

From: [Lori Jackson](#)
To: [PS Legal](#)
Subject: [External] DOCKET NO W-1328, SUB 4
Date: Sunday, February 27, 2022 6:47:34 PM

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Petition Pursuant to NC Utilities Commission Rules R1-5, R1-7, R1-19
NC Utilities Commission
4325 Mail Service Center
Raleigh, NC 27699-4300

To: The State of North Carolina Utilities Commission Raleigh

Regarding: Rules R1-5, R1-7, R1-19
Docket No W-1328 sub 4
Docket No W-1040 sub 10

Let me preface this letter by saying I had no idea that Red Bird Utility Operating Company LLC (Red Bird) was applying for a transfer of Public Utility Franchise in Bear Den Acres in McDowell County NC. Of course this is a rate increase of double what we currently pay.

We first received notification of this approximately February 4th, 2022. I see that Joann R. Snyder, Deputy Clerk signed off on this Docket on January 5, 2022. What's wrong with this picture? Why did it take so long to be notified?

Appendix A page 2 states that there is no public witness hearing scheduled. And then the Commission has scheduled this matter for an expert witness hearing! Who is this expert witness anyway? Don't you think the owners at Bear Den Acres are expert witnesses? This whole situation is baffling to me. I feel like we are getting railroaded, and I for one don't appreciate it.

The base charge of \$33.40 minimum usage and a usage rate of \$2.78 for every 1000 gallons usage has been an acceptable rate for the past 23 years that we have been using our camper at Bear Den. The present charge is bad enough because we are forced to have water turned on for the entire year to even qualify to receive water at Bear Den. So obviously, we do not want to pay twice the amount for such little water used.

Furthermore, page 2 of Appendix A states that year 2 assumes an average of 1,500 gallons per customer each month.

I have to object to the statement regarding 1,500 per month! I have absolutely clear documentation that between 2019 and 2021 I personally have used 1832 gallons..... NO this is not a misprint, 1832 gallons for 3 years. Please let me know if you would like to receive the proof of water usage for the past three years.

Now, I'm sure there are a handful of residents that might use 1,500 gallons a month, but I have my doubts.

We take showers and wash dishes and that's it! The current rate for the past 23 years has been painful

as it is.

I estimated we have paid approximately \$.72 a gallon this entire time. After Red Bird takes over we will be paying \$1.45 per gallon!

Then Red Bird intends to request an increase in the rates approximately 14 months after acquisition.

This is so wrong, please

help keep our rates at its current rate. Please represent the lot owners at Bear Den properly.

We are trying to keep this simple and straight forward which I believe North Carolinians have been known for in the past 200

plus years. I have to say I was extremely upset that Red Bird Utility from St Louis, Missouri is involved in this

over charging of water in the great state of North Carolina. This whole situation has been upsetting to us North Carolinians

especially. Bear Den has been "home away for home" for 23 years. Please reevaluate this request from Red Bird Utility

from St Louis, Missouri and represent the property owners at Bear Den, located in McDowell County North Carolina.

Oh, and as a side note..... What is Bear Den Family Campground contributing to this upgrade? I feel like the few Bear Den Acres

owners are subsidizing this "upgrade" for the sake of the privately owned campground. The owner of the campground, Mark Krauss,

said at one of the Bear Den acreage yearly meetings that he did not want to be involved in anything not making a profit,

(insinuating the water issue).

We have been blind sided as owners at Bear Den Acres and we don't appreciate it.

Thank you in advance for your help and consideration in this matter.

Lori Jackson

Bear Den Phase 1 Lot 6

P.O. Box 1723

Boone, NC 28607

828-773-0605 cell, call or text