



Consumer Advisory

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Columbia, S.C., April 20, 2011 –

Carolina Water Service Seeks 80% Increase in Average Water Bills

The South Carolina Office of Regulatory Staff (ORS) is advising customers of Carolina Water Service, Inc., (CWS) of an application filed by the Company with the Public Service Commission (PSC) on April 15, 2011, for an 80% increase in its water rates and a 14% increase in its sewer rates.

CWS provides water and sewer service to two types of residential customers: full-service and distribution-only (for sewer, the latter would be collection-only).

For each category of customers using (on average) 7,000 gallons of water per month, the increase requested by CWS would result in the following changes to monthly water and sewer bills:

Customer Category	Current Bill	Amount of Increase	Resulting Bill
Water: full-service	\$35.94	\$29.36	\$65.30
Water: distribution-only (exclusive of purchased-water component)	\$25.30	\$20.54	\$45.84
Sewer: full-service	\$39.00	\$5.32	\$44.32
Sewer: collection-only (exclusive of sewer-treatment component)	\$25.70	\$3.50	\$29.20

In representing all aspects of the public interest – the using and consuming public, the financial integrity of public utilities, and the economic development of South Carolina -- the ORS will file testimony in the case after completing a thorough audit and examination of the Company's financial books and records.

According to ORS Executive Director Dukes Scott, "There is no good time for a rate increase and in these still-fragile economic times, the impact of such a substantial increase must be carefully considered in light of all aspects of the public interest that we are charged to represent."

CWS has customers in the following counties: Aiken, Beaufort, Georgetown, Lexington, Orangeburg, Richland, Sumter, Williamsburg, and York. The ORS advises CWS customers who are interested in participating in the hearing process either as protestants or as intervenors to familiarize themselves with the steps involved by accessing information on the PSC's web site at <http://www.psc.sc.gov/consumer/FAQ.asp#Q6>.

Additional information on how to participate in the regulatory hearing process is available on the *Consumer Services Resources* page of the ORS web site at http://www.regulatorystaff.sc.gov/consumersvces/protestant_intervenor_feb2010.pdf

CWS customers who have specific questions or concerns may also contact the ORS Consumer Services Department toll-free at 1-800-922-1531 or, within the Columbia area, at 803-737-5230.

The Office of Regulatory Staff is an agency of the State of South Carolina. Its mission is to represent the public interest in utility regulation by balancing the concerns of the using and consuming public, the financial integrity of public utilities, and the economic development of South Carolina. For more information, please visit the ORS web site at <http://www.regulatorystaff.sc.gov/>

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