## Deborah.Easterling

239197

**From:** Deborah.Easterling
**Sent:** Wednesday, September 12, 2012 1:40 PM
**To:** 'Steve Dingfelder'
**Subject:** RE: Letter of Protest Docket 2012-177-WS

Dear Mr. Dingfelder,

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

---

**From:** Steve Dingfelder [mailto:dingfelders@yahoo.com]
**Sent:** Wednesday, September 12, 2012 1:17 PM
**To:** PSC_Contact
**Subject:** Letter of Protest Docket 2012-177-WS

To The Public Service Commission of South Carolina,

Attached is is my Letter of Protest. As mentioned in my Letter of Protest, the study done by the University of South Carolina (An Analysis of Public Water and Sewer Providers Rates and Practices) can be found at:
http://www.ipspr.sc.edu/grs/bestpractices/Water%20and%20Sewer%20Final%20Report.pdf

Thank You,
Steven Dingfelder


##########################################
Steven M. Dingfelder
E-Mail: dingfelders@yahoo.com
##########################################

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
Email form to: contact@psc.sc.gov

Print Email

* Required Fields

# Letter of Protest
## in Docket 2012 - 177 - WS

Date: * September 12, 2012

**Protestant Information:**

Name * Steven Dingfelder

Mailing Address * 8035 Windjammer Drive

City, State Zip * Tega Cay, SC 29708 Phone * 803 547-3144

E-mail

**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.)

Customer of TCWS.

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

Based on the 2008 analysis done by the University of South Carolina, only 6% of the South Carolina water and sewer providers charge a flat rate for sewer services. Most providers, actually 77%, base the sewer fees on the water usage! This is a much more equitable system, especially for households that only have one or two people. Should a household with two people have the same sewer rate as a household with four people, is this really fair, especially for households with low water usage?

Even under the current flat rate sewer system, a 67% rate increase is absolutely ridiculous!!! What provider of any services or products would try to charge such an outrageous increase without providing improved or additional services. It is no surprise that this comes from a provider with: a bad customer service history, a history of allowing sewerage spills into public waterways (Lake Wylie), and extremely poor relations with the customers and the city it serves. Maybe it is time for Tega Cay to take over the services from TCWS.

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

No Thank You.

## Deborah.Easterling

**From:** Deborah.Easterling
**Sent:** Tuesday, September 11, 2012 3:16 PM
**To:** 'Carol Dingfelder'
**Subject:** RE: Docket 2012-177-WS

Dear Ms. Dingfelder:

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

---

**From:** Carol Dingfelder [mailto:carol_dingfelder@yahoo.com]
**Sent:** Tuesday, September 11, 2012 3:14 PM
**To:** PSC_Contact
**Subject:** Docket 2012-177-WS

Please find attached Letter of Protest

Carol Dingfelder
**********
E-mail address: carol_dingfelder@yahoo.com
**********

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
Email form to: contact@psc.sc.gov

Print Email

* Required Fields

Date: * 9-11-2012

# Letter of Protest in Docket 2012 - 177 - WS

**Protestant Information:**

Name * Carol Dingfelder

Mailing Address * 8035 Windjammer Dr

City, State Zip * Tega Cay , SC 29708 Phone * 803-547-3144

E-mail carol_dingfelder@yahoo.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.)

I am a customer of Tega Cay Water Service (Utilities, Inc)

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

We just had a rate increase in 2010 for the purpose of upgrading the system, working on infrastructure, etc. Since that time there has been a leak in a water pipe under our street at least two times. When they came out to fix it again this summer, one of the workmen told my husband that they were going to replace the pipe and as far as we can tell they only repaired it.

A combined rate increase for sewer and water of 49% is too high. As a two person adult household we would be paying approx. $100 a month. Our sewer rate would jump to $65 a month. We have cut back on our use of our dishwasher or washing machine (using only once a week) and have conserved in other ways but it doesn't seem to matter. We are being gouged.

Like many others in the area, both working and retired, we are on a fixed income.

Our rates have at least doubled in the last 15 years without a noticeable benefit for us. Unfortunately we do not have an option of getting another service provider for our water and sewer needs.

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

no