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12.30.09

Douglas and Linda Stazer
127 Greybridge Road
Pelzer, SC 29669

December 22, 2009

S. C. PUBLIC SERVICE COMMISSION
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The Docketing Department
Public Service Commission of South Carolina
Post Office Draw 11649
Columbia, SC 29211

Re: Docket # 2009-479-W/S

Gentlemen:

This letter is in response to the proposed rate increase by United Utility Companies, Inc.

We live in the Trollingwood community in southern Greenville County. Our house is only serviced by United Utility Companies, Inc. for water and sewer. We are captive to their monopoly. Our only recourse is to you, as their regulators.

United Utility Companies, Inc. has not advised us of any improvements they have made to our water or sewer service since the last increase. In fact, the water quality at our house has deteriorated. We have recently, on several occasions, called United Utility Companies, Inc. regarding the quality of our water. On most occasions, we are simply told that our water quality meets standards. On one occasion I insisted that someone come and see the sediment in two glasses of water that I collected on two separate days. It was brown/tan sediment that settled to the bottom of the glass. I was told that I probably used too much water and pulled silt from the pipes, implying it was my fault. We do not have a pool to fill and don't use their water to water our grass. We might wash clothes and shower at the same time. This doesn't seem excessive. I showed the United Utility Companies, Inc. representative the effect of the silt on my clothing. The clothes came out with a brownish tint even when bleached. He gave me a chemical called Red-B-Gone to add to the wash. I asked where to buy this chemical, as the bottle he gave me was good for one wash. He said it could not be purchased retail. I called and asked for more, but was told they could not furnish me with additional chemical.

I state these cases to illustrate the deterioration of the water system. They no longer flush the system on a regular basis. I state these cases because they are not responsive to consumer complaints and rely on consumers to buy filtration systems to make their water acceptable. I state these cases because they wait until we are sick and tired of complaining without result and just put up with it. I state these cases because you are the only source of redress.

Please do not grant United Utility Companies, Inc. an increase of almost 100% unless and until they improve our water quality. Please note that these complaints were also aired at their last rate increase request and have not been addressed.

Additionally, I request that the meeting to discuss this matter be held in Greenville County for the benefit of those, like us, who would want to attend and I request that I be notified of any changes in the date, time or location of the meeting.

Sincerely,

Douglas M. Stazer

Linda Strub Stazer

Cc: The Office of Regulatory Staff
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