

Commissioners,

W-354 Sub 414

Thank you again for taking the time to investigate these issues and hear from the consumers. During testimony we have Mr. Denton stating that

More than 270 bills in 3 neighborhoods in 28117 were billed over \$500/month. (Page 83/transcript of hearing). At \$11.71 per gallon prior to the new rates going into effect, that is quite a boon for CWSNC. The timing is also interesting as they were undergoing merger talks during this time frame. A very conservative estimate would be \$135,000 in revenue for CWSNC for 270 people. Mr. Denton mentioned more than 270 bills and a minimum of \$500 so it is very likely this number is low. In order to stem any further formal complaints CWSNC has gone out of their way to explain away my bill. First it was a leak, then it was the pool, then extensive irrigation. Finally, Mr. Peacock concludes I don't know how to operate our control panel and piggybacked 3 programs to run back-to-back to back which would leave our yard soaking wet. This never occurred as he was told. I will say for the 3rd time that had I know CWS was going to try to blame our control panel for any billing issues – I would have simply moved the program back to A prior to his arrival and not left it where we had tested all zones and programs. The ask was that CWS check our irrigation for leaks and instead this is being used as a scapegoat for the abnormal billing. As stated previously, we've been here 10 years and I've used the control panel for 10 years. Nobody ran three programs at one time. There is zero proof of this from CWS except it "could" be the case. This is 100% false.

From the Cavanaugh report that CWSNC provided - The dramatic increase in consumption could be legitimate based on actual usage changes, but these would be representative of "high" consumption values that should trigger a work order for further investigation.

Please note that nobody from CWSNC checked any of our irrigation system until your ask from the formal complaint hearing.

I've attached WCNC's and the Charlotte Observer's reporting on the widespread issues with CWSNC which show this is not my home but our neighborhoods.

<https://www.wcnc.com/article/money/high-water-bills-neighbors-alert/275-ddcc17d3-24f1-48b6-9f49-d42e13ff6abd>

<https://www.wcnc.com/article/news/local/mooresville-residents-water-rate-increase/275-79bc21bb-917b-4e69-b7f2-a04ab3d060b0>

<https://www.charlotteobserver.com/news/local/lake-norman/article267847402.html>

I know CWSNC would like this to go away and keep the truth from getting out, so they are not liable to all the people they overbilled. I know that's why they are spending the money on lawyers and hearings. I hope the commission understands that everyone in this area is required to use CWSNC unless they install a private well at their cost. This is a monopoly in our area and they know it. Water should not be costing our neighborhoods more than a car payment or other monthly expense. I urge the commission to consider the massive burden these bills have put on residents of 28117 and put in place a mechanism to stop them from repeating the cycle this summer when people start to water their lawns.

Once again, thank you for your time and insight investigating this issue. I hope you will put the customers at the forefront of any decisions that are made.

Regards,
Don Calhoun

