

# OFFICIAL COPY

Wednesday, June 27, 2018

Dear Mr. David Drooz Chief Counsel,

Regarding Docket No. W-354, SUB 360

**FILED**

**JUL 13 2018**

Clerk's Office  
N.C. Utilities Commission

**RECEIVED**

**JUL 6 2018**

LEGAL DIVISION  
PUBLIC STAFF

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.

This, if approved, will be the second increase in two years. I have lived in my home for 1.6 years as of today.

The water quality we receive from CWSNC 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.

Our showers and bath fixtures are already severely damaged / worn by the hard water and appear as if the fixtures and glass are 5+ years old. I can only imagine what this is doing to the pipes that we can't see.

Many folks in our neighborhood have already had to replace some appliances.

Including dishwashers and water heaters.

I am told of situations where water heaters were drained and "white sludge" is accumulated in the bottom of them from how hard the water is.

I do know some neighbors have tested the water and it isn't of great quality.

To implement a 20% + rate hike for this service is simply unacceptable. If CWSNC were to install a system to soften the water and improve the quality of the water, I believe we would be more open to an increase of this magnitude.

Unless a system to improve the water quality is implemented, we as the neighbors of Peach Orchard Estates both in Mecklenburg County and Cabarrus County do not approve of this increase and frankly think it is unjust of the provider to even do so.

We hope in with this complaint being brought forward a solution to benefit all parties involved are able to be met.

Thank You,

Viraj Desai  
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11144 Damson Plum Lane  
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Peach Orchard Estates Resident

