

OFFICIAL COPY

W-354 sub 356

Casselberry, Gina

From: William Glance <ncbillg@gmail.com>
Sent: Monday, June 26, 2017 3:19 PM
To: Casselberry, Gina
Subject: Water Rate Increase

FILED

JUN 26 2017

Clerk's Office
N.C. Utilities Commission

Dear Ms. Casselberry,

My name is William S. Glance and I live in Carolina Trace, 49 Indian Trail, Sanford NC. I recently received a notice from Carolina Water Service of North Carolina (billed as Utilities, Inc) (docket #W-354. Sub 356) that they are proposing an increase in our base rate of approximately 29%. I believe this request is outrageous. I am asking you and all the other members of the North Carolina Utilities Commission to disallow this request.

Thank You,

William S. Glance

Casselberry, Gina

From: Eric E. Timm <eric@timm.com>
Sent: Monday, June 26, 2017 3:22 PM
To: Casselberry, Gina
Cc: Beverly Timm
Subject: Carolina Water Service, Inc. planned increase (Docket W-354 Sub 356)

Ms. Casselberry...

I am writing to register my objection to Carolina Water Service, Inc.'s request for a greater than 60% increase in our water rates for the Bradfield Farms subdivision in Mecklenburg County.

Although I understand the need to periodically raise rates to pass through rising costs for a regulated utility, I have a hard time understanding the need for a 68.04% increase in water rates and a 61.26% increase in sewer rates. If this is really needed, it points to serious mismanagement of Carolina Water Service's business, and a lack of planning for more gradual rate increases.

I am not aware of any extraordinary circumstances, such as a natural disaster, that would result in such a large increase in fees. Additionally, the Bradfield Farms neighborhood has not had any new homes construction for at least the past 5 years, so I have a hard time believing that the infrastructure costs would be rising this rapidly.

Again, I am not in opposition to a reasonable increase in rates to keep up with general costs. This requested increase is not at all reasonable, and I request that the Public Utilities Commission consider denying this request (or substantially scaling it back).

Please let me know if there is anything else I need to do in order to protest this increase.

Regards,

Eric E. Timm
10711 Jardin Way
Charlotte, NC 28215
704-905-3415

Casselberry, Gina

From: laura layton <lauraleelayton@gmail.com>
Sent: Monday, June 26, 2017 1:46 PM
To: Casselberry, Gina
Subject: Carolina Trace water bills--Sanford NC

Dear Gina,

The proposed rate increase for our water bills is so alarming. Why is it that in CT there is no water usage in the base rate. This is the 1st time I have lived any where that they calculated the bill in this manner. It is also my understanding that they charge for sewer for the amount for the same amount that you use. Which all is not going into sewer lines, watering grass and gardens for instance. I am a single older woman who pays only dollars less for water than for I do for power as it is. This is crazy! What can we do about this?

Sincerely,
Laura Layton
Cell 217-621-7517
Resident of Carolina Trace

Casselberry, Gina

From: aaron weier <aaronweierow19@yahoo.com>
Sent: Monday, June 26, 2017 1:29 PM
To: Casselberry, Gina
Subject: Stop to the increase in utilities

Ms. Gina,

I oppose the proposal of increasing the rate of utilities. I spend many months away from my house because I am in the military. This year I will be paying in excess of 500 dollars for utilities and I haven't even physically been at my house for. The base charge can not be increased its not morally or ethically right.

Thank you,
Aaron Weier
195 Saw Timber
Sanford, NC 27332
586-804-4750

Sent from Yahoo Mail on Android

Casselberry, Gina

From: Kevin Ozee <kevin.ozee@gmail.com>
Sent: Monday, June 26, 2017 1:02 PM
To: Casselberry, Gina
Subject: Utilities inc request to increase water rates.

Ms. Casselberry,

it has come to my attention that Utilities Inc is requesting permission to hike the base rate for water and sewer services in Carolina Trace. As a Carolina Trace resident, and having lived in the Harnette / Lee county area for the last nine years I can attest that the rates for water and sewer in Carolina Trace are already almost double what they are elsewhere in the county and that at no perceived benefit over county water. When this petition is brought before you, please vote no.

Sincerely

Kevin Ozee, concerned resident.

Casselberry, Gina

From: tom68999 <tom68999@gmail.com>
Sent: Monday, June 26, 2017 11:48 AM
To: Casselberry, Gina
Subject: Utilities Inc rate increase proposal.

My name is Thomas A Dean and I reside in Carolina Trace. I have read the proposed rate increase requested by Utilities, Inc. I can see no justification for an increase. The water we receive is purchased from the city of Sanford and there has been no increase for that water. Same applies to the sewage, it is piped to the city of Sanford for treatment. I believe they are raising our rates to gain capital to purchase additional systems elsewhere as part of thier growth plans. I urge the commision to deny the rate increase. Thanks for your attention.

Thomas A Dean
219 Topside
Sanford, NC 27332

Sent from my Samsung Galaxy Tab®4

Casselberry, Gina

From: Tom and Brenda Spence <tom-brenda@charter.net>
Sent: Monday, June 26, 2017 10:28 AM
To: Casselberry, Gina
Subject: Regarding the water bill at Carolina Trace in Sanford

Dear Gina,

If you will pass on our letter of concern about our water bill, my husband and I will greatly appreciate it.

Dear Commission Members,

It is our understanding that our water bill may increase by 29% and the monthly rate will be over \$75.00 before any water is even used. We ask that the commission please consider what a problem this will be for a number of our residents here in our community who have retired with fixed incomes.

We respectfully request that you not raise our water bill or least not raise it by 29%. Any thoughtful consideration by the commission will be greatly appreciated.

Thank you for your assistance in this matter.

Brenda and Tom Spence
294 Fairway Lane
Sanford, NC 27332

Casselberry, Gina

From: David Smoak <dsmk123@gmail.com>
Sent: Friday, June 23, 2017 3:15 PM
To: Casselberry, Gina
Subject: CWSNC Rate Increase proposal

Ms. Casselberry, I am writing to oppose the rate increase proposed in Docket No W-354, sub 356 by CWSNC. I have reviewed the information packet from CWSNC and find their proposed change will increase my utility bill by almost 18%.

CWSNC is obviously trying to increase their monthly guaranteed income by increasing our base charges by such a large percentage. This outrageous increase will have three effects:

1. It will increase the base cost of every resident household in Carolina Trace from \$49.46 (outrageous already!) to \$75.54 before a single drop of water is even used.
2. It will penalize the seniors, single residents and small families that use a lot less than the 3,980 gallons quoted by CWSNC. For my last month's bill of \$73.38 it would have been \$86 instead.
3. This will actually discourage water conservation. I am a real-world example. If I am now a good, conservative consumer of water under the current system, I will consciously choose not to be in the future. This rate increase will tell me that if I flagrantly use twice as much water as I currently use, my bill will increase a meager \$10! These large base charges really minimize the importance of water conservation.

I strongly encourage the NCUC to deny this proposed rate structure. The reliance on base charges to provide such a large proportion of CWSNC's income is against our community values for the environment and is not in the best interest of CWSNC to provide the best value of their actual product which is the sale of water and sewage services.

Respectfully,
David Smoak
96 Northridge Trail
Sanford, NC 27332
Carolina Trace service area

Casselberry, Gina

From: Carrie McPeck <cmcpeek@yahoo.com>
Sent: Friday, June 23, 2017 4:14 PM
To: Casselberry, Gina
Subject: Carolina Trace Utilities Water Rate Increase

Hi Gina,

I am very concerned about a rate increase that is proposed for water in Sanford--particularly Carolina Trace. I just moved here in January, and my bill is 3-4 times as much as I paid in Durham. I don't use a lot of water, and the base rate increase will affect my bill significantly.

Is there a reason there needs to be a rate increase? It seems to me that we are already paying extremely high rates for our water.

Thanks, Carrie

Casselberry, Gina

From: Kim Padian's <bopadian@aol.com>
Sent: Friday, June 23, 2017 5:04 PM
To: Casselberry, Gina
Subject: Sewer operations

I am writing in protest to the proposed rate hike for the uniform flat rate. We have had 2 rate hikes since May 2015. Now the proposed hike of 14.60% is absurd to me. Please pass my vote "NO" to the commission.

Thank you,
Kim Padian

Sent from my iPad

Casselberry, Gina

From: sharon.harless@yahoo.com
Sent: Friday, June 23, 2017 6:06 PM
To: Casselberry, Gina
Subject: Carolina Utilities Commission

I live in Carolina Trace, Sanford, NC and have received the proposed rate hikes for our water and sewer useage. Although the percentage for us is not as great as some areas, the base is greatly increased and my bill will nearly double. My husband and I are retired and we certainly don't waste water, but this increase will deeply affect our budget. Our Utilities bill will be higher than our electric. Please convey our concerns to the board as we have a great deal of retired neighbors in Carolina Trace. A small increase would be acceptable as everything does go up, but not to nearly double. My average bill is \$74.00 and the minimum will increase to \$134.00!! If you or the board has a question please contact me at this email or by phone 304-638-1549. Thank you for your time. Sharon McDonie. 1720 Margarita Lane Sanford, NC. 27332 Sent from my iPhone

Casselberry, Gina

From: Donna Fancher <donna.fancher@gmail.com>
Sent: Saturday, June 24, 2017 7:15 AM
To: Casselberry, Gina
Subject: Water bill

After reading the proposals I am quite upset knowing the cost of what other people who have Wells pay for water. Compared to what we used to pay for water when we lived up north this water bill is shocking. I luckily still work my husband is retired but for people who are retired like my 96-year-old father this is a huge imposition on them financially. With all the cost going up around us, a basic necessity like water should not cost more than fuel oil. This is a major deterrent for attracting people to move to our beautiful area of North Carolina. Any voice that can support us would be greatly appreciated. Thank you for all you do.

Donna Fancher, RN
1967 Wedgewood drive
Sanford, NC. 27332

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Donna Fancher

Casselberry, Gina

From: Joe Teegardin <jteegardin@gmail.com>
Sent: Sunday, June 25, 2017 11:48 AM
To: Casselberry, Gina
Subject: CTrace Rate increase

This is absurd! We moved here from Currituck a couple of weeks ago. The rates we were quoted are already 3 times what we paid there, and now you want an increase ? No way can see justification!☹
Sent from my iPhone

Casselberry, Gina

From: Tom Mathis <tmathis@ec.rr.com>
Sent: Monday, June 26, 2017 7:13 AM
To: Casselberry, Gina
Cc: Earnie Chance
Subject: Public Staff Attorney

**In doing some research, I found that a Ms. Gina Holt back in 2014, helped the residents of Bent Creek fight a rate increase. She was a staff Attorney with the Public Staff.
Is she still at your office?**

The increase she fought (and apparently succeeded in a reduction) at Bent Creek was much less than what we are facing.

**Our increase is: 85% on the Flat Rate
305% on the Water Usage**

In the state of California, if a majority (50% + 1) of the property owners who pay a water bill submit written protests at a hearing, the provider cannot raise rates as proposed.

What about NC? I have tried to search the NC General Statutes to see if a similar provision exists.

Again, thanks for your time...

Thomas H. Mathis 105 Robert Stephenson Dr (Treasure Cove) Wilm, NC 28411

Casselberry, Gina

From: Reece Bridges <rbridges@att.net>
Sent: Monday, June 26, 2017 7:47 AM
To: Casselberry, Gina
Subject: Carolina Water Service Docket # W-354, SUB 356

> Dear Ms. Casselberry,

>

> I am a homeowner in Sapphire Valley at 174 Kestrel Ct. Eagle Ridge Sapphire, NC 28774. The proposed sewage rate increase is 69.54% and with the water usage rate increase will double our monthly bill. This is a 2nd home that we use as a vacation home. Most of each month the home is not used with no water usage or sewage. Many communities have a sewage rate based on the lowest 3 months of water usage, that would be more realistic for 2nd homes only partially used. I do not want to subsidize others sewage and double my monthly water & sewage bill. Hopefully a better plan can be worked out that is more realistic based on usage.

> Respectfully,

> Reece Bridges

> Cell: (706) 691-6057

> Email: rbridges@att.net

Casselberry, Gina

From: Gale Watson <gwatsonjr@gmail.com>
Sent: Monday, June 26, 2017 8:31 AM
To: Casselberry, Gina
Subject: Utilities Inc rate increase for Carolina Trace

Hello Gina,

Could you please pass on to the State Utility Commission that I oppose the rate increase proposal by Utilities Inc for Carolina Trace in Sanford NC.

We already pay higher than average water rates than most and this increase it to our base consumption which means I would pay an increase before I use one drop of water.

Thank you for your time.

Gale Watson

Casselberry, Gina

From: Arlene Brencsons <thesilvermonger@gmail.com>
Sent: Monday, June 26, 2017 8:32 AM
To: Casselberry, Gina
Subject: Rate Increase

As retirees on a fixed income, we are shocked at the proposed increase in water and sewer services at Carolina Trace! As we already pay more than the rest of Sanford, this is unconscionable. Please register our deep concerns.

Marc and Arlene Brencsons
16 Traceway
Sanfprd NC 27332

Casselberry, Gina

From: Patrick Cunningham <p30cunn@gmail.com>
Sent: Monday, June 26, 2017 12:03 PM
To: Casselberry, Gina
Subject: Carolina Water Service Proposal - Concerns from a Carolina Trace Resident

Ms. Gina Casselberry,

Good morning!

My neighborhood community website informed me this morning that the Carolina Water Service of North Carolina (billed here as Utilities, Inc) (Docket # W-354, Sub 356) is proposing a significant rate increase in the cost of our water and sewer service.

This increase would inflate our water bills by roughly 29%, with almost all of that increased payment going towards the base charge.

We would be paying a minimum of \$75.54 before any water leaves our faucet.

I work on Fort Bragg, as do many of my fellow Carolina Trace residents, as Soldiers and Airmen. I am training to be a Psychological Operations Officer, which means a lot of time away from home. The same can be said for our residents serving in any of the units within Fort Bragg's 18th Airborne Corps; who are often called upon to get ready, deploy, and win in training or real-life scenarios across the globe. Often these exercises are unannounced, and can create a bit of chaos on the "homefront." Extra financial pressure on some of our junior service members is sometimes enough to cause their major source of strength - the family - to suffer.

If there was any way we could prevent this Water Service rate increase, I would greatly appreciate it. I know my neighbors would be extremely grateful as well, as would the men and women who live in Trace and serve our nation.

Please let me know if there is anything I can do to assist with the prevention of this water service cost increase.

Very Respectfully,
Captain Patrick D. Cunningham
p30cunn@gmail.com
patrick.d.cunningham8.mil@mail.mil
(845) 699-1488

Casselberry, Gina

From: Al & Billie Zulich <alan@traceliving.com>
Sent: Sunday, June 25, 2017 11:22 AM
To: Casselberry, Gina
Subject: CWSNC vs areas served
Attachments: cwsnc proposed increase zulich 25june2017.pdf

92 Northridge Trail
Sanford, NC 27332
June 24, 2017

Ms. Gina Casselberry
North Carolina Utilities Commission
Dobbs Building
430 North Salisbury Street
Raleigh, NC 27603-5918

Re: Carolina Water Service of North Carolina (CWSNC) vs. areas served
Docket # W-354, Sub 356

Dear Ms. Casselberry:

We just received the proposal from the Carolina Water Service of North Carolina (CWSNC) (Docket # W-354, Sub 356), wherein they are proposing a significant rate increase in all of their areas served. Performing the calculations on the rates proposed, our water bill will increase about 29%, virtually all of it before a single drop of water leaves the tap. As North Carolina residents are a captive audience in the CWSNC areas served, we are counting upon the NCUC to protect our interests. Ms. Casselberry, in light of this, we urge you and the Commission to consider the following before you approve this increase:

Tie any rate increase to inflation. We understand that the cost of everything increases over time. However, the annual increase in the Consumer Price Index has been negligible over the past five years. Therefore a 29% increase in our water bill is not justified, and we request you reject the request.

Tie any rate increase to actual water usage. If the proposal is approved as stated, **our water bill will increase to \$75.54 each month, before a single drop of water leaves the tap!** I worked in Government service for over 30 years and thoroughly understand overhead and infrastructure costs. In virtually all industries, infrastructure costs are tied directly to the stresses put upon the system. Therefore, CWSNC is asking you to approve a rate increase of \$26.08 on every household for doing nothing; a free gift! The current base charge per household is \$49.46, already outrageous and unjustified. If any rate increase is approved by the Commission, we urge you to tie the increase to water usage, not base costs.

Encourage water conservation. I worked as a professional biologist for over 40 years, with a strong environmental background. We would like to think that water conservation is on the minds of most residents of North Carolina, especially a utility whose success is based upon the availability of water. However, instead of rewarding conservation efforts, this proposal gives the highest price breaks to the highest users. We use about 1000 gallons of water a month. As proposed, we would pay \$81.00 for those 1,000 gallons, yet we would be able to triple our water usage for only an additional \$11.00! That makes no sense, and offers no incentive to conserve.

Ms. Casselberry, we would like to thank you and the Commission for the opportunity to respond, and hope you will consider the above in your decision.

If you have any questions, you may call us at 919-897-2168.

Sincerely,

Alan & Billie Zulich