

Fairfield Water Company

May 30, 2024

Docket NO. W-1226, SUB 4

General Responses to Customer Complaints Regarding Rate Increase

Hearing date May, 21st 2024

1. Base charge for Quadplex vs. Church – The church is considered one unit while each quadraplex is considered four units. As such, the proposed base charge for the quadraplex's is four times the base for the church. The church also only uses about a quarter of water compared to each quadraplex. This keeps the billing fair and best represents the usage demands for each building.
2. Loans for Fairfield Water – There are three loans that had to be taken out to support the water system all of which have come from the owner. These funds were used to pay for the initial switch converting from well to city water as well as to cover the deficit that has been going on for over 5 years.
3. Rate Increase – Fairfield water has been operating in a deficit for many years. In order to continue providing service to our customers, we must ask for an increase to cover the cost of owning, servicing, and maintaining the water system. The current rate has been in effect since October of 2019. Our vendors that we pay to keep the water system running have increased their prices each year and we have been absorbing those ourselves. We are required to file an annual report each year with the North Carolina Utilities Commission, our financial statements are available for view to support the deficit claim. Some of our yearly expenses include: water testing/professional fees related to testing, meter reading, franchise tax, accounting, bank fees, licenses/permits/filing fees, management fee, insurance, depreciation and the water purchased from the City of Asheville. That does not include any repayment for the loans we have acquired as we simply do not have the funds to repay. As we sit currently at the end of May 2024, we are already at a loss of \$750.41.

Ashley Justice – Assistant Controller

Candi Pearson – Controller

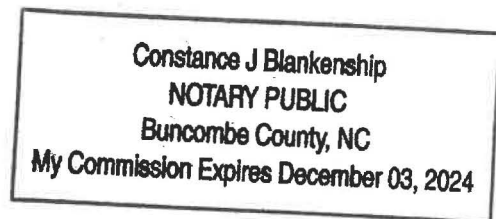
VERIFICATION

Ashley Justice, being duly sworn, deposes and says that she is the Assistant Controller of Fairfield Water Company of North Carolina; that she is familiar with the facts set out in this REPORT ON CUSTOMER COMMENTS FROM PUBLIC HEARINGS HELD ON MAY 21, 2024 in the HENDERSON COUNTY COURTHOUSE, filed in Docket No. W-1226, Sub 4; that she has read the foregoing Report and knows the contents thereof; and that the same is true of her knowledge except as to those matters stated therein on information and belief, and as to those she believes them to be true.


Ashley Justice

Sworn to and subscribed before me this the 31st day of May 2024.

Constance J. Blankenship
Notary Public



My Commission Expires: 12/03/2024

CERTIFICATE OF SERVICE

I hereby certify that on this the 31st day of MAY, 2024, a copy of the foregoing REPORT ON CUSTOMER COMMENTS FROM PUBLIC HEARINGS HELD ON MAY 21, 2024 in the HENDERSON COUNTY COURTHOUSE, filed in Docket No. W-1226, Sub 4; has been duly served upon all parties of by electronic service or mail delivery.

A handwritten signature in black ink, appearing to read "Ashley Justice", with a long horizontal flourish extending to the right.

Ashley Justice
Assistant Controller
Fairfield Water Company
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Asheville, NC 28803
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