

**STATE OF NORTH CAROLINA  
UTILITIES COMMISSION  
RALEIGH**

DOCKET NO. W-354, SUB 414

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of	)	
Don Calhoun, 393 Bayberry Circle,	)	
Mooreville, North Carolina 28117,	)	
Complainant	)	ORDER SERVING
	)	COMPLAINT
v.	)	
	)	
Carolina Water Service of North Carolina, Inc.,	)	
Defendant	)	

BY THE COMMISSION: Notice is hereby given of the filing with this Commission on November 7, 2022, of a complaint by Don Calhoun (Complainant) against Carolina Water Service of North Carolina, Inc. (Defendant).

In accordance with the Commission's Rules of Practice and Procedure, service of the complaint is hereby made on Defendant by copy thereof attached to this Order Serving Complaint, by electronic mail, delivery confirmation requested. Defendant is hereby directed to either satisfy the demands of Complainant or to file an answer with the Commission on or before November 18, 2022. The answer should comply with Rule R1-9 of the Commission's Rules of Practice and Procedure.

IT IS, THEREFORE, SO ORDERED.

ISSUED BY ORDER OF THE COMMISSION.

This the 8th day of November, 2022.

NORTH CAROLINA UTILITIES COMMISSION



Erica N. Green, Deputy Clerk

Don Calhoun  
393 Bayberry Creek Circle, Mooresville, NC 28117  
Cell 704-609-0242/Email [don.calhoun47@gmail.com](mailto:don.calhoun47@gmail.com)

October 3, 2022

W-354 Sub 414

Chief Clerk

North Carolina Utilities Commission

4325 Mail Service Center

Raleigh, NC 27699-4300

Dear Sir or Madam,

1. My name is Don Calhoun. I reside at 393 Bayberry Creek Circle, Mooresville, NC 28117. My phone number is 704-609-0242. My email address is 704-609-0242.
2. My complain relates to Carolina Water Service with the following contact information:

Carolina Water Service of NC  
PO Box 160609  
Altamonte Springs, FL 32716-0609  
Tel: 800-525-7990  
Fax: 866-842-8348  
Email: [customerservice@carolinawaterservice.com](mailto:customerservice@carolinawaterservice.com)  
Website: [www.carolinawaterservice.com](http://www.carolinawaterservice.com)

3. My complaint concerns Carolina Water Service of North Carolina and their water usage and billing information. We have lived at the same residence for 10 years. In July of 2020, Carolina Water Service billed us \$71.00 for using 5,170 gallons. In July of 2021 Carolina Water Service billed us \$177.67 for using 18,030 gallons. In June of 2022 we were billed \$68 for using 4,700 gallons. In July

of 2022 that number jumped to **\$771.04 claiming usage of 63,750** gallons of water. In August of 2022 we were billed \$650.19 for using 43,090 gallons. In September we were billed \$409.94 for using 35,008 gallons. Our current usage per [www.myutilityconnect.com](http://www.myutilityconnect.com) shows an absurd amount of 105,000 gallons used which will put our bill well over \$1200. This is more water in one month than we've used in a year over the 10 years at this address. We are not alone. We have 100's of people in our service area that are being billed for impossible usage amounts. Carolina Water Service is very aware that 100's of customers have complained about this sudden surge in usage and are doing nothing but blaming consumers for having leaks. We cannot all have leaks. \$2500+ for 4 months of water is what my family is being billed. We've had a plumber and irrigations specialist verify no leaks at our home. For reference, WCNC Charlotte has done two stories on this issue.

<https://www.wcnc.com/article/news/local/mooresville-residents-water-rate-increase/275-79bc21bb-917b-4e69-b7f2-a04ab3d060b0>

<https://www.wcnc.com/article/money/high-water-bills-neighbors-alert/275-ddcc17d3-24f1-48b6-9f49-d42e13ff6abd>

4. We are asking that Carolina Water Service revise all bills to the historical average and be regulated more stringently as they have not stopped the over- billing based on the absurd usage amounts. We further ask that Carolina Water Service be replaced as the water provider for our area if they will not cooperate and stop abusing consumers that have little to no recourse. I look forward to your response.

Thank you,

Don Calhoun