

W-354 Sub 360

**Consumer**

**From:** consforms@ncdoj.gov  
**Sent:** Wednesday, June 27, 2018 2:34 PM  
**To:** Consumer  
**Subject:** Complaint 41662 Clement

**FILED**

JUL 27 2018

**Your Information**

Clerk's Office  
N.C. Utilities Commission

Prefix	Mr	* First Name	Stephanie
Middle Initial		* Last Name	Clement
* Mailing Address	11502 Rising Star Court		
* City	Charlotte		
* State	NC	* Zip Code	28215

Country, if not US

Day Phone Number (including area code)

Evening Phone Number (including area code)

Cell Phone Number (including area code)

Fax Number (including area code)

County of Residence Cabarrus Email Address

I am a military service member or military spouse Yes

**Information About Company Against Which You Are Complaining**

\* Full name of company Carolina Water Service of NC

Address

City

State

Zip Code

Country, if not US

Company's internet address (URL)

\* Telephone number, including area code 800-525-7990

Fax number, including area code

**Complaint Information (complete any blocks which apply to your complaint)**

Product, item, or service involved Water

OFFICIAL COPY

JUL 27 2018

Date of purchase, service, contract  
Manufacturer or brand  
Model

Account number

Do not submit credit card or bank account numbers through this form. If you need to provide that information as part of your complaint, please mail it to us instead.

Serial number

Did you sign a contract or a lease?

Start Date

End Date

Total amount paid

Amount in dispute

How was payment made: Cash

Did you buy an extended service contract? No

If yes, name of company responsible for extended service contract or warranty

### Information About the Transaction

How was initial contact made between you and the

Other

Where did the transaction take place?

Other

### Details of Complaint

\* Details

Limit of 2500 characters

Dear Attorney General Josh Stein, Regarding Docket No. W-354, SUB 360 We are currently being notified that our water service provider Carolina Water Service of NC is proposing another increase for service and are seeking approval from the NC utilities commission for this said increase. If approved this will be the second increase in two years. We understand that we live in a growing area, but the water quality we receive is mediocre. The water is noticeably very hard. In turn causing serious wear and tear and damage to all homeowners who receive water from this provider. Many homes in our neighborhood have already ahead to replace some appliances due to the horrible water quality such as dishwashers, and water heaters. We have been notified of neighbors that have had their water heaters drained and "white sludge" had accumulated. We can only imagine what this is doing to the pipes throughout our homes that we can't see. Water tests have been conducted throughout the neighborhood and the results are sub par. To implement a 20% + rate hike for this service is simply unacceptable. If the water company were to install a system to soften the water and improve the quality of water, we think the increase

may be better received. Our Neighborhood, Peach Orchard Estates do not approve of this increase and it is down right absurd. Thank you.

## Resolution Attempts You Have Made

Have you contacted the company with your complaint? Yes

If yes, name of person most recently contacted

His/her phone number, incl. area code

Results

\* What resolution would you consider fair? (Limit 1,000 characters)

Water Quality, Water Softening System, not as steep of an increase for horrible water quality.

Do you have an attorney in this case? No

If yes, name of your attorney

Attorney's number, incl. area code

Has your complaint been heard or is it scheduled to be heard in court? Yes

If yes, where and when?

If already heard, what was the result?

Will you be submitting documentation by mail or fax?