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Threatt, Linnetta

From: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Sent: ~~Monday, September 10, 2018 9:07 AM~~
To: Statements
Cc: Little, John; Holt, Gina
Subject: ~~FW: W-354 Sub 360: Carolina Water Service, Inc. of North Carolina - Position Statement~~
Attachments: Coverston water_bill_2012.pdf; Coverston water_bill_2018.pdf

From: Casselberry, Gina
Sent: Monday, September 10, 2018 9:06 AM
To: 'Duane Coverston' <coverduane@yahoo.com>
Subject: RE: [External] Carolina Water Service

Mr. Coverston

Thank you for inquiry concerning Carolina Water Service, Inc. of North Carolina's (CWSNC) application for a rate increase.

The Public Staff files pre-file testimony September 26, 2018. I would suggest you submit any position letters prior to the date we file. However, you can file a position letters up to the evidential hearing October 8, 2018.

You can file your statement with me. I am the point of contact.

If there is any change to the hearing date, time and/or location, you would receive another notice in the mail from CWSNC.

Sincerely

Gina

Gina Y. Casselberry
Utilities Engineer
Public Staff – Water and Sewer Division
Phone: 919-733-0890
Fax: 919-715-6704
gina.casselberry@psncuc.nc.gov

From: Duane Coverston [<mailto:coverduane@yahoo.com>]
Sent: Wednesday, August 29, 2018 5:28 PM
To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Subject: [External] Carolina Water Service

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Sep 17 2018

August 29, 2018

Ms Gina Casselberry,

We have been notified by Carolina Water Services of a general rate increase Docket Number W-354, Sub 360. My wife and I are both retired and live on a fixed income. We live in the Abington subdivision which is about 4 miles north of Kernersville, NC. Carolina Water Services just had a huge double digit rate increase granted about a year ago. The water quality we receive from Carolina Water Services is mediocre at best. We do not drink the water and rely on distilled bottled water for our drinking needs. Our once white clothing and bedding after a few washes for cleaning are now a dull tan looking color. Our monthly water bill from Carolina Water Services was **\$68.10 for February of 2012*** for 2230 gallons consumed. Our monthly water bill from Carolina Water Services was **\$94.52 for January of 2018*** for the exact same 2230 gallons consumed after their last double digit rate increase. We have experienced nearly a **39% increase** in our water bill from Carolina Water Services for the exact same amount of water consumed from February of 2012 compared to our water bill in January of 2018. (***See Attachments**) Inflation was been running around 2 to 2.5% for those years between 2012 and 2018 according to the U.S. government. My question who is doing their fiduciary responsibility in save guarding the consumers against unfair and unreasonable price hikes from Carolina Water Service? It's getting to the point that some of us with ample amount of property are considering have a water well and a septic installed just to shield us from unreasonable future cost increases from Carolina Water Service. **We recommend the North Carolina Utilities Commission deny Carolina Water Service the rate hike as outlined in Docket Number W-354, Sub 360**

On December 22, the president signed the Tax Cuts and Jobs Act of 2017. The legislation allowed for significant savings for individuals and corporations under the new law. While the individual taxpayer saw a benefit when he or she filed taxes for year, the big winners were the corporations. The reduced tax rate of approximately 14% was a significant change to corporate tax rates, and corporations have since recorded record profits as a result. As we know, Carolina Water Service, Inc. of North Carolina - Utilities, Inc. is a legal monopoly, and a corporation enjoying the new reduced corporate tax rate, under the watch of the Utility Commission. The Utility Commission sets the rates charged to the customers of Carolina Water Service, Inc. **In the absence of natural free-market forces, we citizens rely on the Utility Commission to ensure rates charged are fair to customers.**

Based on their revenues and rates of returns for January through December 2016, the Commission recently approved a rate increase for Carolina Water Service, Inc. of North Carolina - Utilities, Inc. Based on a claim that they did not earn their authorized "rate of return" on their rate base, which the NC Utilities Commission has set at 8.20%, the Commission authorized this rate increase. Since that rate increase, Abington residents noticed a significant increase in their monthly bills. As a resident of Abington, we have noticed a nearly **doubling** of our monthly bill since we moved to the subdivision in 2011.

"The Commission shall from time to time as often as circumstances may require, change and revise or cause to be changed or revised any rates fixed by the Commission, or allowed to be charged by any public utility," (NC General Statutes 62-130. Commission to make rates for public utilities). Considering Carolina Water Service, Inc. of North Carolina - Utilities, Inc. currently enjoys historic low corporate tax rates, **we citizens would like the Commission to put an end to the rate hikes and insist that Carolina Water Service, Inc. of North Carolina - Utilities, Inc. look internally at their operational costs to help save money instead of continuously looking to pass their costs on to their customers.** One area that they could improve on is having water meters that could be read electronically, where currently they would not have a need for an individual to walk around and read our water meters every month. This would save them on labor cost and also increase the accuracy of the meter reading.

Considering corporations recently have been recording record profits, the claim by Carolina Water Service, Inc. of North Carolina - Utilities, Inc. that they have struggled to reach their authorized "rate of return" rings hollow, and may reflect internal problems and inefficiencies of a poorly operated business. **We Abington residents expected news that the Commission would instead be ordering a refund for over collection, considering most other corporations were reporting record profits, enjoying the new reduced corporate tax rate.** Please order Carolina Water Service, Inc. of North Carolina - Utilities, Inc. to conduct an internal audit and review of inefficiencies and other ways to save money in response to their rate increase request. **We as water consumers should not be held financially hostage to a company that currently and continually grossly mismanages their business and seeks and expects water consumers to pay for that gross mismanagement through our exorbitant water utility bills.**

Duane and Chris Coverston

Abington Sub Division

Kernersville, NC 27284

Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.



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

Bill Date	Account Number	Due Date	Please Pay
01/15/2012		2/6/2012	\$68.10

Name Duane Coverston Primary Telephone # (765) 490-8130
 Service Address 165 LONGBRIDGE DR, KERNERSVILLE, NC, 27284

Activity Since Last Bill

Previous Balance	\$67.65	
Payments received as of 01/15/2012	\$-67.65	
Balance as of 01/15/2012		\$0.00
Residential Water Service		
Residential Water Base Charge	\$16.81	
2,230 gallons at \$5.00 per 1,000 gallons	\$11.15	
Total Residential Water Service		\$27.96
Residential Wastewater Service		
Residential Wastewater Service	\$40.14	
Total Residential Wastewater Service		\$40.14
Total Amount Due		\$68.10

Summary of Service:

Meter Reading: Meter # 38840460
 Current: 832510 01/15/2012
 Previous: 830280 12/15/2011
 Usage: 2,230 Gallons
 Number of Days: 31
 Average Daily Use: 72 Gallons
 Average Daily Cost: \$2.20

Billing History
in dollars

Consumption History
in gallons

*pd 68.10
 1-18-2012
 CR 3510*

A fee of 1% per month will be added if unpaid by the due date.
 Make check payable to: Carolina Water Service Inc of NC

Messages

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Sep 17 2018



Carolina Water Service
of North Carolina™

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

Bill Date	Account Number	Due Date	Please Pay
12/18/2017		01/08/2018	\$94.52

Name Duane Coverston Primary Phone # (765) 490-8103
Service Address 165 LONGBRIDGE DR, KERNERSVILLE, NC, 27284

Activity Since Last Bill

Previous Balance	\$79.92	
Payments received as of 12/18/2017	-\$79.92	
Balance as of 12/18/2017		\$0.00

Residential Water Service

Residential Water Base Charge	\$24.44	
2,230 gallons at \$7.70 per 1,000 gallons	\$17.17	
Water System Improvement Charge	-\$0.01	
Total Residential Water Service		\$41.60

Residential Wastewater Service

Residential Base Charge	\$45.97	
2,230 gallons at \$3.11 per 1,000 gallons	\$6.94	
Sewer System Improvement Charge	\$0.01	
Total Residential Wastewater Service		\$52.92
Total Amount Due		\$94.52

Summary of Service

Meter Reading Meter # 38840460
Current 962980 12/12/2017
Previous 960750 11/13/2017
Usage 2,230 Gallons
Number of Days: 29
Average Daily Use: 76.9 Gallons
Average Daily Cost: \$3.26
Register Constant: .1

Billing History
in dollars



Consumption History for Water
in GAL



A fee of 1% per month will be added if unpaid by the due date. Make check payable to: Carolina Water Service Inc of NC.
Rate Schedules are available upon request. Visit www.carolinawaterservicenc.com for important account offerings.

Messages

A rate increase approved by the NCUC in Docket No. W-354, Sub 356 became effective 11/08/2017. A portion of this bill may be prorated at a new rate. NC customers are asked to keep informed of current weekly updated water restrictions by checking the NC Commission's web page at www.ncuc.commerce.state.nc.us and clicking on the "Drought! Non-essential water usage restrictions" in the right hand margin.

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