

# OFFICIAL COPY

April 1, 2018

*W-354 Sub 356*

North Carolina Utilities Commission  
4325 Mail Service Center  
Raleigh, North Carolina 27699-4300

**FILED**

**APR 04 2018**

Re: Brandywine Bay Water  
Morehead City, NC  
Carolina Water Service

Clerk's Office  
N.C. Utilities Commission

I am writing in reference to the quality, practices and fees that Carolina Water levies on the residents of Brandywine Bay in Morehead City.

The quality of the water they supply has gone down significantly since they stopped treating the water. This was done without notifying the residents and without passing along the savings they were getting by not treating the water. The poor quality has affected numerous items, as well as possible health issues. Without the treatment there is a build up of lime scale in faucets, shower heads, water heaters and calcification on faucets and build up on kitchen ware. I am sure there is a health issue with consuming food cooked and served on these pieces. The result is having to replace the shower heads, faucet aerators, drains etc. and in the long term to replace hot water heaters. Residents who don't have water softeners are now faced with the expense of buying and installing them (they were never necessary before). All of this places a very unfair financial burden on the residents.

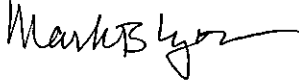
The fees charged by Carolina Water are very inflated compared to other companies, and for the quality we get. Morehead City charges 40% less for water and sewer than Carolina Water. There is the question of charging on a metered base for sewer when it does not pass through a meter. You can not base the same usage for sewer as you do for water as not all water used goes down the drain, like washing cars, watering plants, basic house cleaning etc. Reasonable price increases are expected as the costs of goods and labor increase, but Carolina Water takes advantage of that.

The Utilities Commissions seems to have allowed Carolina Water to conduct all that I have mentioned. Several years ago I called the Commission about price increases and metering sewer, and asked how, in good faith, they could approve these changes and price increases. I was told that I should have come to the meeting in Raleigh if I didn't like it, then he hung up. If this is an example of the attitude and practice of Commission members, I am not surprised that Carolina Water is allowed to get away with their policies. Is it not your mission to see that companies make a fair profit while safeguarding the public from price gouging, and questionable practices?

The new Tax Cuts and Jobs Act of 2017 will create a windfall of additional revenue for Carolina Water due to changes in corporate tax rates.

According to the General Statutes 62-130 (d), we as Brandywine residents and customers of Carolina Water respectfully request the Commission to review the rate base we have been charged, and further request Carolina Water to refund moneys to its customers that were over-collected from its customers, as stipulated in NC General Statutes 62-130 (e).

Thank you for your time:

A handwritten signature in black ink, appearing to read "Mark B. Lyon", with a stylized flourish at the end.

Mark B. Lyon  
103 Tree Fern Drive  
Morehead City, NC 28557