

1 PLACE: New Hanover County Courthouse
 2 Wilmington, North Carolina
 3 DATE: Wednesday, August 29, 2018
 4 TIME: 7:00 p.m. - 7:07 p.m.
 5 DOCKET NO: W-354, Sub 360
 6 BEFORE: Chairman Edward S. Finley, Jr., Presiding
 7 Commissioner TONOLA D. Brown-Bland
 8 Commissioner Jerry C. Dockham
 9 Commissioner James G. Patterson
 10 Commissioner Lyons Gray
 11 Commissioner Charlotte A. Mitchell
 12
 13 IN THE MATTER OF:
 14 Application by
 15 Carolina Water Service, Inc. of North Carolina,
 16 4944 Parkway Plaza Boulevard, Suite 375,
 17 Charlotte, North Carolina 28217,
 18 for Authority to Adjust and Increase Rates
 19 for Water and Sewer Utility Service in
 20 All of Its Service Areas in North Carolina, Except
 21 Corolla Light and Monterey Shores Service Area
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 23 VOLUME: 2
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A P P E A R A N C E S:

FOR CAROLINA WATER SERVICE, INC. OF NORTH CAROLINA:

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FOR THE USING AND CONSUMING PUBLIC:

Gina C. Holt, Esq.

Public Staff - North Carolina Utilities Commission

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T A B L E O F C O N T E N T S

E X A M I N A T I O N S :

DAVID HOLSINGER
Direct Examination by Ms. Holt..... 7

E X H I B I T S

IDENTIFIED / ADMITTED

No exhibits of record.

P R O C E E D I N G S

1
2 CHAIRMAN FINLEY: Let's come to order,
3 folks. Good evening. We'll come on the record. My
4 name is Edward Finley and with me this evening are
5 Commissioners ToNola D. Brown-Bland, Jerry C. Dockham,
6 James G. Patterson, Lyons Gray, and Charlotte
7 Mitchell.

8 The Commission now calls to order hearing at
9 this time for the purpose of taking consumer, public
10 witness testimony in Docket Number W-354, Sub 360, In
11 the Matter of the Application of Carolina Water
12 Service of North Carolina for Authority to Increase
13 Rates for Water and Sewer Utility Service in Its
14 Subdivisions in North Carolina, Except for Corolla
15 Light and Monteray Shores Service Areas.

16 On April 27, 2018, Carolina Water Service
17 filed an Application with the Commission seeking
18 authority to increase its rates for water and sewer
19 utility service in all of its service areas in North
20 Carolina, effective May 1 -- or May 27, 2018. The
21 Company is proposing to increase the water and sewer
22 rates for its four rate divisions approved in the last
23 general rate case in Docket Number W-354, Sub 356, and
24 is also proposing uniform water and sewer rates for

1 Elk River Development.

2 In addition, the Company is requesting
3 authority to implement a Consumption Band Water and
4 Wastewater Rate Adjustment Mechanism within each of
5 the Company's rate divisions.

6 And on May 22, 2018, the Commission issued
7 an Order Establishing General Rate Case, Suspending
8 Rates, Scheduling Hearings and Requiring Customer
9 Notice. Pursuant to this Order, the Commission
10 declared this proceeding to be a general rate case and
11 suspended the proposed rates for up to 270 days.
12 Additionally, the Company (sic) scheduled the
13 Application for evidentiary hearing on
14 October 16, 2018, in Raleigh, and scheduled this
15 public witness testimony hearing for this date, at
16 this time, and in this place.

17 On May 30, 2018, the Company filed an
18 ongoing three-year WSIC/SSIC plan.

19 Numerous customer statements of position
20 have been filed in the docket.

21 Pursuant to the State Ethics Act, I'll
22 remind all members of the Commission of their duty to
23 avoid conflicts of interest, and inquire whether any
24 member of the Commission has a known conflict of

1 interest with regard to the matters coming before the
2 Commission this evening?

3 (No response)

4 There appear to be no conflicts, so we will
5 proceed. I call upon the counsel for the parties to
6 make their appearances known, please.

7 MS. SANFORD: Thank you, Chairman Finley.
8 I'm Jo Anne Sanford here for Carolina Water Service of
9 North Carolina. With me at counsel table is Matthew
10 Klein who is the State President, and Brice Mendenhall
11 who is Vice President of Operations. If I might very
12 quickly, there are two other employees in the audience
13 and I'll ask them to raise their hand, Deb Clark who
14 is the Communications Coordinator, and Renee Guay who
15 is the Compliance Manager. Thank you.

16 MS. HOLT: Good evening. I'm Gina Holt with
17 the Public Staff here on behalf of the Using and
18 Consuming Public, and with me tonight is Public Staff
19 Engineer Gina Casselberry.

20 CHAIRMAN FINLEY: Mr. Holsinger, I think
21 you're the only witness we've got. So I usually go
22 through a great list of instructions but we're going
23 to sort of wing it tonight so you can come on up and
24 be sworn and we'll hear your testimony please. Come

1 around here and be seated and we'll swear you in.

2 DAVID HOLSINGER;

3 having been duly sworn,

4 testified as follows:

5 DIRECT EXAMINATION BY MS. HOLT:

6 Q Please state and spell your name for the record,
7 please.

8 A David Holsinger, D-A-V-I-D H-O-L-S-I-N-G-E-R.

9 Q And what is your address and in which -- in what
10 subdivision do you live?

11 A 136 Azalea Drive, Hampstead, North Carolina, in
12 the Belvedere Subdivision.

13 Q Thank you. Please proceed.

14 A I came down just to make a statement.

15 CHAIRMAN FINLEY: Speak up so they can hear
16 you over there, please.

17 A I just came down to make a statement. After
18 receiving the notice of the rate increase, I was
19 surprised that Carolina Water petitioned for a
20 rate increase at this time when we just had a
21 rate increase a year or so ago, and in --
22 especially at this time when we've had a
23 corporate tax reduction they would come in and
24 ask for an additional rate increase. My

1 instance, my water bill has increased nearly
2 40 percent in the last couple of years and there
3 have not been any changes in my household. And
4 so I would ask that the Commission to not grant
5 the increase at this time.

6 CHAIRMAN FINLEY: Thank you, sir. Are there
7 other questions of -- are there questions of
8 Mr. Holsinger?

9 BY MS. HOLT:

10 Q Mr. Holsinger, do you have -- have you had any
11 service related problems?

12 A We have the usual when they flush. They take a
13 couple of days to flush the water. They do
14 advertise it. But we are basically having to
15 turn everything off during the flushing events
16 for that because there will be staining of
17 clothes and things, and we have to run the water
18 afterwards, of course, to clear it out.

19 Q Do they provide you notice?

20 A They do.

21 Q Of flushing?

22 A They do. They -- sometimes we get a text,
23 type -- a phone call on our system. Some days it
24 will be out on the sign out in front of the

1 subdivision. So it happens. I'm gone during the
2 day so I won't run water or anything at those
3 times.

4 We've had some minor water --
5 we've had some issues with water pressure from
6 time to time with that and getting notices.
7 We've had a number of notices I guess about
8 boiling water or either having low pressure or
9 some issues going on, so we have had notices of
10 that as well, the inconvenience.

11 Q And how many years did you say you've been living
12 in Belvedere?

13 A I think I'm going on my fifth year?

14 MS. HOLT: Thank you.

15 MS. SANFORD: I have no questions.

16 CHAIRMAN FINLEY: Mr. Holsinger, we
17 appreciate you coming out tonight. Did you have to
18 face the traffic coming down here from Hampstead?

19 THE WITNESS: I work in Wilmington.

20 CHAIRMAN FINLEY: Oh, good for you. I had
21 to face it so.

22 (Laughter)

23 CHAIRMAN FINLEY: We appreciate it.

24 THE WITNESS: Thank you.

1 CHAIRMAN FINLEY: We're early in the process
2 so the Public Staff will do its audit, and you can
3 follow it on the web page, and we'll have the hearing
4 in Raleigh in October.

5 THE WITNESS: Thank you, sir.

6 CHAIRMAN FINLEY: Thank you, sir.

7 (The witness is excused.)

8 CHAIRMAN FINLEY: Is that all the witnesses
9 you have, Ms. Holt?

10 MS. HOLT: Yes.

11 CHAIRMAN FINLEY: All right. With that
12 being the case, the hearing shall be adjourned.

13 (WHEREUPON, the proceedings were adjourned.)

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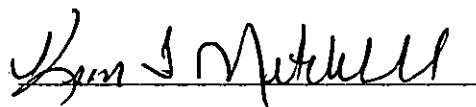
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C E R T I F I C A T E

I, KIM T. MITCHELL, DO HEREBY CERTIFY that
the Proceedings in the above-captioned matter were
taken before me, that I did report in stenographic
shorthand the Proceedings set forth herein, and the
foregoing pages are a true and correct transcription
to the best of my ability.



Kim T. Mitchell
Court Reporter II

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