

INFORMATION SHEET

PRESIDING: Hearing Examiner, Jenny Li
PLACE: Mecklenburg County Courthouse, Charlotte, NC
DATE: Monday, March 25, 2024
TIME: 7:00 p.m. to 9:00 p.m.
DOCKET NO.: W-1034 Sub 13
COMPANY: Water Resources, Inc.

DESCRIPTION: In the Matter of Application by Water Resources, Inc., for Authority to Adjust and Increase Rates for Water Utility Service in Rocky River Plantation Subdivision in Cabarrus County and River Walk Subdivision in Mecklenburg County, North Carolina

VOLUME NUMBER: 1

APPEARANCES

See attached

WITNESSES

See attached

EXHIBITS

See attached

REPORTED BY: Kim Mitchell
TRANSCRIBED BY: Kim Mitchell
DATE FILED: March 25, 2024

TRANSCRIPT PAGES: 95
PREFILED PAGES: 0
TOTAL PAGES: 95

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PLACE: Mecklenburg County Courthouse
Charlotte, North Carolina
DATE: Monday, March 25, 2024
TIME: 7:00 p.m. - 9:00 p.m.
DOCKET: W-1034, Sub 13
BEFORE: Hearing Examiner Jenny Li

IN THE MATTER OF:
Application of Water Resources, Inc.,
for Authority to Adjust and Increase Rates for Water
Utility Service in Rocky River Plantation Subdivision
in Cabarrus County and River Walk Subdivision in
Mecklenburg County, North Carolina

VOLUME 1

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A P P E A R A N C E S:
FOR WATER RESOURCES, INC.:
Edward S. Finley, Jr., Esq.
Edward S. Finley, Jr., PLLC
2024 White Oak Drive
Raleigh, North Carolina 27608

FOR THE USING AND CONSUMING PUBLIC:
Gina C. Holt, Esq.
Public Staff - North Carolina Utilities Commission
4326 Mail Service Center
Raleigh, North Carolina 27699-4326

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Apr 08 2024

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NORTH CAROLINA UTILITIES COMMISSION
APPEARANCE SLIP

DATE: 3/25/2024 DOCKET NO.: W-1034, sub 13

ATTORNEY NAME and TITLE: Edward S. Finley, Jr.

FIRM NAME: Edward S. Finley, Jr. PLLC

ADDRESS: 2024 White Oak Rd.

CITY: Raleigh STATE: NC ZIP CODE: 27608

APPEARANCE ON BEHALF OF: Water Resources Inc

APPLICANT: COMPLAINANT: INTERVENOR:
PROTESTANT: RESPONDENT: DEFENDANT:

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SIGNATURE: _____

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NORTH CAROLINA UTILITIES COMMISSION
PUBLIC STAFF - APPEARANCE SLIP

DATE March 25, 2024 DOCKET #: W-1034, Sub 13

PUBLIC STAFF MEMBER Gina C. Holt

ORDER FOR TRANSCRIPT OF TESTIMONY TO BE **E-MAILED** TO THE PUBLIC STAFF - PLEASE INDICATE YOUR DIVISION AS WELL AS YOUR E-MAIL ADDRESS BELOW:

ACCOUNTING _____
WATER evan.houser@psncuc.nc.gov
COMMUNICATIONS _____
ELECTRIC _____
GAS _____
TRANSPORTATION _____
ECONOMICS _____
LEGAL gina.holt@psncuc.nc.gov
CONSUMER SERVICES _____

PLEASE NOTE: Electronic Copies of the regular transcript can be obtained from the NCUC web site at <https://starw1.ncuc.net/NCUC/page/Dockets/portal.aspx> under the respective docket number.

1 Number of copies of confidential portion of regular transcript (assuming a confidentiality agreement has been signed). Confidential pages will still be received in paper copies.

*****PLEASE INDICATE BELOW WHO HAS SIGNED A CONFIDENTIALITY AGREEMENT. IF YOU DO NOT SIGN, YOU WILL NOT RECEIVE THE CONFIDENTIAL PORTIONS!!!!**



Signature of Public Staff Member

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Apr 08 2024

Devitto Ex 1

I/A

W-1034 sub 13

Due to WRI's lack of maintenance and inability to maintain the 2nd well that was shutdown he wants consumers to pay for his failure to maintain this well up to state requirements.

Lack of response from WRI when calling them to report issues they never would call back or address the issue with any urgency.

The poor water quality that destroys water heaters, toilets, sinks and water fixtures.

Numerous leaking water meters that WRI failed to address when contacted and you had to keep calling back but still leaked for a long time, some leaked for over a year (Troy Bunch 3057 tom savage , Eric Olsen 3029 tom savage, Doreen Hale 8505 indian summer trl)

There have been numerous water outages that went on for days and WRI never offered to bring bottled water to the consumers in both sub divisions that had no water for toilets, showers, washing clothes or drinking. **During these outages the fire hydrants were dry and WRI did nothing to protect the consumer in case of a fire in either subdivision.**

Numerous NCUC & Public staff deadlines missed by WRI to constantly delay maintenance, repairs and upgrades. One is the last rate increase in 2018 W-1034 sub 8 all water meters were to be replaced as part of the increase but it was never done. Only when I filed W-1034 sub 10 in 2021 did NCUC finally force WRI to replace and this wasn't done till February 2022 4 years after it was ordered in W-1034 sub 8 rate increase of 2018.

The numerous deadlines missed can be verified in W-1034 sub 8 & W-1034 sub 10 and by district supervisor Clinton Cook 704-235-2140 & public staff Mike Franklin 919-715-2666.

Petition signed by 133 rocky river & highland ridge residents that are fed up with WRI and the WBTV news reports on the lack of urgency and total disregard for residents. How many customers can WRI produce to NCUC/public staff that are satisfied with this utility compared to this petition and the customer statements received ? **Petition** <http://chnng.it/KvgQxHbvtZ>

This is the perfect time to remove WRI and appoint an emergency operator and give them the 235k bond money to keep up with maintenance and daily operations something that WRI has failed at.

Devitto Ex Z

J/A

This petition is to remove Water Resources Inc. as the water supply company for Rocky River Plantation and Highland Ridge in Cabarrus County.

The owner of the utility, Dennis Abbott, is knowingly continuing to operate in violation of state law.

We want to be clear this will not require any annexation into Harrisburg, we only seek to remove Water Resources in favor of a different water supplier.

WBTV Investigates

- This [link](#) "Water provider in Cabarrus community refuses to fix leaking meters." The first story by David Hodges, which aired on WBTV in Charlotte.
- This [link](#) "Water provider in Cabarrus County neglects to fix the problem after radium contaminants shutdown well", contains two follow-up stories by Mr. Hodges, which subsequently aired on WBTV (media segments are embedded in the article - the first was on the 6:00 news, the second on the 5:00 news). The second video (scroll down to view) is perhaps the most alarming due to the possible contamination of our drinking water, and also clearly demonstrates that the owner of the utility, Dennis Abbott, is knowingly continuing to operate in violation of state law.
- This [link](#) "Lawmakers take note of WBTV investigation into water utility." We need to get as many people involved by sharing your water issues with WBTV investigative reporter, **David Hodges, david.hodges@wbtv.com**

For over 10 years, homeowners in Rocky River Plantation and Highland Ridge in Cabarrus County have daily been suffering from low/no water pressure, brown water, cloudy water, angled meter boxes, leaking meters, missing water main lids, water heaters and in-home filtration systems being clogged with sediment, billing issues, etc.

As of June 2021

Water Resources Inc, is in violation of their permits and NCDEQ (Department of Environmental Quality) is actively seeking enforcement action against them. They have been issued a Notice of Violation, as well as Civil Penalties.

According to regulators: "The consequences of having only one source, for a system with more than 50 connections, is significantly elevated public health risk. Any disruptions/outages/failures of the sole remaining source results in inadequate pressure in the distribution system, which provides opportunity for contaminants to enter the system. This results in a sanitation issue which elevates public health risk, as washing hands, flushing toilets, bathing, and food prep activities are all compromised."

General timeline

- March 12, 2019 Water Resources Inc. fails to report Lead and Copper levels to NCDEQ.

- On August 30, 2019, NCUC Docket No. W-1034, SUB 8 “Status of Deficiency Corrections Noted in the Recommended Order Approving”- The 2018 water rate increase approval comes with stipulations. Some stipulations include replacing 25 yr old meters, providing advance notice when flushing the system, improving customer service communications/returning calls within 1 hour, responding to outages within 1 hour, retaining a call log of customer complaints, etc.
<https://starw1.ncuc.net/NCUC/page/docket>
- On October 22, 2020, the Public Water System (PWS) Section of the NCDEQ issued a Notice of Violation (NOV) to Water Resources, Inc. for violation of 15A NCAC 18C .0402(g)(5) at Rocky River Plantation Subdivision. The cited rule requires a residential community water system, designed to serve 50 or more connections from a well water source of supply, to provide at least two sources of supply.
- On February 3, 2021, the PWS Section issued an administrative penalty of \$4,500 and a continuing penalty of \$50 per day of continuing violation of the rule cited in the October 22, 2020 NOV.
- The violation remains unresolved. Despite the Notice of Violation, Administrative Penalty assessment, and the demand letter, at present, Water Resources, Inc. has not achieved compliance. NCDEQ is evaluating other options and next steps to bring them into compliance to resolve this issue.

This petition is to remove Water Resources Inc. as our water supply company.

Show support by signing and show the NC Utilities Commission, the North Carolina Department of Environmental Quality, the North Carolina Department of Justice, the Joint Legislative Commission on Governmental Operations, and our state representatives that urgency is needed in this matter to remove Water Resources as our water company because they have repeatedly failed to provide one of our basic needs - clean, reliable water.

Signatures: 133Next

| Name | City | State | Postal Code | Country | Signed On |
|------------------|------|-------|-------------|---------|-----------|
| Necia Levoit | | | | | 7/19/2021 |
| Eric Olsen | | | | | 7/19/2021 |
| Lenny Devitto | | | | | 7/19/2021 |
| Randy Sidbeck | | | | | 7/20/2021 |
| Brittany Gaskey | | | | | 7/20/2021 |
| Ginny Burgess | | | | | 7/20/2021 |
| Suzi Yarbrough | | | | | 7/20/2021 |
| Janet Swihart | | | | | 7/20/2021 |
| Bety Leneus | | | | | 7/20/2021 |
| Sergio Martínez | | | | | 7/20/2021 |
| Debbie Lee | | | | | 7/20/2021 |
| kelly lambert | | | | | 7/20/2021 |
| Anna Hudson | | | | | 7/20/2021 |
| Corinne Lindsay | | | | | 7/20/2021 |
| Rene Edmisten | | | | | 7/20/2021 |
| Vickie Michael | | | | | 7/20/2021 |
| Jeannine Kring | | | | | 7/20/2021 |
| Hollie Hendricks | | | | | 7/20/2021 |
| Henry Barr | | | | | 7/20/2021 |
| Jarred storer | | | | | 7/20/2021 |
| Denise Beal | | | | | 7/20/2021 |
| Lori Martinez | | | | | 7/20/2021 |
| Deicy Navarro | | | | | 7/20/2021 |
| Joshua Collins | | | | | 7/20/2021 |
| Ellis Oakley | | | | | 7/20/2021 |
| Greg Hartman | | | | | 7/20/2021 |
| Tara Korosi | | | | | 7/20/2021 |
| Matt Neifer | | | | | 7/20/2021 |
| Patricia Clark | | | | | 7/20/2021 |
| David K Lindsay | | | | | 7/20/2021 |
| Sharon Buck | | | | | 7/20/2021 |
| Valera Gaskey | | | | | 7/20/2021 |
| Angela Scott | | | | | 7/20/2021 |
| Shirley Scilla | | | | | 7/20/2021 |
| Cathy Arnold | | | | | 7/21/2021 |
| Marlot Perry | | | | | 7/21/2021 |
| Krista Schenck | | | | | 7/21/2021 |
| Jodie Strait | | | | | 7/21/2021 |
| Robert DeBono | | | | | 7/21/2021 |
| Mari-Anne Eisert | | | | | 7/21/2021 |
| Jamie Guilmette | | | | | 7/21/2021 |
| Morgan Mabry | | | | | 7/21/2021 |
| Phylis St.Clair | | | | | 7/21/2021 |
| Gladys Rice | | | | | 7/21/2021 |
| Abigail Sobie | | | | | 7/21/2021 |
| Ashley Murillo | | | | | 7/21/2021 |

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|--------------------|-----------|
| Wen Tou | 7/21/2021 |
| Rebecca Stoner | 7/21/2021 |
| Katrina Lakins | 7/21/2021 |
| Mary Stoner | 7/21/2021 |
| SONNY Levoit | 7/21/2021 |
| Jonathan Levoit | 7/21/2021 |
| Carly Childs | 7/21/2021 |
| Jeffrey Yerkes | 7/21/2021 |
| Rebecca Kirkley | 7/22/2021 |
| KENNY LEVOIT | 7/22/2021 |
| Anna Y | 7/22/2021 |
| Misty Paris | 7/22/2021 |
| Dawn Levoit | 7/22/2021 |
| Lee Perkins | 7/22/2021 |
| Amanda Perkins | 7/22/2021 |
| Jerry Tou | 7/22/2021 |
| Candice Weaks | 7/22/2021 |
| Ravyn Will6 | 7/22/2021 |
| Kimberly Rotzell | 7/22/2021 |
| Beverly Hanft | 7/22/2021 |
| Theresa Edler | 7/23/2021 |
| Jane Crummett | 7/23/2021 |
| Manning Floyd | 7/25/2021 |
| James E Herrington | 7/25/2021 |
| Doris Mason | 7/25/2021 |
| Julie Marie | 7/25/2021 |
| Anna Anguzza | 7/25/2021 |
| Theodore Sever | 7/25/2021 |
| Laurie Allen | 7/25/2021 |
| Betty White | 7/25/2021 |
| Doug Hancock | 7/25/2021 |
| Kevin Johnson | 7/26/2021 |
| Anne Cole | 7/26/2021 |
| Debbie Birkhead | 7/26/2021 |
| Ryan Glaspey | 7/26/2021 |
| Merrill Poppo | 7/26/2021 |
| David Lindsay | 7/26/2021 |
| Luann DeRienzo | 7/27/2021 |
| Janice Rainski | 7/28/2021 |
| Adam Kaluba | 8/6/2021 |
| Jonathan McAlpin | 8/7/2021 |
| Julie Moore | 9/2/2021 |
| Chad Gaskey | 9/10/2021 |
| Kizzie Sewell | 10/6/2021 |
| Therese Scoles | 10/6/2021 |
| Nicholas Tou | ##### |
| Hak V | 12/2/2021 |

| | |
|---------------------|-----------|
| Megan Coral | ##### |
| Kelly Coban | 2/11/2022 |
| Kinsey Barnhardt | 2/17/2022 |
| BRENDA HUGHES | 9/16/2022 |
| Gary Hughes | 9/16/2022 |
| Mary Burchin | 3/8/2024 |
| Andrew Springman | 3/8/2024 |
| Carolyn McAlpin | 3/8/2024 |
| Joshua Collins | 3/8/2024 |
| Penny Moran | 3/8/2024 |
| Doreen Hale | 3/8/2024 |
| Susan Tadlock | 3/8/2024 |
| Greg Zouvelos | 3/8/2024 |
| Kim Jones | 3/9/2024 |
| Mary Conley | 3/9/2024 |
| James Herrington | 3/9/2024 |
| Dorothy Mercieca | 3/9/2024 |
| Patricia Moen | 3/9/2024 |
| Amber Schaefer | 3/9/2024 |
| Amanda Thompson | 3/10/2024 |
| Charlene Johnson | 3/11/2024 |
| Amy Wong | 3/11/2024 |
| Mary Loyd Shell | 3/12/2024 |
| jill angelichio | 3/12/2024 |
| haddle goodwill | 3/12/2024 |
| Allegra Kulumbetova | 3/12/2024 |
| Kareem Harvey | 3/12/2024 |
| charlie jones | 3/13/2024 |

Grant, Lakisha

From: James E Herrington
Sent: Thursday, March 7, 2024 8:27 PM
To: Statements
Subject: Statement of Position Submitted by James E Herrington

Statement of Position Submitted

Name

James E Herrington

Email

jimherrington48@gmail.com

Docket

W-1034, Sub 13

Message

I am a home owner in Highland Ridge Subdivision since 1999. My home was the model home (built in 1989), 3508 Rocky Ridge Ln) We are outside the Town of Harrisburg town limits, therefore we are subject to out of town sewer rates which are quite high. My home is at the highest service point for the water distribution system so I am the first to observe water pressure problems. Often when I reported problems, my reports were ignored. All residents expected system improvements when the Subdivision developers transferred ownership of our water distribution system and the ground level horizontal tank was replaced with an high rise water tank and treatment facilities. The new owner added customers when Rocky River Plantation began. WRI did not provide proper maintenance until, with the assistance of WBTV, our poorly maintained system was brought to the attention of the NCUC, which ordered WRI to repair the distribution system and replace faulty meters. Originally fed from multiple fresh water wells, the water source became a single source when wells were found to be contaminated. NCUC ordered WRI to install additional wells but nothing was done, even when WRI received citations and fines. Subdivision residents requested that the Town of Harrisburg take over the system and connect to their water mains. They refused. Only recently has a single point emergency use connection to Harrisburg Water system been installed, as the result of NCUC's order. Even then it took multiple years to happen. Over the years we have gone lengthy periods without water when pumps failed or tripped. I have pictures of the filthy water that has occurred following lengthy outages plus the water has required replacement of in house faucets, filters, shower heads, water heaters and commodes. I would appreciate being included in the public witnesses who oppose this rate increase. Initially paid only for the water I used, suffered through numerous usage charge increases, then a basic charge addition and now there is a nearly 500% rate increase for basic charge, even with no water use. Lastly, why is this public hearing docketed for Charlotte, Mecklenburg County Courthouse and not at Hickory Ridge High School off

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Apr 08 2024

Hickory Ridge Rd in the same county and less than a mile from the customers of the water system. James E Herrington 3508 Rocky Ridge Lane Harrisburg, NC 28075 704-614-0905 jimHerrington48@gmail.com

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Apr 08 2024

Ziegler, Taylor

From: Rebecca B Davis
Sent: Monday, March 11, 2024 3:14 PM
To: Statements
Subject: Statement of Position Submitted by Rebecca B Davis

Statement of Position Submitted

Name

Rebecca B Davis

Email

rbdisme@gmail.com

Docket

W-1034, Sub 13

Message

Since the last rate hike in 2018 we have seen less than 15% inflation. (2022-8%, 2021-4.7%, 2020-1.23%, 2019-1.81%, 2018-2.49%) So why is the proposed rate increase hundreds of percentage points? This appears to be a clear case of price gouging, is this even legal in NC? The price increase cannot be due to customer service since this company has displayed very little, it cannot be due to improved service since our water outages continue at the rate of at least 6 per year and last beyond 24 hours, usually more like 2-4 days. Anything beyond a normal inflationary increase will result in people like me that live on a fixed income as I am now retired a real burden. Unfortunately I can only hook up to this one water service and expect the State of NC Utilities Commission in Raleigh to look out for my best interest. Do Not Approve this Price Gouging increase! Rebecca B. Davis

Ziegler, Taylor

From: Walter H Davis
Sent: Monday, March 11, 2024 2:54 PM
To: Statements
Subject: Statement of Position Submitted by Walter H Davis

Statement of Position Submitted

Name

Walter H Davis

Email

whdisme@gmail.com

Docket

W-1034, SUB 13

Message

Mr. Christopher J. Ayers, Executive Director Public Staff-North Carolina Utilities Commission Sir, Please Re-Review Everything having to do with the submission for a rate increase in the matter of Docket No. W-1034, Sub 13, for Water Resources, Inc. (WRI), and Do Not approve it! If the numbers on the letter from your office, dated March 1, 2024, were taken from WRI's submission, the math seems to be incorrect. I calculate 482%. The rate of inflation was less than 15% for the same period, since 2018. Is there a price gouging law against this 482% or 384% increase? We have been un-willing customers of WRI for 33 years. There were many times we would lose water service for Days, and the company was very hard to contact. One of the previous times this company wanted a rate increase, it was discovered the owner did not even care enough to keep his licence active to be able to operate the equipment legally. Please, do not let this go through the process without lots of digging into this company, Thoroughly. Thank you so much for your time, Walter Davis Harrisburg, NC

Grant, Lakisha

From: sbuck@post.com
Sent: Tuesday, March 26, 2024 9:57 AM
To: Statements
Subject: W-1034 sub 13

W-1034 sub 13

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- > Due to WRI's lack of maintenance and inability to maintain the 2nd well that was shutdown he wants consumers to pay for his failure to maintain this well up to state requirements.
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- > Lack of response from WRI when calling them to report issues they never would call back or address the issue with any urgency.
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- > The poor water quality that destroys water heaters, toilets, sinks and water fixtures.
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- > Numerous leaking water meters that WRI failed to address when contacted and you had to keep calling back but still leaked for a long time, some leaked for over a year.
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- >
- > There have been numerous water outages that went on for days and WRI never offered to bring bottled water to the consumers in both sub divisions that had no water for toilets, showers, washing clothes or drinking. During these outages the fire hydrants were dry and WRI did nothing to protect the consumer in case of a fire in either subdivision.
- >
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- > Numerous NCUC & Public staff deadlines missed by WRI to constantly delay maintenance, repairs and upgrades. One is the last rate increase in 2018 W-1034 sub 8 all water meters were to be replaced as part of the increase but it was never done. Only when I filed W-1034 sub 10 in 2021 did NCUC finally force WRI to replace and this wasn't done till February 2022 4 years after it was ordered in W-1034 sub 8 rate increase of 2018.
- >
- > The numerous deadlines missed can be verified in W-1034 sub 8 & W-1034 sub 10 and by district supervisor Clinton Cook 704-235-2140 & public staff Mike Franklin 919-715-2666.
- >
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- >

Ziegler, Taylor

From: Robert Ferris
Sent: Saturday, March 9, 2024 9:42 AM
To: Statements
Subject: Statement of Position Submitted by Robert Ferris

Statement of Position Submitted

Name

Robert Ferris

Email

rvferris@cs.com

Docket

W-1034, Sub 13

Message

384% proposed INCREASE!!! Are they just that bad a company as to not handle their business any better! YES they are! If they had kept up with the equipment over the years they wouldn't be needing such an increase. I have had an account with this organization for over 33 years. During this timeframe it has been a constant battle with them Not keeping the equipment running properly. Not responding to service requests in a timely manner Not processing payments properly Not addressing customers issues and hiding behind their call center. I feel bad for the people that have to constantly take the customers complaints due to the owner and (if they have) upper management hiding behind them.

Inconsistent and Overbilling -Paying this Provider for Potable, Habitable, Safe Drinking Water Only to Receive Ongoing and Regular Issues of Unsafe, Undrinkable Water Documented by Notices Left on Doors and in Mailboxes to Not Drink the Water and Water Must Be Boiled for Safe Usage. The last thing residents currently need is to bear right now is the brunt of ANY unearned increase, excessive and or not, in water usage rates that would only exacerbate financial strain in the current economy. Recently Dennis Abbott has become aware that for him to sell this service to the Town of Harrisburg (or any other entity) to purchase the current water system (in the Rocky River Communities), that there are certain items they look for and require, to meet those Dennis Abbott has been now/just recently, adamantly working and spending money to upfit certain aspects of the water system, all of which he has allowed to remain in disrepair and in minimal working conditions at best (solely to pass minimum state requirements) for many, many years. We are All Very Much Aware that this excessive request for rate increase serves twofold: 1) to try to request a higher astronomical increase knowing the Utilities Board of Commissioners will deny it so that he can come back with a lower but still increased rate request and hope for a more likely approval, and secondly, to try to recoup/recover all of his sudden expenses he is putting out to try to prepare and upfit the system for sale,....this work & upfit was NOT due to him suddenly having a matter of guilty conscience for all of his negligence of upkeep of the system and its wells, with two of three of the wells which have consistently remained in almost condemned condition for years, leaving the residents of the Rocky River Plantation Subdivisions Completely without Any water for Days on Numerous Occasions! Each time Dennis Abbott/Water Resources has requested and received an approved water rate increase, all of the above named issues have not been addressed, corrected, nor improved, the Rocky River Community has not received a higher or increased level of service or maintenance. The fact that the hearing protests close on Monday March 11th, only 3-4 days after receipt of delivery of notice via USPS mail, shows intent to use this tactic as usual by Dennis Abbott/Water Resources to deny the public/residents opportunity to hold him/them accountable and protest the excessive rate increase. At this time there is Absolutely No Evidence to justify such a drastic rate increase, or Any rate increase at this time and we the Rocky River Plantation Residents STRONGLY OPPOSE and Request: - that the North Carolina Utilities Commission to exercise its authority, intervene and deny this excessive water usage rate increase, - that the North Carolina Utilities Commission to exercise its authority, intervene and deny any water usage rate increase, - that the North Carolina Utilities Commission to exercise its authority, intervene and put into place a minimum of a Three (3) Year Rate Increase Moratorium for Dennis Abbott/Water Resources, - and that the North Carolina Utilities Commission Actively hold Dennis Abbott/Water Resources accountable regarding known and ongoing issues with water quality, interrupted water services along with improper billing/improper monthly consumer reporting statements. Thank you for your help

Ziegler, Taylor

From: Don Stremovihtg
Sent: Monday, March 11, 2024 4:44 PM
To: Statements
Subject: Statement of Position Submitted by Don Stremovihtg

Statement of Position Submitted

Name

Don Stremovihtg

Email

dstremovihtg@yahoo.com

Docket

W-1034

Message

March 8th, 2024 Don Stremovihtg 8980 Cherry's Ford Court Harrisburg, NC 28075 (Docket # W-1034, Proposed Rate Increase for Rocky River Planation) Attn: Christopher J. Ayers Executive Director North Carolina Utilities Commission Evan Houser Public Utilites Engineer North Carolina Utilities Commission Charles Junis Director of Water, Sewer & Telephone Division North Carolina Utilities Commission Re: Complaint to NCUC regarding Water Resources, Inc/Dennis Abbott (Docket # W-1034, Proposed Rate Increase for Rocky River Planation) This is to bring to your Notice the following issues: The inexcusable action of Water Resources, Inc. / Dennis Abbott to bring a new application for a proposed rate increase while operating under the same business practices as a sub--standard Water Utility Provider, when compared side by side to all of the well / water private utility companies in NC regulated/monitored by the NCUC, then requesting an additional increase in both base rates and water usage. The request for increased rates in the past has not shown evidence of maintaining through on-going updates to the only existing well pump station, but only to do minimal repairs after each operational failure. That Water Resources, Inc. / Dennis Abbott will maintain the well site property to a standard of care that consistently keeps the site clean of construction debris and works with adjacent neighbors (8980 Cherry's Ford Court to work the water shed from the well site properties that has been changed from its original path due to construction work performed on the site with large equipment, over the last seven years) and to work with customer to fix the amount of water shed from the well site down to my property. I continue to make and have made several improvements, at my expense, to fix the erosion control issues leading from side of WRI's well site, but it has only become worse where the water shed had now made it inside my garage door opening, and can only be fixed by WRI / Dennis Abbott to install proper drainage solutions on the well site to move it to the NC DOT provided catch basins at the maintained road on Cherry's Ford Ct.. I spoke with Dennis Abbott on the well site previously back in 2021 regarding a solution to stop the water shed to my home. Dennis said he would look at what he could do and follow back up with me on what he

could do to resolve the drainage issues but I have not had any response or discussion of solutions. I would ask NCUC to ask the court to assist with having WRI/Dennis Abbott repair / resolve the well site property water shed from what has now created trench paths toward my property causing major erosion control issues to my home. To state that all homeowners who received the Notice to Customers Docket No. W-1034 Sub 13 from WRI, were shocked with the excessive increase requested by Water Resources, Inc., deposited on Thursday, March 7th and Friday, March 8th, via USPS mail only 1 business day before the deadline of Monday, March 11th for protests to be received, is appalling. There should be notice given well in advance to give all residents/ customers proper time to respond appropriately, and not 1-2 business days prior to the deadline. Rate increase requests citing a higher cost of maintenance and doing business are not acceptable or valid reason and do not substantiate an excessive rate increase as we the homeowners ourselves are already incurring costs of higher property taxes and costs across the board due to inflation. The application for the proposed water base and usage rate surge would hurt residents, particularly those elderly and families with children. Record inflation and historic interest rates have already skyrocketed the cost of living for residents. Approving and increasing rates, any or the absorbent request, will harm our communities and residents. This excessive rate increase would place undue hardship on the residents of the Rocky River Plantation Sub-divisions and make it even more difficult to provide for their families in this current economy. The Residents of Rocky River Planation Sub-divisions have been tolerating regular ongoing issues with excessively hard & dirty water, low to no water pressure, water main breaks, water outages, mismanaged and overcharged billing. Residents have mailed, emailed, called, and filed ongoing complaints regularly of Dennis Abbott/Water Resources, Inc. for over 10 years, to the point of contacting legal counsel and working with TV stations to help bring WRI into compliant business practices and resolve the ongoing issues. We expect a consistent level of excellent quality water, water pressure, service, consistent system maintenance and billing services, and forthright communication for the utility service expected to be paid each month to Dennis Abbott/Water Resources, Inc... WRI does not provide the level of service as a normal utility provider such as Union Power, Dominion Energy, Carolina Water Service of NC provides to paying customers, and has continued to provide below par services until WRI/Dennis Abbott is proposing a rate increase to the NCUC. As evidenced during the previous rate increase application, the previous Director David Furr made on site visits to the community well and spoke with me along with my neighbors regarding the issues stated in this letter. Per the NCUC, there were several compliance issues documented WRI/Dennis Abbott would have to comply with to bring the water utility service to a standard of compliance even after WRI, Dennis Abbott received the applied for rate increase. Business continued as usual with no resolve or communication to remedy the ongoing issues. This is the time to bring resolution to long-standing issues. Specifically, back in December 2022 through January 2023, the utility company preparing to do line boring for fiber optic cable installation requested for water utility line markings prior to construction beginning; however, it took the utility company (2) two months to get a response from WRI. Once WRI The latest disruption of water event occurred February 7th, 2023, through February 9th, 2023, when another utility company inadvertently cut through the main water distribution line for all communities involved. The utility company attempted to reach Water Resources, Inc., to find out where the main water valve shutoff was located; however, they were unable to reach anyone at Water Resources, so the main line continued to disperse thousands of gallons of water for two to three hours. Once contact was made with WRI, they could not specifically tell the utility company where the main shutoff was located, WRI sent a third-party representative out to make repairs; however the repair company was currently in Winston-Salem, NC on another repair so by the time they could arrive on location the entire water supply from the water holding tank was emptied. WRI dispatched a third-party sub-contractor who they have contracted to monitor water quality testing to go to site, who did not have the schematics showing main shutoff valves, by this point all the water resources were replenished from the main water tank. -There are no safeguards to monitor mishaps. Other utility companies have the

wherewithal to support a viable utility provider service as a paid service. -Utility line marking: - WRI/Dennis Abbott does not subscribe to NC811 No dig or any utility marking services to have water line locations marked properly - WRI/Dennis Abbott will not answer/respond to water line location marking requests. - lines were cut on previous construction due to improperly marked lines by Dennis Abbott – lines were marked 4 feet away from where construction was performed. -When a well pump burns up or service interruption no secondary filter at the pump captures debris/ dirt – so being closest to the well pump site we receive all the debris / dirt in our house plumbing and fixtures, which causes extra cost at my expense to clean plumbing before usage. This is the responsibility of WRI / Dennis Abbott. Another instance, not in order of other issues, during a period of October 2017 through February 2018 we experienced: -(3) three separate instances of unusable, unsafe, and unsanitary water conditions (not up to NC Water Standards) from the well owned by Water Resources, Inc. Located within the Highland Ridge Community. -During January we were without water service from the well for 48 hours; no water for home use -Incorrect Billing issues unresolved. -We are demanding Water Resources, Inc. Comply with all requirements of the NCUC guidelines and offer a consistent level of service to the Highland Ridge Community / Rocky River Plantation Residents quality water, service, on-going maintenance, and upgrades, and put in place consistent billing procedures with online account access / payment abilities, under the current cost structure. -Residents (I) have endured: - Inconsistent Levels of Service - Continual Inconsistency in Water Quality – Home appliances, plumbing fixture failures requiring constant repairs and replacement due to quality of water provided. -Continual Inconsistency of Water Pressure/Regular Water Service/ dirty water through home plumbing. -Regular Lack of Maintenance to Pipes, System & Wells -Regular Issues of Water Outages Due to Lack of Upkeep of Wells and System -Issues of Inconsistent and Overbilling -Paying this Provider for Potable, Habitable, Safe Drinking Water Only to Receive Ongoing and Regular Issues of Unsafe, Undrinkable Water Documented by Notices Left on Doors and in Mailboxes to Not Drink the Water and Water Must Be Boiled for Safe Usage. - The last thing we/residents need to bear right now is the brunt of ANY unearned increase, excessive or not, in water usage rates that would only bring further hardship to the financial strain in the current economy. It has been mentioned through the Community / Town that WRI/Dennis Abbott is preparing for the transfer of ownership of the water service to the Town of Harrisburg (or other entity), to purchase the current water system (in the Rocky River Communities), that there are certain items they look for and require, to meet those WRI/ Dennis Abbott has now/just recently been working and spending resources to upfit certain aspects of the water system, while only performing repairs when system fails keeping system in minimal working conditions at best (Only to pass minimum state requirements) for many years. We are All Very Much Aware that this excessive request for rate increase serves two fold: 1) to try to request a higher astronomical increase knowing the Utilities Board of Commissioners will deny it so that WRI/Dennis Abbott can request a lower but still increased rate request and hope for a more likely approval, and 2) secondly, to try to recoup/recover all of WRI / Dennis Abbotts expenses to prepare and upfit the system for sale,....the most recent connectivity upfit project, in case of water service failure at any point going forward, had to be completed due to the negligence of system upkeep and its wells, with two of three of the wells which have consistently remained in a non-useable condemned condition for years, leaving the residents of the Rocky River Plantation Sub-divisions Completely without Any water for Days on numerous occasions over the last several years! *Check NCUC / WRI records for system failure reports. Each time Dennis Abott/Water Resources has requested and received an approved water rate increase (rate increase was approved even with all the complaints filed leading up to the approved & unwarranted increase by WRI/ Dennis Abott). Given the fact the response time for objections for this rate increase requested by WRI, Dennis Abbott, closes on Monday March 11th, only one business day after regular delivery of notice via USPS mail, does not give adequate time to receive notice and respond. This shows intent to use this tactic as usual by Dennis Abbott/Water Resources to deny the public/residents opportunity to hold WRI/Dennis Abbott accountable and protest any proposed rate increase yet an

excessive rate increase. There is No Evidence to justify such a drastic rate increase, or Any rate increase given the reasons stated, and we, the Rocky River Plantation Residents, oppose any rate increase based on the evidence submitted and request the North Carolina Utilites Commission: - to exercise its authority, intervene and deny this excessive water usage rate increase, - to exercise its authority, intervene and deny any water usage rate increase, - to exercise its authority, intervene and put into place a minimum of a Three (3) Year Rate Increase Moratorium for Dennis Abbott/Water Resources, - to exercise its authority, intervene and regulate a thorough health inspection of the existing operational well, as well as an audit of the accuracy of the meters and monthly readings. - and that the North Carolina Utilites Commission Actively hold Dennis Abbott/Water Resources accountable regarding known and ongoing issues with water quality, interrupted water services along with improper billing/improper monthly/quarterly consumer reporting statements of unresolved issues by stating issues are closed when indeed they are not resolved, only to satisfy the NCUC reporting requirements. In closing, I am asking for all the statements in this letter to be carefully assessed to bring resolution going forward, so we do not repeat history and hold Water Resources, Inc. / Dennon Abbott to a higher standard than what has previously been, for a consumer private water utility provider. Don Stremovihtg 8980 Cherry's Ford Court Harrisburg, NC 28075

Highland Ridge Homeowner's Association

Stremovitz BK 2 I/ "

We, the Highland Ridge Homeowner's/part of the Rocky River Subdivision, Unanimously Oppose Water Resources Inc's Application and Request of the NC Utilities Commission to Adjusted and Increase Water Usage and Rate Increase in Any Amount. The proposed surge in rate increase by Water Resources (WRI) is nothing short of Absurd and should not even be considered in that the (proposed rates would increase the average monthly bill for residential water service in the Rocky River service area by a minimum of \$106.80 per month, an average of 384%) proposed water usage rates would Only serve to directly hurt residents, particularly those elderly and families with children. Record inflation and historic interest rates have already skyrocketed the cost of living for residents. Approving and increasing any absorbent rate request will only serve harm our communities and residents. This excessive rate increase or any rate increase would place undue hardship on the residents of the Rocky River Plantation Subdivisions/Highland Ridge Community and make it even more difficult to provide for their families in this current economy.

The Residents of Rocky River Plantation Subdivisions/Highland Ridge Community, have put up with regular & ongoing issues with excessively hard & dirty water, low to no water pressure, water main breaks, water outages, mismanaged and over charged billing, etc..Residents have mailed, emailed and called, and filed ongoing complaints regularly of Dennis Abbott/Water Resources (WRI) for over 12 years, to the point of contacting legal counsel and working with TV stations to expose the divisive practices and the ongoing issues. We expect a consistent level of excellent quality water, water pressure, quality water service, consistent system maintenance and billing services in which we pay for each month to Water Resources (WRI).

Residents have endured:

- Ongoing & Ongoing Inconsistent Quality of Water Service
- Continual Inconsistency in Water Quality
- Continual Inconsistency of Water Pressure/Regular Water Service
- Regular Lack of Maintenance to Pipes, System & Wells
- Regular Issues of Water Outages Due to Lack of Upkeep of Wells and System
- Issues of Inconsistent and Over Billing
- Paying this Provider for Potable, Habitable, Safe Drinking Water Only to Receive Ongoing and Regular Issues of Unsafe, Undrinkable Water Documented by Notices Left on Doors and in Mailboxes to Not Drink the Water and Water Must Be Boiled for Safe Usage.

The last thing residents currently need is to bear right now is the brunt of ANY Unearned increase, Excessive and or Not, in water usage rates that would only exacerbate their financial strain in the current economy.

Over the years, Dennis Abott/Water Resources(WRI) has requested and received numerous approved water rate increases, rate increases were approved even with all of the complaints filed throughout the weeks, months & years leading up to the unwarranted approval & increase by consumers, and never once did we the consumers see Dennis Abott/Water Resources (WRI) apply those approved rate increases to improve consumer services or water quality, until recently in Dennis Abott/Water Resources (WRI) decided to make preparations to make his service sellable, to be able to cash in, leaving its consumers to foot the bill.

Requested Rate Adjustment and Increase Recommendations for Requirement: (either before approval or as a requirement of any approval, required to be fully implemented within 30 days of approval of any water rate increase)

- Improving customer service by providing online billing and payment processing instead of requiring antiquated mail in or call-in payment processing,
- Required Update to WRI Service Line Maps every 10 years and making WRI Service Line Maps to easily accessible and available to NC811-NoDig and Water Resources (WRI) employees and contractors,
- Reducing service line hits to the company's underground facilities, including damage by WRI employees and contractors,
- Reducing unaccounted-for-water (UFW),

The fact that the hearing protests/consumer statements close on Monday March 11th, only 1-2 business days after receipt of delivery of notice via USPS mail, shows intent to use this tactic AS Usual by Dennis Abbott/Water Resources (WRI) to deny the public/WRI consumers opportunity to hold him/them accountable and protest the excessive rate increase or any unearned rate increase.

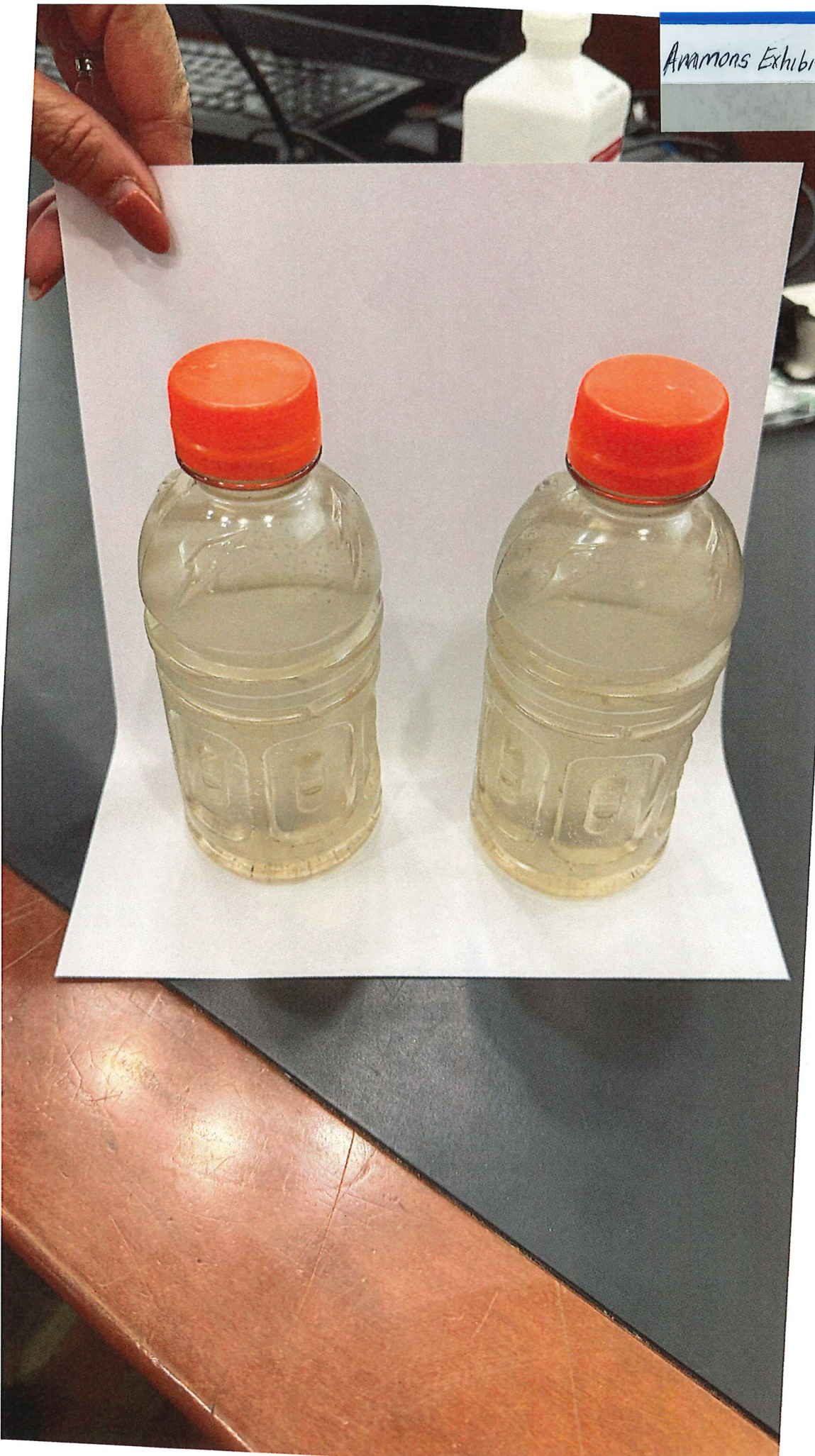
At this time there is Absolutely No Evidence to justify such a drastic rate increase or ANY rate increase at this time and we the Rocky River Plantation Residents STRONGLY OPPOSE and Request:

- that the North Carolina Utilities Commission to exercise its authority, intervene and deny this proposed & requested excessive water usage adjustment and rate increase for Water Resources Inc (WRI).
- that the North Carolina Utilities Commission to exercise its authority, intervene and deny Any water usage rate adjustment and increase for Water Resources Inc (WRI).
- that the North Carolina Utilities Commission to exercise its authority, intervene and put into place a minimum of a Three (3) Year Rate Increase Moratorium for Dennis Abbott/Water Resources (WRI),
- and that the North Carolina Utilities Commission Actively hold Dennis Abbott/Water Resources (WRI) accountable regarding known and ongoing issues with water quality, interrupted water services along with improper billing/improper monthly consumer reporting statements.

OFFICIAL COPY
APR 08 2024

Anamons Exhibit 1

I/A



Cottrill Exhibit 1

I/A

Jon & Cheryl Cottrill

3492 Rocky Ridge Lane

Harrisburg, North Carolina

28075

Mr. Christopher J. Ayers

Executive Director

Public Staff- North Carolina Utilities Commission

4326 Mail Service Center

Raleigh, North Carolina, 276999=4300

Dear Utilities Commission Director:

I am writing to you concerning the outrageous (384%) increase rate for residential water by Water Resources. I have been a Water Resources customer for 14 years. (Not due to choice.) I love my neighborhood in Rocky Ridge Plantation, but the water has been one of the biggest negatives of our subdivision over the years. Usually, about twice a year, there is some break down and we will go without water for about four days. That doesn't sound like much, but if you live it, it is a major impact in your life. Not only having to financially go buy water for cooking and consumption, but there are many other negatives that hit home worse. Should I mention not having water to flush toilets for a family of four for numerous days? Disgusting!! Imagine yourself without a shower for more than one day? Would you really go into the office the third or fourth day, I doubt it. Try using your vacation days due to Water Resources not providing a consistent water supply. If we had nice clean water, then it be a different matter. Almost everyone in our neighborhood has a water filter or buys drinking water. Several times a year it is a nasty brown color. Our dishes in our dishwasher look spotty after a cycle, and seldom look clean. Try serving a spotty glass to your guests when they come over to your house? The water is definitely below par.

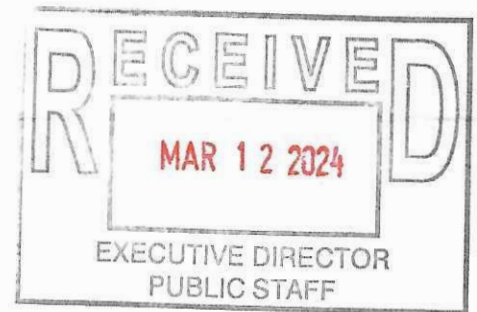
Mathematically, I would love to know who came up with a 384 percent increase. Most people might expect a 20 percent increase with inflation, but this is outrageous! That is over one hundred dollars a month increase! We received the notice about this increase in the mail on March 7th, and it says all complaints must be in by March 11th. You must have more faith in the mail system than I do. A courtesy would be to allow at least more than a week to receive complaints.

Please consider reducing these rates. Water Resources doesn't ever seem to care when we have little water pressure, or no water at all. This enormous increase is unfair and needs evaluation with a survey to all customers.

Thank you for your consideration.

Jon & Cheryl Cottrill

3492 Rocky Ridge Lane Harrisburg, NC



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APR 08 2024

(Docket # W-1034, Proposed Rate Increase for Rocky River Planation)

Attn:
Christopher J. Ayers
Executive Director
North Carolina Utilities Commission

Evan Houser
Public Utilites Engineer
North Carolina Utilities Commission

Charles Junis
Director of Water, Sewer & Telephone Division
North Carolina Utilities Commission



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Mar 08 2024

To state that all homeowners who received notice were shocked with the excessive increase requested by Water Resources on Thursday, March 7th and Friday, March 8th, via USPS mail only 3-4 days before the deadline of Monday, March 11th for protests to be received, is putting it mildly.

Rate increase requests citing a higher cost of maintenance and doing business are not acceptable or valid reason and do not substantiate an excessive rate increase as we the homeowners ourselves are already incurring costs of higher property taxes and costs all across the board due to inflation.

The proposed surge in rate increase in water usage rates would hurt residents, particularly those elderly and families with children. Record inflation and historic interest rates have already skyrocketed the cost of living for residents. Approving and increasing these absorbent rates requested, will only serve harm our communities and residents.

The Residents of Rocky River Planation Subdivions have put up with regular & ongoing issues with excessively hard & dirty water, low to no water pressure, water main breaks, water outages, mismanaged and over charged billing, etc...Residents have mailed, emailed and called, and filed ongoing complaints regularly of Dennis Abbott/Water Resources for over 10 years, to the point of contacting legal counsel and working with TV stations to expose the divisive practices and the ongoing issues. We expect a consistent level of excellent quality water, water pressure, quality water service, consistent system maintenance and billing services in which we pay for each month to Dennis Abott/Water Resources.

Residents have endured:

- Ongoing & Ongoing Inconsistent Quality of Water Service
- Continual Inconsistency in Water Quality
- Continual Inconsistency of Water Pressure/Regular Water Service
- Regular Lack of Maintenance to Pipes, System & Wells
- Regular Issues of Water Outages Due to Lack of Upkeep of Wells and System
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The last thing residents currently need is to bear right now is the brunt of ANY unearned increase, excessive and or not, in water usage rates that would only exacerbate financial strain in the current economy.

Recently Dennis Abbott has become aware that for him to sell this service to the Town of Harrisburg (or any other entity) to purchase the current water system (in the Rocky River Communities), that there are certain items they look for and require, to meet those Dennis Abbott has been now/just recently, adamantly working and spending money to upfit certain aspects of the water system, all of which he has allowed to remain in disrepair and in minimal working conditions at best (solely to pass minimum state requirements) for many, many years. We are All Very Much Aware that this excessive request for rate increase serves twofold: 1) to try to request a higher astronomical increase knowing the Utilities Board of Commissioners will deny it so that he can come back with a lower but still increased rate request and hope for a more likely approval, and secondly, to try to recoup/recover all of his sudden expenses he is putting out to try to prepare and upfit the system for sale,....this work & upfit was NOT due to him suddenly having a matter of guilty conscience for all of his negligence of upkeep of the system and its wells, with two of three of the wells which have consistently remained in almost condemned condition for years, leaving the residents of the Rocky River Plantation Subdivisions Completely without Any water for Days on Numerous Occasions!

Each time Dennis Abbott/Water Resources has requested and received an approved water rate increase, all of the above named issues have not been addressed, corrected, nor improved, the Rocky River Community has not received a higher or increased level of service or maintenance.

The fact that the hearing protests close on Monday March 11th, only 3-4 days after receipt of delivery of notice via USPS mail, shows intent to use this tactic as usual by Dennis Abbott/Water Resources to deny the public/residents opportunity to hold him/them accountable and protest the excessive rate increase.

At this time there is Absolutely No Evidence to justify such a drastic rate increase, or Any rate increase at this time and we the Rocky River Plantation Residents STRONGLY OPPOSE and Request:

- that the North Carolina Utilities Commission to exercise its authority, intervene and deny this

excessive water usage rate increase,

- that the North Carolina Utilities Commission to exercise its authority, intervene and deny any water usage rate increase,
- that the North Carolina Utilities Commission to exercise its authority, intervene and put into place a minimum of a Three (3) Year Rate Increase Moratorium for Dennis Abbott/Water Resources,
- and that the North Carolina Utilities Commission Actively hold Dennis Abbott/Water Resources accountable regarding known and ongoing issues with water quality, interrupted water services along with improper billing/improper monthly consumer reporting statements.

Thank you for your consideration in this matter.

Michelle Juarez

8971 Cherrys Ford Ct.

Harrisburg, N.C. 28075

704-455-7682

Clearimage@carolina.rr.com

Zie 9er, Ta Yor

From: Donna Gray
Sent: Monday, March 11, 2024 8:11 AM
To: Statements
Subject: Statement of Position Submitted by Donna Gray

Statement of Position Submitted

Name

Donna Gray

Email

dlgstarpons@aol.com

Docket

W-1034, sub 13

Message

I am opposed to the Water Resources rate hike and have been a resident in my home for 23 years. I buy at least 10 gallons of water each week for personal consumption, cooking, and my dogs to drink. The water from Water Resources well is not clean! I recently had it tested for approx. \$135.00 and can supply the report from 1/2/24 if you'd like. The water is very hard, has sulfates, and there is radon in the water. Am currently looking into a water filtration system so I don't have to lug gallons of water (approx. \$10.00 a week) from store to car to house each week. If the water was decent I might understand a rate hike but a rate hike on top of the money I spend for good water would be ridiculous!!!! Also, last year we were without water for over a day due to problems with Water Resources system which has happened on many occasions since I've lived here. You are welcome to contact me for additional info. 704-491-7148

OFFICIAL COPY

Apr 08 2024

Gray EX 2 II



ETR Laboratories

WATER AND ENVIRONMENTAL TESTING

Springwell Water
2381 Mason Ave
Ste 140
Daytona Beach, FL 32117-

Phone (800) 589-5592

Report #: 122480

Date : 1/2/2024

P.O.Number:

Matrix: Drinking Water

Client: Donna Gray

Sample: 8966 Cherrys Ford Court

Location: Harrisburg NC 28075

Phone: (704) 491-7148

This sample taken by Donna Gray at 2:54:00 PM on 12/29/2023. . Point of collection: Kitchen

Basic Water Test

| Analytes | Results | Accredited Method | EPA Limits |
|---------------------------------|--------------|--------------------------------|--------------|
| <u>Bacteria</u> | | | |
| Total Coliform | Absent | SOP #111 based on SM 9223B | 0 |
| E. Coli | Absent | SOP #111 based on SM 9223B | 0 |
| Total Bacteria Count | 0 cfu/mL | SOP #119 based on SM 9215B | 500 cfu/mL |
| <u>Mineral Chemistry</u> | | | |
| Sodium | 16.33 mg/L | | No Limit |
| Potassium | 3.35 mg/L | | No Limit |
| Copper | 0.01 mg/L | | 1.30 mg/L |
| Iron | Not Detected | | 0.30 mg/L |
| Manganese | Not Detected | | 0.05 mg/L |
| Magnesium | 15.17 mg/L | | No Limit |
| Calcium | 80.67 mg/L | | No Limit |
| Arsenic (Total) | Not Detected | | 0.010 mg/L |
| Lead | Not Detected | | 0.015 mg/L |
| pH | 7.35 SU | SOP #101 based on SM 4500-HB | 6.5 - 8.5 SU |
| Turbidity | <0.20 N.T.U. | SOP #115 based on SM 2130B | No Limit |
| Color | 0 C.U. | | 15.0 C.U. |
| Odor | Absent | | 3.0 T.O.N. |
| Conductivity | 603.7 umhos | SOP #103 based on SM 2510B | No Limit |
| T.D.S. | 362.2 mg/L | | 500.0 mg/L |
| Sediment | Absent | | Present |
| Alkalinity | 230.0 mg/L | SOP #102 based on SM 2320B | No Limit |
| Chlorine | Not Detected | SOP #114 based on SM 4500-CL-G | 4.0 mg/L |
| Chloride | 21.06 mg/L | SOP #125 based on EPA 6500. | 250.0 mg/L |
| Hardness | 263.9 mg/L | | No Limit |
| Nitrate as Nitrogen | <0.50 mg/L | SOP #125 based on EPA 6500 | 10.0 mg/L |
| Nitrite as Nitrogen | Not Detected | SOP #125 based on EPA 6500 | 1.0 mg/L |
| Ammonia as Nitrogen | Not Detected | | No Limit |
| Sulfate | 79.90 mg/L | SOP #125 based on EPA 6500 | 250.0 mg/L |
| Fluoride | 0.23 mg/L | SOP #116 based on SM 4500-F-C | 4.0 mg/L |
| Tannins | Not Detected | | No Limit |
| Silica | 35.28 mg/L | | - |

The integrity of the sample and results are dependent on the quality of sampling. The results apply only to the actual sample tested. Environmental Testing and Research Laboratories shall be held harmless from any liability arising out of the use of such results. Not all analyses were conducted in accordance with Massachusetts Department of Environmental Protection certification standards.

60 Elm Hill Ave. Leominster MA 01453-4864 (978) 840-2941 (800) 344-9977

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Apr 08 2024



ETR Laboratories

WATER AND ENVIRONMENTAL TESTING

Springwell Water
2381 Mason Ave
Ste 140
Daytona Beach, FL 32117-

Phone (800) 589-5592

Report #: 122480

Date: 1/2/2024

P.O. Number:

Matrix: Drinking Water

Client: Donna Gray

Sample: 8966 Cherrys Ford Court

Location: Harrisburg NC 28075

Phone: (704) 491-7148

This sample taken by Donna Gray at 2:54:00 PM on 12/29/2023. Point of collection: Kitchen

Basic Water Test

| Analytes | Results | Accredited Method | EPA Limits |
|-------------------------|--------------|-------------------------|----------------|
| Radiochemistry | | | |
| Radon in Water | 7280 pCi/L | | - |
| Heavy Metals | | | |
| Antimony | Not Detected | | 0.006 mg/L |
| Aluminum | Not Detected | | 0.05-0.20 mg/L |
| Barium | 0.06 mg/L | | 2.0 mg/L |
| Beryllium | Not Detected | | 0.004 mg/L |
| Boron | Not Detected | | - |
| Cadmium | Not Detected | | 0.005 mg/L |
| Chromium | Not Detected | Springwell Water | 0.100 mg/L |
| Mercury | Not Detected | Hard Water | 0.002 mg/L |
| Nickel | Not Detected | Sulfates | 0.100 mg/L |
| Selenium | Not Detected | Radon in H2O google | 0.050 mg/L |
| Silver | Not Detected | Radon filtration system | 0.100 mg/L |
| Thallium | Not Detected | | 0.002 mg/L |
| Zinc | 0.04 mg/L | | 5.0 mg/L |
| Strontium | 1.14 mg/L | | - |
| Lithium | Not Detected | Filtration | - |
| Tin | Not Detected | Need salt no | - |
| Molybdenum | Not Detected | | - |
| Cerium | Not Detected | Sales 5 off Tues ends | - |
| Titanium | Not Detected | | - |
| Vanadium | Not Detected | Comments from Michael | - |
| Cobalt | Not Detected | | - |
| Uranium | 0.001 mg/L | | 0.030 mg/L |
| Other Parameters | | | |
| T. Phosphorus | 0.01 mg/L | | - |

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