

# OFFICIAL COPY

**Casselberry, Gina**

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**From:** Gerard <gaww@earthlink.net>  
**Sent:** Friday, July 21, 2017 3:25 PM  
**To:** Casselberry, Gina  
**Subject:** DOCKET NO. W-354, SUB 356  
**Attachments:** Carolina Water.doc

**FILED**  
JUL 24 2017  
Clark's Office  
N.C. Utilities Commission

Hello,

I have attached a statement for this proceeding concerning the Mt. Carmel sewage district .

Per the rules, I intent to attend the Asheville Hearing

Sincerely,  
Gerard Worster

Gerard Worster  
107 Friendly Lane  
Asheville, NC 28806

Ms. Gina Casselberry  
State of North Carolina  
Utilities Commission Raleigh

7/21/2017

Re: Application by Carolina Water service, Inc. To Adjust and Increase rates – DOCKET NO. W-354, SUB356

I have received this proposal and would like to be of record that I oppose it, and Harmony Community Association do likewise. We are located in Mt. Carmel Sewage District.

Since moving into the area in late 2009, I have seen the fixed portion of their rates increase between 60-70% (the format of the bills back then were different, so hard to make a direct comparison). The current proposal would raise the rates more than an additional 20%.

While the earlier rates were the result of ratebase increases (I would like to see these documented) and pass-throughs of the MSD rate increases, this current one will result from the proposed consolidation of their NC systems into 4 rate divisions. Not only is this increase not justified, but neither is the proposal as a whole, as it only benefits Carolina Water.

This consolidation would make it almost impossible to follow future rate proposals, and would also burden rate payers of older and neglected systems with rate base expenditures for which they do not benefit. Therefore, we request that the Commission reject this proposal in its entirety.

I and several other neighbors (both in the community association and outside) intend to go to the Meeting on the 25<sup>th</sup> in Asheville.

Sincerely,

Gerard Worster  
Secretary-Treasurer, Harmony Community Assoc.

## Casselberry, Gina

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**From:** Neal <jensenneal281@windstream.net>  
**Sent:** Friday, July 21, 2017 4:12 PM  
**To:** Casselberry, Gina  
**Subject:** Water Rate Increase By Carolina Water Service, Inc of North Carolina

Ms. Casselberry,

My name is Molly Jensen and I live at 281 Fairway Lane (Carolina Trace) in Sanford, NC 27332.

I am writing regarding the most recent water rate increase requested by Carolina Water Service, Inc. of North Carolina. I would like to tell you that we pay dearly for our water service and in the ten years we have lived here, the price has increased at least three times. We are a retired couple living on a fixed income and we are already very frugal with our water usage. We just can't imagine what another cost increase would do to our budget.

Since the ownership of our water supplier has changed several times, it almost seems like this is a good business to own. You can hike the rates as much as you want, the request for a rate hike is always given and the customers must comply.

I would like to request, Ms. Casselberry, that when the Public Staff meets to consider this matter, they would vote in favor of the customer and against the rate increase.

Thank You.  
Molly Jensen

## Casselberry, Gina

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**From:** Carrie McPeck <cmcpeek@yahoo.com>  
**Sent:** Friday, July 21, 2017 4:55 PM  
**To:** Casselberry, Gina  
**Subject:** Fw: Water Rates at Carolina Trace

Dear Ms. Casselberry:

I am a resident of Carolina Trace in Sanford, NC. I am writing in opposition of the water and sewer rates that we are currently being forced to pay. While I believe that Carolina Water Service investors should be compensated with a fair rate of return, it seems to me that the rates everyone in our community is being charged is outrageous. In the current rate request there is no justification given except that they are trying to balance their rates across all their rate payers even though the systems are not connected. In seeking justification I would like the commission that is charged with reviewing this request to investigate the following as it affects Carolina Trace: - What is the rate of return currently being earned? - How does this compare to other combined water/sewer utilities that are not owned by this Company? - What capital improvements are planned for our system? When will they be constructed? - What are the operating and maintenance expenses for our system- currently, 5 year projection, 10 year projection? - How will projected capital and operating & maintenance expenses impact our rates? Currently? Future? - If water is purchased from others i.g. City of Sanford, is there a mark up that we have to pay for? If so, what is the justification? - What's the justification for the high base rate charges and then the significant charges for gallons used?

Groceries or water--that is becoming the question for some of us who live here. I travel for my job and am often not home for 2-3 weeks a month, and still my water bills are in the \$70s+ a month. I don't water my plants/flowers because I can't afford it. I am sure I use much less water than my neighbors, but I am still paying an extremely high rate.

Thanks, Carrie

## Casselberry, Gina

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**From:** Joe Teegardin <jteegardin@gmail.com>  
**Sent:** Saturday, July 22, 2017 9:24 AM  
**To:** Casselberry, Gina  
**Subject:** CTA RATE INCREASE

PREPOSTEROUS 😏

Sent from my iPhone

## Casselberry, Gina

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**From:** Wayne Hall <weh1974@gmail.com>  
**Sent:** Saturday, July 22, 2017 12:10 PM  
**To:** Casselberry, Gina  
**Subject:** DOCKET NO. W-354, SUB356 CAROLINA WATER SERVICE, INC

I am a owner/resident of Carolina Trace in Sanford, NC. I am writing in opposition of the water and sewer rates that we are currently being forced to pay. While I believe that Carolina Water Service investors should be compensated with a fair rate of return, it seems to me that the rates everyone in our community is being charged is outrageous. In the current rate request there is no justification given except that they are trying to balance their rates across all their rate payers even though the systems are not connected. In seeking justification I would like the commission that is charged with reviewing this request to investigate the following as it affects Carolina Trace:

- What is the rate of return currently being earned?
- How does this compare to other combined water/sewer utilities that are not owned by this Company?
- What capital improvements are planned for our system? When will they be constructed?
- What are the operating and maintenance expenses for our system- currently, 5 year projection, 10 year projection?
- How will projected capital and operating & maintenance expenses impact our rates? Currently? Future?
- If water is purchased from others i.g. City of Sanford, is there a mark up that we have to pay for? If so, what is the justification?
- What's the justification for the high base rate charges and then the significant charges for gallons used?

Other utilities such as electric and natural gas utilities have gone to ownership of pipes and wires with the commodity purchase option given to the consumer. They can buy the commodity from the supplying utility or they can seek purchasing it on the competitive market place. I don't know if this is possible with our system, but I don't see why the commission shouldn't consider this.

Sincerely,  
Wayne Hall  
1814 Irish Blvd  
Sanford, NC

## Casselberry, Gina

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**From:** Tina Shafer <tinabattiato@gmail.com>  
**Sent:** Saturday, July 22, 2017 6:14 PM  
**To:** Casselberry, Gina  
**Subject:** Water rates in Carolina trace

Dear Ms. Casselberry:

I am a resident of Carolina Trace in Sanford, NC. I am writing in opposition of the water and sewer rates that we are currently being forced to pay. While I believe that Carolina Water Service investors should be compensated with a fair rate of return, it seems to me that the rates everyone in our community is being charged is outrageous. In the current rate request there is no justification given except that they are trying to balance their rates across all their rate payers even though the systems are not connected. In seeking justification I would like the commission that is charged with reviewing this request to investigate the following as it affects Carolina Trace:

- What is the rate of return currently being earned?
- How does this compare to other combined water/sewer utilities that are not owned by this Company?
- What capital improvements are planned for our system? When will they be constructed?
- What are the operating and maintenance expenses for our system- currently, 5 year projection, 10 year projection?
- How will projected capital and operating & maintenance expenses impact our rates? Currently? Future?
- If water is purchased from others i.g. City of Sanford, is there a mark up that we have to pay for? If so, what is the justification?
- What's the justification for the high base rate charges and then the significant charges for gallons used?

Other utilities such as electric and natural gas utilities have gone to ownership of pipes and wires with the commodity purchase option given to the consumer. They can buy the commodity from the supplying utility or they can seek purchasing it on the competitive market place. I don't know if this is possible with our system, but I don't see why the commission shouldn't consider this.

Sincerely,

Tina Shafer  
989 Whistling Wind  
Sanford, NC 27332  
919-770-2353  
Sent from my iPhone

## Steven Walz

614-439-3847. [steve.walz@gmail.com](mailto:steve.walz@gmail.com). 14053 Queens Harbor Rd. Charlotte, NC 28278

June 22, 2017

Mr. David Drooz  
Chief Counsel  
Public Staff,-North Carolina Utilities Commission  
Raleigh, NC 27699-4300

Dear Mr. Drooz

Thank you for accepting statements on behalf of the citizens of North Carolina in the matter Carolina Water Services request for rate increase, Docket #W-354, SUB 356

I am a resident of The Yachtsman Subdivision, although not specifically named in the document, after 28 minutes on the phone with Utilities Inc., we were able to determine which category in this notice pertained to our situation.

I believe the requested rate hikes, especially for our area, are a bit excessive. Base charge for monthly metered service proposed increase is 20%, as is the usage charge. Monthly metered sewer service goes up by approximately 15%, as does the usage charge. My wife and I are avid water conservers, as we use 2000 gallons less than the average usage. I feel that the flat service fee increase unfairly targets consumers such as ourselves and penalizes our efforts to conserve a valuable resource. In effect we are forced to subsidize others who use more wasteful water practices.

Cost of living increases nationwide are only about 3%, wage increases on average are 5.6%, and inflation projected to be about 1.6%. Certainly not numbers supporting such an increase.

Lastly, is an issue I have addressed before, that being the quality of the water. The hardness of the water is of concern, as the consistency of the softening is quite erratic. We deal with the effects of hard water calcium build up on our toilets and faucets. Additionally, the water's taste requires constant filtering to make it palatable for drinking and cooking.

I know water is quite a hot item as of late, however I also feel that the amount of increase is quite excessive. Thank you for your time

Sincerely yours,

Steven M Walz