239177

## Deborah.Easterling

**From:** Deborah.Easterling
**Sent:** Tuesday, September 11, 2012 11:45 AM
**To:** 'Dana Hopkins'
**Subject:** RE: Protest Letter

Dear Mark and Dana Hopkins,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

-----Original Message-----
From: Dana Hopkins [mailto:Dana.Hopkins@spectrummedical.com]
Sent: Monday, September 10, 2012 4:34 PM
To: PSC_Contact
Subject: Protest Letter

www.spectrummedical.com

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

Phone: 803-896-5100
Fax: 803-896-5199
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Email form to: contact@psc.sc.gov

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* Required Fields

Date: * 9-10-12

# Letter of Protest in Docket 2012 - 177 - WS

**Protestant Information:**

Name * Mark and Dana Hopkins

Mailing Address * 6038 Windjammer Drive

City, State Zip * Tega Cay, SC 29708 Phone * 803-547-2090

E-mail hopkinsdana1@gmail.com

**1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding?** (This section must be completed. Attach additional information if necessary.)

Resident of Tega Cay and Customer of Water Company.

**2. Please give a concise statement of your protest. *** (This section must be completed. Attach additional information if necessary.)

This company got an increase in 2010 in the amount of 18%, which should have provided adequate funding to recoup their cost for repairs etc. Company has also had other rate increases in the past that would have provided necessary revenues to repair and maintain the system. The company has neglected the system and the current proposed rate increases are exorbitant and will be a great burden on those of fixed incomes. The City of Tega Cay demographics reflect a high percentage of retirees that are on fixed incomes. This will be very burdensome for all of us as we have some of the highest water rates in the country. Also, the PSC must recognize that York County is the hardest hit County in SC due to the economic downturn.

The company could have circumvented the need for the extreme and excessive proposed rate hike if regular and routine maintenance been performed and long range capital improvements had been programmed properly. We hope the Commissioners will reject the proposed increase and understand the residents cannot afford such an increase. In addition, the company routinely "estimates" the cost of water bills without reading the meters and has OVERCHARGED on numerous occasions.

**3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? ***

No.