

# OFFICIAL COPY

**Morris, Paige**

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**From:** Aaron Strauch <aaron.strauch@gmail.com>  
**Sent:** Friday, July 28, 2017 1:05 PM  
**To:** Statements  
**Subject:** Bradfield Farms - Rate Increase ( DOCKET NO. W-354 SUB 356 Application for Rate Increase )

**FILED**

**JUL 28 2017**

Clerk's Office  
N.C. Utilities Commission

Hello,

I hope this email finds you well! My name is Aaron Strauch and I am a resident of Bradfield Farms. I would like to voice my strong opposition to the water utility increase that will be discussed on August 1<sup>st</sup>.

To clarify - I am in a Client Management role and I understand that, as time goes on, it is inevitable that rates / bills will increase. I understand that. What is unreasonable, however, is the enormous rate of said increase - 63.81%.

As I mentioned before, I am in a Client Success role, and when my company rolls out rate increases to its clients, we go to great lengths to explain why the rates are increasing – Increased staffing costs, additional product benefits, things like that. Honestly, my company would be hard-pressed to ever justify an increase of 63%, and I don't believe that the water utility company has done that.

While I am very grateful that we have clean drinking water, I am also very aware that our water fixtures continue to accumulate build-up from an excess of minerals. To justify an increase of 63%, I would expect to see somewhere close to a 63% increase in water / service quality, and I don't believe we have seen that.

What I believe the utility company is exercising is the classic "foot in the door" sales technique - Make a first proposal that is outrageous, so that when you make a second, lower proposal, it doesn't seem as bad. I would love to know what sort of rate increase the utility company is actually expecting, as I'm pretty sure most would agree that 63% is unreasonable.

Again, let me state that I am very grateful for our utility company, and I am grateful to have clean drinking water - I would expect that same level of respect in return and would ask for a more reasonable number.

If you would like me to speak at the meeting on August 1st, I would be happy to.

Thanks again,

- Aaron Strauch

**Morris, Paige**

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**From:** Maria Nevels <mekoko35@gmail.com>  
**Sent:** Friday, July 28, 2017 3:09 PM  
**To:** Statements  
**Subject:** DOCKET NO. W-354 SUB 356 Application for Rate Increase Carolina Water Service, Inc.

**Penny Nevels**  
**6606 Kingbird Court**  
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July 26, 2017

Mr. David Drooz, Chief Counsel  
Public Staff-North Carolina Utilities Commission  
4326 Mail Service Center  
Raleigh, North Carolina 27699-4300

Reference: DOCKET NO. W-354, SUB 356  
Application for Rate Increase  
Carolina Water Service, Inc.

Dear Sir;

As a customer of Carolina Water Service, Inc., and a resident living in the Bradfield Farms Subdivision, I'm asking to please not allow this severe increase of 63.81% water bill be granted. If this increase of 63.81% be granted this will strongly impact many families including me financially. Increasing our water bill will bring a lot of home property values down do to eliminating other bills like yard work, house work, eating less do to lack of funds and etc.. I ask that you please strongly take this letter into consideration and not let this 63.81% be granted.

Sincerely,

Penny Nevels



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