

**Hadley, Eileen**

*DW 07-185*

**From:** GK Neumann [gneuman1@optonline.net]  
**Sent:** Wednesday, February 13, 2008 5:11 PM  
**To:** lwater@lakesregionwater.com  
**Cc:** Hadley, Eileen  
**Subject:** Water service at 123 Liberty Lane, Freedom, NH 03836



**Personal Attention of Mr. Tom Mason.**

Dear Sir:

I acknowledge receipt of your quarterly water bill dated 2/1/08 and am extremely insulted by the \$2.29 credit given me for interruption of my water service for the **second** year in a row due to the actions of your employees for shutting off my water at the road instead of my neighbor who requested the winter shutoff.

For the life of me, I cannot understand how such a mistake can happen two (2) years in a row. Do you or anyone in your organization actually think or feel that this pittance of a credit can in anyway compensate for the inconvenience caused me by this and the prior event. What would have happened if I was in the middle of a shower and all lathered up? **Answer: A living nightmare at best!!!** I had no water to drink nor to give to my dog, I could not wash my hands or take a shower, brush or rinse my teeth, wash dishes, flush toilets, make tea, coffee or hot chocolate, etc., etc. In addition to this unnecessary and uncalled for inconvenience, it also presented a serious health hazard to me.

To add insult to injury, you more than tripled the rate without a corresponding improvement in service. I have a continuous problem with fluctuating water pressure which most of the time is low. At times it starts off low and then suddenly increases to an acceptable level. At other times it starts off okay and then suddenly drops off. At other times it fluctuates back and forth during the course of a shower. All of this occurs with no one else in the house and no other water consuming products in use at the same time.

My home in New Jersey is supplied with water from a private water company just like yours but on a much larger scale. I have lived here for almost 35 years and have never, ever had my water shut off. I am on a meter and pay an average of approximately \$70.00 per quarter as compared to your \$113.32. There are three (3) year round full-time residents at this location as opposed to usually only one person at the house in New Hampshire at any given time. My water pressure here has never been a problem and my worst pressure day here is five (5) times better than on my best pressure day on your system. I had no qualms about you getting a rate increase as the rate charged by David Sands was obviously too low, but a more than three fold increase without a corresponding increase in service is unconscionable.

Since the majority of the homeowners in L.O.V. are seasonal residents and I myself am only up there on the average of about five (5) days each month or the equivalent of approximately sixty (60) days or two (2) months per year and paying for twelve (12) months service, I feel that my water and perhaps that of other seasonal residents should be metered and charged according to actual usage subject to a minimum charge. It is not my intent nor desire to subsidize full-time residents water bills. To this end and by copy of this e-mail (which is also being sent via U.S. Mail) to the New Hampshire Public Utilities Commission, I am requesting that they consider requiring the mandatory installation of water meters and to establish corresponding rates in connection therewith to include minimum and overage use rate categories and charges.

Also, no one has ever taken responsibility nor explained the communications screw-up the night I had no water. I called your office and got the answering service who assured me that he would page the night person. Not having heard from anyone, I proceeded to call two (2) additional times that evening and was advised that the night person was not answering the page and that he probably shut his pager off for the night. I also called **you** on your cell phone and left a message apprising you of my situation. The end result was that I never heard from anyone and that I had no water until about 11:00AM the next morning when someone finally showed up to turn my water back on. Again, no one ever had the decency to call me and it was not until about 9:00AM the next morning when I called your office and spoke to someone who stated they were unaware of my situation and would dispatch someone immediately. When your man finally arrived at the aforementioned time, he turned my water back on and profusely apologized for his error in turning off

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my water instead of my neighbors. When I advised him that I called the office several times last night and was told the night person did not respond to the pages, he advised me that he was the night person and that he had his pager on all night long and never received a page. When I reminded your office that the same thing happened the year before, when my water was shut off instead of my neighbors, your office advised me that no one in the area had their water shut off recently for any reason whatsoever.

To recap, the answering service claims they paged your night person several times that evening and also e-mailed your office, your night person claims he never received any of the pages, your office stated they were unaware of any problem with my water until I called the following morning, the man who turned my water back on claimed he was the one who mistakenly shut it off but your office advised me that he was **not** the person who did it. As you can plainly see, one or more people were not telling the truth with the end result being my inconvenience and frustration.

Based on my experience to date with Lakes Region Water Co., it appears that things are totally out of control at same with the left hand not knowing what the right hand is doing and no one really caring enough to do anything about it. Perhaps the time has finally come for the P.U.C. to intervene and take over control of the day to day operations of your company.

Finally, your records will indicate that I pay my bill immediately upon receipt. In return, I expect to have water whenever I need it and to have immediate service to restore it, regardless of the day or hour, if it is not available due entirely or in part to interruptions caused by your company's wrongful actions.

**In closing, I urge you to immediately take whatever steps are necessary in order to prevent a reoccurrence of this type of situation in the future.**

G.K. Neumann

**PS:** My check for the billed amount of \$111.03 will follow shortly under separate cover via U.S. Mail.

Hard copy via U.S. Mail to:

State of New Hampshire P.U.C.

21 South Fruit Street

Concord, NH 03301-2429

Suite No. 10

Attention: Ms. Eileen Hadley

Dear Ms. Hadley

This correspondence is in regard to an incident that occurred about two (2) months ago and one that we had discussed at the time. The reason for this correspondence is to go on record with the P.U.C. about the ongoing problems with Lakes Region Water Co. and to request that meters be installed in order to equalize the charges between full and seasonal residents in the L.O.V. sub-division located in the Town of Freedom.

Thank you for your kind attention to this matter.

Gunter K. Neumann

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