

**Threatt, Linnetta**

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**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Monday, September 10, 2018 10:02 AM  
**To:** Statements  
**Cc:** Little, John; Holt, Gina  
**Subject:** FW: W-354, Sub 360 Carolina Water Service, Inc. of North Carolina Position letter

**From:** Casselberry, Gina  
**Sent:** Monday, September 10, 2018 10:00 AM  
**To:** 'msellars44@yahoo.com' <msellars44@yahoo.com>  
**Subject:** RE: [External] Comments on Carolina Water Service Rate Increase

Ms. Sellars

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

Gina Casselberry

Gina Y. Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
Phone: 919-733-0890  
Fax: 919-715-6704  
[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)

**From:** [msellars44@yahoo.com](mailto:msellars44@yahoo.com) [<mailto:msellars44@yahoo.com>]  
**Sent:** Friday, August 24, 2018 8:57 AM  
**To:** Casselberry, Gina <[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)>  
**Subject:** [External] Comments on Carolina Water Service Rate Increase

**CAUTION:** External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to

Hello,

I'm a homeowner in the Brandywine Bay subdivision in Morehead City, NC. I will not be able to attend the hearing that is planned for 28 August in New Bern; however, I understand that you are receiving comments via email on the topic of the current Carolina Water Service rate increase request.

I am opposed to the rate increase. Since we moved here in 2010, our water bills have increased from \$70 per month to more than double that amount; our average bill so far in 2018 is \$165 for a household of only two adults. July is normally our highest water usage month, as we have a vegetable garden that we water in our back yard. I checked our water bills from July over time. In 2011, it was \$110; in 2018 it was \$215.

Despite the high rates, we do not find that our water is superior quality. We must both soften our water and filter it to make it acceptable for drinking and cooking. When we wash our cars, we are left with terrible water spots.

In addition, I find that the method used for billing is questionable. We are charged an equal amount for water use and wastewater service. Given that we water our garden and wash our cars, it is clear that our sewer use is lower than our water consumption. How can this sewer charge be fairly assessed when it appears the sewer system usage is not measured?

I feel quite powerless in this situation; even if we reduce our water usage to try to lower our costs, Carolina Water Service continues to raise our rates to cover their apparently ballooning expenses. In summary, I believe that Carolina Water Service should be required to conduct an internal review of their expenditures and to reduce their operating costs, rather than once again raising rates for customers to reach their "authorized rate of return." Considering the reduced corporate tax rates currently in effect, it is unacceptable that Carolina Water Service is demanding more money from customers again.

Sincerely,  
Monica Sellars

.....  
Monica Sellars  
206 Westchester Drive  
Morehead City, NC 28557  
252-648-0170  
[msellars44@yahoo.com](mailto:msellars44@yahoo.com)

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Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

**Threatt, Linnetta**

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**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Monday, September 10, 2018 3:33 PM  
**To:** Statements  
**Cc:** Little, John; Holt, Gina  
**Subject:** W-354, Sub 360 Carolina Water Service, Inc. of North Carolina Position Letters  
**Attachments:** Position Letter W-354 Sub 360.pdf

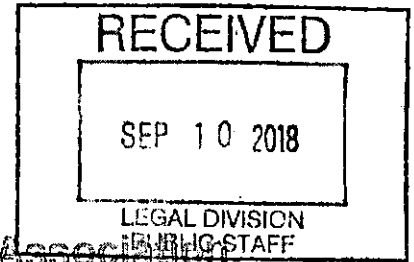
Gina Y. Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
Phone: 919-733-0890  
Fax: 919-715-6704  
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Sep 10 2018



Homeowners Association,  
Charlotte, North Carolina

www.bradfieldfarmshoa.com  
7214 Maitland Ln., Charlotte, NC 28215

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Sep 10 2018

### A RESOLUTION OBJECTING TO THE PROPOSED CAROLINA WATER SERVICE RATE INCREASE

**WHEREAS**, The Board of Directors of the Bradfield Farms Homeowners Association, ~~being elected to serve the Residents of this Community, are objecting to the Carolina~~ Water Service rate increase, Docket W-354 Sub 350,

**WHEREAS**, Carolina Water Service is entitled to make a 8% plus business profit, however a Water Rate increase of 51.68% and a Sewer Rate of 22.73% increase for Bradfield Farms are unfair and unreasonable. The Federal Tax Cuts and Jobs Act (Tax Act of 2017) will have an impact on this utility, a tax reduction of 13% and if anything, the savings should be passed on to all of its North Carolina customers.

**WHEREAS**, Carolina Water Service requested and received rate increases in 2010, 2012 and 2017. The 2017 approved increase was 54.58% for water and 55.87% increase for sewer. This increased the average yearly water sewer expenditure for Bradfield Farms Families over \$300. The 2018 rate increase is more than excessive.

**WHEREAS**, the Bradfield Farms Homeowners wishes to convey with sincere appreciation and thanks to the State of North Carolina Utilities Commission and Public Staff for all efforts to deny, or at least limit, the Carolina Water Service rate increase.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the Bradfield Farms Homeowners Association, representing Nine Hundred and Sixty-Seven (967) Households, Unanimously Approve this Resolution at our Regular Board Meeting.

This the 27<sup>th</sup> Day of August, 2018.

*Nikki Howell*  
Nikki Howell  
President

*Maureen Sullivan*  
Maureen Sullivan,  
1<sup>st</sup> Vice President

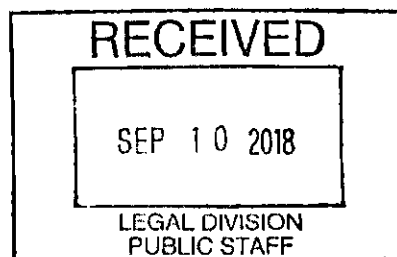
*Chris Schindler*  
Chris Schindler  
2<sup>nd</sup> Vice President

*Mike Wade*  
Mike Wade  
Treasurer

*William Colyer*  
William Colyer  
Secretary

September 5, 2018

110 Big Rock Lane  
Lake Lure, NC 28746



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

Subject: Carolina Water Services, Inc. Docket No: W-354, SUB 360

Dear Mr. Drooz:

I am writing to you regarding the above referenced rate increase request from Carolina Water Services, Inc. (CWS). For the past several years CWS has been requesting and receiving rate increases. Our rates are now 120% more than they were in 2014-15.

Why? There have been no apparent benefits to CWS customers from these rate increases. We only see CWS continuing to operate and maintain the existing system, which has been in place for many years. There have not been any significant improvements or upgrades made that would justify these rate increases in my opinion. Therefore I would like to strongly object to any additional rate increases.

Thank you for considering my objections in your deliberations about the proposed rate increase.

Sincerely,

  
Alan Leavens