

Casselberry, Gina

From: Pam Sharrad <psharrad@gmail.com>
Sent: Friday, July 21, 2017 12:15 PM
To: Casselberry, Gina
Subject: Carolina Trace Water Rates

Dear Ms. Casselberry:

My husband and I are residents of Carolina Trace in Sanford, NC. I am writing in opposition of the water and sewer rates that we are currently being forced to pay. While I believe that Carolina Water Service investors should be compensated with a fair rate of return, it seems to me that the rates everyone in our community is being charged is outrageous. Currently, we pay \$74 before ever turning on the water. This discourages conservation and forces the waste conscious to pay the same rate as the water waster. It's a disgrace to disregard the efforts of those who care about the environment and unfair to make a rate increase on an already over-paid service.

Pam Sharrad
3128 Fairway Woods
Sanford, NC 27332

Casselberry, Gina

From: Brian Fortner <bfortner44@aol.com>
Sent: Friday, July 21, 2017 12:15 PM
To: gina.casselberry@psncuc.nc.gov.
Subject: DOCKET NO. W-354, SUB356 CAROLINA WATER SERVICE, INC

Dear Ms. Casselberry:

My wife and I are residents of Carolina Trace in Sanford, NC. I am writing in opposition of the water and sewer rates that we are currently being forced to pay. While I believe that Carolina Water Service investors should be compensated with a fair rate of return, it seems to me that the rates everyone in our community is being charged is outrageous. In the current rate request there is no justification given except that they are trying to balance their rates across all their rate payers even though the systems are not connected. In seeking justification I would like the commission that is charged with reviewing this request to investigate the following as it affects Carolina Trace:

- What is the rate of return currently being earned?
- How does this compare to other combined water/sewer utilities that are not owned by this Company?
- What capital improvements are planned for our system? When will they be constructed?
- What are the operating and maintenance expenses for our system- currently, 5 year projection, 10 year projection?
- How will projected capital and operating & maintenance expenses impact our rates? Currently? Future?
- If water is purchased from others i.g. City of Sanford, is there a mark up that we have to pay for? If so, what is the justification?
- What's the justification for the high base rate charges and then the significant charges for gallons used?

Other utilities such as electric and natural gas utilities have gone to ownership of pipes and wires with the commodity purchase option given to the consumer. They can buy the commodity from the supplying utility or they can seek purchasing it on the competitive market place. I don't know if this is possible with our system, but I don't see why the commission shouldn't consider this.

Sincerely,

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JUL 21 2017

Casselberry, Gina

From: John Fallon <joyce.jackfallon@yahoo.com>
Sent: Thursday, July 20, 2017 6:50 PM
To: Casselberry, Gina
Subject: DOCKET NO. W-354 SUB 356 CAROLINA WATER SERVICE, INC OF NORTH CAROLINA

Dear Ms. Casselberry:

My wife and I are residents of Carolina Trace in Sanford, NC. I am writing in opposition of the water and sewer rates that we are currently being forced to pay. While I believe that Carolina Water Service investors should be compensated with a fair rate of return, it seems to me that the rates everyone in our community is being charged is outrageous. In the current rate request there is no justification given except that they are trying to balance their rates across all their rate payers even though the systems are not connected. In seeking justification I would like the commission that is charged with reviewing this request to investigate the following as it affects Carolina Trace:

- What is the rate of return currently being earned?
- How does this compare to other combined water/sewer utilities that are not owned by this Company?
- What capital improvements are planned for our system? When will they be constructed?
- What are the operating and maintenance expenses for our system- currently, 5 year projection, 10 year projection?
- How will projected capital and operating & maintenance expenses impact our rates? Currently? Future?
- If water is purchased from others i.g. City of Sanford, is there a mark up that we have to pay for? If so, what is the justification?
- What's the justification for the high base rate charges and then the significant charges for gallons used?

Other utilities such as electric and natural gas utilities have gone to ownership of pipes and wires with the commodity purchase option given to the consumer. They can buy the commodity from the supplying utility or they can seek purchasing it on the competitive market place. I don't know if this is possible with our system, but I don't see why the commission shouldn't consider this.

Sincerely,
Joyce & John Fallon
281 Lakeview Drive
Sanford, NC 27332
919-499-0189

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JUL 21 2017

Casselberry, Gina

From: Libby Bibb <gofishin247@gmail.com>
Sent: Friday, July 21, 2017 10:13 AM
To: Casselberry, Gina
Subject: DOCKET NO. W-354, SUB356 CAROLINA WATER SERVICE, INC

Dear Gina,

When I first moved into Carolina Trace in 2006, I was thrilled that my \$30 water/sewage bill was actually less than what I paid in my hometown up north. It made me think I had made the right decision to retire in North Carolina. I have seen the rates steadily climb over the years -- my bill has tripled in a decade and that's with conservative use. Although the prices continually rise there is no improvement in service and there are no apparent increased costs to the water company.

Carolina Water Service (CWSNC) now wants to lump Carolina Trace with five other communities they service to establish a "uniform" rate (even though the systems are not connected) PLUS raise the base fees for water and sewer. I feel that base rates should be low and actual consumption rates be fair to encourage conservation.

Therefore, I firmly object to the CWSNC request. It's like Duke Energy's request to tack on \$17.80 per month as a "customer service fee" to clean up their coal ash mess. No amount of adjustment by me is going to help lower my bills. And that, unfortunately, makes me seriously question living in North Carolina.

Respectfully submitted,

Elizabeth Bibb
1401 Pennsylvania Avenue
Sanford, NC 27332

--

Libby Bibb
Director, Trace Union of Fervent Fishermen (TUFF)
and the Carolina Trace "Kid Casters" Fishing Club (KCC)
1401 Pennsylvania Avenue
Hidden Lake, Carolina Trace
Sanford, NC 27332-7363
Lake Hotline: 919-499-1300

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JUL 21 2017

Casselberry, Gina

From: Julee <juleevcs@gmail.com>
Sent: Thursday, July 20, 2017 9:31 PM
To: Casselberry, Gina
Subject: Carolina Trace Water issue

Hello,

I am writing to communicate my concern with the proposed Water/Sewer Rate Increase detailed in the Status Report July 11, 2017 by Vince Roy.

The first paragraph seems to say a decrease of .81 would be possible. Not sure what that means.

As I look at the document I received in the mail, Docket No. W-354, Sub 356, which is 18 pages long, I must let you know that this is a confusing amount of information for people to digest.

There is a large amount of jargon and conflicting information within the Docket. The document is meant for attorneys and those who are fluent in legalese. Not your typical customer like me or those in my community. I have a Masters Degree and deal with statistics daily and this Docket leaves much to be desired as far as actual information about what is actually going to happen, possibly.

It is my understanding that water will go up a little and sewer will go down a bit for Carolina Trace. Is this correct? So many folks are panicked out here. Most consumers do not understand the "Base Facility Charge" stuff so it looks like we are to pay out the nose.

Would you help me understand what is to happen at Carolina Trace with our water and sewer service, in layman's terms so that I can convey that to the community, please?!

Thank you much,

Julee Snyder
Sent from my iPhone

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JUL 21 2017

Casselberry, Gina

From: Shannon White <lildpr1977@yahoo.com>
Sent: Friday, July 21, 2017 9:20 AM
To: Casselberry, Gina
Subject: Docket # W-354, Sub 356

Ms. Gina Casselberry, Good morning! My neighborhood community website informed me this morning that the Carolina Water Service of North Carolina (Docket # W-354, Sub 356) is proposing a significant rate increase in the cost of our water and sewer service. This increase would inflate our water bills by roughly 29%, with almost all of that increased payment going towards the base charge. We would be paying a minimum of \$75.54 before any water leaves our faucet. I moved to Carolina Trace from Tucson, AZ. While I absolutely love it here, the water cost is astronomical! I have never paid this much for water, not even in the desert (where water is a premium)! I am furious with this proposed rate increase. We have a family of three, and are paying about \$150 a month for water and sewer! This is more than my electric bill in the summer and winter.

I have even asked outside of Sanford about water rates in Holly Springs, Chapel Hill and even Raleigh. We are by far the highest! This is a Monopoly! If there was any way we could prevent this Water Service rate increase, I would greatly appreciate it. I know my neighbors would be extremely grateful as well, as would the men and women who live in Trace and serve our nation. Please let me know if there is anything I can do to assist with the prevention of this water service cost increase. Very Respectfully,

Randy and Shannon White
5108 Quail Hollow Rd
Sanford, NC 27332
520-390-2312

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JUL 21 2017

Casselberry, Gina

From: Aubailey@aol.com
Sent: Thursday, July 20, 2017 4:55 PM
To: Casselberry, Gina
Subject: Hilltop Condos Sapphire, NC

Ms. Casselberry,

I will not go into the details of my reason to write this email, because based on the flurry of information going around I am sure you are aware of the situation.

It is utterly ridiculous for our small area within Sapphire to have the type of increase in water service that is being proposed. I understand in the past there has not even been a hint of concern by the "powers that be" in making the final decision. On top of this insult the water service in the area is atrocious given the broken pipes, voice mails indicating service is currently discontinued, etc.

I know this will influence my ongoing ownership of the property and if it goes through I will be thoroughly disappointed in the process of protesting this decision.

Regards,

Jim Bailey

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JUL 21 2017

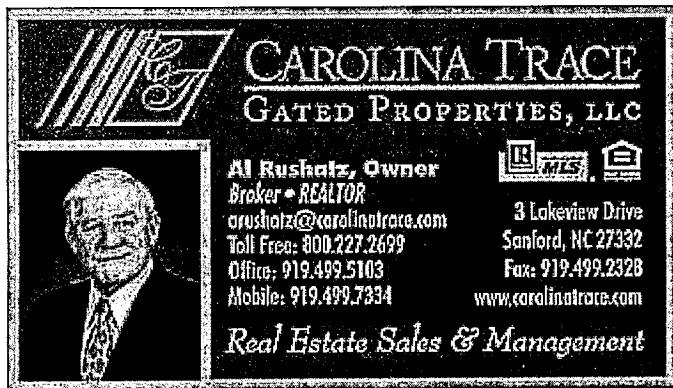
Casselberry, Gina

From: Al Rushatz <arushatz@carolinatrace.com>
Sent: Thursday, July 20, 2017 4:29 PM
To: Casselberry, Gina
Subject: Water rate increase at Carolina Trace

Dear Gina (Gina.Casselberry@PSNCUC.gov),

My company's business is selling Carolina Trace properties to our visitors/clients. The most difficult (embarrassing) part of this job is telling our clients what it costs for the water and sewer here in our lovely gated community. I have lived here in Trace for 27 years and have seen the rates steadily climb over the years. The company that provides this utility service has been bought and sold many times since 1990 and it is obvious what it is – a cash cow for investors. Although the prices continually rise there is no improvement in service and there are no apparent increased costs to the water company. It is simply raise the cost of the utility to pay a dividend to the investors in this cash cow. And now another proposed increase. Enough is enough. I strongly recommend your commission disallow this rate increase.

Respectfully, Alfred S. Rushatz



CAROLINA TRACE
GATED PROPERTIES, LLC

Al Rushatz, Owner
Broker • REALTOR
arushatz@carolinatrace.com
Toll Free: 800.227.2699
Office: 919.499.5103
Mobile: 919.499.7334

3 Lakeview Drive
Sanford, NC 27332
Fax: 919.499.2328
www.carolinatrace.com

Real Estate Sales & Management

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JUL 21 2017

Casselberry, Gina

From: Kathleen Rujsz <frankathy66@windstream.net>
Sent: Wednesday, July 19, 2017 4:16 PM
To: Casselberry, Gina
Subject: Water and Sewer Rate Increase in Carolina Trace, Sanford, NC

Ms. Casselberry,

The water and sewer rates are already way too high. My family consists of my 80 year old husband and myself. We do not wash our car. We do not water a lawn. We do not take 30 minute showers. We already try to conserve water.

There are some wonderful homes in Carolina Trace. But then, there are a lot of modest homes, like ours, with a property assessment of \$160,000.00.

We were once told by an employee of the Utilities Company, that our area was considered a "Resort" because it had a Country Club in the community, and that was the reasoning for high water rates. Well, not all residences belong to the Country Club. But, we do need to continue to pay our current high water and sewer bills.

We need relief, not higher bills!

Sincerely,

Frank and Kathleen Rujsz
7019 Cedar Rd.
Sanford, NC 27332

Sent from my iPad

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JUL 21 2017

Casselberry, Gina

From: Windstream Mail <ripvw59@windstream.net>
Sent: Wednesday, July 19, 2017 4:32 PM
To: Casselberry, Gina
Subject: Carolina Trace Water

I'm officially entering my disapproval/complaint for the proposed Carolina Trace water rate increase. We at Carolina Trace already pay high rates in comparison to the rest of Sanford/Lee county. I feel we should be more in line with the rest of the county and not be forced to pay outrageous rate increases based on our location.

Sincerely,
Bill Van Winkle
962 Harborside

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JUL 21 2017

Casselberry, Gina

From: Brad <tatorheads@netzero.net>
Sent: Wednesday, July 19, 2017 5:05 PM
To: Casselberry, Gina
Subject: Increase of water is atrocious.

We at Carolina Trace are being totally taken advantaged of, I feel that because we live in a " GATED " community the water should be the same that amount that they get it for NOT 3 times more ,they get the water from the city of Sanford, North Carolina and they don't charged this company 3 times the amount per gallon so what gives them the Right to charge us the people of Trace this atrocious amount. I really hope that this can be halted. Isn't there a law that prevents Bullies from doing this ?

Thank-you,
Diana and Brad Tatro
981 Whistling Wind
Sanford ,North Carolina 27332

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JUL 21 2017

Casselberry, Gina

From: loretta wemmer <lwemmer66@yahoo.com>
Sent: Wednesday, July 19, 2017 5:18 PM
To: Casselberry, Gina
Subject: increase in water rates

I'm a widow. Seldom home, I go to the Sr. Center, I wash clothes every other wk. I set thermos state on 80.. With my meds. and doctors, I can not afford an increase !

Sincerely,
loretta wemmer,
Carolina Trace

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JUL 21 2017

Casselberry, Gina

From: leslie przymusinski <ladyjazz3126@gmail.com>
Sent: Wednesday, July 19, 2017 5:21 PM
To: Casselberry, Gina
Subject: WATER INCREASE IN CAROLINA TRACE

Dear Ms. Casselberry;

The reason for this email is to join my neighbors in CAT to complain about the future increase in our water rate.

I feel that the water rate is high enough already! I also think it's unfair for PSNCUC

NOT TO TAKE INTO CONSIDERATION HOW MUCH OR HOW LITTLE WATER EACH OF US ACTUALLY USES!!□ This would mean that if we only use a little, we'd each be charged THE SAME AS SOMEONE WHO USES A LOT!!□

Thank you sincerely for your time.

Regards.

Eve Leslie Przymusinski 3126 Sand Wedge Sanford NC 27332

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JUL 21 2017

Casselberry, Gina

From: Kirk Cottrell <coastalcleaner2017@gmail.com>
Sent: Wednesday, July 19, 2017 5:41 PM
To: Casselberry, Gina
Subject: Stop the Water increase in Carolina Trace

Please add my name to the list? Anthony Craig. 1762 Quince Loop Rd Sanford NC 27332. 919 343 1404.
Thank you.

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JUL 21 2017

Casselberry, Gina

From: Donna Pratt <pratt009@gmail.com>
Sent: Wednesday, July 19, 2017 5:57 PM
To: Casselberry, Gina
Subject: Water increase

To whom it may concern. The amount of increase is outrageous. I am single, no kids or anyone else in my home. I pay \$80 a month for water. That's crazy. It's a shame that we have to pay that much for water. I just don't know how you all justify charging that much. I know folks outside of trace with 4 in the household and they've never paid that much for water! This is robbery!

You have to define what victory is!

Sent from my iPhone

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JUL 21 2017

Casselberry, Gina

From: Kate Mitchell <nukekate@aol.com>
Sent: Wednesday, July 19, 2017 8:18 PM
To: Casselberry, Gina
Subject: Water rates in carolina trace

As a concerned citizen I feel I must protest against the water rate increase proposed for carolina trace. Our rates are ridiculously high already. My water bill always exceeds my power bill. We came from Augusta Georgia and our average water bill was 75 dollars- we had an unground pool, and watered our grass. Our yard size is the same and we lost the pool; yet our water bill is over 3 times what we paid in one of the largest cities in Georgia. We get absolutely nothing for the "base rate". The only difference between utilities inc and Jessie James is he used a gun! Please reconsider raising our rates yet again.

Sent from my iPhone

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JUL 21 2017

Casselberry, Gina

To: Furr, David
Subject: RE: Water issues in Hampstead

-----Original Message-----

From: Lisa Spence [mailto:lisa_spence@me.com]
Sent: Wednesday, July 19, 2017 8:03 PM
To: PS_Water <Water@psncuc.nc.gov>
Subject: Water issues in Hampstead

To Whom It May Concern

I am writing to inform you of some concerns with the water in the neighborhood of Belvedere Plantation in Hampstead. The neighborhood water is current served by Carolina Water/Utilities Inc. Over the past year, we have had disruptions in clean water on a monthly bases. The water is either cloudy of brownish in color and does appear safe for drinking, bathing nor washing clothes. We have been notified (a day or two after the issues start) that we should boil or water before using. Several times, this matter has lasted several days, which is a major inconvenience for an already OVER PRICED service. Based on the problems the neighborhood has faced this year with Carolina Water, I no longer trust that they are providing appropriate services.

I ask that you please look into this situation and that you evaluate the water that is currently flowing into our homes. I also feel that Carolina Water needs to be looked at to determine if they are running their business according to current rules and regulations.

Lisa Spence
Resident of Belvedere Plantation

Sent from my iPhone

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JUL 21 2017

Casselberry, Gina

To: Casselberry, Gina
Subject: RE: Hampstead, NC - Belvedere Plantation / Azalea Drive - Utilities Inc.

-----Original Message-----

From: Brad Hughes [mailto:brad3529@gmail.com]
Sent: Wednesday, July 19, 2017 6:05 PM
To: PS_Water <Water@psncuc.nc.gov>
Subject: Hampstead, NC - Belvedere Plantation / Azalea Drive - Utilities Inc.

Good Evening-

This email is in reference to the deplorable water conditions that Utilities Inc. supplies our area with. I am sure that this is not the first complaint about this issue but something needs to be done. In light of their request for a rate increase, I feel compelled to share with you the water quality / service they provide.

- Multiple boil water advisories as lines have broken or wells gone down or any other excuse they come up with.
- very low water pressure.
- brown water that I wouldn't even take a bath in, let alone drink.
- multiple cuts to the water supply for maintenance / advised after the fact.
- taste- wow, please try some. Without a doubt the worst tasting water out of the 7 places we have lived in the U.S.

These are ongoing issues and it is getting worse. I pay 3 times the amount for water now as when we used to live in another area of the state and we don't even water our lawn like we used to prior to our move. We are seriously considering moving from Hampstead in order to get acceptable water. We have 2 small children and fear for the water safety. As of now, we buy bottled water to drink and cook with, which just adds to the cost of water on a monthly basis. Utilities Inc has asked the state for a rate increase- that is just downright deplorable!!!! They should seriously be forced to drastically reduce their rates and clean up the water...not be requesting more money.

Feel free to contact me with any questions 910-233-7303.

All the best-
Brad Hughes
Belvedere Plantation
Hampstead NC

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Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

Casselberry, Gina

From: Dick <rmcdonie@charter.net>
Sent: Wednesday, July 19, 2017 3:20 PM
To: Casselberry, Gina
Subject: Carolina Trace Water Rates

Importance: High

Hello, I would like to register my complaint about the water usage rate increase for Caroline Trace by Utilities Inc. Their base rate is being increased to \$75, this is without using one drop of water too. My wife and I live alone and we use less than 2,000 gallons a month. Our average water bill is \$75 a month. So this increase is an abomination. Most of our community are retired folks living on fixed incomes. This proposed rate increase is very unreasonable. I have heard folks here are paying more for their water than they pay for their electricity and this is at the current water usage rates.

Utilities Inc. are a middle man for our water. They basically redistribute the Sanford city water and bill the Trace at their rates, not the Sanford rates.

So, I hope the PSC takes a very hard look at the proposed rate increase and decides against it.

Thank you for reading my rant.

Best regards,

Richard A. McDonie
Carolina Trace
1720 Margarita Lane
Sanford, NC 27332
304-633-7261

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JUL 21 2017

Casselberry, Gina

From: Charlotte Wilt <ccw201552@gmail.com>
Sent: Wednesday, July 19, 2017 2:32 PM
To: Casselberry, Gina
Subject: CAROLINA TRACE WATER INCREASE COMPLAINT

Our water rates are already ridiculously high!

Carolina Trace wants to group my home with 5 other area developments and make me pay the same as everyone else!?!?

I'm a staunch Environmentalist and Water Conservationist, so I work hard to save water usage everywhere I can, and now Carolina Trace wants to FORCE ME TO PAY JUST AS MUCH AS SOMEONE ELSE WHO WASHES THEIR CAR, WATERS THEIR LAWN, AND TAKES 30 MINUTE SHOWERS!?!?! ARE YOU KIDDING ME!?!?

THIS IS ABSOLUTELY OUTRAGEOUS AND IS AN OBVIOUS ABUSE OF CAROLINA TRACE RESIDENTS!!?!?!?

Charlotte C. Wilt
Mobile: 984-234-1836

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JUL 21 2017

Casselberry, Gina

From: farmio@aol.com
Sent: Wednesday, July 19, 2017 2:30 PM
To: Casselberry, Gina
Subject: Carolina Trace water rate increase

I know you have received complaints/concerns over the proposed rate increases. Please add my name to list of homeowners that oppose this increase to an already overpriced utility

Charles Lee
1376 Tennessee Circle
Sanford NC 27332

Sent from MailDroid

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JUL 21 2017

Casselberry, Gina

From: Barbara Turner <renrutphd2013@gmail.com>
Sent: Wednesday, July 19, 2017 12:23 PM
To: Casselberry, Gina
Subject: Utility increases proposed at Connetsee Falls

Dear Ms. Casselberry:

My husband and I retired to Connetsee Falls three years ago on a fixed income. We live on Social Security and a moderate savings and had hoped that we could stay in this wonderful community. So far the increases in water and sewage costs to all residents have seemed quite realistic. However, between the frequent water problems requiring us to boil water until the repairs could be made and the huge sewage discharge into Lake Atagahi recently, the Board is now proposing an increases in the uniform water rates of 6.9% and an increase in sewer rates of 33.50%. Just two years ago in 2015, these rates were increase by .029% for water and .17% for sewage costs.

Already we do not use any of the athletic services which would add additional costs to our fixed income. Additionally we sparingly use food service at the Clubhouse, but if the water and sewage rates are not realistically adjusted, we will have to make other adjustments.

Anything that you can do to help adjust the rate increases and work out a more realistic rate schedule will be greatly appreciated.

Sincerely Barbara & Don Turner

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JUL 21 2017

Casselberry, Gina

To: Casselberry, Gina
Subject: CWSNC

Gina Y. Casselberry
Utilities Engineer
Public Staff – Water and Sewer Division
Phone: 919-733-0890
Fax: 919-715-6704
gina.casselberry@psncuc.nc.gov

From: Gerard Worster [<mailto:gaww@earthlink.net>]
Sent: Monday, July 17, 2017 4:03 PM
To: Robinson, Heather <hrobinson@ncuc.net>
Subject: Web Site Contact

Hello,

I live in the Mt Carmel Carolina Water Sewer facility and intend to oppose their proposed consolidation proposal at the Asheville hearing on the 25th. I have been trying to pull together their filing for the last 8 years for rate increases, as the fixed portions has already increased over 60% during the period. The current filing would increase it over 20% more.

Even after searching for "Mt Carmel" filings, I am still faced with hundreds of them, so I am asking you if there is a more efficient way to access this information. I would greatly appreciate any help you could be able to provide me on this matter.

Sincerely,

Gerard Worster
Secretary, Treasurer
Harmony Community Association

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JUL 21 2017

Casselberry, Gina

From: Hollis H. Downs <hollishdowns@bellsouth.net>
Sent: Tuesday, July 18, 2017 8:02 AM
To: Casselberry, Gina
Cc: dadams1439@aol.com; mrichardbates@gmail.com; royandpat@ccvn.com; STARR5200@aol.com; donnlevine@gmail.com
Subject: attached letters concerning Utility Inc /Carolina Water proposed rate increase
Attachments: Untitled document (1).pdf; Untitled document.pdf

Dear Ms Casselberry

Attached please find two letters. One is to the Utility Commissioners stating our opposition and reasons for our opposition to Docket No W-354, SUB 356

The other is a letter to Mr. David Drooz, Chief Counsel, Public Staff-North Carolina Utilities Commission requesting he represent our consumer interest in this matter as allowed by North Carolina statute. We understand the requirement to be present to offer our testimony and plan to do so.

Thank you for your assistance in this matter.

Hollis Downs

President
Mt Mitchell Lands HOA

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JUL 21 2017

July 18 2017

State of North Carolina Utilities Commission,

Docket No W-354, Sub 356

Commissioners,

We , the undersigned, individually as utility customers, and collectively as presidents of our various Home Owners Association , have received a letter informing that Carolina Water Service Inc of North Carolina is seeking yet another water rate increase.

We are perplexed as to the need for such an increase and are individually opposed to such and on behalf of our several hundred members/water utility users are opposed to the increase.

The proposed increase continues a trend over the past few years of steady increases during a period of very stable cost that would not seem to support such increases. A recent article by Clean Water for North Carolina indicates that Carolina Water Inc's rate is on average more than \$10.00/ 5000 gallons of water higher (34%) than average public rates in Western North Carolina. Now they seek another 20% increase.

North Carolina, as well as the entire nation, is experiencing very low inflation including brief periods of deflation. Labor cost have been stagnant, energy cost are very low by all historical data and appear stable for an indefinite period. Capital cost remain low and new high tech meters installed over the past 2-3 years should be reducing operating cost.

In our area water service is good and the water quality is good but depending on the location of each home there is significant variation in water pressure. In some cases the lack of pressure has necessitated homeowner auxiliary pumps.

We understand that private companies need to recover cost and deserve a reasonable rate of return on capital. For all the reasons stated above we believe Carolina Water's current rates should be providing both cost recovery and a reasonable rate of return. If not we respectfully suggest an internal study of their operational cost may be in order.

We believe for all of these obvious reasons you should reject the application for a rate increase.as there is no reasonable justification for an increase.

Mt Mitchell Lands West HOA

Dick Adams President

Riverwood HOA

Richard Bates President

Mt Mitchell Lands HOA

Hollis Downs President

Mt Mitchell Golf Club & Development

Jim Floyd Owner & President

Mt Mitchell Townhouses HOA
Roy Metcalf President

Alpine Village Time Resort
Starr Stevens President

Mr David Drooz
Chief Counsel
Public Staff-North Carolina Utility Commission
4326 Mail Service Center
Raleigh, North Carolina 27699-4300

Dear Mr Drooz,

Attached is a letter from the Presidents of several Home Owners Association`s in the Mt Mitchell Development area located in Western North Carolina near Burnsville North Carolina. We humbly request that you represent our consumer interest in this matter.

Hollis Downs

President
Mt Mitchell Lands HOA

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JUL 21 2017

Casselberry, Gina

From: Casselberry, Gina
Sent: Tuesday, July 18, 2017 9:48 AM
To: Casselberry, Gina
Subject: CWSNC

-----Original Message-----

From: Robert Fisher [mailto:bobfisher09@comcast.net]
Sent: Friday, July 14, 2017 9:59 AM
To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Subject: Utilities rate increase

To Whom it may concern:

I feel the latest documentation explaining reasons, justification; or, whatever you want to call it reminds me of the old smoke & mirrors approach. I have had a house in Connestee Falls for many, many years. During this time, I have seen nothing but utilities growth through mergers to gain an abundance of revenue. This goes all the way back to the days of Transylvania Utilities. During this time I have not seen the growth in Transylvania County that justifies the increases that I have seen. I have lived in various communities within North Carolina, Texas, Alabama and Georgia. Comparing cost of water and sewage per gallon of water used, the present rate I pay in Connestee ranks the highest.

So, why is that and why expand that margin even higher? Makes one to wonder how efficient the present utility consolidations perform and manage their responsibilities.

At 81 years of age, I

Cannot continue to survive in a time where emphasis is on solving budget problems by increasing cost in lieu of improving efficiencies in the service areas of this country. I made my living by turning manufacturing plants around by focusing on the areas of waste rather than increasing the price of the goods being manufactured.

I am certainly opposed to an increase of this magnitude!!

Sincerely, Bob Fisher
from my iPhone

Sent from my iPhone

Gina Y. Casselberry
Utilities Engineer
Public Staff – Water and Sewer Division
Phone: 919-733-0890
Fax: 919-715-6704
gina.casselberry@psncuc.nc.gov

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JUL 21 2017

Casselberry, Gina

From: Ray Tuers <raytuers@comporium.net>
Sent: Saturday, July 15, 2017 1:06 PM
To: Casselberry, Gina
Subject: Carolina Water Service, Inc.

Dear Ms. Casselberry:

Regarding Carolina Water Service's application for authority to increase rates (Docket No. W-354, Sub 356), I wish, as an affected resident of the Connetsee Falls subdivision in Transylvania County, to express my concern.

We rate payers understand Carolina Water's need for a reasonable return on investment, and the fact that the company is facing ever-increasing operational costs. We have no objection to reasonable periodic rate increases. But like the utility, we, too, face ever-increasing costs. Many of us are retirees on fixed incomes, with no way of applying to anyone for increases. Others are employees caught in today's climate of low wage-growth.

We ask only that the Utilities Commission and your colleagues on its Public Staff remain keenly aware of our situation. We, as laity, are ill-equipped to evaluate Carolina Water's operations. But we believe you are well qualified to do that and we hope you look deeply and critically at the application to assure us that any increases are justified and reasonable.

Sincerely,
Raymond Tuers

905 Utsonati Lane
Brevard, NC 28712
828 877 5572

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JUL 21 2017

Casselberry, Gina

From: Joe Soderquist <joe.soderquist88@gmail.com>
Sent: Saturday, July 15, 2017 8:33 PM
To: Casselberry, Gina
Subject: CWSNC Proposed Water/Sewer Rate Increase

Public Staff:

This message is to express my concern that CWSNC is asking NCUC to allow them to combine Carolina Trace into a consortium for the purpose of determining water/sewer rates. The cost of water/sewage has more than doubled in the past 15 years while our usage has remained about the same. It seems that whenever the water/sewage provider asked for a rate increase it was granted. One wonders what justification has been used to allow this to happen.

Carolina Trace should not be grouped with other communities in determining water/sewer rate but should be assessed based on its own usage. In addition, the proposal to raise the base rate is merely affording CWSNC a guaranteed income and does nothing to award water conservation. The base rates should be held low and actual consumption rates be kept fair to encourage conservation.

Sincerely,
Joseph R. Soderquist

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JUL 21 2017

Casselberry, Gina

From: wtoscani@aol.com
Sent: Sunday, July 16, 2017 11:14 AM
To: Casselberry, Gina
Cc: mikehsanders@hotmail.com
Subject: Water Rate Increase

My wife and I moved to North Carolina from NY for the lower cost of living and the beautiful scenery. Once we were here we got sticker shock from the monthly cost of water-sewer. The rates here made NY's rates pale in comparison. I find it rather incomprehensible why the level of the rate needs to be so high. Now they are proposing to raise said rates. I am writing to you to request that this increase be denied. Many seniors on a fixed income will find that this increase would create a true hardship.

Thank you for your time.

Will Toscani

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JUL 21 2017

Casselberry, Gina

From: Robert and Sarah Jones <pepperjones@windstream.net>
Sent: Sunday, July 16, 2017 11:54 AM
To: Casselberry, Gina; Bd of Dir
Subject: Utilities rate increase

Ms. Gina Casselberry,

The proposed increase of approximately 29% is too high, removes incentive for users to conserve water, and is for a user population with a high percentage on fixed incomes.

To grant a request for such a large increase would set a very undesirable precedent.

Please consider denying the requested rate increase. Thank you, Bob Jones

--

Robert and Sarah Jones
pepperjones@windstream.net

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JUL 21 2017