

From: [Harold M. Busch](#)
To: [Statements](#)
Subject: Statement of Position Submitted by Harold M. Busch
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Statement of Position Submitted

Name

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Docket

W-218, SUB 526

Message

The rate hike for water & sewer service for our development, Park South Station, Charlotte, NC 28210, approved on October 26, 2020 by the NCUC, is unprecedented, unjustified and exorbitant. As an example, the average Customer Charge for Sewer Service went from \$43.00 to \$83.65 dollars per month. In addition, even in the most recent Docket Packet sent to us there was no clear information on the "Impact on Average Residential Bill" (p6 of Appendix B-1. In fact, this drastic increase was not even provided to us customers, until the final packet indicating NCUC approval. The confusing documents sent to us in February/March and July of 2020 failed to articulate what the charges would look like, especially the outrageous increase referenced in the "finalized" document. The "finalized" document said changes would occur in January Bill for December, but in fact they were affixed to our December 2020 bill. The documents did not provide a definition of "temporary rates" nor a clear cut reasoning or justification for the rate hike. Based on the bill I received for month of December this increase appears to be our new "monthly" charges. Yet, the basis for the increase has not been adequately or clearly explained. If my figures are correct, with the approximately 800 residences in our development, Aqua will now collect approximately \$730,000 a year. What is the justification for this drastic increase? There is a pandemic, many people have been out of work for the past 10 months. Water and sewer metered costs or usage is obviously going to go up, we are locked down and those of us lucky enough to be working are doing so from home. Children are not in school, they are home. Many residents, like my wife and I, are on fixed incomes and senior citizens. Who is protecting us? Why couldn't, if an increase is even justified, be done over a long term basis, multiple years, rather than such a drastic increase per month immediately? I assume the NCUC is aware of the pandemic. Where is the protection for the consumer? Where is the compassion for seniors and families on fixed income or no real income? I guess we are expendable to both Aqua and the Commission. My disappointment and anger is really beyond my ability to communicate in writing. The residents in this development were not afforded clear information on the hike and the reasoning for it, nor could we afford the "high" priced lawyers to articulate our concerns and the need for fairness.

I will seek other forms of remedy to the outrageous unjustified increase.