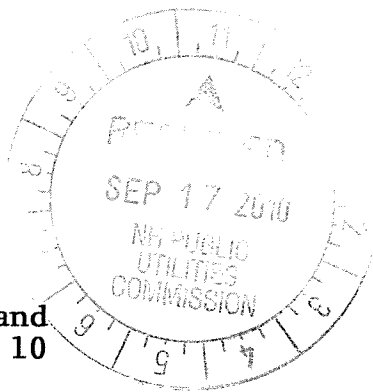


157 Tolles Street  
Nashua, NH 03064  
September 16, 2010



DW10-091


NH PUC c/o Debra Howland  
21 S.Fruit St., Suite 10  
Concord, NH 03301

Docket Number: DW10 091

Att: PUC Commissioners

Pennichuck Water Works(PWW)continues to request funding from the PUC for its operation, even though it is not doing a good job of running things as a business should. They are doing a poor job of budgeting; repairs, maintenance, EPA regs.,and legal to name a few. Its original request included a rate hike to recoup ongoing legal fees for the takeover bid from the City of Nashua. The case is not resolved yet and the PUC should not grant any increases for such. Besides PWW is responsible for the eminent domain issue, when they created the Southwood Realty to sell off the land surrounding the ponds, so they could make a buck in having upper class housing built there. They are not maintaining the ponds. Silt, dead wood is accumulating at the bottom of the ponds, reducing the depth of the water and raising the mean water temperature. As a result brown algae is now growing inside our water pipes fouling check valves, screens and other plumbing equipment. This has been going on for some years. Of course this means they have to add chemicals to try and prevent the build-up, but it is still present. We also on occasion have a chemical taste when drinking the water. They also state a reduction in water usage to the economy. That is not entirely true. A lot of people are no longer watering their lawns or gardens because they are sick and tired of all these rate increases. And this will only get worse if the PUC grants these rate increases. Why doesn't PWW have sales staff to go after new water customers. The management staff is not doing a diligent job of running PWW as a for-profit business, because historically the PUC grants their wishes. How many other businesses can do that? How about those water meters.We continue to pay for those meters every time we get a bill. What are they doing with those profits? In the yearly Consumer Confidence Report that we receive, I see no test for Cryptosporidium or the protozoa Giardia lamblia nor for Escherichia Coli. All of the above can cause gastrointestinal illnesses among many other internal sickness and are chlorine resistant. PWW needs to reorganize itself(get rid of some management dead wood) and become more efficient at running its business. At best if PUC grants some of these rate increases they should be at a much lower percentage rate until PWW demonstrates more competent operation.

Sincerely,

  
Roger Berube