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P. O. Box 389
420 Governor Wentworth Highway
Moultonborough, NH 03254
Telephone: 603-476-2348
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LAKES REGION WATER COMPANY, INC.

July 10, 2007

Debra A. Howland
Executive Director and Secretary
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301

Dear Madam,

Lakes Region Water Company Inc. would like to formally request the approval of the Commission to require the Hidden Valley community water system customers to replace their inadequate house service lines & pipe fittings.

At least fifteen years ago and prior to LRWC's acquisition of Hidden Valley, these house services were installed with sixty (60) psi nylon fittings. These fittings have become obsolete and are very rarely, if ever, used in the water industry. Brass fittings with at least 160 psi are the appropriate choice for a properly installed house service. In addition, the service lines were installed using 60 psi pipe and backfilled with materials unsuitable for a durable house service. Rocks, stumps and overgrown trees with roots encasing the water line have been found as backfill material within the house service trenches. Lakes Region Water Company Inc. normally uses a minimum of 160 psi pipe and backfills with materials consistent with American Water Works (AWWA) standards. Overall, these house services were set in place without using the proper installation techniques and products. These inadequate fittings, service pipe and choices of backfill are responsible for the 11 leaking house services that have been depleting the community water system's supply in the past couple of months.

During this time, LRWC has spent well over 100 hours of labor performing near daily leak detection surveys & system inspections. We have also, on several occasions, been forced to purchase outside sources of water to replace that which is continuously being drained from the system into the leaking service lines of customers. The NHDES is demanding the need for a higher water supply, but any efforts provided by our Company are disturbed by these frequent and unnecessary interruptions in service. Our time, money and efforts are being wasted on searching for & isolating these leaks, thus distracting the Company from dealing with more crucial objectives.

We therefore ask for the approval of the Commission to grant us permission to require the Hidden Valley residents to replace their house services with the appropriate products and installation methods compliant with AWWA standards. Otherwise, our Company may be forced to abandon this community water system.

Email: lrwater@lakesregionwater.com
Website: lakesregionwater.com

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July 11, 2007

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Thank you in advance for your attention to this matter. We look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas A. Mason", followed by a long horizontal flourish line.

Thomas A. Mason Sr.

President

Lakes Region Water Company Inc.

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LAKES REGION WATER COMPANY, INC.

Docket # 2

Fax

To: Debra Howland: NHPUC ✓
Jim Lenihan: NHPUC

From: Tom Mason

Fax: 603 - 271 - 3878

Date: July 11, 2007

Phone:

Pages: 3 including this cover page

Re: Hidden Valley Inquiry

CC:

Comments:



Email: lrwater@lakesregionwater.com
Website: lakesregionwater.com