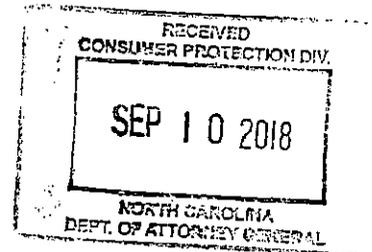


# OFFICIAL COPY

September 5, 2018

110 Big Rock Lane  
Lake Lure, NC 28746

Mr. David Drooz, Chief Counsel  
Public Staff-NCUC  
4326 Mail Station Center  
Raleigh, NC 27699-4300



OFFICIAL COPY

**FILED**

OCT 05 2018

Clerk's Office  
N.C. Utilities Commission

Oct 05 2018

Subject: Carolina Water Services, Inc. Docket No: ~~W-354~~, SUB-360

Dear Mr. Drooz:

I am writing to you regarding the above referenced rate increase request from Carolina Water Services, Inc. (CWS). For the past several years CWS has been requesting and receiving rate increases. Our rates are now 120% more than they were in 2014-15.

Why? There have been no apparent benefits to CWS customers from these rate increases. We only see CWS continuing to operate and maintain the existing system, which has been in place for many years. There have not been any significant improvements or upgrades made that would justify these rate increases in my opinion. Therefore I would like to strongly object to any additional rate increases.

Thank you for considering my objections in your deliberations about the proposed rate increase.

Sincerely,

  
Alan Leavens

W-354, Sub-360

RECEIVED  
CONSUMER PROTECTION DIV.

SEP 18 2018

FILED

OCT 05 2018

Clerk's Office  
N.C. Utilities Commission

The Honorable Josh Stein, Attorney General  
c/o Utilities Section  
9001 Mail Service Center  
Raleigh, NC 27699-9001

Dear Mr. Stein,

As a North Carolina home owner, I am writing to express my concerns regarding the 15% water and sewer rate increase requested by Carolina Water Service (CWS). This is the 5<sup>th</sup> rate increase requested in the last seven years and rates in the area have increased nearly 120% since 2004. In 2017, just last year, CWS received a 16% increase in their rates.

My wife and I believe in the conservation of natural resources and often use minimal water month to month. CWS currently has the right to charge us for water treatment even when we have no water use or consumption for the month. So despite our efforts and our limited water consumption and treatment our bills are always in the \$140+ range per month, even when we use no water for the entire billing cycle. So CWS makes their money no matter what our consumption is each month. (The water usage cost is usually under \$20 per month in a typical bill).

These rate increases are untenable for many citizens in this area. With salaries mostly flat for the last decade or so, it isn't fair to the citizenry to be burdened with water bills that have risen with such alarming regularity and at such high percentages.

We hope the needs of the people are prioritized over the profits of the utility.

Sincerely,



Christopher Dolman  
326 Woodland Circle  
Lake Lure, NC 28746

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Oct 05 2018