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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
www.psc.sc.gov

RECEIVED

# Complaint Form

Print

Date: 2 JUNE 2010

**Complainant or Legal Representative Information:** * Required Fields

UNITS 11 A & B ADAMS CIRCLE
BEAUFORT SC 29902

Name * CHARLES C. WARREN III

Firm (if applicable)

Mailing Address * PO BOX 249

City, State Zip * BEAUFORT, SC 29901-0249 Phone * 843-263-8700 mobile 843-521-8120 work

E-mail * CHUCK@BEAUFORTMORTGAGE.COM

**Name of Utility Involved in Complaint:** * UTILITIES INC / CAROLINA WATER SERVICE INC OF SC

**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
- ☐ Disconnection of Service
- ☐ Service Issue
- ☐ Deposits and Credit Establishment
- ☐ Payment Arrangements
- ☐ Meter Issue
- ☐ Wrong Rate
- ☐ Water Quality
- ☐ Refusal to Connect Service
- ☐ Line Extension Issue
- ☒ Other (be specific)

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

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

1) BEING CHARGED HIGH RATE BASED ON NON-CONSUMPTION - SOME MONTHS NO WATER USED - STILL CHARGED EXORBITANT SEWER RATES + FEES
2) MULTIPLE BILLING "ERRORS" BY UTILITIES INC, INCLUDING "MAKE UP" BILLS. MY BILLS ARE PAID BY AUTODRAFT.
3) UTILITIES INC. IS NOT UNDER SAME REGULATOR AS BJWSA.

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

1) ONLY BE CHARGED FOR ACTUAL WATER / SEWAGE USAGE BASED ON BJWSA RESIDENTIAL RATES -- NOT COMMERCIAL -- AND ONLY BASED ON MY UNITS ACTUAL USAGE BASED ON BJWSA METER READING.
2) NOT BE ALLOWED TO COLLECT FOR OTHER UNITS USAGE OR LEAKS IN THEIR SYSTEM.

**VERIFICATION**

STATE OF SOUTH CAROLINA )
)
COUNTY OF BEAUFORT )

I, CHARLES C. WARREN, III (Complainant's Name *) verify that I have read my complaint filed on 2 JUNE 2010 (Date *) and know the contents thereof, and that said contents are true. (Complainant's Signature *)

Internal Use Only

| Processed By | Date |
|---|---|
| | |
| H.E. | |

# 11A ADAMS CIRCLE

| | UTILITIES INC COLLECTION FEE + | BILL SEWER FEE | SERVICE DATE | BILL WATER | SERVICE DATE |
|---|---|---|---|---|---|
| DATE 12-31-9 DUE 1-21-10 | 25.70 | 24.47 | 9-30-9 TO 10-31-9 | 7.99 | 10-2-9 TO 10-30-9 |
| DATE 11-2-9 DUE 11-23-9 | 25.70 | 24.35 | 8-31-9 TO 9-30-9 | 12.31 | 9-3-9 TO 10-5-9 |
| DATE 9-29-9 DUE 10-20-9 | 25.70 | 30.03 | 7-31-9 TO 8-31-9 | 12.31 | 8-3-9 TO 9-3-9 |
| DATE 8-30-9 DUE 9-21-9 | 25.70 | 28.54 | 6-30-9 TO 7-31-9 | 16.62 | 7-7-9 TO 8-3-9 |
| DATE 7-29-9 DUE 8-19-9 | 25.70 | 34.22 | 5-30-9 TO 6-30-9 | 23.60 | 6-2-9 TO 7-7-9 |
| DATE 6-28-9 DUE 7-20-9 | 25.70 | 29.04 | 4-30-9 TO 5-30-9 | 20.61 | 4-29-9 TO 6-2-9 |
| DATE 6-1-9 DUE 6-22-9 | 25.70 | 30.58 | 3-31-9 TO 4-30-9 | | |

# 115 ADAMS CIRCLE

| | UTILITIES COLLECTION FEE | + SEWER BILLING FEE | SERV DATE | SEWER H2O | SERV DATE |
|---|---|---|---|---|---|
| DATE 12-31-9 | | | | | |
| DUE 1-21-10 | 25.70 | 24.47 | 9-30-9 TO 10-31-9 | 6.33 | 10-5-9 TO 10-30-9 |
| DATE 11-2-9 | | | | | |
| DUE 11-23-9 | 25.70 | 24.35 | 8-31-9 TO 9-30-9 | 6.00 | 9-4-9 TO 10-5-9 |
| DATE 9-29-9 | | | | | |
| DUE 10-20-9 | 25.70 | 30.03 | 7-31-9 TO 8-31-9 | 6.00 | 8-3-9 TO 9-4-9 |
| DATE 8-30-9 | | | | | |
| DUE 9-21-9 | 25.70 | 28.54 | 6-30-9 TO 7-31-9 | 6.00 | 7-7-9 TO 8-3-9 |
| DATE 7-29-9 | | | | | |
| DUE 8-19-9 | 25.70 | 34.22 | 5-30-9 TO 6-30-9 | 7.00 | 5-30-9 TO 7-7-9 |
| DATE 6-28-9 | | | | | |
| DUE 7-20-9 | 25.70 | 29.04 | 4-30-9 TO 5-30-9 | 6.39 | 5-8-9 TO 5-30-9 |
| DATE 6-1-9 | | | | | |
| DUE 6-22-9 | 25.70 | 30.58 | 3-31-9 TO 4-30-9 | | |