

**OFFICIAL COPY**

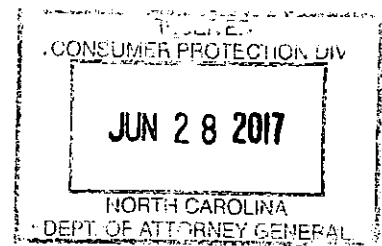
**FILED**

**JUL 21 2017**

Clerk's Office  
N.C. Utilities Commission

**Carolina Water Service, Inc.  
NCUC Docket No. W-354, Sub 356**

The Honorable Josh Stein  
Attorney General  
c/o Utilities Section  
9001 Mail Service Center  
Raleigh, NC 27699-9001



Dear Mr. Stein,

Please intervene on behalf of the Sherwood Forest Subdivision in Transylvania County, NC in the matter of the proposed rate increase filed by A & D Water Service, Inc (docket no. W-354, sub 356). No changes have been made to our infrastructure as far as I know in many years, so the justification for this increase is unclear. In addition, the proposed rates seem unfair. It might interest you to know that only 4 of the 22 Condominium units listed (Sheffield Place Condominium Association, a part of Sherwood Forest) are occupied full-time-- a total of only five individuals live there year-round. Although our population goes up slightly in the summer, most of our units remain empty. Yet the Assisted Living Facility pays less than half of what we do, for a larger population. It seems that A & D collects a lot of money from us (and wants more), but is providing very little actual service. In short, they are receiving quite a bit of money for nothing. The restaurant listed in the proposed rate increase also stands empty, so cannot be producing much sewerage at this time. The Condominiums are also responsible for maintaining our our septic tanks, including pumping them out. A & D Water mainly runs our nearby drain field. Again, this is a lot of money for little service.

It is also a matter of hardship. Within the last year, rates hikes have been approved and been effected for Sherwood Forest residents for both our water service (separate from sewer) and our electricity rates. This 27% increase in sewer rates comes at an inopportune time for our mostly retired and elderly population.

Please do what you can for the consumers and residents of Sherwood Forest, NC. We appreciate any help you can give us. Thank you for your time.

Sincerely,

Nancy Hein  
110 Surrey Lane  
Brevard, NC 28172

## Consumer

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From: consforms@ncdoj.gov  
 Sent: Monday, July 03, 2017 4:56 PM  
 To: Consumer  
 Subject: Complaint 33571 Cunningham

## Your Information

Prefix Mr \* First Name Patrick  
 Middle Initial D \* Last Name Cunningham  
 \* Mailing Address 94B Northridge Trail  
 \* City Sanford  
 \* State NC \* Zip Code 27332  
 Country, if not US  
 Day Phone Number (including area code) 8456991488  
 Evening Phone Number (including area code) 8456991488  
 Cell Phone Number (including area code) 8456991488  
 Fax Number (including area code)  
 County of Residence Lee Email Address p30cunn@gmail.com  
 I am a military service member or military spouse Yes

## Information About Company Against Which You Are Complaining

\* Full name of company Utilities, Inc.  
 Address PO Box 160609  
 City Altamonte Springs  
 State FL Zip Code 32716-0609  
 Country, if not US  
 Company's internet address (URL) www.uiwater.com  
 \* Telephone number, including area code 8005257990  
 Fax number, including area code

## Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved	Base Water Service Price Increase proposal	
Date of purchase, service, contract	5/7/2017 12:00:00 AM	
Manufacturer or brand	UI Water	
Model		
Account number	0909091255	Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.
Serial number		
Did you sign a contract or a lease?	No	
Start Date	5/7/2017 12:00:00 AM	End Date 7/3/2017 12:00:00 AM
Total amount paid	Amount in dispute	
How was payment made:	Credit card	
Did you buy an extended service contract?	No	
If yes, name of company responsible for extended service contract or warranty		

## Information About the Transaction

How was initial contact made between you and the	Other
Where did the transaction take place?	Other

## Details of Complaint

Good afternoon, I am writing as a resident of Carolina Trace Gated Communities in Sanford NC, in regards to the proposed increase of my Base Water and Sewage cost. If this proposal continues to go forward, base charges we will pay without using one gallon of water (!!!) will increase from almost \$50 to over \$75. To pay \$75 without a single drop of water leaving my faucet is absolutely absurd. I work at Fort Bragg, and am currently in training to become a Psychological Operations Captain (37A). Many of my fellow residents here in Carolina Trace (and in areas serviced by UI Water) are also Soldiers or Airmen. Operating out of the home of US Army Special Operations and Airborne forces often forces us to be away from home and family for extended periods of time. For many Junior Servicemembers (the men and women I lead and command), small increases like these can slowly tear the fabric of their strongest resource - the family - apart. I have seen time and time again, how small expenses reek havoc on junior military families. Having been recently promoted and living near many retirees, I can see how these same changes can bring unneeded stress upon those that have served our country for years and no longer work. I have already emailed Ms. Gina Casselberry, Raleigh's Public Staff Utilities Engineer, but am also reaching out to you for help and aid. Please help me and the many people serviced by UIwater Inc in preventing absurd price hikes. Thank you very much, Very Respectfully, Captain Patrick D. Cunningham (845) 699-1488 p30cunn@gmail.com

## Resolution Attempts You Have Made

Have you contacted the company with your complaint? No

If yes, name of person most recently contacted

His/her phone number, incl. area code

Results

\* What resolution would you consider fair? (Limit 1,000 characters) I would consider a no-price increase fair, because we are already paying \$50 in base water and sewage charges before we use any water!

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

revis

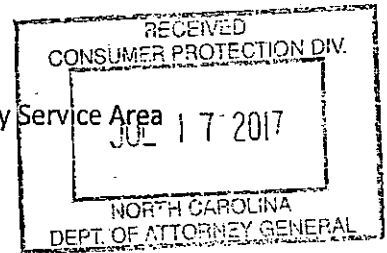
Has your complaint been  
heard or is it scheduled to      No  
be heard in court?

If yes, where and when?

If already heard, what was  
the result?

Will you be submitting  
documentation by mail or      No  
fax?

Re: Opposed to Proposed Water & Sewer Rate Increases in Fairfield Sapphire Valley Service Area



13 July, 2017

The Honorable Josh Stein, Attorney General  
c/o Utilities Section  
9001 Mail Service Center  
Raleigh, NC 27699-9001

Dear Mr. Stein,

My wife and I own a townhouse (72 Dogwood Knob #12A, Sapphire, NC 2874) located in the Hilltop Community in the Fairfield Sapphire Valley Service Area. We use this property as a second home, traveling between Charleston, SC and Sapphire, NC.

Utilities, Inc. has filed with the State of North Carolina Utilities Commission, proposing rate increases for water and sewer utility service. The increase would be substantial - almost 58% - in the Fairfield Sapphire Valley Service Area.

- The Base Facility Charge would increase from \$19.89 to \$26.95. This is payable every month even if we use no water.
- The Wastewater Sewer Operations would increase from \$35.52 to \$60.22. Again, this is payable every month even if you use no water.

So one's bill - without even using a drop of water - would go from \$55.41 to \$87.17; an increase of \$31.76.

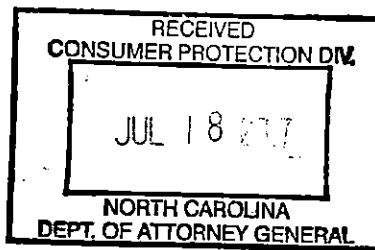
Utilities, Inc. enjoys a monopoly right now. There are no other providers from which to choose and we can't drill a well on this property.

I request that this excessively large increase not be allowed to stand.

Respectfully,

Murray Winland  
330.472.7930  
murraywinland@gmail.com

A handwritten signature in cursive script, appearing to read "Murray".



July 12th. 1977

Dear Sir,

Please see the enclosed letter, resolution and documents where Woodhaven POA, Inc highly objects to the double digit water rate increases proposed by Carolina Water Service/Utilizes, Inc. to the NCUC. (Docket No. W-354, sub 356) We will be present at the public hearing in Asheville on July 25th to clearly make out point of view know.

We have a history of double digit increases and will present documentation that the ratio of public to private water cost in NC is way out of line compared with other states. The document included with this mailing shows NC the second highest in the nation. This is not a good thing. The laws and regulations governing private water rate increase are the culprit. They need to be adjusted to result in a reasonable level.

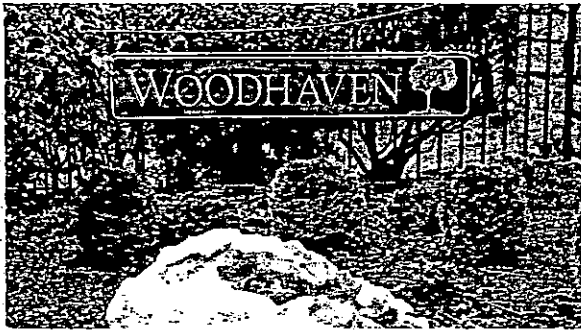
Highest regard,

A handwritten signature in dark ink, appearing to read "Chuck Van Rens", written over a horizontal line.

Chuck Van Rens

Woodhaven POA, Water Chairman





# Woodhaven POA, Inc.

P.O. Box 757, Flat Rock, NC 28731

<http://WoodhavenNC.homestead.com>

July 10, 2017

Dear Chairman Finley,

Please find enclosed a copy of the resolution unanimously adopted at the Board of Directors meeting Monday, July 10, 2017 in response to and in anticipation of the public hearing related to Docket # W-354 Sub. 356.

Woodhaven Property Owners Association is a relatively small subdivision with two wells that provide quality water to our subdivision and also to an even smaller adjacent subdivision Pleasant Hill.

Three of our members who serve on the Water Committee will be present at the public hearing scheduled for Tuesday, July 25, in Asheville and will be available to enter this resolution into the public record and answer any questions you might have.

On behalf of the Woodhaven POA, Inc. I sincerely trust our situation can be carefully considered before any decision is made regarding this outrageous increase in our water rates.

Sincerely,

Lee Luebke

President, Woodhaven POA, Inc.

Enclosure

Cc: Commissioner Bryan E. Beatty  
Commissioner ToNola Brown-Bland  
Commissioner Jerry C. Dockham  
Commissioner James G. Patterson  
Commissioner Lynn Gray

**Board of Directors Resolution of  
Woodhaven Property Owners Association (POA)**

**Docket #W-354 sub 356**

We, the undersigned, being all the officers and directors of this corporation consent and agree that the following corporate resolution was made on July 10, 2017, at a 7:00 p.m. meeting of the Woodhaven Property Owners Association, Flat Rock, North Carolina 28731.

In accordance with State law and the bylaws of this corporation, by unanimous consent, the Board of Directors adopt the following resolution.

Whereas, Woodhaven POA and Carolina Water Service (CWS) customers are outraged at the 20% water rate increase, and ,

Whereas, double digit water rate increase by (CWS)/Utilities, Inc. and historic double digit rate increases are symptomatic of a process that lacks clarity in justification, and,

Whereas, the complex laws, regulations, and processes of North Carolina Utilities Commission (NCUC) are not customer friendly and give an advantage to lawyer supported CWS/Utilities, Inc. in the rate justification process, and,

Whereas, historically, submitted signatures of residents, registering as high as 90% of Woodhaven POA members, do not appear in public record and seem to be ignored.

Therefore, be it resolved that the corporation shall:

1. Seek to contact other customers of CWS/Utilities, Inc. and build a coalition of concern.
2. Undertake a campaign to inform and persuade local, regional, and state government officials of the problems with the laws, regulations, and processes of private water rate increase issues.
3. Communicate a benchmark of public/private water rate increase comparisons as a ratio between states to keep NC's high ratio in line with the average ratio or even better.

The Officers of this corporation are authorized to perform the acts to carry out this corporate resolution.

Lee B. Huebbe  
President Signature

Lee B. Huebbe  
Printed Name

7/10/2017  
Date

Herbert C. Quarles  
Vice-President Signature

HERBERT C. QUARLES  
Printed Name

7/10/2017  
Date

Mary Jeanne Hinek  
Treasurer Signature

Mary Jeanne Hinek  
Printed Name

7/10/2017  
Date

Bernard A. Apple BERNARD A. APPLE  
Director Signature Printed Name

JULY 10, 2017  
Date

The Secretary of the Woodhaven POA certifies that the above is a true and correct copy of the resolution that was duly adopted at the dated meeting of the Board of Directors.

Jason D. McDaniel  
Signature of Secretary

7/10/2017  
Date

Jason D. McDaniel  
Printed name of Secretary

# Water Bill Comparison Study Compiled by Food & Water Watch

**Table 1. Comparison of Annual Household Water Bills of Public and Private Utilities By State(s)**

State(s)	Annual Household Bill Municipal or Local Government Utility	Private or Investor Owned Utilities	Percent that Private Prices are Greater
Alaska <sup>3</sup>	\$441.84	\$458.79	4%
Arizona <sup>4</sup>	\$225.00	\$329.40	46%
Arkansas <sup>5</sup>	\$273.83	\$344.68	26%
California <sup>6</sup>	\$415.86	\$500.42	20%
Connecticut <sup>7</sup>	\$300.72	\$398.13	32%
Delaware <sup>8</sup>	\$256.20	\$449.40	75%
Florida <sup>9</sup>	\$300.96	\$360.02	20%
Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio and Wisconsin <sup>10</sup>	\$280.44	\$318.72	14%
Illinois <sup>11</sup>	\$240.84	\$326.88	36%
Indiana <sup>12</sup>	\$232.68	\$318.81	37%
Iowa <sup>13</sup>	\$219.84	\$314.16	43%
Kentucky <sup>14</sup>	\$316.07	\$361.21	14%
Maryland <sup>15</sup>	\$232.50	\$381.00	64%
Massachusetts <sup>16</sup>	\$357.00	\$481.00	35%
Maine <sup>17</sup>	\$331.31	\$362.81	10%
New Hampshire <sup>18</sup>	\$411.70	\$582.00	41%
New Jersey <sup>19</sup>	\$258.00	\$318.00	23%
New Mexico <sup>20</sup>	\$259.83	\$356.34	37%
North Carolina <sup>21</sup>	\$204.12	\$344.76	69%
Ohio <sup>22</sup>	\$444.73	\$510.40	15%
Oregon <sup>23</sup>	\$271.79	\$313.97	16%
Pennsylvania, New Jersey, Maryland <sup>24</sup>	\$289.20	\$367.20	27%
Tennessee <sup>25</sup>	\$306.00	\$381.00	25%
Texas <sup>26</sup>	\$329.40	\$553.80	68%
Utah <sup>27</sup>	\$307.23	\$359.05	17%
West Virginia <sup>28</sup>	\$375.40	\$456.82	22%
Wisconsin <sup>29</sup>	\$252.03	\$400.55	59%
Wyoming <sup>30</sup>	\$261.83	\$343.00	31%
<b>Average</b>			<b>33%</b>

## Footnotes

<sup>3</sup> Regulatory Commission of Alaska. "FY07 Water Rates." February 4, 2008.

<sup>4</sup> Water Infrastructure Finance Authority of Arizona. "Water and wastewater residential rate survey for the State of Arizona." 2007 at 12.

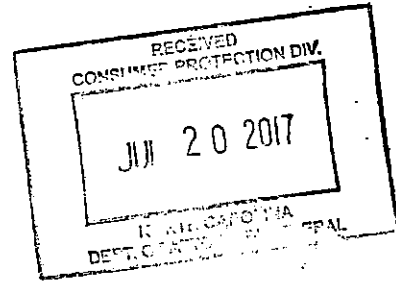
- 12 Indiana Utility Regulatory Commission, Water Sewer Division. "2009 Annual Water Bill Analysis." January 1, 2009 at 1 to 5.
- 13 Rate schedules compiled from Web sites for all utilities serving more than 20,000 people (large utilities and very large utilities). Schedules for 4 out of 21 utilities were not found. Public system count = 15, private for-profit system count = 2. On file with Food & Water Watch.
- 14 Allen & Hoshall. "Kentucky Water and Sewer Rate Survey." August 21, 2006.
- 15 Rate schedules compiled from Web sites for all utilities serving more than 3,300 people (medium sized utilities and larger). Schedules for 11 out of 57 utilities were not found. Public system count = 41, private, for-profit system count = 2. On file with Food Water Watch.
- 16 Tighe & Bond. "2006 Massachusetts Water Rate Survey." 2006 at 1 to 58; Safe Drinking Water Information System Pivot Tables, 2007.
- 17 Maine Public Utilities Commission. "Cost of water at selected usages." January 2008.
- 18 New Hampshire Department of Environmental Services. Drinking Water and Groundwater Bureau. "2006 Water rate survey larger water systems." (WD-DWGB-16-5). 2009 at Appendix B.
- 19 Peretz, Blossom A. et al. New Jersey Division of the Ratepayer Advocate. "Position papers on the water and wastewater resources of New Jersey." May 2001 at 7.
- 20 New Mexico Environment Department. Construction Programs Bureau. "Municipal Water and Wastewater User Charge Survey for 2007 Rates (Based on 6,000 gallons/month – December 2007)." May 2008; Safe Drinking Water Information System PWS Inventory, 2007; Olson, Thomas W. New Mexico-American Water Company, Inc. Re: Case No. 06-00208-UT. Filed with the New Mexico Public Regulation Commission, Records Bureau. June 25, 2007.
- 21 North Carolina Utilities Commission. Division of Fiscal Management. "Major Activities through December 2007 with Statistical and Analytical Data through 2006." (XXXVIII). February 1, 2009 at 138.
- 22 Ohio Environmental Protection Agency, Office of Fiscal Administration, Economic Analysis Unit. "2007 Sewer and Water Rate Survey." July 2008 at 21 to 31; Public Utilities Commission of Ohio. "2007 Annual Report." 2007 at 11.
- 23 Oregon State University and the League of Oregon Cities. "Water/Wastewater Rates and Charges." December 2004 at 10 to 14; Public Utility Commission of Oregon. "2007 Oregon Utility Statistics." 2007 at 86; Sloan, Renee. Oregon Public Utility Commission. Testimony on Application to Request for a General Rate Increase. Docket No. UW 122. November 20, 2007 at 2, 6-7.
- 24 Corrozi Narvaez, Martha and Maureen H.S. Nelson, 2008 at 5.
- 25 Allen & Hoshall. "Tennessee Water and Sewer Rate Survey." June 2008; Public Water System Inventory Data, 2007; Tennessee-American Water. "Eight Revision of Sheet No. 3-R." TRA No. 19. September 26, 2008 at 3, 8, 11.
- 26 Texas Municipal League. "2009 Annual TML Water and Wastewater Survey Results." 2009 at Water Fees by Population Category Summary; Texas-American Water. [Brochure]. "Notice of proposed water rate change." February 21, 2008.
- 27 Utah Department of Environmental Quality, Division of Drinking Water. "2006 Survey of Community Drinking Water Systems." December 2007 at Appendix B; Public Water System Inventory Data, 2007.
- 28 West Virginia Public Service Commission. "Water Utility Cost Ranking as of May 15, 2009." May 15, 2009; West Virginia Public Service Commission. PSC Database. Available at [www.psc.state.wv/utilities/default.htm](http://www.psc.state.wv/utilities/default.htm), accessed May 2009; Jarrett, David. Public Service Commission of West Virginia. Annual Reports & Tariffs Section. "Annual Statistical Report." December 31, 2007 at 10 to 19.
- 29 Public Service Commission of Wisconsin. Water Bill Comparison. Available at [psc.wi.gov/apps/waterbill/bulletin25/default.asp](http://psc.wi.gov/apps/waterbill/bulletin25/default.asp), accessed April 22, 2009; Public Service Commission of Wisconsin. Utility Provider Lookup. Available at [psc.wi.gov/apps/utility/content/findunf.aspx](http://psc.wi.gov/apps/utility/content/findunf.aspx), accessed April 22, 2009.
- 30 Wyoming Water Development Commission. "Water System Survey Report." 2007 at Report #1 and Report #4.

## History of Carolina Water Service Rate Increases

Date when increase took effect	Base increase requested	Base increase granted	% of requested increase granted	Cost/Gal increase requested	Cost/Gal increase granted	% of requested increase granted
Apr 2005	36%	18%	50%	33%	19%	58%
Jul 2007	24%	14%	58%	27%	14%	52%
Jan 2009	24%	9%	38%	24%	9%	38%
Feb 2011	27%	13%	48%	27%	12%	44%
Mar 2014	23%	14%	61%	23%	12%	52%
Dec 2015	23%	23%	100%	23%	18%	78%

Dieter Hammer  
Updated 1-6-2016

*Docket # 354 sub B56*



July 18, 2017

Mr. David Drooz, Chief Counsel  
Public Staff-NCUC  
4326 Mail Service Center  
Raleigh, NC 27699-4300

Dear Mr. Drooz:

I am writing to register my dismay regarding the proposed water and sewer rate increase that CWS is requesting with the North Carolina Utilities Commission (NCUC). The proposed rate increase is in the 20% to 40% range. I feel this proposed increase is rather outrageous and far outside the norm for increases from any source for any service. I live on a fixed income relying on past retirement savings and social security. Recently it has been reported that our social security benefit may increase by 2.2% in 2018, which would hardly cover the proposed 20-40 percent increase cited above. Increases in rates should reflect the reality of what customers can afford to pay – which is in the 2% “neighborhood.”

To reiterate, I do expect increases, from time to time, in charges for services be it water, sewer, electric, cable and so forth, I would appreciate it if you would do what you can to keep the increase that CWS proposes down to a reasonable amount consistent with reality that customers can afford to pay.

Respectfully,

Scott T. Caldie  
142 Stonecrest Court  
Lake Lure, NC 28746

Cc: The Honorable Josh Stein, Attorney General