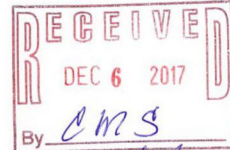


BOARD OF PUBLIC UTILITIES

223 Wagon Wheel Lane  
Columbus, NJ 08022  
November 29, 2017

DEC 04 2017

MAIL RECEIVED



*June 12/7/17*

New Jersey Board of Public Utilities  
Irene Kim Asbury, Secretary of the Board  
44 South Clinton Ave., 3rd<sup>th</sup> Floor  
Suite 314  
Trenton, NJ 08625

Dear Ms. Asbury:

*WR17111183*

As a NJ resident and single 55+ senior citizen, I am vehemently opposed to the proposed rate increase for New Jersey American Water. Since New Jersey American Water assumed control as the water and sewer provider for Mansfield Township, residents have been subjected to exorbitant monthly fees and multiple rate increases. It is my contention that New Jersey American Water is targeting single adults by basing their sewer fees on a 2000 gallon monthly water usage. This rate policy is especially detrimental to single senior citizens living on a fixed income.

Although I typically use less than 1000 gallons of water per month, I am unjustly charged \$46 per month as a wastewater service charge and \$17.60 per month for wastewater usage based on 2000 gallons of water usage. When the New Jersey Board of Public Utilities approved this new billing method, the Board evidently ignored the adverse effect this would have on single senior citizens. This is a travesty of justice; many senior citizens as well as other single adults can't afford to incur higher monthly sewer fees. Our bills should be based upon actual water consumption rather than a 2000 gallon minimum per month.

In the months my water meter registers 1000 gallons of water usage, my total bill for New Jersey American Water is approximately \$86.79. When my meter does not reach the 1000 gallon mark, my bill is typically about \$80.14. My current water bill reflects the following charges: \$13.60 water service charge, \$6.20 water usage charge (\$19.80 total), \$46 wastewater service charge, \$17.60 wastewater usage charge (\$63.60 total), \$.45 purchased water surcharge, and \$2.94 DSIC water meter charge. **My total bill is \$86.79. This is egregious!**

**It is noteworthy that people who reside in towns not serviced by New Jersey American Water are paying substantially less for their sewers.** I have spoken with numerous people, and some examples of their sewer rates are: \$20 per month, \$30 per month, and \$88 quarterly. It is my expectation to receive a bill comparable to the water and sewer rates charged by townships that are not under the jurisdiction of New Jersey American Water.

New Jersey American Water is a monopoly, and the New Jersey Board of Public Utilities should not concede to their request for another rate increase from the already overtaxed residents of New Jersey. In order to reduce the excessively high rates it inflicts upon its customers, New Jersey American Water needs to significantly reduce the salaries, stock options, and other perks awarded to its American Water and New Jersey American Water executives. **According to Salary.com, in fiscal year 2016 American Water President and CEO Susan Story received \$4,096,532.00 in total compensation (salary, bonus, stock options, etc.). Walter Lynch, Executive Vice President and COO, received \$2,023,407.00 in total compensation. Michael Sgro, Executive Vice President, General Counsel and Secretary received \$1,143,719.00 in total compensation.** I assume that William Varley, President of New Jersey American Water and Kevin Kirwan, Vice President of Operations, also receive highly inflated salaries, stock options, and other financial perks. **It is my belief that it is an injustice to approve a rate increase for New Jersey American Water when company executives are highly compensated and awarded lucrative stock options and other monetary benefits. By reducing their salaries and significantly reducing or eliminating their stock options and bonuses, this savings could be used to pay for mandatory infrastructure upgrades in New Jersey and other states instead of raising the rates for New Jersey customers.**

*Case mgmt C. Vachier  
J. Kane M. Moran*

Periodically New Jersey American Water includes flyers with their bills that outline recommendations on water conservation. In response to a complaint I submitted to the New Jersey Board of Public Utilities at least one year ago, I received a call from a New Jersey American Water employee assigned to their executive office. This employee suggested I could conserve water by only flushing my toilet once a day. Although I zealously conserve water, my bill will never reflect any savings since I am being billed a wastewater usage charge based on a monthly water usage of 2000 gallons of water. It is my contention that New Jersey American Water pamphlets that discuss methods to conserve water border on consumer fraud: residents who use 1000 gallons of water or less per month will never see a reduction in their bill regardless of how much water they conserve.

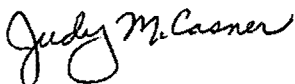
In September 2015, my monthly bill reflected a water service charge of \$10.60, water usage charge \$5.94, wastewater service charge \$48.35, wastewater usage charge \$9.30, purchased water charge \$.43, and DSIC water meter charge \$2.97 for a total bill of \$77.59. In October 2015, my total bill was \$59. Since I hadn't used 1000 gallons of water, I did not incur a wastewater usage charge. Due to the new billing method approved by the New Jersey Board of Public Utilities, in 2016 I incurred a substantial increase in my water/sewer bill from New Jersey American Water.

New Jersey American Water has a sewer treatment facility on my street. Tax records reveal the company is paying \$8986.54 for their property at 14A Wagon Wheel Lane and \$2941.50 for their property at 14B Wagon Wheel Lane. It is my understanding that New Jersey American Water charges different rates for sewer and water in other towns. It may be speculation, but it is feasible that Mansfield Township customers are subjected to higher sewer rates because New Jersey American Water is paying property taxes for their facility in Mansfield Township; therefore, they need to offset their costs by charging higher sewer rates to Columbus residents.

In a desperate attempt to conserve water, some residents in my community are not using their dishwashers, wash their bedding every two to three weeks, and/or take showers on alternate days. To further conserve water, some people use the showers in the community clubhouse. I have spoken with another resident who stated he flushes his toilet once per day. The New Jersey Board of Public Utilities needs to firmly stand on the side of consumers to prevent us from further victimization by New Jersey American Water. The senior residents of Mansfield Township require immediate respite from the excessive fees and frequent rate hikes imposed on us by New Jersey American Water with the approval of the NJ Board of Public Utilities. In lieu of another rate increase for beleaguered New Jersey residents (especially senior citizens), American Water and New Jersey American Water need to substantially reduce the salaries of their executives, slash their bonuses, stock options, and other perks, and apply the substantial savings in revenue this will generate to upgrading pipes and other infrastructure in New Jersey.

It is my hope the New Jersey Board of Public Utilities will seriously consider the adverse effect another water and sewer rate increase would have on NJ residents, especially senior citizens, and vote against the current proposal submitted by New Jersey American Water.

Sincerely,



Judy M. Casner