

Harris, Maria

From: admin@example.com on behalf of NC Public Staff <admin@example.com>
Sent: Wednesday, July 05, 2017 10:22 AM
To: Consumer Services
Subject: Form submission from: NCUC Public Staff Complaint Forms

Submitted on Wednesday, July 5, 2017 - 10:22 am

Submitted by anonymous user: 127.6.98.129

Submitted values are:

NORTH CAROLINA UTILITIES COMMISSION - PUBLIC STAFF

COMPLAINT FORMS:

Utility, Slamming, and Transportation



1. Have you contacted the company? Yes
2. Please choose your form: Utility (electric, water, telephone, natural gas)



NORTH CAROLINA UTILITIES COMMISSION - PUBLIC STAFF

UTILITY Complaint Form

****If your services are in danger of disconnection, please call (919) 733-9277 or (866) 380-9816 for immediate assistance, Monday through Friday, 8:00 a.m. to 5:00 p.m.****

Date: Wednesday, July 5, 2017
Utility Type: Water
Utility Company Name: utilities.inc
Name Appearing on Billing Statement: donald irwin
Are you listed on the account? Yes
Name of Complainant: wilma irwin
Service Address: 1788 irish blvd
City, State, Zip Code sanford, 27332
Mailing Address: 1788 irish blvd

City, State, Zip Code sanford

Primary Phone #: 9193431363

Secondary Phone #: 9193431363

Email Address: wilmairwin@yahoo.com

If telephone company, list phone number experiencing problem: 9193431363

Description of your complaint:

I would like to add my name to the list of those contacting you concerning proposed water and usage rates for Carolina Trance Lee county nc.

This company is a total rip-off for our community. an example of my last bill water usage 29.48 and wastewater and another charge for water 53.51. It is ridiculous to continue to allow this company to do as they please and continue to raise our rates. We still pay more than most in our state. We have protested earlier when they made huge increases they said due to updating our water system but they were allowed to proceed with their plans. thank you.

Company's response to complaint: none

Desired resolution:

leave our rates alone or even better reduce these to match those in other areas such as Sanford city rates.

Additional comments:

The results of this submission may be viewed at:

<https://publicstaff.nc.gov/node/54/submission/232>

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Aug 02 2017

Casselberry, Gina

From: Meadowsmsm <meadowsmsm@aol.com>
Sent: Monday, July 24, 2017 4:32 PM
To: Casselberry, Gina
Cc: meadowsmsm@aol.com; steven.b.meadows@gmail.com
Subject: Carolina Water Service, Inc. Rate Increase-Connesstee Falls

To: Ms. Gina Casselberry - Public Staff Utilities Engineer
From: Melissa and Steve Meadows - Residents of Connesstee Falls
Subject: Proposed rate increase by Carolina Water Service, Inc.

Dear Ms. Casselberry:

We received a notice (Docket No. W-354, SUB 356) from Carolina Water Service, Inc. (CWS) that they have filed with the NC Utilities Commission for rate increases for water and sewer. The increase covers several communities including Connesstee Falls (CF) where we own a residence.

1) The rate increase information supplied by CWS was very confusing and difficult to determine how we would be impacted by their proposed rate changes. It appears that increases are based on the size of the meter and we do not know if this is a requirement by the NC Commission but would appreciate a more decipherable rate description in the future.

2) After comparing the rates from our water/sewer bill to the rate increase notice, it appears that CWS is proposing the following monthly charges based upon our meter type:

	Current	Proposed	% Plus/Minus
Water Base Charge	\$27.41	\$26.95	- 2%
Water Rate per 1000 Gallons	\$6.65	\$7.70	+16%
Sewer Base Charge	\$26.86	\$48.59	+ 81%
Sewer Rate 1000 Gallons	\$6.75	\$3.32	- 51%

The Sewer Base Charge increase of 81% is extraordinary and will increase our annual sewer base charge from \$260.76 to \$583.08. I could find no rationale for the proposed sewer base charge increase in the letter from CWS. We are not full time residents in CF and will be economically impacted by such a large base charge increase. We would prefer to see a reduced but balanced increase between base charge and sewer rate.

3) CF constantly is experiencing broken water pipes throughout the community. As I write today, we have been notified of three streets without water and a boil water advisory once service is restored. Homes often have to boil water for 3 to 4 days until the lab test are returned to CWS. Two years ago we experienced a water main break but were not notified by CWS. Luckily a neighbor called to let us know to dump our ice and boil water. CF residents can be quite elderly with various health issues and CWS is not consistent on advising residents about boil water restrictions. Given CWS poor maintenance service in CF, we do not feel that the water increase is reasonable or justified.

We hope that the NC Utilities Commission will consider our request to lower both the water and sewer proposed rate increases and seriously urge CWS to proactively maintain our water and sewer operations.

Thank you for your time and consideration.

Steve and Melissa Meadows
808 Dotsi Dr.
Brevard, NC

Casselberry, Gina

From: rloss@netzero.com
Sent: Friday, July 28, 2017 11:30 AM
To: Casselberry, Gina
Cc: ceckley52@gmail.com
Subject: CWSNC Proposed Water/Sewer Rate Increase

Dear Gina,

Since I am a transplant from Maryland, I have compared the rates for water and sewer charged by the Washington Suburban Sanitary Commission (WSSC) and the rates for water and sewer charged by Utilities, Inc. I have now completed the comparison of rates that demonstrate the excessive rates that are being charged by Utilities, Inc., for water and sewer at Carolina Trace.

I believe that Utilities, Inc., is on the border of obscene and price gouging. Seniors living on fixed incomes cannot afford the extravagance of this utility.

I compared my last three months of billing by Utilities to what WSSC would charge. Please note that WSSC bills on a quarterly basis which reduces the base charge by 2/3 (66 2/3 %).

Utilities	vs	WSSC
9,260 gallons of water		9,260 gallons of water
\$272.85 billed \$100.00		\$73.14 plus \$16 account maintenance plus \$11 infrastructure for a total of

I would like to see the costs of water and sewer reduced and the the billing be administered quarterly for cost savings to customers. I am sure you can see the cost difference with Maryland being in a high cost of living area.

Please contact us for any other information you may require.

Respectfully submitted,

Cynthia Eckley and Roderick Loss

3086 Fairway Woods, Sanford, NC 27332

c 301 299 2323 h 919 343 2727

WSSC
Fees

ACCOUNT MAINTENANCE FEE

SMALL METERS	July 1, 2017 QUARTER
5/8" -1"	\$16.00
LARGE METERS	QUARTER
1 - 1/2"	\$16.00
2"	\$27.00
3"	\$66.00
4"	\$142.00
6"	\$154.00
8"	\$200.00
10"	\$246.00
DETECTOR CHECK METERS	QUARTER
2"	\$33.00
4"	\$177.00
6"	\$255.00
8"	\$461.00
10"	\$633.00
FIRE SERVICE METERS	QUARTER
4"	\$182.00
6"	\$293.00
8"	\$452.00
10"	\$682.00
12"	\$989.00

Infrastructure Investment Fee

The Infrastructure Investment Fee (IIF) is a fixed fee that funds a portion of the debt service associated with the Commission's water and sewer pipe reconstruction programs from the approved Capital Improvements Program.

Infrastructure Investment FEE		
SMALL METERS	July 1, 2016 Quarter	July 1, 2017 QUARTER
5/8"(Residential)	\$11.00	\$11.00
3/4"	12.00	12.00
1"	14.00	14.00
LARGE METERS	QUARTER	
1 - 1/2" (Commercial)	\$90.00	\$90.00
2"	\$185.00	\$185.00
3"	\$585.00	\$585.00
4"	\$813.00	\$813.00
6"	\$1265.00	\$1265.00
8"	\$2,845.00	\$2,845.00
10"	\$4,425.00	\$4,425.00

**FIRE SERVICE
METERS**

4"	\$499.00	\$499.00
6"	\$616.00	\$616.00
8"	\$2,524.00	\$2,524.00
10"	\$2,714.00	\$2,714.00
12"	\$5,214.00	\$5,214.00

QUARTER**Miscellaneous Fees****Meter Test Fees**

5/8" to 1"	\$253
1 1/2"	\$424
2" and up	\$473

Missed Appointment Fee

First Missed Appointment	\$88
Additional Missed Appointment	\$110

Property Inspection Fee

Property Inspection Fee	\$93
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Returned Check Fee

Returned Check Fee	\$35
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Turn Off Fees (Disconnection)

Small meter (5/8" - 1")	\$77
Large meter (1 1/2" and up)	\$203

Turn On Fees (Reconnection)

Small meter (5/8" - 1")	\$77
Large meter (1 1/2" and up)	\$214

Last Modified: 01:05 PM July 03 2017

Rates**Water Rates****Sewer Rates**

Average Daily Consumption by Customer Unit During Billing Period (Gallons Per Day)	July 1, 2016 Rates Per 1,000 Gallons	July 1, 2017 Rates Per 1,000 Gallons	July 1, 2016 Rates Per 1,000 Gallons	July 1, 2017 Rates Per 1,000 Gallons
0 - 49	\$3.38	\$3.53	\$4.30	\$4.42
50 - 99	3.78	3.95	5.03	5.17
100 - 149	4.18	4.37	5.85	6.01
150 - 199	4.67	4.88	6.76	6.95
200 - 249	5.46	5.71	7.36	7.56
250 - 299	5.92	6.19	7.97	8.19
300 - 349	6.27	6.55	8.50	8.74
350 - 399	6.53	6.83	8.92	9.16
400 - 449	6.78	7.09	9.12	9.37
450 - 499	6.98	7.29	9.40	9.66
500 - 749	7.10	7.42	9.60	9.86
750 - 999	7.27	7.60	9.81	10.08

1,000 - 3,999	7.41	7.75	10.23	10.51
4,000 - 6,999	7.58	7.92	10.46	10.75
7,000 - 8,999	7.68	8.03	10.62	10.91
9,000 - Greater	7.81	8.16	10.90	11.20

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Aug 02 2017

Casselberry, Gina

From: Jason Cate <jrcate@gmail.com>
Sent: Friday, July 28, 2017 11:01 PM
To: PS_Water
Subject: Extremely concerned about my family's health from the water

Dear Reader,

I am writing to you with great concern about the safety of my family and myself regarding our water. We live at 311 Tall Ships Lane in Hampstead and our water is provided by Utilities Inc. within the Belvedere distribution system. We receive pre-recorded boil advisory phone calls on a regular basis (usually once or twice per month). I don't understand why a company is having to do line repairs each and every month and more importantly, why have we never received a follow up call telling us the repair is complete and the water is now safe to drink...?
At this point, my wife and I are scared constantly and don't know if our water is ever actually safe to use. At what point does a company of any capacity stop repairing and start replacing?

Please help!

Thank you,

Jason R Cate
(864)809-3191

Sent from my iPhone

FILED

AUG 02 2017

Clerk's Office
N.C. Utilities Commission

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Aug 02 2017

Casselberry, Gina

From: Tayloe Compton <tayloec@gmail.com>
Sent: Sunday, July 30, 2017 2:02 PM
To: Casselberry, Gina
Subject: Utilities Inc, Sapphire Valley, NC

To whom it may concern,
My name is Tayloe Compton and my mother, Carol Phillips, is a resident and the Sapphire Valley community in Sapphire, North Carolina. I am contacting you because I am in charge of paying her utility bill.

I have received numerous calls since January 2017 informing me that there is a break in the line, or some other incident, and that she will have no water until further notice. I am sure of it least three incidences in the last two months.

I was informed by one of her neighbors that Utilities Inc was planning on increasing their rates again, which I believe has happened within the last six to seven months or so. appreciate your time.

I am writing this email to protest a further rate increase. I have found it surprising that they have even charged us the full amount being how often the water has not been working recently.

I would appreciate your consideration in this matter.

Thank you, Tayloe Compton

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Aug 02 2017

Casselberry, Gina

From: Ed <ehigh4444@gmail.com>
Sent: Monday, July 31, 2017 5:20 PM
To: Casselberry, Gina
Subject: Water rate increase request by Carolina Water Service Inc.

Dear Ms. Casselberry,

We have received the notice of application by Carolina Water Service to Uniform Water rate division customers, Docket No. W-354. We live at 1009 Skyland Dr., Franklin, NC 28734. Our sub-division is Watauga Vista and my tel. no. is (407) 227-8759.

We wish to protest in the strongest terms this unreasonable request by CWS for an average 20% increase in our water rates. Reasons:

1. CWS was already granted a rate increase in 2015 with the installation of meters in Watauga Vista. Our formerly flat rate increased from around \$29/month to approximately \$34/month, a 17% increase.
2. CWS was granted another increase in 2016 to an average bill of \$45/month, a 32% increase.
3. During this time period, ever since we purchased this house in Feb. 2015, the reliability of the service has been very poor with dirty, cloudy water and "Boil Water Alerts" common. In 2017 alone we have had at least 5 instances of dirty brown water that took hours and even days to clear.

CWS should be denied this unreasonable rate increase. No business can sustain service cost increases well above inflation rates year after year and especially a critical utility such as a water service. CWS needs to dramatically improve their systems and infra-structure in our sub-division AND they need to prove that their actual costs are increasing at the rates that they are asking for increases. If CWS are unwilling or unable to do so they should be encouraged to sell their service areas to other companies/utilities that are interested to buy them.

Sincerely,

Edwin C. Hightower

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Aug 02 2017

Casselberry, Gina

From: Julia <jfcoliver3@frontier.com>
Sent: Friday, July 28, 2017 12:44 PM
To: Casselberry, Gina
Subject: Utilities Inc.

Hey Gina,

I was given your contact info from Sara @ the NC Utilities Commission.

I am writing to tell you my experience with Utilities Inc. I live in the Sapphire area. We have had poor to no water from our water provider for the last 3 weeks.

1st episode was about 3 weeks ago. Received a robo call advising us of a problem & were directed to boil our water. 3 days later a robo call releasing boil advisory.

2nd episode (just after first incident) robo call directing another boil water advisory. No robo call ever received to release water boil.

3rd episode woke up this morning, no water at all. No robo call. Called the company around 7am, they couldn't tell me what was going on other than it happened last night. Also their rep was very rude. FINALLY @ 12:29 pm this afternoon received a robo call advising YET ANOTHER water boil.

If you add these weeks together, close to 1/2 of July we have been directed to boil our water. I have 2 homes in the area, one of which is a vacation rental. My guests are now asking me for a discount due to having to boil their water while they are on vacation. Not to mention the inconvenience in my own home.

I understand that Utilities Inc. is trying to get a rate increase....in my opinion that is a joke. I would like my input put into the upcoming meeting. Also could you tell me where the meetings will be held in my area, I would like to attend if possible.

Thank you for your attention to this matter.

Regards,

Julia Campbell
828-743-5127

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Aug 02 2017

Casselberry, Gina

From: Dave Scott <dnescott@comporium.net>
Sent: Monday, July 24, 2017 4:23 PM
To: Casselberry, Gina
Subject: Utility Rate Increase Challenge

Dear Gina;

We have been a Lake Atagahi home owner since 2002. People that own homes on lakes within Connestee Falls are being faced with a possible sewer increase of 33.50%. This increase is absolutely out of line as far as we are concerned. I am 80 years old and retired on a fixed income. My wife is 73 years old and has no job to provide income. So, the impact of this proposed sewer increase would have a significant impact on our ability to live comfortably in our lake home. Please present our plea to hold down the sewer service increase.

Thank you,

David and Elizabeth Scott
804 Dotsi Drive (Connestee Falls)
Unit 26, Lot 78

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Aug 02 2017

Casselberry, Gina

From: Jackie Pollock <jpllock@aol.com>
Sent: Monday, July 24, 2017 5:23 PM
To: Casselberry, Gina
Cc: mikesanders@hotmail.com
Subject: Re: Connestee Falls Utility Rate Increase

Gina,

We have had our home in Connestee Falls for 18 years and moved here full-time one year ago. The utility company has changed owners several times and, it would appear, that with each change there are adjustments or lack thereof that are made. It seems that in this past year there have been many more problems throughout the community than ever before and we were personally without water for several days a few months ago. We got one phone call to notify us of no water and we knew we would have to boil water once we got it back but we never got a phone call that it all checked out. I believe we ultimately received notification from our administration that the water was okay to drink.

While some rate increases should probably be expected, I would think that with a rate increase the level of service should also increase and that has clearly not been happening. If there are company problems that we, in Connestee, should be made aware of I hope that will become public knowledge.

I would request that considerable thought be given to allowing Utilities, Inc to raise the water and sewer rates at the proposed figures.

Thank you,

Jackie and Bill Pollock

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Aug 02 2017

Casselberry, Gina

From: bob yaguda <comreal77@aol.com>
Sent: Monday, July 24, 2017 7:56 PM
To: Casselberry, Gina
Subject: carolina trace water and sewer rate increase

DOCKET NO. W-354, SUB356 CAROLINA WATER SERVICE, INC

Dear Ms. Casselberry: My wife and I are residents 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.

the content of this letter to this point is a copy of jack fallons letter to you as i found his comments mirrored my thinking. i further believe that in my 50 years as a realtor i was both in an ownership and management position of real estate in upper new york state and i never encountered a sewer and water bill even remotely close to the ones we receive in the Trace. in one community there was a sewer bond that was retired after 17 years and no bill was ever explained as having a sewer charge based on your water usage. perhaps your board should consider giving these investors the increase they are seeking in exchange for allowing the owners the right to put the water and sewer business out to bid with a 60 day cancellation notice required if we choose to go with another operator. another approach would be to have a CPA get access to their books and determine if the N.O.I. for the last 2 fiscal years was up, down or about the same -if it was down then a full inspection of all maintenance and modernization items are accounted for in proper form. unfortunately i am hearing impaired and will not be able to testify or respond at the meetings as i am not able to pick up conversation in a large room accommodating a large number of people. i would ask that you accept my commentary and if it is not possible perhaps you would grant me the right to have a proxy-thank you in advance for your consideration--sincerely robert and joan yaguda 594 chelsea drive, sanford nc 27332 phone 919-4982700

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Aug 02 2017

Casselberry, Gina

From: Trudy Forrest <mouses1321@yahoo.com>
Sent: Monday, July 24, 2017 9:12 PM
To: Casselberry, Gina
Subject: CTU attempting to raise rates

The proposal to raise rates AND charge everyone the same rates is patently unfair.

Our rates are among the highest in the state.

And, unless we pay a huge fee for a second meter to measure sewage, we pay a high sewage fee for every gallon of water we use, even if we spray our gardens with a thousand gallons of water that never go through the sewers.

My water and sewage bill is as high as my electric bill in the summer, and three times it in spring and fall.

Thank you for reading this.

Trudy G. Forrest
1321 Carolina Drive
Sanford, NC27332

Sent from my iPhone

July 24, 2017

State of North Carolina Utilities Commission

Docket No. W-354, Sub 356

Commissioners,

I write to express (a) my dissatisfaction with the current quality of management of our water service and thus (b) my opposition to the requested rate increase. Our water rates are higher than average for Western North Carolina, but we receive poor service from the two management or financial holding companies who collect our payments. The local contractors who maintain our water are managed and paid by Carolina Water Service Inc of NC, headquartered in Lewiston Maine, and by Utilities Inc, headquartered in Altamonte Springs, FL. Because the management of our water service is indirect and geographically distant through these two businesses, management, control, and communications are insufficient. The local contractors seem competent and conscientious, but the connections to resident end-users through the customer service and management operations in Florida are inadequate.

A recent illustration: On Thursday afternoon, July 13, we suffered a brief water outage, associated with repair of a water line from the pumping station to local residences. The outage was brief, and the repair was evidently effective and completed by about 5 p.m. Beginning at 10 p.m., about 5 hours later, repeated robo-calls "strongly advised" use of boiled or bottled water for cooking, hand-washing, tooth-brushing, etc. until further notice — because the drop in water pressure might have allowed an entrance of toxic bacteria. These calls were worrisome because we knew that the brief outage had occurred 5 hours earlier, and also highly unpleasant because they were repeated at least 4 times at intervals of 15 minutes or so. To sleep, we had to open the phone line (on "Talk" status) to prevent further calls.

To get more information about the boil-water advisory, I phoned Customer Service (in Florida) as advised by the robo-call. The Customer Service representative, however, knew less than I did; and she knew nothing about the occurrence or importance of the 5-hour gap between pressure-drop and the boil-water notification. When I expressed my dissatisfaction, she arranged a phone call to me from the local operator who did the work. The local operator provided the needed information. He also said that he had notified the Utilities Inc managers in Florida at the time of the outage. He also mentioned that, contrary to information in the robo-call and from the Customer Service representative, the boil-water advisory could not be lifted until the following Tuesday — because tests for bacterial levels cannot occur for 24 hours (Friday afternoon), too late for the lab test, which is closed on the weekend. Monday was the earliest retest for bacteria, with no results until Tuesday. Multiple robo-calls lifting the boil-water advisory occurred on Tuesday.

This incident is only the most recent of several frustrating and time-consuming interactions with Utilities Inc. The point is that we do not now get what we pay for. I have no complaints about the local water service, but I am dissatisfied with the ineffective management of this vital public utility by distant businesses.

Sincerely,

Joe Lappin
Joseph S. Lappin

Resident & HOA Board Member, Mt. Mitchell Lands

Cc: Gina Casselberry, Hollis Downs, David Drooz, Katie Hicks, Donn Levine

Casselberry, Gina

From: Beverly Fergusson <Beverly@golflessons4u.com>
Sent: Tuesday, July 25, 2017 11:41 AM
To: PS_Water
Subject: Bad water in My neighborhood!!

Hello. I am a resident of Hampstead North Carolina in the subdivision of Belvedere Plantation. For sometime now (a number on months), I have been receiving brown water supplied to my home. With the high cost-of receiving water to my home, I feel I am entitled to much better water! Many of my neighbors have complained to you and have written to you as well.

I have received phone calls regarding the need to boil our water etc., read messages that say Utilities, Inc. company is "working on it" but I don't see any different results. Why can't our neighborhood receive good quality water from a company that provides better quality water!? I will say again, I am not happy paying high dollars for this kind of service! I have lived in nearby New Hoover county, paid less, and had good, SAFE, quality water. Please attend to this problem or lower my water bill to reflect this poor service!

Thank you,
Beverly Fergusson
427 N. Belvedere Dr
Hampstead, NC 38443

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Aug 02 2017

Casselberry, Gina

From: Ron Scott <ronscott1940@icloud.com>
Sent: Tuesday, July 25, 2017 11:45 AM
To: Casselberry, Gina
Subject: Water Rates for Carolina Trace

Thank you for your time. As you know many of us who live in Carolina trace are on fixed income. I would appreciate you looking in to the new rates proposed by the water company. I know that companies need to make a profit but we would like for it to be fair to both parties.

Yours truly,

Ronald Scott
619 Chelsea Dr
Sanford, North Carolina

Sent from my iPad

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Aug 02 2017

Casselberry, Gina

From: tonibrad@aol.com
Sent: Tuesday, July 25, 2017 3:59 PM
To: Casselberry, Gina
Subject: Sewer rate increase for Connetsee Falls

Dear Ms. Casselberry,

I have been told there was a hearing on the rate increase for Connetsee Falls relative to the sewer service today. I wanted to let you know that I would object to a rate increase until the utility company performs under the current rate structure. I have only been here a couple of months and there have been multiple water/sewer issues in various areas of the community during that time, plus raw sewage in one of the lakes.

I have never before lived in a community that has so many issues with their water/sewer. Perhaps the utility company is using these line failures as a reason to support their rate increase but to give them a substantial increase for substandard performance seems unjust to me.

Also, most people in this community are elderly, and although there are some that have good financial resources there are others that struggle. A large rate increase would be a hardship.

Thank you for your consideration.

Sincerely,

Toni Mayhew
9 Unoga Court
Brevard, NC 28712

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AUG 02 2017

Casselberry, Gina

From: Charlotte Wilt <ccw201552@gmail.com>
Sent: Thursday, July 27, 2017 5:32 PM
To: Casselberry, Gina
Subject: EWG Tap Water Database | Carolina Trace Water System

Ms. Gina Casselberry,

Please see this report showing that our water here in Carolina Trace is **not compliant with current health laws!**

<https://www.ewg.org/tapwater/system.php?pws=NC0353101#.WXpa-0EpDYV>

Charlotte C. Wilt
Mobile: 984-234-1836

OFFICIAL COPY

Aug 02 2017

Casselberry, Gina

From: Tina Shafer <tinabattiato@gmail.com>
Sent: Thursday, July 27, 2017 6:03 PM
To: Casselberry, Gina
Subject: Contaminated water

Ms. Gina Casselberry,

Please see this report showing that our water here in Carolina Trace is not compliant with current health laws!

<https://www.ewg.org/tapwater/system.php?pws=NC0353101#.WXpa-0EpDYV>

Sent from my iPhone

OFFICIAL COPY

Aug 02 2017

Casselberry, Gina

From: Kay Gray <kgray83@aol.com>
Sent: Friday, July 28, 2017 5:49 AM
To: Casselberry, Gina
Subject: Utility Rate Increase

I live in Connetsee Falls, Brevard NC, responding to your proposed rate increase.

I feel your proposed increase is excessive. I have used your utility service for 20 years, with moderate increases over the years. I assume infrastructure replacement is costly and should have been completed over the years, but slamming it on the backs of the users is out just too much. Back to drawing board for a better plan seems timely.

Sent from my iPad

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Aug 02 2017

Casselberry, Gina

From: Windstream Mail <ripvw59@windstream.net>
Sent: Wednesday, July 19, 2017 4:32 PM
To: Casselberry, Gina
Subject: Carolina Trace Water

I'm officially entering my disapproval/complaint for the proposed Carolina Trace water rate increase. We at Carolina Trace already pay high rates in comparison to the rest of Sanford/Lee county. I feel we should be more in line with the rest of the county and not be forced to pay outrageous rate increases based on our location.

Sincerely,
Bill Van Winkle
962 Harborside

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Aug 02 2017

Casselberry, Gina

From: Kathleen Rujsz <frankathy66@windstream.net>
Sent: Wednesday, July 19, 2017 4:16 PM
To: Casselberry, Gina
Subject: Water and Sewer Rate Increase in Carolina Trace, Sanford, NC

Ms. Casselberry,

The water and sewer rates are already way too high. My family consists of my 80 year old husband and myself. We do not wash our car. We do not water a lawn. We do not take 30 minute showers. We already try to conserve water.

There are some wonderful homes in Carolina Trace. But then, there are a lot of modest homes, like ours, with a property assessment of \$160,000.00.

We were once told by an employee of the Utilities Company, that our area was considered a "Resort" because it had a Country Club in the community, and that was the reasoning for high water rates. Well, not all residences belong to the Country Club. But, we do need to continue to pay our current high water and sewer bills.

We need relief, not higher bills!

Sincerely,

Frank and Kathleen Rujsz
7019 Cedar Rd.
Sanford, NC 27332

Sent from my iPad

OFFICIAL COPY

Aug 02 2017