

To: Mount, Gail  
Subject: W-354, Sub 344

From: Casselberry, Gina  
Sent: Wednesday, June 10, 2015 2:47 PM  
To: 'jbr2010@comcast.net'  
Subject: RE: COMPLAINT ABOUT UTILITIES INC. RATE INCREASE

Mr. Reed

Thank you for your email concerning the request by Carolina Water Service, Inc. of North Carolina (CWSNC or Company) for a rate increase. A copy of your letter and this response will be given to the Chief Clerk of the Commission for inclusion in the official file. The Public Staff is responsible for representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case.

In this rate case proceeding, the Public Staff will review the books and records of the Company and present its views on the Company's request to the Commission. We will give consideration to your comments as we conduct our investigation.

From: jbr2010@comcast.net [mailto:jbr2010@comcast.net]  
Sent: Wednesday, June 10, 2015 2:15 PM  
To: Casselberry, Gina  
Subject: COMPLAINT ABOUT UTILITIES INC. RATE INCREASE

MS. CASSELBERRY,

PLEASE CONFIRM RECEIPT OF THE EMAIL.

I AM WRITING TO YOU TO COMPLAIN ABOUT THE MONTHLY FLAT RATE INCREASE...DOC NO. W-354, SUB 344 FOR UTILITIES INC. IN THE VILLAGE OF NAGS HEAD..

UTILITIES INC INCREASED THE RATE FROM \$32 TO \$62.81 RECENTLY....A 96% INCREASE...NOW THEY ARE REQUESTING AN ADDITIONAL 21% INCREASE FROM \$62.81 TO \$76.11. THAT IS A TOTAL INCREASE OVER THE PAST SEVERAL YEARS OF \$44.11 PER MONTH OR A 138% INCREASE FROM \$32 TO 76.11.

WE ARE A RETIRED COUPLE ON A FIXED INCOME AND DO NOT RENT OUT HOUSE OUT DURING THE RENTAL SEASON. IN ESSANCE WE ARE SUBSIDIZING THE MINI HOTELS THAT HAVE UP TO 8-12 BEDROOMS AND BATHS WHO RENT OUT AND TAKE A FERDERAL TAX DEDUCTION FOR THEIR ENTIRE WATER BILL AND RECEIVE RENTAL INCOME TO COVER THE ENTIRE WATER BILL.

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JUN 10 2015

OUR HOME IS A SMALL 2 1/2 BATH HOME WITH 2 FOLKS MOST OF THE TIME EXCEPT WHEN FAMILY VISITS FOR A WEEK OR 2. OUR USAGE HAS NEVER REACHED THE 1,000 GALLON USAGE CHARGE INCLUDING THE SPRINKLER SYSTEM FOR THE YARD AND SHRUBS.

WE ARE REQUESTING THE MINIMUM BE LEFT AT THE CURRENT RATE OF \$62.81 AND THE USAGE RATE PER 1,000 GALLONS BE INCREASED HIGHER THAN THE INCREASE FROM \$9.33 TO \$11.31. THAT RATE NEEDS TO BE MUCH HIGHER FOR RENTAL PROPERTIES THAT CONSUME HIGH VOLUMES OF WATER BECAUSE OF THE NUMBER OF BEDROOMS, BATHS, HOT TUBS AND POOLS. WE DON'T KNOW WHAT INCREASE IT WOULD TAKE IN THAT RATE TO STOP A MINIMUM INCREASE BUT THE RENTAL PROPERTIES THAT GET THE RENTAL INCOME AND TAX DEDUCTIONS SHOULD BARE THE ADDITIONAL EXPENSE NOT RETIREES ON FIXED INCOMES WHO HAVE SMALL HOMES AND DO NOT RENT THEM OUT TO OFFSET THE COSTS

EVERY TIME WE TURN AROUND THERE IS SOME INCREASE....PROPERTY TAXES....INSURANCE... BEACH NURISHMENT ET AL.

WE ARE APPROACHING OUR 70'S AND WE RESENT SUBSIDIZING RENTAL INCOME PROPERTIES.

WE HAVE NOT GOTTEN A RAISE IN 12 YEARS.

IT SAYS YOU MUST BE AT THE MEETINGS TO PLACE YOUR COMPLAINT AND I WILL TRY TO DO SO...BUT I BELIEVE MY TAX DOLLARS SUPPORT THE STATE GOVERNMENT NOT UTILITIES INC. IT IS TIME THAT OBSTACLES PLACED IN FRONT OF COMPLAINANTS BE ELIMINATED AND THAT THE STATE REPRESENT US ALSO. UTILITIES INC. KNOWS THAT LESS FOLKS WILL TRAVEL TO A MEETING AND THEREFORE THEY HAVE A BETTER CHANCE FOR APPROVAL. WE ARE IN NAGS HEAD...DARE COUNTY AND THE MEETING IN OUR AREA IS IN CURRITUCK COUNTY....WHY?

LAST BUT NOT LEAST THE TOWN AND HOMEOWNERS IN MY SUBDIVISION...THE VILLAGE OF NAGS HEAD HAVE COMPLAINED ABOUT THE TERRIBLE ODOR OF THE SEWER PLANT FOR YEARS THAT IS LOCATED IN OUR SUBDIVISION. THE LAST INCREASE OF THE MINIMUM WAS SUPPOSED TO CURE THAT PROBLEM.....IT HAS NOT AND NOW THEY WANT MORE MONEY. THAT PLANT IS MAYBE 75 YARDS FROM OUR HOME AND IN JULY AND AUGUST IT SMELLS LIKE PEE AND POOP ALL THE TIME. IT ALSO SMELLS OCASSIONALLY AT OTHER TIMES.

JUST LAST WEEK THERE WAS AN ENGINEER WITH A AIR MONITORING DEVICE CHECKING ON IT DUE TO ALL THE COMPLAINTS. THE TOWN NOR ANYONE ELSE CAN MAKE THEM FIX IT EVIDENTLY.

NO INCREASE OF ANY KIND UNTIL THE ODER ISSUES ARE RESOLVED.

THANKS FOR YOUR TIME.

JACK REED

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Jun 10 2015