

DW 08-073

Carmody, Jody

From: Smith, Kim
Sent: Monday, August 25, 2008 12:18 PM
To: Carmody, Jody
Subject: FW: OBJECT to Pennichuck water increase in rate

Hi Jody,

I'm forwarding this letter to you for the docket book.

Thanks,
Kim

-----Original Message-----

From: Smith, Kim **On Behalf Of** PUC
Sent: Monday, August 25, 2008 9:54 AM
To: Leighton, Adele; Howland, Debra; Noonan, Amanda; Raymond, Margaret; Naylor, Mark
Subject: FW: OBJECT to Pennichuck water increase in rate

I have attached an internet e-mail from our PUC account regarding Pennichuck Water Works.

--Kim

-----Original Message-----

From: Kerry Daniel [mailto:kerry0902@joimail.com]
Sent: Sunday, August 24, 2008 8:57 PM
To: PUC
Subject: OBJECT to Pennichuck water increase in rate

To Whom it may concern,

We are Pennichuck residential customers who reside @ 60 Woodhawk Dr, Milford, NH 03055. We are opposed to Pennichuck Water increasing their rates. With us being in a recession, our family cannot afford a water rate increase.

We have never received such poor quality service from a water company. We've had our water scheduled for turn off for hours at a time on several occasions (being a stay at home mom of a youngster-very inconvenient).

We've had our water shut off numerous times for hours at a time for flushing and testing, etc. Not only is it inconvenient to go to the supermarket to buy water, reschedule showers etc, but, what a mess our bathtubs and sinks are when the water is turned back on!

We've also had our water just "shut off" off for hours at a time right after a thunderstorm, just last week! (apparently when I called Pennichuck they had no idea why it happened) and they were supposed to call me back-which never happened! This occasion was right at bedtime when my son washes his face, brushes his teeth, I do dishes and laundry, etc.

Every time the water is turned off by Pennichuck then turned back on again, the water is rust/yellow color and my tubs and sinks are stained a bit by the rust color. I have to let the pipes clean out running all the faucets and then I need to scrub two tubs!

We can barely afford our bill right now never mind an initial increase of 11.27% and an overall of 25.27% that is

8/25/2008

outrageous!

Please deny their request.

Sincerely,
Kerry and Robert Daniel