

# OFFICIAL COPY

Casselberry, Gina

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**From:** Allen Johnson <AWJohnsonlaw@outlook.com>  
**Sent:** Wednesday, June 28, 2017 3:14 PM  
**To:** Casselberry, Gina  
**Subject:** DOCKET NO. W-354, SUB 356

**FILED**

**JUL 10 2017**

Clerk's Office  
N.C. Utilities Commission

Ms. Casselberry,

I along with everybody else am getting tired of having water rates on Sugar Mountain climb every year or so. As I recall most if not all the water source are wells requiring little or no treatment. It is a resort area and most residents are not full time and even when I use zero water I have to pay \$40 or \$50. The water service gets paid even though they haven't furnished a drop of anything. If we could drill a well it would save us tons of money but they won't let us. This leaves us a slaves to a money grubbing water service.

We are in serious need of a rate cut not a rate increase

Sincerely,

Allen Johnson

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## Casselberry, Gina

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**From:** Jody Picarella <picarellajdy@netscape.net>  
**Sent:** Wednesday, June 28, 2017 5:09 PM  
**To:** Casselberry, Gina  
**Subject:** Carolina Trace Water & Sewer

I am a resident of Carolina Trace in Sanford NC. I want to express my disagreement with the proposed rate increases for our water and sewer service. I just recently moved into the Carolina Trace development and I was shocked to see the rates being charged. I previously lived just 10 miles down the road, in Harnett County, and my water & sewer bill never even amounted to \$50 per month.

I, like other residents, do not understand where these huge fluctuations in rates come from. I would need a lot more information before I would support any rate increase.

Thank you,

Jody Picarella  
1381 Illinois Avenue  
Sanford, NC 27332

## **Casselberry, Gina**

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**From:** Robert Mauldin <remauldin@gmail.com>  
**Sent:** Thursday, June 29, 2017 3:37 AM  
**To:** Casselberry, Gina  
**Subject:** Rate increase

Hi Gina, just wanted to voice my opposition to the proposed water rate increase. I think it is an unfair practice that will cause undue hardship on families. Thank you.

## **Casselberry, Gina**

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**From:** Rose Highland-Sharpe <rosesharpe37@gmail.com>  
**Sent:** Thursday, June 29, 2017 5:28 AM  
**To:** Casselberry, Gina  
**Subject:** Question: Water-Sewer Increase, Carolina Trace, Sanford, NC

Question: Water-Sewer Rate Increase Carolina Trace, Sanford, NC

Please advise regarding recent letter from utility company that provides service to my area. There will be a rate increase this fall. Being on a fixed income, I am one of many that cannot afford this increase. Thank you for your considerations.

Rose Highland-Sharpe  
398 Back Bay  
Sanford, NC. 27332

Billing address:  
PO Box 4653  
Pinehurst, NC. 28374

Cell Phone: 910.528.0718

## Casselberry, Gina

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**From:** Jack/Mavis Harper <uharper@windstream.net>  
**Sent:** Thursday, June 29, 2017 11:26 AM  
**To:** Casselberry, Gina  
**Subject:** CWSNC Rate Increase proposal

My name is Mavis Harper and I live in Carolina Trace, Sanford, NC. When I moved here in 2003, our water bill was about \$25.00 a month. During the last 5 or so years, the water company has had an increase of at least 110%. My husband and I simply cannot understand why they want yet another increase, and why the Utilities Commission would grant the same. We pay \$47.00 per month, and that does not include any water usage. We also are charged extra for how many gallons of water we use and the sewer is charged on whatever gallons of water we use. This is simply ridiculous. I have never lived anywhere where you were charged a separate fee for water access, and then charged for how many gallons of water you use and then sewer for that amount of gallons. EVERYWHERE I have lived, and I have lived in a considerable number of places, you pay X amount of money for the first 1000 gallons, and then if you go over that amount, you pay per gallon.

Please show this to the Utilities Commission. I would like to know how they can comfortably let the water company get another increase after they have already had an increase, over 2 or 3 different occasions, of over 110%..

Our water bill here in Carolina Trace is more than an electric bill most months. How crazy is that?????

Thank you for listening to me.

Have a wonderful day.

Mavis Harper  
6015 Inverness Circle  
Sanford, NC 27332  
919-770-0489



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## Carolina Trace Rate increase

David Cummings <dcummings1129@gmail.com>

Wed 7/5/2017 10:14 AM

To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>;

To whom it may concern,

The rate increase is excessive and reaches far to the means of producing profit rather than serving as a public utility. The cost is prohibitive to the vast majority of CT residents and they have not invested any additional funds towards the improvement or ways of cost containment.

Please count my opinion in your presentation in your recommendations to the utility commission.

Regards,

David Cummings  
280 Lakeview Dr  
Sanford, NC 27332  
Cell: 845-206-5267  
Fax: 845-440-5860

[dcummings1129@gmail.com](mailto:dcummings1129@gmail.com)

## Casselberry, Gina

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**From:** Marilyn Gabel <ivebeensaved@icloud.com>  
**Sent:** Tuesday, July 04, 2017 2:14 PM  
**To:** Casselberry, Gina  
**Subject:** Water bill

Hi my name is Marilyn Gabel I live at 386 Kittery Point Carolina Trace Sanford NC I would like to file a complaint about the water bill! I don't know how you justify such a high water bill now! And to think your trying to raise it should be illegal! Anywhere outside of Carolina Trace the water bill is a flat rate of \$28. Instead of raising the price you should consider lowering it now that's a thought you probably never thought of! I may have thought of buying a house in Carolina Trace but not now, I can use that money your stealing for water and put in a retirement plan.  
Sent from my iPhone

## **Casselberry, Gina**

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**From:** lamparterl@windstream.net  
**Sent:** Saturday, July 01, 2017 12:13 PM  
**To:** Casselberry, Gina  
**Subject:** Water rate increase

Ms. Gina Casselberry, In regards to the N.C. Utilities Commission wanting to increase our base water rate about 29 percent is way out of line. That would be \$75.54 for water before we even turn our faucet on. The average family can't afford that and what about large families or people on fixed incomes What ever happen to the 1 percent or 2 percent? The banks don't give you anything and our utilities want more.



## Casselberry, Gina

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**From:** Caitlin Ealy <cealy2210@gmail.com>  
**Sent:** Monday, July 03, 2017 8:19 AM  
**To:** Casselberry, Gina  
**Subject:** Utilities Rate Increase

Ms. Casselberry,

It has come to my attention that a proposed rate increase of approximately 30% for Carolina Trace is up for a vote. I for one am extremely against this proposal.

My home is located on Carolina Trace. My family consists of two adults, a newborn, and two dogs. Needless to say, we use water semi-conservative in my home. Our average usage is just over 3,900 for the month, which is the utility companies' baseline for water usage.

I pay the water bill and I have to say that I'm astounded each month that my "actual" water bill is about 35 dollars. With added fees and usage charges, our bill is usually over 100 dollars each month.

I recently (last 3 years) lived in California and NEVER had a water bill over 35 dollars with similar usage as here in North Carolina. The water is brought in from nearby states and still wasn't anywhere as high as our water bill currently is. My family and I lived just down the road (approximately 15 miles) in Lexington Plantation in Cameron. With our normal routine AND watering our gardens outside, the highest water bill was around 60 dollars. We do not water any gardens or grass at our new residence in Carolina Trace.

Our current water bill is appalling. If we lived in the absolute middle of nowhere where the nearest town was 50 miles or more away, then I could understand the reasoning behind all the associated fees and proposed price hike. But to be about 3 miles from the city of Sanford, and to have a proposed fee of about 75 dollars just to have water access to our homes BEFORE any water even drips from a faucet is absurd.

As an alternative to the base utilities increase, high usage meters should be charged a noticeable fee each month to encourage less water usage.

I strongly encourage all to vote against this proposed rate increase of approximately 30% for the Carolina Trace community.

Very respectfully,

Caitlin Ealy  
Concerned Carolina Trace Resident

## Increase of Utilities

Annalisa Weier <annaweier21@gmail.com>

Sat 7/8/2017 2:45 PM

To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>;

Hi-

I oppose the proposal of increasing the rate of utilities. My husband and I spend many months away from my house because I travel for work and my husband is in the military. This year we will be paying in excess amount for utilities for just the base fees and no one will be living there. I do not feel it is right to increase the base charge fees. There are many military families as well living in the carolina trace community and I feel that is something to take into consideration.

Thank you,

Annalisa Weier

195 Saw Timber

Sanford, NC 27332

586-718-2285

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**Annalisa Weier**

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13810 Lakeside Circle  
Sterling Heights, MI 48313

## Carolina Water Service (aka Utilities, Inc) Docket # W-354, Sub 356

Raymond Caldwell <r.g.caldwell@hughes.net>

Mon 7/10/2017 9:22 AM

To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>;

Gina,

I want to express my opposition to the proposed rate increase related to Docket #W-345, Sub 356. The increase seem clearly to be out of line with current charges.

In addition, I live on a fixed income and find it increasing difficult to deal with increases such as these.

Regards,  
Raymond G. Caldwell