

June 11, 2015

The Honorable Ray Cooper  
 Attorney General  
 % Utilities Section  
 9001 Mail Service Center  
 Raleigh, NC 27699-6001

OFFICIAL COPY

FILED

JUL 16 2015

Clerk's Office  
N.C. Utilities Commission

Dear Attorney General Cooper,

I am writing in regards to a rate hike letter received from Utilities, Inc. our water company. Docket # W-354, SUB 344.

I have owned my home since 1996. When I first moved here the water bill was at least \$50.00/month, which was a lot of money at that time. I was a single parent + struggling to pay my bills + tuition for college.

Since that period in time the rates have done nothing but continue to climb.

My daughter + her 5 children live with me now + I am getting old. I felt it necessary to inform you of a few things.

① The water here is terrible. It has to be filtered just to drink it or cook with it.

② If you pour a glass of water + it sits for any period of time, let's say 10 to 15 minutes, particles fall to the bottom of the glass + you can't drink it.

③ It has ruined every plumbing fixture in my home several times. I have had to replace toilets - the shower stalls in both bathrooms, faucets, etc.

④ This is the most outrageous amount of water cost anyone in this state pays for drinking water. My bill now most times is over \$200.00/mo.

and I conserve my water.

- a. I do not flush my toilets every time someone urinates in them. I wait until that has happened several times before we flush.
- b. The children take baths. One takes a bath, then the next one uses the same water so I don't have to fill my tub twice.
- c. I only shower every other day & I only wash my hair 2 x per week.

I do not have a water leak. My son is a plumber & any time anything goes wrong he fixes it.

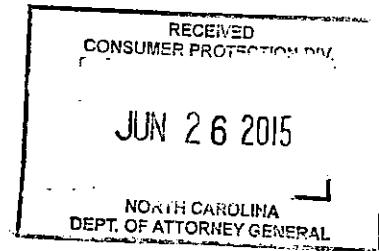
I feel that this is outrageous for you to allow this water company to continue raising their rates. It might not be so bad if you could drink the water or if you could water your lawn once a week but you can't even do that because you can't afford to.

This water company is only located in sections of North Carolina where poor or under middle class people live & we are being raped by this water company.

Please do not allow them to raise their rates yet again. This is the 2nd time this year.

I understand water is a precious commodity but to over charge the poor for their water is an injustice.

Sincerely  
Jennie M. Taylor



June 24, 2015

Honorable Roy Cooper, Attorney General  
C/O Utilities Section  
9001 Mail Service Center  
Raleigh, NC 27699-9001

Re: Docket No. W-354, SUB 344

Dear Mr. Cooper,

I am contacting you on behalf of the Captain's Watch Property Owners' Association. Our beautiful community, in Nags Head, is located directly west of the Carolina Water Service of North Carolina's Nags Head Water Treatment Plant. It is because of our close proximity to this plant and our continued exposure to unpleasant odors that we write to you for assistance.

We have experienced rate increases in the past and the odor problem has not been permanently fixed and the plant continues to negatively impact our quality of life and the property values of many of our homes.

We oppose any rate increase without the firm commitment to rectify the problems that allow such noxious odors to infiltrate our community and affect the quality of our lives.

We appreciate you understanding our community's position and appreciate your support in the very important matter.

Sincerely yours,



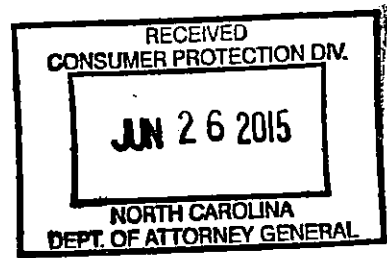
Mike Reed, President

Captain's Watch Property Owners' Association

P.O. Box 634

Nags Head, NC 27959

June 23, 2015



To: The Honorable Roy Cooper, Attorney General

C/O Utilities Section

9001 Mail Service Center

Raleigh, NC. 27699-9001

From: Meade Gwinn, President

Village of Nags Head Property Owners' Association

4913 South Links Drive

Nags Head, NC 27959

Re: Docket No. W-354, SUB 344

Dear Attorney General Cooper:

Attached please find the prepared remarks I intend to deliver at the public hearing tomorrow night at the Currituck County Courthouse.

I wish to have my remarks included along with those comments from other CWSNC, Inc. customers regarding this requested rate increase.

We are opposed to any increase, especially the SSIC/WSIC that allows this utility company to recover their costs for infrastructure repair, upgrades, or replacement until it is confirmed that the upgrades have actually taken care of the continuing problems that are currently affecting our community.

As a State Employee with the responsibility of overseeing the fairness and reasonableness of this request, I am asking on behalf of our community that Carolina Water Service North Carolina, Inc. rate increase be denied until they have adequately taken care of the ongoing problems such as significant odor and potential health concerns associated with being unable to treat the amount of sewage during peak usage.

I would like to thank you for advocating on behalf of the customers of this monopolistic utility company.

June 24<sup>th</sup>, 2015

Comments before the NC Utilities Commission

Regarding the Carolina Water Service, Inc. NC request for a rate increase.

COMMISSIONER FINLEY AND FELLOW COMMISSIONERS, MY NAME IS MEADE GWINN, AND I AM THE PRESIDENT OF THE VILLAGE OF NAGS HEAD PROPERTY OWNERS' ASSOCIATION. I WANT TO THANK YOU FOR PROVIDING US AN OPPORTUNITY TO SHARE OUR THOUGHTS AND CONCERNS BEFORE YOU.

THE VILLAGE OF NAGS HEAD IS A SUBDIVISION WITHIN THE TOWN OF NAGS HEAD, NC. IT HAS OVER 640 PROPERTIES, MOST OF WHICH ARE RENTAL UNITS. AS A RESULT, IT IS A SIGNIFICANT GENERATOR OF INCOME TO THE STATE OF NORTH CAROLINA THROUGH RENTAL INCOME TAXES, SALES TAXES, PROPERTY TAXES, AND MORE; AND WITHOUT ALL OF THE OVERHEAD ASSOCIATED WITH PERMANENT FAMILIES WHO HAVE SCHOOL AGED CHILDREN. MY POINT .....IS THAT OUR OWNERS PAY OUT FAR MORE BY COMPARISON TO WHAT THEY RECEIVE FROM THE STATE OR TOWN. THE OWNERS ALSO DEPEND ON THE RENTAL INCOME TO HELP DEFRAY THEIR OVERHEAD....AND THAT MEANS SATISFIED CUSTOMERS WHO WILL COME BACK AGAIN. WE DON'T ASK FOR MUCH IN THE WAY OF SERVICES OR ASSISTANCE FROM THE STATE; BUT IN THIS CASE, WE ARE!

SINCE CAROLINA WATER SERVICE OF NC HAS A MONOPOLY IN THIS SERVICE, YOU ARE THE ONLY REGULATORY BODY THAT HAS THE AUTHORITY TO DETERMINE WHAT IS A FAIR AND APPROPRIATE RATE THAT THEY MAY CHARGE FOR TREATING OUR SEWAGE. IF YOU GRANT THEIR REQUEST, THIS WILL BE THEIR SECOND INCREASE IN THE SPAN OF JUST OVER A YEAR; AND AMOUNTS TO A 23% INCREASE OVER OUR CURRENT RATES.

OUR CONCERN IS MORE THAN JUST ABOUT THE REQUESTED RATE INCREASE....IT'S ALSO ABOUT THE **PERSISTENT** ISSUES THAT CWS HAS NOT ADEQUATELY ADDRESSED. THE TWO ISSUES HAVE TO DO WITH THE TERRIBLE ODOR THAT PLAGUES THOSE DOWN WIND OF THE TREATMENT FACILITY; AND THE PROBLEMS ASSOCIATED WITH NOT BEING ABLE TO TREAT ALL OF THE SEWAGE DURING THE PEAK SUMMER MONTHS. THESE ISSUES REDUCE THE

ENJOYMENT BY OUR RENTERS AND MAY DETER THEM FROM RETURNING AGAIN....OR WORSE....LETTING THEIR FRIENDS KNOW THE PROBLEMS WITH ODOR AND POTENTIAL HEALTH HAZARDS WITH RETENTION PONDS.

THERE HAVE BEEN SEVERAL CUSTOMER MEETINGS HELD BETWEEN CWS AND THE CITIZENS OF THE TOWN OF NAGS HEAD CONCERNING THE WASTE WATER TREATMENT PLANT ISSUES.....AND AS OF THIS WRITING, THE PROBLEMS STILL PERSIST. I AM AWARE THAT SINCE THE LAST MEETING IN OCTOBER, 2014, THE FACILITY HAS COMPLETED SEVERAL UPGRADES AND HAS ATTEMPTED TO ADDRESS THE ODOR ISSUE, BUT HAS BEEN UNSUCCESSFUL IN CORRECTING THE PROBLEMS. SO WE HAVE NOT BENEFITTED FROM THE LAST INCREASE THAT WAS SUPPOSED TO BE THE "SEWER SYSTEM IMPROVEMENT CHARGE"? **AS SOME MAY NOT KNOW, THE SSIC IS THE ADDITIONAL RATE ADJUSTMENT TO THE GENERAL RATE ALLOWED BY THE UTILITIES COMMISSION, THAT IS INTENDED TO GIVE THE UTILITY COMPANY ADDITIONAL INCOME "FOR THE REPAIR, IMPROVEMENT AND REPLACEMENT OF SEWER SYSTEM INFRASTRUCTURE COMPLETED BETWEEN RATE CASES".**

IN HER JUNE 10<sup>TH</sup>, 2015, EMAIL TO SPENCER SHARP, ANOTHER CWS CUSTOMER, GINA CASSELBERRY WITH THE PUBLIC STAFF, NORTH CAROLINA UTILITIES COMMISSION, WRITES THAT THE LAST SEWER SYSTEM IMPROVEMENT CHARGE WAS PROVISIONALLY APPROVED BY THE ORDER DATED MARCH 24<sup>TH</sup>, 2015. SHE FURTHER WRITES THAT THE PUBLIC STAFF WILL REVIEW THE BOOKS AND RECORDS OF THE COMPANY.....FOR PRUDENCY AND REASONABLENESS. I WOULD STRONGLY SUGGEST THAT THE OUTCOME OF CWS'S EFFORTS TO CORRECT THE ISSUES BE INCLUDED IN THE ANALYSIS.

IN CONCLUSION, THE RATE INCREASE SHOULD ONLY BE GRANTED WHEN AND IF THE COMPANY ADEQUATELY ADDRESSES THE PROBLEMS AND THE PUBLIC STAFF CAN THEN SCRUTINIZE THEIR EXPENSES AND REQUIRED PROFIT MARGINS FOR PRUDENCY AND REASONABLENESS.

THANK YOU FOR YOUR TIME AND THOUGHTFUL CONSIDERATION OF ALL THE CUSTOMERS PRESENTING HERE THIS EVENING.