

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Thursday, August 16, 2018 2:03 PM  
**To:** Statements  
**Cc:** Holt, Gina; Grantmyre, William  
**Subject:** FW: Docket W-354, Sub 360 Carolina Water Service, Inc. of North Carolina Position Statement

**From:** Casselberry, Gina  
**Sent:** Thursday, August 16, 2018 2:01 PM  
**To:** 'David Smoak' <dsmk123@gmail.com>  
**Subject:** RE: [External] Letter to Oppose Carolina Water Service Rate Increase to Carolina Trace Community

~~Mr. Smoak~~

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

Gina Casselberry

Gina Y. Casselberry  
 Utilities Engineer  
 Public Staff – Water and Sewer Division  
 Phone: 919-733-0890  
 Fax: 919-715-6704  
[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)

**From:** David Smoak [<mailto:dsmk123@gmail.com>]  
**Sent:** Wednesday, August 15, 2018 4:19 PM  
**To:** Casselberry, Gina <[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)>  
**Subject:** [External] Letter to Oppose Carolina Water Service Rate Increase to Carolina Trace Community

**CAUTION:** External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to

Ms. Casselberry, please include my comment as an opposing voice to Carolina Water Service's proposed rate increase.

1. NCUC Commissioner Ed Finley and Executive Director Public Staff Chris Ayers should recuse themselves from any discussion of this CWSNC rate increase since they previously worked at law firms that supported CWSNC.

2. CWSNC is requesting that ALL of the rate increase be added to the current BASE RATE. This is an effort on the part of CWSNC to essentially 'guarantee' their profit rate regardless of water usage. Any rate increase should be levied against the water/sewer utilization rate.

3. Water conservation must be a primary concern in water consumption. This mandates that any rate increase should be added to the water/sewer utilization rate and not the base rate.

Thank you,  
David Smoak  
96 Northridge Trail  
Sanford, NC 27332

---

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.

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Thursday, August 16, 2018 2:12 PM  
**To:** Statements  
**Cc:** Holt, Gina; Grantmyre, William  
**Subject:** FW: W-354, Sub 360 Carolina Water Service, Inc. of North Carolina Position Statement

**From:** Casselberry, Gina  
**Sent:** Thursday, August 16, 2018 2:11 PM  
**To:** 'Debra Peek' <debraf08@gmail.com>  
**Subject:** RE: [External] CWSNC proposed base rate increase

~~MS: Peek~~

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

Gina Casselberry

Gina Y. Casselberry  
 Utilities Engineer  
 Public Staff – Water and Sewer Division  
 Phone: 919-733-0890  
 Fax: 919-715-6704  
[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)

**From:** Debra Peek [<mailto:debraf08@gmail.com>]  
**Sent:** Thursday, August 16, 2018 9:49 AM  
**To:** Casselberry, Gina <[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)>  
**Subject:** [External] CWSNC proposed base rate increase

**CAUTION:** External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to

Ms. Casselberry  
 Please add my name to the list of residents opposed to the rate increase proposed by CWSNC. One has to wonder at what point this fleecing by CWSNC will end. Also, NCUC Commissioner Ed Finley and Executive

Director Public Staff Chris Ayers should recuse themselves from any discussion of this rate increase since they previously worked at law firms that supported CWSNC.

If indeed a rate increase is deemed warranted, it should be applied to usage and not the base rate. It seems fair that those who use the most should pay the most.

Thank you.

Debra Peek  
4007 Deer Track Trail  
Sanford, NC 27332

---

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.

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Thursday, August 16, 2018 2:10 PM  
**To:** Statements  
**Cc:** Holt, Gina; Grantmyre, William  
**Subject:** FW: W-354, Sub 360 Carolina Water Service, Inc. of North Carolina Position Statement

**From:** Casselberry, Gina  
**Sent:** Thursday, August 16, 2018 2:08 PM  
**To:** 'Janice & Matt Matthews' <janicematt.matthews@gmail.com>  
**Subject:** RE: [External] Dissatisfaction with CWSNC Proposed Water/Sewer Rate Increase

~~Mr. and Mrs. Matthews,~~

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

Gina Casselberry

Gina Y. Casselberry  
 Utilities Engineer  
 Public Staff – Water and Sewer Division  
 Phone: 919-733-0890  
 Fax: 919-715-6704  
[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)

**From:** Janice & Matt Matthews [<mailto:janicematt.matthews@gmail.com>]  
**Sent:** Wednesday, August 15, 2018 5:21 PM  
**To:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Subject:** [External] Dissatisfaction with CWSNC Proposed Water/Sewer Rate Increase

**CAUTION:** External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to

CWSNC Proposed Water/Sewer Rate Increase

8/15/2018

As a resident of Carolina Trace for 11 years, we are writing to express our dissatisfaction with the proposed water/sewer rate increase.

The current rate increase proposal will erase Carolina Trace's last year's decrease.

CWSNC is requesting that ALL of the rate increase be added to the current BASE RATE. This would insure their profit rate regardless of water usage. Any increase should be levied against water/sewer utilization. This would also encourage water conservation.

Please review and share our concerns.

Martin and Janice Matthews

11 The Pointe

Carolina Trace

---

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.

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Wednesday, August 15, 2018 3:13 PM  
**To:** Statements  
**Cc:** Holt, Gina; Grantmyre, William  
**Subject:** FW: W-354, Sub 360 Carolina Water Service, Inc. of North Carolina - Position Statement

**From:** Casselberry, Gina  
**Sent:** Wednesday, August 15, 2018 3:12 PM  
**To:** 'Catherine Entrocaso' <centr084@cccc.edu>  
**Subject:** RE: [External] Water Rate Increase

Ms. Entrocaso

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

Gina Casselberry

Gina Y. Casselberry  
 Utilities Engineer  
 Public Staff – Water and Sewer Division  
 Phone: 919-733-0890  
 Fax: 919-715-6704  
[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)

**From:** Catherine Entrocaso [<mailto:centr084@cccc.edu>]  
**Sent:** Wednesday, August 15, 2018 11:22 AM  
**To:** Casselberry, Gina <[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)>  
**Subject:** [External] Water Rate Increase

**CAUTION:** External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to

Ms. Casselberry,

I am writing in protest of the proposed water service price increases for my area, Lee County, and specifically the Carolina Trace neighborhood where my young daughter and I currently reside.

I am a single-mother, a college instructor, and am on an extremely limited budget with no outside income assistance. I am proud of my ability to work, pay my taxes, and provide for my daughter without taking public assistance away from a more needing family; however, I am extremely frustrated that my rates are to possibly increase again and that my representatives appear to hold the CWSNC's interests as more important than the citizen populations they serve. I sincerely hope you are not among that group, and encourage you to stand up to CWSNC as a corporation potentially harming thousands of your constituents with these proposed price increases.

Thank you for your time in reading this correspondence. I look forward to your response on how you will vote on this measure.

Best,

*Catherine E. Entrocaso*

English Instructor, Department of Humanities  
Central Carolina Community College  
Lee Campus: CFC Building, Office 1  
Office Hours: MWF, 10 am - 11 am; TTh, 11am - 12pm  
919-718-7288  
[centr084@cccc.edu](mailto:centr084@cccc.edu)

---

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.



**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Wednesday, August 15, 2018 3:09 PM  
**To:** Statements  
**Cc:** Holt, Gina; Grantmyre, William  
**Subject:** FW: W-354, Sub 360 Carolina Water Service, Inc. of North Carolina Position Statement

**From:** Casselberry, Gina  
**Sent:** Wednesday, August 15, 2018 3:07 PM  
**To:** 'ngnlson@yahoo.com' <ngnlson@yahoo.com>  
**Subject:** RE: [External] Carolina Water Service Rate Increase Dispute

Ms. Nelson

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

Gina Casselberry

Gina Y. Casselberry  
 Utilities Engineer  
 Public Staff – Water and Sewer Division  
 Phone: 919-733-0890  
 Fax: 919-715-6704  
[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)

**From:** Natasha [<mailto:ngnlson@yahoo.com>]  
**Sent:** Wednesday, August 15, 2018 9:08 AM  
**To:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Subject:** [External] Carolina Water Service Rate Increase Dispute

**CAUTION:** External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to

Dear Ms. Casselberry,

I'm a homeowner in Carolina Trace. A first time home buyer at that and so far it's been a great experience with lots to learn. While my new adventure has been great for the most part I find it egregious that the Carolina Water Service of North Carolina is again petitioning to raise rates. This is my protest.

The previous rate increase was sold as a rate cut which essentially was only for higher consumers of \$120.00 or more a month for water and sewage. We are charged for what we get and charged double for the perceived amount of what goes back down the drain. Keep in mind waste water that goes back down the drain is not and cannot be tracked, confirmed by the service agents at Carolina Water Service I've spoken to.

My household doesn't use \$120 worth of water so my bill went up. I will not waste water to save a few bucks. Generally, my usage amounts to about \$8- \$11 a month (by Carolina Water Service standards ) but my bill is just shy of \$80 each month. My usage is roughly 10% of my bill. The rest of service fees. Additionally, we are charged a service fee when paying the bill. Yes, we get charged for paying the bill. How is that possible? How is that sensible?

To say this surprises me would make me sound naive because big business is as big business does. However, I find their supposed reasoning for another increase one year after the last to be a thinly veiled attempt to gouge residents of their hard earned dollar.

Clean water is a basic human right. The measures to which Carolina Water Service has gone to force the hand of residents who have no choice in provider (short of uprooting and moving) and who, as we are all aware, cannot survive without water is a visceral offense to decency.

I have attached one of my recent bills. I only ask that you redact my address for my privacy but I lend my name and general location in the fight against this rate increase.

Thank you for your time.

Best regards,  
Natasha Nelson

Sent from Yahoo Mail on Android

---

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.

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Thursday, August 16, 2018 4:05 PM  
**To:** Statements  
**Cc:** Holt, Gina; Grantmyre, William  
**Subject:** FW: W-354, Sub 360 Carolina Water Service, Inc. of North Carolina Position Statement

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

**From:** Casselberry, Gina  
**Sent:** Thursday, August 16, 2018 4:03 PM  
**To:** 'David Taylor' <d2taylor42@gmail.com>  
**Subject:** RE: [External] Water rate increase

 Mr. Taylor

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

Gina Casselberry

Gina Y. Casselberry  
Utilities Engineer  
Public Staff - Water and Sewer Division  
Phone: 919-733-0890  
Fax: 919-715-6704  
gina.casselberry@psncuc.nc.gov

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

**From:** David Taylor [mailto:d2taylor42@gmail.com]  
**Sent:** Thursday, August 16, 2018 4:00 PM  
**To:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Subject:** [External] Water rate increase

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to Report Spam.<mailto:report.spam@nc.gov>

We reside at Carolina Trace in Sanford, NC. The proposed rate increase is just unfathomable. By way of example a city resident of Sanford pay LESS than half of what we pay, from a company that BUYS water from the City of Sanford.

I am not opposed to companies making a profit, having worked for many years in commercial real estate. All companies would love to have a fixed income well above their profit margins. As an additional insight, my wife and I have been investors in Aqua for many years. The rate increase is still not right.

We were gone for three months last year, and I always turn our water off at the main valve. Even with the water turned off our monthly bill was over \$75 with no usage. I hope that the utility commission will look after its residents, rather than approve an overly generous rate hike for an out of state utility.

David and Deb Taylor  
113 Greenside Lane  
Sanford, NC 27332  
919-498-6958

The base rate increase

Sent from David's iPad

---

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.

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Thursday, August 16, 2018 2:06 PM  
**To:** Statements  
**Cc:** Holt, Gina; Grantmyre, William  
**Subject:** FW: W-354, Sub 360 Carolina Water Service, Inc. of North Carolina Position Statement

**From:** Casselberry, Gina  
**Sent:** Thursday, August 16, 2018 2:05 PM  
**To:** 'Gail Quante' <gail1945@att.net>  
**Subject:** RE: [External] Carolina Water Service

~~Ms. Quante~~

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

Gina Casselberry

Gina Y. Casselberry  
Utilities Engineer  
Public Staff – Water and Sewer Division  
Phone: 919-733-0890  
Fax: 919-715-6704  
[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)

**From:** Gail Quante [<mailto:gail1945@att.net>]  
**Sent:** Wednesday, August 15, 2018 4:27 PM  
**To:** Casselberry, Gina <[gina.casselberry@psncuc.nc.gov](mailto:gina.casselberry@psncuc.nc.gov)>  
**Subject:** [External] Carolina Water Service

**CAUTION:** External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to

Dear Mr. Drooz, I am a resident at 104 Wyeth Court, Morehead City, NC 28557 in the Brandywine Subdivision.

I understand that Carolina Water Service wants another rate increase. We get a bill for \$67.00 to \$70.00 a month for ZERO water use. We are gone several months out of the year. In FL, we pay for the utilities that we use. This is a ridiculous amount of money to pay for no services.....along with poor quality of water. We have replaced sinks, faucets because of water stains. We also had to install a water softener and reverse osmosis as well. After several failed ice makers because of calcium, we are disgusted. When I called Carolina Water, I was told that they do not have to do anything about calcium. To reward them with increased rates is an insult. My new sinks and faucets are showing signs of damage. You are welcome to come take a look and bring your sampling kit to check my water.

I certainly hope you all can help us. We have spent several thousand dollars trying to remedy their poor water.

Best regards,

Gail Quante  
252-342-1234

---

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.

OFFICIAL COPY

Aug 20 2018

**From:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Sent:** Wednesday, August 15, 2018 9:10 AM  
**To:** Statements  
**Cc:** Holt, Gina; Grantmyre, William  
**Subject:** FW: W-354, Sub 360 - Carolina Water Service, Inc. of North Carolina - Position Statement  
**Attachments:** 201808 CWS Rate Increase Letter.pdf

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

**From:** Casselberry, Gina  
**Sent:** Wednesday, August 15, 2018 9:07 AM  
**To:** 'Simon Lock' <toxdoc@kichigai2.com>  
**Subject:** RE: [External] Correspondence to Mr David Drooze

Mr. Lock

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (Company) for a rate increase. A copy of your message and this response will be given to the Chief Clerk of the Commission for inclusion in the official file.

The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. The Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

Thank you for your interest in this matter.

Gina Casselberry

Gina Y. Casselberry  
 Utilities Engineer  
 Public Staff – Water and Sewer Division  
 Phone: 919-733-0890  
 Fax: 919-715-6704  
 gina.casselberry@psncuc.nc.gov

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

**From:** Simon Lock [mailto:toxdoc@kichigai2.com]  
**Sent:** Tuesday, August 14, 2018 11:02 PM  
**To:** Casselberry, Gina <gina.casselberry@psncuc.nc.gov>  
**Subject:** [External] Correspondence to Mr David Drooze

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to Report Spam.<mailto:report.spam@nc.gov>

Dear Ms Casselberry:

Please find attached a letter to Mr David Drooze commenting on the CWS rate increase application before the Public Utilities Commission (PUC).

I hope that Mr Drooze will be aggressively pursuing a denial of this rate increase that follows just a year after the PUC gave CWS a increase that was unsupported by any documentation made available to the public.

Please note that like last year I wish to formally appear before the PUC when they conduct their hearings in New Bern. I would also like to see any documentation from CWS that they believe supports their application for even more outrageous increases than they were allowed last year.

It is my strong belief that the PUC needs to be held accountable for their actions last year and I hope that Mr Drooze will be working on behalf of the residents of Fairfield Harbour to show that the PUC should be supporting our needs rather than allowing CWS even greater profits to send to their ultimate owners in Canada.

Thank you

Simon Lock

--

Simon Lock, Ph.D.  
6014 Cardinal Drive  
New Bern, NC 28560

252-626-7716

---

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.





**6014 Cardinal Drive, New Bern, NC28560**

*Simon: 252-626-7716 ~ Penny: 252-876-3811*

August 14, 2018

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

Dear Mr. Drooze:

**Ref: Request by CWS for a Rate Increase in Fairfield Harbour**

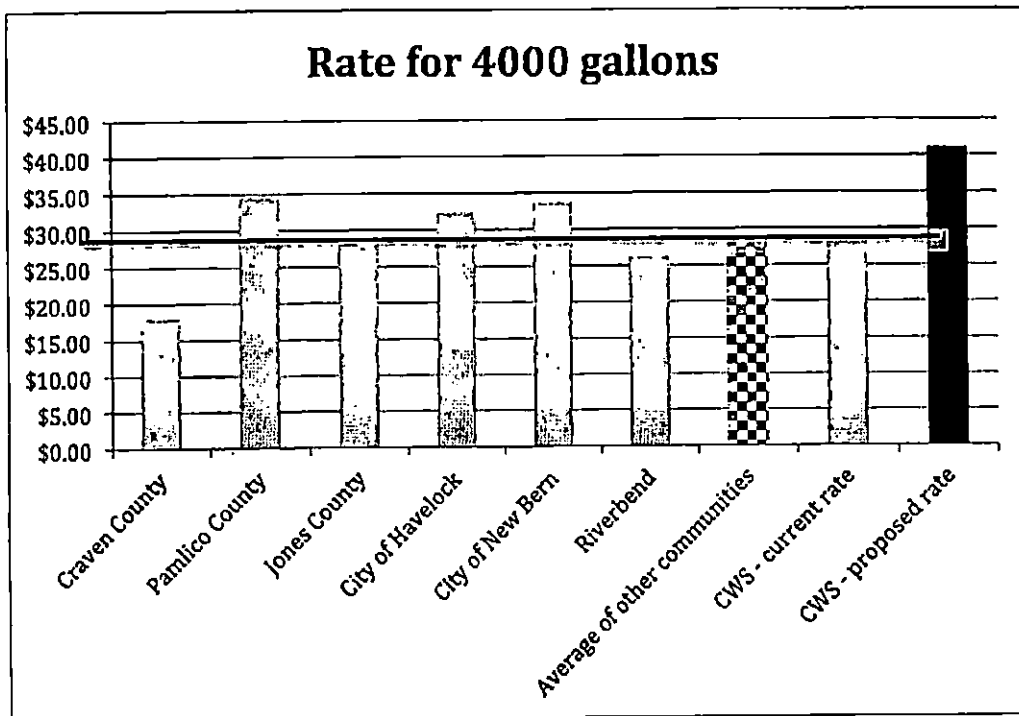
Over the past three years the North Carolina Utilities Commission has granted CWS two outrageous increases in water and sewer rates that have far outstripped the low rates in inflation that were occurring over this same period. The fact that CWS are now coming to the NC Utilities Commission for an even bigger rate increase than either of the two previous increases clearly shows that they have been emboldened by their previous successes.

In the documentation provided to the public there is absolutely no justification provided for this latest request for a rate increase of over 50% for water and almost 23% for sewage service, so it can only be concluded that this has nothing to do with the cost of providing service and is purely profit driven. One only has to look at the corporate structure of CWSNC being a wholly owned subsidiary of Utilities Inc, which is in turn is a wholly owned subsidiary of Corix whose principal owner is British Columbia Investment Management Corporation to recognize that this enterprise is profit driven and not in business to serve their clients like the typical local utility company.

As I am sure you are aware Fairfield Harbour is a community with a high proportion of retirees living on Social Security that increases at the rate of less than 2% per year and for those who are lucky enough to have other investments they are certainly not seeing gains of 23% let alone 50%. So how can a corporation be asking for such outrageous increases in their rates yet again when overall inflation is currently running at between

2 and 3% especially as the Utilities Commission have already twice granted this corporation rates that far exceed existing inflation within a period of 2 years.

As illustrated in the following graph it can clearly be seen that the current water rates are already at the average for the area. While the new proposed rate grossly exceeds any other water system.



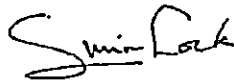
All the local water companies are pumping from the same aquifer (Castle Haines) so costs for pumping that water should be relatively similar. Thus, the differential should be in the number of miles of pipe that have to be maintained. If one equates road mileage to miles of water pipe then Fairfield Harbour with just 35 miles of road should have one of the lowest costs and be more comparable to Riverbend with about 17 miles of road than having a proposed rate that exceeds Pamlico County with over 300 miles of roads.

With respect to the sewer rates the entire billing model is grossly flawed. Yes there are fixed charges for plant and equipment before one drop of water is treated; BUT the higher the volume of water that has to be treated the greater the expense that is incurred both in terms of the need for capacity, the wear on the equipment and the need for treatment chemicals. So why is it that property owners are being penalized for good water stewardship by being charged largely for fixed costs and almost nothing for the volume of their water being treated. This puts an unfair burden on those practicing water conservation.

With many years of records, and based on a fiscally responsible budget that is designed to serve the community rather than passing unknown profits up the food chain, CWS could easily redesign their rate structure. This rate structure could allow them to collect the money they need to serve the community and generate a **reasonable** profit by dramatically lowering the fixed charges and increasing the rate per 1000 gallons treated.

In conclusion, I respectfully ask that you vigorously advocate on behalf of the residents of Fairfield Harbour to not only have the Utility Commission deny these rate increases in their entirety but also to freeze the rates for at least the next 2 years so that we can start bringing some sanity back into the costs to the community for water and sewage.

Sincerely

A handwritten signature in black ink that reads "Simon Lock". The signature is written in a cursive style with a large, sweeping initial "S".

Simon Lock, Ph.D.