

OFFICIAL COPY

INFORMATION SHEET

PRESIDING: Chairman Finley, Commissioners Brown-Bland, Patterson and Gray
PLACE: New Hanover County Courthouse, Wilmington, NC
DATE: August 23, 2017
TIME: 7:00 p.m. – 8:45 p.m.
DOCKET NO.: W-354, Sub 356
COMPANY: Carolina Water Service, Inc. of NC
DESCRIPTION: Application for Authority to Adjust and Increase Rates for Water and Sewer Utility Service in All of Its Service Areas in North Carolina, Except Corolla Light and Monteray Shores Service Area and Elk River Development
VOLUME: 5

APPEARANCES

FOR CAROLINA WATER SERVICE, INC. OF NORTH CAROLINA:
Jo Anne Sanford, Esq.

FOR THE USING AND CONSUMING PUBLIC:
William E. Grantmyre, Esq.

FILED

SEP 05 2017

Clerk's Office
N.C. Utilities Commission

WITNESSES

| | | |
|-----------------|------------------|----------------|
| Frances Carroll | Randall Woodruff | Diana Woolley |
| Edward Worrell | Danny Conner | Ferrell Drewry |
| Earnest Chance | Thomas Mathis | Mandy Ware |

EXHIBITS

✓Carroll Exhibits 1 – 3 (I)
✓Conner Exhibit 1 (I)
✓Drewry Exhibit 1 (I)
✓Mathis Exhibit 1 (I)
✓Ware Exhibit 1 (I)

JUDICIAL NOTICE

COPIES ORDERED: Sanford - email
REPORTED BY: Kim Mitchell
TRANSCRIBED BY: Kim Mitchell
DATE TRANSCRIBED: August 29, 2017

TRANSCRIPT PAGES: 95
PREFILED PAGES:
TOTAL: 95

NORTH CAROLINA UTILITIES COMMISSION
APPEARANCE SLIP

DATE 8-23-17
DOCKET #: W-354 Sub 356
NAME OF ATTORNEY Op Anne Sanford
TITLE _____
FIRM NAME Sanford Law Office, PLLC
ADDRESS P.O. Box 28085
CITY Raleigh, NC
ZIP ~~27601~~ 27611

APPEARING FOR: CWSNC

APPLICANT ✓ COMPLAINANT _____ INTERVENO R _____
PROTESTANT _____ RESPONDENT _____ DEFENDANT _____

PLEASE NOTE: Electronic Copies of the regular transcript can be obtained from the NCUC website at [HTTP://NCUC.commerce.state.nc.us/docksr_ch.html](http://NCUC.commerce.state.nc.us/docksr_ch.html) under the respective docket number.

There will be a charge of \$5.00 for each emailed copy of transcript.

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Email: Sanford@sanfordlawoffice.com
(Required for distribution)

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Signature: Op Anne Sanford
(Required for distribution)

NORTH CAROLINA UTILITIES COMMISSION
PUBLIC STAFF - APPEARANCE SLIP

DATE 08/23/17 DOCKET #s: W-354, Sub 356

PUBLIC STAFF MEMBER William E. Grantmyre, Staff Attorney

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

ACCOUNTING _____

WATER _____

COMMUNICATIONS _____

ELECTRIC _____

GAS _____

TRANSPORTATION _____

ECONOMICS _____

LEGAL william.grantmyre@psncuc.nc.gov

CONSUMER SERVICES _____

PLEASE NOTE: Electronic Copies of the regular transcript can be obtained from the NCUC web site at HTTP://NCUC.commerce.state.nc.us/docksrch.html under the respective docket number.

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!!!!

All Public Staff personnel working on case.

Signature of Public Staff Member

NORTH CAROLINA UTILITIES COMMISSION

Carolina Water Service, Inc. of North Carolina
Date

W-354, Sub 356
Company Name

08/23/17
Docket #

PUBLIC HEARING

| Customer Name | Address | Subdivision Name | Do you wish to make a statement? |
|---------------------|------------------------------|------------------------------|----------------------------------|
| 1. FRANK CARROLL | 106 S BELVEDERE DR HAMPSTEAD | BELVEDERE | YES |
| 2. RANDELL WOODRUFF | P.O. Box 5 BURGAW NC | PENDER CO. | YES |
| 3. DIANA WOOLLEY | 348 FRIDAY DR WILM | Treasure Cove NORTH HILLS | yes |
| 4. Ed Worrell | 166 North Hills Dr | TREASURE North Hills | yes |
| 5. DANNY CONNER | 231 Long John Silver | " | yes |
| 6. Ferrell Dreaugh | 508 Azalea Dr | Belvedere | yes |
| 7. EARNEST CHANCE | 122 Treasure Island Way | TREASURE cove | YES |
| 8. TOM MATHIS | 105 ROBT. Stephenson Dr. | Treasure Cove | YES |
| 9. Mandy Wave | 2909 Country Club Dr. | Country Club Dr. | yes |
| 10. | | | |
| 11. | | | |
| 12. | | | |
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**Belvedere Plantation Water Issues
Meeting Results
Utilities, Inc. (Carolina Water Service)
8/23/17**

FRANK CARROLL
106 S BELVEDERE DR
HAMPSHIRE NC 28443
631-681-8737
fcarrullsr@gmail.com

Belvedere Plantation is supplied with water from Utilities, Inc. (Carolina Water Service of North Carolina). The ratepayers had a Public Meeting in Hampstead on August 15. Over 120 of our local residents attended.

Top officials (including company President Mathew Klein and VP of Operations Bruce Mendenhall) from Utilities, Inc. were there as well as County Commissioner Williams and part of his staff.

UI attempted to answer our questions and concerns. Most of their answers began with "I'm sorry" or "I apologize".

We have a petition which is signed by 166 residents of the Belvedere Plantation Community asking that a rate increase not be approved.

Legitimate concerns of our community included the following topics:

1. Hard Water

- a) Black and or brown rings in toilets
- b) Water stains on shower doors and on washed cars that are extremely difficult to remove.
- c) Clothes that do not come clean even when bleach is used.
- d) Our system contains only the most basic treatment – sand filtration and injection of orthophosphate (for sequestration of iron) and chlorination (for disinfection).
- e) In the past, residents of a neighboring community in Olde Point complained about the water quality and UI, which operates that system also, put a filtration/softener system on the pump location that supplies the water to their neighborhood.
- f) UI knew at that time that our system had the same problems but chose to do nothing.

Is there something that Utilities, Inc. can do to eliminate the hard water, or must each resident be required to add water softeners and filter systems to our homes?

Result - UI promised to improve system to bring hardness/cleanliness to acceptable level – timeframe complete within 6 months.

2. High Chlorine Levels

- a) Many of our residents have experienced high chlorine smell in the water supply.
- b) One resident had a water company representative test and the answer was "It's a bit high, we will adjust the level". Not sure what "a bit high" means.
- c) Another resident was told that they were close to the beginning of the system and levels need to be maintained at the end of the system. Are they supposed to live with this high chlorine smell?
- d) I have lived in six different states and never experienced high chlorine smell, even in a large system that distributed water to a million customers.
- e) The annual water report showed higher than allowable levels of Haloacetic acids (HHA5) at 74.2 ppb (over 60 ppb). Since compliance is based on a 4 quarter average, the system was not technically in violation. UI states that they are flushing the system regularly to help lower the level of HHA5's and will continue quarterly sampling. The report states that this chemical is likely a byproduct of drinking water disinfection (chlorination).

Chlorine is used by UI to disinfect our water – is too much chlorine the cause of the contamination?

Since this chemical is a carcinogen, is quarterly sampling enough and has UI been able to identify the actual cause of the HHA5's?

What can Carolina Water do to regulate the chlorine levels properly?

Result - UI promised to improve the system to manage chlorine levels including automatic flushing and multiple chlorine injection points throughout the distribution system – timeframe complete within 6 months from now. They DID NOT agree to more frequent testing.

3. Gen X –

- a) We understand that our system does not draw water from the Cape Fear River, but does get water from the Castle Hayne Aquifer which runs under the Cape Fear.
- b) GenX will eventually wash out of the Cape Fear River, but if it does permeate the Castle Hayne Aquifer, it may be there forever.

Does our water have any levels of GenX?

Is there any possibility that GenX can get into the aquifer?

If it does, what are the contingency plans?

Result - UI will be sampling and testing next week of 8/20. If levels of GenX are found, they will work with government officials to remediate the effect.

4. Service Outages – We have had numerous service outages and low pressure incidents leading to “boil water” alerts. Many residents are now routinely purchasing bottled water, boiling water even when there are no “boil water” alerts, looking for home water delivery services and investigating installing or reactivating their private wells. Reliability appears to be a problem.

UI Comment?

Result – UI has promised better communications and service.

5. Recent “brown water” incident:

- a) Incident was apparently due to a pump failure and switching over to a well that was shut down for repair.
- b) We were told that the water was safe to drink, but not good enough to wash clothes.
- c) A report indicated that the “brown” color was from dissolved solids. Normally dissolved solids are just that – minerals that are dissolved in water and not seen. I believe we had “suspended” solids and not “dissolved” solids. The solids in our brown water settle to the bottom of the container.
- d) From the same report - With one well down, “The system operator plans on performing a comprehensive flushing program once both wells are placed back in operation, but have expressed concern about over flushing the lines with only one well operational.”
- e) It is good engineering practice to provide 100% redundancy. There appears to be less than the needed 100% redundancy.

Is our system marginal for serving our community?

Result – UI stated that they could have opened a valve from the Pender County system rather than start the other well. They stated that they did not do this because they did not want to flood our system with GenX. Was this the reason or would they have had to pay for the Pender County water?

Our water system is currently experiencing water which is dark gray in color. No notifications from UI, although this has been happening for over 24 hours. They indicate that the main water tank on US 17 has been flooded with this gray water but they do not at this time know why. At 2:15 today, we received call from UI advising not to wash clothes; they are sampling for bacteria and flushing system; no mention if the water is safe to drink or any boil water alert. A water company employee stated today that the pump that was replaced less than a month ago is not the most appropriate for that well.

6. Expansion:

- a) There are several development projects in the works which will be adding many new homes to the area.
- b) There is a concern that these developments will be hooked up to our already overburdened system.
- c) With 2 wells rated at 500 GPM each, a fire in the area will need more than the 1000 GPM available.

What are Carolina Water's plans to deal with system expansion?

Result - UI stated that developers install system expansion as part of the cost of development. If system cannot handle the development, the developer pays for and installs the capital improvements, then turns the system over to the water company.

7. Timely and inadequate repairs – the cul-de-sac at the end of Greenview Court had a water main leak that was repaired and the road patched, although the patch was not done properly. When this leak was reported it was on a Friday; UI indicated that the weekend was coming, so they could not (and did not) respond until the following Monday. Neighbor reported that by Monday, the whole road surface was like “jello”.

Shortly thereafter, another section of the water main was again leaking. A repair was made and the “crew” through their garbage in the hole, filled it in and left. One of the residents complained to Carolina Water and nothing was done. The road took over 2 months to be repaved.

UI Comment?

Result – UI promised to be more responsive to repairs in the future.

8. Cost of water:

- a) Average cost of water in nation is \$1.50/1000 gal
- b) In this area, it is approximately \$3-\$4/1000 gal
- c) My latest water bill from Utilities Inc. had a usage charge of \$6.40/1000 gal. This is already the highest rate in this area.
- d) The bill also had a 25 cent charge for "water system improvement". When I emailed UI about this charge, I received the following response from Customer Service Representative Paul W.:

Thank you for contacting Utilities Inc. I don't mean to sound rude by saying this, but it's literally as it states. It's a charge for Water system improvement. It's for the water system that delivers the water to the customers. It's a charge to improve that system. I hope this helps. If there is anything else we can do for you, please let us know. Thank you, and have a great day!

If this is the only charge necessary for "system Improvements" then the rest of the UI fees must only be to cover O&M.

- e) It is strange when my monthly water bills have exceeded monthly electric bills, and I only have 2 people living at my residence.
- f) Just because Utilities, Inc. is a private company **"backed by a private equity owner with extensive capital to fuel the company's continued growth"**, does not mean you should get a premium for your service.
- g) According to Clean Water for North Carolina, privatization of local water systems only leads to higher rates and poor service.
- h) If anything, our rates should be rolled back to be more in line with other water suppliers.

What can Carolina Water do to make our water affordable?

Result – No real answer except that they said my investigation of costs was probably public and not private utilities. I have them a list of area costs and the highest was range was \$3-6/1000 gal.

| | | | |
|---------------------|------|---------------|----------------------------|
| Maple Hill | 5.00 | Onslow | 2.80 |
| Rocky Point/Topsail | 6.00 | Jacksonville | <4.00 |
| Scott's Hill | 6.00 | Leland | <4.00 |
| Brunswick County | 3.05 | Topsail Beach | 5.00 |
| Cape Fear | 3.67 | Burgaw | 4.63 (first 1000 gal free) |
| Carolina Beach | 4.34 | | |

Source - <https://efc.sog.unc.edu/project/north-carolina-water-and-wastewater-rates-and-rate-structures#ratesheets>

Carroll
Exhibit 2

II
**Belvedere Plantation Water Issues
Meeting Agenda
Utilities, Inc. (Carolina Water Service)
8/16/17**

Belvedere Plantation has a local website called "Nextdoor" where residents can express concerns about local issues. To date we have had 390+ comments about the poor Quality of our water supply and the problems with it.

This meeting is a result of the neighbors' concerns.

Without getting too involved in minor details, the following are legitimate concerns of our community:

1. Hard Water

- a) Black and or brown rings in toilets
- b) Water stains on shower doors and on washed cars that are extremely difficult to remove.
- c) Clothes that do not come clean even when bleach is used
- d) Our system contains only the most basic treatment – sand filtration and injection of orthophosphate (for sequestration of iron) and chlorination (for disinfection).
- e) In a statement from one of our neighbors:

"According to an acquaintance in Olde Point, their problems with the water from Utilities Inc. were solved with they complained loudly enough that the Company put a filtrations/softener system on the pump location that supplies the water to their neighborhood. That system is attached to the pump station located beside the Olde Point Country Club parking lot. Maybe, Belvedere neighbors should band together to insist that the same be done for our Community. We do not live in a third world country and should insist that we receive clean safe water."

Is there something that Utilities, Inc. can do to eliminate the hard water, or must each resident be required to add water softeners and filter systems to our homes?

2. Annual Water Report

The annual water report showed higher than allowable levels of Haloacetic acids (HHA5) at 74.2 ppb (over 60 ppb). Since compliance is based on a 4 quarter average, the system was not technically in violation. UI states that they are flushing the system regularly to help lower the level of HHA5's and will continue quarterly sampling. The report states that this chemical is likely a byproduct of drinking water disinfection.

Chlorine is used by UI to disinfect our water – is too much chlorine the cause of the contamination?

Since this chemical is a carcinogen, is quarterly sampling enough and has UI been able to identify the actual cause of the HHA5's?

3. High Chlorine Levels

- a) Many of our residents have experienced high chlorine smell in the water supply.
- b) One resident had a water company representative test and the answer was "It's a bit high, we will adjust the level". Not sure what "a bit high" means.
- c) Another resident was told that they were close to the beginning of the system and levels need to be maintained at the end of the system. Are they supposed to live with this high chlorine smell?
- d) I have lived in six different states and never experienced high chlorine smell, even in a large system that distributed water to a million customers.

What can Carolina Water do to regulate the chlorine levels properly?

4. Gen X –

- a) We understand that our system does not draw water from the Cape Fear River, but does get water from the Castle Hayne Aquifer which runs under the Cape Fear.
- b) GenX will eventually wash out of the Cape Fear River, but if it does permeate the Castle Hayne Aquifer, it may be there forever.

Does our water have any levels of GenX?

Is there any possibility that GenX can get into the aquifer?

If it does, what are the contingency plans?

5. Service Outages – We have had numerous service outages and low pressure incidents leading to "boil water" alerts. Many residents are now routinely purchasing bottled water, boiling water even when there are no "boil water" alerts, looking for home water delivery services and investigating installing or reactivating their private wells. Reliability appears to be a problem.

UI Comment?

6. Recent "brown water" incident:

- a) Incident was apparently due to a pump failure and switching over to a well that was shut down for repair.
- b) We were told that the water was safe to drink, but not good enough to wash clothes.
- c) A report indicated that the "brown" color was from dissolved solids. Normally dissolved solids are just that – minerals that are dissolved in water and not seen. I believe we had "suspended" solids and not "dissolved" solids. The solids in our brown water settle to the bottom of the container..
- d) From the same report - With one well down, "The system operator plans on performing a comprehensive flushing program once both wells are placed back in operation, but have expressed concern about over flushing the lines with only one well operational."
- e) It is good engineering practice to provide 100% redundancy. There appears to be less than the needed 100% redundancy.

Is our system marginal for serving our community?

7. Expansion:

- a) There are several development projects in the works which will be adding many new homes to the area.
- b) There is a concern that these developments will be hooked up to our already overburdened system.
- c) With 2 wells rated at 500 GPM each, a fire in the area will need more than the 1000 GPM available.

What are Carolina Water's plans to deal with system expansion?

8. Timely and inadequate repairs – the cul-de-sac at the end of Greenview Court had a water main leak that was repaired and the road patched, although the [patch was not done properly. Shortly thereafter, another section of the water main was again leaking. A repair was made and the "crew" through their garbage in the hole, filled it in and left. One of the residents complained to Carolina Water and nothing was done. The road took 2 months to be repaved. I did notice that the tank area on US 17 that resembled a garbage dump has now been cleaned up. Was this the result of this meeting or just a coincidence?

UI Comment?

9. Cost of water:

- a) Average cost of water in nation is \$1.50/1000 gal
- b) In this area, it is approximately \$3-\$4/1000 gal
- c) My latest water bill from Utilities Inc. had a usage charge of \$6.40/1000 gal. This is already the highest rate in this area.
- d) The bill also had a 25 cent charge for "water system improvement". When I emailed UI about this charge, I received the following response from Customer Service Representative Paul W.:

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If this is the only charge necessary for "system Improvements" then the rest of the UI fees must only be to cover O&M.

- e) It is strange when my monthly water bills have exceeded monthly electric bills, and I only have 2 people living at my residence.
- f) Just because Utilities, Inc. is a private company **"backed by a private equity owner with extensive capital to fuel the company's continued growth"**, does not mean you should get a premium for your service.
- g) According to Clean Water for North Carolina, privatization of local water systems only leads to higher rates and poor service.
- h) If anything, our rates should be rolled back to be more in line with other water suppliers.

What can Carolina Water do to make our water affordable?

Carolina Water Service (Utilities, Inc.) MISSION STATEMENT:

"At Carolina Water Service, Inc. of North Carolina, we are committed to providing safe, reliable and cost effective service to our customers, a safe, challenging and enjoyable work environment for our employees, and a fair return for our shareholders; all with the underlying commitment to act with integrity, protect the environment and enhance the communities we serve."

- Safe Service – "Questionable"
- Reliable Service – "Questionable"
- Cost Effective – "Very questionable"
- Challenging and enjoyable work environment for our employees – "definitely challenging"
- Fair return for our shareholders – Yes, but "At the expense of the ratepayers"
- Enhance the communities we serve – "Only when the complaints are overwhelming"

Thank Commissioner Williams and Representative Millis for their support in the community's effort.

Open the floor for comments

| | |
|----------------------------|-----------------------------------|
| Maple Hill | 5.00 |
| Rocky Point/Topsail | 6.00 |
| Scott's Hill | 6.00 |
| Brunswick County | 3.05 |
| Burgaw | 4.63 (first 1000 gal free) |
| Cape Fear | 3.67 |
| Carolina Beach | 4.34 |
| Onslow | 2.80 |
| Jacksonville | <4.00 |
| Leland | <4.00 |
| Topsail Beach | 5.00 |

Carroll Grubbs 73
I/

PETITION TO DENY RATE INCREASE
To Utilities, Inc. (Carolina Water Services, Inc. of North Carolina)

We understand that Utilities, Inc. (Carolina Water Service, Inc. of North Carolina) has requested a rate increase for the Belvedere Plantation Water supply system in Hampstead, NC.

We are the customers of this water system and we have been plagued with problems over the recent past which have included:

- discolored (brown) water that we were told was safe to drink but not good enough to wash clothes
- hard water stains (black and brown)
- high chlorine levels
- service outages
- "boil water" alerts
- extremely high water rates
- clogged home filters
- system repairs that were inadequate and not done on a timely basis
- concern over expansion of our already marginal system

These concerns should be properly addressed and solved before any rate increase is granted.

Carolina Water Service's "MISSION STATEMENT" says:

"At Carolina Water Service, Inc. of North Carolina, we are committed to providing safe, reliable and cost effective service to our customers, a safe, challenging and enjoyable work environment for our employees, and a fair return for our shareholders; all with the underlying commitment to act with integrity, protect the environment and enhance the communities we serve."

Based on their performance, we do not believe that our system is safe and certainly not reliable or cost effective considering the already exorbitant rate of \$6.40/1000 gallons. This rate appears to be one sided in favor of their shareholders and not their customers.

Carolina Water Service's "OPERATIONAL EXPERTISE" statement says:

"Carolina Water Service, Inc. of North Carolina is experienced in managing virtually every type of water and wastewater facility, from the most fundamental to the most advanced equipment and processes. Our state-certified managers and operating field staff ensure the quality of our services and the integrity of our systems."

It is clear that our water system contains only the "most fundamental equipment and process" at a premium price and is a system that lacks proper quality and integrity.

For these reasons, we ask that any current and future rate increases not be approved. We also ask for a thorough review of Utilities, Inc. (Carolina Water Service, Inc. of North Carolina) costs to determine if a rate "decrease" may indeed be in order.

PETITION TO DENY RATE INCREASE
To Utilities, Inc. (Carolina Water Services, Inc. of North Carolina)

| | |
|--|--|
| Petition summary and background | North Carolina Utilities Commission Rate increase hearing for Utilities, Inc. (Carolina Water Services Inc. of North Carolina) |
| Action petitioned for | We, the undersigned, are concerned citizens who urge our leaders to act now to deny rate increases to Utilities, Inc. (Carolina Water Services Inc. of North Carolina) for Belvedere Plantation, Hampstead, NC |

| Printed Name | Signature | Address | Date |
|-----------------|-----------------|--------------------------------------|---------|
| Patricia Bush | Pat Bush | 732-415 Angalia Dr. | 8/16/17 |
| Mike Bush | Mike Bush | 732-415 Angalia Dr | 8/16/17 |
| Andrea Carey | Andrea Carey | 116 S Belvedere 28443 | 8/16/17 |
| Cedrick Bastett | Cedrick Bastett | 116 S Belvedere Dr 28443 | 8/16/17 |
| Fred Albright | Fred Albright | 113 Wild Berry Lane ²⁸⁴⁴³ | 8/16/17 |
| Dale Albright | Dale Albright | 113 Wild Berry Lane | 8/16/17 |
| JACKIE HARDIN | Jackie Hardin | 107 Kersing Ct. | 8-16-17 |
| Barbara Goff | Barbara Goff | 207 Longleaf Dr | 8/16/17 |
| Russell Goff | Russell Goff | 207 Long Leaf Dr | 8/16/17 |
| Chris Roberts | Chris Roberts | 106 Bay Tree Circle | 8/16/17 |
| Lindsay Adams | Lindsay Adams | 107 Southern Magnolia Ct. | 8/16/17 |
| Paula Africa | Paula Africa | 728 AZALEA DR HAMPSTEAD NC 28443 | 8/16/17 |
| JOHN ROBBINS | John Robbins | 206 FAIRWAY, HAMPSTEAD | 8-16-17 |
| Alesia Bond | Alesia Bond | 205 Longleaf Drive | 8-16-17 |
| Curtis Bond | Curtis Bond | 205 Longleaf Drive | 8-16-17 |
| Cynthia Dalton | Cynthia Dalton | 108 Eagle Lane | 8-16-17 |
| Fay Dalton | Fay Dalton | " " | " " |
| Carole Drewry | Carole Drewry | 508 Azalea Dr. | 8-16-17 |

PETITION TO DENY RATE INCREASE

To Utilities, Inc. (Carolina Water Services, Inc. of North Carolina)

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| Printed Name | Signature | Address | Date |
|-------------------|--------------------------|---|-----------|
| ANNE C. GERVASE | <i>Ann C. Gervase</i> | 732 Gales Dr., Unit 407, Hampstead | 8/14/17 |
| JOY MILLS | <i>Joy Mills</i> | 104 S. Belvedere Dr Hampstead NC | 8/16/17 |
| RAE CARROLL | <i>Rae Carroll</i> | 103 GREENVIEW CT 28443 | 8/16/17 |
| FRANK CERON | <i>Frank Ceron</i> | 1065 BELVEDERE DR HAMPSTEAD NC | 8/16/17 |
| ROSEMARY TWISDOR | <i>Rosemary Twisdor</i> | 102 Bagey Ct. Hampstead NC | 8/16/17 |
| CHRISTINE TWISDOR | <i>Christine Twisdor</i> | 102 Bagey Ct. Hampstead | 8/14/17 |
| Amy Gelles | <i>Amy Gelles</i> | 329 Long Leaf Dr. Hampstead | 8/16/17 |
| Kyle Mills | <i>Kyle Mills</i> | 104 S. Belvedere Dr. Hampstead | 8/16/17 |
| GREG MISCHER | <i>Greg Mischer</i> | 418 N. Belvedere Dr Hampstead, NC | 8/16/17 |
| LUCI MISCHER | <i>Luci Mischer</i> | 418 N Belvedere Dr. Hampstead, NC 28443 | 8-16-2017 |
| PAT WIGGINS | <i>Pat Wiggins</i> | 124 AZALEA DR #445 HAMPSTEAD, NC 28443 | 8/16/17 |
| MIKE SAVALLI | <i>Mike Savalli</i> | 158 RED BIRD Ln HAMPSTEAD NC | 8/16/17 |
| DIANE PESTO | <i>Diane Pesto</i> | 145 RED BIRD 28443 | 8/16/17 |
| MAURIE SAVALLI | <i>Maurie Savalli</i> | 158 Red Bird Ln. 28443 | 8/16/17 |
| Elise Kingston | <i>Elise Kingston</i> | 123 Red Bird Ln. 28443 | 8/16/17 |
| Harry Kingston | <i>Harry Kingston</i> | 123 Red Bird La 28443 | 8/16/17 |
| Maurie Ferry | <i>Maurie Ferry</i> | 110 Azalea Dr. 28443 | 8/16/17 |

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| Printed Name | Signature | Address | Date |
|-------------------|-------------------|------------------------------------|-----------|
| Connie Lowell | Connie Lowell | 123 Azalea Dr. Hampstead | 8-16-17 |
| Tom Lowell | Tom Lowell | 123 AZALEA Dr Hampstead | 8/16/17 |
| Thomas J. Dee | Th. J. Dee | 105 Bunker Court, Hampstead | 8/16/2017 |
| Patricia Marks | Patricia Marks | 109 Current Ln Hampstead 28443 | 8/16/17 |
| GEORGE MARKS | George Marks | 109 CURRENT LN. Hampstead - 28443 | 8-16-17 |
| Barry Sutton | Barry Sutton | 105 Greenview Ct Hampstead | 8/16/17 |
| Gislene Hamberger | Gislene Hamberger | 114 Belvedere CT " | 8/16/17 |
| STEVE TORRES | Steve Torres | 104, Greenview Ct. Hampstead | 8/16/17 |
| Linda Lake | Linda Lake | 97 Red Bud Lane Hampstead | 8-16-17 |
| LARRY LAKE | Larry Lake | 97 Red Birch Hampstead | |
| Kathy McKinnon | Kathy McKinnon | 146N Belvedere Dr. Hampstead | 8/16/17 |
| LARRY A. HAWKINS | Larry A. Hawkins | 105 GREENVIEW CT. Hampstead | 8/16/17 |
| Pamela Fisk | Pamela Fisk | 218 Azalea Dr Unit 463 Hampstead | 8-16-17 |
| Douglas Keeth | Douglas Keeth | 107 Bogen Ct. Hampstead | 8/16/17 |
| Mandy Ware | Mandy Ware | 2909 Country Club Dr. Hampstead NC | 8-16-17 |
| Mary Smith | Mary Smith | 154 N Belvedere Dr Hampstead NC | 8/16/17 |
| TERRY HUCKEN | Terry Hucken | 120 AZALEA Dr " | 8/16/17 |
| EDWARD PARKER | Edward Parker | 103 Holly Tree Dr | 8/16/17 |

PETITION TO DENY RATE INCREASE To Utilities, Inc. (Carolina Water Services, Inc. of North Carolina)

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| Petition summary and background | North Carolina Utilities Commission Rate increase hearing for Utilities, Inc. (Carolina Water Services Inc. of North Carolina) |
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| Printed Name | Signature | Address | Date |
|----------------------|----------------------|---|-----------|
| Antoinette U. Kinner | Antoinette U. Kinner | 105 Greenville Ct Hampstead ^{NC 28843} | 8-16-17 |
| SHARON GALOVICH | Sharon Galovich | 2147 Country Club Hampstead | 8-16-17 |
| MARK GALOVICH | M. Galovich | 2147 COUNTRY CLUB DR. | 8-16-17 |
| Hailey Fruchel | Hailey Fruchel | 2117 Country Club Dr. | 8/16/17 |
| BEVERLY SHANLIS | | 115 WIDGEON CIRCLE | 8/16/17 |
| KERMIT SHANLIS | Kermit Shanlis | " " " | |
| Michael Connolly | Michael Connolly | 204 N Belvedere Dr | 8/16/17 |
| Joyce Diggitt | Joyce Diggitt | 103 N Belvedere Dr. | 8/16/17 |
| JAMES MOORE | James Moore | 104 DIVOT CT. | 8-16-17 |
| Robert Becker | | 474 Highland Dr, Hampstead | 8/16/17 |
| Jo Ellen Lape | Jo Ellen Lape | 105 Whiskey Ct B | 8-16-17 |
| Nancy Ford | Nancy Ford | 104 THRASHER Ct. A | 8-16-17 |
| Sara Duthan | Sara Duthan | 207 Hickory Lane | 8-16-17 |
| STEVE DUNSTON | | 207 Hickory Lane | 8-16-17 |
| DIANA SIMMONS | Diana M. Simmons | 104 Mulberry Circle 28443 | 8-16-17 |
| Merin Wieland | Merin Wieland | 501 Azalea Dr. | 8-16-17 |
| JACK McDowell | J. C. McDowell | 112 Azalea Dr. Hampstead | 16 Aug 17 |

PETITION TO DENY RATE INCREASE

To Utilities, Inc. (Carolina Water Services, Inc. of North Carolina)

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| Printed Name | Signature | Address | Date |
|--------------------|--------------------|-------------------|---------|
| Bric Goolbis | Bric Goolbis | 204 N Belvedere | 8/16/17 |
| Gweny Sherrad | Gweny Sherrad | 117 N. Belvedere | 8/16/17 |
| Russell Hoff | Russell Hoff | 207 Longleaf Dr | 8/16/17 |
| Cynthia Spooner | Cynthia Spooner | 202 FAIRWAY DR | 8-16-17 |
| Leslie Ashby | Leslie Ashby | 106-C Thrasher Ct | 8/16/17 |
| Sheila Farrell | Sheila Farrell | 105 TAVAGER WAY | 8/16/17 |
| Tom Farrell | Tom Farrell | " " " | 8/16/17 |
| Amy Rivera | Amy Rivera | 120 Holly Tree Ln | 8/16/17 |
| ELIZABETH CHAPMAN | Elizabeth Chapman | 426 WIDGON DR | 8/16/17 |
| Judith F. Brady | Judith F. Brady | 435 N. Belvedere | 8/16/17 |
| Ann McDowell | Ann McDowell | 112 Azalea Dr | 8-16-17 |
| Gay & Mike Kaufman | Gay & Mike Kaufman | 123 Eret Ct | 8-16-17 |
| Peggy Foster | Peggy Foster | 113 Eret Ct | 8/16/17 |
| Elizabeth Hailey | Elizabeth Hailey | 125 S. Belvedere | 8/16/17 |
| Ruth Scrivner | Ruth Scrivner | 108 Regan Ct | 8/16/17 |
| Amy Carroll | Amy Carroll | 103 Greenville Ct | 8/16/17 |
| | | | |
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| Printed Name | Signature | Address | Date |
|-------------------|-------------|--------------------------------------|---------|
| Stephanie Ottaway | [Signature] | 168 S Belvedere Hampstead | 8/12 |
| Paula Minor | [Signature] | 156 Red Bird Lane | 8/16/17 |
| Tricia Sumner | [Signature] | 106 Mulberry Circle | 8/16/17 |
| Tommy Sumner | [Signature] | 106 Mulberry Circle | 8/16/17 |
| Gracie Harrell | [Signature] | 105 S. Belvedere | 8/17 |
| PETER H Grant | [Signature] | 506 Azalea Dr Hampstead | 8/17 |
| Marge Ulicka | [Signature] | 102 Soundview Dr. | 8/17 |
| Jean Hurry | [Signature] | 100 Dolphin Cir | 8/17 |
| Tony Ulicka | [Signature] | 102 Soundview | 8/17 |
| Robert Hurry | [Signature] | 100 Dolphin Cir | 8/18 |
| James Walsh | [Signature] | 208 Hickory Ln Hampstead | 8/18/17 |
| Catherine Adams | [Signature] | 113 Yacht Basin Landing Hampstead | 8/18/17 |
| Mary Ann Long | [Signature] | 732 Azalea Dr #410 Hampstead | 8/18/17 |
| Ben Daniels | [Signature] | 120 HOLLY TREE | 8-18-17 |
| Judy Bucher | [Signature] | 103A Thrasher CT | 8-16-17 |
| Ute Wolf | [Signature] | 408 Azalea Dr. | 8-16-17 |
| Jim McAnallen | [Signature] | 410 Azalea Dr. | 8-16-17 |

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| Printed Name | Signature | Address | Date |
|-----------------------------|------------------|---|----------|
| Vicky Ostmann | Vicky Ostmann | 121 Egret Ct Hampstead, NC | 8/16/17 |
| Gary Haddock | Gary Haddock | 133 Holly Lane Tree Hampstead, NC | 8/16/17 |
| Hjita Haddock | Carole Haddock | 133 Holly Lane Tree Hampstead, NC | 8/16/17 |
| Rich Dumas | Rich Dumas | 288 ²²⁸ Azalea #423 Hampstead | |
| Kenny Maynard | Kenny Maynard | 112 Persimmon Ln | 8/16/17 |
| Marie Bucher | Marie Bucher | 101 Bay Tree Cir | 8-16-17 |
| Ferruci Drewry | Ferruci Drewry | 508 Azalea Dr, Hampstead | 8/16/17 |
| Carole Heeran | Carole Heeran | #488 702 Azalea Dr Hampstead | 8/16/17 |
| GARY MAGISTRELLI | Gary Magistrelli | 216 Weatherstone Dr, Hampstead | 08/16/17 |
| Robin Lucien | Robin Lucien | 402 Azalea Hampstead | 8/16 |
| Jan Gleason | Jan Gleason | 115 Egret Ct | 8/16 |
| Kim Zowdlo | Kim Zowdlo | 118 LEEWARD LN | 8/16 |
| Robert P Hammond | 108 Hickory Cir | ROBERT P HAMMOND | 8/19/17 |
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| Printed Name | Signature | Address | Date |
|---|--------------------|--------------------------------|---------|
| Jim P. Marlowe JIM P. MARLOWE | Linda Marlowe | 400 Azalea Drive Hampstead | 8/22/17 |
| STANLEY RICK | | 200 AZALEA, Hampstead | 8/22/17 |
| BRIAN Gongloff | Brian Gongloff | 202 Azalea Hampstead | 8/22/17 |
| Jen Helst | Jen Helst | 105D Thrasher Ct Hampstead, NC | 8/22/17 |
| Roland Carlin | Roland Carlin | 112 Red Bird Lane | 8.22.17 |
| Kim Carlin | Kim Carlin | 112 Red Bird Lane | 8-22-17 |
| Tim Coleman | Tim Coleman | 710 Azalea Drive #470 | 8/22/17 |
| Wendy Queen | Wendy Queen | 103 Sweet Bay Ct | 8/22/17 |
| RYAN Robinson | Ryan Robinson | 106 sweet Bay CT | 8/22/17 |
| MATT Queen | Matt Queen | 103 Sweet Bay Ct | 8/22/17 |
| Mike Teter | Mike Teter | 101 Sweet Bay Ct | 8/22/17 |
| Kevin Teacheney KEVIN TEACHENEY | Kevin Teacheney | 104 Sweet Bay Ct | 8-22-17 |
| Art Dayton ART DAYTON | Art Dayton | 102 SPANISH MOSS | 8-22-17 |
| DIANE DAYTON | Diane Dayton | 102 SPANISH MOSS CT | 8-22-17 |
| Gail Granger | Gail Granger | 101 weatherbee Dr. | 8-22-17 |
| Tino Granger | Tino Granger | 101 weatherbee Dr | 8-22-17 |
| Sheila DeRose | Sheila DeRose | 219 Gold Leaf Dr. | 8-22-17 |
| John Cocimiglio | John Cocimiglio | 301 GOLD LEAF Dr | 9/24/17 |
| ANN Chaber Hoffman | Ann Chaber Hoffman | 305 N. Belvedere Dr | 9/22/17 |

PETITION TO DENY RATE INCREASE To Utilities, Inc. (Carolina Water Services, Inc. of North Carolina)

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| Printed Name | Signature | Address | Date |
|-----------------------------|------------------------------------|-----------------------------------|----------|
| Donna Moore | <i>Donna Moore</i> | 104 Divot Ct Hampstead | 08/16/17 |
| Mary Ann Caraway | <i>Mary Ann</i> | 306 W. 4th Dr Hampstead | 8/16/17 |
| JACK SEMAR | <i>Jack Semar</i> | 100 Phoebe Ct Hampstead | 8/20/17 |
| PATRICIA SEMAR | <i>Patricia Semar</i> | 100 PHOEBEE CT. Hampstead | 8/20/17 |
| Laura Caporino | <i>Laura Caporino</i> | 103 Phoebe Ct Hampstead | 8/20/17 |
| Dolly Haynes | <i>Dolly Haynes</i> | 105 Phoebe Ct Hampstead | 8/20/17 |
| Lynn Creech | <i>Lynn Creech</i> | 106 Phoebe Ct. Hampstead NC 28443 | 8/20/17 |
| DAVID LOCHART | <i>David Lochart</i> | 104 PHOEBEE CT HAMPSTEAD NC 28443 | 8/20/17 |
| Weavette Coleman | <i>Weavette Coleman</i> | 101 PHOEBEE CT Hampstead NC 28443 | 8/20/17 |
| Helen Taranto | <i>Helen Taranto</i> | 103 Kiskadee Ct Hamp. | 8/20/17 |
| Peter W. Haski | <i>Peter W. Haski</i> | 103 Kiskadee Ct. Hampstead | 8/20/17 |
| Hill Pearsall | <i>Hill Pearsall</i> | 101 Kiskadee Ct Hampstead | 8/20/17 |
| R. MILES STANDISH | <i>R. Miles Standish</i> | 105 KISKADEE CT. " | 8/20/17 |
| Karen Justice | <i>Karen Justice</i> | 104 Kiskadee Ct " | 8/20/17 |
| Helen Green | <i>Helen Green</i> | 102 Kiskadee Ct Hampstead | 8/20/17 |
| Christopher Murray | <i>Christopher Murray</i> | 122 Mulberry Circle Hampstead | 8/20/17 |
| RON & MARY SEALER | <i>Ron & Mary Sealer</i> | 119 MULBERRY C.R Hampstead | 8/20/17 |
| Pete & Sandra Spinnelli | <i>Pete & Sandra Spinnelli</i> | 306 Azahua Ct | 8-21-17 |

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| Printed Name | Signature | Address | Date |
|------------------|------------------|---|---------|
| Roy Short | R Short | 101 Wedgean Cui | 8/22/17 |
| Elvie Short | Elvie Short | " | |
| Elizabeth Hailey | Elizabeth Hailey | 125 S. Belvedere Dr | 8/22/17 |
| Karen Okelley | Karen Okelley | 425 Wedgean DR | 8/22/17 |
| Diane Colton | Diane Colton | 702 Azalea Dr / Hampstead #481 | " |
| Chris Roberts | Chris Roberts | 106 Bay Tree Circle | 8-22-17 |
| Brenda Potter | Brenda Potter | 465 Andrews Rd. Hampstead NC 28443 | 8-22-17 |
| Gerry Post | Gerry Post | 759 Washington Acres Rd Hampstead NC 28443 | 8-22-17 |
| Sharon Cappello | Sharon Cappello | 114 Azalea Dr Hampstead, N | 8-22-17 |
| Regina Fisher | Regina Fisher | 53 Shandy Way, Hampstead | 8/22/17 |
| Teresa Rhodes | Teresa Rhodes | 301 Frons Pch, Hampstead | 8/22/17 |
| Deborah Deane | Deborah Deane | HAMPSTEAD | 8-22-17 |
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August 23, 2017

NC Utilities Commission

Public Hearing on W-354 Sub 356

New Hanover County Courthouse

Drewry
Exh I
I/

Submitted by Ferrell Drewry

FJD 8/23/2017

508 Azalea Dr, Hampstead, NC 28443

919-805-5005

fdrewry@yahoo.com

Thank you for coming to Wilmington and for allowing me to share my opinion about the water rate increase requested by Carolina Water Service, Inc. of North Carolina, a division of Utilities, Inc. in Northbrook, IL and which itself is a division of Corix Infrastructure located in Vancouver, British Columbia, Canada.

I learned from the NC Utilities Commission web site that:

"The law requires that utility companies must provide reasonably good service and must be fairly paid for doing so. In setting prices, the Commission must be fair and reasonable to both public utilities and their customers."

(from content located here: <http://www.ncuc.commerce.state.nc.us/overview/ucdesc.htm>)

My opinion is that Carolina Water Service is **NOT** providing "reasonably good service" and that Carolina Water Service is already being paid a rate comparable to public utilities providing a much better quality product and service.

I think that Carolina Water Service water quality has deteriorated significantly in the past 9 months, and during that time, Carolina Water Service has failed to consistently notify customers in a timely manner of water quality issues. There have also been water quality issues where NO notification was received

from Carolina Water Service. As a result, residents in our area served by Carolina Water Service have had:

- increased in-home filtration costs
- the need to purchase bottled water or to boil water for human consumption
- clothing and bed linen stained due to poor water quality.

I am regularly seeing a total dissolved solids (TDS) reading of greater than 100 ppm for my water. This morning, the reading was 235 ppm. By contrast, cheap bottled water has a TDS reading of approximately 0.05 ppm and small filter systems produce water with a TDS reading of less than 0.01 ppm. This means that my water this morning from Carolina Water Service had approximately **4600 times more** TDS than a gallon of "spring water" from Wal-Mart. That's about 1 gram of TDS that people are consuming for every 2 gallons of Carolina Water Service water. Clearly, Carolina Water Service is **NOT** producing a "reasonably good" product.

I understand that high mineral content can be expected in ground water systems and that flushing is a common solution to alleviate the high mineral content. Due to the poor quality and outages we have experienced in the Belvedere Plantation subdivision in Hampstead, I question whether or not Carolina Water Service has maintained a proper flushing and preventive maintenance schedule to ensure a "reasonably good" and reliable product to NC residents. I also question whether or not Carolina Water Service has complied with notification requirements set forth by NCUC and the NC Department of Environmental Quality.

I have also heard that at least one home sale was terminated after the prospective buyer learned of the water quality issues in our neighborhood. The real or perceived loss of property values in our neighborhood could become a significant additional cost to customers of Carolina Water Service.

Regarding a utility "being fairly paid", my water rate is currently on par with the rate charged by Pender County. My research shows the following water rates in my area (wastewater rate not shown):

| Company | Service Area | Water Rates | |
|--|--|------------------|-------------------|
| | | Base Monthly Fee | Per 1,000 Gallons |
| Carolina Water Service | Belvedere Plantation subdivision, Hampstead, Pender County, NC | \$22.40 | \$6.40 |
| Pender County Utilities Department | Pender County | \$27.50 | \$6.50 |
| Cape Fear Public Utility Authority (CFPUA) | New Hanover County | \$33.34 | \$3.85 |
| Aqua North Carolina Inc | The Cape subdivision, Wilmington, New Hanover County, NC | \$21.09 | \$1.42 |

Belvedere Plantation in Hampstead and The Cape subdivision (approx. 1,000 homes) near Wilmington are similar golf course communities where the water is provided by private utilities. While the base water rate per month is comparable, Carolina Water Service is currently charging residents **over 4 times more** what Aqua is charging for water usage. It appears to me that Carolina Water Service is currently getting a more than reasonable rate or fair rate **without providing a reasonable product**.

Therefore, I respectfully request that the Commission **REJECT** the rate increase requested by Carolina Water Service. I also request that the Commission take steps to determine whether or not Carolina Water Service should maintain their franchise or certificate of authority versus moving the affected residents to the Pender County Utilities Department system. My understanding is that the respective water systems are interconnected for emergency needs so it seems like a simple matter to switch residents to a better system. My opinion is that Carolina Water Service has not re-invested properly into our NC community and therefore does not deserve to continue to be permitted to serve our NC community.

I also request the Commission and its counterparts in NC DEQ to conduct a thorough audit of Carolina Water Service facilities and their records provided to the respective agencies to ensure that Carolina Water Service is following the procedures required to provide safe and reliable water to our NC community.

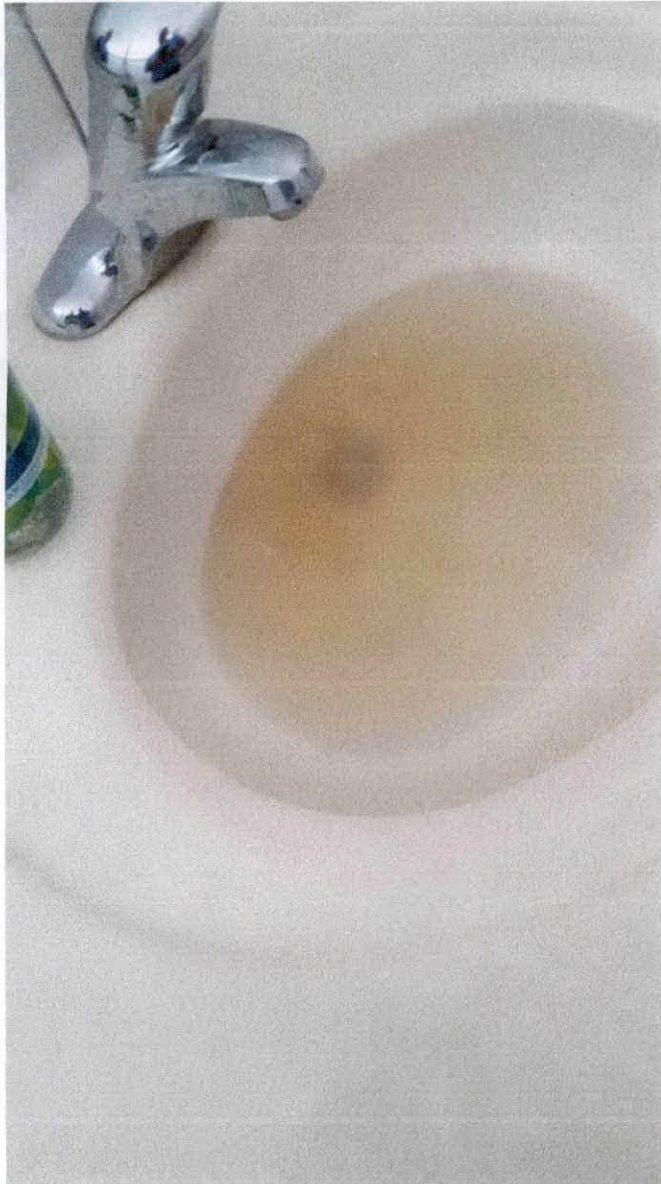
Thank you for your time.

 8/23/2017

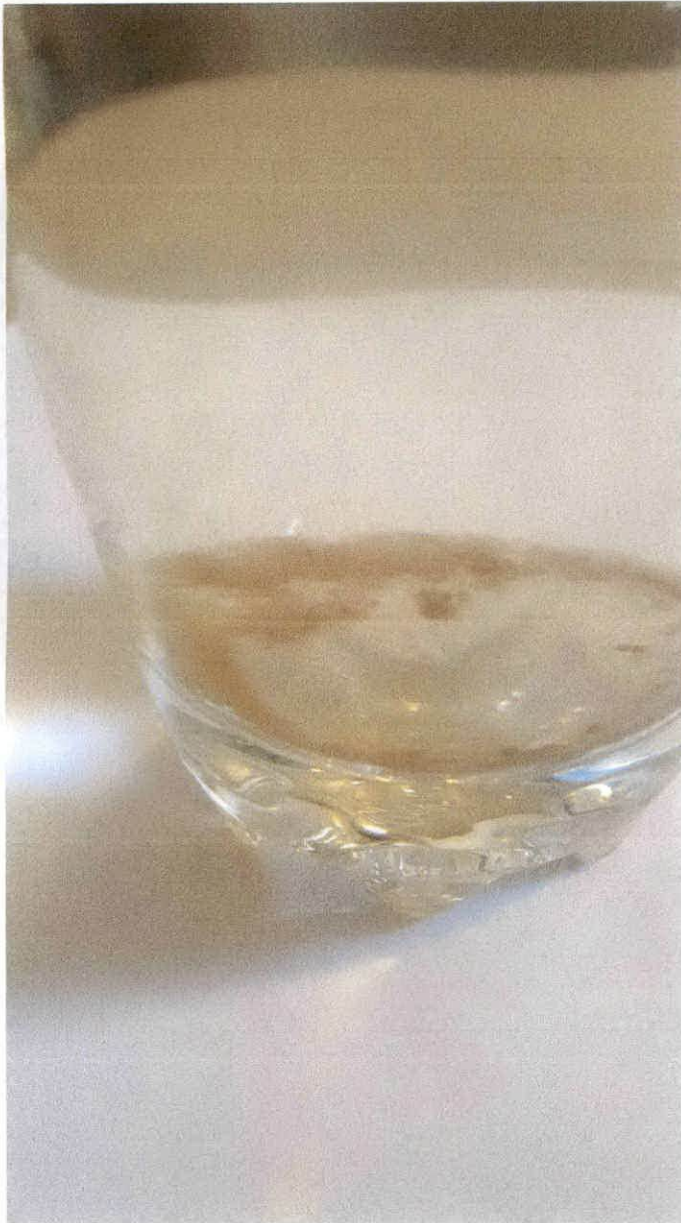
Ferrell B. Drewry

Water Sample Photos from 508 Azalea Dr, Hampstead, NC 28443 for the most recent issues. Similar issues have persisted for the past 9 months!

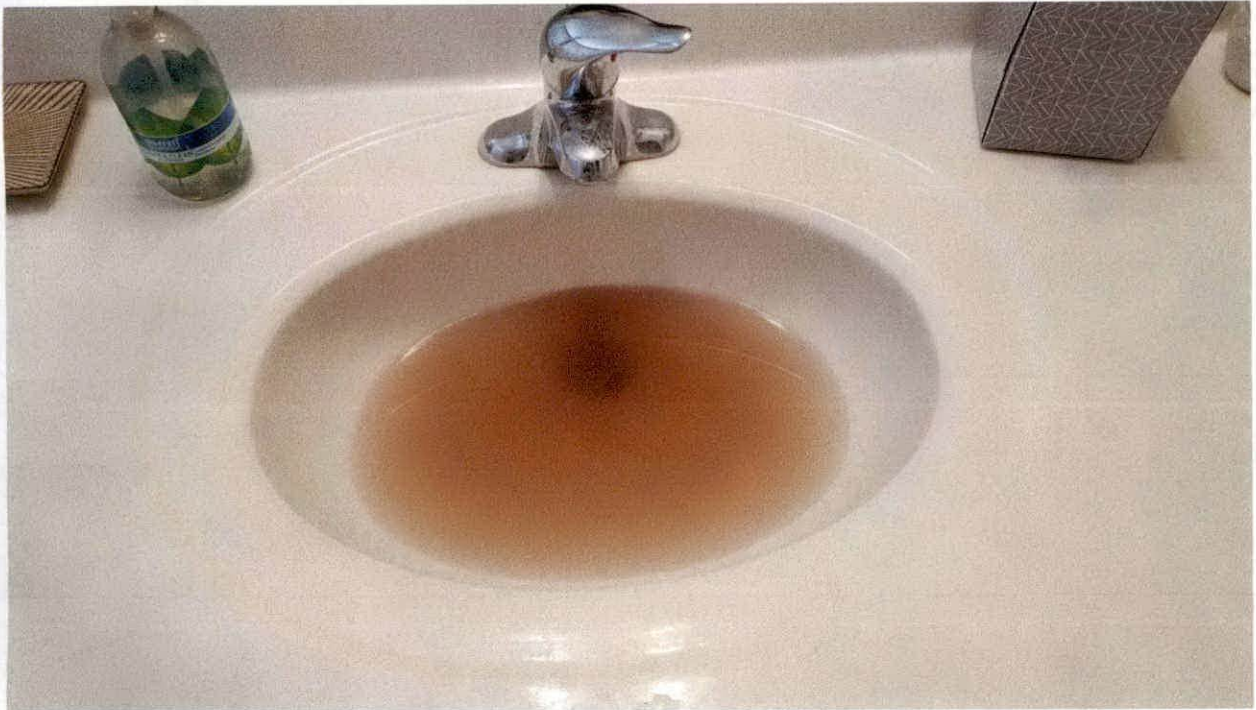
Picture taken on 7/12/2017 (discoloration and sediment)



Picture taken on 07/14/2017 (sediment)



Picture taken on 07/28/2017 (discoloration)



Picture 08/23/2017 (sediment and discoloration)



Your Water Bill is about to go Up

85%

!!!!!!

..Flat Rate from \$14.50 to \$26.95

And

305%

!!!!!!

..Water Usage from \$1.90 to \$7.70

(per 1,000 gallons)

Ref: Application by Carolina Water Services to increase rates to NC Utilities Commission
Docket # W-354, Sub 356

The application by CWS is unwarranted and unjustified. In addition, problems existing are:

Pressure is inconsistent

Water smells at times and does not taste good

Water stains clothes, house sidings and clogs inside plumbing fixtures

Water clogs ice maker filters and faucet screens quickly

Minerals and deposits from water clogs hot water heaters quickly

Minerals and deposits from water ruins your hair

The old meter boxes are broken, cracked, leak and were never properly installed

Many residents have had to purchase water softeners for washing clothes

Many buy ice now as ice maker filters cost \$30 to \$50 each

Can't wash our vehicles or boats without having heavy minerals deposits sticking to finish

CWS needs to address and fix the issues listed above before any rate increase

If you have any questions or wish to register other complaints, you can send your comments to

gina.holt@psncuc.nc.gov

Please make reference to the Docket # listed above

Ms Holt is an attorney with The Public Staff who represents the residents and consumers of the CWS system.

If you want to fight this ridiculous increase as proposed, your voice must be heard.

PUBLIC HEARING is Wed August 23, 2017 7pm Courthouse Courtroom #317

Look for updates on Facebook: tag group **"IN THE LOOP"**

Tub residue
Aug. 23rd.
Ware Ex. 1

