

OFFICIAL COPY

Threatt, Linnetta

From: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Sent: Thursday, September 20, 2018 10:12 AM
To: Statements
Cc: Little, John; Holt, Gina
Subject: FW: W-354, Sub. 360 Carolina Water Service, Inc. of North Carolina Position Statement

From: Casselberry, Gina
Sent: Thursday, September 20, 2018 10:11 AM
To: 'President VTPOA' <presvtpoa@gmail.com>
Subject: RE: [External] Aqua rate hike request

Mr. Taylor

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
Utilities Engineer
Public Staff – Water and Sewer Division
Phone: 919-733-0890
Fax: 919-715-6704
gina.casselberry@psncuc.nc.gov

From: President VTPOA [<mailto:presvtpoa@gmail.com>]
Sent: Thursday, September 20, 2018 10:02 AM
To: Casselberry, Gina <gina.casselberry@psncuc.nc.gov>
Subject: [External] Aqua rate hike request

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to Report Spam. <<mailto:report.spam@nc.gov>>

Gina,

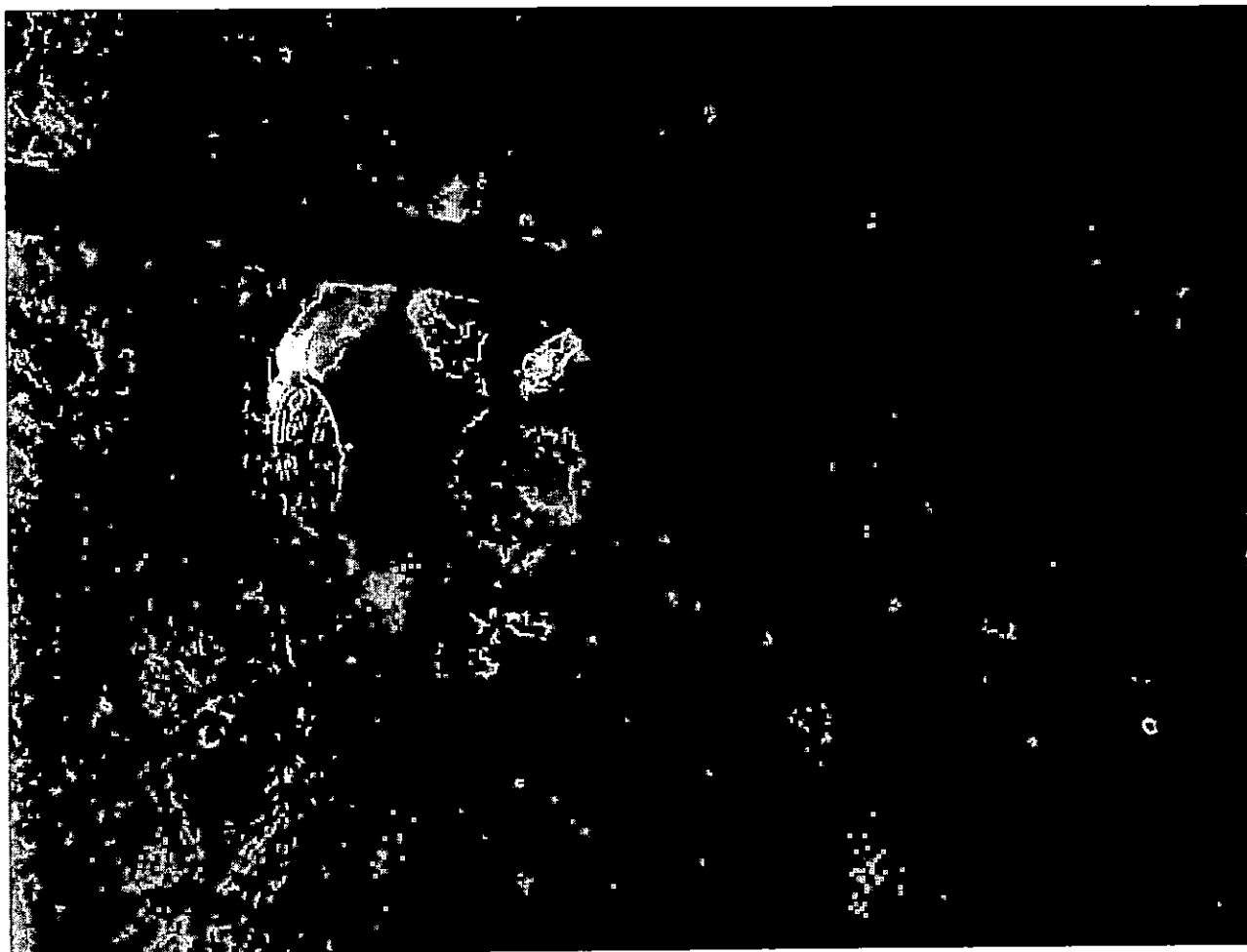
I am hopeful that the commission will consider ongoing sewage releases that have been ongoing for many year at Carolina Trace. These have been ongoing for more than 10 years. I personally experienced one at my lot, which was later shown to be the result of a neighbors actions, but overflow from manholes around Carolina Trace are not a result of a neighbor- they rest squarely on the water/sewage company. Water rates and sewage rates have more than doubled since I personally have lived here, but resolution of old problems is as far away as ever. The following photos were taken on last Saturday and Sunday.

I also wish to bring attention to two different breaks which had to be repaired(they did a pretty quick job of repairing, by the way), however, numerous of our residents have complained that in neither instance have they (and I) received a boil water notification, or rescission of that order.

I think the water company here at Carolina Trace in Sanford has a long way to go in resolving past issues, which have clearly not been resolved by all the recent rate hikes.

Feel free to contact me if you have further questions.

David W. Taylor
President
Village at Trace Property Owners Association





Sent from David's iPad

Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.