

**Furr, David**

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**From:** Furr, David  
**Sent:** Wednesday, March 23, 2011 1:47 PM  
**To:** 'Kevin Wood'  
**Cc:** Fernald, Katherine  
**Subject:** RE: protest of aqua rate increase

2 PAGES  
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MAR 23 2011  
Clerk's Office  
N.C. Utilities Commission

Docket No. W-218, Sub 319: Aqua North Carolina, Inc. – Application for Rate Increase

Dear Mr. Wood:

Thank you for your e-mail.

A copy of the e-mail is being given to the Chief Clerk of the Commission for inclusion in the official files, and copies will be provided to members of the Public Staff for consideration in our investigations of this matter.

The Public Staff has the responsibility of representing the interests of the using and consuming public in utility matters, and we will participate on the public's behalf in this case. Representatives of the Public Staff will be present at each of the hearings to discuss the case with interested persons and to assist those wishing to present statements to the Commission.

Thank you for your interest in this matter.

Sincerely,

David C. Furr  
Public Utilities Engineer  
Water/Sewer Division  
Public Staff - N.C. Utilities Commission

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**From:** Kevin Wood [mailto:kevinwood495@yahoo.com]  
**Sent:** Monday, March 14, 2011 11:07 PM  
**To:** Furr, David  
**Subject:** protest of aqua rate increase

Dear Mr. Furr,

As a fellow state employee, I feel it necessary to voice my concerns of Aqua NC and the poor service we are paying for. Since they have taken over our water system in Rambling Ridge subdivision, Hendersonville, N.C. we have had nothing but trouble. Last year we had 6 waterline outages with NO notice of them turning it off. Our residents here have complained to the town of Hendersonville numerous times, they have been reported to the better business bureau and still they get worse. Where do I start. I got a bill for 64,000 gal of usage once, to the tune of 264.00. Called to tell them there was a bad error on their part, they told me to send in the money, they would reread the meter in a week and send me a credit or refund if they made a mistake. Of course I refused and they reread it which they were wrong. I was told that they read the meters every month, funny I had to dig a foot of compacted dirt and leaves out of the meter box just to read it myself. NO telling when they had actually if ever read it. We have had "numerous" water line breaks that have seen to just pop up with no notice of Aqua turning off the service since they have taken over. Kinda of funny that all the years prior to them taking over our service not one "break" in our subdivision. The water meters were changed out and left hanging in the air for over the past 2 years uninsulated, which I have complained about to no avail.

Not alot of fun going out in 20 degree weather at 5 am to unfreeze it, 3 different times. The water quality is not fit for drinking and has an odor. We had Aqua come repair a line that was hit by the cable company in an underground boring. I went down to see how long it was going to take and found the crew drinking beer, telling me that they were going to get their 8 hours of overtime having to come out at 5 pm, not what you want to hear when you are out of water and put in 13 hrs of work and no shower or able to wash dishes. I inspect water line for a living for the NCDOT been doing it for 22 years now, and it was a 30 min. fix tops and guess what, it was after 2 am when they turned our water back on. I complained to Aqua about it , so it should be on record. We have even had their customer service dept smart off on the phone and tell us , to deal with it! This company does not deserve to be in business much less a water rate hike, several people in our subdivision have even gone as far as to drill their own wells to get away from this poor service. If we had a choice we would get rid of this company and go with anyone else! We do not need a water line company 2 1/2 hrs away trying to manage our system, much less go up on our rates, if anything they owe us a refund!

Sincerly ,  
Kevin Wood  
(828)230-3246