

July 10, 2017

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



Reference: DOCKET NO. W-354, SUB 356  
Application for Rate Increase  
Carolina Water Service, Inc.

Dear Sir:

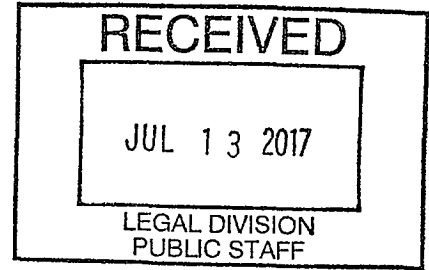
I am a customer of the Carolina Water System, Inc. and a resident of Bradfield Farms Community. I oppose the proposed rate increase as it is too much and too soon to prepare for. It will be burden on many homeowners. I plan to attend the public hearing on August 1 to voice my opposition to this rate increase.

Sincerely,

A handwritten signature in cursive script, appearing to read "Eric Guthrie". The signature is fluid and extends to the right.

Eric Guthrie  
7215 Daerwood Place  
Charlotte, NC 28215

7320 Scarlet Runner Dr.  
Charlotte, NC 28215  
July 11, 2017



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

Reference: DOCKET NO. W-354, SUB 356  
Application for Rate Increase  
Carolina Water Service, Inc.

Dear Sir:

As customers of Carolina Water Service, Inc., and as residents living in the Bradfield Farms Subdivision in Charlotte, NC, we wish to protest the exorbitant rate increase that the water service is requesting. For our service area they are asking for a 61.26% increase.

Due to the fact that Keith is having spine surgery and will be in the hospital, we will not be able to attend the August 1 public hearing in Charlotte on this matter.

We are senior citizens on a fixed income and do feel that this rate increase would be a burden on us. We have worked hard all of our adult lives, raised a family who are productive and contributing members of society and do not feel this large rate increase is reasonable for this area.

We believe if a rate increase is necessary, it should be in keeping with inflation—even though our income does not do so.

Thank you for your consideration in this matter.

*Kay Nahrgang*

Keith and Kay Nahrgang  
[kaynahrgang@aol.com](mailto:kaynahrgang@aol.com)  
[keithnahrgang@aol.com](mailto:keithnahrgang@aol.com)

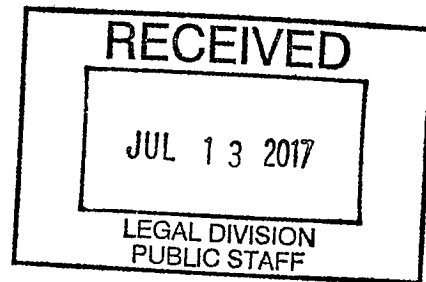
July 11, 2017

Marjorie Gledhill

7010 Spandril Lane

Charlotte, North Carolina 28215-9047

Marjorieg1@verizon.net



TO: Mr. David Drooz, Chief Counsel

Public Staff-North Carolina Utilities Commission

4326 Mail Service Center

Raleigh, North Carolina 27699-4300

RE: DOCKET NO.W-354, SUB 356

Bradfield Farms

Dear Sir: As a customer of Carolina Water Service, Inc. and a resident of Bradfield Farms I have a deep concern over the proposed rate hike. The percent requested is unjustified and unreasonable.

I am one of many retired residents on a fixed income. This proposed increase would have a negative impact on a fixed income.

Please consider a lower percentage for this increase.

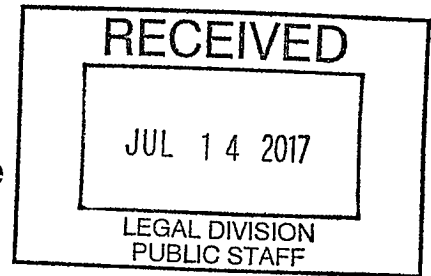
Thank you for any consideration you can give this request.

Sincerely,

Handwritten signature of Marjorie Gledhill in cursive script.

Marjorie Gledhill

**Diane M. Estes**  
**11238 Red Spruce Drive**  
**Charlotte, NC 28215**  
Telephone 860-228-4419  
Cell – 860-833-4868  
e-mail [destesbike@yahoo.com](mailto:destesbike@yahoo.com)



July 8, 2017  
11238 Red Spruce Drive  
Charlotte, NC 28215

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

Reference: DOCKET NO. W-354, SUB 356  
Application for Rate Increase  
Carolina Water Service, Inc.

Dear Sir;

As a customer of Carolina Water Service, Inc., and a resident living in the Bradfield Farms Subdivision, I have received a Notice from our Water Company, Utilities, Inc., regarding the request of a Rate Increase with the Utilities Commission of North Carolina.

The average requested rate increase for Bradfield Farms is **63.81%**!

We had a rate increase in September of 2010 and another in December of 2012. The requested amount for the 2012 increase was 40% and the amount approved by the Utilities Commission was 14%.

We need to have the Approved Rate requested increase dramatically lowered. .

Sincerely,

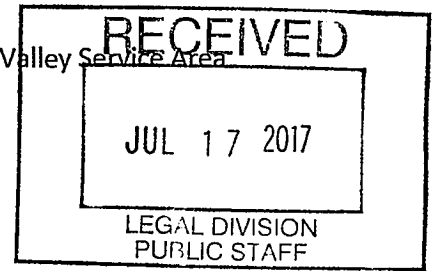
A handwritten signature in cursive script that reads "Diane M. Estes".

Diane M. Estes

Re: Opposed to Proposed Water & Sewer Rate Increases in Fairfield Sapphire Valley Service Area

13 July, 2017

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



Dear Mr. Drooz,

My wife and I own a townhouse (72 Dogwood Knob #12A, Sapphire, NC 2874) located in the Hilltop Community in the Fairfield Sapphire Valley Service Area. We use this property as a second home, traveling between Charleston, SC and Sapphire, NC.

Utilities, Inc. has filed with the State of North Carolina Utilities Commission, proposing rate increases for water and sewer utility service. The increase would be substantial - almost 58% - in the Fairfield Sapphire Valley Service Area.

- The Base Facility Charge would increase from \$19.89 to \$26.95. This is payable every month even if we use no water.
- The Wastewater Sewer Operations would increase from \$35.52 to \$60.22. Again, this is payable every month even if you use no water.

So one's bill - without even using a drop of water - would go from \$55.41 to \$87.17; an increase of \$31.76.

Utilities, Inc. enjoys a monopoly right now. There are no other providers from which to choose and we can't drill a well on this property.

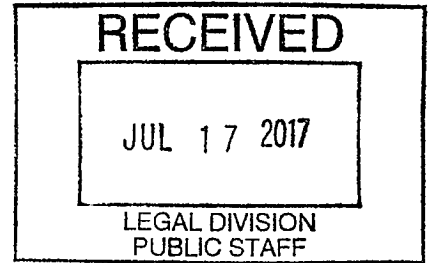
I request that this excessively large increase not be allowed to stand.

Respectfully,

Murray Winland  
330.472.7930  
murraywinland@gmail.com

A handwritten signature in black ink, appearing to read "Murray".

**Ann Cheshire**  
**11112 Pale Hickory Lane**  
**Charlotte, NC 28215-9047**  
e-mail [annches1@yahoo.com](mailto:annches1@yahoo.com)



July 12, 2017  
11112 Pale Hickory Lane  
Charlotte, NC 28215

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

Reference: DOCKET NO. W-354, SUB 356  
Application for Rate Increase  
Carolina Water Service, Inc.

Dear Sir:

As a customer of Carolina Water Service, Inc., and a resident living in the Bradfield Farms Subdivision, I wish to object to the water rate increase proposed for our subdivision. Unfortunately, I will not be able to attend the hearing but hope that my objection will be heard through this correspondence.

Please advise of any other needed action necessary on my part prior to the Public Hearing.

Sincerely,

A handwritten signature in cursive script that reads "Ann Cheshire".

Ann Cheshire

July 12th. 1917

Dear Sir,

Please see the enclosed letter, resolution and documents where Woodhaven POA, Inc highly objects to the double digit water rate increases proposed by Carolina Water Service/Utilizes, Inc. to the NCUC. (Docket No. W-354, sub 356) We will be present at the public hearing in Asheville on July 25th to clearly make out point of view know.

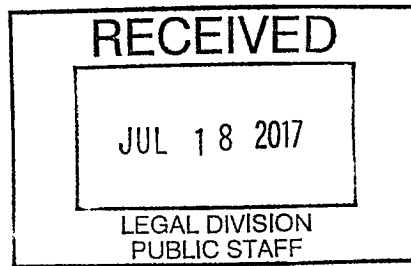
We have a history of double digit increases and will present documentation that the ratio of public to private water cost in NC is way out of line compared with other states. The document included with this mailing shows NC the second highest in the nation. This is not a good thing. The laws and regulations governing private water rate increase are the culprit. They need to be adjusted to result in a reasonable level.

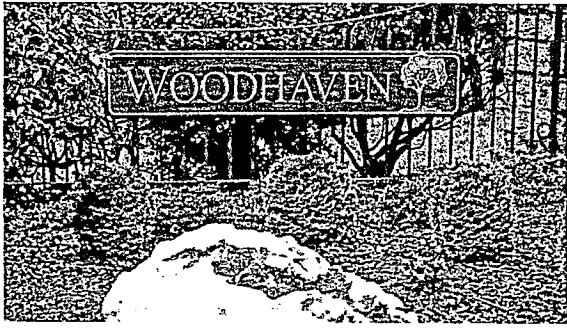
Highest regard,



Chuck Van Rens

Woodhaven POA, Water Chairman





## Woodhaven POA, Inc.

P.O. Box 757, Flat Rock, NC 28731

<http://WoodhavenNC.homestead.com>

July 10, 2017

Dear Chairman Finley,

Please find enclosed a copy of the resolution unanimously adopted at the Board of Directors meeting Monday, July 10, 2017 in response to and in anticipation of the public hearing related to Docket # W-354 Sub. 356.

Woodhaven Property Owners Association is a relatively small subdivision with two wells that provide quality water to our subdivision and also to an even smaller adjacent subdivision Pleasant Hill.

Three of our members who serve on the Water Committee will be present at the public hearing scheduled for Tuesday, July 25, in Asheville and will be available to enter this resolution into the public record and answer any questions you might have.

On behalf of the Woodhaven POA, Inc. I sincerely trust our situation can be carefully considered before any decision is made regarding this outrageous increase in our water rates.

Sincerely,

Lee Luebke

President, Woodhaven POA, Inc.

Enclosure

Cc: Commissioner Bryan E. Beatty  
Commissioner ToNola Brown-Bland  
Commissioner Jerry C. Dockham  
Commissioner James G. Patterson  
Commissioner Lynn Gray



**Board of Directors Resolution of  
Woodhaven Property Owners Association (POA)**

**Docket #W-354 sub 356**

We, the undersigned, being all the officers and directors of this corporation consent and agree that the following corporate resolution was made on July 10, 2017, at a 7:00 p.m. meeting of the Woodhaven Property Owners Association, Flat Rock, North Carolina 28731.

In accordance with State law and the bylaws of this corporation, by unanimous consent, the Board of Directors adopt the following resolution.

Whereas, Woodhaven POA and Carolina Water Service (CWS) customers are outraged at the 20% water rate increase, and ,

Whereas, double digit water rate increase by (CWS)/Utilities, Inc. and historic double digit rate increases are symptomatic of a process that lacks clarity in justification, and,

Whereas, the complex laws, regulations, and processes of North Carolina Utilities Commission (NCUC) are not customer friendly and give an advantage to lawyer supported CWS/Utilities, Inc. in the rate justification process, and,

Whereas, historically, submitted signatures of residents, registering as high as 90% of Woodhaven POA members, do not appear in public record and seem to be ignored.

Therefore, be it resolved that the corporation shall:

1. Seek to contact other customers of CWS/Utilities, Inc. and build a coalition of concern.
2. Undertake a campaign to inform and persuade local, regional, and state government officials of the problems with the laws, regulations, and processes of private water rate increase issues.
3. Communicate a benchmark of public/private water rate increase comparisons as a ratio between states to keep NC's high ratio in line with the average ratio or even better.

The Officers of this corporation are authorized to perform the acts to carry out this corporate resolution.

Lee B. Huebbe  
President Signature

Lee B. Huebbe  
Printed Name

7/10/2017  
Date

Herbert C. Quarles  
Vice-President Signature

HERBERT C. QUARLES  
Printed Name

7/10/2017  
Date

Mary Teanne Hinek  
Treasurer Signature

Mary Teanne Hinek  
Printed Name

7/10/2017  
Date

Bernard A. Apple BERNARD A. APPLE  
Director Signature Printed Name

JULY 10, 2017  
Date

The Secretary of the Woodhaven POA certifies that the above is a true and correct copy of the resolution that was duly adopted at the dated meeting of the Board of Directors.

Jason D. McDaniel  
Signature of Secretary

7/10/2017  
Date

Jason D. McDaniel  
Printed name of Secretary

# Water Bill Comparison Study Compiled by Food & Water Watch

**Table 1. Comparison of Annual Household Water Bills of Public and Private Utilities By State(s)**

State(s)	Annual Household Bill		Percent that Private Prices are Greater
	Municipal or Local Government Utility	Private or Investor Owned Utilities	
Alaska <sup>3</sup>	\$441.84	\$458.79	4%
Arizona <sup>4</sup>	\$225.00	\$329.40	46%
Arkansas <sup>5</sup>	\$273.83	\$344.68	26%
California <sup>6</sup>	\$415.86	\$500.42	20%
Connecticut <sup>7</sup>	\$300.72	\$398.13	32%
Delaware <sup>8</sup>	\$256.20	\$449.40	75%
Florida <sup>9</sup>	\$300.96	\$360.02	20%
Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio and Wisconsin <sup>10</sup>	\$280.44	\$318.72	14%
Illinois <sup>11</sup>	\$240.84	\$326.88	36%
Indiana <sup>12</sup>	\$232.68	\$318.81	37%
Iowa <sup>13</sup>	\$219.84	\$314.16	43%
Kentucky <sup>14</sup>	\$316.07	\$361.21	14%
Maryland <sup>15</sup>	\$232.50	\$381.00	64%
Massachusetts <sup>16</sup>	\$357.00	\$481.00	35%
Maine <sup>17</sup>	\$331.31	\$362.81	10%
New Hampshire <sup>18</sup>	\$411.70	\$582.00	41%
New Jersey <sup>19</sup>	\$258.00	\$318.00	23%
New Mexico <sup>20</sup>	\$259.83	\$356.34	37%
North Carolina <sup>21</sup>	\$204.12	\$344.76	69%
Ohio <sup>22</sup>	\$444.73	\$510.40	15%
Oregon <sup>23</sup>	\$271.79	\$313.97	16%
Pennsylvania, New Jersey, Maryland <sup>24</sup>	\$289.20	\$367.20	27%
Tennessee <sup>25</sup>	\$306.00	\$381.00	25%
Texas <sup>26</sup>	\$329.40	\$553.80	68%
Utah <sup>27</sup>	\$307.23	\$359.05	17%
West Virginia <sup>28</sup>	\$375.40	\$456.82	22%
Wisconsin <sup>29</sup>	\$252.03	\$400.55	59%
Wyoming <sup>30</sup>	\$261.83	\$343.00	31%
<b>Average</b>			<b>33%</b>

## Footnotes

3 Regulatory Commission of Alaska. "FY07 Water Rates." February 4, 2008.

4 Water Infrastructure Finance Authority of Arizona. "Water and wastewater residential rate survey for the State of Arizona." 2007 at 12.

- 12 Indiana Utility Regulatory Commission, Water Sewer Division. "2009 Annual Water Bill Analysis." January 1, 2009 at 1 to 5.
- 13 Rate schedules compiled from Web sites for all utilities serving more than 20,000 people (large utilities and very large utilities). Schedules for 4 out of 21 utilities were not found. Public system count = 15, private for-profit system count = 2. On file with Food & Water Watch.
- 14 Allen & Hoshall. "Kentucky Water and Sewer Rate Survey." August 21, 2006.
- 15 Rate schedules compiled from Web sites for all utilities serving more than 3,300 people (medium sized utilities and larger). Schedules for 11 out of 57 utilities were not found. Public system count = 41, private, for-profit system count = 2. On file with Food Water Watch.
- 16 Tighe & Bond. "2006 Massachusetts Water Rate Survey." 2006 at 1 to 58; Safe Drinking Water Information System Pivot Tables, 2007.
- 17 Maine Public Utilities Commission. "Cost of water at selected usages." January 2008.
- 18 New Hampshire Department of Environmental Services. Drinking Water and Groundwater Bureau. "2006 Water rate survey larger water systems." (WD-DWGB-16-5). 2009 at Appendix B.
- 19 Peretz, Blossom A. et al. New Jersey Division of the Ratepayer Advocate. "Position papers on the water and wastewater resources of New Jersey." May 2001 at 7.
- 20 New Mexico Environment Department. Construction Programs Bureau. "Municipal Water and Wastewater User Charge Survey for 2007 Rates (Based on 6,000 gallons/month – December 2007)." May 2008; Safe Drinking Water Information System PWS Inventory, 2007; Olson, Thomas W. New Mexico-American Water Company, Inc. Re: Case No. 06-00208-UT. Filed with the New Mexico Public Regulation Commission, Records Bureau. June 25, 2007.
- 21 North Carolina Utilities Commission. Division of Fiscal Management. "Major Activities through December 2007 with Statistical and Analytical Data through 2006." (XXXVIII). February 1, 2009 at 138.
- 22 Ohio Environmental Protection Agency, Office of Fiscal Administration, Economic Analysis Unit. "2007 Sewer and Water Rate Survey." July 2008 at 21 to 31; Public Utilities Commission of Ohio. "2007 Annual Report." 2007 at 11.
- 23 Oregon State University and the League of Oregon Cities. "Water/Wastewater Rates and Charges." December 2004 at 10 to 14; Public Utility Commission of Oregon. "2007 Oregon Utility Statistics." 2007 at 86; Sloan, Renee. Oregon Public Utility Commission. Testimony on Application to Request for a General Rate Increase. Docket No. UW 122. November 20, 2007 at 2, 6-7.
- 24 Corrozi Narvaez, Martha and Maureen H.S. Nelson. 2008 at 5.
- 25 Allen & Hoshall. "Tennessee Water and Sewer Rate Survey." June 2008; Public Water System Inventory Data, 2007; Tennessee-American Water. "Eight Revision of Sheet No. 3-R." TRA No. 19. September 26, 2008 at 3, 8, 11.
- 26 Texas Municipal League. "2009 Annual TML Water and Wastewater Survey Results." 2009 at Water Fees by Population Category Summary; Texas-American Water. [Brochure]. "Notice of proposed water rate change." February 21, 2008.
- 27 Utah Department of Environmental Quality, Division of Drinking Water. "2006 Survey of Community Drinking Water Systems." December 2007 at Appendix B; Public Water System Inventory Data, 2007.
- 28 West Virginia Public Service Commission. "Water Utility Cost Ranking as of May 15, 2009." May 15, 2009; West Virginia Public Service Commission. PSC Database. Available at [www.psc.state.wv/utilities/default.htm](http://www.psc.state.wv/utilities/default.htm), accessed May 2009; Jarrett, David. Public Service Commission of West Virginia. Annual Reports & Tariffs Section. "Annual Statistical Report." December 31, 2007 at 10 to 19.
- 29 Public Service Commission of Wisconsin. Water Bill Comparison. Available at [psc.wi.gov/apps/waterbill/bulletin25/default.asp](http://psc.wi.gov/apps/waterbill/bulletin25/default.asp), accessed April 22, 2009; Public Service Commission of Wisconsin. Utility Provider Lookup. Available at [psc.wi.gov/apps/utility/content/findunf.aspx](http://psc.wi.gov/apps/utility/content/findunf.aspx), accessed April 22, 2009.
- 30 Wyoming Water Development Commission. "Water System Survey Report." 2007 at Report #1 and Report #4.

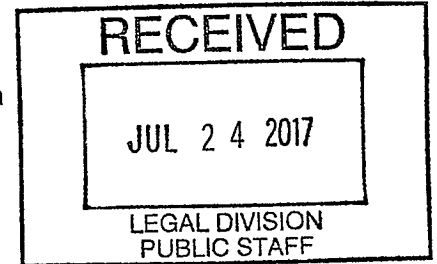
## History of Carolina Water Service Rate Increases

Date when increase took effect	Base increase requested	Base increase granted	% of requested increase granted		Cost/Gal increase requested	Cost/Gal increase granted	% of requested increase granted
Apr 2005	36%	18%	50%		33%	19%	58%
Jul 2007	24%	14%	58%		27%	14%	52%
Jan 2009	24%	9%	38%		24%	9%	38%
Feb 2011	27%	13%	48%		27%	12%	44%
Mar 2014	23%	14%	61%		23%	12%	52%
Dec 2015	23%	23%	100%		23%	18%	78%

Dieter Hammer  
Updated 1-6-2016

*Doc # 354 sub 356*

Thomas & Rebecca Hovorka  
106 Hedrick Drive  
Kernersville, NC 27284



July 19, 2017

Mr. David Drooz, Chief Counsel  
Public Staff-NCUC  
4326 Mail Service Center  
Raleigh, NC 27699-4300

RE: NCUC DOCKET NO. W-354, SUB 356

Dear Mr. Drooz,

We are pleading with you...Please do not allow CWS Systems, Inc. to increase their fees again. They have had numerous increases over the years (this is the 4th in 7 years). Currently my bill is \$105.97 for absolutely no water/sewer usage, when it was \$62.07 for no usage in 2011 (copies attached). At the time I thought that was high. Now, they are requesting a 20-40% increase, again!

Our home is in a resort area and many of the homes are not in use year round, yet the minimum water/sewer bills are over \$100/month for no usage. They are receiving a lot of money for no service.

We had a leak several years ago and received a water bill for over \$1000 . While most water companies will work with you on a situation like this by giving you a decreased rate, not CWS. Their solution was to **allow** us to make monthly payments (these were stiff payments), then after a couple of months demanded the entire amount to be paid in full.

My understanding is public utilities are to provide services for reasonable fees. CWS fees are not reasonable now. I really don't know how people on a fixed income (which we will be in a couple of years) are able to afford this basic need of water. Please, protect us and the community; don't allow CWS Systems, Inc. to increase their fees again.

Sincerely,

Thomas & Rebecca Hovorka, Owners of  
115 Bent Creek Blvd., Unit 17  
Lake Lure, NC 28746

**FAIRFIELD MOUNTAIN/APPLE VALLEY (a.k.a. RUMBLING BALD) SERVICE AREA,  
HIGHLAND SHORES SUBDIVISION AND LAUREL MOUNTAIN ESTATES**

**Monthly Metered Water Service:**

	<u>Existing</u>	<u>Proposed</u>
Base Facility Charges (zero usage)		
Residential	\$ 19.23	
Commercial and Other:		
5/8" meter	\$ 19.23	
3/4" meter	\$ 28.84	
1" meter	\$ 48.07	
1-1/2" meter	\$ 96.14	
2" meter	\$ 153.83	
3" meter	\$ 288.42	
4" meter	\$ 480.70	
6" meter	\$ 961.40	
Usage Charge, per 1,000 gallons	\$ 7.10	

**Monthly Metered Water Service: (Residential and Commercial)**

Base Facility Charges (zero usage)	
<1" meter	\$ 26.95
1" meter	\$ 67.38
1-1/2" meter	\$ 134.75
2" meter	\$ 215.60
3" meter	\$ 404.25
4" meter	\$ 673.75
6" meter	\$1,347.50
Usage Charge, per 1,000 gallons Treated Water	\$ 7.70

**FAIRFIELD MOUNTAIN/APPLE VALLEY (a.k.a. RUMBLING BALD) SERVICE AREA,  
HIGHLAND SHORES SUBDIVISION AND LAUREL MOUNTAIN ESTATES**

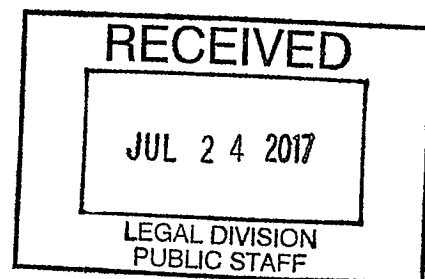
<u>Monthly Sewer Rates:</u>	<u>Existing</u>	<u>Proposed</u>
<b>Residential</b>		
Collection charge/dwelling unit	\$ 17.17	\$ 38.87
Treatment charge/dwelling unit	\$ 69.50	\$ 69.50
Total monthly flat rate/dwelling charge	\$ 86.67	\$ 108.37
<b>Commercial and Other</b>		
Minimum monthly collection and treatment charge	\$ 86.67	\$ 108.37
Monthly collection and treatment charge for customers who do not take water service (per single family equivalent)	\$ 86.67	\$ 108.37
<b>Treatment charge per dwelling unit</b>		
Small (less than 2,500 gallons per month)	\$ 78.50	\$ 78.50
Medium (2,500 to 10,000 gallons per month)	\$ 139.50	\$ 139.50
Large (over 10,000 gallons per month)	\$ 219.50	\$ 219.50
Collection Charge (per 1,000 gallons)	\$ 12.16	\$ 13.93

**FAIRFIELD SAPPHIRE VALLEY SERVICE AREA**

<u>Monthly Sewer Rates:</u>	<u>Existing</u>	<u>Proposed</u>
<b>Residential</b>		
Flat Rate, per dwelling unit	\$ 35.52	
<b>Commercial and other</b>		
Minimum rate	\$ 35.52	



July 17, 2017



Mr. David Drooz  
Public Staff-NCUC  
4326 Mail Service Center  
Raleigh, NC 27699-4300

Dear Sir,

It has come to our attention that CWS Water/sewer is planning another rate increase. This could result in a increase of 20-40%! We just had a increse in 2015 that was significant. This will become a hardship for many of us who live in Rumbling Bald Resort in Lake Lure, NC. This property is a vacation home for us and is not used for most of the year. During the winter months it is not used at all and we turn the water off. Other utility companies allow a period of time with a reduction in cost. Not a option with CWS since they have no program in place. We ask that you reconsider the increase and keep in mind the needs of consumers that cannot afford more increases resulting in having to sell our properties and leave the area. That affects everyone in the area who rely on the money we spend when we are there.

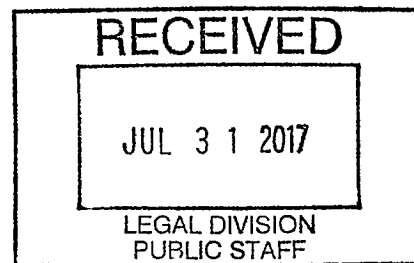
Sincerely,

Two handwritten signatures in black ink. The first signature is "Jeff Robey" and the second is "Ann Robey".

Jeff and Ann Robey  
155 Quail Cove Blvd, unit 1606  
Lake Lure, NC 28746

July 26, 2017

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



Reference: DOCKET NO. W-354, SUB 358  
Application for Rate Increase  
Carolina Water Service, Inc.

Dear Mr. Drooz,

Please consider my opinion here as a substitute for my presence at the Public Hearing on Tuesday, August 1<sup>st</sup> at 7:00 p.m. because I am not able to attend in person.

The Bradfield Farms Water Company, Utilities, Inc., has requested a rate increase of 63.81% with the North Carolina Utilities Commission. This is irrational, unaffordable, and outrageous, particularly for retired individuals such as myself who can hardly meet their living expenses.

I would like to express to the Utilities Commission my objection on this increase and ask you kindly to disapprove/decline the company's request for this increase.

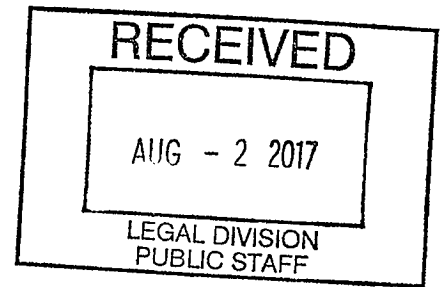
Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Ahmed A. Soliman".

Ahmed A. Soliman  
6903 Reedy Creek Rd  
Charlotte, NC 28215  
[solistar@gmail.com](mailto:solistar@gmail.com)  
980-621-8825

Charlene D. Lehman  
11018 Scrimshaw Lane  
Charlotte, NC 28215



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

Reference: DOCKET NO. W-354, SUB 356  
Application for Rate Increase  
Carolina Water Service, Inc.

Dear Mr. Drooz;

As a customer of Carolina Water Service, Inc., and a resident living in the Bradfield Farms Subdivision, I wish to express my concern regarding the proposed water rate increase currently pending with your office. I do not recall what percent rate increase was requested in 2012, but, as you are aware, a 14% increase was approved. Five years later, it is feasible that the Utility's infrastructure may be in need of some maintenance, and that the costs involved may be shared by the consumer. What I disagree with is level of increase being requested. From a customer standpoint there has been no increased in service that justifies the level of increase requested.

I request that you deny the 63.81% rate increase that Carolina Water Service, Inc. has requested.

Sincerely,

A handwritten signature in cursive script, reading "Charlene D. Lehman".

Charlene D. Lehman