

Mount, Gail

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, June 30, 2015 10:10 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: Docket No. W-354, Sub 344 - Woodhaven Protest  
**Attachments:** Public Staff Letter 2015.docx, Chuck Cover 2015.docx; Historic Rate Increase.xlsx

Attachments

**From:** Chuck van Rens [mailto:chuckvr@gmail.com]  
**Sent:** Tuesday, June 30, 2015 8:29 AM  
**To:** Casselberry, Gina  
**Cc:** Kenneth Allen; Sean OMeara; Keith Rice  
**Subject:** Docket No. W-354, Sub 344 - Woodhaven Protest

**FILED**  
JUN 30 2015  
Clerk's Office  
N.C. Utilities Commission

Gina,

Here are our protest points, concerns and recommendations which we will testify about at the Asheville public meeting July 23. Please reserve a spot for our attendance. 3 people will speak briefly.

The only thing not included in this email is the 9 pages of protest signatures. I have sent these to Ms Antoinette Wike and others. If you need these, let me know, and I will fax

Best regards,

Chuck van Rens  
Chairman, Woodhaven POA Water Committee

109 Wood haven Dr.  
Hendersonville, NC 28739

828-551-9220

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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.

Woodhaven POA, Inc  
P.O. Box 757,  
Flat Rock, NC 28731

To Public Staff c/o Ms Casselberry,

June 19, 2015

Subject: Water Rate Increase Re: Docket No. W-354, Sub 344 Carolina Water Service

Carolina Water Service, Inc (CWS) of NC presently serves 68 homes in the Woodhaven and 13 homes in the adjacent Pleasant Hill subdivision, located in Flat Rock, NC. Two wells with a single treatment and pumping station in Woodhaven subdivision supply both communities. No sewer service is provided with this service. Both these communities can be characterized as retirement communities. We look forward to testifying at the Asheville meeting July 23th, 2015.

Background of our water system and CWS follows:

CWS purchased two wells, treatment, pumping and connecting piping system for supplying Pleasant Hill and Woodhaven communities in 1988 for \$15,000. This purchasing did not include an investment in land; only access rights to equipment located on private property in Woodhaven. CWS does not pay property taxes which are paid by individual homeowners in these retirement communities. In this respect our system has uniquely lower operating costs than CWS's other supplied communities.

1. We protest the proposed increase of 23.1% for base rate and usage. This is 4 times the national medium increase rate from 2014-2015 and is unwarranted in these difficult economic times for a largely retired community. This request and subsequent awards far outrun cost-of-living, wage increases and personal investment income return.

2. The year-on-year consistent 20+% rate increase request by CWS and the consistency award at approximately 50% of request by NCUC is a sign of a broken process. (see submitted data). Fix it.

3. We are being held hostage by the CWS's rates because to switch to public water would require a crushing financial burden of paying for a whole new larger system water line throughout the community.

4. The comparison of our water cost to all who surround us, being supplied by Hendersonville Water, places us 61% higher. National comparisons show N.C. to higher than average.

Once again, we consider the proposed rate increases unreasonable and unjustified, especially in the current economic conditions and for reasons above. We will submit a "Petition of Protest", and we will ask the Public Staff to actually investigate and represent us by recommending a denial of the rate request.

Respectfully submitted

Ken Allen, President  
Woodhaven Property Owners Association, Inc  
Post Box 757  
Flat Rock 28731  
828-6693-8194      4kallen@gmail.com.com

June 30, 2015

Subject: Cover Letter and Proposal, re: Woodhaven and Pleasant Hill subdivision in regard to 'Petition of Protest of Carolina Water System Water Rate increase.

Dear Sirs,

We will attend the Public Hearing in Asheville, North Carolina at 8:00pm on Thursday, July 23, 2015, Buncombe County Courthouse, Court room 1A, 60 Court Plaza.

Attending on our behalf will be three gentlemen:

Ken Allen, President of the Woodhaven POA; Keith Rice, Director of Woodhaven POA and Sean O'Meara, Director of Woodhaven POA.

You will see herein the packet:

Exhibit 1. Letter from Ken Allen, Pres. Woodhaven POA -delineating the Protest Points

Exhibit 2. Petition of Protect Signature by local CWS customers- delineating the Protest Points

Exhibit 3. History of Recent rate increases

Modest Win-Win-Win Proposal: Extend the Rate review cycle from 2 to 3 year cycle. This would provide least expense for CWS and Utilities, Inc, it would provide last burden and cost for NCUC and Public Staff cost analysis and it would be least bewildering to private water end users.

This document set is being copied to the following:

1. NC Attorney General Roy Cooper
2. NC Representative Chuck McGardy
3. NC Senator Tom Apodaca
4. Ms Antoinette R. Wike , Chief Council Public Staff
5. Ms Castelberry at Public Staff

Respectfully,

Chuck van Rens, Chrm, Water Committee, Woodhaven POA

## Woodhaven/ Pleasant Hill Sub-Divisions History

## Carolina Water Service Rate Increases - Proposed/Granted

Date of Increase	Base Increases requested	Base Increase Granted	% of requested increase granted		Cost/Gal increase requested	Cost/Gal increase granted	% of requested increase granted
1-Apr	36%	18%	50%		33%	19%	58%
1-Jul	24%	14%	58%		27%	14%	52%
1-Jan	24%	9%	38%		24%	9%	38%
1-Mar	28%	13%	48%		27%	12%	49%
14-Mar	22.8	14%	61%		22.8	9%	39%
	23%				23%		

Average

51%

47%

**OFFICIAL COPY**

**Mount, Gail**

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, June 30, 2015 10:09 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: Docket No. W-354, Sub 344 - Woodhaven Protest

**FILED**

**JUN 30 2015**

Clerk's Office  
N.C. Utilities Commission

**From:** Casselberry, Gina  
**Sent:** Tuesday, June 30, 2015 10:08 AM  
**To:** 'Chuck van Rens'  
**Subject:** RE: Docket No. W-354, Sub 344 - Woodhaven Protest

Mr. Van Rens,

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (CWSNC or Company) for a rate increase. A copy of the information provided 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.

In this rate case proceeding, 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.

Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
919-733-0890

**From:** Chuck van Rens [<mailto:chuckvr@gmail.com>]  
**Sent:** Tuesday, June 30, 2015 8:29 AM  
**To:** Casselberry, Gina  
**Cc:** Kenneth Allen; Sean OMeara; Keith Rice  
**Subject:** Docket No. W-354, Sub 344 - Woodhaven Protest

Gina,

Here are our protest points, concerns and recommendations which we will testify about at the Asheville public meeting July 23. Please reserve a spot for our attendance. 3 people will speak briefly.

The only thing not included in this email is the 9 pages of protest signatures. I have sent these to Ms Antoinette Wike and others. If you need these, let me know, and I will fax

Best regards,

Chuck van Rens  
Chairman, Woodhaven POA Water Committee

109 Wood haven Dr.  
Hendersonville, NC 28739

828-551-9220

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**Mount, Gail****FILED**

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, June 30, 2015 9:28 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 Carolina Water Service of North Carolina - Nags Head Water Treatment Plant

JUN 30 2015  
Clerk's Office  
N.C. Utilities Commission

**From:** Casselberry, Gina  
**Sent:** Tuesday, June 30, 2015 9:26 AM  
**To:** 'Captains Watch'  
**Subject:** RE: Carolina Water Service of North Carolina - Nags Head Water Treatment Plant

Mr. Reed,

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (CWSNC or Company) for a rate increase. A copy of your letter 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.

In this rate case proceeding, 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.

Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
919-733-0890

**From:** Captains Watch [<mailto:captainspoa@yahoo.com>]  
**Sent:** Wednesday, June 24, 2015 12:44 PM  
**To:** Casselberry, Gina  
**Subject:** Carolina Water Service of North Carolina - Nags Head Water Treatment Plant

Ms. Casselberry, Please find our letter addressing the proposed rate increase on behalf of Carolina Water Service of North Carolina - Nags Head Water Treatment Plant attached to this email.

We appreciate you giving this the appropriate attention so our concerns may be registered on this subject.

Sincerely,

Mike Reed, President  
Captain's Watch Property Owners' Association  
P.O. Box 634

Nags Head, NC 27959  
[captainspoa@yahoo.com](mailto:captainspoa@yahoo.com)

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June 24, 2015

Honorable Roy Cooper, Attorney General  
C/O Utilities Section  
9001 Mail Service Center  
Raleigh, NC 27699-9001

Re: Docket No. W-354, SUB 344

Dear Mr. Cooper,

I am contacting you on behalf of the Captain's Watch Property Owners' Association. Our beautiful community, in Nags Head, is located directly west of the Carolina Water Service of North Carolina's Nags Head Water Treatment Plant. It is because of our close proximity to this plant and our continued exposure to unpleasant odors that we write to you for assistance.

We have experienced rate increases in the past and the odor problem has not been permanently fixed and the plant continues to negatively impact our quality of life and the property values of many of our homes.

We oppose any rate increase without the firm commitment to rectify the problems that allow such noxious odors to infiltrate our community and affect the quality of our lives.

We appreciate you understanding our community's position and appreciate your support in the very important matter.

Sincerely yours,

Mike Reed, President

Captain's Watch Property Owners' Association

P.O. Box 634

Nags Head, NC 27959

Mount, Gail

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, June 30, 2015 9:24 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 - June 24th 2015 NC UTILITIES COMMISSION LETTER

**FILED**

JUN 30 2015

Clerk's Office  
N.C. Utilities Commission

**From:** Casselberry, Gina  
**Sent:** Tuesday, June 30, 2015 9:23 AM  
**To:** 'Hardeman S Gwinn'  
**Subject:** RE: June 24th 2015 NC UTILITIES COMMISSION LETTER

Mr. Gwinn,

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (CWSNC or Company) for a rate increase. A copy of your letter 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.

In this rate case proceeding, 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.

Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
919-733-0890

**From:** Hardeman S Gwinn [<mailto:hgwinn@ft.newyorklife.com>]  
**Sent:** Tuesday, June 23, 2015 8:30 PM  
**To:** Casselberry, Gina  
**Subject:** June 24th 2015 NC UTILITIES COMMISSION LETTER

Dear Ms. Casselberry:

Attached please find my concerns about the proposed Carolina Water Service of NC rate increase. I will present these remarks at the public hearing tomorrow night in Currituck County Courthouse. I would appreciate you including these remarks with those offered by other concerned customers of CWSNC, Inc.

Thank You,

Meade Gwinn, President  
Village of Nags Head Property Owners' Association.

June 24<sup>th</sup>, 2015

Comments before the NC Utilities Commission

Regarding the Carolina Water Service, Inc. NC request for a rate increase.

COMMISSIONER FINLEY AND FELLOW COMMISSIONERS, MY NAME IS MEADE GWINN, AND I AM THE PRESIDENT OF THE VILLAGE OF NAGS HEAD PROPERTY OWNERS' ASSOCIATION. I WANT TO THANK YOU FOR PROVIDING US AN OPPORTUNITY TO SHARE OUR THOUGHTS AND CONCERNS BEFORE YOU.

THE VILLAGE OF NAGS HEAD IS A SUBDIVISION WITHIN THE TOWN OF NAGS HEAD, NC. IT HAS OVER 640 PROPERTIES, MOST OF WHICH ARE RENTAL UNITS. AS A RESULT, IT IS A SIGNIFICANT GENERATOR OF INCOME TO THE STATE OF NORTH CAROLINA THROUGH RENTAL INCOME TAXES, SALES TAXES, PROPERTY TAXES, AND MORE; AND WITHOUT ALL OF THE OVERHEAD ASSOCIATED WITH PERMANENT FAMILIES WHO HAVE SCHOOL AGED CHILDREN. MY POINT .....IS THAT OUR OWNERS PAY OUT FAR MORE BY COMPARISON TO WHAT THEY RECEIVE FROM THE STATE OR TOWN. THE OWNERS ALSO DEPEND ON THE RENTAL INCOME TO HELP DEFRAY THEIR OVERHEAD....AND THAT MEANS SATISFIED CUSTOMERS WHO WILL COME BACK AGAIN. WE DON'T ASK FOR MUCH IN THE WAY OF SERVICES OR ASSISTANCE FROM THE STATE; BUT IN THIS CASE, WE ARE!

SINCE CAROLINA WATER SERVICE OF NC HAS A MONOPOLY IN THIS SERVICE, YOU ARE THE ONLY REGULATORY BODY THAT HAS THE AUTHORITY TO DETERMINE WHAT IS A FAIR AND APPROPRIATE RATE THAT THEY MAY CHARGE FOR TREATING OUR SEWAGE. IF YOU GRANT THEIR REQUEST, THIS WILL BE THEIR SECOND INCREASE IN THE SPAN OF JUST OVER A YEAR; AND AMOUNTS TO A 23% INCREASE OVER OUR CURRENT RATES.

OUR CONCERN IS MORE THAN JUST ABOUT THE REQUESTED RATE INCREASE....IT'S ALSO ABOUT THE **PERSISTENT** ISSUES THAT CWS HAS NOT ADEQUATELY ADDRESSED. THE TWO ISSUES HAVE TO DO WITH THE TERRIBLE ODOR THAT PLAGUES THOSE DOWN WIND OF THE TREATMENT FACILITY; AND THE PROBLEMS ASSOCIATED WITH NOT BEING ABLE TO TREAT ALL OF THE SEWAGE DURING THE PEAK SUMMER MONTHS. THESE ISSUES REDUCE THE

ENJOYMENT BY OUR RENTERS AND MAY DETER THEM FROM RETURNING AGAIN....OR WORSE....LETTING THEIR FRIENDS KNOW THE PROBLEMS WITH ODOR AND POTENTIAL HEALTH HAZARDS WITH RETENTION PONDS.

THERE HAVE BEEN SEVERAL CUSTOMER MEETINGS HELD BETWEEN CWS AND THE CITIZENS OF THE TOWN OF NAGS HEAD CONCERNING THE WASTE WATER TREATMENT PLANT ISSUES.....AND AS OF THIS WRITING, THE PROBLEMS STILL PERSIST. I AM AWARE THAT SINCE THE LAST MEETING IN OCTOBER, 2014, THE FACILITY HAS COMPLETED SEVERAL UPGRADES AND HAS ATTEMPTED TO ADDRESS THE ODOR ISSUE, BUT HAS BEEN UNSUCCESSFUL IN CORRECTING THE PROBLEMS. SO WE HAVE NOT BENEFITTED FROM THE LAST INCREASE THAT WAS SUPPOSED TO BE THE "SEWER SYSTEM IMPROVEMENT CHARGE"? **AS SOME MAY NOT KNOW, THE SSIC IS THE ADDITIONAL RATE ADJUSTMENT TO THE GENERAL RATE ALLOWED BY THE UTILITIES COMMISSION, THAT IS INTENDED TO GIVE THE UTILITY COMPANY ADDITIONAL INCOME "FOR THE REPAIR, IMPROVEMENT AND REPLACEMENT OF SEWER SYSTEM INFRASTRUCTURE COMPLETED BETWEEN RATE CASES".**

IN HER JUNE 10<sup>TH</sup>, 2015, EMAIL TO SPENCER SHARP, ANOTHER CWS CUSTOMER, GINA CASSELBERRY WITH THE PUBLIC STAFF, NORTH CAROLINA UTILITIES COMMISSION, WRITES THAT THE LAST SEWER SYSTEM IMPROVEMENT CHARGE WAS PROVISIONALLY APPROVED BY THE ORDER DATED MARCH 24<sup>TH</sup>, 2015. SHE FURTHER WRITES THAT THE PUBLIC STAFF WILL REVIEW THE BOOKS AND RECORDS OF THE COMPANY.....FOR PRUDENCY AND REASONABLENESS. I WOULD STRONGLY SUGGEST THAT THE OUTCOME OF CWS'S EFFORTS TO CORRECT THE ISSUES BE INCLUDED IN THE ANALYSIS.

IN CONCLUSION, THE RATE INCREASE SHOULD ONLY BE GRANTED WHEN AND IF THE COMPANY ADEQUATELY ADDRESSES THE PROBLEMS AND THE PUBLIC STAFF CAN THEN SCRUTINIZE THEIR EXPENSES AND REQUIRED PROFIT MARGINS FOR PRUDENCY AND REASONABLENESS.

THANK YOU FOR YOUR TIME AND THOUGHTFUL CONSIDERATION OF ALL THE CUSTOMERS PRESENTING HERE THIS EVENING.

Mount, Gail

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Tuesday, June 30, 2015 9:34 AM  
**To:** Mount, Gail  
**Cc:** Holt, Gina  
**Subject:** FW: W-354, Sub 344 - Utilities Inc / Carolina Water Service Inc

**FILED**

**JUN 30 2015**

Clerk's Office  
N.C. Utilities Commission

**From:** Casselberry, Gina  
**Sent:** Tuesday, June 30, 2015 9:34 AM  
**To:** 'Carlos Paz'  
**Subject:** RE: Utilities Inc / Carolina Water Service Inc

Mr. Paz

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (CWSNC or Company) for a rate increase. A copy of your letter 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.

In this rate case proceeding, 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.

Respectfully,

Gina Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
919-733-0890

**From:** Carlos Paz [<mailto:carlospazs81@gmail.com>]  
**Sent:** Sunday, June 28, 2015 12:52 PM  
**To:** Casselberry, Gina  
**Subject:** Fwd: Utilities Inc / Carolina Water Service Inc

----- Forwarded message -----

**From:** "Carlos Paz" <[carlospazs81@gmail.com](mailto:carlospazs81@gmail.com)>  
**Date:** Jun 28, 2015 12:45 PM  
**Subject:** Utilities Inc / Carolina Water Service Inc  
**To:** <[gina.casselberry@psnuc.nc.gov](mailto:gina.casselberry@psnuc.nc.gov)>  
**Cc:**

Hello Gina,

I'm writing because a letter came in the mail with information about the hearing being held next month. I wouldn't mind my water bill going up if what we are getting in our neighborhood was better quality. But the fact that we have to deal with plumbing issues, bad smell coming from the drains, pipes rusting, appliances braking and that just to name a few, are the reasons I don't agree with them trying to raise the price we get charge.

I live in the Danby subdivision in Pineville NC 28134, and it would be great if we could actually get water from the city instead of Utilities Inc.

I used to live just a block up the road ( Ballantyne/Charlotte ) and the quality of the water was a lot better. So what do we, Danby, have to do to be able to get better water? Do we need to collect signatures? Do we need to file a petition?

I would like to hear from you if possible,

Thank You

Carlos Paz  
13802 Dannemara Dr  
Pineville, NC 28134

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