

**From:** [Yelena Vdovichenko](#)  
**To:** [Statements](#)  
**Subject:** Statement of Position Submitted by Yelena Vdovichenko  
**Date:** Wednesday, December 23, 2020 4:19:37 PM

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## Statement of Position Submitted

### Name

Yelena Vdovichenko

### Email

yvdovichenko@yahoo.com

### Docket

W-218, SUB 526

### Message

I would like to file a formal complaint regarding the recent Aqua rate hike to my bill and have it attached to my account. The percentage rate increase experienced between the average and/or November and December bills to my address 2408 Royal York Ave, Charlotte, NC 28210 the unprecedented rate hike. The confusing documents sent via USPS in February/March 2020 and July 2020 that lack a true understanding of what your new charges might look like; and that they do not reflect the outrageous increase you were then charged once "finalized" Why did we receive announcements earlier this year via USPS but no prior warning of the actual/finalized rate increase until it was simply affixed to our December 2020 bill? Why wasn't the rather clear cut section called "Impact on Average Residential Bill" from Page 6 of the recent Appendix B-1 documentation included in the previous mailers from earlier this year? This obviously showed the drastic difference in pricing but yet is nowhere to be found in their earlier announcements we all received. What is the definition of "temporary rates" - is there a defined start and end date somewhere? What exactly is the reasoning behind the rate hike in the first place?