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W-390 Sub 13

Threatt, Linnetta

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From: James Curry <jamescurry4al@aol.com>
Sent: Thursday, February 8, 2018 5:56 PM
To: Statements
Subject: Carolina Water, Oct 25 hearing in Macon county

FEB 09 2018

Clerk's Office
N.C. Utilities Commission

Dear Commissioners:

At a NCUC hearing in Macon county (Franklin, NC) on Oct 25, you *recommended* that Carolina Water stop billing residents of Riverbend Estates at the emergency rates for water. Carolina Water is still billing us at the emergency rates and will not follow your *recommendations*. They said they will not start billing us at the normal rates until you issue a **Final Order forcing** them to. The emergency rates constitute a financial hardship for me personally and for many of my neighbors. I have contacted everyone I know to contact regarding this matter, and I am begging you to intervene as soon as possible and issue a **Final Order requiring** Carolina Water to bill us at normal rates. I feel we are being price gouged and taken advantage of, and no one is doing anything to stop this injustice. Last year I was paying around \$55 per month for water. I am now paying over \$120 per month. The emergency rates are a \$35 base fee and a usage fee of \$11.95 per 1000 gallons. The normal rates are supposed to be \$24.44 base fee and a usage fee of \$6.86 per 1000 gallons. The town of Franklin is billing Carolina Water at a rate of \$6.86 per 1000 gallons. Carolina Water is charging us at rate of 174% plus base fee. Please intervene and help us as soon as possible. No one else in Franklin pays these outrageous prices. If a gas station charged everyone in town \$2.50 for a gallon of gas but made me pay \$5.00 for a gallon of gas, that would be discriminatory and illegal. That is what Carolina Water is doing to me and my neighbors except with water. I live on a gravel/dirt road in a very modest house in a working class neighborhood. My water bill makes up about 5% of my income. I cannot continue to pay this excessive rate for water. Please take action to help my neighbors and me, and put a stop to this injustice. If there is anything I can do to help remedy this situation, please contact me to let me know. Thank you.

Sincerely,

Beth Curry