

1 PLACE: Mecklenburg County Courthouse  
2 Charlotte, North Carolina  
3 DATE: Wednesday, September 19, 2018  
4 DOCKET NO.: W-354, Sub 360  
5 TIME IN SESSION: 7:04 P.M. TO 8:04 P.M.  
6 BEFORE: Hearing Examiner Lemuel Hinton  
7

8 IN THE MATTER OF:  
9 Application by Carolina Water Service, Inc.  
10 of North Carolina, 4944 Parkway Plaza  
11 Boulevard, Suite 375, Charlotte,  
12 North Carolina 28217, for Authority to Adjust and  
13 Increase Rates for Water and Sewer Utility  
14 Service in All of Its Service Areas in  
15 North Carolina, Except Corolla Light and  
16 Monteray Shores Service Area.  
17

18 Volume 3  
19  
20  
21  
22  
23  
24

1 A P P E A R A N C E S:

2 FOR CAROLINA WATER SERVICE, INC.:

3 Robert H. Bennink, Jr., Esq.

4 Bennink Law Office

5 130 Murphy Drive

6 Cary, North Carolina 27513

7

8 FOR THE USING AND CONSUMING PUBLIC:

9 John Little, Esq.

10 Public Staff - North Carolina Utilities Commission

11 4326 Mail Service Center

12 Raleigh, North Carolina 27699-4300

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E X H I B I T S

IDENTIFIED/ADMITTED

Colyer Exhibit 1.....	19/21
Kirkley Exhibit 1.....	33/34
Moody Exhibit 1 .....	38/43
Moody Exhibit 2.....	38/43

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Oct 03 2018

## 1 P R O C E E D I N G S

2 HEARING EXAMINER HINTON: Good evening. Let's  
3 come to order and go on the record, please. My name is  
4 Lemuel Hinton. I'm a Staff Attorney with the North  
5 Carolina Utilities Commission, and I have been assigned  
6 to conduct this public hearing.

7 The Commission now calls for hearing at this  
8 time for the purpose of taking non-expert public witness  
9 testimony in Docket W-354, Sub 360, In the Matter of the  
10 Application of Carolina Water Service, Inc. of North  
11 Carolina for Authority to Increase Rates for Water and  
12 Sewer Utility Service for its Service Areas in North  
13 Carolina, Except for Corolla Light and Monterey Shores  
14 Service Areas.

15 On April 27, 2018, Carolina Water Service filed  
16 an Application with the Commission seeking authority to  
17 increase its rates for water and sewer utility service in  
18 all of its service areas in North Carolina, effective May  
19 27, 2018. Carolina Water Service is proposing to  
20 increase the water and sewer rates for its four rate  
21 divisions approved in the last general rate case in  
22 Docket No. W-354, Sub 356, and it's also proposing  
23 uniform water and sewer rates for the Elk River  
24 Development.

1           In addition, Carolina Water Service is  
2     requesting authority to implement a consumption band  
3     water and wastewater rate adjustment mechanism within  
4     each of the Company's rate divisions.

5           On May 16, 2018, Carolina Water Service filed  
6     an amendment to the revised page 4 of 7 of Appendix A-1  
7     which was attached to the Application.

8           On May 22, 2018, the Commission issued its  
9     Order Establishing General Rate Case, Suspending Rates,  
10    Scheduling Hearing, and Requiring Customer Notice.  
11    Pursuant to this Order, the Commission declared this  
12    proceeding to be a general rate case pursuant to G.S. 62-  
13    137 and suspended the proposed new rates for up to 270  
14    days pursuant to G.S. 62-134.

15           Additionally, the Order scheduled the  
16    Application for evidentiary hearing on October 16, 2018,  
17    and scheduled this public witness testimony hearing for  
18    this date at this time and in this place.

19           On May 30, 2018, Carolina Water Service filed  
20    an Ongoing Three-Year WSIC/SSIC Plan.

21           Numerous consumer statements of position have  
22    been filed in this docket.

23           I now call upon the parties to announce their  
24    appearances for the record, beginning with the Applicant

1 utility.

2 MR. BENNINK: Good evening, Mr. Hearing  
3 Examiner. My name is Robert Bennink. I'm an attorney-  
4 at-law in practice in Raleigh, doing business as Bennink  
5 Law Office. I'm here tonight to represent Carolina Water  
6 Service, Incorporated of North Carolina. With me at  
7 counsel table is Matthew Klein, the President of Carolina  
8 Water Service of North Carolina. Also with us tonight  
9 are company employees Tony Konsul, Regional Manager; Mark  
10 Haver, Area Manager; Jack Jones, Area Manager; and  
11 Deborah Clark, Communications Coordinator for the  
12 Company. At the conclusion of the hearing, Company  
13 personnel will be ready and available to meet with  
14 customers if they would like and to respond to questions.

15 HEARING EXAMINER HINTON: Thank you, Mr.  
16 Bennink. Public Staff?

17 MR. LITTLE: Yes, Your Honor. My name is John  
18 Little. I'm an Attorney with the Legal Division of the  
19 Public Staff. And with me here tonight is Gina  
20 Casselberry, an Engineer with the Public Staff's Water  
21 Division.

22 HEARING EXAMINER HINTON: Thank you. Let the  
23 record also reflect that intervention and participation  
24 in this docket by the Public Staff of the North Carolina

1 Utilities Commission is made and recognized pursuant to  
2 G.S. 62-15(d) and Commission Rule R1-19(e).

3 I ask the parties are there any preliminary  
4 matters that we need to take care of before we begin this  
5 public hearing?

6 MR. BENNINK: No, sir.

7 MR. LITTLE: Nothing from the Public Staff.

8 HEARING EXAMINER HINTON: Are there any public  
9 witnesses that have signed up?

10 MR. LITTLE: Yes, there are, Your Honor.

11 HEARING EXAMINER HINTON: Okay. Well, then  
12 ladies and gentleman, there appear to be quite a few  
13 folks here, and I assume quite a few of you want to  
14 speak. We appreciate you coming out tonight to voice  
15 your views on this important matter. The Commission, of  
16 course, welcomes your testimony, and we're glad that  
17 you're here. As the sheriff has announced, there are a  
18 few rules that they have, and there are also a few rules  
19 that we have, ground rules that we are going to have to  
20 follow, particularly since we have such a large crowd who  
21 have signed up with the Public Staff. And we want all of  
22 you to be heard.

23 In conducting this hearing, the Commission  
24 functions as a court. We do that pursuant to statute.

1 We're in a courtroom for that very reason. We must take  
2 sworn testimony pursuant to the statutes that have been  
3 passed by the General Assembly for many years. We  
4 operate pursuant to these Rules of Procedure and  
5 Evidence, and we want to conduct this hearing in a very  
6 orderly manner. So I request that you voluntary agree  
7 and abide by these rules, and we trust that you will do  
8 so.

9 In order to facilitate a full opportunity for  
10 all speakers participating in this hearing, the  
11 Commission has these guidelines for public hearing, and I  
12 will go over these. One, witnesses must register with  
13 the Public Staff and verify that they are non-party  
14 witnesses. They will be called in the order listed on  
15 the roster. Two, in order to allow each person an equal  
16 amount of time, there will be a limit of three minutes on  
17 the amount of time for each witness to speak; therefore,  
18 witnesses should endeavor to avoid cumulative,  
19 repetitive, and irrelevant testimony. Three, witnesses  
20 will be sworn in. I must have the witness swear or  
21 affirm prior to the witness providing testimony in order  
22 that the testimony will be received into evidence. Only  
23 one witness may testify at a time. Witnesses shall  
24 refrain from offering opinions on matters not specified

1 in the Notice of Hearing for this docket. Also,  
2 witnesses should address their testimony to the  
3 Commission, that being me, focus on the issues presented  
4 regarding this docket, and refrain from making personal  
5 criticisms of the parties or -- and any other hearing  
6 participants.

7 In lieu of oral testimony, witnesses may submit  
8 written testimony as long as they swear to its accuracy.  
9 Written statements must be submitted by the person under  
10 oath during the hearing. The witnesses will be subject  
11 to cross examination by any party desiring to cross  
12 examine the witness. The party's attorneys and the  
13 Commission will have the opportunity to ask question of  
14 each witness. Persons who are customers of the Applicant  
15 will be called to testify first. Other persons called to  
16 testify will be in the order in which they are registered  
17 on the witness sheet.

18 We should note that testimony is being recorded  
19 by the court reporter. You see her there. Therefore, to  
20 ensure the accuracy of the record, I may limit  
21 unconventional modes of testimony. The Commission's goal  
22 is to receive testimony that will help the Commission  
23 make decisions in this matter, so please do not disturb  
24 the hearing by clapping, booing, hissing, or other such

1 behavior. In addition, please refrain from personal  
2 criticisms or attacks on the participants, including the  
3 Applicant's attorneys and representatives of the  
4 Commission and the Public Staff.

5 To ensure that all witnesses are heard and  
6 their testimony is properly transcribed by the court  
7 reporter, the Commission will maintain hearing room  
8 decorum. We will have the right to instruct security to  
9 remove any member of the audience who is attempting to  
10 participate out of order.

11 Finally, bear in mind that we have a lot of  
12 people in here who want to be heard, so please get to  
13 your point quickly if you can, be succinct as possible,  
14 and avoid repetition in order that we may all have a  
15 chance to be heard. And now I will ask if there -- if  
16 the parties want to make an oral statement before we  
17 begin questioning the witnesses.

18 MR. BENNINK: Not tonight, sir.

19 HEARING EXAMINER HINTON: Public Staff?

20 MR. LITTLE: Nothing from the Public Staff,  
21 Your Honor.

22 HEARING EXAMINER HINTON: Okay. We are here,  
23 and I'll ask the Public Staff, you say you have  
24 identified some witnesses. I'll ask you to call your

1 first witness. Each witness, if you would, would you  
2 identify your name, spell your name, and tell us what  
3 subdivision you are representing or you reside in.

4 MR. LITTLE: Your Honor, Public Staff will  
5 first call Patricia Marquardt.

6 HEARING EXAMINER HINTON: Ms. Marquardt, if you  
7 will come and be sworn.

8 PATRICIA MARQUARDT; Having been duly affirmed,  
9 Testified as follows:

10 HEARING EXAMINER HINTON: You may proceed with  
11 your testimony.

12 THE WITNESS: Do I sit down here?

13 HEARING EXAMINER HINTON: Yes.

14 HEARING EXAMINER HINTON: Mr. Little, if you  
15 would.

16 MR. LITTLE: Yes, Your Honor.

17 DIRECT EXAMINATION BY MR. LITTLE:

18 Q Ms. Marquardt, would you tell us your full  
19 name, and spell your last name for us, please.

20 A Patricia Marquardt, M-A-R-Q-U-A-R-D-T.

21 Q And what's your address?

22 A I live in Hemby Acres, in Hemby Bridge, Indian  
23 Trail address, 6005 Rockwell Drive, Indian Trail, North  
24 Carolina.

1 Q And you're a customer of Carolina Water  
2 Service?

3 A I am. I pay Union County Public Works for my  
4 water. Carolina Water Service does my sewer, flat rate.

5 Q And are you billed monthly by them for flat  
6 rate?

7 A Yes.

8 Q And what do you want to tell the Commission?

9 A Well, my grievance is aggravation. Every year  
10 this occurs in the spring.

11 Q When you say "this occurs"?

12 A Every year this occurs in the spring.

13 Q When you say "this occurs," are you referring  
14 to a rate increase request?

15 A We get this notice in the mail every spring  
16 saying they're going to go up on the rates again. And it  
17 usually ends up being in November, December where the  
18 rates go up. And it's usually between 4, 5, \$6, and I  
19 only use approximately -- last month I used 300 gallons  
20 of water, 300 to 1,500 gallons, and this is based on  
21 twice -- two times and three times the water that I use,  
22 this flat rate. According to Union County Public Works I  
23 got a notice in the mail saying the rate that I would be  
24 paying if they were providing my sewer, which is half

1 what I'm paying now.

2 Q So you believe that you should be paying --

3 A Much less.

4 Q -- much less for your --

5 A According to the water --

6 Q -- based on what your water usage is and not a  
7 flat rate?

8 A My sewer runoff, yes.

9 Q Do you have anything else?

10 A In addition to that, I also pay Indian Trail  
11 property tax. I have a sewer attachment on my property  
12 taxes as well, so I feel like I'm paying way more than I  
13 should. I estimated that I am paying -- over the past 22  
14 years that I have lived in that house, I have overpaid  
15 approximately \$15,000 more than I should be paying --  
16 should have paid, and I feel like I should get a refund  
17 at the end of the year based on my water usage.

18 Q Do you have anything else?

19 A No. I just get aggravated every time I get  
20 this bill in the mail.

21 MR. LITTLE: Nothing further from the Public  
22 Staff, Your Honor.

23 HEARING EXAMINER HINTON: Mr. Bennink, do you  
24 have any questions?

1 MR. BENNINK: No questions.

2 HEARING EXAMINER HINTON: Thank you, Ms.

3 Marquardt.

4 THE WITNESS: All right. Thank you.

5 HEARING EXAMINER HINTON: You may be excused.

6 (Witness excused.)

7 MR. LITTLE: Your Honor, if I may, there is a  
8 large contention of residents from the Bradfield Farms  
9 subdivision here. And the Public Staff has communicated  
10 with certain people from Bradfield Farms about nominating  
11 representative customers to testify instead of the whole  
12 subdivision testifying, and I believe they've agreed to  
13 that, but I don't know who is testifying for Bradfield  
14 Farms, who to call.

15 HEARING EXAMINER HINTON: Thank you, Mr.  
16 Little. As you've heard, Mr. Little has communicated  
17 that apparently you have agreed to one or two -- two  
18 spokesmen for the subdivision to speak and -- but he  
19 didn't know who the particular parties are --

20 MR. COLYER: What was that?

21 HEARING EXAMINER HINTON: He doesn't know who  
22 the particular parties who are going to speak are. You  
23 would need to identify yourselves to him.

24 (Off-the-record discussion.)

1 MR. LITTLE: Your Honor --

2 MR. COLYER: There's more than two? Did we  
3 have two?

4 HEARING EXAMINER HINTON: I had understood that  
5 you had agreed to two. Is that not correct?

6 MR. COLYER: No.

7 HEARING EXAMINER HINTON: Do you have any idea  
8 how many people from the subdivision would want to speak?

9 MR. COLYER: No more than 10.

10 (Off-the-record discussion.)

11 MR. COLYER: There will be 10 or less.

12 HEARING EXAMINER HINTON: And, sir, could you  
13 identify yourself so that the court reporter could have  
14 your name in the record?

15 MR. COLYER: Yeah. William Colyer.

16 HEARING EXAMINER HINTON: So Mr. Colyer, I will  
17 address you. Did you say you had approximately 10 folks  
18 from Bradfield Farms that would want to speak?

19 MR. COLYER: Yes.

20 HEARING EXAMINER HINTON: Is that correct? The  
21 Commission is here to accommodate you to the best that we  
22 can, and we will allow all 10 of you to speak. We will  
23 have three minute per person.

24 MR. COLYER: That's understood. And in our

1 conversation outside the courtroom, we also understand  
2 that those who have signed up, if they determine that  
3 their remarks are redundant, they may pass on speaking or  
4 they would, you know, limit their remarks so that they  
5 are not redundant.

6 HEARING EXAMINER HINTON: Thank you, Mr.  
7 Colyer. I think the court reporter has transcribed that,  
8 and we would appreciate it, of course. As I say, we are  
9 here to accommodate you and to listen to you, but to the  
10 extent that you can reduce the number of speakers that  
11 you have and to the extent that a speaker determines that  
12 what they say is repetitive and redundant, we would  
13 appreciate it so much if you would limit that. So with  
14 those things in mind, we will ask you to identify your  
15 first speaker to Mr. Little, and Mr. Little will call  
16 that person to be heard.

17 MR. LITTLE: The Public Staff will call Mr.  
18 Colyer, Your Honor.

19 WILLIAM COLYER; Having been duly sworn,  
20 Testified as follows:

21 HEARING EXAMINER HINTON: Thank you, sir. If  
22 you would be seated.

23 THE WITNESS: My name is William Colyer. I  
24 live at 7201 Maitland, M-A-I-T-L-A-N-D, Lane in

1 Charlotte, and I'm a resident of Bradfield Farms.

2 DIRECT EXAMINATION BY MR. LITTLE:

3 Q Give us the spelling of your last name for the  
4 record, please.

5 A C-O-L-Y-E-R.

6 Q I'm assuming you're a customer of Carolina  
7 Water Service?

8 A That is correct.

9 Q Water and sewer or just water?

10 A Water and sewer. We all are water and sewer.

11 Q Okay. Are you giving testimony representative  
12 of other people in the subdivision?

13 A Yes.

14 Q And what would you like the Commission to know?

15 THE WITNESS: What I would like to provide --  
16 and I have 12 copies, sir. They go to you?

17 HEARING EXAMINER HINTON: If you would hand  
18 those to the Public Staff.

19 THE WITNESS: Oh, Pubic Staff. Okay.

20 MR. LITTLE: Just one moment, please, sir.

21 Your Honor, we've been handed a document with the title  
22 of Bradfield Farms Homeowners Association, Charlotte,  
23 North Carolina. Seems to be a letter signed by Nikki  
24 Howell, President; Maureen Sullivan, the 1st Vice

1 President; Chris Schindler, the 2nd Vice President; Mike  
2 Wade, the Treasurer; and William Colyer, the Secretary.

3 Q Mr. Colyer, do you want this to be entered into  
4 evidence so that the Commission can possibly utilize it  
5 in making their decisions on the rate increase?

6 A Yes.

7 MR. LITTLE: Your Honor, the Public Staff would  
8 ask that this be marked as Colyer Exhibit 1, and I'll  
9 hand copies to the Court.

10 (Whereupon, Colyer Exhibit 1 was  
11 marked for identification.)

12 Q Okay. Now that we've got this identified for  
13 the Court, can you give us an explanation of what this  
14 document is?

15 A This is A Resolution Objecting to the Proposed  
16 Carolina Water Service Rate Increase that was conducted  
17 and presented at our -- one of our regular meetings, and  
18 that was on August the 27th, by the Board of Directors of  
19 the Bradfield Farms Homeowners Association.

20 Q Can you summarize this Resolution, please?

21 A I will. Carolina Water Service is entitled to  
22 make a 8-plus percent business profit; however, a water  
23 increase of 51.68 percent and a sewer rate increase of  
24 22.73 increase for Bradfield Farms is quite unfair and

1 unreasonable. The Federal Tax Act, and that's the Job  
2 Act, you know, of 2017, will have a dramatic impact on  
3 this Utility. It will have a tax reduction of 13 percent  
4 and, if anything, that savings should be passed on to all  
5 of us North Carolina customers.

6 Carolina Water Service requested and received  
7 rate increases in 2010, 2012, 2017. 2017 approved  
8 increase was 54.58 percent for water, 55.87 percent for  
9 sewer. This increase raised the average water/sewer  
10 utility bill in Charlotte to our families, it averaged  
11 probably \$300. And the 2018 rate increase is even more  
12 than excessive.

13 The Bradfield Farms homeowners wish to convey  
14 our thanks to the State of North Carolina Utilities  
15 Commission and Public Staff for their efforts to deny or  
16 at least limit the Carolina Water Service rate increase.

17 Now, therefore, be it resolved that the Board  
18 of Directors of Bradfield Farms Homeowners Association,  
19 representing the 967 households, unanimously approved  
20 this Resolution at our regular board meeting. That  
21 concludes my comments.

22 MR. LITTLE: Your Honor, pending any objection,  
23 the Public Staff will move that Colyer Exhibit 1 be  
24 admitted into the record.

1 HEARING EXAMINER HINTON: What say you, Mr.  
2 Bennink?

3 MR. BENNINK: No objection.

4 HEARING EXAMINER HINTON: Then it shall be  
5 received in the record and shall be marked as Colyer  
6 Exhibit Number 1.

7 (Whereupon, Colyer Exhibit 1 was  
8 admitted into evidence.)

9 Q Mr. Colyer, you've objected to any of the rate  
10 increase. Do you have any opinions on the quality of  
11 service that you're receiving from Carolina Water  
12 Service?

13 A Satisfactory.

14 Q And is that your personal opinion or are you  
15 speaking on behalf of other residents?

16 A It's definitely a personal opinion, and I think  
17 it would be representative of most of the residents of  
18 Bradfield Farms.

19 MR. LITTLE: Public Staff has no further  
20 questions, Your Honor.

21 HEARING EXAMINER HINTON: Thank you. Mr.  
22 Bennink?

23 MR. BENNINK: No questions.

24 HEARING EXAMINER HINTON: Thank you, Mr.

1 Colyer. You may be excused.

2 THE WITNESS: Thank you.

3 (Witness excused.)

4 HEARING EXAMINER HINTON: Call your next  
5 witness.

6 MR. LITTLE: The Public Staff would call Nikki  
7 Howell, Your Honor.

8 HEARING EXAMINER HINTON: Come up, Ms. Howell.  
9 Is it Howe or Howell?

10 MS. HOWELL: Howell.

11 NICOLINE HOWELL; Having been duly sworn,  
12 Testified as follows:

13 DIRECT EXAMINATION BY MR. LITTLE:

14 Q Ms. Howell, will you give us your full name and  
15 your address for the record?

16 A Yes. My name is Nicoline Howell. I live at  
17 7219 Duchamp Drive in Charlotte.

18 Q And are you a resident of the Bradfield Farms  
19 subdivision?

20 A I am.

21 Q And are you giving representative testimony for  
22 other residents in Bradfield Farms, also?

23 A I don't know if I'm qualified. No. I'm not  
24 sure. Do I represent them? Is that what you mean?

1 Q Yeah. I'm not saying if you represent them,  
2 but is your testimony applicable to other people in  
3 Bradfield Farms?

4 A Yes, I believe it is. It will be --

5 Q Okay.

6 A -- yes.

7 Q So what would you like the Commission to hear  
8 from you?

9 A Okay. I just have a statement to read --

10 Q Fine.

11 A -- all right? I'd like to thank the Commission  
12 for the opportunity to speak. I have the honor of being  
13 President of our HOA. We are a development of 967 homes,  
14 and we are a normal working-class community. Our  
15 residents are made up of two-parent families, many of  
16 them just starting out, single parents struggling to  
17 raise their children in a stable environment, and senior  
18 citizens living on fixed incomes. We actually have a  
19 pretty good mix.

20 However, most would find an increase yet again,  
21 after last year, to be a hardship. Because of the rate  
22 increase last year, my own water bill nearly doubled.  
23 I'd ask the Commission to please consider that fact. It  
24 nearly doubled. As a comparison, I would like to point

1 out that Social Security has raised benefits two percent  
2 in 2018, three-tenths of a percent in 2017, and in 2016  
3 there was no raise.

4 I believe any increase in our water bills  
5 coming so soon after the raise last year is unreasonable  
6 and would certainly negatively impact the lives of our  
7 residents. I respectfully ask you to consider this when  
8 you make your decision. You, the Commissioners, hold the  
9 power, and you are our line of defense against raising  
10 rates. Thank you very much.

11 Q Thank you, Ms. Howell.

12 MR. LITTLE: Nothing further from the Public  
13 Staff.

14 HEARING EXAMINER HINTON: Mr. Bennink?

15 MR. BENNINK: No questions.

16 HEARING EXAMINER HINTON: You may be excused.

17 (Witness excused.)

18 MR. LITTLE: Staff would call Melinda Hue.

19 MS. HUE: I'm going to defer.

20 MR. LITTLE: Okay. Gary Brown? Griffin Rice?  
21 Staff -- the Public Staff has called Griffin Rice to the  
22 stand, Your Honor.

23 GRIFFIN RICE; Having been duly sworn,

24 Testified as follows:

1 DIRECT EXAMINATION BY MR. LITTLE:

2 Q Mr. Rice, your full name and address for the  
3 record, please.

4 A My name is Griffin Rice. I live at 7109  
5 Scuppernong Court in Charlotte. Do you need me to spell  
6 Scuppernong? It's S-C-U-P-P-E-R-N-O-N-G. And that is in  
7 the Bradfield Farms subdivision.

8 Q What would you like the Commission to hear from  
9 you?

10 A I have a statement prepared. My wife and I  
11 have lived in Bradfield Farms for a little over two  
12 years. The first 17 full billing cycles that we lived in  
13 our home, our combined water and sewer bill averaged  
14 \$42.46. Then Carolina Water Service increased their  
15 rates. In the 10 cycles since, our bill has averaged  
16 \$62.99, which is 48 percent higher than when we moved in,  
17 even though our usage has averaged 800 gallons per month  
18 less.

19 Now they're proposing yet another increase. If  
20 the newly proposed rates are applied to our historic  
21 usage, our monthly bill would average \$86.60. That's up  
22 another 37 percent. The new bill will be 104 percent  
23 higher than the average bill we were charged just 11  
24 months ago. To put that further into context, our yearly

1 bill is going to be \$529.68 higher than when we moved  
2 into the house.

3 To quote Halford Erickson who is the father of  
4 utility regulation, one of the inherent advantages of  
5 regulated public utility is to see to it that the public  
6 is accurately served at reasonable rates. The difficult  
7 task that faces the Utilities Commission is to determine  
8 what balances a reasonable rate for the public and a fair  
9 rate for Carolina Water Service.

10 Last year Carolina Water Service thought that  
11 an additional \$728,000 from the Bradfield Farms rate  
12 division would help it get a fair rate. The prices went  
13 up, but then they didn't get the projected rate of  
14 return, so now they're asking that we increase their  
15 permissible rate of return to 8.91 percent and take an  
16 additional \$898,000 from Bradfield Farms.

17 Even with an MBA, I'm not trying to say that I  
18 understand the hundreds of pages of financial  
19 documentation provided by Carolina Water Service. All I  
20 know is that what they deemed fair last year isn't enough  
21 for them this year, and they already plan on asking for  
22 more increases in the future, so I ask you to focus on  
23 what's reasonable. Is it reasonable that my annual bill  
24 more than doubles in less than a year? Is it reasonable

1 that I pay 42 percent more than I would if I lived a  
2 couple miles away and had water and sewer from the City  
3 of Charlotte? Is it reasonable to send a message to  
4 utility companies not to worry about their costs, that  
5 they can just make their returns by taking more money  
6 from their hard-working customers who don't have any  
7 other options? I believe the Utilities Commission should  
8 find that another increase is unreasonable and that the  
9 residents of Bradfield Farms are already paying a fair  
10 rate. Thank you.

11 MR. LITTLE: Nothing from the Public Staff,  
12 Your Honor.

13 HEARING EXAMINER HINTON: Mr. Bennink?

14 MR. BENNINK: No questions.

15 HEARING EXAMINER HINTON: Thank you, Mr. Rice.  
16 You may step down.

17 (Witness excused.)

18 MR. LITTLE: Peggy Quan.

19 MARGARET QUAN; Having been duly sworn,

20 Testified as follows:

21 HEARING EXAMINER HINTON: You may be seated.

22 THE WITNESS: My name is Margaret Quan,

23 Q-U-A-N. I live at 10645 Jarvin, J-A-R-V-I-N, Way,

24 Charlotte, and that's in Bradfield Farms.

1 DIRECT EXAMINATION BY MR. LITTLE:

2 Q What would you like the Commission to hear?

3 A I just want to say a few things that haven't  
4 been already said. I have -- my husband and I have lived  
5 in Bradfield Farms for 21 years, and we are just one of  
6 the many neighborhoods who received notification of a  
7 requested rate increase. I urge the Commission to exempt  
8 Bradfield Farms from this increase. The request is made  
9 due to the fact that infrastructure investments, which  
10 Carolina Water Service of North Carolina is hoping to  
11 recoup, have not been made in our neighborhood. We have  
12 no new water or sewer mains, no new hydrants, meters, or  
13 improvements to our water and wastewater treatment  
14 facilities, to the best of my knowledge. Why, I ask,  
15 should the Bradfield Farms residents have to pay for  
16 improvements which we are not benefitting from?

17 My husband and I are very conservative water  
18 users. We average a use of 90 gallons per day. We are  
19 also nearing retirement age. Every penny must be  
20 accounted for in our family budget. We are unable to  
21 sustain increases of the degree requested in something as  
22 necessary to us as water.

23 I appreciate your attention to this matter, and  
24 urge you to deny the request of the rate increase for our

1 neighborhood. Thank you.

2 HEARING EXAMINER HINTON: Anything else?

3 MR. LITTLE: Nothing for the Public Staff, Your  
4 Honor.

5 HEARING EXAMINER HINTON: The Applicant?

6 MR. BENNINK: No questions.

7 HEARING EXAMINER HINTON: Thank you, Ms. Quan.  
8 Please step down.

9 (Witness excused.)

10 MR. LITTLE: Deborah Atkinson.

11 DEBORAH J. ATKINSON; Having been duly sworn,  
12 Testified as follows:

13 HEARING EXAMINER HINTON: You may be seated.

14 DIRECT EXAMINATION BY MR. LITTLE:

15 Q Tell us your name and your address for the  
16 record, please.

17 A My name is Deborah, spelled D-E-B-O-R-A-H, J.  
18 Atkinson. I live at 11008 Scrimshaw, spelled  
19 S-C-R-I-M-S-H-A-W, Lane.

20 Q That's Bradfield Farms subdivision?

21 A It is in the Bradfield Farms subdivision.

22 Q And what would you like the Commission to hear  
23 from you?

24 A I moved into Bradfield Farms in 2014, and from

1 down -- from then until now my average water and sewer  
2 bill has been \$36.67 from January to August, and I'm  
3 basing that on because it is August now. With this new  
4 increase, my -- in November it increased -- my water bill  
5 and sewer bill went to \$55.71, which would be a \$19.04  
6 monthly increase or \$228.48 yearly increase. I can  
7 assure you since 2014 until now that I have not received  
8 a double-digit cost of living increase from the North  
9 Carolina Retired Employees pension nor Social Security.  
10 What I did receive was about 6 percent, which was eaten  
11 up in inflation which is above 6.8 percent.

12 I am a single woman living within her means,  
13 and a \$228.48 increase in anything has made my overall  
14 budget hard to swallow. And with this additional  
15 increase, it means that something else in my household is  
16 going to have to suffer. I'm in the same house, the same  
17 one person, no major increase in my lifestyle, and I feel  
18 it is unfair to award another water/sewer rate increase  
19 in less than 12 months. There are no additional benefits  
20 that I can see that I would receive from this increase.

21 I thank you for your time for listening, and I  
22 also thank you for rejecting the water/sewer increase  
23 rate requested by Carolina Water.

24 MR. LITTLE: Is that all you have?

1 THE WITNESS: That's it.

2 MR. LITTLE: Thank you. Nothing from the  
3 Public Staff, Your Honor.

4 MR. BENNINK: No questions.

5 HEARING EXAMINER HINTON: Thank you, Ms.  
6 Atkinson. You may step down.

7 (Witness excused.)

8 MR. LITTLE: Steve Kirkley, if I'm saying that  
9 right.

10 NICHOLAS STEVEN KIRKLEY; Having been duly sworn,

11 Testified as follows:

12 DIRECT EXAMINATION BY MR. LITTLE:

13 Q Give us your name and your address for the  
14 record, please.

15 A Nicholas Steven Kirkley, 6800 Brancusi Court,  
16 Charlotte, North Carolina, 28215.

17 Q And what would you like to say to the  
18 Commission tonight?

19 A Well, I'm going to keep this very brief since  
20 everyone has pretty much said the same thing.

21 Q Thank you.

22 A But I do want to submit to the Commission and  
23 to the court reporter a petition that I have started for  
24 the neighborhood and a letter that I had sent to the

1 Utilities Commission in opposition to this increase.

2 Q And you'd like this to be entered into the  
3 record so that the Commission can consider it in their  
4 deliberations on the rate increase?

5 A Most certainly.

6 Q Okay.

7 A I sent a mail copy, but I never heard back from  
8 you guys.

9 MR. LITTLE: Your Honor, Mr. Kirkley has handed  
10 me a -- some documents, that on the top is a letter  
11 addressed to David Drooz, Chief Counsel of the Legal  
12 Division of the North Carolina Public Staff, dated August  
13 2nd, 2018.

14 Q And Mr. Kirkley, do you know approximately how  
15 many signatures you have?

16 A It's around 175.

17 Q And photocopies of the petition with  
18 approximately 175 signatures, all in opposition to a rate  
19 increase?

20 A Yes, sir.

21 MR. LITTLE: Would ask that this be marked.

22 HEARING EXAMINER HINTON: So, Mr. Little, do  
23 you want those marked separately or do you want them to  
24 be marked as one --

1 MR. LITTLE: One exhibit, Your Honor. And if  
2 that would --

3 HEARING EXAMINER HINTON: So then you want it  
4 to be marked Kirkland -- Kirkley?

5 MR. LITTLE: Kirkley 1.

6 HEARING EXAMINER HINTON: Kirkley Exhibit 1.

7 MR. LITTLE: That's fine.

8 HEARING EXAMINER HINTON: Kirkley Exhibit 1.

9 Let the record reflect that is Kirkley Exhibit 1.

10 MR. BENNINK: No objection.

11 HEARING EXAMINER HINTON: And it's marked for  
12 identification.

13 (Whereupon, Kirkley Exhibit 1 was  
14 marked for identification.)

15 Q So we've got the procedural aspect out of the  
16 way for that. Do you want to explain a little bit more  
17 what that document we marked as Kirkley Exhibit 1 is?

18 A Well, it's basically when we got the letter  
19 back in -- earlier this year in May, it just struck me as  
20 crazy that they're going to ask for another rate increase  
21 in less than a year. It really kind of angered me. So I  
22 proposed to the homeowners association to start a  
23 petition and get as many residents to sign in opposition  
24 to this rate increase. And they gave me the blessing,

1 and I got some help from some of the fellow residents,  
2 and we got the signatures.

3 Q Is there anything else you'd like the  
4 Commission to hear from you besides the petition?

5 A My testimony would be the same as everyone  
6 else's. MY rate has -- my rates have increased. A few  
7 years back they were only \$25 a month, then they went up  
8 to 42, \$43 a month. Now they're \$75 a month, and with  
9 the rate increase I'm sure it's going to be well over  
10 100. I wish I would get that kind of raise -- salary  
11 increases at my job.

12 Q Sure. Is there anything else?

13 A No, sir.

14 MR. LITTLE: The Staff -- the Public Staff  
15 would move Kirkley Exhibit 1 to be admitted into the  
16 record, pending any objections.

17 MR. BENNINK: No objection.

18 MR. LITTLE: Public Staff has nothing further  
19 for Mr. Kirkley.

20 HEARING EXAMINER HINTON: Thank you. Kirkley  
21 Exhibit Number 1, which consists of a letter to David  
22 Drooz on August 2nd, 2018, with a petition of 175  
23 signatures, shall be admitted into the record.

24 (Whereupon, Kirkley Exhibit 1 was

1 admitted into evidence.)

2 HEARING EXAMINER HINTON: If there's no further  
3 questions, sir, you may step down.

4 (Witness excused.)

5 MR. LITTLE: Brenda Cheshire.

6 MS. CHESHIRE: I'll defer at this time since my  
7 comments have already been heard. Thank you.

8 HEARING EXAMINER HINTON: Thank you, ma'am.

9 MR. LITTLE: Tom Moody.

10 HEARING EXAMINER HINTON: I'm sorry, sir. I  
11 didn't get your last name.

12 THE WITNESS: Moody, M-O-O-D-Y.

13 HEARING EXAMINER HINTON: Thank you, Mr. Moody.

14 TOM MOODY; Having been duly sworn,  
15 Testified as follows:

16 HEARING EXAMINER HINTON: Thank you, sir. You  
17 may be seated.

18 DIRECT EXAMINATION BY MR. LITTLE:

19 Q Mr. Moody, your name and address, and the name  
20 of the subdivision where you live.

21 A We live in the Yachtsman, 14615 Waterside  
22 Drive, Charlotte, North Carolina, 28278. And it's Tom  
23 Moody, M-O-O-D-Y.

24 Q And just to be clear for the record, you do not

1 live in the Bradfield Farms subdivision?

2 A That is correct. I don't have a red shirt on,  
3 although I'd like to live there because your all's bills  
4 are a lot cheaper than ours.

5 Q Are you in the Queens Harbor?

6 A Yeah. That's one of our roads there.

7 Q Okay. And you're a customer of Carolina Water  
8 Service?

9 A Yes, we are.

10 Q Water and sewer or just water?

11 A Water and sewer.

12 Q Okay. What would like the Commission to know?

13 A Just to kind of echo what they said, our bills  
14 are much higher. We've had the same raises. Just to  
15 give you a little -- I live by myself. I travel a lot.  
16 My last bill was \$81. I was gone for two weeks. We  
17 don't have lawns. We don't water our lawns. We're a  
18 townhouse and condo community.

19 I have something that I would like to enter in.  
20 I also have a petition like the other fellow. We have --  
21 95 percent of our residents have signed it. We'd like to  
22 put that in there as well. I could briefly go over that.  
23 The only issue that we would like to bring up that hasn't  
24 been brought up is the quality of our water is

1       ridiculously harmful.

2                   HEARING EXAMINER HINTON:   Mr. Moody --

3                   THE WITNESS:   Yes.

4                   HEARING EXAMINER HINTON:  -- if I could  
5       interrupt you for a moment --

6                   THE WITNESS:   Yes.

7                   HEARING EXAMINER HINTON:  -- so we can identify  
8       these documents?

9                   THE WITNESS:   Okay.  No problem.

10           Q       The first document is a letter addressed to the  
11       Honorable Josh Stern, the Attorney General, and Mr. David  
12       Drooz, Chief Counsel of the Legal Division of the Public  
13       Staff, dated September 12, 2018, consisting of three  
14       pages.

15           A       And a couple photographs.

16           Q       On the second page of the document.  And a --  
17       the second document is four pages of signatures from what  
18       I'm assuming are residents in the Yachtsman Community?

19           A       Correct.

20           Q       And these are all signatures opposing the rate  
21       increase?

22           A       Absolutely.

23           Q       Do you have any other copies of these  
24       documents?

1           A     You can have these. We have other copies. I'd  
2     like to hold on to that, though, until I'm finished, if  
3     you don't mind.

4           Q     I need to show it to the --

5           A     Go ahead.

6           Q     -- attorney for Carolina Water Service so he  
7     can view it.

8                   MR. LITTLE: The letter dated September 12th to  
9     David Drooz, we'd ask that it be marked as Moody Exhibit  
10    1, and the document with the signatures marked as Moody  
11    Exhibit 2.

12                   HEARING EXAMINER HINTON: Let the record  
13    reflect that the documents have been identified as Moody  
14    Exhibit 1 and Moody Exhibit 2.

15                                   (Whereupon, Moody Exhibit 1 and Moody  
16                                   Exhibit 2 were marked for  
17                                   identification.)

18                   HEARING EXAMINER HINTON: These are the only  
19    copies?

20                   MR. LITTLE: Yes.

21                   HEARING EXAMINER HINTON: And, sir, you  
22    understand that these have to go with the court reporter  
23    to be in the official record?

24                   THE WITNESS: That's fine.

1 HEARING EXAMINER HINTON: So let the reflect  
2 that Moody Exhibit 1 is a letter to AG Josh Stein dated  
3 September 12, 2018, and four pages of signatures that are  
4 attached thereto.

5 Q Can you give us a summary of what Moody Exhibit  
6 1 says?

7 A Yes, I will. It makes reference to five local  
8 water companies and compares their bills to ours. I  
9 could give those numbers to you, but in real simple terms  
10 it is in the letter, and the majority of them, our bill  
11 is literally twice as much. Obviously, we can't use  
12 them.

13 Our community members consistently receive  
14 excessive high erroneous bills due to incorrect meter  
15 readings. The meters are a disaster in our neighborhood,  
16 and they're read by an independent company is the way I  
17 understand it and the way it was explained to me when  
18 I've called. I've called to dispute my water a couple of  
19 different times. Sometimes they go, "Well, don't worry  
20 about it. We'll catch up next week." One time they came  
21 and reread it and dropped my water bill \$45.

22 Recently, and I'll read this, "For 10 days in  
23 May 2018, the CWSNC's two main water softener filters'  
24 motor broke. The below pictures of dishes in resident's

1 dishwasher show the water quality - or lack thereof -  
2 experienced by the Community during the 10 days described  
3 above. Although the filters and motor were replaced, the  
4 Community received no billing relief whatsoever."

5 I personally have a water softener. Several  
6 people in our neighborhood have a water softener.  
7 There's a sewage plant on our property that's supposed to  
8 clean the water. You cannot use the water in our  
9 neighborhood without softening it. It's ruining our  
10 pipes. I own a real estate firm, have been in the real  
11 estate business my whole life. It has affected the value  
12 of our property.

13 I'd like to echo everything Griffin -- that  
14 Griffin said as well. He is certainly intelligent, and  
15 all of that is so true. We feel the same way, that this  
16 is a public service company. And when I sell a home to  
17 somebody, I let them know what their budget should be.  
18 I've been with Duke Power, Piedmont Gas for 12 years. My  
19 bills never went up. My bill here has more than  
20 quadrupled since I've been here, and I use less water.  
21 There may be somebody else here that is representing us  
22 that may want to say a few other things, but I think if  
23 you read this, that we echo everything that they say.

24 We don't want another rate increase, obviously.

1 And as long as we can prevent that from happening, some  
2 of the other things that are going on in our particular  
3 neighborhood, we'd like to go on the record so that  
4 people know that we are not happy even with the quality.  
5 I think you guys said that the service is fine. We think  
6 the service is a disaster. Anything else? Is that good?

7 Q Anything else you want the Commission to know?

8 A If you guys are thinking that your water's  
9 going to be high at 60 or 70, wait till it gets to be  
10 200, because that's what we're paying, and we don't even  
11 have yards that we are watering. And our units are  
12 small, 1,200 square foot units.

13 MR. LITTLE: The Public Staff has no further  
14 questions.

15 HEARING EXAMINER HINTON: Mr. Bennink?

16 MR. BENNINK: Yes. I do have a question.

17 CROSS-EXAMINATION BY MR. BENNINK:

18 Q Mr. Moody, you started out by saying that the  
19 quality of the water is ridiculously harmful. What do  
20 you mean by the word "harmful"? Harmful in what way?

21 A The erosion on our pipes. The -- we've all  
22 seen it. You see the white salt around our faucets  
23 slowly build up and build up, or a ring in the toilet or  
24 -- I have pictures here -- or your clothes -- when you

1 take a bath, you don't get no suds, you know, stuff like  
2 that. You wash your clothes, they smell funny.

3 HEARING EXAMINER HINTON: Anything further?

4 MR. BENNINK: Yes.

5 Q By harmful, you're talking about the hardness  
6 of the water and the effects of that?

7 A Yes. I haven't been drinking the water, so I  
8 don't know if it's affected me medically speaking. We  
9 all -- we all buy water in our neighborhood.

10 Q Thank you very much. That's all.

11 A Okay.

12 HEARING EXAMINER HINTON: Any redirect?

13 MR. LITTLE: No, Your Honor.

14 HEARING EXAMINER HINTON: Thank you, sir. You  
15 may be excused.

16 (Witness excused.)

17 COURT REPORTER: Did you admit those? Did he  
18 admit them?

19 HEARING EXAMINER HINTON: Mr. Little, did  
20 you --

21 MR. LITTLE: Yes, sir.

22 COURT REPORTER: No. Did you admit the  
23 exhibits?

24 MR. LITTLE: I don't know, but just to be sure,

1 Your Honor, I'd like to ask that Moody Exhibit 1 and 2 be  
2 admitted into the record, pending any objections.

3 HEARING EXAMINER HINTON: Mr. Bennink?

4 MR. BENNINK: No objection.

5 HEARING EXAMINER HINTON: Let the record  
6 reflect that they are admitted at this time, Moody  
7 Exhibit 1 and Moody Exhibit 2 are admitted into the  
8 record.

9 (Whereupon, Moody Exhibit 1 and Moody  
10 Exhibit 2 were admitted into  
11 evidence.)

12 MR. LITTLE: At this time, Your Honor, we have  
13 reached the end of the people who have signed the sign-in  
14 sheet testifying. I don't know if there are any other  
15 people who wish to testify that still haven't signed in.

16 HEARING EXAMINER HINTON: At this time I will  
17 inquire if there are any other parties or any other  
18 people who wish to make a statement or testify at this  
19 time.

20 MS. CYNOWA: If you want to hear me.

21 HEARING EXAMINER HINTON: If you would approach  
22 Mr. Little and Ms. Casselberry.

23 MR. LITTLE: Your Honor, the Public Staff would  
24 call Karen Cynowa.

1 HEARING EXAMINER HINTON: Again, I don't think  
2 I caught your last name.

3 THE WITNESS: Cynowa, C-Y-N-O-W-A.

4 HEARING EXAMINER HINTON: Ms. Cynowa, thank  
5 you.

6 KAREN CYNOWA; Having been duly sworn,  
7 Testified as follows:

8 HEARING EXAMINER HINTON: Thank you. You may  
9 be seated.

10 THE WITNESS: I just wanted to --

11 DIRECT EXAMINATION BY MR. LITTLE:

12 Q Before you start --

13 A Oh, my name. I'm sorry. Karen --

14 Q Your name and --

15 A -- Karen Cynowa.

16 Q -- spell it again for the court reporter,  
17 please.

18 A C-Y-N-O-w-A.

19 Q And your address?

20 A 14009 Queens Harbor Road, Charlotte, 28278, and  
21 I'm a resident of the Yachtsman.

22 Q Now you can tell the Commission what you'd --

23 A Okay.

24 Q -- like to say.

1           A       When Tom talked about the -- our units are very  
2 small. The average square footage is way under 2,000  
3 square feet, so -- and we have double the increases. But  
4 what we didn't have time to do -- and there was a study  
5 that was done, a private, independent water study in  
6 2012. And I don't have record of that, but we could get  
7 it. And there were some things that were -- it was my  
8 understanding, so I'm not quoting this, but it was my  
9 understanding that the Board at the time had tested the  
10 water and there were some evidence that some of the --  
11 the water that was tested did have some evidence that the  
12 agents that were in the water were cancer-causing agents.  
13 It is our understanding from when they did that in 2012,  
14 that those agents are not tested with Carolina Water  
15 System. So I think that it should be put in the record  
16 because none of us do want to drink the water. And even  
17 though their water standards may say that they're safe,  
18 we're questioning if they're being -- actually testing  
19 the proper amount of things that would be safe for us.

20                   The other statement is that several of the  
21 companies that come in to install hot water heaters -- I  
22 had a hot water heater, and my hot water heater after a  
23 year and a half was completely corroded out, and it was a  
24 brand new hot water heater. And the installer of the new

1 hot water heated told me that they would not guarantee  
2 the normal length of the hot water heater unless I put a  
3 complete filtration system in my home.

4 So back to Tom's original statement with the  
5 calcification or whatever the buildup is, it's completely  
6 corroding our faucets, and you can see the buildup on the  
7 bottom of the faucets where it's literally eating the  
8 metal up. So needless to say, it's -- when it's eating  
9 the metal of our faucets out, I think we're a little  
10 hesitant to be drinking the water. So not only are we  
11 paying the high fees -- and I am single -- same thing  
12 with Tom, I was gone two weeks last month, and my water  
13 bill and sewer was \$85.

14 So we just -- we highly urge the Board that  
15 this is just ludicrous that there would be any increase.  
16 I don't know where we even were last year to stop the  
17 already 50 percent increase, and now this is another  
18 increase that's coming. So we just highly encourage that  
19 they look at all this documentation and put a freeze on  
20 this.

21 The meters in our complex are very old. I know  
22 that there's companies out there that have electric  
23 meters that they don't have to send people out. Several  
24 times you'll go to check your meter when your bill is

1 high, and you'll find that there's no way that somebody  
2 could have read it because there's debris and trees and  
3 dirt on top of that meter. They literally have to  
4 unscrew them to even look to get the meters read.

5 So I think that, you know, any company -- I'm a  
6 business owner as well. I don't charge my clients extra  
7 money to update infrastructure of my company, and I think  
8 that that could also save us money if they had better  
9 meter systems.

10 That's all I have for the present. Thank you.

11 HEARING EXAMINER HINTON: Thank you.

12 MR. LITTLE: Nothing from the Public Staff,  
13 Your Honor.

14 MR. BENNINK: No questions.

15 HEARING EXAMINER HINTON: Thank you, Ms.  
16 Cynowa. You may be excused.

17 (Witness excused.)

18 HEARING EXAMINER HINTON: So are there any other  
19 parties or individuals that wish to speak tonight? This  
20 public hearing is for you so that the Commission can get  
21 information and consider it, and go ahead and put it in  
22 this proceeding.

23 MR. LITTLE: The Public Staff would call Mike  
24 Tepedino, Your Honor.

1 MICHAEL TEPEDINO; Having been duly sworn,

2 Testified as follows:

3 HEARING EXAMINER HINTON: Thank you, sir. You  
4 may be seated.

5 THE WITNESS: My name is Michael Tependino,  
6 T-E-P-E-D-I-N-O, and I live at 10729 Schooner Bay Lane,  
7 Charlotte, and I'm a resident of Bradfield Farms.

8 DIRECT EXAMINATION BY MR. LITTLE:

9 Q What would you like to say to the Commission?

10 A I just -- the one thing I would like to add to  
11 everything that has been said, is in Bradfield Farms the  
12 quality of -- the water quality, and this is concerning  
13 the hardness of the water. And we have similar problems  
14 to what you guys had mentioned in the other community  
15 there, the Yachtsman, about the hardness of the water.

16 I have several cars, and when I go to wash the  
17 cars, it seems trivial, but if you do not instantaneously  
18 get water off of those cars -- this is, you know, this  
19 water, the same water -- it will etch into the paint on  
20 the cars and to the glass on the cars because of how hard  
21 the water is. And I've had to do extra work on my  
22 vehicles to try to erase some of the water stains. And  
23 there are some permanent water stains on several of my  
24 vehicles that I cannot get off because of how hard the

1 water is. Talking about the faucets and the shower  
2 heads, it's -- I've gotten very good at knowing that it's  
3 about every three months I have to take down each one of  
4 the shower heads and soak it in vinegar to get the  
5 hardness and the scaling out of them so that they  
6 actually will flow. I'm sure many other people in my  
7 community have this same issue. Talking about the ring  
8 around the, you know, in the toilet and this and that  
9 from the staining, I've never been -- I've never lived  
10 anywhere where I've had that degree of staining from just  
11 the water. So I don't know actually what causes that.  
12 I'm not going to say that I know what causes that, but I  
13 haven't seen that before.

14           So that was really what I had to say, that the  
15 scaling is -- if there was any way for them to -- you  
16 know, they're talking about increasing to -- increasing  
17 our rates to increase the quality of our water, I'd sure  
18 -- I'd really like them to soften the water and get some  
19 of the hardness out because that really -- that has a  
20 manifold effect on little valves I've had to replace on  
21 my water heater on my house. I've had to replace a  
22 dishwasher in our house because there are several little  
23 valves that work inside of these machines that cannot  
24 tolerate very hard water. The scaling just shuts them

1 down. And when those little valves stop working, now  
2 you've just lost a \$400, \$800 piece of equipment. And it  
3 doesn't involve just buying the equipment. You have to  
4 pay somebody to install it.

5           So it's a -- you know, it's a big problem.  
6 It's a big problem. I know I'm not the only person that  
7 has this problem in our neighborhood. I see a lot of  
8 people shaking their heads over there, so I'm sure it's  
9 going on in other -- other households in our  
10 neighborhood.

11           Q     Anything else?

12           A     That's all I've got.

13           MR. LITTLE: Nothing further from the Public  
14 Staff, Your Honor.

15           HEARING EXAMINER HINTON: Thank you. Mr.  
16 Bennink?

17           MR. BENNINK: No questions.

18           HEARING EXAMINER HINTON: Thank you. You may  
19 step down, sir.

20           THE WITNESS: Uh-huh.

21                           (Witness excused.)

22           HEARING EXAMINER HINTON: Is there anything --  
23 I've asked two times, and this will be the third and  
24 final time, are there any other individuals that wish to

1 speak at this time who wish to present testimony at this  
2 time?

3 (No response.)

4 HEARING EXAMINER HINTON: If not, seeing none,  
5 then this hearing will be adjourned.

6 (The hearing was adjourned.)

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STATE OF NORTH CAROLINA

COUNTY OF RUTHERFORD

C E R T I F I C A T E

I, Marianne S. Aguirre, Notary Public/Court

Reporter, do hereby certify that the foregoing hearing before the North Carolina Utilities Commission in Docket No. W-354, Sub 360, was taken and transcribed under my supervision; and that the foregoing pages constitute a true and accurate transcript of said Hearing.

I do further certify that I am not of counsel for, or in the employment of either of the parties to this action, nor am I interested in the results of this action.

IN WITNESS WHEREOF, I have hereunto subscribed my name this 3rd day of October, 2018.

*Marianne S. Aguirre*

Marianne S. Aguirre

Notary Public No. 19961490099