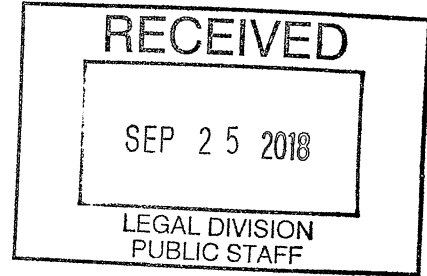


September 18, 2018

North Carolina Utility Commission  
C/O Mr. David Drooz,  
Chief Counsel, Public Staff,  
4326 Mail Service Center.  
Raleigh, North Carolina, 27699-4300



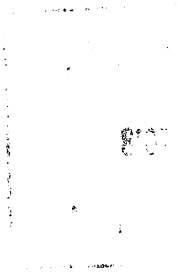
Dear Mr. Drooz,

We would like to thank the Commission for the opportunity to comment on the Carolina Water Service of North Carolina proposed "Uniform water and sewer rates for the Elk River development". I am presenting these comments as a representative of the Elk River community Property Owners Association that consists of 276 property owners located in Banner Elk, North Carolina. My contact information is as follow;

George Hall  
490 Clubhouse Drive, Unit C-3  
Banner Elk, North Carolina, 28604  
Telephone 828-898-1952 or 843-368-4321

By way of background, we are a private, seasonal club community of individual homes and condos officially open from May through October. While the community is accessible to member use the rest of the year, there are very few owners that actually use their residences during this time.

As a servicer, we have found Carolina Water to be a very satisfactory provider of water related services based on very minimum or no interruptions of service, their annual water quality report they distribute to our members, etc. Other than normal service maintenance/repair, we are not aware of the new investments listed in their letter dated May 29, 2018 and cited as justification for the proposed rate increases. Information on the specific items that benefit Elk River would better help us to understand the need and magnitude of the proposed rate increases.



Our members who all have homes in other parts of the country were generally shocked at the size of the proposed water rates compared to those of their winter residences.

The only significant Carolina Water investment we are aware of is the installation of meters a year or so ago to replace the system of fixed monthly charges that were not based on actual usage. We can only assume that in the absence of actual usage information that a good business oriented company like Carolina Water was still recovering their cost plus a profit.

We had the benefit of a good conference call with Public Utilities Engineer Gina Casselberry in the middle of August. We understand there will be no results from the Commission's review until after the date for the public hearings that we plan to attend on September 25<sup>th</sup>. We hope the results of the Commission's work will help to answer or eliminate many of our concerns and bring the proposed rates down to a more reasonable level. In the absence of access to the Commission's report, we felt it necessary to pose the following questions or concerns to you.

Questions, comments and/or concern

- \*It is not clear to us what, if any, actions or investments Carolina Water has made to benefit the Elk River community and justify the large increase in monthly residential water cost of 72.19% and sewer rates of 84.93%. As mentioned earlier, the only significant change we saw was the addition of meters that may in our opinion have added an unnecessary cost to their servicing.
- \*The items listed to justify the rate increase all appear to be capital investments or one time and not on-going operating expense. Is it reasonable to expect Carolina Water will reduce their rates when they recover their cost of Implementation?
- \*The proposed rate increases are heavily fixed cost that greatly reduces any focus on conserving water and very punitive for us and other seasonal communities like us in the Western North Carolina mountains.

\*We can only assume that Carolina Water knew they would be proposing a very significant rate increase when they installed the new meters. Almost all of our 114 owners on the sewer system and not septic tanks are in two or four owner unit buildings. If that fact had been known to us in advance, we could probably have reduced the need for individual meters by more than half and treated water as an Association expense. This would have greatly reduced the fixed cost of individual meters for water and sewer.

\*In reviewing the proposed rate increases, we noticed there is a difference in average customer water usage gallons versus sewer usage – 3,680 for water and 3180 for sewer. Is this a typo or recognition that all water used does not go into the sewer?

\*This may be a question for Carolina Water: If we are willing to pay the cost to change, is there any reason why we could not reduce the number of meters in our four and two unit buildings to one or possibly two?

In closing, we again thank the Commission for the opportunity to make comments and have them addressed by you at the scheduled hearings.

Sincerely,

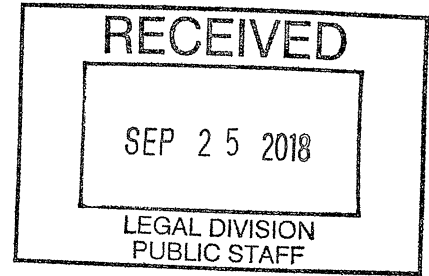


George Hall

CC: G Casselberry

September 14, 2018

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



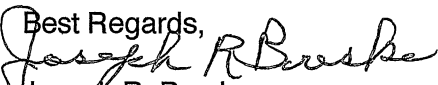
RE: Public Hearing - Asheville, NC - 7:00 P.M.  
Wednesday, September 25, 2018,  
Buncombe County Courthouse  
Court Room 1A, 60 Court Plaza  
RE: Carolina Water Service, Inc.

Dear Sir:

I wish to object to any further increases for a service charge or water increase fee requested by Carolina Water Service, Inc. Increases have been granted to this company and under the name of Utilities, Inc. constantly these past several years. Initially, our water bill were under ran \$17.00 - \$25.00, now our bill run \$54.77 - \$70.00 because of all the increases in service charges, currently \$24.44 + depending upon water usage. When I am away for a week or more (I shut down my water) I never get a reduction in my bill. I have called and been told you have a commode leaking water, even when I told them I shut the water down - they do nothing to refund the overcharge.

The Utility Commissioner has constantly increased all of this company's request without any consideration for the consumers and whether they can afford to pay their monthly bills - before we know it, if this keeps continuing our bills will be \$100.00+ dollars. This company provides water to many areas and states and I am sure they are making a very profitable fortune.

I respectfully request you enter my request to deny any further increases to Carolina Water Service, Inc. I live in Pleasant Hill Subdivision (13 Homes) next to Wood Haven Subdivision. My address and telephone number is listed below. I thank you in advance for any efforts you put forward to stop this increase Please submit my letter at the hearing on September 25, 2018.

Best Regards,  
  
Joseph R. Bresko  
1520 Old Town Way  
Hendersonville, NB 28739  
Tel. # 828-697-3588

RECEIVED

SEP 25 2018

LEGAL DIVISION  
PUBLIC STAFF

OFFICIAL COPY

Sep 28 2018

Amber Acres North, Phase III

We the following owners, residents of Amber Acres North Phase III object to the price increase request made by Carolina Water Service, Inc. of North Carolina for water and sewer utility service. We are a community of people with limited budgets/income and have had to pay price increases for this service for the last two years without any improvement or upgrades in our system or service. This company has a monopoly of these services in our area and we have no other options for water and sewer plus have received tax reductions earlier this year. Please do not allow this increase to happen.

Name Address Email or Phone Contact

- 1. Katherine Payne 5704 Hatch St. (919) 593-6311
- 2. Kezia Osborne 5709 Presentation St 845-541-5740
- 3. Larett y 1132 Amber Acres (919) 217-4323
- 4. Hope Thorppe 5705 Hatch St. (919) 555-4824
- 5. Kate Langenburg 5716 Woodfpl 862-2100-3242
- 6. Andy Minick 5716 Woodfpl 919-630-4560
- 7. John Mack 1609 Spawnp Place 915-319
- 8. Constance Hayes 1049 Amber Acres Lane (919) <sup>5156</sup>441-4080
- 9. Jon M. Smith 5717 Woodfpl Knightly
- 10. Phyllis Randle 5721 Hatch St 919-573-90
- 11. Nanda E. Brown 5717 Hatch St. 919-272-1264
- 12. Charles A. Robinson 1056 Spawnp place, 919 366-8525
- 13. Ancey Robinson 1050 Spawnp place 919-213-6469
- 14. \_\_\_\_\_
- 15. \_\_\_\_\_
- 16. \_\_\_\_\_

Please sign and return this petition to address at top of form no later than September 1

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514 Daniels Street Suite 312  
Raleigh, NC 27605  
919-834-1155 office  
919-231-6426 fax  
919-625-3574

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Sep 28 2018

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Name	Address	Email or Phone Contact
1. <i>Charlotta Battle</i>	<i>5733 Presentation St</i>	<i>919-604-6360 cdbattle99@gmail.com</i>
2. <i>Joseph Battle Jr.</i>	<i>" "</i>	<i>jbattlejunior@yahoo.com</i>
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Name	Address	Email or Phone Contact
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1. PAUL MURPHY 1008 Amber Acres Lane, Knightdale, NC 27545 919-610-4115
2. Kim Cuccinno-Murphy 1008 Amber Acres Lane, Knightdale, NC 27545 919-609-1096
3. Isabella De la Cruz 1008 Amber Acres Lane Knightdale, NC 27545 - 919-610-4115
4. Anne Lakin 1008 Amber Acres Lane Knightdale, NC 27545 919-266-4950
5. \_\_\_\_\_
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Name	Address	Email or Phone Contact
1. Gwen Blackman	5720 Presentation St	gblack462003@yahoo.com
2.	Knightsdale NC	
3.	27545	
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Name	Address	Email or Phone Contact
1. <i>Dorcy Barber &amp; Bettie Barber</i>		
2. <i>1129 Amber Acres Dr. Knightdale NC 27545</i>		
3. <i>(919-266-6669)</i>		
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Name	Address	Email or Phone Contact
1. Monica Patterson	1024 Amber Acres Lane	919-614-1791
2.	Knightdale, NC 27545	
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Name	Address	Email or Phone Contact
1. Helen Watson	5732 W 8th Pl	helen.watson2016@gmail.com
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Name	Address	Email or Phone Contact
1. ALICE KENANI	1028 SPAWN PLACE KACHTHDALE NC 27545	KenaniAlice@yahoo.com 919-523-6690
2. _____		
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Name	Address	Email or Phone Contact
1. <i>Percy D. Edwards Sr.</i>		<i>919-266-9477</i>
2.	<i>1029 Amber Acres Lane, Knightdale, NC</i>	<i>27545-7911</i>
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Name Address Email or Phone Contact

1. Stephanie Deans 1113 Amber Acres Lane, Knightdale NC 919-2178572

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*Stephanie Deans 9-9-18*

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514 Daniels Street Suite 312  
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919-625-3574

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Name	Address	Email or Phone Contact
1.	Kiah Hemby 1024 Spawm P Knightdale NC 27545	Kiah.Hicks@yahoo.com
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