

Mount, Gail

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, July 07, 2015 10:19 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 - Carolina Water Increase - RiverPointe Neighborhood

FILED

JUL 07 2015

Clerk's Office  
N.C. Utilities Commission

**From:** Casselberry, Gina  
**Sent:** Tuesday, July 07, 2015 10:18 AM  
**To:** 'Brian.Lucas@ricoh-usa.com'  
**Subject:** RE: Carolina Water Increase - RiverPointe Neighborhood

Mr. Lucas

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

In this rate case proceeding, 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.

Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
919-733-0890

**From:** [Brian.Lucas@ricoh-usa.com](mailto:Brian.Lucas@ricoh-usa.com) [mailto:Brian.Lucas@ricoh-usa.com]  
**Sent:** Monday, July 06, 2015 8:44 AM  
**To:** Casselberry, Gina  
**Subject:** Carolina Water Increase - RiverPointe Neighborhood

Ms, Casselberry,

I am writing in response to the Carolina Water notice of increase in rates. We have been in this neighborhood for over 15 years and have consistently seen water increases in rates that exceed that of any other neighborhood in our region. In fact, in this last proposal most of the request is for a water decrease? This is very confusing and by this email I am asking that the committee not approve their request for increase.....

I will be attending the meeting on Wednesday also, to voice our opinion.

Thank you for your consideration.

Brian A. Lucas

Higher Education Svcs Specialist

**RICOH USA, INC.**

2550 West Tyvola Road, Suite 410

Charlotte, NC 28217

Phone: (704) 602-6406

Cell: (704) 649-1704

Fax: (704) 523-4143

Email: [Brian.Lucas@ricoh-usa.com](mailto:Brian.Lucas@ricoh-usa.com)

Web: [www.ricoh-usa.com](http://www.ricoh-usa.com)

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imagine. change.



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✓  
**Mount, Gail**

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**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, July 07, 2015 10:22 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 - Proposed water increase

**FILED**

**JUL 07 2015**

Clerk's Office  
N.C. Utilities Commission

**From:** Casselberry, Gina  
**Sent:** Tuesday, July 07, 2015 10:22 AM  
**To:** 'BettyBobGeers'  
**Subject:** RE: Proposed water increase

Ms. Geers

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

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Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
919-733-0890

**From:** BettyBobGeers [<mailto:BettyBobGeers@carolina.rr.com>]  
**Sent:** Friday, July 03, 2015 4:52 PM  
**To:** Casselberry, Gina  
**Subject:** Proposed water increase

Dear Ms. Gina Casselberry,

Re: Riverpointe Homeowners Association, Inc. Water Increase

I own the property at 15600 Eagleview Drive, Charlotte, North Carolina 28278. I recently received a letter from Utilities Inc. referencing another water increase of 19% while other communities in our area will receive a 12% to 22% deduction. I am against the 19% water increase. I plan to attend the public hearing on July 8<sup>th</sup> at 7 pm at the Mecklenburg County Courthouse Uptown. Thank you.

Sincerely,

Elizabeth Anne Geers, owner

15600 Eagleview Drive  
Charlotte, North Carolina 28278

Date: July 3, 2015

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✓  
**Mount, Gail**

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**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, July 07, 2015 10:31 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 - PROPOSED WATER AND SEWER RATE INCREASE FOR THE RIVERPOINTE COMMUNITY - VOTE AGAINST

**FILED**  
JUL 07 2015  
Clerk's Office  
N.C. Utilities Commission

**From:** Casselberry, Gina  
**Sent:** Tuesday, July 07, 2015 10:31 AM  
**To:** 'Sara Hornby'

**Subject:** RE: PROPOSED WATER AND SEWER RATE INCREASE FOR THE RIVERPOINTE COMMUNITY - VOTE AGAINST

Ms. Hornby-Anderson

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

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Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
919-733-0890

**From:** Sara Hornby [<mailto:shornbyanderson@carolina.rr.com>]

**Sent:** Wednesday, July 01, 2015 11:48 PM

**To:** Casselberry, Gina

**Subject:** REF: PROPOSED WATER AND SEWER RATE INCREASE FOR THE RIVERPOINTE COMMUNITY - VOTE AGAINST

**Importance:** High

Dear Ms. Casselberry,

As a Public Utilities Engineer, I am sure you know that all RiverPointe Residents received a letter from Utilities Inc. reflecting a request for yet another water and sewer rate increase. This time they are requesting a **19.1% increase for RiverPointe** residents whilst **other communities** in our area are slated to receive a **negative 12% to 22%** rate adjustment (reduction).

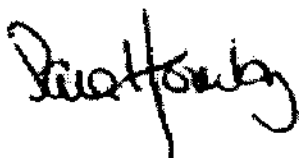
It is unconscionable that Utilities Inc. can charge the rates they currently charge for their water and sewer services. Most of the water they supply to RiverPointe residents comes from Charlotte Mecklenburg Utilities Department, and has done for many years. Why? Utilities Inc.'s wells have not

been able to supply sufficient water for our community's needs. This alone should classify RiverPointe as one of the Communities that should receive a reduction in rates.

I am a single woman with a skin condition that precludes showering/bathing/hair washing more than one time per week. Living alone, I wash clothes and run the dishwasher maybe once a week. My water bill is excessive already (\$105 & \$136/month for the past 2 months) and they are requesting a 19.1% increase?! I pity the normal family of 4.3 people who shower at least once a day...

I trust that you and other members of the Public Staff – NC Utilities Commission who will represent we the consumers in the hearings/proceedings will vote AGAINST this requested, surely unjustifiable, increase.

I, Sara Hornby-Anderson the owner of the noted property vote AGAINST the water and sewer increase

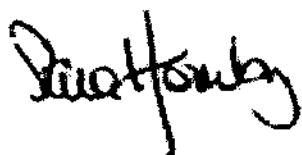


Signature:

Printed Name: Dr. Sara A. Hornby (Previously Dr. Sara A. Hornby-Anderson)

Property Address: 16317 Woolwine Road  
Charlotte, NC 28278

Date: July 1<sup>st</sup> 2015



✓  
**Mount, Gail**

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, July 07, 2015 10:36 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 - AGAINST Water/sewer Rate increase for RiverPointe

**FILED**  
**JUL 07 2015**  
Clerk's Office  
N.C. Utilities Commission

**From:** Casselberry, Gina  
**Sent:** Tuesday, July 07, 2015 10:35 AM  
**To:** 'Bill'  
**Subject:** RE: AGAINST Water/sewer Rate increase for RiverPointe

Mr. Schell

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

In this rate case proceeding, 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.

Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
919-733-0890

**From:** Bill [<mailto:wschell1@carolina.rr.com>]  
**Sent:** Monday, July 06, 2015 12:37 PM  
**To:** Casselberry, Gina  
**Subject:** AGAINST Water/sewer Rate increase for RiverPointe

Dear Ms Casselberry:

All RiverPointe Residents received a letter from Utilities Inc. referencing another water increase of 19% while other communities in our area will receive a 12% to 22% deduction. We as a community want to show our discouragement by voting AGAINST any water Increase. Ballots/information received by our community will be given to the Public Staff who will be representing consumers in the proceedings before the commission.

Public Hearing on the 8th July 7pm at Mecklenburg County Courthouse Uptown

I (We) the following owner(s) of the noted property vote AGAINST \_\_\_\_\_ Water Increase.

William J. Schell/Sophia C. Schell  
15730 Eagleview Drive

Charlotte, NC 28278

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## Mount, Gail

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, July 07, 2015 10:42 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 - Carolina water rate increase Riverpointe

**FILED**

**JUL 07 2015**

**Clerk's Office  
N.C. Utilities Commission**

-----Original Message-----

**From:** Casselberry, Gina  
**Sent:** Tuesday, July 07, 2015 10:41 AM  
**To:** 'Ches and Jeanne'  
**Subject:** RE: Carolina water rate increase Riverpointe

Ches and Jeanne

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

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Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff - Water and Sewer Division  
919-733-0890

-----Original Message-----

**From:** Ches and Jeanne [mailto:chesandjeanne@carolina.rr.com]  
**Sent:** Thursday, July 02, 2015 5:07 PM  
**To:** Casselberry, Gina  
**Cc:** Brian.Lucas@ricoh-usa.com; steverilee@carolinarr.com  
**Subject:** Carolina water rate increase Riverpointe

We have been here in Riverpointe 25years,all with Carolina Water.The initial water was from local wells,very hard,reactive .and exceeded alpha radioactive standards.This water from our irrigation system etched our windows.You required softeners,which worked about20%of the time .Connecting to CMUD solved this problem.  
My bill will increase from\$80 to \$96 with the proposed increase.

The same water usage would cost\$31 in Charlotte,\$27 across the highway atPalisades,water system operated by MidwayServices.Clearwater,FL. How can Carolina justify a 20%increase for us using purchased water, and at the same time propose 12-23% decreases for 7 other communities? Please do not allow any increase for the Riverpointe community. Thank you,Chesley and Jeanne Singleton,16016 Riverpointe Dr. Charlotte,NC.  
Sent from my iPad

✓  
**Mount, Gail**

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, July 07, 2015 10:45 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 - RIVERPOINTE HOMEOWNERS ASSOCIATION, INC.

**FILED**

**JUL 07 2015**

**Clerk's Office  
N.C. Utilities Commission**

**From:** Casselberry, Gina  
**Sent:** Tuesday, July 07, 2015 10:44 AM  
**To:** 'jasonbarclay@lawndocor.com'  
**Subject:** RE: RIVERPOINTE HOMEOWNERS ASSOCIATION, INC.

Mr. Barclay

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

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Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
919-733-0890

**From:** Jason Barclay [mailto:jasonbarclay@lawndocor.com]  
**Sent:** Thursday, July 02, 2015 9:06 AM  
**To:** Casselberry, Gina  
**Subject:** RIVERPOINTE HOMEOWNERS ASSOCIATION, INC.

Gina,

Good morning.

All RiverPointe Residents received a letter from Utilities Inc. referencing another water increase of 19% while other communities in our area will receive a 12% to 22% deduction. We as a community need to come together to show our discouragement by voting AGAINST water Increase ballots/information will be given to the Public Staff who will be representing consumers in the proceedings before the commission.

Public Hearing on the 8<sup>th</sup> of July at 7:00pm at Mecklenburg County Courthouse Uptown

I (We) the following owner(s) of the noted property vote AGAINST  X  Water Increase.

**Jason Barclay**  
15716 Eagleview Drive  
Charlotte, NC 28278

Date: 7/2/2015

Sincerely,

**Jason Barclay, CFE**  
**Vice President of Franchise Development**  
**Lawn Doctor | 1-800-989-1903 office | 704-577-5302 mobile**  
**[jasonbarclay@lawndoctor.com](mailto:jasonbarclay@lawndoctor.com) | [www.lawndoctorfranchise.com](http://www.lawndoctorfranchise.com)**

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## Mount, Gail

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**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, July 07, 2015 10:50 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 - RiverPointe HOA (Charlotte) Water Increase  
**Attachments:** Riverpointe HOA water increase - Rossi.pdf

**FILED**

**JUL 07 2015**

**Clerk's Office  
N.C. Utilities Commission**

**From:** Casselberry, Gina  
**Sent:** Tuesday, July 07, 2015 10:49 AM  
**To:** 'Tony Rossi'  
**Subject:** RE: RiverPointe HOA (Charlotte) Water Increase

Mr. Rossi

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

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Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
919-733-0890

**From:** Tony Rossi [<mailto:tonyrossi11@gmail.com>]  
**Sent:** Thursday, July 02, 2015 9:28 AM  
**To:** Casselberry, Gina; [blucas@cloudfueledispatch.com](mailto:blucas@cloudfueledispatch.com)  
**Subject:** RiverPointe HOA (Charlotte) Water Increase

Ms. Casselberry-

Please find the attached letter voicing our dissent regarding the noted water rate increase.

Thank you,

-Tony Rossi

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## Mount, Gail

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**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, July 07, 2015 10:54 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 - Water increases .....NO!

**FILED**

**JUL 07 2015**

**Clerk's Office  
N.C. Utilities Commission**

-----Original Message-----

**From:** Casselberry, Gina  
**Sent:** Tuesday, July 07, 2015 10:53 AM  
**To:** 'Beverly Thompson'  
**Subject:** RE: Water increases .....NO!

Mr. and Mrs. Thompson

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

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Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
919-733-0890

-----Original Message-----

**From:** Beverly Thompson [mailto:thombtc@aol.com]  
**Sent:** Wednesday, July 01, 2015 6:38 PM  
**To:** Casselberry, Gina  
**Subject:** Water increases .....NO!

Ms. Casselberry, Public Utilities Engineer, It is ridiculous that we should incur a water INCREASE here in the RiverPointe subdivision of Charlotte near Lake Wylie.

Why should we pay 19% more for our water than other subdivisions that will have their water rates DECREASED? Unfair we say!! Don't we all get out Is this another display of those who are more fortunate paying the way for those less fortunate? If we have to pay such a great amount more for water , which we don't understand why, then others should pay the same increase as well.

Please forward this to all involved in this decision! Fairness is all we ask!!

Thank you,  
Chad and Bev Thompson  
Woolwine Rd.

Charlotte, NC 28278

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## Mount, Gail

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**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, July 07, 2015 2:04 PM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 Water rate increase by Utilities Inc.,

**FILED**

JUL 07 2015

Clerk's Office  
N.C. Utilities Commission

-----Original Message-----

From: Casselberry, Gina  
Sent: Tuesday, July 07, 2015 2:03 PM  
To: 'James Schnakenberg'  
Subject: RE: Water rate increase by Utilities Inc.,

Mr. and Mrs. Schnakenberg

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

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Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff - Water and Sewer Division  
919-733-0890

-----Original Message-----

From: James Schnakenberg [mailto:jgschnak@gmail.com]  
Sent: Tuesday, July 07, 2015 1:14 PM  
To: Casselberry, Gina  
Subject: Water rate increase by Utilities Inc

We are writing as residents of the RiverPointe subdivision in southwest Mecklenburg County to express our total opposition to the proposed rate increase by Utilities Inc. they were just awarded an increase last year! Their service is awful as well...earlier this year we came home to toilets and pipes filled with dark muddy water from one of their foul ups. Many of their other subdivisions are being granted rate reductions, so if anything, we should be too!

Sincerely, Jim and Nancy Schnakenberg  
16444 Plantation Woods Dr  
Charlotte, NC 28278  
Sent from my iPad

## Mount, Gail

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**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, July 07, 2015 2:06 PM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 Proposed Water Rate Increase

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**FILED**

**JUL 07 2015**

**Clerk's Office  
N.C. Utilities Commission**

**From:** Casselberry, Gina  
**Sent:** Tuesday, July 07, 2015 2:06 PM  
**To:** 'PHegarty@aol.com'  
**Subject:** RE: Proposed Water Rate Increase

Mr. Hegarty

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

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Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
919-733-0890

**From:** PHegarty@aol.com [mailto:PHegarty@aol.com]  
**Sent:** Tuesday, July 07, 2015 1:58 PM  
**To:** Casselberry, Gina  
**Subject:** Proposed Water Rate Increase

Dear Ms Casselberry

As a RiverPointe resident we received a letter from Utilities Inc. referencing another proposed water increase of 19%, while other communities in our area will receive a 12% to 22% reduction. We as a community wish to show our disagreement and objection to this increase by voting AGAINST any water Increase what so ever. In my opinion the rate we pay is already too high and unreasonable. Ballots received by our community will be given to the Public Staff who will be representing consumers in the proceedings before the commission at the Public Hearing on the 8th July 7pm at Mecklenburg County Courthouse Uptown. I wish to add ours as below.

We, the following owners of the noted property vote AGAINST X The Proposed Water Increase.

Signature: Peter Hegarty

Printed Name: PETER J. HEGARTY

Signature: Rita Hegarty

Printed Name: RITA T. HEGARTY

Property Address: 15905 RIVERPOINTE DR.

Charlotte, NC 28278

Date: 7/7/15

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## Mount, Gail

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**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, July 07, 2015 4:11 PM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 Water rate increase

**FILED**

**JUL 07 2015**

**Clerk's Office  
N.C. Utilities Commission**

-----Original Message-----

**From:** Casselberry, Gina  
**Sent:** Tuesday, July 07, 2015 4:11 PM  
**To:** 'Rebecca Wright'  
**Subject:** RE: Water rate increase

Mr. and Mrs. Wright

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

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Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff - Water and Sewer Division  
919-733-0890

-----Original Message-----

**From:** Rebecca Wright [mailto:todayinjapan@gmail.com]  
**Sent:** Tuesday, July 07, 2015 2:51 PM  
**To:** Casselberry, Gina  
**Cc:** Linda Lillo Norman; Misty Mountain POA  
**Subject:** Water rate increase

Ms. Casselberry,

It has come to our attention that Carolina Water has once again asked for a rate increase from the State Utilities Commission.

A 23% increase in water rates is absurd. There are many people in the mountains of NC who are not owners of second homes, but working class people who would find it very difficult to bare this extreme increase. These people may already find it difficult to make ends meet with monthly expenses.

The addition of a 23% increase in water rates is not in keeping with public policy for the good of the community.

It is our opinion that this increase not be allowed.

Sincerely,

Robert and Rebecca Wright  
326 Old Hickory Lane  
Misty Mountain  
Blowing Rock, NC 28605

Sent from my iPhone

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