

Michael H. Sanders
488 Tsuganawvi Court
Brevard, NC 28712

Susan Kish
36 Sakoleeta Court
Brevard, NC 28712

July 25, 2017

Mr. David Drooz
Chief Counsel
Public Staff—North Carolina Utilities Commission
4326 Mail Service Center
Raleigh, NC 27699-4300

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Clerk's Office
N.C. Utilities Commission

Re: Docket No. W-354, Sub 356
Connetsee Falls, NC Subdivision

Dear Mr. Drooz,

The undersigned submit this letter as comments on the proposed 2017 increase of water and sewer rates.

We offer the following thoughts:

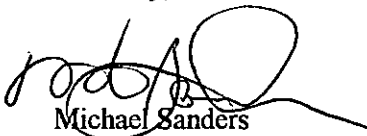
- There have been numerous outages over the years.
- Communication from the utility has been unreliable, especially with boil water notices and cessation of boil water notices. It is not unusual for a resident to discover there was a boil water notice and they had not been informed of the original notice.
- Our community is relatively large, just under 1,400 households. We have a large contingent of retirees, a significant number of whom live on fixed incomes. While no retiree welcomes an increase in utilities, for these individuals an increase of the size proposed requires that monies be shifted from another necessary expenditure. An increase of the size requested will work a hardship for these retirees.
- There has been an unusually large number of water line breaks in the recent past and the trend appears to be worsening.

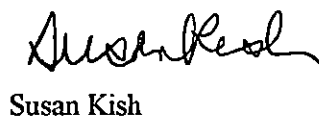
As members of a community we recognize that we need contribute to our city, county, state, and nation and we do so generously and we request that our community be treated as the good citizens we are.

We understand the underlying reasons for an increase. It has been a few years and expenses have climbed, there is a need for uniform rate making across the entire service area, and there will be a need for increased capacity in the future.

We ask that you carefully scrutinize the rate request and approve only the minimum needed to balance the utilities' needs with the financial abilities of its customers.

Sincerely,


Michael Sanders


Susan Kish