

**Notice to Customers****RATES APPROVED BY THE NHPUC****Pennichuck Water Works, Inc.**

On November 7, 2017, the New Hampshire Public Utilities Commission (NHPUC) approved a permanent rate increase of 3.18% for all customers effective December 7, 2016. A step increase of 7.82% was also approved effective service rendered as of the order date of November 7, 2017. The following schedule shows the rates for each category of service:

**MONTHLY GENERAL METERED RATE**

Meter Size	Permanent Rate Effective <b>12/7/2016</b>	Step Rate Effective <b>11/7/2017</b>
5/8"	\$20.99	\$22.58
3/4"	\$30.21	\$32.50
1"	\$48.66	\$52.35
1 1/2"	\$94.83	\$102.02
2"	\$155.25	\$167.02
3"	\$284.70	\$306.28
4"	\$469.56	\$505.15
6"	\$931.74	\$1,002.35
8"	\$1,486.49	\$1,599.15
10"	\$2,133.53	\$2,295.22

In addition to this standard customer charge, the monthly volumetric charge is:

Consumption Unit	Permanent Rate Effective <b>12/7/2016</b>	Step Rate Effective <b>11/7/2017</b>
100 Cubic Feet	\$3.40	\$3.66

100 Cubic Feet = 748 gallons

**MONTHLY PRIVATE FIRE PROTECTION**

The charge shall be determined by the size of the pipe entering the property as follows:

Connection Size	Permanent Rate Effective <b>12/7/2016</b>	Step Rate Effective <b>11/7/2017</b>
4" or smaller	\$57.66	\$62.03
6"	\$96.75	\$104.08
8" or larger	\$142.45	\$153.25

Customers may direct any questions concerning rates or service to Pennichuck at its company's Customer Service Department, PO Box 1947, Merrimack, NH 03054-1947, by calling 603-882-5191 or 1-800-553-5191 or via email at [customer-service@pennichuck.com](mailto:customer-service@pennichuck.com). Customers may also contact the NHPUC at their offices at 21 S. Fruit Street, Concord, NH 03301, or by phone at 1-800-852-3793.



**PENNICHUCK**

25 Manchester Street, PO Box 1947  
Merrimack, NH 03054-1947  
[www.pennichuck.com](http://www.pennichuck.com)

On November 7, 2017, the New Hampshire Public Utilities Commission (NHPUC) approved a permanent rate increase of 3.18% for all customers effective as of December 7, 2016. A step increase of 7.82% was also approved effective service rendered as of the order date of November 7, 2017. Based on this order, your bill for this month is prorated for days at the permanent rate and days at the step rate. Following the steps below along with the included rate sheet and your bill will enable you to calculate the portion of your bill for this month billed at the permanent rate and the portion billed at the step rate.

In addition, pending final approval from NHPUC, customers will be surcharged for the incremental difference of the temporary and permanent rates for service rendered from December 7, 2016 through bills rendered November 30, 2017. The surcharge will be based on each customer's billed amounts during this time frame multiplied by the 3.18% increase reduced by WICA surcharge of 3.03% collected during this time frame resulting in a surcharge of .15%. The surcharge will be reflected as a one-time surcharge on your bill.

METER NUMBER	FROM	TO	DAYS	PREVIOUS READING	PRESENT READING	CONSUMPTION	NEXT READ DATE
12345678	10/30	12/4	35	1234	1244	10	01/01/2018
<b>NEW CHARGES – ACTUAL READ</b>							
PWW WATER CONSUMPTION 10 CCF						35.90	
8 days at \$1.1332 per day							
22 days at \$1.2199 per day							
PWW MTHLY MTR 5/8"						22.15	
8 days at \$0.6996 per day							
22 days at \$0.7526 per day							

**To calculate your prorated bill, complete the following steps.**

**A. To calculate the prorated water consumption charge:**

- Divide your total consumption by the number of days in cycle a billing period (30 days)<sup>1</sup>. This will provide your average daily consumption.

Average daily rate consumption based on 10 CCF of consumption:  $10 \text{ CCF} / 30 \text{ days} = 0.3333 \text{ CCF per day}$

- To get the portion of the water consumption charge billed at the Permanent Rate based on being billed for a full period (30 cycle days), the number of days at the permanent rate is the difference of the Previous Read Date and the effective date of the Step Rate (11/07/17). The read period is indicated on your bill, please use the 'from' date for this step.

Example: (based on previous read date of 10/30/17)  $11/7/2017 - 10/30/2017 = 8 \text{ days}$

- Multiply the permanent rate of \$3.40 per CCF by the average daily consumption calculated in Step A.1. Multiply the result of this calculation by the number of days at the permanent rate as calculated in Step A.2. This is the portion of the consumption charge for this period at permanent rate.

Example:  $\$3.40 \text{ per CCF} * 0.3333 \text{ CCF per day} = \$1.1332 \text{ per day} * 8 \text{ days} = \$9.0657$

- Multiply the step rate of \$3.66 per CCF by the average daily consumption calculated in Step A.1. Multiply the result of this calculation by the number of days at the step rate (30 days less the number of days at the permanent rate as calculated in Step A.2). This is the portion of the consumption charge for this period at step rate.

Example:  $\$3.66 \text{ per CCF} * 0.3333 \text{ CCF per day} = \$1.2199 \text{ per day} * 22 \text{ days} = \$26.8378$

- Add the charges from Step A.2 and A.3 together to get the prorated water consumption amount.

Example:  $\$9.0657 + 26.8378 = \$35.903 = \$35.90$

**B. To calculate the prorated monthly meter charge:**

1. Divide the ‘Permanent Rate’ monthly meter charge by the number of cycle days in a billing period (30 days)<sup>1</sup> to calculate the daily charge at the permanent rate.

Example: (based on a 5/8” monthly meter charge)  $\$20.99/30 \text{ days} = \$0.6996 \text{ per day}$

2. Divide the ‘Step Rate’ customer charge by the number of cycle days in your billing period (30 days)<sup>1</sup> to calculate the daily charge at the step rate.

Example: (based on a 5/8” monthly meter charge)  $\$22.58/30 \text{ days} = \$0.7526 \text{ per day}$

3. Multiply the permanent rate charge per day calculated in Step B.1. by the number of days at the permanent rate  
The number of days billed at the Permanent Rate is calculated in Step A.2.

Example:      8 days \* \$0.6996 per day = \$5.5968

4. Multiply the step rate charge per day calculated in Step B.2 by the number of days at the permanent rate  
The number of days billed at the Step Rate is calculated in Step A.4.

Example:      22 days \* \$0.7526 per day = \$16.5572

5. Add the charges from step A.3 and A.4 together to get the prorated customer charge amount.

Example:  $\$5.5968 + \$16.5572 = \$22.1540 = \$22.15$

Notes:

1. Your normal billing period is 30 days for proration purposes.
2. Please note that the result of your calculation may be slightly different from the prorated amount on your bill.  
This is due to rounding differences in the intermediate calculations.

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In addition, pending final approval from NHPUC, customers will be surcharged for the incremental difference of the temporary and permanent rates for service rendered from December 7, 2016 through bills rendered November 30, 2017. The surcharge will be based on each customer's actual billed amounts during this time frame multiplied by the 3.18% increase. The surcharge will be collected in equal installments for 12 months on your bill.

METER NUMBER	FROM	TO	DAYS	PREVIOUS READING	PRESENT READING	CONSUMPTION	NEXT READ DATE
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<hr/>							
NEW CHARGES – ACTUAL READ							
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PWW MTHLY MTR 5/8" 8 days at \$0.6996 per day 22 days at \$0.7526 per day							22.15

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Average daily rate consumption based on 10 CCF of consumption:  $10 \text{ CCF} / 30 \text{ days} = 0.3333 \text{ CCF per day}$

- To get the portion of the water consumption charge billed at the Permanent Rate based on being billed for a full period (30 cycle days), the number of days at the permanent rate is the difference of the Previous Read Date and the effective date of the Step Rate (11/07/17). The read period is indicated on your bill, please use the 'from' date for this step.

Example: (based on previous read date of 10/30/17)  $11/7/2017 - 10/30/2017 = 8 \text{ days}$

- Multiply the permanent rate of \$3.40 per CCF by the average daily consumption calculated in Step A.1. Multiply the result of this calculation by the number of days at the permanent rate as calculated in Step A.2. This is the portion of the consumption charge for this period at permanent rate.

Example:  $\$3.40 \text{ per CCF} * 0.3333 \text{ CCF per day} = \$1.1332 \text{ per day} * 8 \text{ days} = \$9.0657$

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Example:  $\$3.66 \text{ per CCF} * 0.3333 \text{ CCF per day} = \$1.2199 \text{ per day} * 22 \text{ days} = \$26.8378$

- Add the charges from Step A.2 and A.3 together to get the prorated water consumption amount.

Example:  $\$9.0657 + 26.8378 = \$35.903 = \$35.90$

**B. To calculate the prorated monthly meter charge:**

- Divide the 'Permanent Rate' monthly meter charge by the number of cycle days in a billing period (30 days)<sup>1</sup> to calculate the daily charge at the permanent rate.

Example: (based on a 5/8" monthly meter charge)  $\$20.99 / 30 \text{ days} = \$0.6996 \text{ per day}$

2. Divide the ‘Step Rate’ customer charge by the number of cycle days in your billing period (30 days)<sup>1</sup> to calculate the daily charge at the step rate.

Example: (based on a 5/8” monthly meter charge)  $\$22.58/30 \text{ days} = \$0.7526 \text{ per day}$

3. Multiply the permanent rate charge per day calculated in Step B.1. by the number of days at the permanent rate  
The number of days billed at the Permanent Rate is calculated in Step A.2.

Example: 8 days \* \$0.6996 per day = \$5.5968

4. Multiply the step rate charge per day calculated in Step B.2 by the number of days at the permanent rate  
The number of days billed at the Step Rate is calculated in Step A.4.

Example: 22 days \* \$0.7526 per day = \$16.5572

5. Add the charges from step A.3 and A.4 together to get the prorated customer charge amount.

Example:  $\$5.5968 + \$16.5572 = \$22.1540 = \$22.15$

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