

Mount, Gail

From: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Sent: Monday, July 27, 2015 8:43 AM
To: Mount, Gail
Cc: Holt, Gina
Subject: W-354, Sub 344 - Carolina Water Service
Attachments: Roger Brooke.pdf

From: Casselberry, Gina
Sent: Monday, July 27, 2015 8:42 AM
To: 'Roger Brooke' <rogerbrooke@centurylink.net>
Subject: RE: resend

Mr. Brooke

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (CWSNC or Company) for a rate increase. A copy of your letter and this response will be given to the Chief Clerk of the Commission for inclusion in the official file. The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case.

In this rate case proceeding, the Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Respectfully,

Gina Casselberry
Utilities Engineer
Public Staff – Water and Sewer Division
919-733-0890

From: Roger Brooke [mailto:rogerbrooke@centurylink.net]
Sent: Thursday, July 23, 2015 10:46 AM
To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Subject: resend

Ms. Casselberry,

I discovered this morning that the email I sent to you yesterday did not have the document attached as it should have been.

I'm sorry for the confusion – it is attached hereto.

Thanks, Roger Brooke

July 22, 2015

Dear Ms. Casselberry,

I have recently received a letter regarding the application for increased water rates (docket # W-354, Sub 344) by the Carolina Water Service of North Carolina (CWSNC). The proposed rates are over 23% above the current rate – both the water rate and the “residential base charge”. This is an outrageous increase!

When we moved to this location in Whispering Pines, NC two years ago, the water rate was \$5.00 per 1000 gallons and the “base charge” was \$16.81. I questioned the latter as I had never had anything like this in my previous 16 years in North Carolina. They said that was normal and every service company had that kind of a charge. I don’t believe that is the true. In May, 2014 these rates were increased by 12.4% and 14.2% respectively. They were later reduced in August, 2014 by 3.2% and 4.9% respectively, Leaving, still, an annual net increase of 8.8% and 8.6% respectively – significantly above any cost-of-living increase.

In investigating the charges to customers of the other water utilities providing water service to nearby communities (Moore County and Southern Pines), I find that neither charge their customers a “base charge”. The water usage rates are relatively comparable to the CWSNC rates – one below and one above. However, the proposed rate will be higher than both of the other agencies. The “base rate” will be increased by 23%.

A total increase of about 32% over a 2-year period is way out of line. CWSNC should actually be retaining the current rate or reducing it, while eliminating the “base charge”. I might add that they have initiated a small new “water system improvement charge” to their customers in the last few months. I believe they should do a operational analysis to see where they can become more efficient and why other nearby water service agencies can provide their services at considerably less cost to their customers.

I respectfully request your investigation and resolution in this matter, so that these large increases in water rates over the past 2 years can be offset to a reasonable level and lower costs to the CWSNC customers can be realized. Thank you.

Roger G. Brooke
3636 Niagara Carthage Road
Whispering Pines, NC 28327