181749

September 7, 2006

These are testimonies and pictures to be submitted as evidence from Stonegate Neighborhood residents in regard to Carolina Water Service, Docket # 2006-92W/S.

Thank you so much.

Sincerely,

Tia Sweat (407-2375)
President
Stonegate Neighborhood Association

Yvonne Ross - Vice President
749-8815

We were given an extension to submit this information.

RECEIVED
SEP 08 2006
PSC SC
MAIL / DMS

Evidence and Testimony Form of Complaint against Carolina Water Service, Docket 2006-92-W / Stonegate Neighborhood, Irmo, SC 29063

Name:

JAMES & SHARON FRICK

Address:

120 LITTLE HAMPTON DRIVE

IRMO, SC 29063 (STONEGATE SUBDIVISION, RICHLAND CO.)

Phone 781-2787 E-mail smfrick@hotmail.com

Testimony:

CAROLINA WATER SERVICE GIVES US SUBSTANDARD WATER SERVICE AND CHARGES MORE THAN ANY OTHER WATER COMPANY I KNOW OF.

I CANNOT KEEP A DISHWASHER WORKING FOR MORE THAN 2 YEARS WITHOUT HAVING TO HAVE MAJOR WORK DONE TO IT (SERVICE MAN STATED THAT THE WATER IS CAUSING THIS). I HAVE FINALLY GIVEN UP REPLACING DISHWASHERS AND JUST WASH MY DISHES BY HAND.

WHEN MAKING COFFEE OR TEA, THERE IS A FILM FLOATING ON TOP OF THE LIQUID. WHAT IS THIS NASTY STUFF? WE HAVE PROPERTY IN ELGIN, SC WHERE WE HAVE WELL WATER, AND I DON'T HAVE THIS PROBLEM. NICE CLEAR TEA OR COFFEE, JUST AS IT SHOULD BE. FOR THE PRICE WE PAY, I SHOULD HAVE THIS AT HOME.

I CAN VEGETABLES THAT WE GROW ON OUR PROPERTY IN ELGIN. WHEN CANNING, CLEAN JARS IS A MUST. YOU BOIL THE JARS BEFORE FILLING AND WHEN I BOIL JARS THEY HAVE A NASTY RESIDUE. THIS CAUSES THE CANNED VEGETABLES WE WORKED SO HARD TO GROW TO SPOIL.

IN VIEW OF THE PROBLEMS WE HAVE WITH CAROLINA WATER SERVICE, I CAN'T BELIEVE THEY HAVE THE AUDACITY TO ASK FOR A PRICE INCREASE. I HAVE A GREAT SUGGESTION FOR THEM...HOW ABOUT A SERVICE INCREASE TO GET OUR NEIGHBORHOOD UP TO WHAT SHOULD BE CONSIDERED NORMAL WATER SERVICE!

I ASK THAT YOU PLEASE REJECT THE RATE INCREASE REQUESTED BY CAROLINA WATER SERVICE.

IF YOU NEED ANY OTHER INFORMATION, PLEASE CONTACT ME.

Sharon M Frick

James C Frick

Evidence and Testimony Form of Complaint against Carolina Water Service, Docket 2006-92-W / Stonegate Neighborhood, Irmo, SC 29063

Name: Brian + Laurie Dobbe

Address: 129 Little Hampton Drive
Irmo, SC 29063

Phone 749-1245 E-mail

Testimony:
The water in Stonegate corrodes the insides of our appliances, leaves a black deposit on the inside of our toilet tanks, leaves a pink ring in the commode bowl, and white + brown film on the shower walls, floor + sliding door which is nearly impossible to scrub off with store bought chemicals like Comet, Finazzle, Lysol etc. Have even tried vinegar followed by baking soda. Nothing gets these deposits removed. If it does this to our homes, what is cooking with + bathing in this water doing to our bodies? About 4 times a year the water from the tap will mysteriously run brown or gray for several hours then just as mysteriously clear up.

Evidence and Testimony Form of Complaint against Carolina Water Service, Docket 2006-92-W / Stonegate Neighborhood, Irmo, SC 29063

Name: Donna L. Jordan

Address: 109 Littlehampton Dr
Irmo SC 29063

Phone 781-3750 E-mail djordan1@sc.rr.com

Testimony:

I have complained about my water forever!! It is very poor quality. My teenage sons complain about showering in it. There are permanent marks in my toilets, tubs, shower stall and sinks from this nasty water. I have to buy bottled water and ice and have done so for over 15 years.

I have had to replace appliances particularly my hot water heater because of this terrible water.

Please do not allow Carolina Water to raise their already ridiculous rates for this terrible water.

Thank you,

Concerned citizen
Donna L. Jordan

Evidence and Testimony Form of Complaint against Carolina Water Service, Docket 2006-92-W / Stonegate Neighborhood, Irmo, SC 29063

Name:
Lynn Waters
Address:
116 Little Hampton Dr.
Irmo, SC 29063
Phone 781-1222 E-mail waters@sc.edu

Testimony:

I have been living in my house for 21 years. The water that Carolina Water Service provides contains large amounts of minerals. This hard water has led to extra expenses and inconveniences that I find unacceptable. I had not been living here very long before I found it necessary to install a water softening system. In 2001 the system had to be replaced at a cost of $4,240. In addition, there is the continuing expense of purchasing salt and system maintenance. Prior to installing a water softener, I had numerous problems with all appliances that used water and with plumbing. Both the plumbers and appliance repair people told me these problems were a direct result of the hard water. The flappers in the toilets had to be replaced several times a year, and the inside of my dishwasher was brown. When I complained to Carolina Water about the dishwasher, they provided me with a container of powder that was essentially a chemistry experiment that produced an extremely obnoxious odor. Since I find Carolina Water's service less than satisfactory, I am appalled that they are continually requesting rate increases.

CITY OF COLUMBIA
WATER CUSTOMER SERVICE
1136 WASHINGTON STREET
COLUMBIA SC 29201-3224
(803) 545-3300

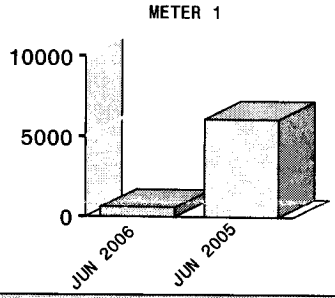
FORWARDING SERVICE REQUESTED

ACCOUNT NUMBER		PREVIOUS BALANCE
15834020-1099506-2		24.90
SERVICE ADDRESS		PAYMENTS
10 DUNOON CT		24.90
BILL DATE	DUE DATE	TOTAL NET ADJUSTMENT
13-JUN-2006	28-JUN-2006	0.00
TOTAL DUE NOW	$ 45.58	BALANCE FORWARD 0.00
		TOTAL NEW CHARGE 45.58

11160 1 AV 0.293
011160
72
PERRY A. WILLIAM
10 DUNOON CT
COLUMBIA SC 29229-9293

WATER CONSUMPTION COMPARISON

METER 1



BILLING SUMMARY: OUT OF CITY

CHARGE DESCRIPTION	SERVICE PERIOD	DAYS OF SERVICE	METER NUMBER	PREVIOUS READING	PRESENT READING	CONSUMPTION / UNITS	CONSUMPTION 1 YEAR AGO	CHARGE
Residential Water	05/05/2006 06/06/2006	32	098832223	125800	126400	600	6100	17.46
Fire Fee								1.00
Hydrant Fee								4.00
Residential Sewer	05/05/2006 06/06/2006	32						23.12
Total New Charges								45.58

Water
$ 2.60 per
100 c³ unit

Sewer
$ 3.12 per
100 c³ unit

$10.00 Base Charge
outside of city limits

WATER SPECIALISTS

AUTHORIZED DISTRIBUTOR OF

RainSoft®

WATER TREATMENT EQUIPMENT

5328 Old Bush River Rd. • Columbia, SC 29212 • 803-551-0338 • 800-969-0038

Name: Lynn Waters Phone: (Hm) 803 781-1222 (Wk) ____

Address: 116 Little Hampton Dr City: Irmo, SC Zip: 29

Date: ____ Representative: Jim McGuire

• WATER ANALYSIS •

pH 7
Hardness ..... 14 gpg
Chlorine ..... ☐ P ☒ NP
Fe-Dis ____ ppm Susp ____ ppm
Fe-Tot ____ ppm (x5) ____ gpg
Nitrates ..... ____ ppm
Odor ..... ☒ N/A ☐ Hot ☐ Cold

• APPLICATION •

Source: ☐ City ☐ P.W. ☒ C.W. ☐ Lake
Number of Residents 2
Dishwasher ..... ☒ Used ☐ Not Used

• MAINTENANCE •

	Cost	Interval
☒ Salt Blocks	$7.75	As needed
☐ R.O.-Carbon, Sed Filt, Post Carbon	$68.77	1 Year
-Membrane	$145.48	2 Years
☐ P.O.E. Carbon Service	$276.00	5 Years
☐ Acid Neut Service	$131.10	1 Year
☒ P-12 Filter	$92.00	1 Year
☐ 22-S Filter	$20.13	As needed
☐ Other ____	____	____

- *Prices Exclude Tax and Labor (no labor charge first 90 days)*
- *All Prices Subject to Change*
- *Recommended System to Treat Present Water Conditions*

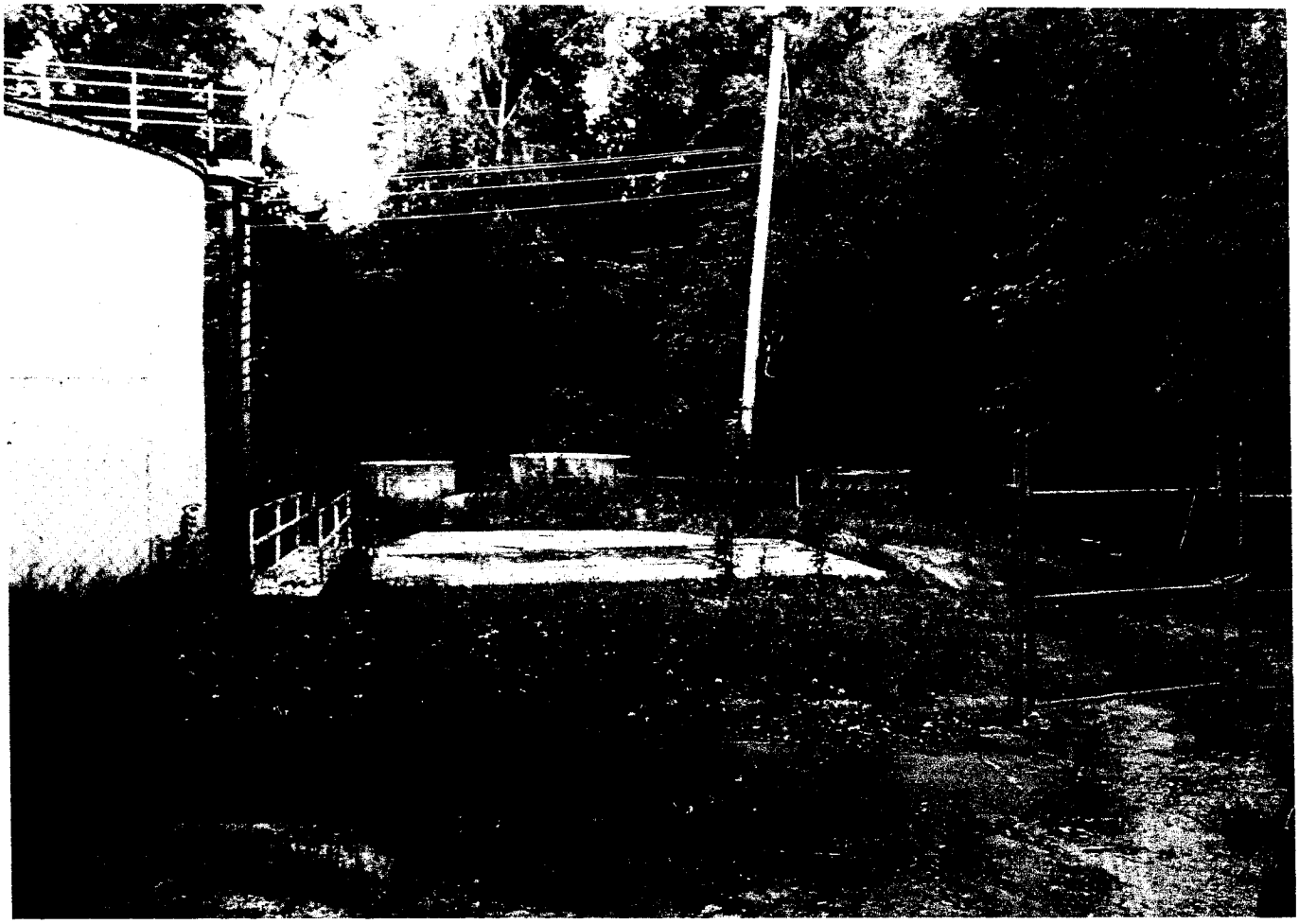
• RECOMMENDATIONS •

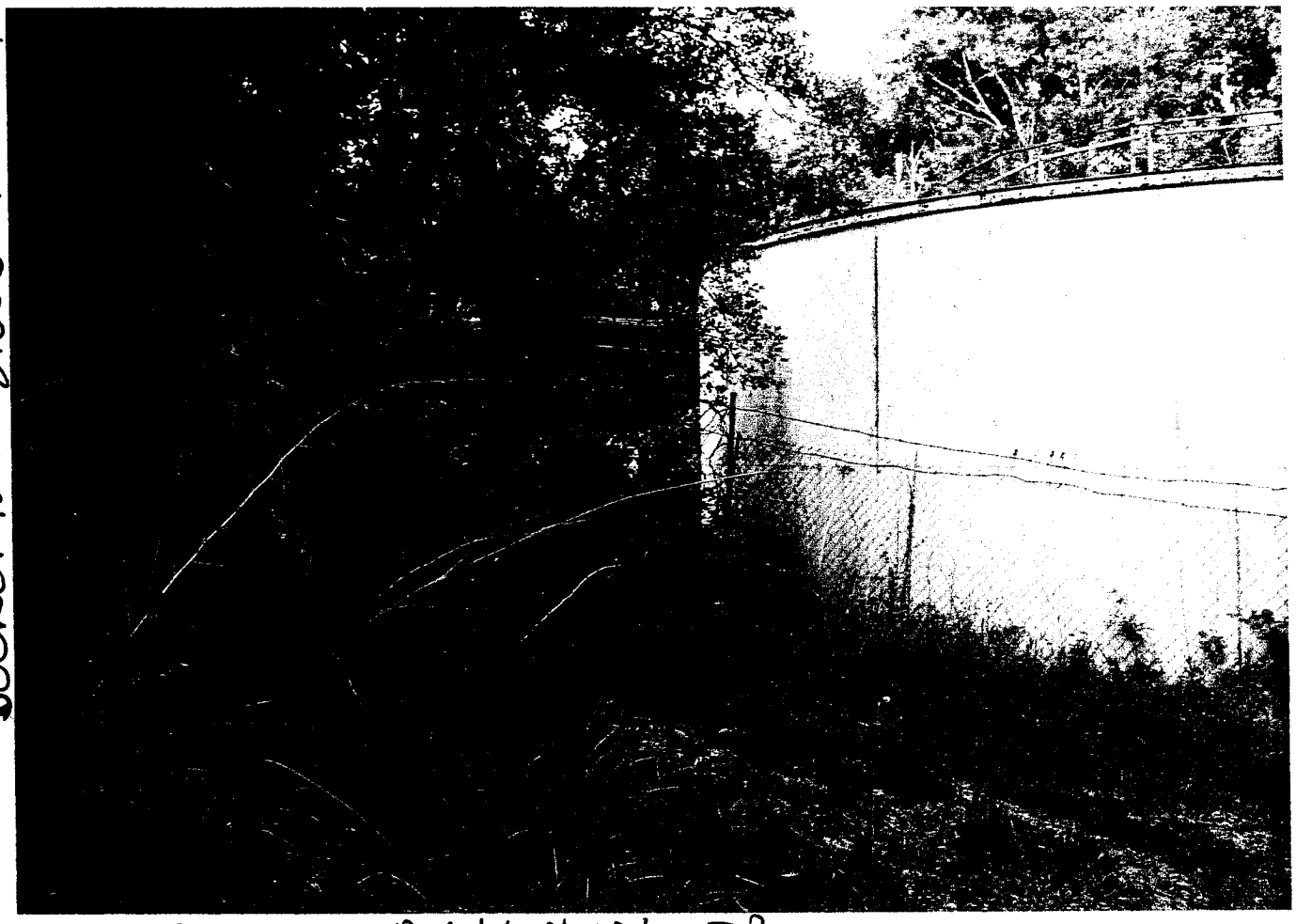
SYSTEM

RainSoft Treatment Sys
Soap Package
P-12

Equipment total 444
Installation —
Sub total 444
Initial Investment —
Balance 444

Remove old system under house
60 Days No Payment
Intrest

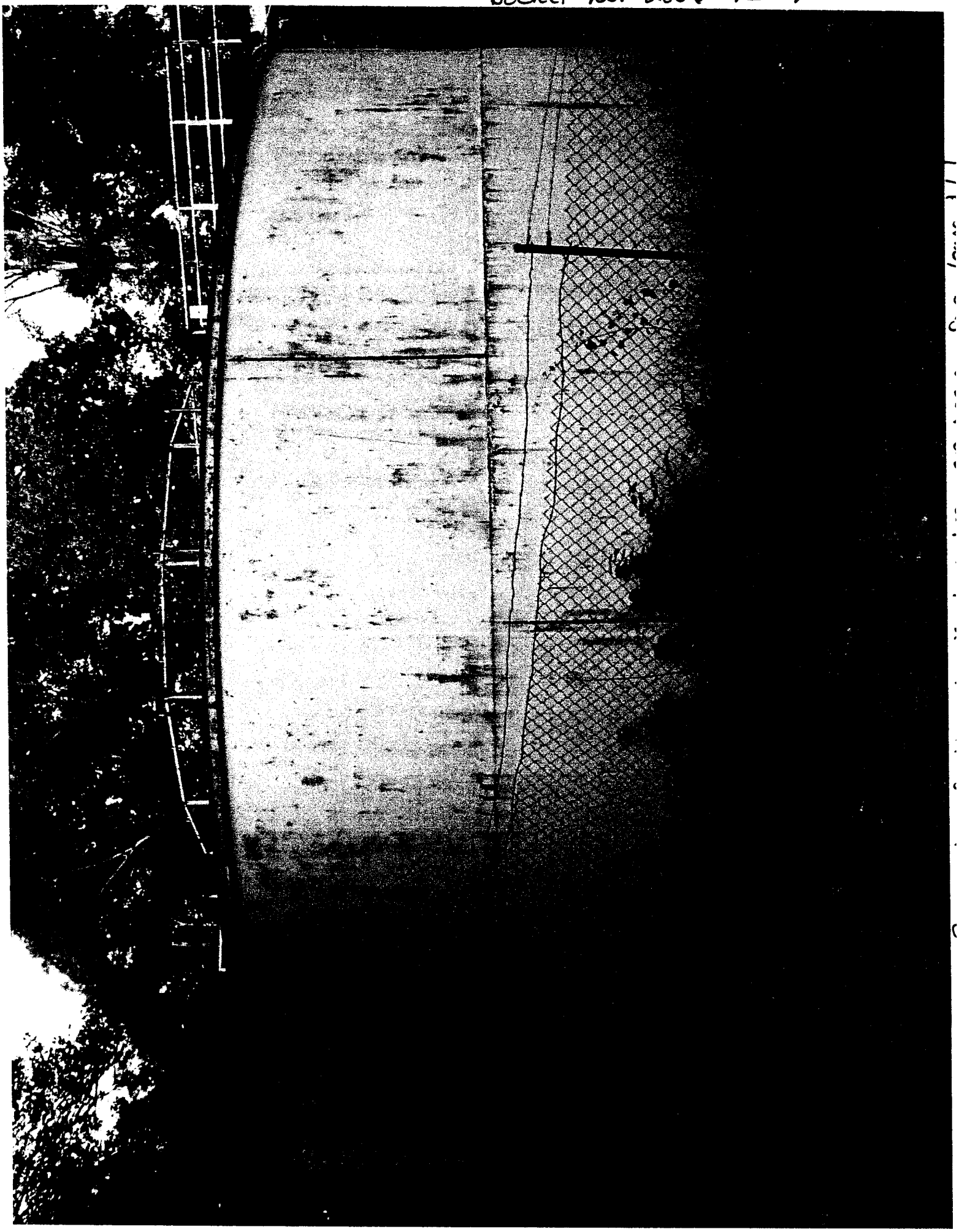




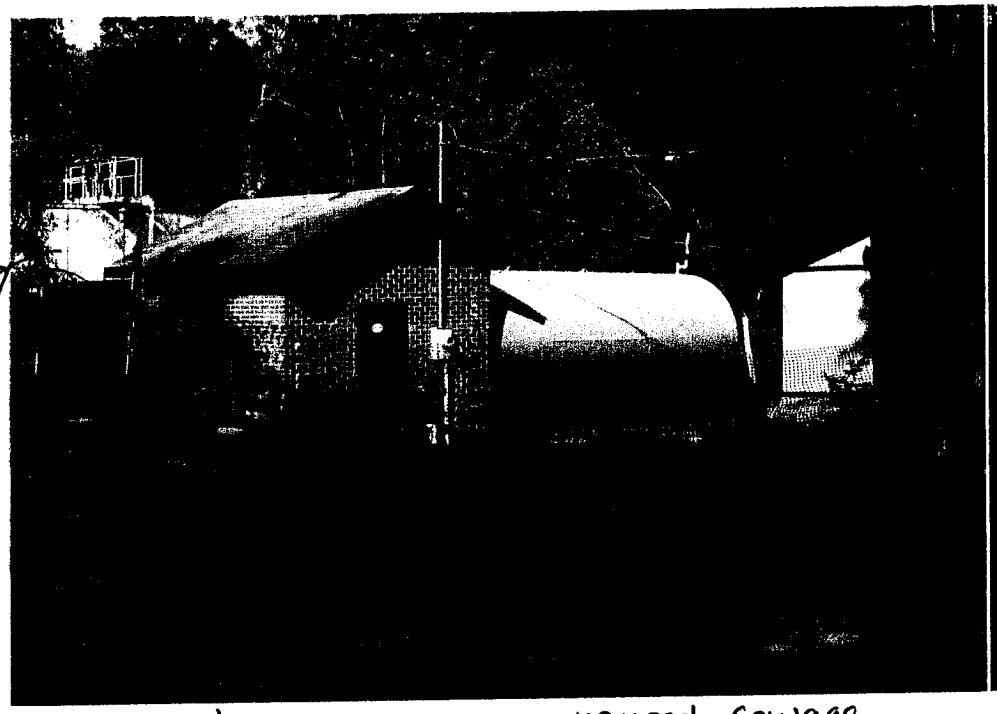
Docket No. 2006-92 W/S

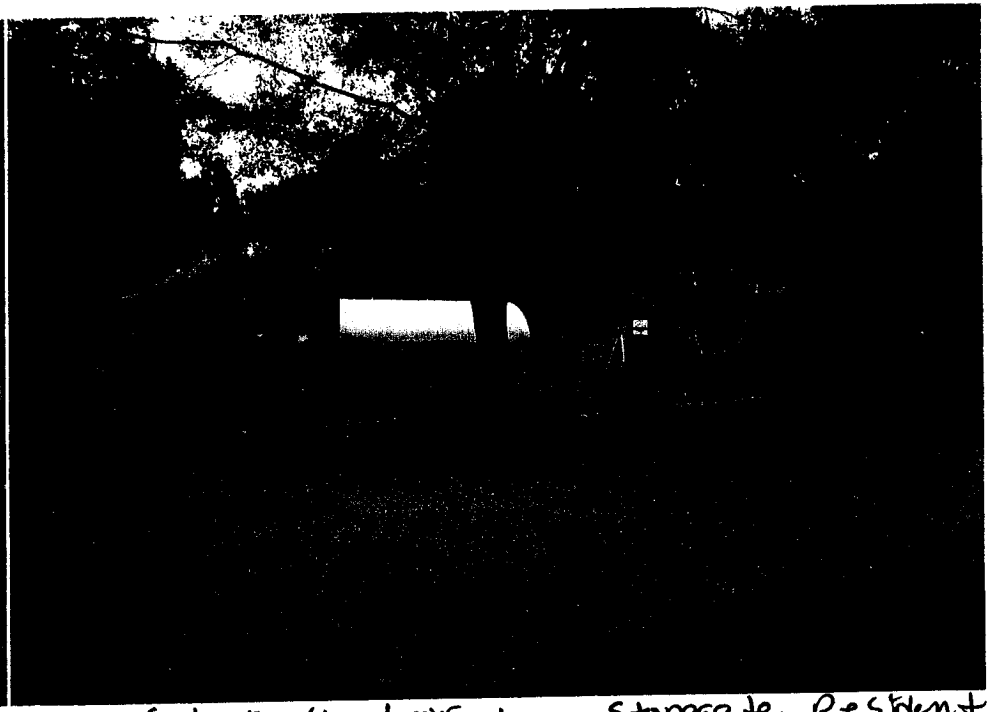
Stonegate Neighborhood, Irmo This Sewage tank is what we look at every day.

Docket No. 2006-92 W/S



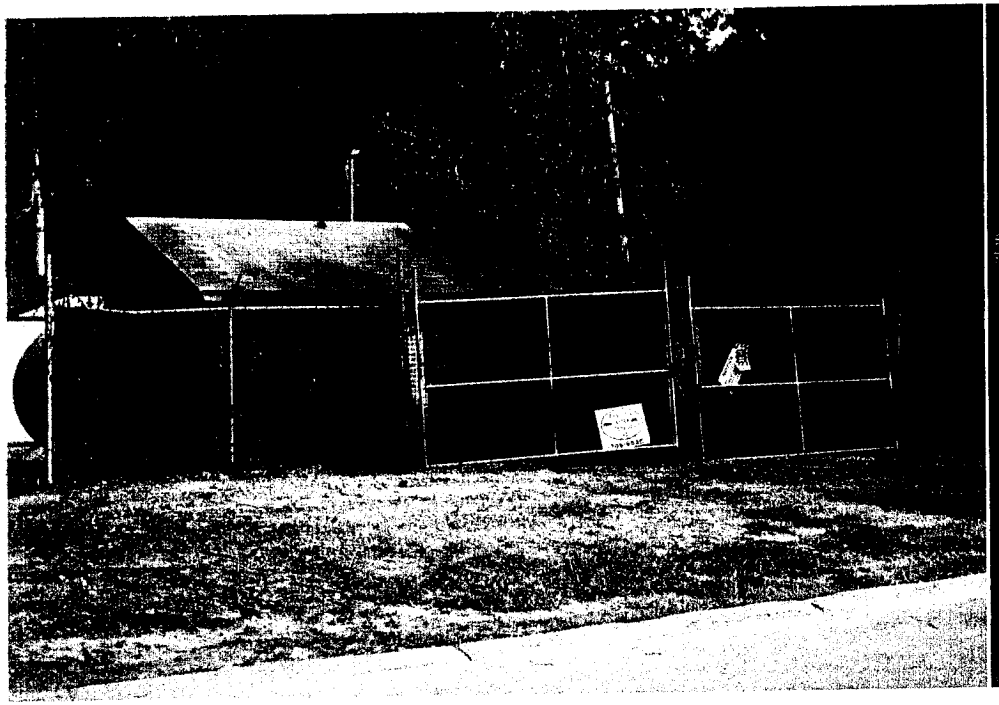
This is what you first see as you enter Stonegate Neighborhood

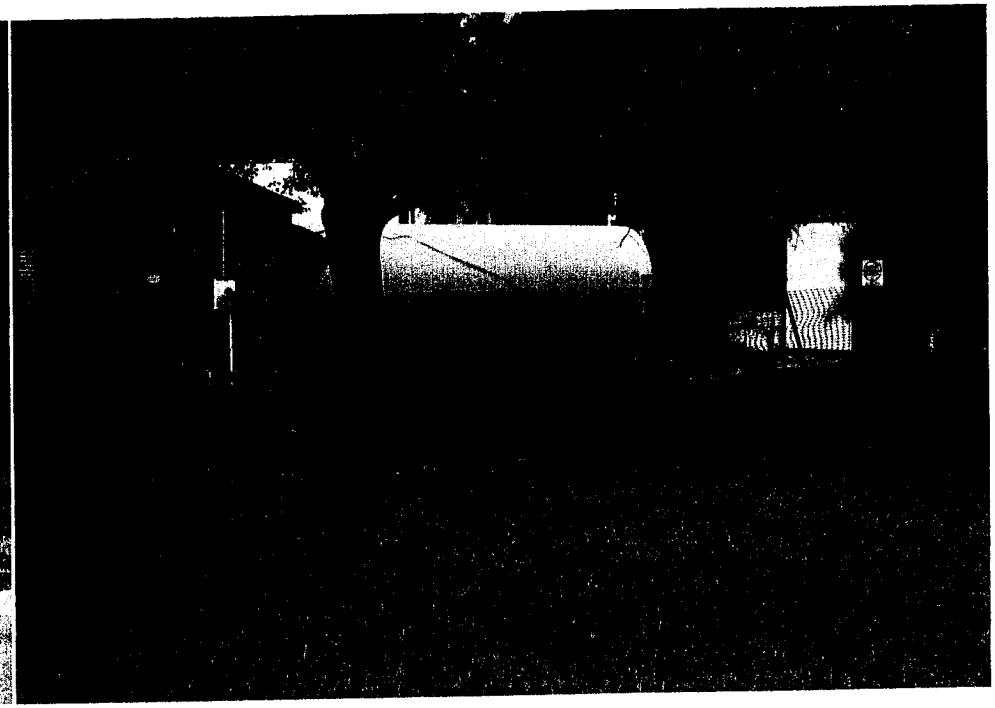




Also, behind all this is an unused sewage tank....

This sets next door to a Stonegate Resident

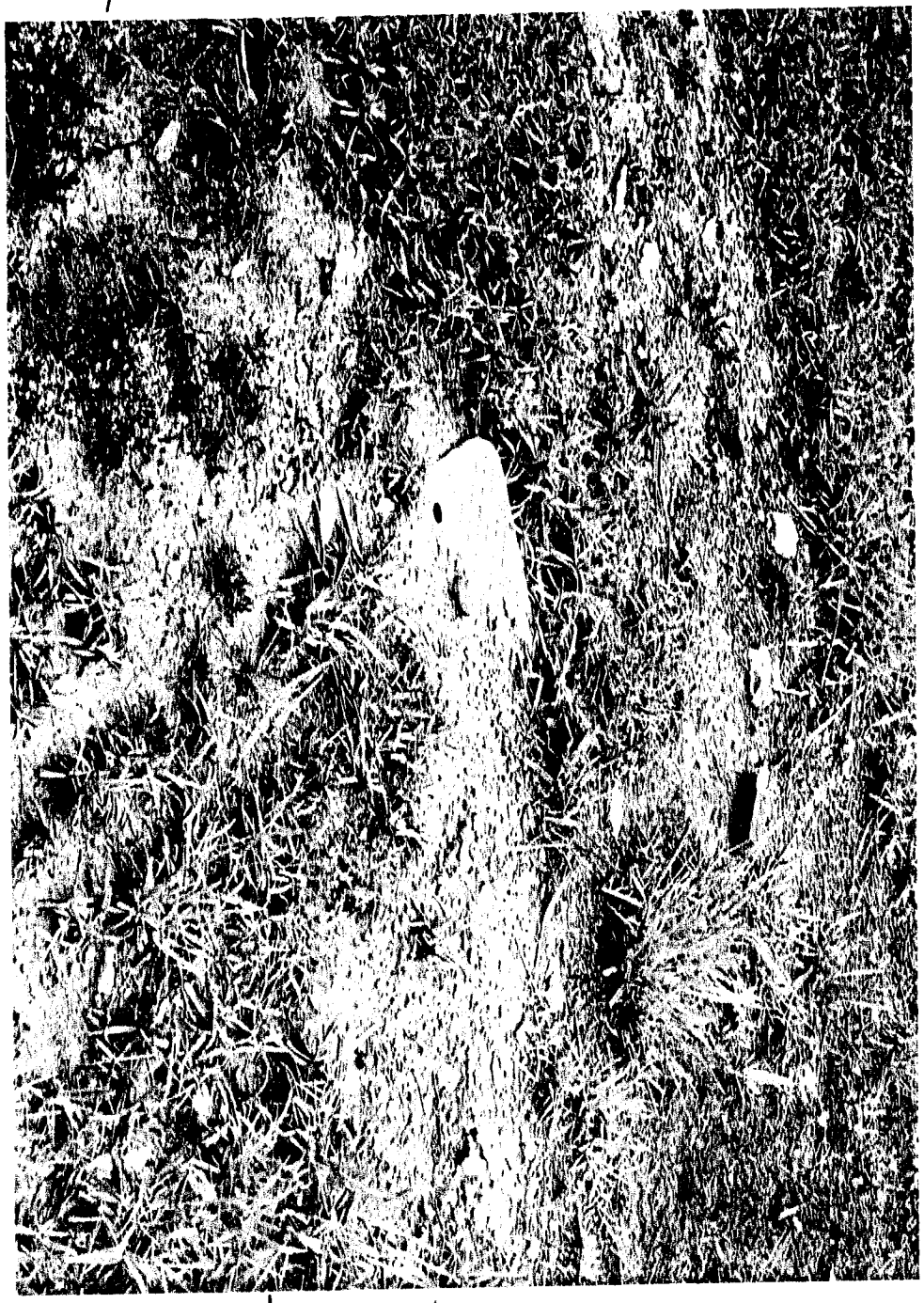


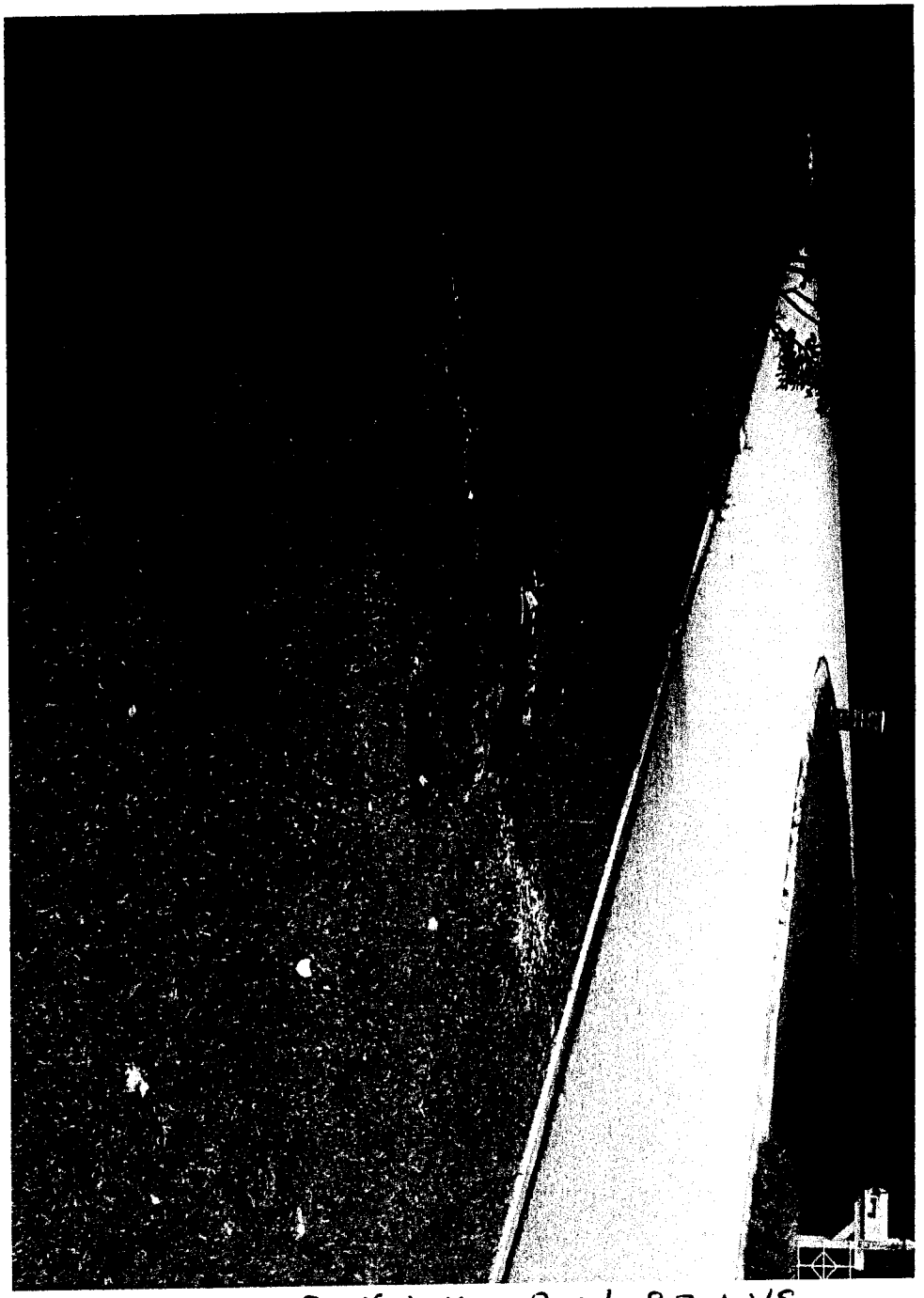


Stonegate neighborhood at Koon Rd. and Southampton Dr. Irmo, S.C.

Docket No. 2006-92-W/S

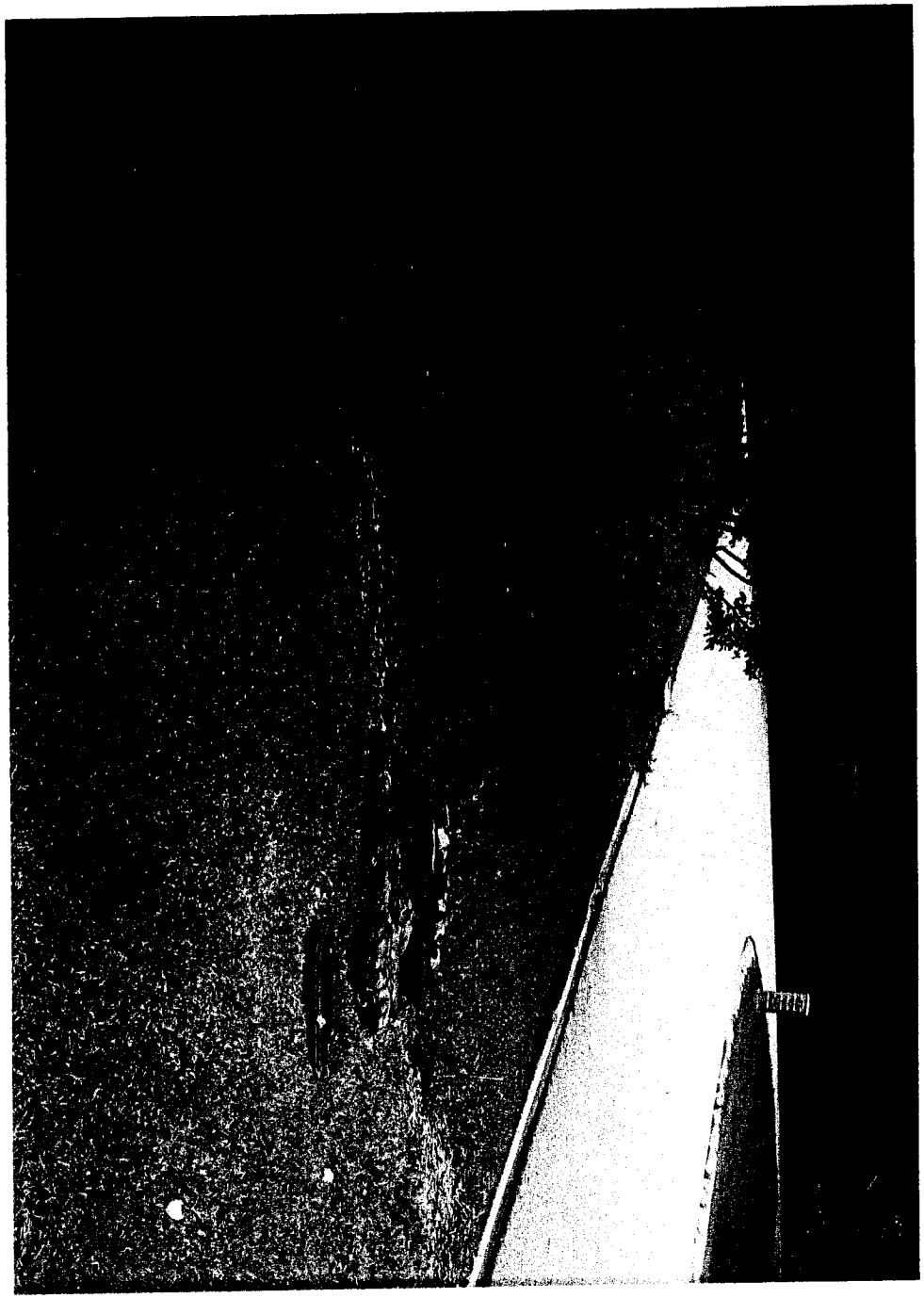
309 Southampton Dr. Lkmo, N.C. 27003
Yvonne Ross -

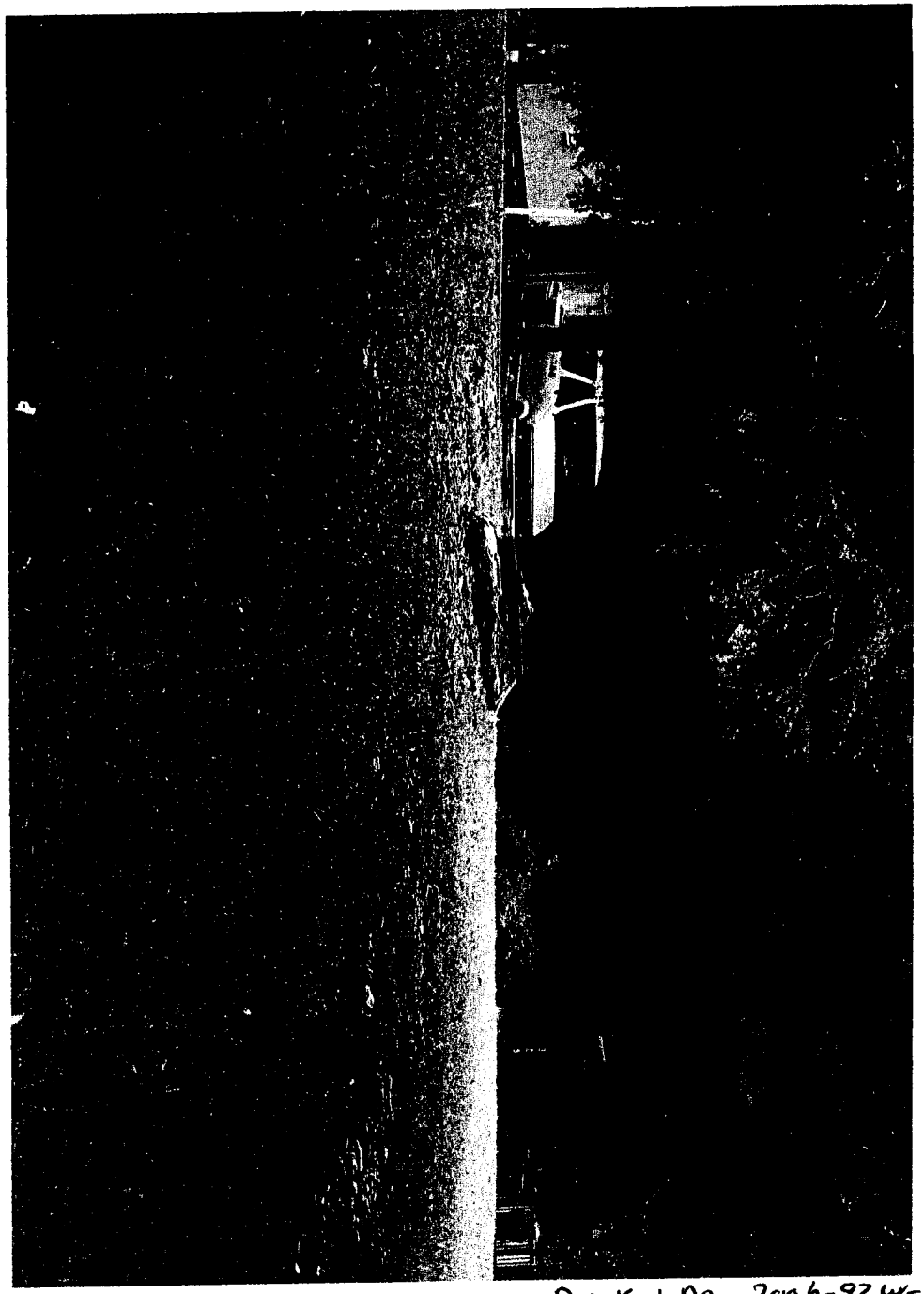




Property damage have not been repaired.

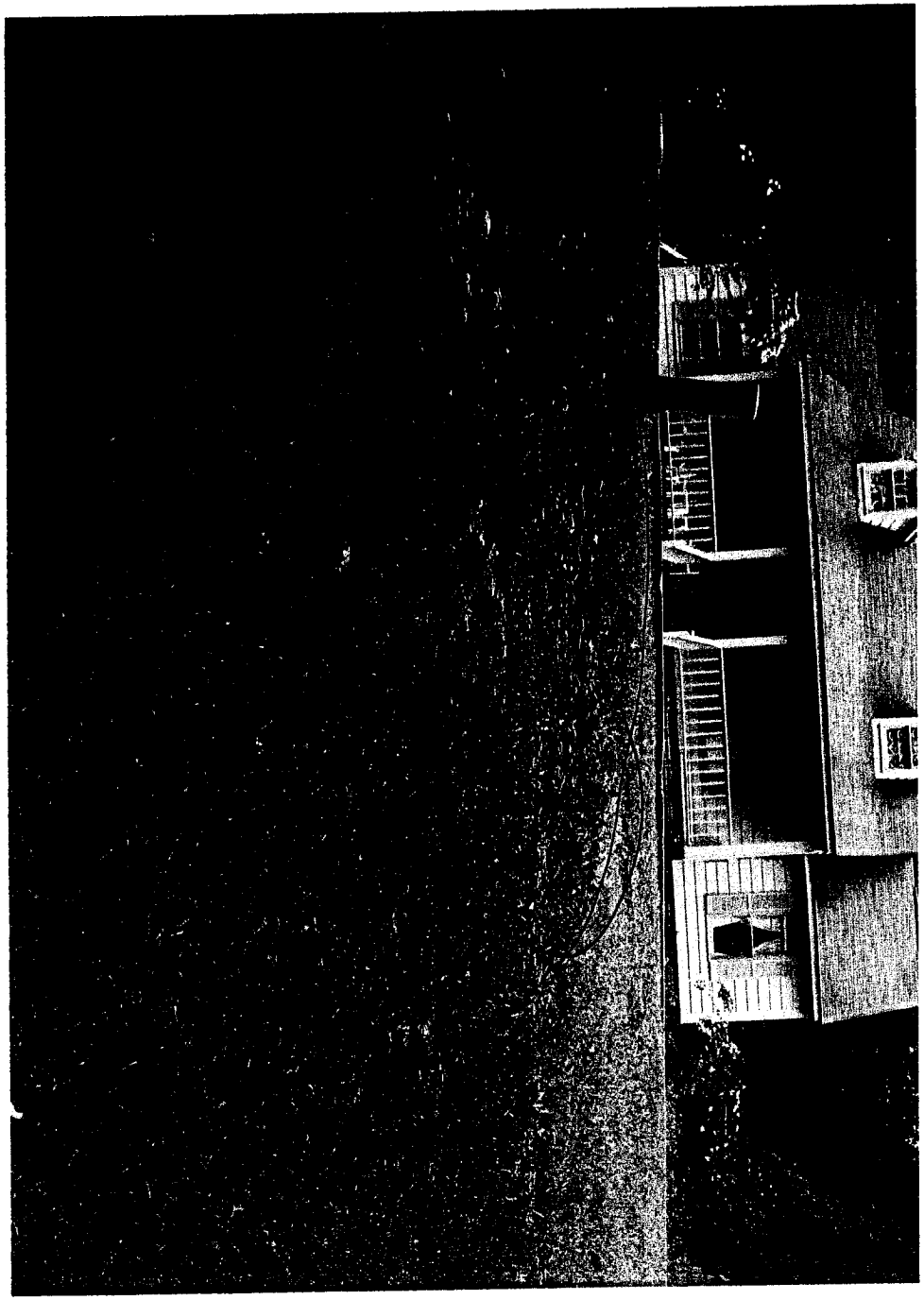
Docket No. 2006-92 W/S





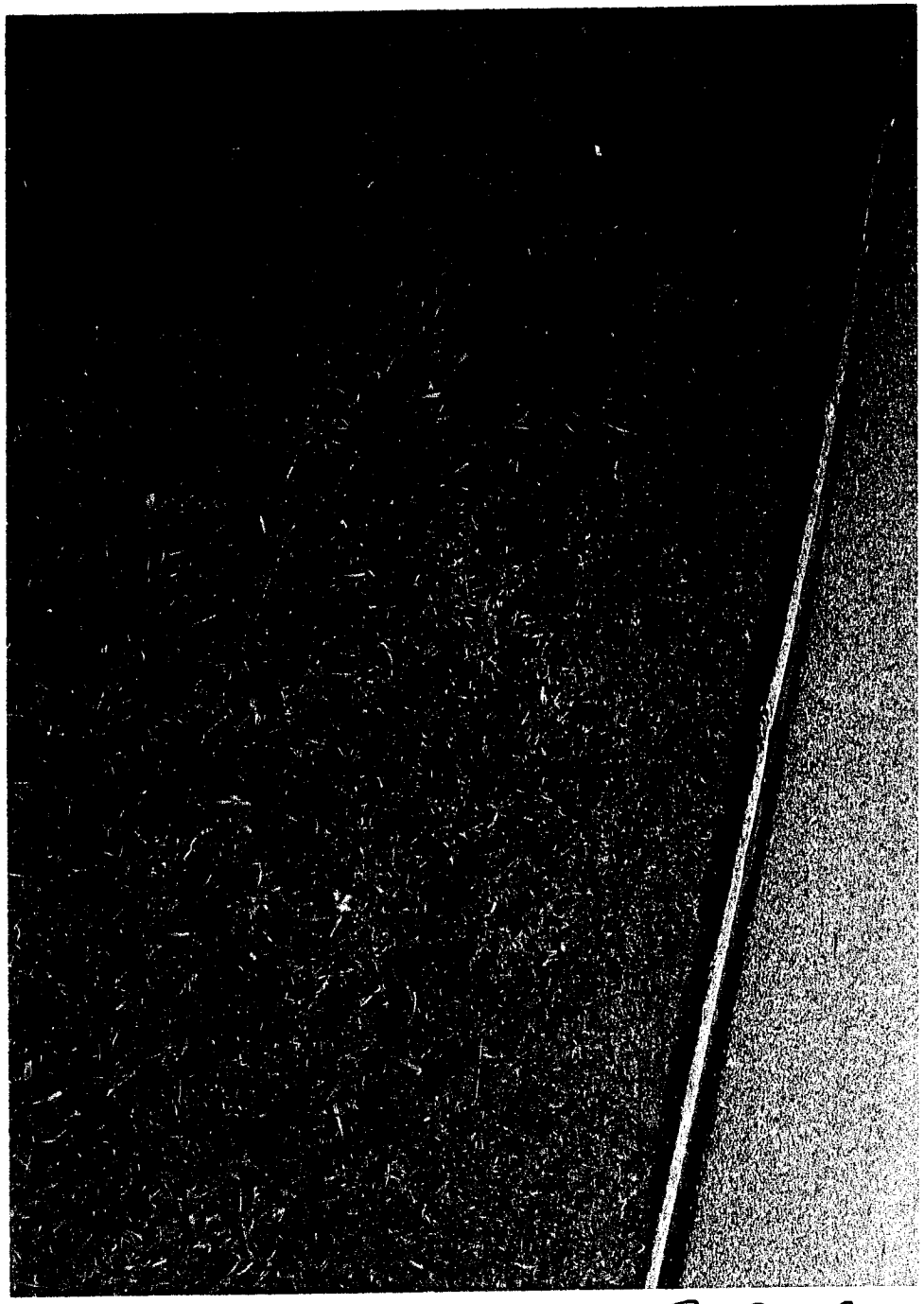
Docket No. 2006-9245

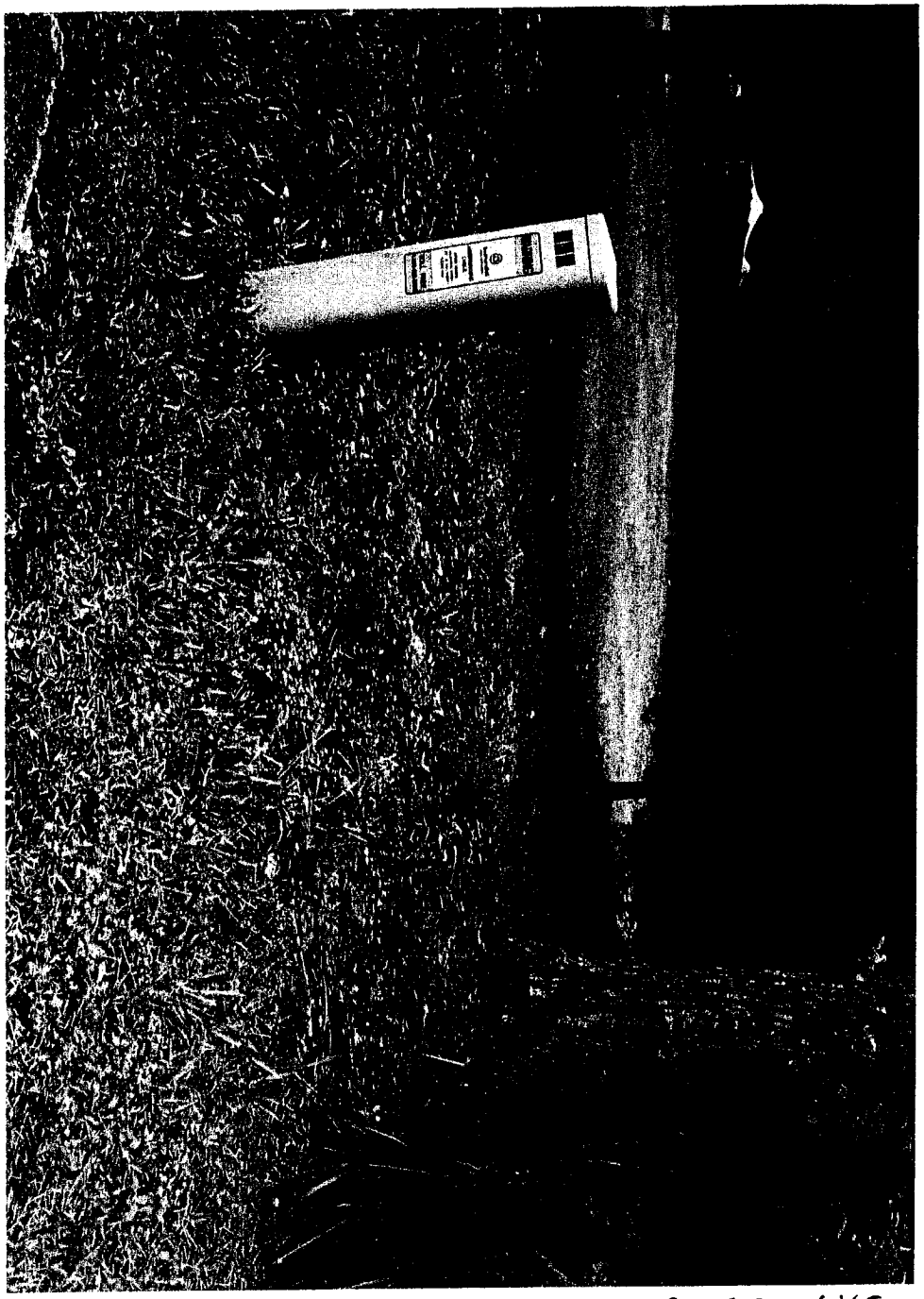
309 Southampton Rd,
Repairs to damaged property to date have not been done,



Docket no. 2006-92 W/S

309 Southampton Rd,
Irmo, S.C.





Docket No. 2006-92 W/S

309 Southampton Dr,
Irmo. SC. 29063

owner Yvonne Ross

Docket No. 2006-42 W/S

Property at 309 Southampton Rd.

[illegible] Suanne Ross After repair to broken water line. Never was replaced