

DW 12-306

THE STATE OF NEW HAMPSHIRE

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NHPUC 12DEC13PM3:51

December 12, 2013

Debra A. Howland, Executive Director  
N.H. Public Utilities Commission  
21 South Fruit Street, Suite 10  
Concord, NH 03301

Re: DW 12-306 Rosebrook Water Company, Inc.  
Permanent Rate Proceeding  
Report on Compliance with Meter Bypasses

Dear Ms. Howland:

In a stipulation agreement presented to the Commission in September, Rosebrook Water Company, Inc. (Rosebrook) committed to removing meter bypasses by November 30, 2013 and that it would provide Staff with "a compliance report immediately upon completion of this work." On December 3, 2013, Staff inquired, by email, about the report and Rosebrook's response is attached. As of the deadline, Rosebrook had corrected 5; it had yet to correct 4 meter bypasses associated with its largest customer, the Mount Washington Hotel.

Staff will continue to inquire on this compliance issue and keep the Commission apprised.

Sincerely,

Marcia A. Brown  
Staff Attorney

cc: Docket Related Service List

## Brown, Marcia

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**From:** Mike Hahaj <M.Hahaj@naturalretreats.com>  
**Sent:** Tuesday, December 03, 2013 7:39 PM  
**To:** Nancy Oleson; Naylor, Mark; Brown, Marcia  
**Cc:** Steve St Cyr  
**Subject:** RE: Rosebrook Water bypasses-Docket No DW 12-306

Hi Mark and Marcia,

Thanks for the note today, this is all very timely as Nancy and I were just discussing our next steps and report to you.

Please allow me to lay out what has been accomplished and what is pending.

There were a total of (9) bypasses that were being addressed by the Mount Washington Hotel. Yesterday 12/2, we photographed evidence that (5) have been corrected and there are now (4) pending or unaddressed. Below is a listing of the (4) by-passes that have not been addressed by the Hotel.

Ski area base lodge-2" bypass.  
Ski area Maintenance 1"  
Hotel Carpenter shop 4"  
Spa (one was done and one was not) The 4" bypass was not done.

The Hotel made good progress, but failed to complete by the deadline agreed upon between the Hotel and Rosebrook by 11/30/13. We are disappointed.

Rosebrook Water will now engage a proper plumbing firm to correct this issue. Additionally, we would like to give the Hotel one last attempt to correct this issue, since they can do so for the most cost effective price and at optimal times of day with respect to Hotel business. The Hotel will be provided 5 business days to remove the by-passes from receipt of my letter to the General Manager, Mr. Steve Hilliard of which I intend to send out express mail tomorrow 12/4. Frankly it will take that long to engage the plumbing firm and get them on-site to assess the issue. If the company completes this effort, this will be a cost the company was seeking to avoid but understands the necessity and that there may be no recourse against the Hotel to recover this cost.

Additionally, I just reviewed with Steve St. Cyr this afternoon the draft of the Continuing Property Records and with a few minor edits, you should be receiving that report that within the next 1-2 business days from Steve.

I'm travelling tomorrow, but am available to discuss as needed and can be reached on my mobile phone # below.

Best regards,

**Michael Hahaj, CPA | Director of Finance**

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**From:** Naylor, Mark [mailto:Mark.Naylor@puc.nh.gov]  
**Sent:** Tuesday, December 03, 2013 3:54 PM  
**To:** Nancy Oleson  
**Cc:** Brown, Marcia  
**Subject:** RE: Rosebrook Water bypasses-Docket No DW 12-306

Hi Nancy,

By the terms of the stipulation the by-passes were all to have been removed by November 30, with a compliance report to Staff immediately upon completion of the work. Can you provide me with an update?

Thanks.

Mark

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**From:** Nancy Oleson [mailto:noleson@omnihotels.com]  
**Sent:** Friday, October 25, 2013 4:21 PM  
**To:** Naylor, Mark  
**Subject:** RE: Rosebrook Water bypasses-Docket No DW 12-306

Thank you. I will see if a 3" meter will work for them.

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**From:** Naylor, Mark [mailto:Mark.Naylor@puc.nh.gov]  
**Sent:** Friday, October 25, 2013 3:20 PM  
**To:** Nancy Oleson  
**Cc:** 'Laurie Matthews'; Brown, Marcia; Descoteau, Robyn; Laflamme, Jayson  
**Subject:** RE: Rosebrook Water bypasses-Docket No DW 12-306

Hi Nancy,

They can certainly have a meter installed at that location. If a meter is installed, it creates a new account and the customer pays a rate appropriate for that meter size. Rosebrook would need to file a new tariff page to incorporate a 4 inch meter charge. Using the same methodology as in the stipulation agreement, the annual fixed charge for a 4 inch meter would be \$4,992.96 (flow rate of 630 gpm divided by 15 = multiplier of 42; 42 times the 5/8 inch charge of \$118.88 = \$4,992.96). Reference Attachment A, schedule 7 page 2 of the September 17, 2013 stipulation for the flow rates.

If that's too pricey for them, can they live with a smaller meter?

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**From:** Nancy Oleson [mailto:noleson@omnihotels.com]  
**Sent:** Friday, October 25, 2013 2:22 PM  
**To:** Naylor, Mark  
**Cc:** 'Laurie Matthews'  
**Subject:** Rosebrook Water bypasses-Docket No DW 12-306

Hello Mark,

I have some questions regarding the bypass at the Mount Washington Hotel carpenter shop. I hope it is ok that I contact you directly to get these questions answered.

The 4" bypass at the carpenter shop was due to be removed today. The contractor did not realize until he got here that he would have to turn the water off for about one hour. He informed hotel staff of this. The hotel is sold out tonight

and they said he could not do it at this time. Since it is such an inconvenience to turn the water off, hotel staff asked if they could install a meter here instead. Is this acceptable? If it is, would they still be charged the quarterly fee for the 4" meter since they already pay their quarterly fee for the 8" meter? We do not have any other 4" meters so we would need to determine the price if we were to charge them. How do I get this information?

If this is acceptable, and we do bill them the quarterly fee, I would like to inform them of the cost before the meter is installed.

Thank you.

Nancy Oleson  
Rosebrook Water  
278-4491