

## Campbell, Kimberley

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 2:56 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** W-354 Sub 364 FW: [External]

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**From:** JoAnn Anthony [mailto:jjdagmar@gmail.com]  
**Sent:** Wednesday, October 2, 2019 11:40 AM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External]

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I have been in connected for 30 years, I think a rate hike is terrible. We already pay way too much compared to other water companys

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**Campbell, Kimberley**

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 2:57 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Connestee Falls - Rate Increases

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

**From:** Pamela Mahoney [mailto:pjkmahoney@verizon.net]  
**Sent:** Wednesday, October 2, 2019 12:00 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Connestee Falls - Rate Increases

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Good morning Sharon. I am writing to you regarding water and sewer rate increases at Connestee Falls.

The rates from your company are already high. Higher than NYC to be exact.

I think it is totally unfair to raise prices at the rates you are discussing and totally inconsiderate to a retirement community such as Connestee Falls.

Please reconsider. Thank you.

Sent from my iPhone

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**Campbell, Kimberley**

**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 2:59 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Water/Sewage Rat Increase

**From:** Barry [mailto:barryusmc44@gmail.com]  
**Sent:** Wednesday, October 2, 2019 12:06 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Cc:** Jim Whitmore <jimwhitmore@conneesteefalls.com>; Cyndy <cyndylougolf@gmail.com>; Mike McCarthy <mikemccarthy@citcom.net>; Nancy Scharsish <blytheshar@aol.com>; Janis Allen <janisallen@janisallen.com>; Sue O'Neil <susan34986@gmail.com>; Sue Bachman <susanr.bachman@gmail.com>; Larry Kruse <krusesl@citcom.net>; Jerre Kennedy <exprofx2@comporium.net>; John F. Peil <JP@jpswnc.com>; Judy Nichols <jjs60@yahoo.com>; Judy and Don Patrick <thepatricks@comporium.net>; Jerry Muench <jamtwo@comcast.net>; Jerry Overton <joverton45@icloud.com>; Jerry Thimme <ejthimme@gmail.com>; Andy Phelps <andyphelps287@gmail.com>; Felix Szczepanski <pskp56a@gmail.com>; Joan Szczepanski <joannphil@me.com>; Joanne and Bill Evans <evansart@comcast.net>; Cynthia Costa <cynthia.costa@verizon.net>; Jon Lokeitz <jon@islandsupply.com>; Linda Garlock <alamlin64@gmail.com>; David Gossett <dgossett@nexsenpruet.com>; James Garlock <garlockjames@gmail.com>  
**Subject:** [External] Water/Sewage Rat Increase

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Dear Sharon,

I live in Conneestee Falls community, 7 miles from Brevard, NC. Our GM just sent out an email indicating that Carolina Water Service has asked to increase both water and sewage fees by 16% and 35% respectively. It was not many years ago when the rates were increased substantially by this company. Our average water and sewage bill is \$90 to \$105 per month, just my wife and I. Adding another average of 23% to this already high bill is unbelievable. I understand that the company is a "for profit" entity, but it is time to slow down the increases. I have copied several of our other property owners. Maybe they can reply to this email with their thoughts to you as well. For those of you who are not familiar with the addressee, the name was give to us by our GM as a representative for the NC Utilities Commission who is there to listen, provide guidance, and help. Thank-you for your time,

Respectively,  
Barry Hanchett

828 884 5950  
cell 828 553 8936

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 2:59 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Water bill increase

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

From: JOHN COLLINS [mailto:jodeco@mac.com]  
Sent: Wednesday, October 2, 2019 12:13 PM  
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>  
Subject: [External] Water bill increase

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Sharon,  
These folks should be investigated ...I recently got a bill during a changeover to a new meter that stated they used 1 gallon from 545 to 546 reading but insisted that the usage is 1000 gallons. They are forever sending boil water alerts because of failures.

John & Denise Collins  
581 Qualla Cr  
Brevard, NC  
28712

Sent from my iPad

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 2:59 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Proposed Rate Increase - Carolina Water - Brevard

**From:** William Hammill [mailto:bhammill95@gmail.com]  
**Sent:** Wednesday, October 2, 2019 12:24 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Proposed Rate Increase - Carolina Water - Brevard

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Water rates in Transylvania are already amongst the highest in NC - and higher than in any neighboring county (50-90% higher). Why?

Absent a really good explanation by Carolina Water of some incredibly unique factors that affect Transylvania county - this increase should be denied.

Thank you.

Barry Hammill  
633 Qualla Circle  
Brevard, NC 28712

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 3:00 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Carolina water service price increase

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

**From:** Mikemccarthy [mailto:mikemccarthy@comporium.net]  
**Sent:** Wednesday, October 2, 2019 12:25 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Carolina water service price increase

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Hello Ms. Wade,  
I am a customer of Carolina water service, and I am retired. I think their proposed increases of 16% on water and 35% on sewer is too high and unwarranted. My suggestion would be a top increase of 5% on water and sewer.  
Sincerely, Mike McCarthy

Mike McCarthy 828-506-6671

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 3:05 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Carolina Water Service

**From:** bluepoolholly [mailto:bluepoolholly@gmail.com]  
**Sent:** Wednesday, October 2, 2019 1:23 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Carolina Water Service

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CWS is asking for yet another rate hike. I am a part year resident, often I get a bill with no usage and pay \$70. I believe that their rates for service are already very high. They have numerous water main breaks and sewage spills in Connestee Falls and should not be rewarded for poor performance.

Bob Miller  
131 Dataw Drive  
St Helena Island, SC 29920  
Home: 843-838-1804  
Cell: 724-612-3288

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 3:06 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Water/sewer

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

From: Stanton M Levin [mailto:stanmlevin@aol.com]  
Sent: Wednesday, October 2, 2019 1:23 PM  
To: Wade, Sharon <sharon.wade@psncuc.nc.gov>  
Subject: [External] Water/sewer

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Dear Ms Wade,  
I moved to Connestee Falls two months ago and found that my water bill is much higher than at my previous residence in Massachusetts in spite of the fact I live in a much smaller house and use far less water. I see you are seeking an increase and would be curious to know on what grounds. If you can justify this increase please let us all know how that is.

Stanton Levin  
959 Soquili Dr  
Brevard, NC  
28712  
970-485-0588

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 3:06 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Rate increase

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**From:** vjg 66 [mailto:vjg66@yahoo.com]  
**Sent:** Wednesday, October 2, 2019 1:46 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Rate increase

**CAUTION:** External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to [report.spam@nc.gov](mailto:report.spam@nc.gov)

A 16% and 35% increase is ridiculous.

Jose A Galan  
Connestee Falls

Sent from Yahoo Mail for iPad

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 3:07 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Opposition to Carolina Water Service rate increase

**From:** Charles Robinson [mailto:cerobinson73@protonmail.com]  
**Sent:** Wednesday, October 2, 2019 2:04 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Opposition to Carolina Water Service rate increase

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Ms. Wade,

I am a resident of Connetsee Falls and am writing to express my opposition to the proposed rate increase by Carolina Water Service. I believe the proposed increase, particularly for sewer, is far too high. There is already something going on in our neighborhood because many residents are reporting an extreme spike in their bills following the transition to digital meters. The base bill is already over \$70, adding 10% to that will be a serious burden to some of my friends and neighbors.

Sincerely,

Charles Robinson  
210 Echota Lane  
Brevard, NC 28712

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 3:07 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Carolina Water Service Rate Hike

**From:** Joan Kirkland [mailto:joankirk1@yahoo.com]  
**Sent:** Wednesday, October 2, 2019 2:37 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Carolina Water Service Rate Hike

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Dear Ms. Wade,

I am a resident of both Florida and North Carolina, specifically Connestee Falls near Brevard. It is with much dismay that I may be faced with yet another rate increase for water and sewer by Carolina Utilities in our NC home. As a retiree, this may make it necessary to rent or sell my NC home as the cost of utilities is becoming a huge financial burden. I would request that there be no rate adjustment at this time.

Thank you in advance,

Joan Kirkland  
904-403-6844

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 3:01 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] Our water bills here in Connestee are already huge & out of,sight.

**From:** Carolyn Mitchell [mailto:carolynmitchell1935@gmail.com]  
**Sent:** Wednesday, October 2, 2019 1:13 PM  
**To:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Subject:** [External] Our water bills here in Connestee are already huge & out of,sight.

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Please do not make them any larger. I do not understand why they are this way. We paid much less in Durham.  
Carolyn Mitchell in Brevard

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**From:** Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Sent:** Wednesday, October 2, 2019 3:25 PM  
**To:** Statements  
**Cc:** Casselberry, Gina  
**Subject:** Docket No. W-354 Sub 364 FW: [External] RE: Water/Sewage Rat Increase

**From:** Cynthia Costa [mailto:cynthia.costa@verizon.net]  
**Sent:** Wednesday, October 2, 2019 3:17 PM  
**To:** 'Barry' <barryusmc44@gmail.com>; Wade, Sharon <sharon.wade@psncuc.nc.gov>  
**Cc:** 'Jim Whitmore' <jimwhitmore@conneesteeffalls.com>; 'Cyndy' <cyndylougolf@gmail.com>; 'Mike McCarthy' <mikemccarthy@citcom.net>; 'Nancy Scharish' <blytheshar@aol.com>; 'Janis Allen' <janisallen@janisallen.com>; 'Sue O'Neil' <susan34986@gmail.com>; 'Sue Bachman' <susanr.bachman@gmail.com>; 'Larry Kruse' <krusesl@citcom.net>; 'Jerre Kennedy' <exprofx2@comporium.net>; 'John F. Peil' <JP@jpswnc.com>; 'Judy Nichols' <jjs60@yahoo.com>; 'Judy and Don Patrick' <thepatricks@comporium.net>; 'Jerry Muench' <jamtwo@comcast.net>; 'Jerry Overton' <joverton45@icloud.com>; 'Jerry Thimme' <ejthimme@gmail.com>; 'Andy Phelps' <andyphelps287@gmail.com>; 'Felix Szczepanski' <pskp56a@gmail.com>; 'Joan Szczepanski' <joannnphil@me.com>; 'Joanne and Bill Evans' <evansart@comcast.net>; 'Jon Lokeitz' <jon@islandsupply.com>; 'Linda Garlock' <alamlin64@gmail.com>; 'David Gossett' <dgossett@nexsenpruet.com>; 'James Garlock' <garlockjames@gmail.com>  
**Subject:** [External] RE: Water/Sewage Rat Increase

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My husband and I have owned a house in Conneestee for 10 years and my parents owned it 20 years prior. We just retired from our jobs this week, sold our home in VA and are moving in to it on October 21<sup>st</sup> full time. We will be on a fixed income as many are in Conneestee and we cannot afford a rate hike like this. Our bill has been \$72.41 when we are not even living there per month. Is this rate increase for catch up for all the years their meters were not working?

This high of an increase is not right. How can we protest?

Cynthia

**From:** Barry <barryusmc44@gmail.com>  
**Sent:** Wednesday, October 2, 2019 12:06 PM  
**To:** Sharon.wade@psncuc.nc.gov  
**Cc:** Jim Whitmore <jimwhitmore@conneesteeffalls.com>; Cyndy <cyndylougolf@gmail.com>; Mike McCarthy <mikemccarthy@citcom.net>; Nancy Scharish <blytheshar@aol.com>; Janis Allen <janisallen@janisallen.com>; Sue O'Neil <susan34986@gmail.com>; Sue Bachman <susanr.bachman@gmail.com>; Larry Kruse <krusesl@citcom.net>; Jerre Kennedy <exprofx2@comporium.net>; John F. Peil <JP@jpswnc.com>; Judy Nichols <jjs60@yahoo.com>; Judy and Don Patrick <thepatricks@comporium.net>; Jerry Muench <jamtwo@comcast.net>; Jerry Overton <joverton45@icloud.com>; Jerry Thimme <ejthimme@gmail.com>; Andy Phelps <andyphelps287@gmail.com>; Felix Szczepanski <pskp56a@gmail.com>; Joan Szczepanski <joannnphil@me.com>; Joanne and Bill Evans <evansart@comcast.net>; Cynthia Costa <cynthia.costa@verizon.net>; Jon Lokeitz <jon@islandsupply.com>; Linda Garlock <alamlin64@gmail.com>; David Gossett <dgossett@nexsenpruet.com>; James Garlock

<garlockjames@gmail.com>

**Subject:** Water/Sewage Rat Increase

Dear Sharon,

I live in Connestee Falls community, 7 miles from Brevard, NC. Our GM just sent out an email indicating that Carolina Water Service has asked to increase both water and sewage fees by 16% and 35% respectively. It was not many years ago when the rates were increased substantially by this company. Our average water and sewage bill is \$90 to \$105 per month, just my wife and I. Adding another average of 23% to this already high bill is unbelievable. I understand that the company is a "for profit" entity, but it is time to slow down the increases. I have copied several of our other property owners. Maybe they can reply to this email with their thoughts to you as well. For those of you who are not familiar with the addressee, the name was give to us by our GM as a representative for the NC Utilities Commission who is there to listen, provide guidance, and help. Thank-you for your time,  
Respectively,  
Barry Hanchett

828 884 5950

cell 828 553 8936

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