

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, July 24, 2018 3:07 PM  
**To:** Statements  
**Cc:** Grantmyre, William; Holt, Gina  
**Subject:** FW: Docket No. W-354, Sub 360 Carolina water Service, Inc. of North Carolina Position Statement

**From:** Casselberry, Gina  
**Sent:** Tuesday, July 24, 2018 3:06 PM  
**To:** 'Sandy Findlay' <sandrafindlay@gmail.com>  
**Subject:** RE: [External] The ridges rate increase

Ms. Findlay

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  
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Public Staff – Water and Sewer Division  
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**From:** Sandy Findlay [<mailto:sandrafindlay@gmail.com>]  
**Sent:** Tuesday, July 24, 2018 10:13 AM  
**To:** Casselberry, Gina <[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)>  
**Subject:** [External] The ridges rate increase

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Dear MS Casselberry,

I am a home owner at Licklog Ridge in The Ridges The Ridges in Hayesville, N.C. I have 2 issues:

1. The nearest September hearing location you have listed in your email to us is in Ashville. This is two and a half hours one way. You need to hold a hearing in Murphy or Franklin to allow us an opportunity to be heard.
2. In the Ridges we currently pay a flat rate. People in small town homes, who are often hear only for several months out of the year pay the same rate as owners of large homes, sometimes with swimming pools. People on Licklog Ridge have asked for a number of years now to go to meter reading. The answer has always been not having meters. Every house on Licklog has a meter. I am currently asking MS Debra Clark of CWSNS to facilitate this but as of now has not been able to contact the person who can respond. We on Licklog are already paying too much. The water tastes so bad, most of us buy bottled water. It is used to flush toilets, run a dishwasher and in summer help to water an extremely small town house yard.
3. Appendix A-1, page 8, paragraph 6 sounds as if I need to hire an attorney to file a motion?

Thank you for your time and interest,  
Helen Sandra Findlay, 470 Licklog Ridge, Hayesville, North Carolina, phone-828 5574206.

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