

**FILED****JUN 22 2016**Clerk's Office
N.C. Utilities Commission

**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

June 20, 2016

W354-16-152412

Scott Seifer
Carolina Beach, NC
Email: seifer220@gmail.com

W-354 SUB 344

Dear Mr. Seifer:

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
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Consumer Services
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Electric
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Natural Gas
(919) 733-2267

Water
(919) 733-5610

Mr. Seifer
June 20, 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: Scott Seifer [mailto:seifer220@gmail.com]
Sent: Tuesday, April 26, 2016 3:32 PM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Proposed water/sewer rate increases - Carolina Beach, NC

Good afternoon,

I have a basic question at this time as our town is planning and proposing a major infrastructure project for our water and sewer lines throughout the town. Would any rate increases for citizens in their water bill be reviewed and/or require approval from the NCUC or any other agency prior to being implemented?

The current proposal has water/sewer rates almost tripling from \$47 a month to \$127 a month over a 6 year span.

Thank you,
Scott Seifer
Carolina Beach, NC
919-632-4401



**NORTH CAROLINA
PUBLIC STAFF
UTILITIES COMMISSION**

June 20, 2016

W354-16-152411

Anne McGarry
Email: ajmcg128@yahoo.com

Dear Ms. McGarry:

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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Ms. McGarry
June 20, 2016
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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: Annie McGarry [mailto:ajmcg128@yahoo.com]
Sent: Friday, May 13, 2016 12:09 PM
To: Consumer.Services <Consumer.Services@psncuc.nc.gov>
Subject: Utilities Inc water fee hike

The water company here in this subdivision, Abington, in Kernersville, NC, 27284, has raised their fees to an outrageous extent. Also, I received a notice from them in late March that we shouldn't have been drinking the water in early March, as they detected coliform bacteria (which indicates the presence of fecal bacteria.) I am in the process of medical treatment for this, since it affects the young, the old and the immune compromised.

Considering how expensive our water is now, a group of neighbors are writing you to complain about the rate hike, and I want to add my voice to this. Situations like this one are the reason our country had anti-monopoly laws in the first place. Please help!



NORTH CAROLINA PUBLIC STAFF UTILITIES COMMISSION

June 20, 2016

W354-16-152409

Jerry Donahue
7600 Fording Bridge Road
Kernersville, NC 27284

Dear Mr. Donahue:

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. Donahue
June 20, 2016
Page Two

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Sincerely,

A handwritten signature in black ink, 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)

NORTH CAROLINA UTILITIES COMMISSION - PUBLIC STAFF INFORMAL COMPLAINT FORM

If your services are in danger of disconnection please call (919) 733-9277 or (866) 380-9816, for immediate assistance, Monday through Friday, 8:00 a.m. to 5:00 p.m.

Required fields are marked with a red asterisk (*)

Utility Type*	<input type="checkbox"/> Electric <input type="checkbox"/> Natural Gas <input type="checkbox"/> Telephone <input checked="" type="checkbox"/> Water				
Utility Company Name*	Utilities Inc				
Contacted Company?*	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> **No		Account Number*		5482700000
<small>**If NO please contact the company first.</small>					
Name Appearing on Billing Statement*	Jerry Donahue				
Are You Listed on Account*	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Name of Complainant*		Jerry Donahue
Service Address*	7600 Fording Bridge Road				
City*	Kernersville	State*	NC	Zip Code*	27284
Mailing Address*	7600 Fording Bridge Road				
City*	Kernersville	State*	NC	Zip Code*	27284
Primary Phone #*	336-595-1680	Secondary Phone #*		336-816-0707	
Email Address*	jdonahue@triad.rr.com				
**If telephone company; phone number experiencing problem **					
Nature of your complaint* (If additional space is needed please continue on an additional sheet of paper)	base water and wastewater increased by 49% per gallon rates increased by 18% water quality is abysmal, virtually undrinkable, stains cloths, corrodes porcelain, probable health risks				
Company's response to complaint*	no response				
Desired Resolution*	reverse these extreme rate increases and reimburse customers for price gouging public service commission start looking out for the public good and stand up to these quasi utility consortium's				
Additional Comments*	the US attorney general may view this as a RICO case. (racketeering influenced crime organization)				

Printed Name: Gerald Donahue

Date: 2/10/16

Signature: _____

Gerald Donahue



NORTH CAROLINA PUBLIC STAFF UTILITIES COMMISSION

June 20, 2016

W354-16-152408

David Badgett
6170 Tennyson Drive
Kernersville, NC 27284

Dear Mr. Badgett:

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Mr. Badgett
June 20, 2016
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Vickie Debnam, Director
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cc: Chief Clerk (w/original letter)
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Utility Company Name*	Utilities, Inc				
Contacted Company?*	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> **No <small>**If NO please contact the company first.</small>		Account Number*		4223700000
Name Appearing on Billing Statement*	David Badgett				
Are You Listed on Account*	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Name of Complainant*		David Badgett
Service Address*	6170 Tennyson Drive				
City*	Kernersville	State*	NC	Zip Code*	27284
Mailing Address*	6170 Tennyson Drive				
City*	Kernersville	State*	NC	Zip Code*	27284
Primary Phone #*	336-423-3776	Secondary Phone #*		336-423-3776	
Email Address*	badgett.david@gmail.com				
**If telephone company; phone number experiencing problem **					
Nature of your complaint* (If additional space is needed please continue on an additional sheet of paper)	Our rates for base residential water and base residential sewer were increased by 49% each. Our community has a private water system that is managed by Utilities, Inc. The quality of the water is subpar, the water pressure is low, and the pipes are not up to code according to the city of Winston Salem whom we have tried to lobby to take over our water and sewer system.				
Company's response to complaint*	The utility commission approved the charges.				
Desired Resolution*	Due to the subpar water quality and the age of the pipes, I do not want to pay for a 49% increase when we are not getting any additional service.				
Additional Comments*	Our pump stations and water treatment center are located in the community. There is no visible work going on to update the dated pipes or deal with the water quality. I don't mind paying extra to alleviate these problems but do not want to pay for the same subpar service.				

Printed Name: David Badgett

Date: 02/09/2016

Signature: Digitally signed by david.badgett@trusway.com
 DN: cn=david.badgett@trusway.com
 Date: 2016.02.09 15:54:08 -05'00'

Consumer.services@psncuc.nc.gov

North Carolina Utilities Commission
 Public Staff – Consumer Services Division
 4326 Mail Service Center
 Raleigh, NC 27699-4326

Fax: (919) 733-4744
 Phone: (919) 733-9277
 Toll Free: (866) 380-9816