

1 PLACE: Dobbs Building, Raleigh, North Carolina
2 DATE: Monday, October 8, 2018
3 TIME: 7:00 p.m. - 7:28 p.m.
4 DOCKET NO: W-354, Sub 360
5 BEFORE: Chairman Edward S. Finley, Jr., Presiding
6 Commissioner ToNola D. Brown-Bland
7 Commissioner Jerry C. Dockham
8 Commissioner James G. Patterson
9 Commissioner Lyons Gray
10 Commissioner Daniel G. Clodfelter
11 Commissioner Charlotte A. Mitchell

12
13 **IN THE MATTER OF:**

14 Application by
15 Carolina Water Service, Inc. of North Carolina,
16 4944 Parkway Plaza Boulevard, Suite 375,
17 Charlotte, North Carolina 28217,
18 for Authority to Adjust and Increase Rates
19 for Water and Sewer Utility Service in
20 All of Its Service Areas in North Carolina, Except
21 Corolla Light and Monteray Shores Service Area

22
23 VOLUME: 6
24

1 A P P E A R A N C E S:

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8 **FOR THE USING AND CONSUMING PUBLIC:**

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NORTH CAROLINA UTILITIES COMMISSION

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T A B L E O F C O N T E N T S

E X A M I N A T I O N S :

WILLIAM STANLEY GLANCE

Direct Examination by Mr. Little..... 10

VINCENT ROY

Direct Examination by Mr. Little..... 12

JUDITH BASSETT

Direct Examination by Mr. Little..... 22

VICKI SMITH

Direct Examination by Mr. Little..... 24

BENJAMIN FARMER

Direct Examination by Mr. Little..... 25

E X H I B I T S

IDENTIFIED / ADMITTED

Roy Exhibit 1..... 21/21

P R O C E E D I N G S

1
2 CHAIRMAN FINLEY: Let's come to order,
3 please. Good evening, ladies and gentlemen. We will
4 now come to order and go on the record. My name is
5 Edward Finley and with me this evening are
6 Commissioners ToNola D. Brown-Bland, Jerry C. Dockham,
7 James G. Patterson, Lyons Gray, Daniel G. Clodfelter,
8 and Charlotte A. Mitchell.

9 The Commission now calls for hearing at this
10 time for the purpose of taking non-expert, customer
11 witness testimony in Docket Number W-354, Sub 360, In
12 the Matter of the Application of Carolina Water
13 Service, Inc. of North Carolina for Authority to
14 Increase Rates for Water and Sewer Utility Service for
15 Its Subdivisions in North Carolina, Except the Corolla
16 Light and Monteray Shores Service Area.

17 On April 27, 2018, the Company filed an
18 Application with the Commission seeking authority to
19 increase its rates for water and sewer utility service
20 for all of its service areas in the State effective
21 May 27, 2018. The Company is proposing to increase
22 its rates water and sewer service for its four rate
23 divisions approved in the last general rate case, and
24 it is also proposing uniform water and sewer rates for

1 the Elk River Development.

2 In addition, the Company is requesting
3 authority to implement a Consumption Band Water and
4 Wastewater Rate Adjustment Mechanism within each of
5 the Company's rate divisions.

6 On May 22, 2018, the Commission issued its
7 Order Establishing General Rate Case, Suspending
8 Rates, Scheduling Hearings and Requiring Customer
9 Notice. Pursuant to this Order, the Commission
10 declared this proceeding to be a general rate case
11 pursuant to General Statute 62-137, and it suspended
12 the proposed new rates for up to 270 days.

13 Additionally, the Order scheduled the Application for
14 public and evidentiary hearing for expert witnesses on
15 October 16, 2018, and scheduled a public witness
16 testimony hearing for this date, at this time, and in
17 this place.

18 On May 30, 2018, the Company filed an
19 ongoing three-year WSIC/SSIC plan.

20 On September 4, 2018, in support of its
21 Application, the Company filed the direct testimony of
22 witnesses Clark, Linneman and D'Ascendis, I think.

23 On October 3, 2018, the Public Staff filed
24 the testimony and exhibits of Witnesses Casselberry,

1 Johnson, Feasel and Hinton.

2 The testimony of Witness Boswell was filed
3 on October 4, 2018.

4 On October 5, 2018, the Public Staff filed
5 the supplemental testimony of Witness Johnson.

6 The Commission has received a number of
7 Statements of Position by the public in this docket.

8 So pursuant to the State Ethics Act, I
9 remind all members of the Commission of their duty to
10 avoid conflicts of interest, and inquire whether any
11 member of the Commission has a known conflict of
12 interest with regard to the matters coming before the
13 Commission this evening?

14 (No response)

15 There appear to be no conflicts, so we will
16 proceed with the hearing.

17 I note that the intervention of the -- and
18 participation by the Public Staff is recognized by
19 Statute, and we have the public -- we have the
20 Attorney General's office participating in this case
21 as well.

22 Are there any preliminary matters that have
23 to be addressed before we begin?

24 MS. SANFORD: No, sir.

1 MR. LITTLE: No, Your Honor.

2 CHAIRMAN FINLEY: All right. Let's have
3 introduction of parties through their counsel, please.

4 MS. SANFORD: Thank you, Chairman Finley.
5 I'm Jo Anne Sanford representing Carolina Water
6 Service tonight. With me at counsel table is Matthew
7 Klein, the State President; and Bryce Mendenhall, the
8 Vice-President of Operations. In the audience and
9 available to help customers are Steve Harrell, the
10 area manager; and Deb Clark, the Communications
11 Coordinator. Thank you.

12 MR. LITTLE: John Little with the Public
13 Staff's Legal Division. With me tonight is Gina
14 Casselberry, an Engineer with the Public Staff's Water
15 Division.

16 MS. FORCE: Good evening. My name is
17 Margaret Force. I'm with the Attorney General's
18 office and representing the Using and Consuming
19 Public.

20 CHAIRMAN FINLEY: All right. Ladies and
21 gentlemen, we appreciate your coming out tonight and
22 voicing your views on this important matter. We
23 welcome your testimony and we are glad you are here.
24 Some of you have been here before but let us go over

1 our current rules and requirements with respect to the
2 conduct of these public hearings. In conducting this
3 hearing the Commission functions as a court. We do
4 that pursuant to Statute. We're in a hearing room for
5 that reason. We must take sworn testimony pursuant to
6 Statutes that have been passed by the General
7 Assembly. We operate pursuant to the Rules of
8 Procedure and Evidence. And we want to conduct the
9 hearing in an orderly manner. We ask you to
10 voluntarily agree and abide by the rules and we trust
11 you will do so.

12 Here are some of the requirements that we
13 will use tonight. The witnesses must register with
14 the Public Staff and verify that they are customers
15 and non-party witnesses. They will be called in the
16 order listed on the roster. In order to allow each
17 person an equal amount of time, there will be a limit
18 of five minutes on the amount of time for each witness
19 to speak. Therefore, the witnesses should endeavor to
20 avoid cumulative, repetitive and irrelevant testimony.
21 And we have a clock up here that registers the time
22 and it ticks down as the time expires. So please pay
23 attention to that, if you don't mind.

24 Witnesses will be sworn in. I must have

1 witnesses to swear or affirm prior to their providing
2 testimony in order for it to be received into
3 evidence. Only one witness may testify at a time. We
4 ask the witnesses to refrain from offering opinions on
5 matters not specified in the notice of the hearing of
6 the docket. Witnesses should direct their testimony
7 to the Commission; those people sitting up here; focus
8 on the issues presented regarding in this docket and
9 refrain from making personal criticisms of the parties
10 and other hearing participants.

11 In lieu of oral testimony, witnesses may
12 submit written testimony as long as they swear to its
13 accuracy. Witness statements may be submitted by the
14 person under oath during this hearing. The witnesses
15 may be subject to cross examination by the lawyers or
16 by the Commission. So after you've made your
17 statement if you'll stick around for a few minutes and
18 see if there are any questions of you we would
19 appreciate that.

20 Testimony is being recorded by the court
21 reporter there and we want to ensure the accuracy of
22 the record and so we may limit unconventional modes of
23 testimony. We want to hear the testimony and make
24 sure that it is recorded appropriately.

1 All right. I believe that brings us to the
2 opportunity for the Public Staff to call its
3 witnesses, please.

4 MR. LITTLE: Yes, Your Honor, the Public
5 Staff would call William Glance.

6 WILLIAM STANLEY GLANCE;

7 having been duly sworn,

8 testified as follows:

9 CHAIRMAN FINLEY: Have a seat and make
10 yourself comfortable.

11 DIRECT EXAMINATION BY MR. LITTLE:

12 Q Mr. Glance, before you begin, will you tell us
13 your name, your full name, and your address, and
14 whether or not you're a customer of Carolina
15 Water Service?

16 A My name is William Stanley Glance. I live in
17 Carolina Trace in Sanford and I am a customer of
18 Carolina Water Service.

19 Q And what would you like to say to the Commission?

20 A I would just like to pose my opposition to
21 anymore rate increases that I've been getting
22 almost on a yearly basis. It doesn't seem fair.
23 It just doesn't seem fair. My income isn't going
24 up that much to actually cover these increases.

1 So I'm just asking them to see how long they can
2 hold off and not make a lot of money. Thank you.

3 CHAIRMAN FINLEY: Thank you, Mr. Glance.
4 Any questions of Mr. Glance?

5 MS. SANFORD: No, sir.

6 CHAIRMAN FINLEY: Thank you, sir.
7 Appreciate you coming.

8 (The witness is excused)

9 MR. LITTLE: The Public Staff will call
10 Vince Roy.

11 MR. ROY: Would you like copies of my -- I
12 sent that electronic copy and these are copies if
13 anybody wants to go step-by-step of what I'm going to
14 say.

15 MR. LITTLE: Do you want this to be marked
16 as an exhibit or just want it like this and discuss
17 it?

18 MR. ROY: Well, we could ask if they want a
19 long copy. If nobody wants them, I'll take them back.
20 I sent an electronic copy to Gina today so you've got
21 it on file. If you don't want to hand them out, I'll
22 keep them. No big deal.

23 MR. LITTLE: Okay.

24 MR. ROY: They may want to do some --

1 VINCENT ROY;
2 having been duly sworn,
3 testified as follows:

4 CHAIRMAN FINLEY: Welcome back and have a
5 seat.

6 DIRECT EXAMINATION BY MR. LITTLE:

7 Q Mr. Roy, will you give us, for the court
8 reporter, your full name, your address and
9 whether or not you're a customer of Carolina
10 Water Service?

11 A My full name is Vincent Roy, Carolina Trace,
12 Lakeview Drive, located just south of Sanford.
13 And just for further information, I've been
14 the -- I am the utilities representative for
15 Carolina Trace Community in Lee County, with some
16 4000 residents, 1587 houses, and a country club
17 with two golf courses, and a lake that's drying
18 up as a result of the hurricane.

19 And I want you to know that in the
20 process of preparation for this particular
21 hearing and for next week's hearing that, as the
22 utilities representative for Carolina Trace, I've
23 been in contact with the 18 different POA
24 directors and we've disseminated the information

1 that the CWSNC is asking for, and we have asked
2 for input. So I'm really representing the
3 community as a whole because I've gotten inputs
4 from just about every POA as to what they like
5 and what they don't like, and I've deleted the
6 expletives and contained the important
7 information that I think is ready of presentation
8 here.

9 To begin with, our Carolina Trace
10 Association which is not a master organization
11 because it doesn't qualify under Chapter 47 as
12 such, but we have 18 different POAs in the
13 community, which operate as 18 separate systems
14 and difficult to control, but nevertheless, I'm
15 getting the word out to everybody and many have
16 responded. And the first issue that came up was
17 the request that CTA respectfully requests that
18 the NCUC Chairman Finley and the Public Staff
19 Director Chris Ayers recuse themselves from any
20 CWSNC water/sewer rate increase negotiations.

21 Regarding customer relations, I'm
22 please to report that at Carolina Trace we have a
23 very good relationship with the Carolina water
24 service workers that handle Carolina Trace,

1 including Steve Harrell who comes out from
2 Garner. And we have a quarterly meeting and
3 that's very effective in that we're able to
4 discuss issues or problems, and what's going on
5 and how we're doing things. And that the
6 clients -- the residents at Carolina Trace are
7 pleased in that when they can call me or call
8 Dean, after they call the 1-800 number to get
9 their complaint on record, whether it's a break
10 or whatever the case may be, we get a good
11 response from the local people that represent
12 Carolina Water Service at Carolina Trace.

13 However, on the other hand, we
14 don't get the same kind of results and reactions
15 from the headquarter's personnel. To give you a
16 couple of examples, we continue to have
17 notification problems. When we have a water main
18 break where we will get a Boil Water Advisory
19 from the headquarters and more often than not
20 it's in error in that it's notifying the wrong
21 residents who are not involved in the water break
22 and/or the residents will get a call down the
23 road to tell them to stop boiling their water and
24 they never got the call to start boiling their

1 water. So that's been a continuing issue that I
2 bring up at the quarterly meetings that we have
3 with water service representatives that come to
4 Carolina Trace for the meeting.

5 Now, secondly, we have a
6 relatively minor problem in the sense that of our
7 18 POAs about seven or eight POAs have their own
8 swimming pool, which is classified as a
9 commercial pool because it's on community
10 property within the property owner association.
11 We do have seven POAs -- correction, seven
12 residents that have their own swimming pool and
13 because that pool is on their personal property
14 it's classified as a residential pool. And what
15 I'm getting at is the commercial pools are
16 allowed to get credit once they fill the pool.
17 They're notified -- we notify our representative
18 from CWS on site and he comes out to the pool and
19 checks the water meter when they start filling
20 it, and when the filling is completed he comes
21 back and he checks the water gauge to see how
22 many gallons they used, and for that month
23 they'll pay their water and sewer bill. And when
24 you're using 30,000 gallons your sewer bill

1 obviously is going to be in upwards of about
2 \$100. And later on when that pool is empty, the
3 water is discharged, the local rep, in this case
4 Dean Miller, will come by and confirm that the
5 water being removed from the pool is not going
6 into the sewer system, not going to the waste
7 treatment plant, and going down the street or in
8 a drain pipe, and with that annotation made then
9 that information is passed on to headquarters and
10 that operation then gets a reimbursement for the
11 amount of money they paid back three months
12 earlier for their sewer charge. The headquarters
13 has refused to extend that to the seven owners of
14 private swimming pools, and when I talked to, and
15 I forget who I talked to in Charlotte on the
16 800-number, but the answer I got was in my
17 opinion was unacceptable because their response
18 was we can't do that for the seven private
19 property owners because it takes too much effort,
20 too much of our time to do that. And I have to
21 tell you I don't agree with that, but
22 nevertheless, that's an issue that we keep
23 bringing up. And I mentioned it to Bryce
24 Mendenhall who was at our quarterly meeting and

1 he hasn't gotten back to me yet. I sent him an
2 email but he still hasn't answered that regarding
3 where the headquarters stands on that issue.

4 And, lastly, we're still waiting
5 for the final GPS identification of all the
6 manholes that we have out there at Carolina
7 Trace. It's overdue, but I know they're working
8 it, but we would like to see the final GPS
9 mapping to ensure that have all manholes covered.
10 And that's been a major issue at Carolina Trace
11 because we've had some issues where not
12 knowing -- we've had manholes pop up here and
13 there. And in my first presentation here in
14 2006, I had a PowerPoint presentation showing
15 manholes with trees growing out of it; some look
16 like Old Faithful with water glistening out of
17 it, and they've been all repaired since then.
18 Those that we found they would keep repairing
19 them; and those were different owners at the
20 time. I'm not casting aspersions on the current
21 ownership. But manholes have been an issue there
22 at Carolina Trace and even to this day we
23 continue to find a new one here or there, not to
24 the fault of the water company but to the fault

1 of the property it's on. Somebody may not like
2 that manhole in their yard and they'll cover it
3 up with dirt and sod and hide it, you know. But
4 we're hoping that when we get that GPS finished
5 we'll know where every manhole is in the
6 community.

7 On the subject of the Uniform Rate
8 Program, we as a community don't feel that the
9 Uniform Rate Program is working effectively for
10 the customer, at least our customers of Carolina
11 Trace. We understand that it's economically
12 feasible for the water company to do it that way
13 because under Chapter 62 the amount of effort
14 you've got to be make to get a water rate
15 increase is very enormous, and when you can
16 combine communities together you can consolidate
17 and save a lot of time and money. However, we
18 would ask that they take another look at that and
19 you would take a look at that, too. I know you
20 allowed Aqua and Carolina Water Service to do
21 that this last year for the first time, but we
22 have in our particular conglomeration of
23 communities, they're fairly disparate, and I
24 wondered if there's some way that you could break

1 that down to where the number of -- they were
2 more similar in nature rather than as disparate
3 as they are, and start out with smaller size
4 communities on the Uniform Rate Program.

5 CHAIRMAN FINLEY: Let's summarize that as
6 best you can, Mr. Roy. I know you've written it down
7 so, if you could summarize it, we'd appreciate it.

8 THE WITNESS: Oh, all right. Let me see
9 where I am here. The base rate verses conservation -
10 I understand what they're doing with the base rate
11 but -- and that there's no opportunity at the present
12 time for additives to be added to the pass-through
13 water rate that they pass on to us in the case from
14 Sanford Water Service. But you must remember that
15 with the base rate as high as it is and the usage rate
16 so low that it really, truly does discourage
17 conservation. And I would hope that you would take
18 another look at that and lower the base rate and
19 increase the utilization rate.

20 Well, since I'm out of time, let me simply
21 say in conclusion that we at Carolina Trace and
22 essentially I'm talking for the 4000 residents,
23 because we talk about this at our monthly Carolina
24 Trace Association meeting and we get the word out to

1 the people. And those people that have issues or
2 problems they get to me and then I get them over to
3 Steve or the local people or at a quarterly meeting we
4 discussed them, and we have some success there. But
5 overall, our major concern is with the Uniform Rate
6 Program and the way it's being handled and the effect
7 it's having on -- we lucked out on the last draw in
8 that thing, it being in the middle of the 18 to 20
9 communities in our consortium there. Some didn't fair
10 as well as we did and some faired better. But I would
11 strongly ask you to take a another look at that thing
12 and the bottom line is that I'm required to pass on to
13 you is that the Carolina Trace residents strongly
14 recommend that the Public Staff and the Commission is
15 to reject the current CWSNC request for a water and
16 sewer rate increase.

17 CHAIRMAN FINLEY: Are there any questions of
18 Mr. Roy?

19 MR. LITTLE: None from the Public Staff,
20 Your Honor.

21 MS. SANFORD: None.

22 CHAIRMAN FINLEY: I believe he has his
23 statement that he's passed out there. We'll mark that
24 for identification as Roy Exhibit Number 1 and receive

1 that into evidence, Mr. Roy, and thank you for coming
2 tonight.

3 THE WITNESS: Thank you.

4 (WHEREUPON, Roy Exhibit 1 was
5 marked for identification received
6 into evidence.)

7 (The witness is excused)

8 CHAIRMAN FINLEY: Could you pass out those
9 copies of the statement, please?

10 MR. LITTLE: There were only three copies.

11 CHAIRMAN FINLEY: Well pass those out and
12 we'll make --

13 MR. LITTLE: I've given a copy to counsel
14 for Carolina Water, I have a copy, and the court
15 reporter has one copy.

16 CHAIRMAN FINLEY: We'll make copies and
17 distribute them to the Commissioners.

18 Mr. Little, call your next witness, please.

19 MR. LITTLE: The Public Staff would call
20 Judith Bassett.

21 MS. BASSETT: And I'm just as nervous as I
22 was when I was here last year.

23 CHAIRMAN FINLEY: Well, just relax. It
24 won't be any worse than it was last year.

1 MS. BASSETT: Thank you.

2 JUDITH BASSETT;

3 having been duly sworn,

4 testified as follows:

5 CHAIRMAN FINLEY: Have a seat and make
6 yourself comfortable.

7 DIRECT EXAMINATION BY MR. LITTLE:

8 Q Ms. Bassett, will you just tell us your full
9 name, address, and whether or not you're a
10 customer of Carolina Water service, please?

11 A Yes. My name is Judith Bassett. I live at 5721
12 Woof Place in Knightdale. I am a customer --

13 CHAIRMAN FINLEY: Pull that mike up so we
14 can hear what you have to say.

15 THE WITNESS: I'm sorry.

16 CHAIRMAN FINLEY: That's all right.

17 COMMISSIONER GRAY: I am a little hard of
18 hearing.

19 THE WITNESS: And I live in Amber Acres
20 Subdivision.

21 BY MR. LITTLE:

22 Q And what would you like to tell the Commission
23 tonight?

24 A I would like to say that I oppose the increase.

1 Carolina Water Service has received both a
2 federal and state tax reduction. I have seen no
3 improvements to my water or sewer service. There
4 are certainly cost savings that the Company could
5 implement; some of which I'd be happy to tell
6 them about. And that the large increase in the
7 base rate makes it very difficult for those of us
8 on a fixed income or a low income. And I also
9 oppose the flat rate for sewer because, again, as
10 the gentleman before me suggested, when you wash
11 your car, when you water your lawn, we're billed
12 just the same as if it went in the sewer and it
13 doesn't. So I would like you to take those
14 things under advisement, think about them.

15 And, also, we had submitted
16 through our subdivision petitions signed by
17 several of the other homeowners both to the
18 Commission and to the Attorney General's office.
19 Thank you.

20 CHAIRMAN FINLEY: Thank you. Let's see if
21 there are questions of Ms. Bassett.

22 MR. LITTLE: None from the Public Staff.

23 MS. SANFORD: (Shakes head no)

24 CHAIRMAN FINLEY: Thank you for coming out,

1 Ms. Bassett. We appreciate it.

2 (The witness is excused)

3 MR. LITTLE: The Public Staff would call
4 Vicki Smith.

5 VICKI SMITH;
6 having been duly sworn,
7 testified as follows:

8 DIRECT EXAMINATION BY MR. LITTLE:

9 Q Okay, Ms. Smith, your name, address and whether
10 or not you're a Carolina customer.

11 A My name is Vicki Smith. I'm in Amber Acres and I
12 a Carolina Water customer.

13 Q And what would you like the Commission to know
14 tonight?

15 A I'd like the Commission to know that we've gotten
16 raises every year and it's just, it's out of
17 control. We all live on fixed incomes out there.
18 We're low income or retired people that can't
19 afford more raises in our water. And our sewer
20 is -- like the base rate is so high a family of
21 two can't even -- we don't even stay under that
22 base rate. It always goes over and it's just too
23 much money for us to deal with. And that's all
24 I've got to say.

1 CHAIRMAN FINLEY: All right. Thank you for
2 coming out tonight.

3 THE WITNESS: Thank you.

4 (The witness is excused)

5 MR. LITTLE: The Public Staff would call Ben
6 Farmer.

7 BENJAMIN FARMER;
8 having been duly sworn,
9 testified as follows:

10 DIRECT EXAMINATION BY MR. LITTLE:

11 Q Mr. Farmer, your name and address, and whether or
12 not you're a customer of Carolina Water Service,
13 please?

14 A Yeah. My name is Benjamin Farmer. I live at
15 6113 Jordan Woods Drive, Raleigh, North Carolina.
16 And is there anything else I needed to give
17 there? Oh, am I a customer?

18 Q Are you a --

19 A Yes, I am a customer of Carolina Water service.

20 CHAIRMAN FINLEY: What is your service area?

21 THE WITNESS: Yeah.

22 CHAIRMAN FINLEY: What is the service area?

23 THE WITNESS: Oh, what service area? Jordan
24 Woods.

1 BY MR. LITTLE:

2 Q And what would you like to tell the Commission
3 tonight, sir?

4 A Well, I was here last year as well talking on the
5 rate increase then, which was over 70 percent of
6 what my water bill was at that point, and when I
7 was here the counsel told me that they usually
8 hear the complaints and then kind of adjust or
9 maybe meet somewhere in the middle for the
10 consumer and the Company, and I was kind of
11 disappointed and felt a little betrayed when I
12 saw the mail that came in that told me what the
13 new rate was going to be and it was basically
14 exactly what the Company asked for. And I was
15 really upset when I got this new piece of mail in
16 as well. It kind of ruined my day. And my
17 wife -- at first I didn't even want to come to
18 this meeting because I felt like honestly it was
19 pointless. When I come here I'm going to say I
20 don't want the rate increase, I'm going to go
21 home and in a few months I'm going to see another
22 piece of mail that gives them exactly what they
23 want.

24 A 70 percent rate increase is

1 pretty big and then we're here a year later. And
2 I'm just talking about the water because I don't
3 actually have sewage with them. I'm on septic so
4 I'm strictly speaking about the water price here,
5 and it's going up another 15 percent. I did the
6 math and my bill from this month was around
7 \$40.00, and under the new rate it would be around
8 \$45.00. So it doesn't sound like a lot, and
9 honestly it's not, but compared to the previous
10 year and we just had a giant increase and so I
11 feel like I'm going to be here again next year,
12 and the next year.

13 And just to kind of put it in
14 perspective, my wife worked really hard this
15 year. She got a 4 percent raise and she was
16 really happy with that. But I don't really feel
17 like this Company has done anything that's worth
18 a 15 percent raise in the quality of water or
19 anything like that, you know, if I was to compare
20 something like that. But, yeah, I'm just kind of
21 here to vent my frustrations, but I just really
22 want you to consider really looking at them hard
23 because this Commission, y'all are here -- you're
24 the only thing that stands between the consumer

1 interest and the Company interest because they've
2 got a monopoly on water. And you can't live
3 without water, right? So it's like -- it's up to
4 y'all. You guys are make or break whatever
5 happens here. You are our only protectors, for
6 lack of a better word. That's really all I have
7 to say.

8 MR. LITTLE: No questions, Your Honor.

9 MS. FORCE: No questions. Thank you.

10 MS. SANFORD: No questions.

11 CHAIRMAN FINLEY: All right. Thank you for
12 coming out again, Mr. Farmer.

13 (The witness is excused)

14 CHAIRMAN FINLEY: Unlike previous cases, in
15 this case the Public Staff has already filed its
16 testimony. They filed the testimony before this
17 hearing. They filed it recently. And so you can see
18 what the Public -- you can go online and see what the
19 Public Staff has already recommended. And we will be
20 having the hearing for the expert witnesses later in
21 the month. You're welcome to come and hear that and
22 you're welcome to follow it online and see what the
23 various parties say about what we should do with this
24 case. And after the hearing concludes, the Commission

1 will take a look at all of the evidence and try to
2 resolve it. And to the extent there are issues
3 outstanding we'll try to resolve those, and come out
4 with a written order at the appropriate time.

5 So, if there's nothing further, this
6 Commission hearing will be adjourned.

7 (WHEREUPON, the proceedings were adjourned.)
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C E R T I F I C A T E

I, KIM T. MITCHELL, DO HEREBY CERTIFY that
the Proceedings in the above-captioned matter were
taken before me, that I did report in stenographic
shorthand the Proceedings set forth herein, and the
foregoing pages are a true and correct transcription
to the best of my ability.

*Kim T. Mitchell*_____

Kim T. Mitchell
Court Reporter II