

## Threatt, Linnetta

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**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Wednesday, September 12, 2018 12:45 PM  
**To:** Statements  
**Subject:** FW: W-354, Sub 360 Carolina Water Service, Inc. of North Carolina Position Statement  
**Attachments:** Queens Harbor Carolina Water Protest Final 9-12-18.pdf; Queens Harbor Yachtsman Petition - CWSNC.pdf

**From:** Casselberry, Gina  
**Sent:** Wednesday, September 12, 2018 12:43 PM  
**To:** 'Cathy Baker' <cbakercatlover@icloud.com>  
**Subject:** RE: [External] Carolina Water Rate Increase Objection for The Yachtsman Community

Ms. Baker

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (Company) for a rate increase. A copy of your message 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. 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.

Thank you for your interest in this matter.

Gina Casselberry

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

**From:** Cathy Baker [<mailto:cbakercatlover@icloud.com>]  
**Sent:** Wednesday, September 12, 2018 12:21 PM  
**To:** Casselberry, Gina <[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)>  
**Cc:** [lmayfield@charlottenc.gov](mailto:lmayfield@charlottenc.gov)  
**Subject:** [External] Carolina Water Rate Increase Objection for The Yachtsman Community

**CAUTION:** External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to

Gina,

Attached is our community's written objection statement and signed petition regarding Carolina Water Service's proposed rate increase before the NC Utilities Commission.

Community members will be present for public testimony, at the **September 19, 2018** Public Hearing at **7pm** at the **Mecklenburg County Courthouse**, at 832 E 4th St., **Courtroom #5350**.

I have also mailed copies of the written statement and signed petition to The Honorable Josh Stern, NC AG and David Drooz, NC Utilities Commission.

Please advise if there are any changes regarding the hearing date, time and location.

Please advise if there are further actions required prior to the public hearing.

Thanks,

Catherine Baker

On behalf of:

The Yachtsman On Lake Wylie

Charlotte, NC. 28278

646-705-1969

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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.

Catherine Baker  
On Behalf of:  
**The Yachtsman On Lake Wylie**  
14019 Queens Harbor Rd  
Charlotte, NC 28278  
646-705-1969 / cbakercatlover@icloud.com

**September 12, 2018**

The Honorable Josh Stern  
Attorney General  
% Utilities Section  
9001 Mail Service Center  
Raleigh, NC 27699-9001

Mr. David Drooz  
Chief Counsel  
Public Staff-North Carolina Utilities Commission  
4326 Mail Service Center  
Raleigh, NC 27699-4300

**RE: Carolina Water Service, Inc of North Carolina ("CWSNC") rate increase proposal for water and sewer utility service and service problems at The Yachtsman Townhome & Condominium Community(the "Community" / Queens Harbor.**

Dear Honorable Josh Stern and Mr. David Drooz:

The purpose of this letter is to serve as the Community's written objection to the proposed CWSNC rate increase, currently before the North Carolina Utilities Commission, as well as testimony of on-going service problems.

To provide you with some background information, the Community has 100 townhomes, each between 1,400 and 1,700 square feet, and 31 condominiums, each between 1,200 and 1,400 square feet. Community residents have joint use of several facilities, which include a swimming pool, clubhouse, and tennis courts.

The Community's main concerns regarding the rate increase are as follows:

1. Excessively high water and sewer rates, which range from \$85.00 per month to \$200.00 or more per month and are significantly higher than our neighboring communities.

The NC Water and Wastewater Rates Dashboard ([www.sog.unc.edu](http://www.sog.unc.edu)) August 2018 report compares monthly water and sewer bills per 5,000 gallons, from the following utilities:

<b>Carolina Water Service</b>	<b>\$111.61</b>
<b>Charlotte Meck Water</b>	<b>\$60.66</b>
<b>Belmont Water</b>	<b>\$80.44</b>
<b>Two Rivers Utilities / Gastonia Water</b>	<b>\$61.09</b>
<b>Kings Mountain Water</b>	<b>\$57.42</b>

2. Community members consistently receive excessively high (erroneous) bills, due to "incorrect meter reads" or "broken meters," for example: \$88 normal bill v. \$250 incorrect bill, \$150 normal bill v. \$569 incorrect bill. Also, there have been multiple ever-changing 3rd party vendors, manually reading our meters.

3. The Community had a rate increase July 2017. During that increase, base water increased \$22.40 to \$24.44, usage per 1,000 gallons increased \$6.40 to \$7.70, base sewer increased \$42.40 to \$48.97, and usage per 1,000 gallons increased \$2.90 to \$3.11. This represents a 11.6% water rate increase and 15% sewer rate increase.

4. The Community challenges CWSNC's billing practices regarding actual meter read verses billing residents on averages, for example, a homeowner occupying their home full-time will have the same monthly water bill as a homeowner not occupying their home for months.

5. For 10 days in May 2018, the CWSNC's two main water softener filters' motor broke. The below pictures of dishes in resident's dishwasher show the water quality – or lack thereof – experienced by the Community during the 10 days described above. Although the filters and motor were replaced, the Community received no billing relief whatsoever.



6. On 9/7/18, there was a water line break in our community and while some residents were called by CWSNC with a "Boil Water Alert", many were not! There were no updates on this issue throughout the weekend and many could not get through to them via phone. At a minimum, CWSNC should have put alert notices on all the community's doors, to alert our community of this potentially dangerous event.

In addition, the Community points out CWSNC's recent legal costs of nearly \$1Million due to unlawfully releasing poorly treated sewage into the lower Saluda River. Is the Community's high water rates and CWSNC's frequent requests for rate increases implemented to help recover litigation costs?

Finally, in addition to the excessive rates, increased rate proposal and service issues, the Community is also concerned with the hardness and quality of the water. Community homeowners are all afraid to drink and use the water without buying drinking water or using a house water filter and majority of residents invested in additional (expensive) water softeners, to help with the erosion of home appliances, foul smells, and home values.

The Community is aware that the water quality is a separate issue from the proposed rate increase, however, homeowners want to document their concern and dissatisfaction with CWSNC's water quality and service.

We thank you for your time and respectfully submit this written objection to CWSNC's current proposed rate increase. Please do not hesitate to reach out if you need additional information from the Community.

Please find attached the Community homeowners' signed petition in support of this written objection:

Carolina Water Service Inc of NC  
 Price Increase Objection Petition  
 YACHTSMAN COMMUNITY, Charlotte, NC 28278

HOA II TOWNHOMES

2018

page 1	DATE	SIGNATURE	NAME (PLEASE PRINT)	ADDRESS
1	8/2	C Baker	Cathy Baker	14019 Queens Harbor Rd
2	8/2	Dianna VanDanaalwyk	Dianna VanDanaalwyk	14035 Queens Harbor Rd
3	8/2	Karen Cynnan	Karen Cynnan	14009 Queens Harbor Rd Charlotte NC
4	8/2	Richard R. Westbury	Richard Westbury	14509 Waterside
5	8/3	Jim Hill	Jim Hill	14017 QUEENS HARBOR RD.
6	8/3	Cynthia Sweasey	CYNTHIA SWEASEY	14027 QUEENS HARBOR
7	8/14	Ylona Alvarado	Ylona Alvarado	14041 E. Queens Harbor Rd Charlotte NC
8	8/14	Jill Hipkins	JILL HIPKINS	14043 Queens Harbor Rd
9	8/14	Mary Anne Cremer	MARY ANNE CREMER	14053 QUEEN HARBOR RD
10	8/14	Benjamin Buckler	Benjamin Buckler	14847 Queens Harbor Rd
11	8/14	Brett Cushing	Brett Cushing	14049 Queens Harbor Rd
12	8/14	Brian Hochstaetter	Brian Hochstaetter	17104 Yachtsman Harbor Dr.
13	8/14	Akira Kotaki	AKIRA KOTAKI	14055 QUEENS HARBOR RD
14	8/15	Sofia Litaker	SOFIA LITAKER	14015 QUEENS HARBOR RD.
15	8/15	Deborah L Wasyluk	Deborah L Wasyluk	14029 Queens Harbor Rd
16	8/15	Don Houghland	Don Houghland	14021 QUEENS HARBOR RD
17	8/14	Phil Hartson	Phil Hartson	14013 Queens Harbor Rd
P 18	8/11/16	Citation for John R Charlton	John R Charlton	13824 Queens Harbor Rd
P 19	8/17	C Baker for James King	James King	13820 Queens Harbor Rd
20	8/20	William J. Rempe	WILLIAM J. REMPE	14118 YACHTSMAN HARBOR RD
page 2	DATE	SIGNATURE	NAME (PLEASE PRINT)	ADDRESS
21	8/20	Kayla Anderson	KAYLA ANDERSON	13933 QUEENS HARBOR RD
22	8/21	Luna Penn-Hoak	Luna Penn-Hoak	14047 Queens Harbor Rd.
23	8/21	Luna Penn-Hoak	Luna Penn-Hoak	14049 Queens Harbor Rd
24	8/23/18	Brittany Kattenbach	Brittany Kattenbach	13909 Queens Harbor Rd
25	8/27/18	James M Roland	James M Roland	14527 Waterside Drive
P 26	8/25/17	C Baker for Andrew Fuchs	Andrew Fuchs	14540 Waterside Dr
P 27	8/23	C Baker for Andrew Fuchs	Andrew Fuchs	14520 Waterside Dr.
28	8/23	John Holloway	JOHN HOLLOWAY	17007 QUEENS HARBOR

Townhomes HOA #1

Signature

Print Name

Address

29	8/23	Steve R. Bell	Steve R Bell	13934 Queens Harbor
30	8/23	Kelly Butler	Kelly Butler	13944 Queens Harbor
31	8/23	Chadwick B. Bell	Chadwick Bell	14548 Waterside Dr
32	8/23	Jana Urban	Jana Urban	14533 Waterside Dr
33	8/23	Elizabeth Paper	Elizabeth Paper	14616 Waterside Dr
34	8/23	Trent Hais	Trent Hais	14100 Yachtman Harbor P-
35	8/23	Wesley Hais	Wesley Hais	14150 Waterside Dr.
36	8/23	HALS - L Deiss	HALS - L Deiss	12738 Queens Harbor
37	8/23	Eric Alkoms	Eric Alkoms	14524 Waterside Dr.
38	8/23	Nathan Clark	Nathan Clark	14641 Waterside Dr
39	8/23	RICHARD TEAMOR	RICHARD TEAMOR	13913 Queens Harbor Pt
40	8/24	SKYLAR SWANF	SKYLAR SWANF	14001 Queens Harbor Rd

page 3      DATE      SIGNATURE      NAME (PLEASE PRINT)      ADDRESS

41	8/24	Julie Hatfield	Julie Hatfield	14635 Waterside Dr
42	8/24	Leslie Norris	Leslie Norris	14100 Yachtman Harbor Dr
43	8/24	DAVID HASH	DAVID HASH	14100 Yachtman Harbor Dr
44	8/24	PATTI BURSEN	PATTI BURSEN	14639 Waterside Dr
45	8/25	Joyce DeKarske	Joyce DeKarske	14621 Waterside Dr
46	8/25	Robert G. Hays Jr	Robert G. Hays Jr	14605 Waterside Dr
47	8/25	MARK McCLASKY	MARK McCLASKY	14521 WATERSIDE DR
48	8/25	Amanda Valbert	Amanda Valbert	14003 Queens Harbor Rd.
49	8/25	Jennifer Murdoch	Jennifer Murdoch	13820 Queens Harbor Rd -A (Condo)
50	8/25	Christine Miller	Christine Miller	14617 Waterside Dr.
51	8/25	DAVID HAY	DAVID HAY	14625 Waterside Dr
52	8/26	Nathan Pierce	Nathan Pierce	14526 Waterside Dr.
53	8/26	Elizabeth Clark	Elizabeth Clark	14633 Waterside Dr
54	8/26	BRYAN MORRIS	BRYAN MORRIS	14637 WATERSIDE DR,
55	8/26	Tim Frazer	Tim Frazer	14623 Waterside
56	8/26	CATHERINE PHIL	CATHERINE PHIL	14523 WATERSIDE DR.
57	8/26	Stephanie Tully	Stephanie Tully	14611 Waterside Dr
58	8/27	James Trautwein	James Trautwein	14629 Waterside Dr.
59	8/27	Casey Jones	Casey Jones	14517 Waterside Dr.
60	8/27	TAVIS VALER	TAVIS VALER	12925 Queens Harbor

page 4      DATE      SIGNATURE      NAME (PLEASE PRINT)      ADDRESS

61	8/27	Wendy Spolonic	Wendy Spolonic	14615 Waterside Dr.
62	8/27	Lizette Sullivan	Lizette Sullivan	14039 Queens Harbor Rd
63	8/28	NATHAN R. PIERCE	NATHAN R. PIERCE	14625 WATERSIDE

OFFICIAL COPY Sep 12 2018

	Signature	Print Name	Address
P 64	<i>[Signature]</i>	John C. F. Nicollet	13930 Queens Harbor Rd
65	<i>[Signature]</i>	Emily Nolan	13929 Queens Harbor Rd
66	<i>[Signature]</i>	Geert Coester	10546 Waterside Dr.
67	<i>[Signature]</i>	Thomas H. Moody	14665 Waterside Dr.
P 68	<i>[Signature]</i>	Jennifer Crandall	13921 Queens Harbor Rd
P 69	<i>[Signature]</i>	Carol Rotundo	14515 Waterside Dr.
P 70	<i>[Signature]</i>	Sandi Bell	14037 Queens Harbor
P 71	<i>[Signature]</i>	Teresa Lake	14118 Yachtsman Harbor Dr.
P 72	<i>[Signature]</i>	Hunter Glass	14534 Waterside Dr.
73	<i>[Signature]</i>	Sandy Williams	13942 Queens Harbor Rd
74	<i>[Signature]</i>	Linda Baker	14051 Queens Harbor Rd
75	<i>[Signature]</i>	Chris Hunter	14507 Waterside Dr
76	<i>[Signature]</i>	Paula Hunter	14578 Waterside Dr
77	<i>[Signature]</i>	Kim Carolepis	14544 Waterside Dr
78	<i>[Signature]</i>	Melinda Adalagis	14621 Queens Harbor Rd
79	<i>[Signature]</i>	Melinda D. Danaher	14526 Waterside Dr
+ 80	<i>[Signature]</i>	MARY R. McMillan	14211 Yachtsman Harbor Dr
+ 81	<i>[Signature]</i>	Peter S. Krizan	14114 Yachtsman Harbor Dr
+ 82	<i>[Signature]</i>	Daniel Kebab	14066 Yachtsman Harbor Dr
page 5		NAME (PLEASE PRINT)	ADDRESS
+ 83	<i>[Signature]</i>	STEPHEN D. MOGRIE	14110 Yachtsman Harbor
+ 84	<i>[Signature]</i>	Corina Sullivan	14550 Waterside Dr
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Signature  
Print Name  
Address

HOA 1 CONDOS	DATE	SIGNATURE	NAME (PLEASE PRINT)	ADDRESS
101	8/23	[Signature]	Rick George	13820 Queens Harbor Rd. Unit F
102	8/23	[Signature]	Rick Lane	13822 Queens Harbor Unit 4
103	8/22	[Signature]	Bart Wolfkoth	13822 Queens Harbor Unit 4
104	8/24	[Signature]	Blaine Bell	13624 Queens Harbor
105	8/25	[Signature]	Lucy Bell	13822 Queens Harbor
106	8/25	[Signature]	515KOD Lark	13820 Queens Harbor Unit C
107	8/27	[Signature]	Kathy Wilson	13820 Queens Harbor Unit C
108	8/27	[Signature]	Glen Westmeyer	13822 Queens Harbor Unit A
109	8/28	[Signature]	Stefan Slav	13820 Queens Harbor Unit D
110	8/28	[Signature]	DEP STRONGER	13822 Queens Harbor Unit D
111	8/29	[Signature]	Beverly Fox	13820 Queens Harbor Unit E
112	8/30	[Signature]	MARCA WILSON	13822 Queens Harbor Unit C
113	8/30	[Signature]	ALICIA MILLER	13824 Queens Harbor Unit F
114	8/31	[Signature]	JOHN CORBIN	13824 Queens Harbor Unit F
115	9/1	[Signature]	JOHN CORBIN	13824 Queens Harbor Unit F
116	9/3	[Signature]	CRISTINA FORNIA	13822 Queens Harbor Unit G
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Jennifer Muckack, 13820 Queens Harbor #A signed under HOA 2, Unit 49