Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

Phone: 803-896-5100
Fax: 803-896-5199
www.psc.sc.gov

2012-177-WS
240512

11-20-12de

Complaint Form

Print

Date: November 19, 2012

Complainant or Legal Representative Information: * Required Fields

Name * Alan O. Farnham

Firm (if applicable)

Mailing Address * 5034 Suwarrow Cir.

City, State Zip * Tega Cay, SC 29708 Phone * 803 547 5258

E-mail * afarnham@comporium.net

Name of Utility Involved in Complaint: *

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

- ☐ Billing Error/Adjustments
- ☐ Deposits and Credit Establishment
- ☐ Wrong Rate
- ☐ Refusal to Connect Service
- ☐ Disconnection of Service
- ☐ Payment Arrangements
- ☐ Water Quality
- ☐ Line Extension Issue
- ☐ Service Issue
- ☐ Meter Issue
- ☒ Other (be specific) Excessive water and sewer rate change

Have you contacted the Office of Regulatory Staff (ORS)? * ☐ Yes ☒ No **Name of ORS Contact:**

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

I object to the water and sewer rate changes Utilities, Inc. is calling for. I am retired, a US Navy veteran of Korea and living on Social Security. I have paid an average rate of 60 to 70 dollars a month for many years. The EXCESSIVE rate changes would be hard on me.

My average water use has been 1800 to 2500 gallons a month for many years. My bill dated 08/24/2012 showed a usage of 62,190 gallons at $379.35. I do not have a pool or any water leaks in my one year old house rebuilt due to fire. I had NO CONTACT from Utilities regarding this. I had to make several phone calls to finally get a person to say they would look into this and get back to me.I finally received a reply saying my bill would be adjusted, but no answer as to what caused this. This is Customer Service?

In November 2010 my house and two cars were destroyed by fire. The fire department was on scene in minutes, but could do little due to no fire hydrant with in a half mile of my house and many others in the area. A 5 inch fire hose had to be run from the fire station the half mile to my house which took time and my house was a total loss. Utilities has done nothing to correct this and other areas of Tega Cay. All they want is more money!

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

Utilities, Inc. existing rates are higher in Tega Cay than other York County areas and NO increase should be allowed.

RECEIVED
NOV 20 2012
PSC SC
CLERK'S OFFICE

VERIFICATION

STATE OF SOUTH CAROLINA)
)
COUNTY OF York)

I, Alan O. Farnham (Complainant's Name *) verify that I have read my complaint filed on Nov. 19, 2012 (Date *) and know the contents thereof, and that said contents are true.

Alan O. Farnham
Complainant's Signature *

Internal Use Only

Processed By	Date
H.E.	

Utilities, Inc.

Tega Cay Water Service Inc
Phone: (800) 272-1919
Collections: (800) 272-1919
Customer Service: (800) 272-1919
www.ulwater.com

Bill Date	[redacted]	Due Date	Please Pay:
08/24/2012		9/18/2012	$379.35

Name ALAN FARNHAM
Primary Telephone # (803) 647-5268
Service Address *5034 SUWARROW CIR, TEGA CAY, SC, 29708*

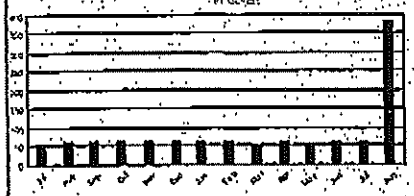
Activity Since Last Bill

Previous Balance	$59.56	
Payments received as of 08/24/2012	$-59.56	
Balance as of 08/24/2012		$0.00
Residential Water Service		
Water Base Charge	$8.71	
Distribution 62,190 gallons at $2.06 per 1,000 gallons	$128.11	
Supply 62,190 gallons at $3.26 per 1,000 gallons	$202.74	
York County Base Charge	$0.39	
SC DHEC Fee	$0.34	
Total Residential Water Service		$340.29
Residential Wastewater Service		
Wastewater Service	$39.06	
Total Residential Wastewater Service		$39.06
Total Amount Due		~~$379.35~~ 67.60

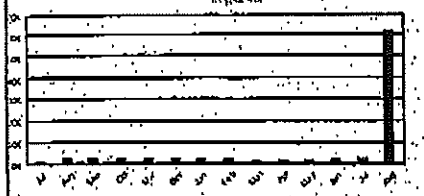
Summary of Service

Meter Reading	Meter #	44743172
Current	1861140	08/14/2012
Previous	1798950	07/14/2012
Usage	62,190 Gallons	
Number of Days:	31	
Average Daily Use:	2,006 Gallons	
Average Daily Cost:	$12.24	

Billing History



Consumption History



A fee of 1.5% per month will be added if unpaid by the due date.
Make check payable to: Tega Cay Water Service Inc

Messages
The Company is under the jurisdiction of the PSC. You may contact the ORS at 800-922-1531 with any complaints that remain unresolved after 7 days.

[redacted]

Utilities, Inc.
PO BOX 160609
Altamonte Springs, Fl 32716

Account Number: [redacted]
Due Date: 9/18/2012
Please Pay: $379.35

AUTOPAY

UTI0827A AUTO MIXED AADC 604
7000004498 01.0018.0340 4498/1

ALAN FARNHAM
5034 SUWARROW CIR
TEGA CAY SC 29708-9360

Tega Cay Water Service Inc
PO Box 11025
Lewiston ME 04243-9476

☐ Address correction requested on back

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[1/1]