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Board of Commissioners
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David A. Piepmeyer
J. David Williams, Jr.



County Manager
Randell K. Woodruff

County Attorney
Carl W. "Trey" Thurman

July 24, 2017

North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, NC 27699-4300

FILED

AUG 01 2017

Clerk's Office
N.C. Utilities Commission

Dear Members of the Commission,

We understand that Utilities Inc. has a request for a rate increase for the Belvedere Plantation system which will be heard at your August 23, 2017 meeting. For the first time in our combined service of over thirty years as County Commissioners, we are submitting a letter in opposition to a requested rate increase. We recognize that authority to approve or deny rate increases is vested solely in your Commission, but hope that you will consider this letter in your deliberations.

The customers of Utilities Inc. have experienced multiple service issues including pressure problems and discolored water which made cleaning themselves, their dishes and their homes futile and often ruined any light colored clothes which they washed. Utilities Inc. claims to be working on correcting the problems which it admits occurred. The customers who have had to deal with murky and muddy water want more than promises, they want and deserve actual performance.

On behalf of our citizens who have been so negatively affected by the repeated failures of Utilities Inc. to provide a basic level of service, we implore you not to add insult to injury by raising their rates. At a minimum, we ask that you defer any action on the requested rate increase until after the repairs to the system have been made. Perhaps if you delay any final decision that will "motivate" Utilities Inc. to expedite the much needed corrective action.

Respectfully Submitted,

George R. Brown, Jr.
Chairman Pender County Board of Commissioners

J. David Williams
Pender County Commissioner-District 1

