

Hidden Valley Property Owners Association

September 23, 2007

Ms. Debra A. Howland  
Executive Director & Secretary  
N.H. Public Utilities Commission  
21 S. Fruit St., Suite 10  
Concord, NH 03301



Re: Lakes Region Water Company

Dear Ms. Howland:

We write to you representing a growing frustration at the lack of a dependable water service relative to supply combined with a deepening concern for the associated health and safety of the membership of the Hidden Valley Property Owners Association. Over the past two years as Directors of the Association we have attempted to represent our membership in such a way that we did all within our power to work with Department of Environmental Services (DES), the Public Utilities Commission (PUC) and the Lakes Region Water Company (LRWC) in pursuit of supply and safety in receiving water service.

Our President David Smith has had innumerable discussions with Steven Roy at DES and with various members of your department including Doug Brogan, Mark Naylor and most recently, on Friday, September 14<sup>th</sup>, 2007 he was able to join a meeting of PUC staff telephonically.

We understand from his conversations that the staff members of both DES and PUC share our concerns regarding Lakes Region Water Company's ability to provide safe and adequate service. We also understand that PUC Staff has now asked the Commission to open a formal investigation of the company's service. In addition we have gained the understanding that even if LRWC was inclined to address the associated issues it may not have access to the capital necessary to do so.

For approximately two years now we have received the affirmation of all our observations and concerns and have been thoroughly educated as to the policies and procedures of both the Department of Environmental Services and your Commission as applied to our situation.

Despite everyone's concern, despite all the directives issued to date the situation

has not improved, in fact, from all signs we recognize it has continued to deteriorate. The lack of supply, the regular disruptions in service, the resulting moratorium followed by the discretionary use ban is of serious concern at one level but the lack of attention to and compliance with your standards for safety is jeopardizing public health and elevates the concern to the highest level.

Becoming aware of the Tamworth situation we recognize that a number of the deficiencies listed in Commissioner Burack's recent Letter of Deficiency #DWGB 07-176 were also found during DES inspections here in Hidden Valley. Your agencies have also experienced a number of statements and promises from LRWC relative to our situation that have proven to be untrue or not implemented relative to our system.

Now we all see what can result in allowing for the continuation of such practices. It is bad enough that the Tamworth sanitary survey shows that the maximum contamination level of Uranium in a source [004] has been exceeded by up to ten times. But beyond that the Lakes Region Water Company had then reported to DES that source 004 has been taken off line and that in fact "all pipes and electrical connections have been severed" and now three years later it is discovered [repeatedly] that statement proves to be untrue. And further by accepting their statement as fact the "Master Sampling Schedule" for this source was suspended over that time and thus as far as you know the contaminated source continued to be on line??!! Since the greatest predictor of future practice is past practice while shocking this should not come as a shock and certainly should not be allowed to remain a threat to public safety.


Your office and DES have a partial record of our disruptions in service. You also have the safety and sanitary violations observed and documented through Jim Gill's [DES] inspections. As we are sure you noted those concerns, short of the uranium contamination, are very similar to those reported in the Tamworth study.

We are currently being pressured by members of our Association to engage a lawyer and take some sort of class action. To date we have informed those advocating such that there has been a long series of steps taken and that process has now reached a point where this case will be placed before the PUC Commission for a formal hearing and we expect decisive action.

Let us know if we can assist further in this process and keep us well informed as it moves toward final resolution.

Signed on behalf members of the Board of Directors of HVPOA

By

 *David M. Smith* President HVPOA

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