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Clerk's Office
N.C. Utilities Commission

NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION

July 5, 2016

W354-16-152413

Dan Waters
7032 Avenbury Circle
Kernersville, NC 27284

W-354 SUB 344

Dear Mr. Waters:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

In making its rulings in general rate case proceedings, the Commission has a responsibility to both the consumers and the public utilities; and, pursuant to Chapter 62, the Public Utilities Act of the North Carolina General Statutes, the Commission must regulate in a manner designed to follow and implement the policies of the State of North Carolina. Among its numerous responsibilities, the Commission must provide fair regulation of the public utilities under its jurisdiction in the interest of the public while ensuring that rates and charges are reasonable and just for services provided to customers by public utilities. The general rate case ratemaking procedures set out in NC General Statute 62-133 provide that the Commission must set rates which will protect both the right of a public utility to earn a fair rate of return on its invested capital for its shareholders and ensure its financial integrity, while also protecting the right of the utility's customers to pay a rate which reasonably and fairly reflects the cost of service rendered on their behalf.

The duty of the Public Staff is to review, investigate, and make appropriate recommendations to the Commission with respect to the reasonableness of rates charged or proposed to be charged by any public utility, and the quality of service furnished or proposed to be furnished by any public utility. The Public Staff intervenes on behalf of the using and consuming public in all Commission proceedings affecting the rates or service of any public utility. This proceeding involved an extensive investigation of CWSNC's financial and operational data by the Public Staff. The supporting details underlying the investigation and the Public Staff's recommendations can be reviewed through the Commission's website, docket-search feature.

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(919) 733-2435

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Legal
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Transportation
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(919) 733-4279

Consumer Services
(919) 733-9277

Electric
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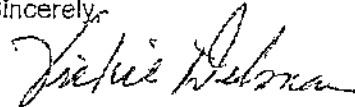
Water
(919) 733-5610

Mr. Waters
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As a part of this rate proceeding, the Commission conducted hearings in Jacksonville, Currituck, Charlotte, Boone, Asheville, and twice in Raleigh for the purpose of receiving customer testimony regarding CWS's proposed rate increase request. Due to budgetary constraints, unfortunately, hearings are not scheduled in every service area in which the utility provides service. However, the locations of hearings, which must be held in county courthouses, are re-evaluated during each rate case proceeding; and due consideration will be given to your service area in CWSNC's next general rate case.

The Public Staff understands your concern about the impact of the approved rate increase on the monthly bills you are now receiving. We encourage you to make your thoughts known via e-mail, letter, or personal appearance at a customer hearing if CWSNC files a future rate increase application so that your position will be part of the official record upon which the Commission makes its decision on the request.

Sincerely,



Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter)
Public Staff-Water Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

From: Dan Waters [mailto:d_waters78@yahoo.com]
Sent: Wednesday, February 10, 2016 12:54 PM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Utilities Inc. Complaint

Dan Waters (Abington Subdivision)
7032 Avenbury Cir.
Kernersville, NC 27284

I am contacting you today to file a formal complaint against our Utilities Inc. (Carolina Water) water company for raising our rates without notifying us. Our base rates went up from \$16.36 for water and \$29.60 for sewer to \$22.46 for water and \$44.03 for sewer. This is absolutely absurd that the utilities commission of NC is allowing them to continually rob their customers for bad quality water. We constantly have black stains in our toilets and showers and the water tastes disgusting without filtering it. This is the second neighborhood we have lived in that has a community well that has been allowed to constantly raise their rates and pass it to the customers as a charge for improvement yet they do no improvements on their existing systems. They end up buying more old systems and we the customers pay for that. I am totally fed up with this policy that allows this criminal activity to go un-noticed. I would like to know what steps are available for this neighborhood to take to prevent this company from continuing this constant rate hike? My whole neighborhood is fed up and we need to stop allowing these companies to take advantage of us. I have attached a copy of our current outrageous bill. Thank you for any help you can provide.

Best Regards,

Dan Waters

