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JUN 16 2016

Clerk's Office
N.C. Utilities Commission

NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION

June 13, 2016

W354-16-151079

Amy Lahaie
Email: ldlahaie5@juno.com

W-354 SUB 344

Dear Ms. Lahaie:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

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Executive Director
(919) 733-2435

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(919) 733-2810

Economic Research
(919) 733-2902

Legal
(919) 733-6110

Transportation
(919) 733-7766

Accounting
(919) 733-4279

Consumer Services
(919) 733-9277

Electric
(919) 733-4326

Natural Gas
(919) 733-2267

Water
(919) 733-5610

Ms. Lahaie
June 13, 2016
Page 2

The Public Staff understands your concern about the impact of the approved rate increase on the monthly bills you are now receiving. We encourage you to make your thoughts known via e-mail, letter, or personal appearance at a customer hearing if CWSNC files a future rate increase application so that your position will be part of the official record upon which the Commission makes its decision on the request.

Sincerely,

A handwritten signature in dark ink, appearing to read "Vickie Debnam", written in a cursive style.

Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter)
Public Staff-Water Division (w/copy of letter)
Public Staff-Accounting Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

From: Amy Lahaie [mailto:ldlahaie5@juno.com]
Sent: Saturday, February 06, 2016 3:01 PM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Water hike

We have been here for three years and water keeps going up. Your people ride around in expensive vehicles getting meter readings in our meters. We are a middle class family and this is ridiculous. Stop raising our prices. The water leaves stains in our toilets and sinks!

Customer Complaint Procedure

Members of the public who have a complaint about their utility service or rates may contact the Public Staff Consumer Services Division for assistance.

Customers or others who have a complaint should provide Consumer Services with the following information:

1. A written summary of the complaint, and
2. Relevant documents such as utility bills, and
3. Contact information for the complainant (name, address, telephone number, email if available).

Customers or others may deliver their complaint information to Consumer Services with any of the following methods:

By fax: (919)733-4744

By mail: Public Staff Consumer Services Division, 4326 Mail Service Center, Raleigh, NC 27699-4326

By email: consumer.services@psncuc.nc.gov

In person: drop off written complaint information at the security desk, third floor entrance of the Dobbs Building, 430 North Salisbury Street, Raleigh, NC

In addition, customers who wish to talk with Consumer Services staff may do so by telephone at: (919) 733-9277 or Toll Free: (866) 380-9816. **To maintain a safe and productive work environment, the Public Staff does not allow public access to the offices of Consumer Services staff.** Further information is posted on the Consumer Services website at: http://www.pubstaff.commerce.state.nc.us/pscons/pscser_files/Page431.htm

This procedure is for security purposes and to minimize interruptions to scheduled work.



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PUBLIC STAFF
UTILITIES COMMISSION**

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JUN 16 2016

**Clark's Office
N.C. Utilities Commission**

June 13, 2016

W354-16-151069

Navdeep Sood
Avenbury Circle
Kernersville, NC 27284
Email: nsny1@earthlink.net

Dear Navdeep Sood:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

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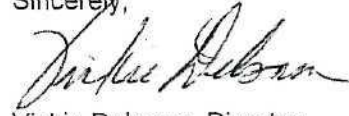
Water
(919) 733-5610

Navdeep Sood
June 13, 2016
Page Two

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The Public Staff understands your concern about the impact of the approved rate increase on the monthly bills you are now receiving. We encourage you to make your thoughts known via e-mail, letter, or personal appearance at a customer hearing if CWSNC files a future rate increase application so that your position will be part of the official record upon which the Commission makes its decision on the request.

Sincerely,

A handwritten signature in black ink, appearing to read "Vickie Debnam", is written over the word "Sincerely,".

Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter)
Public Staff-Water Division (w/copy of letter)
Public Staff-Accounting Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

From: N Sood [mailto:nsny1@earthlink.net]
Sent: Monday, February 22, 2016 2:26 PM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Exceptionally High Water Bills- Kernersville

Hello,

I am a resident in Kernersville where water & sewer services are provided by a private utilities provider, Utilities, Inc.

Our water and sewer bill has gone up by more than 40% in the last 2 months. Apparently the commission has approved this big hike in rates. Our monthly bill has averaged \$65-\$70 month, even in summers when the usage is the highest. Since Dec and Jan, when the usage is the lowest, the monthly bill is \$85.

This steep hike doesn't seem right. I request you to please look into it. I am more than happy to provide the most recent bill as an evidence, but I am sure you are getting similar complaints from other residents as well.

Sincerely,
Navdeep Sood,
Avenbury Cir, Kernersville, NC



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

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JUN 16 2016

**Clerk's Office
N.C. Utilities Commission**

June 13, 2016

W354-16-152415

Jennifer Turner
Email: Jennifer_Turner@vfc.com

Dear Ms. Turner:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

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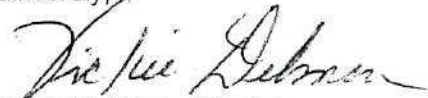
Water
(919) 733-5610

Ms. Turner
June 13, 2016
Page Two

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The Public Staff understands your concern about the impact of the approved rate increase on the monthly bills you are now receiving. We encourage you to make your thoughts known via e-mail, letter, or personal appearance at a customer hearing if CWSNC files a future rate increase application so that your position will be part of the official record upon which the Commission makes its decision on the request.

Sincerely,

A handwritten signature in dark ink, appearing to read "Vickie Debnam", written in a cursive style.

Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter)
Public Staff-Water Division (w/copy of letter)
Public Staff-Accounting Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

From: Jennifer Turner [mailto:Jennifer_Turner@vfc.com]
Sent: Monday, February 22, 2016 3:40 PM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Utilities Inc. Rate Hike

I noticed that my January bill had gone up over 25%. Although I couldn't figure out what we had changed, I just let it go. Then my February bill was much higher also so I did some digging and noticed that rates have dramatically increased. This is disappointing considering the state our water is in. Our water is so hard it has ruined all our showers and toilets. If it were up to me I would switch and pay a higher rate to have better quality water. Is there anything we can do?

Sincerely,

Jennifer Turner

Wrangler Merchandising

336-332-3270



LONG LIVE COWBOYS.

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**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

FILED

JUN 16 2016

**Clerk's Office
N.C. Utilities Commission**

June 13, 2016

W354-16-152417

Richard Eskridge
Email: Rskridge777@gmail.com

Dear Mr. Eskridge:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

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Electric
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Natural Gas
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Water
(919) 733-5610



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

FILED

JUN 16 2016

Clerk's Office
N.C. Utilities Commission
W354-16-152416

June 13, 2016

Van Everett
6887 Bainburgh Court
Kernersville, NC 27284

Dear Mr. Everett:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

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Mr. Everett
June 13, 2016
Page Two

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Sincerely,

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Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter) ✓
Public Staff-Water Division (w/copy of letter)
Public Staff-Accounting Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

From: Van Everett [mailto:Van@fmcainc.com]
Sent: Wednesday, February 24, 2016 10:07 AM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: rate hike

Your proposed rate hike is absurd and it is exploiting our community.

Van Everett

6887 Bainburgh Court
Kernersville, NC 27284

Email: van.everett522gmail.com

This electronic message may contain information that is confidential and/or legally privileged. It is intended only for the use of the individual(s) and entity named as recipients in the message. If you are not an intended recipient of this message, please notify the sender immediately and delete the material from any computer. Do not deliver, distribute or copy this message, and do not disclose its contents or take any action in reliance on the information it contains. Thank you.



**NORTH CAROLINA
PUBLIC STAFF
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JUN 16 2016

**Clerk's Office
N.C. Utilities Commission**

June 13, 2016

W354-16-149372

Nicole & Sam Rule
327 Donnybrook Drive
Asheville, NC 28806

Dear Mr. & Mrs. Rule:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

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Mr. & Mrs. Rule
June 13, 2016
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Sincerely,

A handwritten signature in cursive script, appearing to read "Vickie Debnam".

Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter)
Public Staff-Water Division (w/copy of letter)
Public Staff-Accounting Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

From: Nicole Rule [mailto:nicolekrule@gmail.com]
Sent: Monday, February 01, 2016 1:34 PM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Water Rate Increase Appeal

Service Address:

327 Donnybrook Dr
Asheville, NC 28806

Our private water provider, Utilities Inc, recently made a significant increase to the cost of our water and sewer services. The company has made at least 2 other rate increases in the 5 years we have lived in our home - currently, we pay more than \$100/month for water and sewer. When compared with the public utilities provided in our immediate area, the cost of this service - for which we currently have no other option - is predatory. The Utility commission had a public hearing before this increase went into effect, but it was held in Raleigh, more than 4 hours drive from our service area.

Please advise me on the next steps to begin a formal investigation and appeal process on this rate increase.

Sincerely,

Nicole and Sam Rule



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

FILED

JUN 16 2016

**Clerk's Office
N.C. Utilities Commission**

June 13, 2016

W354-16-151081

Tiffany Ramos
6015 Charring Drive
Kernersville, NC 27284

Dear Ms. Ramos:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

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Executive Director
(919) 733-2435

Communications
(919) 733-2810

Economic Research
(919) 733-2902

Legal
(919) 733-6110

Transportation
(919) 733-7766

Accounting
(919) 733-4279

Consumer Services
(919) 733-9277

Electric
(919) 733-4326

Natural Gas
(919) 733-2267

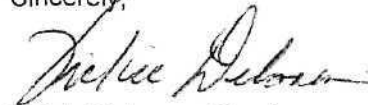
Water
(919) 733-5610

Ms. Ramos
June 13, 2016
Page Two

As a part of this rate proceeding, the Commission conducted hearings in Jacksonville, Currituck, Charlotte, Boone, Asheville, and twice in Raleigh for the purpose of receiving customer testimony regarding CWS's proposed rate increase request. Due to budgetary constraints, unfortunately, hearings are not scheduled in every service area in which the utility provides service. However, the locations of hearings, which must be held in county courthouses, are re-evaluated during each rate case proceeding; and due consideration will be given to your service area in CWSNC's next general rate case.

The Public Staff understands your concern about the impact of the approved rate increase on the monthly bills you are now receiving. We encourage you to make your thoughts known via e-mail, letter, or personal appearance at a customer hearing if CWSNC files a future rate increase application so that your position will be part of the official record upon which the Commission makes its decision on the request.

Sincerely,

A handwritten signature in dark ink, appearing to read "Vickie Debnam", written in a cursive style.

Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter)
Public Staff-Water Division (w/copy of letter)
Public Staff-Accounting Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

Harris, Maria

From: Tiffany Ramos <tiframos@gmail.com>
Sent: Saturday, February 06, 2016 9:02 PM
To: Consumer.Services
Subject: Water increase - Utilities Inc

Good evening Consumer Services.

I am writing in regards to the ridiculous rate increase from Utilites Inc.

They are proposing a 49% increase for base water and 49% increase for base waste water.

They have also increased our gallons by 18%.

This is not fair. How can this company do this to people? We don't have any other choices. If we don't want their services we have to move! I can understand if you have a choice in services (like internet or tv) but this is not. We have 2 small children and with the economy the way it is today, can't just pack up and move. It's unrealistic.

If you have any questions, I am available to speak.

My details are below.

Thank you in advance for your time.

Best regards,
Tiffany Ramos
6015 Charring Dr.
Kernersville, NC 27284
(407) 616-0600



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

FILED

JUN 16 2016

**Clerk's Office
N.C. Utilities Commission**

June 13, 2016

W354-16-151068

Barry & Cami Richardson
1625 Round Hill Circle
Kernersville, NC 27284

Dear Mr. & Mrs. Richardson:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

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Communications
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Economic Research
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Legal
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Transportation
(919) 733-7766

Accounting
(919) 733-4279

Consumer Services
(919) 733-9277

Electric
(919) 733-4326

Natural Gas
(919) 733-2267

Water
(919) 733-5610

Mr. & Mrs. Richardson
June 13, 2016
Page Two

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The Public Staff understands your concern about the impact of the approved rate increase on the monthly bills you are now receiving. We encourage you to make your thoughts known via e-mail, letter, or personal appearance at a customer hearing if CWSNC files a future rate increase application so that your position will be part of the official record upon which the Commission makes its decision on the request.

Sincerely,

A handwritten signature in black ink, appearing to read "Vickie Debnam", with a stylized flourish at the end.

Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter)
Public Staff-Water Division (w/copy of letter)
Public Staff-Accounting Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

From: Cami Richardson [mailto:utooyogi@aol.com]
Sent: Tuesday, February 23, 2016 12:40 PM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Rate hike from Utilities inc

I'm sending this complaint to you because of the ridiculous rate hike from Uilties inc. Carolina Water Service Inc of NC. They have imposed a rate increase of 49% for base water and 49% for base waste water. They also increased our per gallon by 18%. They just had a similar increase in 2014!

Most of my friends who have city water, are paying around \$50 a month. My bill this month for approximately the same amount of water is over \$90! What can be done to stop this extreme increase besides moving?

Extremely unhappy about such a drastic increase!

Barry and Cami Richardson

P.S. - You can reach us at 1625 Round Hill Circle, Kernersville NC 27284
336-337-7639 email utooyogi@yahoo.com



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

FILED

JUN 16 2016

Clerk's Office
N.C. Utilities Commission

June 13, 2016

W354-16-151070

Alan & Veronica Berstler
1904 Glenacre Court
Kernersville, NC 27284

Dear Mr. & Mrs. Walker:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

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Communications
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Economic Research
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Legal
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Consumer Services
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Electric
(919) 733-4326

Natural Gas
(919) 733-2267

Water
(919) 733-5610

Mr. & Mrs. Berstler
June 13, 2016
Page Two

As a part of this rate proceeding, the Commission conducted hearings in Jacksonville, Currituck, Charlotte, Boone, Asheville, and twice in Raleigh for the purpose of receiving customer testimony regarding CWS's proposed rate increase request. Due to budgetary constraints, unfortunately, hearings are not scheduled in every service area in which the utility provides service. However, the locations of hearings, which must be held in county courthouses, are re-evaluated during each rate case proceeding; and due consideration will be given to your service area in CWSNC's next general rate case.

The Public Staff understands your concern about the impact of the approved rate increase on the monthly bills you are now receiving. We encourage you to make your thoughts known via e-mail, letter, or personal appearance at a customer hearing if CWSNC files a future rate increase application so that your position will be part of the official record upon which the Commission makes its decision on the request.

Sincerely,



Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter)
Public Staff-Water Division (w/copy of letter)
Public Staff-Accounting Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

From: Roni Berstler [mailto:grammyberstler@gmail.com]
Sent: Monday, February 08, 2016 4:11 PM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Price Hike in Abington

Alan and Veronica Berstler

1904 Glenacre Ct

Kernersville NC 27284

rberstler@hotmail.com

grammyberslter@gmail.com

336 608 5096

This is to strongly object to this price hike from Utilities inc. They have imposed a rate increase of 49% for base water and They also increased our per gallon by 18%.

The water here is God Awful, it smells, is bad tasting, super hard and full of minerals not to mention how it discolors my toilet bowls with a black nasty discoloration and mold.

I have to clean the spout of all faucets to remove some horrible black mess that accumulates on water flow area. My hardware on sinks has been replaced twice in 10 years due to how

water creates mess and my granite sink is horrible looking. I am a Very clean person so this is distressing. I already pay over 80 a month and a hike like this is just nuts. City water is 30 to 35 a month and they want to justify robbery ? They cost me money, and forget watering a yard that's impossible unless you want 200 a month bills....before hike .

I could see an assessment if necessary for neighborhood but this hike is unfair, and really no value for our hard earned money.

thank you

Veronica Berstler



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

FILED

JUN 16 2016

Clerk's Office
N.C. Utilities Commission

June 13, 2016

W354-16-151071

Debbie & Jon Walker
7190 Blackmoor Road
Kernersville, NC 27284

Dear Mr. & Mrs. Walker:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

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Economic Research
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Legal
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Transportation
(919) 733-7766

Accounting
(919) 733-4279

Consumer Services
(919) 733-9277

Electric
(919) 733-4326

Natural Gas
(919) 733-2267

Water
(919) 733-5610

Mr. & Mrs. Walker
June 13, 2016
Page Two

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The Public Staff understands your concern about the impact of the approved rate increase on the monthly bills you are now receiving. We encourage you to make your thoughts known via e-mail, letter, or personal appearance at a customer hearing if CWSNC files a future rate increase application so that your position will be part of the official record upon which the Commission makes its decision on the request.

Sincerely,

A handwritten signature in black ink, appearing to read "Vickie Debnam", written in a cursive style.

Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter)
Public Staff-Water Division (w/copy of letter)
Public Staff-Accounting Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

From: Walker, Debbie [mailto:walkerdl@wfu.edu]
Sent: Friday, February 05, 2016 7:32 PM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Water rate hike in Abington Subdivision, Kernersville, NC

My water bill this month was 30% higher than last month, with less water consumed. It was even more than when we had guests during the holidays. In return, we have gotten nothing. The quality of the water is not great, in order to drink it, it has to be filtered, and it is hard as a rock.

I will be one of many residents who will write to complain. I hope you will take a look at the rate hike you granted and consider reducing the hike.

Thank you,
Debbie and Jon Walker
7190 Blackmoor Rd.
Kernersville, NC 27284



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

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JUN 16 2016

**Clerk's Office
N.C. Utilities Commission**

June 13, 2016

W354-16-151072

Scott Widener
6052 Habersham Drive
Kernersville, NC 27284

Dear Mr. Widener:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

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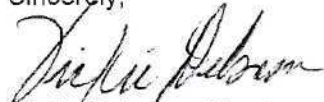
Water
(919) 733-5510

Mr. Widener
June 13, 2016
Page Two

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Sincerely,

A handwritten signature in black ink, appearing to read "Vickie Debnam", written in a cursive style.

Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter)
Public Staff-Water Division (w/copy of letter)
Public Staff-Accounting Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

From: Scott Widener [mailto:swidener88@gmail.com]
Sent: Tuesday, February 09, 2016 4:32 PM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Abington water

To whom it may concern

We as a whole in the community would like to complain about your rate hike. The water here is sub standard, no question of that, then on top of it you impose a 49% hike on base water, and a 49% hike on base sewer? Not to mention the 18% per gallon hike? This is ridiculous, if I would have known this is the way things here were done, I would have purchased a house in another neighborhood. If this continues we as a community will have to start looking at better and cheaper alternatives. Not only are you ripping people here off, but you are making it harder on those who would like to sell our homes. No one wants to pay as much as you charge, especially for the sub par water you put out.

Scott Widener
6052 habersham Dr
Kernersville nc 27284



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

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JUN 16 2016

**Clerk's Office
N.C. Utilities Commission**

June 13, 2016

W354-16-151073

Patricia Pike
7745 Fording Bridge Road
Kernersville, NC 27284

Dear Ms. Pike:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

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Electric
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Natural Gas
(919) 733-2267

Water
(919) 733-5610

Ms. Pike
June 13, 2016
Page Two

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The Public Staff understands your concern about the impact of the approved rate increase on the monthly bills you are now receiving. We encourage you to make your thoughts known via e-mail, letter, or personal appearance at a customer hearing if CWSNC files a future rate increase application so that your position will be part of the official record upon which the Commission makes its decision on the request.

Sincerely,

A handwritten signature in cursive script, appearing to read "Vickie Debnam".

Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter)
Public Staff-Water Division (w/copy of letter)
Public Staff-Accounting Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

From: Patricia Pike [mailto:dpike1@me.com]
Sent: Friday, February 05, 2016 8:33 PM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Complaint

To Whom It May Concern,

I would like file a complaint regarding the recent rate hike from Utilities Inc. They have imposed a rate increase of 49% for base water and 49% for base waste water. They also increased our per gallon by 18%. They did the same thing in 2014 in which we received a bit of a refund perhaps because enough residents complained. I think the rate increase is ridiculously high and should be reviewed.

Kind regards,

Patricia Pike
7745 Fording Bridge Rd
Kernersville, NC 27284

Customer Complaint Procedure

Members of the public who have a complaint about their utility service or rates may contact the Public Staff Consumer Services Division for assistance.

Customers or others who have a complaint should provide Consumer Services with the following information:

1. A written summary of the complaint, and
2. Relevant documents such as utility bills, and
3. Contact information for the complainant (name, address, telephone number, email if available).

Customers or others may deliver their complaint information to Consumer Services with any of the following methods:

By fax: (919)733-4744

By mail: Public Staff Consumer Services Division, 4326 Mail Service Center, Raleigh, NC 27699-4326

By email: consumer.services@psncuc.nc.gov

In person: drop off written complaint information at the security desk, third floor entrance of the Dobbs Building, 430 North Salisbury Street, Raleigh, NC

In addition, customers who wish to talk with Consumer Services staff may do so by telephone at: (919) 733-9277 or Toll Free: (866) 380-9816. **To maintain a safe and productive work environment, the Public Staff does not allow public access to the offices of Consumer Services staff.** Further information is posted on the Consumer Services website at: http://www.pubstaff.commerce.state.nc.us/pscons/pscser_files/Page431.htm

This procedure is for security purposes and to minimize interruptions to scheduled work.



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

FILED

JUN 16 2016

**Clerk's Office
N.C. Utilities Commission**

June 13, 2016

W354-16-151076

Cathleen & Lance Emerich
7610 Fording Bridge Road
Kernersville, NC 27284

Dear Mr. & Mrs. Emerich:

Thank you for your email regarding the recent notice of increase in your water rates. The Public Staff appreciates your concern and hopes to explain how these rates were determined. The partial water and sewer rate increases were approved by the North Carolina Utilities Commission in the Carolina Water Service, Inc., of North Carolina's (CWSNC) last general rate increase in Docket No. W-354, Sub 344. The partial increases granted to CWSNC were the result of a lengthy proceeding that culminated in a settlement agreement between the Public Staff and CWSNC and a December 7, 2015, Order setting forth in detail all of the evidence relied upon by the Commission to justify the approved rate changes. The record of the entire proceeding entered in Docket No. W-354, Sub 344 can be reviewed on the Commission's website at www.ncuc.net, under the "Docket Search" function.

In making its rulings in general rate case proceedings, the Commission has a responsibility to both the consumers and the public utilities; and, pursuant to Chapter 62, the Public Utilities Act of the North Carolina General Statutes, the Commission must regulate in a manner designed to follow and implement the policies of the State of North Carolina. Among its numerous responsibilities, the Commission must provide fair regulation of the public utilities under its jurisdiction in the interest of the public while ensuring that rates and charges are reasonable and just for services provided to customers by public utilities. The general rate case ratemaking procedures set out in NC General Statute 62-133 provide that the Commission must set rates which will protect both the right of a public utility to earn a fair rate of return on its invested capital for its shareholders and ensure its financial integrity, while also protecting the right of the utility's customers to pay a rate which reasonably and fairly reflects the cost of service rendered on their behalf.

The duty of the Public Staff is to review, investigate, and make appropriate recommendations to the Commission with respect to the reasonableness of rates charged or proposed to be charged by any public utility, and the quality of service furnished or proposed to be furnished by any public utility. The Public Staff intervenes on behalf of the using and consuming public in all Commission proceedings affecting the rates or service of any public utility. This proceeding involved an extensive investigation of CWSNC's financial and operational data by the Public Staff. The supporting details underlying the investigation and the Public Staff's recommendations can be reviewed through the Commission's website, docket-search feature.

Executive Director
(919) 733-2435

Communications
(919) 733-2810

Economic Research
(919) 733-2902

Legal
(919) 733-6110

Transportation
(919) 733-7766

Accounting
(919) 733-4279

Consumer Services
(919) 733-9277

Electric
(919) 733-4326

Natural Gas
(919) 733-2267

Water
(919) 733-5610

Mr. & Mrs. Emerich
June 13, 2016
Page Two

As a part of this rate proceeding, the Commission conducted hearings in Jacksonville, Currituck, Charlotte, Boone, Asheville, and twice in Raleigh for the purpose of receiving customer testimony regarding CWS's proposed rate increase request. Due to budgetary constraints, unfortunately, hearings are not scheduled in every service area in which the utility provides service. However, the locations of hearings, which must be held in county courthouses, are re-evaluated during each rate case proceeding; and due consideration will be given to your service area in CWSNC's next general rate case.

The Public Staff understands your concern about the impact of the approved rate increase on the monthly bills you are now receiving. We encourage you to make your thoughts known via e-mail, letter, or personal appearance at a customer hearing if CWSNC files a future rate increase application so that your position will be part of the official record upon which the Commission makes its decision on the request.

Sincerely,

A handwritten signature in cursive script, appearing to read "Vickie Debnam".

Vickie Debnam, Director
Consumer Services

cc: Chief Clerk (w/original letter)
Public Staff-Water Division (w/copy of letter)
Public Staff-Accounting Division (w/copy of letter)
Public Staff-Legal Division (w/copy of letter)

From: Cathleen Emerich [mailto:cathleen.emerich@gmail.com]
Sent: Saturday, February 06, 2016 10:37 AM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Utilities Inc. Complaint

To whom it may concern,

I am writing to you for your assistance with yet another rate hike increase we received from Utilities Inc. with the last hike being summer 2014. Back in 2014 we did not realize that they were increasing our rates because they inserted a pamphlet in the bill that no one even read, we know that they did what they were suppose to but unfortunately we like many others did not read it. I suppose this is the same circumstances all over again but only a little more then a year after.

We are aware that there is no monitoring on how much the Utility companies raise prices, it is sad because there should be a cap or limit on what they can raise us, as they should NOT be allowed to get away with this almost every year.

According to our calculations the base water rate increased 49% and the base waste water rate also increased 49% along with the per gallon water and water waste each increased to 18%. The increase was rolled out in December and showed on last months bill as partial month under old rate and part under new rate. This is UNACCEPTABLE, unfair and leaves us wondering how on earth they can get away with this?

Our water is terrible, the taste, the smell, everything. We don't dare to drink it, our clothes stink after being washed, our toilets and showers are all stained due to the water and we go out and buy bottle water to drink along with gallon water to cook with and make coffee/lemonade to drink. And yet, we are paying over \$100 a month for water that we don't want to use and is terrible.

Something has to stop and it is about time that you help us.

I will give this a few more weeks and if it is not resolved, I will be contacting WXII news and or the WS journal so they can let everyone know just how unfair, unlawful the Utility company is to hard working Americans.

I look forward to hearing back from you in regards to a resolution. I know you will be getting many complaints the next several days from people in our community.

Regards,

Cathleen & Lance Emerich

Utilities, Inc.

Carolina Water Service Inc of NC
 Phone: (800) 525-7990
 Collections: (800) 525-7990
 Customer Service: (800) 525-7990
www.uiwater.com

Due Date	Account Number	Due Date	Please Pay:
01/18/2016	2682700000	2/8/2016	\$146.50

Name: LANCE EMERICH Primary Telephone #: (336) 754-3001
 Service Address: 17610 FORDING BRIDGE RD, KERNERSVILLE, NC, 27284

Utility Since Last Bill

Previous Balance \$101.25
 Payment Received as of 01/18/2016 \$-101.25
 Balance as of 01/18/2016 \$0.00

Residential Water Service

Residential Water Base Charge \$22.46
 8,740 gallons at \$6.42 per 1,000 gallons \$56.11
 Total Residential Water Service \$78.57

Residential Wastewater Service

Residential Base Charge \$42.50
 8,740 gallons at \$2.91 per 1,000 gallons \$25.43
 Total Residential Wastewater Service \$67.93

Total Amount Due \$146.50

Summary of Service

Meter Reading Meter # 38940413
 Current 1485730 01/12/2016
 Previous 1476990 12/11/2015
 Usage 8,740 Gallons
 Number of Days: 33
 Average Daily Use: 265 Gallons
 Average Daily Cost: \$4.44

Billing History



Consumption History

