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BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF DELAWARE  
VOLUME 2

IN RE: IN THE MATTER OF :  
THE APPLICATION OF ARTESIAN:  
WASTEWATER MANAGEMENT, INC.:  
FOR AUTHORITY TO INCREASE : PSC DOCKET NO. 13-27WW  
EXISTING RATES AND CHARGES :  
FOR WASTEWATER SERVICE :  
(FILED JANUARY 18, 2013) :

Public Service Commission Hearing taken  
pursuant to notice before Gloria M. D'Amore, Registered  
Professional Reporter, in the Cape Henlopen High School  
Theatre, 1250 Kings Highway, Lewes, Delaware, on Monday,  
May 6, 2013 beginning at approximately 6:00 p.m., there  
being present:

APPEARANCES:

On behalf of the Public Service Commission:  
MARK LAWRENCE, HEARING EXAMINER

VERITEXT NATIONAL COURT REPORTING COMPANY  
MID-ATLANTIC REGION  
300 Delaware Avenue Suite 815  
Wilmington, DE 19801  
(302) 571-0510

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APPEARANCES CONTINUED:

On behalf of the Public Service Commission:

JOANN CONAWAY, COMMISSIONER

On behalf of the Public Service Commission Staff:

ROBERT HOWATT, EXECUTIVE DIRECTOR

MATTHEW HARTIGAN, OMBUDSMAN

VINCENT IKWUAGWU

AMY WOODWARD

On behalf of the Attorney General's Office:

REGINA IORII, ESQUIRE

On behalf of Artesian Water Company:

DAVID B. SPACHT, CHIEF FINANCIAL OFFICER

BRIAN C. CARBAUGH, P.E.

DAVID L. VALCARENGHI, MANAGER OF RATES AND REGULATION

1 HEARING EXAMINER LAWRENCE: Good  
2 evening, everyone. Welcome to the first Public Comment  
3 Session relating to Artesian Wastewater Management, Inc.  
4 This is Public Service Commission Docket No. 13-27WW.  
5 The second and last Public Comment Session will be held  
6 tomorrow night in Dover, Delaware at the Commission's  
7 office.

8 My name is Mark Lawrence. I'm The  
9 Hearing Examiner assigned by the Commission to process  
10 this case. I'll explain my function in a few minutes.

11 First I just want to get some background  
12 on the case.

13 Notice of the Public Comment Session was  
14 published in The News Journal Newspaper on April 2, 2013  
15 and in The Delaware Wave on April 9, 2013.

16 The purpose of the Public Comment  
17 Session is to receive statements from Artesian's  
18 customers about their service and about the proposed rate  
19 hike and other matters which are the subject of the  
20 Commission's investigation.

21 Since 2004, the PSC, the Public Service  
22 Commission has regulated public wastewater utilities  
23 serving more than 50 customers. So, the Commission has  
24 jurisdiction over this case.

1                   This is a wastewater rate case that  
2 involves nine communities, Stonewater Creek, Heron Bay,  
3 Beaver Creek, Meadows at Beaver Creek, Reserves at Lewes  
4 Landing, Southfield, Shoreview Woods, Windstone and  
5 Oakwood Village. All of these communities are located in  
6 Sussex County except for Southfield, which is located in  
7 Kent County.

8                   On January 18, 2013, Artesian Wastewater  
9 filed its application and it's seeking a proposed  
10 increase in the monthly flat rate from \$75 dollars per  
11 month to \$98 dollars per month.

12                   Specifically, Artesian's application  
13 states that it's seeking an increase in annual wastewater  
14 revenues of of \$342,608, which is the 34.8 percent  
15 increase over pro forma annual flat rate wastewater  
16 revenues and a 19.8 percent increase over total  
17 wastewater revenues.

18                   On February 21, 2013, in Order No. 8301,  
19 the Commission suspended the filing pending evidentiary  
20 hearing and investigation into whether the proposed rate  
21 is reasonable.

22                   I want to introduce some of the parties  
23 who are here tonight so that everyone will know who is  
24 present, and I want to begin with the company over here.

1                   Mr. Spacht, would you introduce the  
2 people from Artesian.

3                   MR. SPACHT: My name is David Spacht.  
4 I'm the Chief Financial Officer of Artesian Resources and  
5 its subsidiaries, which includes Artesian Wastewater  
6 Management.

7                   With me I have David Valcarenghi, who is  
8 the primary applicant in this case and filed the  
9 testimony for the financial portion.

10                  I have Brian Carbaugh, as well, our  
11 engineer for wastewater operations and also has filed  
12 testimony in this case.

13                  HEARING EXAMINER LAWRENCE: We also have  
14 a representative of the Division of Public Advocate  
15 Office.

16                  Ms. Iorii, would you introduce yourself.

17                  MS. IORII: Regina Iorii, Deputy  
18 Attorney General from the Attorney General's Office. The  
19 Attorney General is taking the place of the Public  
20 Advocate in this case because there's a vacancy in the  
21 Office of the Public Advocate at the moment.

22                  HEARING EXAMINER LAWRENCE: Okay. Now,  
23 the Public Advocate's Office is a party to this case.  
24 So, the first party is the utility, which filed the

1 application.

2 The second party is the Division of  
3 Public Advocate.

4 We also have members of the Commission  
5 Staff here. We have a Commissioner, Commissioner Joann  
6 Conaway. She raised her hand. Ms. Conaway is from  
7 Sussex County.

8 We have the Executive Director, Bob  
9 Howatt.

10 And we have the Ombudsman, Matt  
11 Hartigan, sitting here. And I believe I saw a few other  
12 members.

13 Would you introduce yourselves and what  
14 you do for the Commission.

15 MR. IKWUAGWU: My name is Vincent  
16 Ikwuagwu. I'm the case manager for this case for the  
17 Delaware Public Service Commission. I have a staff  
18 member who is working on the case, Amy Woodward, with me  
19 today who is on this case, also.

20 HEARING EXAMINER LAWRENCE: So,  
21 Vincent's E-mail is what was in the notice that was  
22 published.

23 So, if you sent a public comment in  
24 already, it went to Vincent, and it was disseminated to

1 other people.

2 MS. DEEVER: Can an elected official  
3 stand up?

4 HEARING EXAMINER LAWRENCE: Oh, sure.  
5 Yes. I'm sure.

6 MS. DEEVER: I'm Joan Deever. And I  
7 represent most of your communities.

8 My understanding is, it's a state  
9 matter, but I'm here for you. If you know anything about  
10 me, I'm glad to be here.

11 HEARING EXAMINER LAWRENCE: I believe I  
12 may have seen another legislator here.

13 MR. SMITH: I'm Steve Smith. I am a  
14 State Representative. You are my neighbors.

15 HEARING EXAMINER LAWRENCE: Yes, sir.

16 UNIDENTIFIED SPEAKER: For most of us  
17 who are new to the community, and I think for the general  
18 public, when someone introduces themselves, other than  
19 Artesian, we know who they represent and what their role  
20 is in this matter, but could they state what their  
21 participation and duties are?

22 HEARING EXAMINER LAWRENCE: Yes. Are  
23 you referring to the Commission Staff.

24 UNIDENTIFIED SPEAKER: Yes.

1 HEARING EXAMINER LAWRENCE: That's why I  
2 had Vincent and Amy do that. They are doing the  
3 day-to-day work on the rate case. But you also have a  
4 Commissioner over here who will eventually vote on this  
5 matter and Bob Howatt is the Executive Director who is in  
6 charge of all facets of the Public Service Commission,  
7 including wastewater.

8 UNIDENTIFIED SPEAKER: Who has the final  
9 say?

10 HEARING EXAMINER LAWRENCE: The  
11 Commissioners have the final say.

12 UNIDENTIFIED SPEAKER: How many  
13 Commissioners are there?

14 HEARING EXAMINER LAWRENCE: There are  
15 four commissioners. At the end of the case, I write a  
16 recommendation to the Commission. It is non-binding on  
17 the Commission. The Commission takes a look at the  
18 report that I do which summarizes each of the positions  
19 of the parties and then the Commissioners make the  
20 decision in a public forum where the parties are able to  
21 participate and argue to the Commissioners.

22 However, Members of the Public are  
23 encouraged to attend, but they cannot participate at that  
24 stage.

1 UNIDENTIFIED SPEAKER: Who argues on  
2 behalf of the customers?

3 HEARING EXAMINER LAWRENCE: We will get  
4 into that.

5 Can I go through what I wanted to  
6 present? I don't want to cut you off. But I think I  
7 will answer some of those questions. Okay.

8 UNIDENTIFIED SPEAKER: Fine.

9 HEARING EXAMINER LAWRENCE: The case is  
10 in the discovery stage right now, which means it is an  
11 early stage of the case and the parties exchange request  
12 for information.

13 The Staff and the Division of Public  
14 Advocate are sending requests to Artesian for documents  
15 and information about the proposed rate increase and also  
16 the financial information that is contained in Artesian's  
17 application. So, that's really the process that's going  
18 on right now.

19 Eventually, what's going to happen is,  
20 there's going to be an evidentiary hearing which is  
21 currently scheduled for August 6th and 7th. And then, I  
22 will write my report and then eventually, probably,  
23 30 days after the report is issued, within 30 days, the  
24 Commission will hear this in the public forum.

1           Okay. Earlier, I said the parties were  
2 Artesian Wastewater, the Public Service Commission Staff,  
3 the Division of Public Advocate. There is also another  
4 intervenor in this case, and that is the Class A Members  
5 of the Stonewater Creek Property Association. So, those  
6 are the four parties that are involved.

7           By intervening, these parties are able  
8 to exchange discovery, and they can also participate at  
9 the evidentiary hearing.

10           Tonight, we have a lot of people here,  
11 and I want everyone to be able to speak. So, I would  
12 like everyone to limit their comments to no more than  
13 two-and-a-half minutes. Usually we don't set time  
14 limits, but there are enough people here that I think we  
15 need to do that tonight.

16           What I will do is, I will call on people  
17 beginning on my left, beginning in the front of the room  
18 go to the back, and then we will start on the right, my  
19 right and then go to the back of the room. So, everybody  
20 has two-and-a-half minutes to make their comments.

21           Again, these are about the service that  
22 you are receiving, if there is any service issues, please  
23 bring them up. This is an opportunity to do that. And  
24 also about the proposed rate case increase.

1 I'm going to ask you to please give your  
2 name and the community that you live in so that the  
3 transcript is clear about what you're saying.

4 We have a court reporter here, and she  
5 has been doing this a long time, but she can't take down  
6 the words of two people talking at the same time. We can  
7 only have one person talking at a time. And then, once  
8 that person is done, we will let everybody get their say.

9 Also, you can't shake your head yes or  
10 no because she can only take down words that are spoken.

11 I would ask everybody to use the  
12 microphone because this is a large theater. So, I think  
13 that we are going to have to do that tonight.

14 Did I answer your questions?

15 UNIDENTIFIED SPEAKER: Yes, sir.

16 HEARING EXAMINER LAWRENCE: So, I'm  
17 going to start on the left side of the room. And we have  
18 Howard Kline --

19 UNIDENTIFIED SPEAKER: How will the  
20 Commissioners vote on this issue? Is it public record,  
21 and is it available for everybody to see their yes or no  
22 vote?

23 HEARING EXAMINER LAWRENCE: Yes.

24 UNIDENTIFIED SPEAKER: Since they know

1     how much we pay for water, I would like to know how much  
2     they pay for it. I want to know how much they pay.

3                     HEARING EXAMINER LAWRENCE: Well, they  
4     are Delaware residents. They pay what their neighbors  
5     pay.

6                     UNIDENTIFIED SPEAKER: That is  
7     misleading --

8                     HEARING EXAMINER LAWRENCE: When we get  
9     to each of you, you can give your comments. We all want  
10    to hear them. By the way, a lot of people, in addition  
11    to the people that are here tonight from the different  
12    agencies, a lot of people read this transcript to see  
13    what's going on. So, it is not just the people here.  
14    So, please make your comments as concise as you can, and  
15    we will try to make a good record for everybody else.

16                    I want to start with Howard Kline, who  
17    is a director and a homeowners representative for the  
18    Class A Members of the Stonewater Creek Property  
19    Homeowners Association.

20                    Again, this is a group that has  
21    intervened in this case.

22                    So, Howard, I will give you the mic.

23                    MR. KLINE: A lot of my neighbors from  
24    Stonewater Creek are here.

1 Stonewater Creek is a typical  
2 developer-made community down here in Lower Delaware.  
3 The community was created by a developer who entered into  
4 a contract with the Artesian people because we don't have  
5 public utilities. This is a private utility company. We  
6 are locked in to a rate that was agreed to between  
7 Artesian and our developer.

8 When we bought our homes, our  
9 contractor, we were told our wastewater treatment fee  
10 would be \$900 dollars a year. I bought my home  
11 two-years-ago and a lot of people in our community also  
12 recently bought their home. And now we're being faced  
13 with a possible 30 percent increase in this contracted  
14 fee which we have no control over.

15 We cannot go to another utility company.  
16 Artesian for us is the only game in town. And as far as  
17 I looked at it, it's almost like an antitrust type of  
18 thing. We're locked in.

19 So, whatever the Public Service  
20 Commission decides, we are stuck, and that's one of the  
21 reasons that I wanted to act as an intervenor.

22 Now, I was going to ask a lot of  
23 questions of the Artesian people, but since we are  
24 limited on time, that is not going to occur tonight. I

1 will do that through the evidentiary process.

2           Artesian is part of the Artesian  
3 Resources Corporation, which is a parent holding company  
4 of a number of utilities. It has both regulated and  
5 non-regulated corporations within. A lot of the  
6 regulated corporation have to apply just as the  
7 wastewater treatment is right now for rate increase.

8           The non-regulated don't have to do that.  
9 A lot of the non-regulated portions of Artesian Resources  
10 service the regulated portions. And it seems that money  
11 will flow back and forth between Artesian Resources,  
12 which is a publicly traded company on the NASDAQ  
13 exchange.

14           Now, it's a very profitable company.  
15 It's so profitable that it just increased its stock  
16 dividends by one-and-a-half percent through its  
17 stockholders of their common stock. Compared to other  
18 water companies, they have one of the highest stock  
19 dividends, meaning they make more than most of the other  
20 companies do. Their stock dividends as of this morning  
21 was 3.56 percent, which is a pretty high dividend. It  
22 pays a lot more than JP Morgan pays.

23           Basically, that's all I have to say on  
24 our position right now. And through the evidentiary

1 process, we will get into the financials of the company.

2 Thank you.

3 HEARING EXAMINER LAWRENCE: Next  
4 comment.

5 MR. WILSON: Vince Wilson, and I am from  
6 the community that doesn't seem to be on the letter of  
7 notification which is Independence.

8 And we have, through word of mouth, made  
9 contact with Artesian. And as of yet, we're assured that  
10 we were included in the rate increase, but we have not  
11 received any formal notification yet.

12 So, I would like clarification on that.  
13 And please don't charge my two-and-a-half minutes to  
14 clarification.

15 HEARING EXAMINER LAWRENCE: Independence  
16 is part of which community?

17 MR. SPACHT: It's actually connected to  
18 the Stonewater facility. They have been notified.

19 HEARING EXAMINER LAWRENCE: Yes. That  
20 is how. It was part of that community. That is why --

21 MR. SPACHT: It's not part of it. It is  
22 a different development. It's the same regional system.

23 MR. WILSON: It's a community that will  
24 eventually be 450 homes. It is nothing really to sneeze

1 at.

2 And we are still waiting for formal  
3 notification, if we're included in the rate increase.

4 And do we get the same amount of time in  
5 which to prepare for it once we are notified?

6 HEARING EXAMINER LAWRENCE: I have down  
7 here Independence is 450-planned units, possible future  
8 expansion of 1,350 for a system.

9 I'm going to have to take a look at what  
10 the legal -- how those communities are set up -- and how  
11 they have been handled by the Commission in the past.

12 But I will tell you that my impression  
13 was that by virtue of the facility, that it had been part  
14 of the Stonewater Creek. But, apparently, it has  
15 received notice.

16 MR. WILSON: Separate entity.

17 HEARING EXAMINER LAWRENCE: You'll get  
18 whatever notice is required.

19 MR. WILSON: We require it, please. And  
20 so the whole community is aware, rather than we had to  
21 get it through word of mouth to get enough people here to  
22 ask questions. But we do require, I would say, formal  
23 notification. I would think that's part of the  
24 procedure.

1 HEARING EXAMINER LAWRENCE: Okay.

2 MR. WILSON: I do have some questions.

3 One of them is, we have a number, and  
4 I'm not going to get through all of them. And if I may,  
5 I have a couple of handouts. Maybe I can give it to you  
6 and maybe to The Public Advocate and maybe to a number of  
7 the Commissioners. I have a couple of copies of it, but  
8 there are a number of questions that I have.

9 And the one I want to address, what kind  
10 of oversight is provided by the State of Delaware over  
11 private utilities such as Artesian? And who actually  
12 drills down to determine that Artesian is not loaded with  
13 unnecessary employees who account for the majority of the  
14 annual cost? And how efficient is Artesian compared to  
15 other similar type of utilities?

16 For example, the number of employees per  
17 thousand gallons of sewerage processed or some  
18 measurement and how does that measure up. And you have  
19 oversight within the parent company itself and how they  
20 pro rate their salaries and expenses toward the sewerage  
21 and things like that.

22 So, I don't know what the measure is,  
23 but it seems to me like the Commission would have some  
24 measurements in efficiency because Artesian is a cost

1 plus type of business the way it's set up now. And there  
2 is really no incentive for them to be efficient. And  
3 it's the cost. And then they add on their rate of return  
4 and then figure out rate structure.

5 And the other questions I have were at  
6 least in the development we are in, which is -- I'm sorry  
7 -- someone else is going to pick up that.

8 There is a concern about the usage,  
9 also. Independence is a 55 and over community. So, it  
10 is staffed mainly or populated by retired people, like  
11 ourselves here.

12 And we're composed of a two-person type  
13 of family and in some cases single-family households.  
14 And we pay flat rate of \$75 dollars. However, Artesian,  
15 on the other hand, does have a meter where they measure  
16 water consumption going in. And it seems to me in other  
17 locations I have lived and used the water consumption as  
18 a proxy for the cost per sewerage.

19 And the other point that I want to make  
20 is, being a community of almost all solid retirees, we  
21 were attracted to the area because of low cost and low  
22 cost and taxes, lost cost. And we felt that the sewerage  
23 rate of \$75 dollars, flat rate, was high to begin with.

24 And now we are being asked to endure an

1 increase with no consequences as far as what really the  
2 usage is. And it seems to me it flies in the face of  
3 being conservative with your water if you have no breaks  
4 or points of reference as far as the water usage and  
5 sewerage because it is all flat rate. There's no  
6 incentive to conserve is the point.

7 So, I'll summarize by saying I have some  
8 printed up copies that I could give to some of the people  
9 that maybe going to look at it.

10 Thank you.

11 HEARING EXAMINER LAWRENCE: Go ahead.

12 MR. BLOOM: My name is Mark Bloom. I  
13 would like to, first of all, thank you for the  
14 opportunity to address some of our concerns today.

15 I'm just going to read a couple of  
16 points. Artesian infrastructure is mostly an invested  
17 investment, serviced by processing plants and related  
18 trunk lines. The incremental cost is much lower than the  
19 incremental add.

20 For example, Independence has  
21 approximately 150 homes currently when fully developed it  
22 will have 450 homes. The incremental costs to add the  
23 additional 300 homes, therefore, for the hook up is  
24 minimal and each resident will be charged an additional

1 \$75 dollars monthly and possibly \$98 dollars if the  
2 Commission approves the rate increase. That is a concern  
3 that we need to think about.

4 The question that I really have is, why  
5 doesn't the connection fee that we all had to pay, the  
6 \$6,000 per household, along with the state revenue system  
7 regarding infrastructure improvements get used.  
8 Artesian's numbers have been solid through the recession  
9 since 2008 by maintaining a solid ten percent return  
10 annually, and they have not been required to downsize  
11 their workforce. And thousands of businesses were  
12 required to do this as well to survive during this  
13 period.

14 Artesian must be challenged to  
15 demonstrate if they are efficient because the Artesian  
16 operation is a cost plus business, and there is no  
17 incentive to be efficient. The cost structure must be  
18 challenged before any rate increase is even considered.

19 Thank you very much.

20 HEARING EXAMINER LAWRENCE: Next  
21 comment.

22 MR. OLIVA: I also would like to thank  
23 everyone for the opportunity to comment.

24 William Oliva. I thought I lived in

1 Independence, but now I heard now live in Stonewater  
2 Creek.

3 I also want to make a comment that since  
4 Independence wasn't explicitly in the notification that I  
5 would like to have more time to be able to do some  
6 additional research and analysis of the information. Let  
7 me get started very quickly.

8 HEARING EXAMINER LAWRENCE: Let me just  
9 say one thing.

10 All of Artesian Wastewater customers, it  
11 was addressed to them, and then there were specific  
12 communities named.

13 So, we will see, and we will go back and  
14 look at how the notice was done and everything. But, for  
15 example, if Delmarva puts out a notice, they say to all  
16 of its customers.

17 MR. OLIVA: It didn't say all customers.  
18 It specifically mentioned either eight or nine different  
19 communities. So, I would like to have additional time.  
20 I assume I can E-mail written comments since I didn't  
21 have a chance to get my comments prepared today.

22 Is that correct?

23 HEARING EXAMINER LAWRENCE: Excuse me.

24 MR. OLIVA: Can I E-mail comments?

1 HEARING EXAMINER LAWRENCE: Sure.

2 MR. OLIVA: Let me quickly go through  
3 them then.

4 First, I would like to follow up with  
5 the first gentleman's comments with regard to Artesian,  
6 the parent company.

7 It has paid significant dividends. In  
8 fact, in the last five years, they paid 77 percent of  
9 their earnings out in dividends, which is an increase.  
10 In the previous five years, they paid about 70 percent.  
11 So, in the last ten years, they paid out roughly  
12 75 percent of their earnings in dividends. In fact, over  
13 that ten-year period, the dividends have been increased  
14 every year. So, it has been an increase, not just a  
15 payment of dividends, but an increase in dividends.

16 So, the stock is doing well. No wonder.  
17 You pay out three quarters of your earnings to  
18 shareholders and asking customers for a 31 percent  
19 increase. That is a heck of a business.

20 Secondly, their own assumptions don't  
21 justify anywhere near \$23 dollars. By the way, not to be  
22 trite about it, look at their calculations, it is not \$23  
23 dollars, it is \$22.60. Before people laugh, that is  
24 \$5,400 bucks a week. And if you think that is trivial, I

1 will accept it in check or cash.

2           So, if you go through the numbers, the  
3 largest beneficiaries of the rate increase will be the  
4 shareholders of Artesian because they will be under  
5 pressure to continue paying the dividends. The equity  
6 analyst, I believe, are indicating an 83 cent versus  
7 79 cent per share projected dividend for 2013. They'll  
8 continue to be under pressure.

9           So, it is pretty reasonable to assume  
10 that any incremental after tax income a good chunk of it  
11 is probably going to shareholders.

12           So, if you take a look, then, at the  
13 increase, who will be the biggest beneficiaries of the  
14 increase, 45 percent of the increase is going to go to  
15 shareholders, 39 percent will go to the federal, state  
16 taxing authorities.

17           Basically, you are left with 15 percent  
18 of the increase going to stay within the company itself.

19           And by the way, there is an error in one  
20 of the charts. That \$343,000 is incorrect. It should be  
21 down around \$307,000. There is a mistake in that chart,  
22 which I will go over with whomever would like to go over  
23 it.

24           So, basically, we're talking about one

1 percent will go for an incremental operations and  
2 maintenance, and we will leave 15 percent within the  
3 company.

4 So, if you take a look at just for  
5 operations, what is necessary, based on AWMI own numbers  
6 that comes to \$3 dollars per EDU monthly increase, not  
7 \$22.60 more or \$23 dollars more, if you want to round  
8 numbers.

9 Next, with regard to how the increase  
10 was determined, just the methodology, it is kind of  
11 disconcerting that increase was done, basically, solely  
12 on increase in revenues. What about reduction in  
13 expenses. Every company, virtually every company in the  
14 country over the last couple of years has been looking at  
15 expense reductions. And there were some interesting, or  
16 there were interesting expense items here, too. I think  
17 it's kind of fun that part of the increase is to help pay  
18 for the cost of this rate case amortized over a two-year  
19 period.

20 So, there's really no incentive to  
21 minimize the cost since we, the customers, will pick up  
22 those costs. That really should be out.

23 There are other expense items we can  
24 calculate them on an average cost basis, an incremental

1 cost basis. There are two new costs that have showed up  
2 out of nowhere that have not been charged before that  
3 show up on this particular case.

4 As I said, no one has attempted to cut  
5 payroll expenses. Take a look around, a lot of companies  
6 have been doing that. If you combine some of these  
7 previous costs that I just talked about with the five  
8 percent cut in payroll taxes, guess what, you need no  
9 increase.

10 And now, if I can find these items in  
11 such as a small amount of time to review it, you have to  
12 wonder what else was in here. A lot of this needs to be  
13 justified.

14 Another item with regard to personnel,  
15 particularly, is that there are no direct employees of  
16 AWMI, that all of the costs are allocated for Artesian  
17 Utility Development Inc, A-U-D-I, or AUDI.

18 So, presumably services are billed from  
19 AUDI to Artesian Wastewater. Is AUDI a regulated utility  
20 company? If it's not, it is attempting to allocate costs  
21 from a non-regulated company to a regulated company,  
22 which is -- the previous gentleman talked about -- is a  
23 cost plus business.

24 Whether it is or not regulated, who

1 verifies the appropriateness of the cost allocation. I  
2 mean, you're talking about three quarters of a million  
3 dollars in payroll costs. Including benefits on an  
4 annual basis.

5 Also, what's disconcerting is the  
6 exclusion of the impact of incremental revenue going  
7 forward on ROE.

8 Mr. Carbaugh, I hope I pronounced the  
9 name properly, in his submission of January 18th said, 90  
10 percent of incremental costs are fixed. You increase  
11 revenues 31 percent, you have a 90 percent fixed cost  
12 base. You will have one heck of a rate of return.

13 I don't want to know their returns, but  
14 it is an outside return, particularly a return on the  
15 backs of the ratepayers. And in speaking of a return on  
16 investment, that ten percent, the actual return on  
17 investment, or return on equity in 2012 is  
18 eight-and-a-half percent.

19 The stock market wasn't like that. So  
20 far this year, Artesian's stock is up before the NASDAQ  
21 where it's listed.

22 Finally, my one last conclusion in going  
23 through these numbers very quickly, it is far better to  
24 be a shareholder of Artesian than a customer.

1 HEARING EXAMINER LAWRENCE: Next  
2 comment.

3 MR. WISE: My name is Nathan Wise. My  
4 wife and I are residents of Independence. Like the  
5 previous gentleman, I'm not going to sit here with a  
6 great study of the background. I haven't had the  
7 opportunity to do so.

8 I would like to make a general  
9 observation that was alluded to earlier. When we first  
10 came here, we weren't fully aware of costs involved in  
11 some of the utility costs. Maybe that was an oversight  
12 on our part or something that wasn't really revealed to  
13 us.

14 We came from Central Pennsylvania. I  
15 cannot speak for what the costs of services would be in  
16 Delaware or New Jersey or Maryland. In the area where we  
17 came, the services that we received, the costs per  
18 quarter were far less than would be required to pay now  
19 per month.

20 So, we were -- I don't know whether I  
21 would say shocked -- rather surprised by the very high  
22 cost of wastewater treatment when we came here. But we  
23 decided, Okay, we bought into that. When we see the  
24 increase, we're now are in shock and astounded.

1           As a former consultant in examining the  
2 kinds of things that the Commission here has to examine,  
3 one of the things that I would have done is to look at  
4 the comps.

5           I've looked for numbers for profit, not  
6 for public profit, public service people provided this  
7 level of service before determining what a fair and  
8 equitable rate structure, cost going into.

9           But if you look at the one provider of  
10 service and outlier relative to the typical cost  
11 structure presented by providers of similar services  
12 within the state and surrounding states, then you have to  
13 ask yourself, why are their charges so high. It has been  
14 alluded to before and suggested, although I haven't  
15 studied it, we have a question, underlying cost structure  
16 and position in their operations the way they are  
17 staffed, how they are delivering those services.

18           I think that has to be done across the  
19 board, both for profit and public providers of the  
20 services. And I hope that we will see the Public Utility  
21 Commission do that kind of service and present that  
22 information fully before delivering their decision on  
23 these rates.

24           I think it's only proper for them to do

1 so as stewards of the public for the public good. I hope  
2 that will help eliminate this conversation. Thank you.

3 HEARING EXAMINER LAWRENCE: Thank you.  
4 Next comment.

5 MR. WILLIAMS: My name is Jerry  
6 Williams.

7 I bought my place two-years-ago. I  
8 moved down here permanent about two or three months ago.  
9 I was never told about the sewer rate. I don't have any  
10 statistics, no paper in my hand. I'm just here to tell  
11 you guys, I can't pay these bills.

12 I think you want the community to grow.  
13 I'm sure you do. It ain't going to grow. I think a lot  
14 of people here bought their house not knowing what they  
15 were going to get involved in, the water bill, the sewer  
16 bill. It is a problem.

17 I'm just here to tell you if it keeps  
18 going up, I have to move. And people moving in down  
19 here, I don't think they can afford it. They are not  
20 told. They are not told.

21 I don't hate or justify a 30 percent  
22 increase. I came from Pennsylvania. There are a lot  
23 more people up there. A lot more flushing of toilets.  
24 In my book, it is nowhere near this.

1 I'm sure you're not going to listen to  
2 me, though. I'm sure of that. That's all I have to say.

3 HEARING EXAMINER LAWRENCE: Next comment  
4 on this side of the room on my left.

5 MR. YELECK: Charles Yeleck.

6 Will the Commission use an independent  
7 certified accounting firm to review the information  
8 provided by the defendants?

9 HEARING EXAMINER LAWRENCE: Vincent, can  
10 you answer that? Is there a consultant hired yet by  
11 Staff?

12 MR. IKWUAGWU: The DPA --

13 MR. YELECK: And who is the firm.

14 MR. IKWUAGWU: The DPA has retained a  
15 consultant. The Staff is working hand in hand with that  
16 consultant.

17 You have to understand, we have to make  
18 sure that we put the rate costs, the cost of processing  
19 this rate case to the minimum. We are being very, very  
20 frugal in making sure that we do not pack more costs onto  
21 it.

22 You also have to understand that the  
23 Commission has quite a number of years. I've worked at  
24 the Commission for 22 years. So, some of the cases that

1 are coming in to us are not new. We have the  
2 professional background. We have the accounting  
3 background. We have every knowledge that we need to  
4 process a case of that nature. So, that's why we decided  
5 to move forward and process it this way.

6 We have all information, and we have all  
7 of the tools to make our decision and forward our  
8 recommendation that will be considered by the Commission.

9 MR. YELECK: In your 22 years, have you  
10 ever reduced a request by a firm mulling the rate that  
11 they now have to a lower rate?

12 HEARING EXAMINER LAWRENCE: That has  
13 occurred.

14 MR. YELECK: Has it occurred in the last  
15 five years?

16 MR. IKWUAGWU: I thought you said  
17 22 years.

18 Well, what I want you to understand, the  
19 Commission plays a middle role.

20 As far as everybody being so excited  
21 about this case, this is very, very good for us to see  
22 customers participating in the process. There are times  
23 when we have Public Comment Sessions, and we don't see  
24 anybody.

1           So, we are really thrilled to see that  
2 you are participating. And all of the letters I have --  
3 I have a folder this big -- of all of your writing and  
4 E-mails. I have printed each and every one of them. If  
5 you want to see your E-mail, come to me, and I will show  
6 you your E-mail. All of this is going to be summarized  
7 and presented before the Commission.

8           All of your emphasis and all of your  
9 comments will be taken into consideration. And our role  
10 is to make sure that you don't come back from your work  
11 one day and flush your toilet and it's not working. So,  
12 we play a role to make sure that the company continues to  
13 exist, but we also play a role to make sure that the  
14 company does not charge excessively. That is the middle  
15 role that we play. And that is what we are here to do.

16           MR. BLOOM: Martin Bloom.

17           If Artesian is requesting this increase,  
18 should not they assume the burden of paying an outside  
19 consultant?

20           HEARING EXAMINER LAWRENCE: Let me just  
21 say one thing.

22           There are decades of precedent where  
23 consultants are part of rate expenses. It's not  
24 something that ratepayers like. I'm a ratepayers, too.

1 It is not something you like. It's something that is  
2 established precedent of how things are done.

3 And what Vincent was telling you was  
4 that Staff and the DPA are working together to minimize  
5 those costs for you, the ratepayers.

6 I wanted to ask, Ms. Iorii, would you  
7 please explain the status of the consultant to the extent  
8 that you can. I know it's in an early stage of the  
9 proceeding.

10 MS. IORII: The case is still in an  
11 early stage. Our consultant is Howard Wood of Howard  
12 Wood, P.E. He has years of experience in wastewater  
13 treatment and examination of wastewater cases. He was  
14 previously employed by a wastewater company before he  
15 went out on his own.

16 We have propounded some pages of  
17 discovery to the company asking questions about many of  
18 the issues that you all have, or that I heard you all  
19 raise to this point, and some that I am sure I will hear  
20 later.

21 The reason that I heard somebody ask why  
22 hasn't the company hired an outside consultant. If they  
23 did, you would be paying for it. Unfortunately, the  
24 courts, when cases before this have gone up to the court

1 level, and expenses have been challenged, the courts have  
2 said that the companies are entitled to recover their  
3 reasonable expenses in prosecuting a rate case. That is  
4 not something the Commission has any ability to look or  
5 to change other than the fact that we determine or the  
6 Commission determines whether these expenses are  
7 reasonable.

8 So, I think with that --

9 HEARING EXAMINER LAWRENCE: Yes. That's  
10 fine.

11 And one other thing I wanted to follow  
12 up on what Vincent said, the Public Service Commission by  
13 statute is required to balance the interest of the  
14 utility and the ratepayer. And that's by statute.

15 Also by statute, the Division of Public  
16 Advocate represents the ratepayers. So, basically, what  
17 they were explaining to you was that Staff and the  
18 Division of Public Advocate are, while trying to keep  
19 expenses as low as possible and have consulted with  
20 Howard Wood, who has decades of experience in this area  
21 to try to understand the issues in the application, many  
22 of which have been raised here today.

23 So, moving along, because it is ten of  
24 seven, okay, already.

1 Is there another comment?

2 MR. GOURLEY: I'm Frank Gourley,  
3 G-O-U-R-L-E-Y. I'm the treasurer of the Trails of Beaver  
4 Creek.

5 This is, in the last couple of years,  
6 the third surprise we've had from Artesian. First, we  
7 found out all of a sudden that we are a through point for  
8 them to bring Shorewoods sewerage down into the treatment  
9 plant. It flows through our entire development. It  
10 comes in off of Route 9, goes through the pumping station  
11 in the middle out of the back through the sewerage  
12 treatment plant. That was the first problem.

13 The second was a change to a monthly  
14 billing for water. That has, I would say, doubled the  
15 water rate with all of the fees added on it. Now, we  
16 didn't get smart enough. We really got stiffed.

17 Looking at this one, we have 166 homes,  
18 residences in our development, and the \$23 dollars a  
19 month increase represents \$45,800 dollars a year in  
20 additional revenue to Artesian. That is a big chunk of  
21 change out of one development. We seriously question the  
22 need for that level of increase. Well, question the  
23 level of price to start with.

24 The county I came from in New Jersey

1 charged me \$100 dollars a quarter for sewerage, not \$75  
2 dollars a month. So, it was already out of sight when I  
3 got here, and this is just putting it through the roof.

4 And we're like the other developments,  
5 our developer negotiated a 35-year contract for this,  
6 which I understand they need the contract to put in the  
7 infrastructure, but the price of the people that now live  
8 here have to say on it at all and we still don't.

9 Thank you.

10 MS. BEVANS: Hello, my name is Christine  
11 Bevans. B-E-V-A-N-S. I am a board president from the  
12 Trails of Beaver Creek, Beaver Creek Property Homeowners  
13 Association.

14 I represent 158 houses or lots.  
15 Currently, we have 66 developed. Two are planned to be  
16 developed by the end of this year.

17 First of all, what Frank has said about  
18 Shoreview Woods, for a cost of a dollar, they told us  
19 they needed to hook us up a second inlet for our water  
20 and sewer just in case there was failure.

21 What we found out later on as a board  
22 representative was that they needed to pass Shoreview  
23 Wood sewerage and water through our development using our  
24 infrastructure for the cost of a dollar.

1                   So, they lied to us, which, to me, as  
2 far as I'm concerned, if they're going to lie to us about  
3 one thing, they will lie to us another thing.

4                   The other thing is, I'm going to go back  
5 to history, we have a 35-year contract with Artesian,  
6 which is a private contract. They did the infrastructure  
7 in our development when we moved in. Our water has high  
8 iron content to it. In fact, my next door neighbor was  
9 told, that I witnessed, we were not supposed to drink the  
10 water. Don't use the water for cooking or washing  
11 clothes. What do you use the water for? Just to clean  
12 the outside of your house and water your garden.

13                   This water and sewer in our development  
14 is likely liquid gold. It is higher than our Delmarva  
15 Power bill. And it is higher than any other bill, except  
16 for our mortgage. Out of my 166 lots, 60 percent of  
17 homeowners are on fixed incomes. 50 percent of our  
18 homeowners who work, they have to work out of state  
19 because there is not enough infrastructure supporting  
20 companies to allow them to work.

21                   Our cost of living adjustment don't even  
22 equal 34 percent that they're asking for. It is  
23 unreasonable to ask people on fixed incomes -- it is like  
24 robbing Peter to pay Paul. What are we supposed to give

1 up? Prescription costs. Our food in order to allow  
2 these high and mighty Artesian people to live a higher  
3 lifestyle than all of us.

4 As far as formal notification, we did  
5 not receive any, as board president, I worked with a lot  
6 of people through Artesian because I'm still keeping an  
7 eye on the less than acceptable standards that they did  
8 when they ripped up our roads and our concrete in order  
9 to connect Shoreview Woods into our development. The  
10 area is still sinking and it is not quiet up to  
11 standards.

12 With all of the people that I worked  
13 with at Artesian, I have even asked for a copy of the  
14 agreement from our developer for what was agreed upon  
15 between Artesian and my development. And they said it  
16 was behind the scenes and I was not privileged to see it.

17 Something underhanded is going on. It  
18 is not right. It is not right to keep on asking people  
19 who have worked all of their lives for the money that we  
20 got. We are trying to stay above water. And they are  
21 asking for another 34 percent.

22 HEARING EXAMINER LAWRENCE: Next  
23 comment, please.

24 MR. QUINTERO: My name is just Bill

1 Quintero. Q-U-I-N-T-E-R-O. I'm a Veteran.

2 Me, too, as our president just said,  
3 Trails of Beaver Creek, knew nothing of some of these  
4 costs.

5 Let's take a look at just individual  
6 people that are here. Some of my friends call me cotton  
7 top. There are medical costs. We're on fixed incomes.  
8 And then there are, as our president said, food costs and  
9 some are on very special diet. They just can't eat any  
10 particular kind of food.

11 I think the statistics that were read  
12 were fantastic. I'm not that kind of guy that goes in  
13 and delves into the figures. I'm really glad somebody  
14 did that. I am glad the Commissioner is here. I'm glad  
15 that the elected officials are here. And I am glad the  
16 State Attorney General's Office is here.

17 Because this is the kind of support we  
18 need here, people that are looking out for people. Thank  
19 you.

20 HEARING EXAMINER LAWRENCE: Next  
21 comment.

22 MR. SHARP: My name is Ben Sharp from  
23 Windstone.

24 I have been an Artesian customer for

1 years. I've lived in New Castle County for 25 years.

2 I agree with the one gentleman up here  
3 in the red who said your sewer bill should be based on  
4 your water usage.

5 My wife and I lived in our home for  
6 23 years. We had one son live with us. Our highest  
7 sewer bill in New Castle County for 23 years was \$150 for  
8 the entire year.

9 Now, apparently, Artesian was making  
10 money off that, if not, they would have raised their  
11 rates. So, now, being down here with \$75 dollars a  
12 month, my goal, to tell you the truth, is to try to get  
13 Artesian Water out of Windstone.

14 We live off of Cape Neck Road. Right  
15 across the street we have Sussex County sewer. I don't  
16 know if we can do this, but I don't see why we can't tie  
17 into Sussex County and get rid of Artesian.

18 My wife and I also have a second  
19 location down in Rehoboth. We have Tidewater for water  
20 service. We have Sussex County for our sewer service.  
21 We pay \$76 dollars a quarter no matter how much water we  
22 use. So, \$75 dollars a month, and then with an increase  
23 you are asking, I think Artesian is way out of line.

24 Thank you.

1 MS. DEEVER: I'm Joan Deaver. I agree  
2 with everything I've heard so far.

3 I'm sure you know that the County is run  
4 on a shoestring, and our taxes are some of the lowest in  
5 the United States.

6 And I don't see Sussex County taking on  
7 any more services at this time or being willing to look  
8 at anything new -- that's the majority of the Council  
9 members.

10 You're in a franchised area that was  
11 given to Artesian by the State of Delaware. That just  
12 gets on my nerves.

13 George Cole and I have passed that our  
14 County allow to assign franchisees. We want to pick the  
15 franchisee. Maybe it would go to Artesian. Maybe it  
16 would go to Tidewater, or maybe we would serve it  
17 ourselves. I'm sorry. That was a year ago, we asked the  
18 question. The answer came back, our lobbyist for  
19 Artesian and Tidewater were way too strong. We don't  
20 have a chance.

21 Your other counties in Delaware have  
22 this. New Castle County doesn't charge you that much.  
23 They have control of these things. And it's handled by  
24 municipalities in New Castle County. They're not out to

1 make a profit. They're not out to police the  
2 stockholders. They are a service of the government.  
3 That is the difference.

4 I sympathize with you. I don't like it.  
5 And I will stick with it until it's resolved.

6 Thank you.

7 HEARING EXAMINER LAWRENCE: Next  
8 comment.

9 MR. DAVINO: My name is John Davino.  
10 D-A-V-I-N-O. I'm with the Heron Bay Community in Lewes.

11 My wife and I have only been here for a  
12 couple of years. We moved to Delaware because we liked  
13 this State. It's a slower type of living down here.  
14 There's a lot of things to do in Sussex County.

15 But when we did purchase our house, our  
16 home, we were told that the costs of Artesian were going  
17 to be high, but as the home decreased, the sewer portion  
18 would go down.

19 Approximately, two-thirds of our  
20 community is built. We have another section to go, which  
21 will put over 300 homes in our community.

22 To ask for an increase like this for the  
23 community people that are here is ridiculous. We're all  
24 senior citizens. We're all on fixed incomes. We don't

1 have money to just be adding to our monthly bills. We  
2 all budget everything.

3 Artesian is a company that wants to  
4 people keep on getting more money without really  
5 justification. I mean, the rateholders and all, I don't  
6 know. Like I said, I love it down here, but Artesian is  
7 just really getting out of hand.

8 Like the lady said, our water in our  
9 system has high iron content. The chlorine -- sometimes  
10 you can't drink it. What are you supposed to do? We're  
11 stuck. If I could have a septic system in my section, I  
12 would put one in. That way I would have it. I have well  
13 right now for outside watering because I can't afford to  
14 be watering garden or shrubs with Artesian cost. I mean,  
15 between that and the sewer, how are you supposed to live  
16 per month.

17 I mean, I'm glad to see a lot of people  
18 showing up just to let Artesian know that we are not just  
19 going to sit down and take it. We are here to voice our  
20 opinion.

21 Thank you.

22 HEARING EXAMINER LAWRENCE: Next  
23 comment.

24 MS. LUPPO: My name is Laura Lupo from

1 Stonewater Creek. L-U-P-O.

2 The comment I wanted to make is,  
3 normally when a company uses my name, they go out and  
4 look for other customers. If you only have a few  
5 customers, you don't go out and start increasing and  
6 increasing. You want to bring more people in to get more  
7 money. How are you going to get more people? You  
8 increase. This is news to me. I never heard of this  
9 before.

10 MR. VALENTI: My name is Gene Valenti.

11 To give you a little insight on how  
12 Artesian works with us, being an early riser sitting out  
13 on the porch having my coffee last summer, I am noticing  
14 tanker trucks running through our development. Where are  
15 these guys going? Well, we followed them. And what they  
16 are doing is dumping into our development through manhole  
17 covers.

18 Well, we called, and we asked about it.  
19 Do you know what we were told? They are our pipes, we  
20 will put in there what we want. That is how you people  
21 are working with us. I still want to know how much they  
22 pay for water. What do they pay for water, for your  
23 sewerage? Listen to the crickets.

24 Another thing, did you say earlier that

1 there is another meeting tomorrow night in Dover?

2 HEARING EXAMINER LAWRENCE: Yes.

3 MR. VALENTI: Is it a public meeting?

4 HEARING EXAMINER LAWRENCE: Yes.

5 MR. VALENTI: Could you make it more  
6 inconvenient? This is the section. These are the  
7 people. Why should we travel up to Dover now?

8 HEARING EXAMINER LAWRENCE: We tried to  
9 make it convenient with this facility. It is the largest  
10 facility in the area centrally located to the community  
11 affected. This is the best we can do.

12 MR. VALENTI: There are other schools  
13 around here.

14 HEARING EXAMINER LAWRENCE: There is  
15 also another community up in Kent County. And our policy  
16 always has been to have at least one meeting in the  
17 County where a proposed rate increase is.

18 UNIDENTIFIED SPEAKER: Why at six  
19 o'clock?

20 HEARING EXAMINER LAWRENCE: You are free  
21 to go to Kent County if you want to.

22 MR. VALENTI: Why wouldn't you keep the  
23 meetings down here?

24 HEARING EXAMINER LAWRENCE: We have a

1 meeting tonight.

2 MR. VALENTI: There is one community in  
3 Kent County, and you expect us to go up to Dover?

4 HEARING EXAMINER LAWRENCE: Everybody is  
5 here.

6 MR. VALENTI: Tomorrow?

7 HEARING EXAMINER LAWRENCE: There is  
8 another meeting. It was set in another County because  
9 that community is in another county. That's why.

10 Next comment.

11 MR. PORTER: My name is Ed Porter.

12 P-O-R-T-E-R.

13 Speaking about water quality, on their  
14 website, I've looked at it a few seconds ago, there has  
15 not been a water quality report since 2011.

16 Someone else told me they did a personal  
17 check on the water quality, and it did not match what the  
18 report was. That's hearsay from me.

19 So, the other thing is when we bought,  
20 we were told about the cost of sewerage treatment. And  
21 we were told that as the development grows larger that it  
22 would go down.

23 It sounds like what the gas station does  
24 before they give you \$0.10 off, they raise the price the

1 night before.

2 Thank you.

3 MR. MACDONALD: My name is Bob  
4 MacDonald. M-A-C-D-O-N-A-L-D.

5 During the evidentiary process, is it  
6 forensic auditor going to be hired to go through their  
7 books so we know where this money is being bounced  
8 around?

9 HEARING EXAMINER LAWRENCE: Well, the  
10 Division of Public Advocate and Staff explained earlier  
11 that there is a consultant. Howard Wood was hired. And  
12 he is going to go through all of the financial  
13 information.

14 MR. MACDONALD: He is a wastewater  
15 treatment expert. He is not a forensic auditor?

16 Forensic auditor goes through books and  
17 sees where the money is flowing to and from.

18 HEARING EXAMINER LAWRENCE: What are his  
19 qualifications?

20 MS. IORII: That's what he does.

21 HEARING EXAMINER LAWRENCE: He has done  
22 this for three decades. His CV is available. It is very  
23 impressive.

24 MR. MACDONALD: Is he a CPA?

1 HEARING EXAMINER LAWRENCE: I don't  
2 know.

3 MS. IORII: I don't know the answer to  
4 that, sir. If you want, please give me your name, and I  
5 will send you a copy of his CV.

6 MR. MACDONALD: Thank you.

7 HEARING EXAMINER LAWRENCE: He has  
8 handled a lot of the cases in this state for different  
9 sides with good results.

10 MR. PETERS: My name is Copn Peters.  
11 First name is spelled C-O-P-N. Last name is spelled  
12 P-E-T-E-R-S. My wife and I have been a resident of  
13 Trails of Bever Creek since April of 2008.

14 Our average water bill every month is  
15 thousand and a half gallons. We are now paying \$13.22 to  
16 have that privilege, which is called a customer charge,  
17 which we pay six tenths of a penny for water, a nickle a  
18 gallon for sewerage.

19 Can you guys figure that out? Six  
20 tenths of a sent for a gallon of water in my house. And  
21 a nickle to get it out. Something is wrong.

22 MR. ATHAS: My name is Jim Athas. I  
23 live in Independence. I moved here five-and-a-half years  
24 ago. I was one of the first residents in Independence.

1                   When a group of people who came to have  
2 a meeting with Artesian questioning \$75 dollar a month  
3 wastewater payment, which bill didn't they tell us. It's  
4 really interesting.

5                   You would think there would be builders  
6 here that would be fighting the increase so it can build  
7 more homes in the area. They don't want to divulge this,  
8 which is not your problem. Curious.

9                   I'm in a Schell home. Schell builds a  
10 nice home, but it wasn't told to us.

11                   But anyway, at the time of the meeting  
12 we were told that that increase, that \$75 dollars should  
13 be locked in rate for a long period of time. And most of  
14 the residents in our development still are not being told  
15 that. \$75 dollars is excessive considering that in a 55  
16 and over community, there's at least 70 percent of the  
17 people that are going to Florida and stuff like that.

18                   So, I am wondering how do you figure \$75  
19 to \$98. Where did you get that 30 "X" amount increase?  
20 Where did you come up with that?

21                   Now, also, you have a group of Council  
22 people here that are going to vote on this. And they  
23 have heard a lot of arguments here.

24                   Now, do they want to stand up and just

1 introduces themselves. Maybe I missed it. Maybe they  
2 did stand up. I came in a couple of minutes late. But  
3 who is voting on this?

4 HEARING EXAMINER LAWRENCE: We have one  
5 Commissioner here.

6 UNIDENTIFIED SPEAKER: The County has no  
7 jurisdiction over it.

8 MR. ATHAS: We have one Commissioner who  
9 is going to vote.

10 COMMISSIONER CONAWAY: I am the only one  
11 here. There are four Commissioners.

12 MR. ATHAS: Why aren't they here?

13 COMMISSIONER CONAWAY: I am the  
14 Commissioner from Sussex County. It is divided up  
15 geographically. One Commissioner from New Castle County.  
16 One from Kent. One from Sussex. And one from the City  
17 of Wilmington.

18 UNIDENTIFIED SPEAKER: Where do you  
19 live.

20 COMMISSIONER CONAWAY: Bridgeville.

21 MR. ATHAS: It would be advantageous to  
22 everybody to have the whole Council listen to this.

23 HEARING EXAMINER LAWRENCE: There is a  
24 transcript made of these proceedings.

1 MR. ATHAS: A transcript is just read.  
2 You read a book. Listen to a Television show. That's  
3 not what goes on in Sussex County. You are listening to  
4 peoples' hardships. You are listening to peoples'  
5 problems. You are listening to different things. And  
6 you listen to a lot of Bullshit.

7 HEARING EXAMINER LAWRENCE: Next  
8 comment.

9 MS. ALDERUCCI: Hi. My name is Dina  
10 Alderucci. D-I-N-A. A-L-D-E-R-U-C-C-I. I live in  
11 Shoreview Woods. I'm so sorry about the Trails of Beaver  
12 Creek people. Thank you for letting us latch onto your  
13 sewer system.

14 We are a townhome community. We are a  
15 very small area. We have 195 homes that are being built.  
16 At this point, we only have 20 homes that are sold. Did  
17 Artesian take consideration for all of the new homes and  
18 did they factor into their budget all of the new income  
19 that's going to be coming in once the homes get built?  
20 It will take five years before my community gets filled.

21 I also have a townhome down in Long Neck  
22 and the water there is Tidewater. And when we first  
23 moved to Shoreview Woods, I was told it would be \$75  
24 dollars a month. I said, No, you are making a mistake.

1 It's \$75 dollars a quarter for Tidewater.

2 So, once again, it seems like Artesian  
3 is more of -- this whole system is a monopoly. It's just  
4 not fair. If someone can provide with us the forecast,  
5 did Artesian think about the forecast of the new families  
6 coming in.

7 HEARING EXAMINER LAWRENCE: Would you  
8 hand the microphone to the next person who is going to  
9 make the next comment. Someone is raising their hand  
10 over there.

11 UNIDENTIFIED SPEAKER: I would like to  
12 make a couple of quick comments.

13 HEARING EXAMINER LAWRENCE: Your name  
14 and community.

15 MR. COWGILL: Herman Cowgill.  
16 C-O-W-G-I-L-L. I live in the Meadows of Beaver Creek.

17 I was just looking at some of this  
18 information that I've been able to pick up from the  
19 community and whoever. And I know that on line that one  
20 of the things that some of the profits have been already  
21 talked about. I just saw last year Artesian Resource  
22 Corporation reported a net income -- it grew 46 percent  
23 to \$9.8 million dollars compared to \$6.7 million dollars  
24 from last year.

1 I just wonder how a company that has  
2 profits like that would want to come around and charge  
3 its customers a 31 percent increase. And I don't know if  
4 any company that is getting that kind of increase for  
5 utilities or anything else.

6 I moved here a year ago in December from  
7 Maryland. I had a flat rate sewer where I lived. And it  
8 was \$108 dollars a quarter. That is \$36 dollars a month.  
9 I am already paying \$75 dollars a month. They want to  
10 increase it 31 percent. I just can't get the connection.

11 And one of the things that I read that  
12 they wrote when they applied for this rate increase was  
13 they needed \$1.5 million for the second phase of  
14 construction at Beaver Creek.

15 And you know, with a company like this,  
16 it has profits like this, it seems to me that they would  
17 be making investments to grow, and they would expect a  
18 return on that.

19 And you know, whenever they build the  
20 second phase of Beaver Creek here comes \$75 dollars a  
21 month from one of those customers. So, why should I have  
22 to pay this company who is making all of this money to  
23 expand.

24 And so, you know, I love Delaware. I

1 have been here now for a year-and-a-half. I don't really  
2 care much for Artesian.

3 HEARING EXAMINER LAWRENCE: Second row  
4 of comments. Any other comments on this side of the  
5 room, my left?

6 MR. FEARN: Cliff Fearn, Junior. I also  
7 live in Meadows of Beaver Creek. When we came down from  
8 New Jersey, we were a little bit shocked at the cost of  
9 the sewerage. Everybody in this room obviously is. And  
10 I don't mean to repeat some of the statistics that these  
11 gentlemen in front gave, which very much appreciated, by  
12 the way.

13 The consideration of sewerage cost in  
14 New Jersey were considerably less than here. The taxes  
15 in New Jersey, as we all know, were considerably more.  
16 It is curious to me that the folks at Artesian feel we  
17 are coming down here for less tax, we have extra money in  
18 our pocket to pay for extra water and extra sewer.

19 The comments that I heard tonight so far  
20 is a key question that I would love to see in the  
21 transcript is why isn't it done on a per usage basis,  
22 rather than the way it is.

23 I live in Beaver Creek Meadows. I watch  
24 Artesian come in and work on transfer station every day.

1 That transfer station, as I understand, and the question  
2 I have is this, where is all of this coming from and  
3 where is it all going to go once this transfer station  
4 and the \$1.5 million dollars to build it is done. Are we  
5 going to expect more and more traffic of sewerage through  
6 the neighborhood to supply Milton? Or is it going to  
7 supply some other organization that comes in and builds  
8 in this area.

9 We all know this area down here is  
10 growing by leaps and bounds. It would seem to me that  
11 the projection of new homes in the developments that are  
12 represented here tonight certainly would pay for  
13 \$1.5 million dollars worth of anybody's construction.

14 Thank you for your time.

15 MS. VALENTI: Margaret Valenti.

16 Stonewater Creek is going to have a  
17 sister community across the street real soon. 750 more  
18 homes. We would expect them to hook into the Artesian  
19 infrastructure at Stonewater Creek. So when you are  
20 making your decisions, please consider the additional  
21 homes that Artesian is going to collect money from.

22 Thank you.

23 HEARING EXAMINER LAWRENCE: Are we done  
24 on this side of the room? I'm going to start in the

1 front here, and I will get that microphone. Anybody  
2 here.

3 MR. WHITNEY: My name is Jack Whitney.  
4 W-H-I-T-N-E-Y. I am from Windstone.

5 There has been a lot of talk about these  
6 contracts. Did you gentlemen happen to bring one with  
7 you tonight?

8 HEARING EXAMINER LAWRENCE: What are you  
9 referring to?

10 MR. WHITNEY: Well, we are told about  
11 these 35-year contracts. No one has ever seen them. We  
12 are just told it is between the builder and Artesian.

13 My question is, who are you mad at? Who  
14 gains from this? Certainly not us. I would like to be  
15 able to look at one of these contracts so we know exactly  
16 what it is supposed to be. Because all we have now is  
17 the say so rule, whatever they say goes. And it is just  
18 being unfair.

19 If I'm going to have to pay water and  
20 sewer rates and my property taxes, I think I am entitled  
21 to a little more than what I am getting.

22 I look at the body language of these two  
23 gentlemen, and on the whole, they rather be elsewhere.  
24 That is pretty obvious. I would like to know when and

1 where we could see a contract.

2 HEARING EXAMINER LAWRENCE: Okay.

3 MR. SPACHT: If you would like me to  
4 answer the question about where all of the contracts are,  
5 they will be with the Public Service Commission. They've  
6 asked for them. They have all of those. As part of data  
7 discovery, they have propounded well over 100 plus  
8 questions that were answered. All of these questions  
9 here tonight, they are being answered. They will be  
10 provided to Staff and the intervenors, which includes the  
11 gentleman up front. They will be answered, and they will  
12 be available and on record with the Public Service  
13 Commission.

14 You can be part of that process. It  
15 will be there. They are not hidden. We are not hiding  
16 them.

17 MR. ATHAS: That's not what they told  
18 us.

19 MR. SPACHT: I'm sorry. I don't know  
20 who told you that. I'm the CFO. I have the contracts.  
21 I am telling you where they are right now.

22 UNIDENTIFIED SPEAKER: I asked Adam Gold  
23 for them. That was two-months ago. I will ask for them  
24 tonight. I hope he gets to you.

1 MR. COUGHLIN: My name is Bill Coughlin.  
2 C-O-U-G-H-L-I-N. Community of Windstone.

3 As Mr. Williams said, when I first moved  
4 into my development, I was never told about the sewer.  
5 In fact, Artesian kept sending bills to a wrong address,  
6 and they kept getting them back stating that nobody there  
7 lived, or it was a bad address.

8 Well, about five months later, they  
9 finally got ahold of me of \$250 dollars that I was  
10 totally unaware of. That is one problem. Nobody had  
11 told me about the charge.

12 The next thing I would like to know is,  
13 why does Artesian charge so much for wastewater? Well,  
14 the old saying what weighs more a pound of feathers or a  
15 pound of lead. Why is Artesian charging approximately  
16 400 percent, 400 percent more than the County of Sussex?  
17 I think we're entitled to know that.

18 Capital improvements they are trying to  
19 make going from Windstone to Beaver Creek, that should be  
20 born upon the investor, not the people who are using the  
21 service. The investor should look at the long term for  
22 how much money it's going to cost and maybe budget where  
23 their interest is going to come from.

24 That's all I have to say.

1 HEARING EXAMINER LAWRENCE: Thank you.  
2 Next comment.

3 MS. HARRISON: Linda Harrison. I am a  
4 resident of Heron Bay. And we all had great questions,  
5 or we're happy to hear answers when we are happy to get  
6 this transcript from the Public Advocate or the discovery  
7 that is obtained.

8 We didn't make this deal with the devil  
9 of \$75 dollars. The builder did. Did The Public  
10 Advocate okay that with Artesian and the builder? It  
11 seems like that deal was, like I said, dealing with the  
12 devil. That is all out of range.

13 HEARING EXAMINER LAWRENCE: Vincent  
14 works for the Staff.

15 MS. HARRISON: Didn't that have to be  
16 approved by The Public Advocate?

17 MS. IORII: No. It does not.

18 HEARING EXAMINER LAWRENCE: No. The  
19 short answer is no. And that is an agreement between the  
20 developer and the utility.

21 MS. IORII: The Public Advocate has no  
22 control over agreements between developers and utilities.

23 HEARING EXAMINER LAWRENCE: What Ms.  
24 Iorii said, The Division of Public Advocate has no

1 control or influence or impact on the agreements between  
2 developers of real estate and utilities.

3 MR. SPACHT: Let me clarify.

4 We're a little bit off track here. All  
5 rates are approved by The Public Service, period. We did  
6 not have any agreement with the developer for the cost of  
7 of the service being provided. That was developed in  
8 discovery when we opened up those developments and when  
9 we started serving those developments. They were  
10 approved by the Public Service Commission through no deal  
11 between the developer and the company.

12 So, it is the seam process we went  
13 through then that we are going through now. It was on an  
14 individual basis. We have one rate for all of our  
15 customers in Delaware. It is approved by the Public  
16 Service Commission, though. No deals with the developer.

17 HEARING EXAMINER LAWRENCE: Any other  
18 comments?

19 MR. SHEA: Paul Shea. S-H-E-A.  
20 Windstone.

21 I like the idea of being billed for  
22 usage. Now, does Artesian make that determination, or  
23 can you make that determination that it should be billed  
24 like that?

1 HEARING EXAMINER LAWRENCE: I'm sure  
2 that issue is being explored.

3 UNIDENTIFIED SPEAKER: That is not an  
4 answer.

5 HEARING EXAMINER LAWRENCE: I can't  
6 answer it tonight.

7 UNIDENTIFIED SPEAKER: You don't know  
8 whether it is the Public Service Commission or them?

9 HEARING EXAMINER LAWRENCE: What are you  
10 asking me?

11 UNIDENTIFIED SPEAKER: Who determines  
12 that usage be the way of paying?

13 HEARING EXAMINER LAWRENCE: There is a  
14 process where the utility will propose a certain rate,  
15 and it goes through the rate process.

16 And like Mr. Spacht said, my  
17 recollection of this case is that in the beginning, it  
18 was individual communities and eventually it became a  
19 fixed rate of \$75 dollars applicable to all communities,  
20 all wastewater communities.

21 And so, there has been a series of  
22 Commission orders in the last about eight years that have  
23 implemented this flat rate. This is the early stage of  
24 the case. That's what I know about this.

1 UNIDENTIFIED SPEAKER: Can they reverse  
2 it?

3 HEARING EXAMINER LAWRENCE: I can only  
4 do one person at a time because of the transcript.

5 Another question.

6 UNIDENTIFIED SPEAKER: I just wanted to  
7 say if you were to implement the usage that they probably  
8 want a rate increase to do that.

9 HEARING EXAMINER LAWRENCE: You are free  
10 to send in written comments.

11 Yes, ma'am.

12 MS. NEENAN: Marianne Neenan.  
13 N-E-E-N-A-N. I'm in Heron Bay. I have been here six  
14 years. And when I moved in, I was one of the first  
15 houses settled in Heron Bay. I'm one in the original  
16 section. I was not told that the water rate was \$75  
17 dollars. I found that out when I got the first bill.

18 And I called Artesian, and I complained  
19 about it. I said, I haven't used that much wastewater.  
20 And their reply was, as more houses are settled, the rate  
21 will go down. We have heard that over and over again as  
22 more houses are settled, the rate will go down. Well,  
23 our development is now two-thirds full and the rate  
24 hasn't gone down. They want to increase it.

1                   And what they don't want take into  
2 consideration is the usage. People in this development  
3 and other developments as well that are represented here  
4 a lot of them are just here on weekends or in the  
5 summertime. They are not here full time, but yet, they  
6 are being charged \$75 dollars a month for wastewater that  
7 is not going through their pipes.

8                   I just paid my bill for my house up in  
9 Cornwell, Pennsylvania where my water for the last  
10 quarter was \$89 dollars. That's water and sewer for the  
11 quarter, \$89 dollars. And yet, I am going to pay \$75  
12 dollars a month here, and they want it to go to \$98  
13 dollars a month.

14                   The majority of people down here are on  
15 fixed incomes, and they haven't looked into any possible  
16 ways of reflecting on the usage of people that aren't  
17 here all week long.

18                   I'm a one-person house. I am not  
19 flushing the same as the people who have five or six  
20 people in the house. It should be based on your usage.

21                   As the other gentleman said, we all have  
22 water meters that are checking on how much of water is  
23 coming into our house.

24                   And so, why not base our bill on what we

1 are using, not on what could be used.

2 Same as our clubhouse. Our clubhouse is  
3 used for three months, basically, in the summertime, but  
4 yet, we are charged for nine EDUs every month which is  
5 ridiculous.

6 That's all I have to say. Thank you.

7 MR. LIBKEY: Bill Libkey. I'm from  
8 Heron Bay.

9 I really don't have a lot to say. The  
10 lady from Bridgeville, do you use Artesian?

11 COMMISSIONER CONAWAY: No.

12 MR. LIBKEY: But you will be voting on  
13 this for us?

14 COMMISSIONER CONAWAY: Yes.

15 MR. LIBKEY: Thank you.

16 Here is my point. We came here and were  
17 invited here for questions and answers. We got very few  
18 answers this evening, other than the guy from Artesian  
19 that got up and said -- what is your name?

20 MR. SPACHT: David.

21 MR. LIBKEY: He said, Oh, no. We did  
22 not make a deal with the devil. You guys from the  
23 Commission agreed to let them charge this amount. But  
24 when we started, it sounded to me like you guys had no

1 parts of it. Now, the lady over here said, there are a  
2 few falsehoods.

3 I am just wondering why you invited us  
4 all here. We haven't had answers to questions since we  
5 got here. Are you going to mail us the transcript, or  
6 will it be a TV show on PBS or something?

7 HEARING EXAMINER LAWRENCE: You said a  
8 number of things. Let me just address them in the order  
9 that you said them.

10 We were discussing two things in the  
11 beginning earlier. We were discussing developers'  
12 agreements with utilities and then we got into rates.

13 Developers do have agreements with the  
14 utilities about construction, private utilities about  
15 construction of facilities. There are actual agreements  
16 for each community that I see in wastewater, not only  
17 with Artesian, but with other wastewater utilities. And  
18 they are developer agreements.

19 Then what Mr. Spacht said dealt with the  
20 rates. Whatever the agreements are, and I haven't seen  
21 them for these particular communities, Artesian had to  
22 come into the Public Service Commission, get a particular  
23 rate approved. And the way that they did it was per  
24 community in the beginning because this was a new

1 wastewater utilities in the mid-2000s.

2 So, there were two things being  
3 discussed. So, I just wanted to be clear with you.

4 The second clear thing is, in terms of  
5 the transcript, I don't see any reason why it can't be  
6 posted on the Public Service Commission's website so  
7 everybody here can read it. I will post it myself.

8 MR. LIBKEY: This lady here answered,  
9 and you said, no, which is the best answer I heard all  
10 night at least it was an answer and you said  
11 straightforward.

12 When you put this on the website, is a  
13 old dog like myself going to be able to understand what  
14 the hell it says?

15 HEARING EXAMINER LAWRENCE: It will have  
16 the words of what people said tonight.

17 MR. LIBKEY: Yes. Well, when the folks  
18 here said something I understood. They talked and I  
19 understood. When you guys got up and you use the big  
20 words, even though I heard them before, I guess what I  
21 want is a lot less politics and a whole lot more of yes  
22 and no.

23 HEARING EXAMINER LAWRENCE: What I can  
24 do is when filings come in on this case, for example,

1 Howard Woods' report, I can have that posted on the  
2 website. I can post the transcript on the website so you  
3 can get complete knowledge.

4 UNIDENTIFIED SPEAKER: How about your  
5 report?

6 HEARING EXAMINER LAWRENCE: That will be  
7 posted on the website as well.

8 There will be other things posted on the  
9 website. Right now, the application is posted on the  
10 website. And there are going to be other things posted.

11 Anyone else?

12 MS. CIAMARRA: My name is Maureen  
13 Ciamarra. My husband and I are from Heron Bay. I am not  
14 going to repeat what my fellow residents have said. But  
15 I do want to talk about the humanitarian part of this.

16 There are a lot of elderly people here.  
17 Ten percent of this community has debilitating illnesses.  
18 I am a nurse by trade for 43 years. I went home every  
19 night after I took care of patients. I look at people  
20 here, and I can honestly say, good job that day. Good  
21 salary. Honest salary. I'm not so sure Artesian is  
22 being honest with us.

23 Thank you.

24 MS. TRUITT: My name Mary Ann Truitt.

1 I've lived six years full time in Heron Bay coming  
2 directly from Milton. That is \$40 dollars per quarter  
3 for sewer.

4 So, at the risk of beating a dead horse,  
5 I will do it anyway. When I got my first sewer bill, I  
6 called Artesian, like I was directed to do when I made  
7 settlement. I called the office and got a very nice,  
8 pleasant, low use female voice on the end of the line who  
9 said, Oh, your rates will be down as soon as the rest of  
10 the communities get started. Thank you very much. That  
11 was 2007.

12 In 2008, I called back, and I got the  
13 same story.

14 In 2009, I called back, and no one ever  
15 heard of that phrase.

16 So, my question is, in all earnest, my  
17 question is, since everyone here has held up their part  
18 of the bargain with Artesian and Artesian has not,  
19 apparently, held up their end of the bargain, when can we  
20 start shopping around?

21 Thank you.

22 MR. REPETTI: My name is Doug Repetti.  
23 I own a property in Heron Bay five years with my wife,  
24 Roberta. We were shocked by the \$75 dollar a month rate

1 when we first moved in. And we were also told, as  
2 everybody said here tonight, that it has going to go  
3 down.

4 I have the latest bill. I'm fortunate  
5 enough to own another property in Newark, Delaware, which  
6 is a much larger house than the one down here. I have my  
7 latest bill that I would like to submit as a comparison.  
8 What Representative Deaver said was very enlightening,  
9 and I thank you for being here tonight. \$76, that is for  
10 three months.

11 Thank you.

12 HEARING EXAMINER LAWRENCE: Anymore  
13 comments?

14 MR. DIXON: I am a teacher. I speak  
15 loud. Bill Dixon. I moved here from Windstone. I moved  
16 here from Bay Colony where we paid \$56 dollars a quarter.  
17 And I got my first sewer bill here. I thought it was for  
18 the quarter. So, I mailed it in, and I got another bill.  
19 I thought it was a repeat of the first bill. The next  
20 thing I know, I called. They said, Where is my money? I  
21 said, I paid it. Well, no, they want \$75 dollars a  
22 month.

23 A couple of points to this.

24 Number one, I hear a lot of talk about

1 this company that is making money and paying dividends.  
2 If they are making so much money at \$75 dollars a month,  
3 why do they need an increase?

4 This board, and this group down here  
5 tonight, you're charged with discovery. I hope in your  
6 charge and in your discovery you might even consider  
7 lowering the rates.

8 MR. SCHRAMMEL: My name is Bill  
9 Schrammel from Independence. I want to give you a point  
10 of information.

11 I am on the Artesian website here. It  
12 says, Over 100 years of superior service. Artesian  
13 Resources Corporation declares common stock dividend.

14 I don't know if anybody has seen this.  
15 Newark, Delaware, January 30, 2013. Artesian Resources  
16 Corporation, NASDAQ announced its board of directors has  
17 declared a regular quarterly dividend on the company's  
18 Class A and Class B common stock.

19 The quarterly dividend developed 20.27  
20 cents is payable February 22, 2013 to shareholders of  
21 record at the close of business on February 11, 2013.  
22 That's not earth shattering. This next sentence is earth  
23 shattering.

24 The company has been around 100 years.

1 It says, This is the 81st consecutive, quarterly dividend  
2 paid to shareholders. 81st.

3 I come from New York. New York has high  
4 taxes. High everything. It does not of these kind of  
5 sewer rates. Incredible.

6 Thank you.

7 MS. FARIES: My name is Dee Faries from  
8 Heron Bay.

9 What everyone else has said tonight, I  
10 agree with. But I will tell you, born here in Delaware  
11 and lived in New Castle County for 41 years before coming  
12 to Heron Bay. My highest sewer bill was like \$136 with  
13 five us in the house and that was per year.

14 In New Castle County, when you turn 65,  
15 they take care of the elderly. They reduced my sewer  
16 rates. Now, of course, it was only three of us left.  
17 But my sewer went down to like \$38 dollars a year.

18 I moved down here and they want \$75  
19 dollars a month. Now, I think maybe Sussex County needs  
20 to stand up and do something about the sewer and water  
21 problems here in Sussex County.

22 Thank you.

23 MS. DEEVER: May I respond to that.

24 HEARING EXAMINER LAWRENCE: Yes.

1 MS. DEEVER: I had earlier said that the  
2 State issued that franchise to that company. And so,  
3 control is with the State.

4 I would like us to have that control.  
5 We're trying to get that control. But we don't have it  
6 yet.

7 HEARING EXAMINER LAWRENCE: Thank you.  
8 Next comment.

9 MR. MACERA: My name is John Macera.  
10 M-A-C-E-R-A. I just received my sewer bill for New  
11 Castle County, \$250 dollars a year. I come down here  
12 being 30 weeks a year on the weekends. I did the math.  
13 It cost me about \$7 dollars every time I use the  
14 bathroom. I think it's ridiculous. I can probably stay  
15 in a hotel and go to the bathroom cheaper than that.

16 MS. ALBANESE: Diane Albanese.  
17 A-L-B-A-N-E-S-E.

18 Contrary to popular belief, we are not  
19 all senior citizens. But I do have a vested interest in  
20 this community.

21 I've been living here for over 25 years,  
22 and I am a native Delawarean, so I love all of it.

23 What I am concerned about is the  
24 community and the message to the community that Artesian

1 sends by raising rates in an exorbitant manner.

2 I believe that you are here because we  
3 enjoy an amazing standard of living here, and we are  
4 privy to so many beautiful areas. That's why I am here.  
5 I am here because this place is amazing. Our environment  
6 is beautiful.

7 Some of you moved here for lower taxes  
8 and lower cost of living in terms of your housing.  
9 That's what concerns me. Because I am a public school  
10 educator and because every time we go to referendum, we  
11 depend on the community to help us raise necessary funds  
12 for our schools like this, which I happen to think is  
13 absolutely gorgeous. Of course, I lived with the old one  
14 for so long.

15 This school cost money. If taxpayers  
16 are going to be amenable to reasonable tax rates for  
17 schools and other services, I think Artesian ought to  
18 take some kind of action to reduce the amount of money  
19 that's paid for wastewater.

20 I don't understand how Artesian can be a  
21 good neighbor and a good provider to people here by  
22 raising rates at that rate and by continuing with this  
23 kind of information.

24 Thank you.

1 MS. TOPKA: Hello, my name is Maryanne  
2 Topka. T-O-P-K-A.

3 My husband and I just moved here in  
4 January. And I was speaking with the developer's  
5 representative, they mentioned that Artesian Wastewater  
6 was \$75 dollars and they bill quarterly.

7 So, obviously, my assumption was \$25  
8 dollars a month comparable to what I was paying in  
9 Pennsylvania. That sat with me pretty decent. Then I  
10 received my bill. Talk about being appalled. We are  
11 being gouged, and we're just sitting here. Why is  
12 everyone letting everything go by.

13 Now, they said they've spoken with the  
14 County. When Artesian originally came up with the price  
15 of \$75 dollars, they said they checked around and saw it  
16 was comparable. Sussex County, if I believe correctly,  
17 the person over there was saying it was \$30 dollars a  
18 month. How did they arrive at the beginning at \$75  
19 dollars. How does that make any sense?

20 So, my question is, my question, not  
21 question, but how can we get this lowered to be  
22 comparable to other areas and enjoy our life where we  
23 have it?

24 Let the Commission represent us and say

1 look at the comparables here and let's come up with the  
2 comparables. That should be a decrease, not an increase.

3 HEARING EXAMINER LAWRENCE: Next  
4 comment.

5 MS. KLUNK: Anna Klunk. K-L-U-N-K.

6 I agree with everything everyone has  
7 said, totally. I have one other concern. I been  
8 listening to a development -- I'm sorry -- the lady over  
9 there said their pipeline goes to the Trails of Beaver  
10 Creek. And the Trails of Beaver Creek comes over to the  
11 Meadows of Beaver Creek. Now, they want Windstone to  
12 come to the Meadows of Beaver Creek. Where is it all  
13 going to go?

14 We have a reclamation area behind some  
15 of our homes. All of it is going to go there? None of  
16 us know where all of this is going. And that is what I  
17 am concerned about.

18 Thank you.

19 HEARING EXAMINER LAWRENCE: This  
20 gentleman right here.

21 MR. O'SUCH: My name is Peter O'Such.  
22 My wife and I are new residents in Heron Bay.

23 We've had the pleasure of receiving  
24 three bills so far from Artesian. And in addition to

1 being appalled by the surcharge of \$75 dollars, we noted  
2 that the connection charge, I believe, went up, since our  
3 first bill from \$12 dollars to \$13.22. I don't know who  
4 approved that, but I wasn't too happy about that.

5 One of the gentleman, who has since  
6 departed, made a very good point concerning the type of  
7 contract that, apparently, exist with Artesian. And that  
8 is a cost plus percentage of cost.

9 In such a contract, there is absolutely  
10 no attempt to control cost because the more you spend,  
11 the more you get when you have a fixed percentage rate or  
12 general accounting expenses.

13 As a matter of fact, we may not be very  
14 happy with the Federal Government, but that is the one  
15 type of contract that is illegal in the Federal  
16 Government. And I don't know how it is allowed to exist  
17 with something that effects homeowners.

18 And for what I'm hearing today, I had  
19 hoped that the state officials who are supposed to  
20 protect and uphold the rights of the citizens would be  
21 more forthcoming as opposed to -- isn't that right, Mr.  
22 Artesian? It's really kind of disappointment.

23 And I sure hope that something comes of  
24 this meeting. And why do you schedule meetings for

1 people at six o'clock in the afternoon? How many people  
2 would have been here if it had been a little later? But  
3 apparently, that's not a concern.

4 And what's the basis? Somebody throws  
5 darts, and they have a spinning wheel? How do they come  
6 up with this \$23 dollar increase. Let's keep it a little  
7 under one hundred. They'll never know. I'm sorry. We  
8 are a little smarter than that.

9 It's very discouraging to pay more for  
10 sewer wastewater than you do for your taxes. I really  
11 can't believe that.

12 Within Heron Bay, there is supposed to  
13 be 320 homes. At present, there are, I believe, 200  
14 homes. The third section is just going to be started.  
15 And with some costs, in other words, Artesian put in "X"  
16 amount of dollars when they got the quote/unquote deal to  
17 put in the infrastructure in Heron Bay and the  
18 developments. And it's a slow cost that was done in  
19 Heron Bay seven-years-ago at later year's prices. But,  
20 instead of anticipating a reduction that so many people  
21 have spoken up as additional units come on line with very  
22 little additional expense to the infrastructure that is  
23 already in place, we find ourselves looking at a dramatic  
24 increase.

1 I just cannot figure out how this could  
2 possibly be done and with a straight face. It is  
3 unbelievable. And I hope that our elected officials and  
4 our local government will do something about it instead  
5 of just saying yes or yes sir.

6 Thank you very much.

7 MR. KLUNK: My name is Bill Klunk.  
8 K-L-U-N-K. I reside for the last year in the Meadows of  
9 Beaver Creek. I really have two things I would like to  
10 put forward.

11 First, let's get back to the metered  
12 approach. Is there a process in order that we can change  
13 a flat rate billing to a metered billing? Is there such  
14 a device that is in place that can be considered by the  
15 PSC to do this?

16 HEARING EXAMINER LAWRENCE: I don't know  
17 the answer to that question.

18 MR. KLUNK: Secondly --

19 UNIDENTIFIED SPEAKER: Who would?

20 HEARING EXAMINER LAWRENCE: I'm sure the  
21 case managers have heard your comments, and they will go  
22 through the case and consider everything you said here  
23 tonight.

24 MR. KLUNK: The next point I would like

1 to make, could you give us the website for us to E-mail  
2 comments to you so that they can be entered into the  
3 public record before any decision is made?

4 HEARING EXAMINER LAWRENCE: I'm going to  
5 let Vincent give you his E-mail address because it is not  
6 an easy name to spell.

7 MR. KLUNK: One last comment.  
8 Apparently, a number of people have attempted to get  
9 copies of the contracts or agreements that are in force  
10 between the various developments and Artesian and have  
11 had little success. They have been told, basically, but  
12 out.

13 Why can't these agreements instead of  
14 being available for public record be put on line so  
15 someone with the computer could access it without having  
16 to go wherever they are kept?

17 HEARING EXAMINER LAWRENCE: Well, this  
18 is a pending case. I understand your concern. I truly  
19 do. But this is a pending case. I can't commit to, or I  
20 don't possess those contracts.

21 And number two, I can't commit when  
22 there is a pending case between parties for them to  
23 disclose documents that there may be some confidential  
24 information or something in them.

1 MR. O'SUCH: Why doesn't it to have be  
2 the Sunshine law?

3 HEARING EXAMINER LAWRENCE: There are  
4 other remedies to you --

5 MR. O'SUCH: Why is it top secret?

6 HEARING EXAMINER LAWRENCE: I can't  
7 interfere with the pending case.

8 Go ahead.

9 MS. BEVANS: My name is Christine  
10 Bevans. I'm the President of Beaver Creek Property  
11 Owners Association.

12 First of all, if you want something you  
13 can do a Freedom of Information Act, FOIA request. I'm  
14 going to be doing that.

15 Also, the Attorney General's Office is  
16 represented down there. They also have an office for  
17 consumer protection. Trust me, I will be going for them  
18 as well.

19 My last comment is that, I know from  
20 State of Maryland, which is where I am from, they have an  
21 ethics law, which, basically, says if something is  
22 unethical, even though it's on the books, the people who  
23 are in charge like the Attorney General's Office and the  
24 public works people, they have to do what is ethically

1 right versus what is in their law. And I am asking the  
2 Attorney General's Office whether the State of Delaware  
3 has an ethics law on the book.

4 MS. IORII: Ma'am, it has an ethics  
5 laws, but it has nothing to do with that. The ethics law  
6 applies to people who are --

7 MS. BEVANS: Well, basically, we were in  
8 contracts. We were, basically, sucked into this contract  
9 without knowledge, without --

10 MS. IORII: Ma'am, that is something for  
11 consumer protection. That is not what I do. That is not  
12 what this Commission does.

13 The Commission is charged with  
14 regulating utilities. Certainly, there's a consumer  
15 protection aspect of it. It is not a consumer protection  
16 aspect so that the Commission could go after whoever  
17 these developers are. I have no idea who these  
18 developers are. You do. You have the information.  
19 Sure. Go to consumer protection, and, perhaps, they can  
20 help you.

21 I don't know what the issue is, but it  
22 is not an ethics issue with respect to the Commission.

23 MR. BEVANS: Well, the issue is,  
24 basically, we went into a flat rate of \$75 dollars, which

1 is above what is the norm anyway without even any type of  
2 option of whether we are going into a flat rate or  
3 whether we are going into a fixed rate.

4 And now, we are, basically, being sucked  
5 into the next mix of this of \$98 dollars per month --

6 MS. IORII: Let me, please, explain one  
7 thing.

8 Basically, the Commission did approve a  
9 \$75 dollar per month rate. The Commission only became  
10 responsible for wastewater utilities in 2005. The  
11 Commission did not have any jurisdiction before that.

12 When the utility came in in 2005, it  
13 presented its case. The Commission considered everything  
14 that was presented to it and decided that \$75 dollars per  
15 month was a fair rate. I'm sorry. But that is what  
16 happened then. There is nothing you can do. You cannot  
17 go back and say, Well, they shouldn't have done that.

18 MS. BEVANS: What I'm saying, even for  
19 today, as the ethics were back then --

20 MS. IORII: I wish you would stop using  
21 the word ethics. It is confusing to people.

22 MS. BEVANS: It's our life that we are  
23 living.

24 Basically, as it was in the past, it is

1 right now, we were not notified of anything. We actually  
2 had to find out through word of mouth. There wasn't  
3 anything in any of Artesian's wastewater bills or any of  
4 the water bills saying that there was any rate increase  
5 or anything. That's not ethical.

6 MS. IORII: See, that's wrong. That is  
7 a misuse of the word ethical. You might not agree with  
8 it. But it is not unethical.

9 They are required to publish notice of  
10 their application in newspapers of general circulation in  
11 the area of their rates.

12 MS. BEVANS: Well --

13 MS. IORII: Please let me finish. If  
14 I'm correct, you published in The Cape Gazette, The Wave  
15 and The News Journal. That's three newspapers.

16 Now, I understand many of you may not  
17 read the newspaper, but that is all the law requires.  
18 That is all the law requires. I'm sorry.

19 Now, Mr. Kline has intervened on behalf  
20 of the Stonewater Creek Homeowners Association. However,  
21 I'm sure that he will be in touch with all of you, with  
22 representatives of the other communities represented  
23 here.

24 He gets copies of, assuming that there

1 is nothing confidential, he will get copies of everything  
2 that we send out, and he gets copies of everything that  
3 the company sends out. So, that includes the discovery,  
4 the responses to our discovery, and that includes our  
5 responses to whatever they do.

6 So, I understand that you all are upset.  
7 I don't want you to think that we don't hear you. We do.  
8 But I think there is a misunderstanding about the  
9 process. And because of that misunderstanding, it has  
10 made a lot of of people very angry.

11 I know that the Commission, myself and  
12 Andrea Maucher at the DPA's Office, will be happy to  
13 speak with any of you, walk you through the process.

14 HEARING EXAMINER LAWRENCE: Name, sir.

15 MR. O'SUCH: Peter O'Such, Junior,  
16 again.

17 You may not be able to reverse the past,  
18 but you surely can stop additional increases from making  
19 this evening a worse situation. Thank you.

20 MS. IORII: We will do what our  
21 consultant is looking at it.

22 MR. O'SUCH: You are giving me warm  
23 fuzzies.

24 MR. HEANEY: Robert Heaney.

1 H-E-A-N-E-Y.

2 Two questions. Did the Public Service  
3 Commission do a 35 contract --

4 MS. IORII: No.

5 MR. HEANEY: Second question.

6 What is the public ownership of that  
7 corporation, and what is the executive ownership of that  
8 corporation? Because if it is a 60/40, which I think it  
9 is, or probably 40/60, by voting dividends in, they are  
10 voting themselves a bonus. That's where the problem is.

11 HEARING EXAMINER LAWRENCE: Yes.

12 MS. WERNETH: Linda Werneth.

13 I've heard so many people from different  
14 communities say the same thing I felt. I had no idea  
15 when I signed my contract that I was going to be paying  
16 \$75 dollars a month for wastewater. I found out through  
17 Henlopen Landing because we were going buy there, and we  
18 decided on Trails of Beaver Creek, and the guy at  
19 Henlopen Landing called me and said, Are you aware you  
20 are going to pay \$75 dollars a month for wastewater? I  
21 said, No. I had no idea.

22 So, when we went back and asked and said  
23 we heard from Henlopen Landing, not even our community,  
24 that we were going to pay \$75 a month, I wonder if Mr.

1 Spacht can answer this question, did you have a deal with  
2 the developers or builders or whoever because nobody knew  
3 ahead of time that they were going to pay \$75 dollars a  
4 month. Was it a big secret that you told them don't  
5 mention it?

6 MR. SPACHT: Ma'am, specifically, we  
7 told the developers they should be informing whoever  
8 their buyers are --

9 MR. WERNETH: Salespeople.

10 MR. SPACHT: I can't answer what  
11 salespeople tell people and perspective buyers. I don't  
12 speak for the developers. We arrange to put in  
13 infrastructure. In your deed, there are also deed  
14 restrictions that are in your respective deeds with  
15 regard to water and wastewater. That is all through  
16 discussions with developers, and they are required to  
17 disclose that to you. The fact that they do or don't --

18 MS. WERNETH: Not one of them did from  
19 any of these communities.

20 MR. SPACHT: I do understand.  
21 Salespeople trying to sell houses, and we tell them --

22 MS. WERNETH: Every development heard  
23 the same thing.

24 MR. SPACHT: I'm telling you, we don't

1 have control over salespeople. We can't tell them what  
2 to tell you. We try to tell them what we think you  
3 should be told about wastewater.

4 MS. WERNETH: We're all customers.

5 MR. SPACT: I cannot tell salespeople  
6 what to tell their customers.

7 MS. WERNETH: You don't have to tell  
8 them or remind them that they're going to be paying \$75  
9 dollars.

10 MR. SPACHT: We have told them they are  
11 required to tell you who the provider is and what the  
12 costs are. What they tell you, we don't control. We are  
13 not there at the sales table. I don't know what they are  
14 telling. I can apologize for that. But I can't tell  
15 what salespeople tell perspective customers.

16 We will talk to the developers. I have  
17 heard it loud and clear. I have heard it plenty of times  
18 going forward. We can only tell them to stop telling  
19 them things that are not true. It's just not true.

20 MS. WERNETH: I find it odd not one  
21 community knew ahead of time.

22 HEARING EXAMINER LAWRENCE: Sir, your  
23 name.

24 MR. TOPKA: Edward Topka. T-O-P-K-A. I

1 live in Meadows of Beaver Creek. I am originally from  
2 Pittsburgh, Pennsylvania.

3 My comment is this. When is the last  
4 time, or my question to you is, when is the last time  
5 that Artesian has had a rate increases?

6 MR. SPACHT: The company has never  
7 requested an increase since it began its operations in  
8 2005. These rates were the same rates that were set in  
9 2005.

10 The answer to your question is, we have  
11 not asked for an increase since then.

12 MR. TOPKA: My reason for asking that  
13 question, in Pittsburgh, Pennsylvania we pay based on  
14 water usage. And my sewer bill there was \$24 dollars a  
15 month. It is \$75 dollars a month here.

16 Artesian customer basis expands through  
17 all of these communities, why are they asking for such an  
18 increase, 31 percent, 31.6667 percent. I mean, it is \$75  
19 dollars. I was paying \$24 dollars.

20 I think it is outrageous that the  
21 Commission would even consider a rate increase by  
22 Artesian at this point. I mean, they have, basically,  
23 two ways of expanding, Quality or quantity. They can do  
24 quality. Quality seems to be there. And there seems to

1 be no need for a rate increase on the part of Artesian.  
2 They are making a substantial profit. And I wonder what  
3 the industry average is for a company like Artesian.  
4 That has not been put forth.

5 I understand Artesian is a public  
6 company has to make a fair profit return for its  
7 stockholders. It has to pay a dividends. I don't have a  
8 problem with a dividens. It's their money. Let them do  
9 what they want with it.

10 But we are paying their rates. And  
11 their rates are outrageous, to say the least. \$75  
12 dollars a month. Where I come from was \$24 dollars a  
13 month.

14 I think this Commission really needs to  
15 go back and look at all of the comments made by everybody  
16 in this room. A lot of us, in the case of some of the  
17 people, if you have not realized, a lot of us have gray  
18 hair. It means we are retired, most of us. We are on  
19 fixed incomes. Rate increases of this sort just are  
20 ludicrous. We are upset that the Commission would  
21 consider such a rate increase.

22 HEARING EXAMINER LAWRENCE: Any other  
23 comments?

24 UNIDENTIFIED SPEAKER: What is the

1 E-mail or website?

2 HEARING EXAMINER LAWRENCE: E-mail  
3 address is PSC@state.de.us.

4 Yes, sir.

5 MR. TUCCI: Last name is Tucci.  
6 T-U-C-C-I. First name is Nick. I was going to shut my  
7 mouth.

8 But upon hearing all of my neighbors, I  
9 just want to ask a couple of things.

10 Earlier in the discussion, there was  
11 some talk about Artesian's infrastructure. Where I come  
12 from -- and I come from Montgomery County Maryland -- all  
13 of these fees -- the cost associated with infrastructure  
14 are borne to the homeowners that buy from the developers  
15 and cause impact fees. The developer is not going to pay  
16 it. You're going to pay it. We already paid for the  
17 sewer line through the cost of our house.

18 These rates should have nothing to do  
19 with infrastructure cost. The rates should be purely  
20 based on how much of sewerage they process. As more  
21 houses come on, they'll get more money to process the  
22 more sewerage that is coming in. Otherwise, it should be  
23 going down.

24 We have lived there nine months. We've

1 used 7,000 gallons of water in nine months. \$75 bucks a  
2 month. That's outrageous. And the only thing the  
3 builder told us when we bought, you really out to  
4 consider an irrigation system and a well because you will  
5 get killed on your water bill. I wish they also said  
6 you're going to get killed on the sewer regardless of  
7 what you pay. Thank you.

8 HEARING EXAMINER LAWRENCE: Go ahead.

9 MR. BIRDSELL: My name is  
10 B-I-R-D-S-E-L-L.

11 Like everybody else here, I am retired  
12 on a fixed income. I only have one question.

13 As a case as important as this, I think  
14 it should be required that all members of the PSC should  
15 be at the meetings so everybody hears what our problems  
16 and our concerns are.

17 Thank you.

18 HEARING EXAMINER LAWRENCE: Yes, ma'am.

19 MS. KARPMAN: My name is Connie Karpman,  
20 K-A-R-P-M-A-N, from Stonewater Creek.

21 Just very quickly. I want to revisit  
22 what several other people said about the quality of the  
23 water.

24 It is just so bad that I am at the point

1 where I really want to just take my glass shower doors  
2 and throw them away because nothing will get the water  
3 stains off. It's terrible. And half the time water is  
4 so cloudy you really don't want to drink it.

5 In any event, I think that is need to be  
6 addressed.

7 But the second thing is, some of the  
8 things that we have been talking about here about people  
9 on fixed incomes and the huge rates, I don't know about  
10 the other developments, but at Stonewater Creek, we are  
11 seeing a turnover. People are moving out because they  
12 can't afford to live here anymore. And we are trying to  
13 grow our community. And you have a community made up of  
14 a lot -- our community is fixed incomes. We have a lot  
15 of retirees, but we also have a lot of young families  
16 that are starting out. They live in a house for six  
17 months or a year and then they leave because of the very  
18 thing we are talking about.

19 And Sussex County wants to grow and we  
20 want to keep our community. It is not happening because  
21 of things like this. Thank you.

22 MR. KLINE: I heard a lot of my  
23 neighbors, fellow community neighbors.

24 One thing you learn in the airborne is

1 be patient. In any event, I heard a lot of you comment,  
2 and you know a lot of this stuff is very relevant.

3 The bottom line is, for all of us, and  
4 for you folks at Artesian, most of our communities are  
5 not totally built out. Our infrastructure has already  
6 been put in. Now, I will say that again. Our  
7 infrastructure has already been put in.

8 Our developer in our community built the  
9 waste pumping station and put in forced waste lines. And  
10 Brian, I read your report, your testimony was very good.

11 Now, what is happening is these  
12 communities over the next three years are going to double  
13 in size, and at the fixed rate of \$75 dollars, your  
14 bottom line, your income is going to double to get a  
15 30 percent increase over that. It is just a little bit  
16 far out.

17 Also the fact that Artesian Resources of  
18 which Artesian wastewater is part of is mixing and  
19 matching funds between different parts of the company.  
20 And Artesian Wastewater claims in your testimony, Mr.  
21 Valcarenghi, in his testimony he was talking about what  
22 Artesian needs is ten percent return on equity.

23 Now, that is far above what the normal  
24 return on equity is to any public utility trading. The

1 return on equity for companies averages 6.52 percent.

2 And they are making an 8.52 percent return on equity.

3 And that's a fact.

4 So, to look for this increase is a  
5 little far out. Actually, we should be getting a rate  
6 reduction, not a rate increase.

7 Thank you.

8 HEARING EXAMINER LAWRENCE: I'm going to  
9 end with Mr. Kline. I want to thank everyone for  
10 attending tonight. It was a very productive Public  
11 Comment Session. It was well attended. And everybody  
12 drive carefully.

13 (The Public Service Commission Public  
14 Comment Session was concluded at, approximately, 8:15  
15 p.m.)

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C E R T I F I C A T E

STATE OF DELAWARE:

:

NEW CASTLE COUNTY:

I, Gloria M. D'Amore, a Registered Professional Reporter, within and for the County and State aforesaid, do hereby certify that the foregoing Public Service Commission Hearing, was taken before me, pursuant to notice, at the time and place indicated; that the statements of said parties was correctly recorded in machine shorthand by me and thereafter transcribed under my supervision with computer-aided transcription; that the Public Service Commission Hearing is a true record of the statements given by the parties; and that I am neither of counsel nor kin to any party in said action, nor interested in the outcome thereof.

WITNESS my hand and official seal this 13th day of May A.D. 2013.

\_\_\_\_\_  
GLORIA M. D'AMORE  
REGISTERED PROFESSIONAL REPORTER  
CERTIFICATION NO. 119-PS

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<b>12</b> 82:3	<b>3</b>	<b>6,000</b> 26:6	<b>900</b> 19:10
<b>1250</b> 7:15	<b>3</b> 30:6	<b>6.52</b> 100:1	<b>98</b> 10:11 26:1 55:19 69:12 88:5
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<b>13.22.</b> 82:3	<b>300</b> 7:23 25:23 48:21	<b>60/40</b> 91:8	<b>ability</b> 40:4
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