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Threatt, Linnetta

From: Eric Chancy <ericjchancy@gmail.com>
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To: Statements
Subject: Docket W-567 Sub 8

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Clerk's Office
N.C. Utilities Commission

Good morning. My name is Eric Chancy and I live at 5412 Lower Creek Court in the Deerfield Park neighborhood affected by this request to increase rates. Mr. Prior is asking to more than double our rates. I believe this should be denied for the following reasons:

1) The service we are provided is not supported by that level of an increase.

Our water pressure is abysmal. I have had to install a 30 gallon reservoir and a pressure pump in order to maintain pressure the water utility is supposed to be providing. I'm happy to do it to care for my own family's needs, however if this company wants a rate increase, their service point needs to be retooled.

We receive zero notice when work is being done. Emergency work everyone can understand. Mr. Prior is know to drive in and shut off water for routine maintenance to whole streets without any warning. I've offered to run an email system for him for no cost just to notify folks of a water outage.

Our water quality is not in line with that of neighboring communities. If Mr. Prior wants an increase, he should be made to also provide and maintain a filtering system.

2) Mr. Prior is aware that when 540 comes through our subdivision, he will lose a number of accounts due to eminent domain. Part of this increase seeks to offset the loss of those accounts, effectively making me and the other utility users make up for this loss.

I recognize that costs increase. That's just an unfortunate fact of life. What Mr. Prior is asking for is not in line with either inflation nor the service level he is providing to our community. Thank you for your time.

Eric J. Chancy