

**Campbell, Kimberley**

**From:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Sent:** Thursday, March 12, 2020 4:43 PM  
**To:** Statements  
**Cc:** Grantmyre, William; Luhr, Nadia; Creech, William; Furr, David  
**Subject:** Docket No. W-1324, Sub 0: Springdale Water and Sewer, LLC - Springdale Estates and Springdale Country Club

FYI

Mike Franklin  
Water, Sewer & Telephone Division - Public Staff  
430 N. Salisbury Street, Suite 2074  
4326 Mail Service Center  
Raleigh, NC 27699-4300  
Ph: (919) 715-2666

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**From:** Franklin, Mike  
**Sent:** Thursday, March 12, 2020 4:36 PM  
**To:** Cliff Stovall <cstovall@bellsouth.net>  
**Subject:** RE: [External] Springdale Water Public Hearing in Waynesville

Cliff, Thanks for your email and providing a statement at the hearing. The Public Staff is aware of Mr. Boss' role in Springdale Golf Partners, LLC and Springdale Water & Sewer, LLC. However, since he is a resident he is allowed to provide a statement.

Mike Franklin  
Water, Sewer & Telephone Division - Public Staff  
430 N. Salisbury Street, Suite 2074  
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**From:** Cliff Stovall <cstovall@bellsouth.net>  
**Sent:** Thursday, March 12, 2020 11:50 AM  
**To:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Subject:** [External] Springdale Water Public Hearing in Waynesville

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Dear Mike,  
It was a pleasure meeting you last evening.  
Thank you and the others from your office for  
holding such a well run hearing.

We were certainly afforded every opportunity  
to speak and thanks also for not cutting us off as  
we ran over 5 minutes. That was very kind.

One thing that disturbed me last evening and still  
seems questionable.

The last person to speak, who did not sign in but  
decided at the last call to speak was **Michael Boss**.

He is a resident who moved there in 2017.

**I believe that he has a conflict of interest; but  
if not that at least his comments surely seemed  
inappropriate for the following reason:**

Mr. Boss put the deal together for the West  
family to buy Springdale because the previous  
owner had dismissed the Wests in their first offer.

After the purchase, negotiated by Mr. Boss, he was  
made the General Manager.

He decided to quit as General Manager after about  
one year.

Some time after that (and this is what he told  
me personally when I confronted him about the  
rate hike request): **"I put together the application for  
the rate hike at Lex" (Lex West) request."**

It was signed by Buddy Lawrence, Mr. Boss replacement  
as General Manager. Mr. Boss name appears at least  
once and perhaps more in the submission.

I may be incorrect, and since he is a resident, he may  
be allowed to speak or present his statement but  
it surely does not appropriate.

If I am incorrect just let it drop.

Thanks for at least reading this email.

Sincerely,  
Cliff Stovall

## Campbell, Kimberley

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**From:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Sent:** Thursday, March 12, 2020 4:40 PM  
**To:** Statements  
**Cc:** Grantmyre, William; Luhr, Nadia; Creech, William; Furr, David  
**Subject:** Docket No. W-1324, Sub 0: Springdale Water and Sewer, LLC - Springdale Estates and Springdale Country Club

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---

**From:** Franklin, Mike  
**Sent:** Thursday, March 12, 2020 4:38 PM  
**To:** pcavacos06 <pcavacos06@gmail.com>  
**Subject:** RE: [External] Springdale Water Rate Hike

Mr. Cavacos,

Thank you for your email concerning the request by Springdale Water & Sewer, LLC for a Facility franchise and rate increase. A copy of your message and this response will be given to the Chief Clerk of the North Carolina Utilities 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.

Mike Franklin  
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**From:** pcavacos06 <[pcavacos06@gmail.com](mailto:pcavacos06@gmail.com)>  
**Sent:** Wednesday, March 11, 2020 8:44 AM  
**To:** Franklin, Mike <[Mike.Franklin@psncuc.nc.gov](mailto:Mike.Franklin@psncuc.nc.gov)>  
**Subject:** [External] Springdale Water Rate Hike

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Mike,

I am sending you this email to oppose the water rate hike proposal.

I agree that a rate hike may be needed but the amount requested is excessive.

My current quartally bill is around \$220 for water & sewage.

As you can see a 200% increase would cause some financial strain for my family.

Thank you

Pete Cavacos

Sent from my T-Mobile 4G LTE Device

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## **Campbell, Kimberley**

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**From:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Sent:** Wednesday, March 11, 2020 7:16 AM  
**To:** Statements  
**Cc:** Grantmyre, William; Luhr, Nadia; Creech, William; Furr, David  
**Subject:** Docket No. W-1324, Sub 0: Springdale Water and Sewer, LLC - Springdale Estates and Springdale Country Club

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-----Original Message-----

From: Franklin, Mike  
Sent: Wednesday, March 11, 2020 7:14 AM  
To: 'Sam Nifong' <nifong.sam@gmail.com>  
Subject: RE: [External] Springdale Water & Sewer

Mr. Nifong,

Thank you for your email concerning the request by Springdale Water & Sewer, LLC for a Facility franchise and rate increase. A copy of your message and this response will be given to the Chief Clerk of the North Carolina Utilities 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.

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-----Original Message-----

From: Sam Nifong <nifong.sam@gmail.com>  
Sent: Tuesday, March 10, 2020 7:32 PM  
To: Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
Subject: [External] Springdale Water & Sewer

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Mr. Franklin Sir,

My name is Edwin Nifong. As a homeowner in the Springdale Country Club, I would like to share my thoughts about the proposed rate increase for water and sewer. Not only is the proposal excessive, it is outrageous. I bought this property in 2017 with intentions of retiring here. I understand increases are necessary, but not to the extent of what is being proposed here. I have researched Canton water and sewer pricing, and I am hoping that the NC Utilities Commission will take this into consideration before agreeing to letting Springdale Management dictate the lives and welfare of the members of the Springdale Community.

Sincerely,  
Edwin Nifong  
790 Country Club Drive

Sent from my iPhone

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## Campbell, Kimberley

---

**From:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Sent:** Tuesday, March 3, 2020 10:51 AM  
**To:** Statements  
**Cc:** Grantmyre, William; Luhr, Nadia; Creech, William; Furr, David  
**Subject:** Docket No. W-1324, Sub 0: Springdale Water and Sewer, LLC - Springdale Estates and Springdale Country Club

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---

**From:** Franklin, Mike  
**Sent:** Tuesday, March 3, 2020 10:50 AM  
**To:** Tim Rickards <trickards@aol.com>  
**Subject:** RE: [External] Springdale Water and Sewer LLC request for Rate increases (Docket no W-1324 Sub 0 Docket W-406, Sub 6)

Mr. Rickards,

Thank you for your email concerning the request by Springdale Water & Sewer, LLC for a Facility franchise and rate increase. A copy of your message and this response will be given to the Chief Clerk of the North Carolina Utilities 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.

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**From:** Tim Rickards <[trickards@aol.com](mailto:trickards@aol.com)>

**Sent:** Tuesday, March 3, 2020 10:47 AM

**To:** Franklin, Mike <[Mike.Franklin@psncuc.nc.gov](mailto:Mike.Franklin@psncuc.nc.gov)>

**Subject:** [External] Springdale Water and Sewer LLC request for Rate increases (Docket no W-1324 Sub 0 Docket W-406, Sub 6)

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We recently received notification from our neighborhood water supplier, Springdale Water and Sewer LLC that there is to be a public hearing on March 11 2020 regarding a proposed rate increase. We live in Springdale Estates in the Summer and are residents of Florida during the Winter so are unable to attend the hearing. Your email was provided to us as an alternative means to express our feelings regarding the proposed rate increase.

As I understand it the monthly water rates are being increased by 182% per month and for those residents on Water and Sewer the increase is 148%. I appreciate the need to increase the usage rates because our infrastructure is seemingly always in need of repair necessitating inconvenient outages on a fairly regular basis.

I do not have a problem with the proposed rate increases except in the case of the request to increase our monthly base charge (zero usage) for water from \$6.59 per month to \$30.00 per month and for Sewer from 10.81 per month to \$36.00 per month. When we are not in the house we winterize, shut off our water and are charged a fee for shut off. It does not seem appropriate that we would be charged such a significant amount more per month when there is zero usage and our water is shut off for 5 or 6 months.

I would appreciate your consideration of these circumstances in the review of the application put forth by Springdale Water and Sewer to the NC Utilities Commission

Regards,  
Tim Rickards  
Springdale Resident

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## Campbell, Kimberley

---

**From:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Sent:** Monday, February 24, 2020 3:31 PM  
**To:** Statements  
**Cc:** Grantmyre, William; Luhr, Nadia; Creech, William; Furr, David  
**Subject:** Docket No. W-1324, Sub 0: Springdale Water and Sewer, LLC - Springdale Estates and Springdale Country Club

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---

**From:** Franklin, Mike  
**Sent:** Monday, February 24, 2020 3:24 PM  
**To:** Mac Selvidge <macselvidge@hotmail.com>  
**Cc:** Bob Klettner <klettners@mindspring.com>  
**Subject:** RE: [External] Springdale Water and Sewer LLC

Mr. Selvidge

Thank you for your email concerning the request by Springdale Water & Sewer, LLC's request for a Franchise transfer and 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.

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**From:** Mac Selvidge <macselvidge@hotmail.com>  
**Sent:** Thursday, February 20, 2020 12:31 PM  
**To:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Cc:** Bob Klettner <klettners@mindspring.com>  
**Subject:** [External] Springdale Water and Sewer LLC

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Good afternoon Mr. Ayers.

I'm also a Springdale resident and would like to amplify Mr. Klettner's thoughts on the rate increases proposed for the Springdale Water and Sewer, LLC. Like Bob, I'm only a water customer, but the quality of the water sold to me should demand a price reduction instead of an 182% increase. I live at the top of the Springdale complex and the water delivered to me is saturated with iron deposits. As a result, I have to replace water filters several time a month just to keep the water flowing. I guess I can tolerate the enormous increase, but I'd really prefer to do it after they begin supplying clear, clean water that doesn't jam up my filters every other week.

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## **Campbell, Kimberley**

---

**From:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Sent:** Monday, February 24, 2020 3:29 PM  
**To:** Statements  
**Cc:** Grantmyre, William; Luhr, Nadia; Creech, William; Furr, David  
**Subject:** Docket No. W-1324, Sub 0: Springdale Water and Sewer, LLC - Springdale Estates and Springdale Country Club

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**From:** Franklin, Mike  
**Sent:** Monday, February 24, 2020 3:26 PM  
**To:** Bob Klettner <klettners@mindspring.com>  
**Subject:** RE: [External] Springdale Water and Sewer, LLC

Mr. Klettner,

Thank you for your email concerning the request by Springdale Water & Sewer, LLC for a Facility franchise and 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.

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Thank you for your interest in this matter.

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**From:** Bob Klettner <[klettners@mindspring.com](mailto:klettners@mindspring.com)>  
**Sent:** Thursday, February 20, 2020 11:33 AM  
**To:** Franklin, Mike <[Mike.Franklin@psncuc.nc.gov](mailto:Mike.Franklin@psncuc.nc.gov)>  
**Cc:** Bob Klettner <[klettners@mindspring.com](mailto:klettners@mindspring.com)>  
**Subject:** [External] Springdale Water and Sewer, LLC

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Good morning Mr. Ayers,

As a resident of Springdale Estates, I would like to object to the rate increase that has been requested. My property is not on their sewer system. therefore I can only address the increase for the water rates. 182% is NOT a reasonable increase especially when you consider the number of outages we have had, the length of time of the outages, in addition to the week's amount of time we must boil our water after the repairs.

It is also disappointing that the hearing is being held at a time when the majority of the seasonal residents will not be available to present their comments in person. The timing is advantageous to Springdale.

Please pass on my comments.

Bob Klettner

677 Country Club Dr.

Canton, NC 28716

[klettners@mindspring.com](mailto:klettners@mindspring.com)

Thank you.

---

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## Campbell, Kimberley

---

**From:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Sent:** Monday, February 24, 2020 3:28 PM  
**To:** Statements  
**Cc:** Grantmyre, William; Luhr, Nadia; Creech, William; Furr, David  
**Subject:** Docket No. W-1324, Sub 0: Springdale Water and Sewer, LLC - Springdale Estates and Springdale Country Club

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**From:** Franklin, Mike  
**Sent:** Monday, February 24, 2020 3:26 PM  
**To:** Bob Klettner <klettners@mindspring.com>  
**Subject:** RE: [External] Springdale Water and Sewer, LLC

Mr. Klettner,

Thank you for your email concerning the request by Springdale Water & Sewer, LLC for a Facility franchise and 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.

Mike Franklin  
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**From:** Bob Klettner <[klettners@mindspring.com](mailto:klettners@mindspring.com)>  
**Sent:** Thursday, February 20, 2020 11:33 AM  
**To:** Franklin, Mike <[Mike.Franklin@psncuc.nc.gov](mailto:Mike.Franklin@psncuc.nc.gov)>  
**Cc:** Bob Klettner <[klettners@mindspring.com](mailto:klettners@mindspring.com)>  
**Subject:** [External] Springdale Water and Sewer, LLC

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Good morning Mr. Ayers,

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It is also disappointing that the hearing is being held at a time when the majority of the seasonal residents will not be available to present their comments in person. The timing is advantageous to Springdale.

Please pass on my comments.

Bob Klettner

677 Country Club Dr.

Canton, NC 28716

[klettners@mindspring.com](mailto:klettners@mindspring.com)

Thank you.

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## Campbell, Kimberley

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**From:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Sent:** Monday, February 24, 2020 3:16 PM  
**To:** Statements  
**Cc:** Grantmyre, William; Luhr, Nadia; Creech, William; Furr, David  
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---

**From:** Franklin, Mike  
**Sent:** Monday, February 24, 2020 7:13 AM  
**To:** Florence Tutton <greenscaddy@att.net>  
**Subject:** RE: [External] Fwd: Water rate increase

Ms. Tutton, Thank you for your email. The Public Staff will take your concerns into consideration as we prepare our recommendation to the NC Utilities Commission.

Mike Franklin  
Water, Sewer & Telephone Division - Public Staff  
430 N. Salisbury Street, Suite 2074  
4326 Mail Service Center  
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**From:** Florence Tutton <greenscaddy@att.net>  
**Sent:** Sunday, February 23, 2020 9:07 AM  
**To:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Subject:** [External] Fwd: Water rate increase

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Sent from my iPhone

Begin forwarded message:

**From:** "F. Tutton" <[greenscaddy@att.net](mailto:greenscaddy@att.net)>  
**Date:** February 22, 2020 at 11:51:16 PM EST  
**To:** "[mike.franklin@psncuc.nc.gov](mailto:mike.franklin@psncuc.nc.gov)" <[mike.franklin@psncuc.nc.gov](mailto:mike.franklin@psncuc.nc.gov)>  
**Subject:** Fwd: Water rate increase

----- Original Message -----

**Subject:** Water rate increase  
**From:** "F. Tutton" <[greenscaddy@att.net](mailto:greenscaddy@att.net)>  
**Sent:** Saturday, February 22, 2020, 7:12 PM  
**To:** [mike.franklin@psncuc.gov](mailto:mike.franklin@psncuc.gov)  
**CC:**

As a homeowner in Springdale since 2004 I think the water rate increase is extremely excessive. I see no problem with an increase but this request is outrageous and I hope the board will deny it and decrease it to a reasonable rate hike! Cordially, Flo Tutton

---

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## Campbell, Kimberley

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**From:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Sent:** Monday, February 24, 2020 3:16 PM  
**To:** Statements  
**Cc:** Grantmyre, William; Luhr, Nadia; Creech, William; Furr, David  
**Subject:** Docket No. W-1324, Sub 0: Springdale Water and Sewer, LLC - Springdale Estates and Springdale Country Club

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**From:** Franklin, Mike  
**Sent:** Monday, February 24, 2020 7:16 AM  
**To:** gene klawetter <westernwood48@gmail.com>  
**Subject:** RE: [External] RATE INCREASE FOR WATER/SEWER

Mr. Klawetter, Thank you for your email. I have been in contact with Mr. Stovall and am aware of his concerns. The Public Staff will take residents' concerns into consideration as we prepare our recommendation to the NC Utilities Commission.

Mike Franklin  
Water, Sewer & Telephone Division - Public Staff  
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**From:** gene klawetter <westernwood48@gmail.com>  
**Sent:** Sunday, February 23, 2020 8:55 AM  
**To:** Franklin, Mike <Mike.Franklin@psncuc.nc.gov>  
**Subject:** [External] RATE INCREASE FOR WATER/SEWER

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Date: Sat, 22 Feb 2020 15:43:03 -0500

Subject: Fwd: Springdale Water and Sewer Increases

Re: 200 Golfwatch Drive, Canton, NC (West Partners, LLC)

Mr. Franklin:

**The purpose of my email is to support, 100%, the recent letter sent to Springdale NC residents by Cliff Stovall.** I am sure you are in receipt of his opinion regarding the proposed rate increase for water and sewer service at Springdale Country Club. Mr. Stovall, a long time resident of Springdale, is retired military, a Vietnam veteran, a church Treasurer and Deacon, and has served on the Boards of at least two prominent businesses in Haywood County. Further, Mr. Stovall is a trusted, detail-oriented accountant. Anything Cliff tells you, you can take to the bank.

Whatever decision the Utilities Commission ultimately decides regarding a rate increase at Springdale, I respectfully request that the owners of the water system be required to meet certain ongoing performance guidelines. We have lived at Springdale for almost 15 years. During that time, at a minimum, the water system has been shut down for "repairs" a conservative average of twice per month. The shut downs can last anywhere from 2 hours to 8 hours. A very real issue for residents occurs when the water is turned back on. We are instructed to let the water run until it is clear which is beneficial to protect filters in refrigerators, etc. However, homeowners who have water filters systems for water coming into the house, are forced to change out the filters in their dual-filter systems because the water is so dirty when it is turned on after repair. At \$20 + per filter, this can become pretty expensive (\$500+ per year). I believe homeowners in Springdale feel that some price adjustment for the water provider is in order. At the same time, based on the Provider water system's history, I would like to see a \$20 credit - for each home - on the Provider's monthly invoice for each time, in a given month, the water is turned off. *Residents are led to believe that the water system has been completely repaired. If this is the case, the Provider has very little risk in agreeing to a "credit per breakdown/shut off" performance criteria.*

Unfortunately, I am out of town until late April and will not be able to attend the March 11 hearing. However, your consideration of my comments, herein, is appreciated.

Gene Klawetter, 1234 Country Club Drive, Canton, NC 28716

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