastructure on Conneestee.

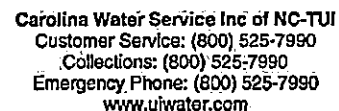
Page 16 is interesting. It looks as if average usage is computed across all service areas and is significantly higher for Conneestee Falls than the 2,200 gallons Utilities, Inc used last time they requested a water rate hike.

Even so, the 3,980 average usage is unknowable since that would be 3 units. Notably, none of the figures on page 16 are replicable because of the way our meters run.

Also, there is not a public hearing at Conneestee. It is in Asheville on July 25th, 7:00 pm.

I think Carolina Water Service, Inc. should settle for a much smaller rates increase.

Lee McMinn
23 S. Broad St. #202
Brevard, NC 28712
828.674.0318



66-1700

107 FAIRFIELD MOUNTAIN, LAKE LURE, N.C. 27616
 Telephone: 252-435-0910
 Fax: 252-435-0911

June 22, 2017

Mr. David Drooz, Chief Council

Public Staff-NCUC
 4326 Mail Service Center
 Raleigh, NC 27699-4300

RE: NCUC DOCKET NO. W-354, SUB 356

Dear Mr. Drooz:

I am writing you this letter concerning the current application before the NCUC by CWSNC requesting yet another rate increase for Fairfield Mountains! It seems CWSNC has a rate increase application before the Commission on a continuing basis.

A summary of the previous rate increases is shown below:

2004	+35 %	
2008	+38%	
2011	+20%	
2013	+10%	
2015	+02%	
2017	+21%	Proposed

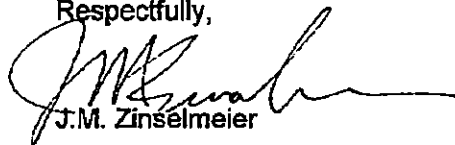
As you can see the current rates have increased +100% over the years. (2015/2004) In 2015, CWS sought a similar +20% increase in rates which was subsequently modified by the NCUC following customer testimony and objection. In comparison, service has not improved, raw material costs have not experienced such a dynamic increase and system improvements made have been charged to the customers. See rate increase of March 30, 2017 for replacement of well house meters.

In reviewing the available data, I believe CWSNC was a profitable operation in 2016, approximately +6.0%. The proposed increases to Fairfield Mountains alone would raise revenues from \$514.0k in 2016 to \$ 647.0k in 2017, completely unacceptable!

Accordingly, I am opposed to the NCUC approving the current application in total. This is another example of the Company (CWSNC) trying to gouge the end Consumer.

I would appreciate you representing me in opposition to this increase.

Respectfully,



J.M. Zinselmeier

JMZ/jd

cc: Mr. Josh Stein, Attorney General

HI-TOR/ZINSELMEIER
157 BLUEBIRD ROAD
LAKE LURE, NC 28746
828-625-1539

File
W-354, sub 356

Fax

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JUN 22 2017
Clerk's Office
N.C. Utilities Commission

To NCUC PUBLIC STAFF
ATTN: Ms. Gina Casselberry
Public Staff Utilities Engineer

FROM: JACK ZINSELMEIER

Date: 22 June 2017

Fax: 919 715 6704

Pages 2 (WITH COVER)

RE: CWSNC Docket w-354, sub 356

☒ XX Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments:

Please see attached correspondence is forwarded to Mr. David Drooz and Attorney General, Honorable Josh Stein.

THANK YOU
