

Leighton, Adele

From: Raymond, Margaret
Sent: Wednesday, March 24, 2010 10:01 AM
To: Leighton, Adele
Subject: FW: Water

Adele, Eileen has responded to the email below. She would like it placed in the public comments for DW 09-051. Thanks.

Sincerely,

Margaret L. Raymond

*Consumer Affairs Division
NHPUC
21 S. Fruit Street, Suite 10
Concord, NH 03301
(603) 271-1636
email: margaret.raymond@puc.nh.gov*

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

From: Hadley, Eileen
Sent: Wednesday, March 24, 2010 9:52 AM
To: Raymond, Margaret
Subject: FW: Water

Here it the email to go in DW 09-051, again. Thanks!

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

From: Marie [<mailto:marnard@verizon.net>]
Sent: Friday, March 19, 2010 2:15 PM
To: Hadley, Eileen
Cc: jntools; Marie
Subject: Re: Water

Hello Eileen;

I know you just work for the New Hampshire Public Utilities, but Pennichuck is definitely ripping of there customers. I just received my bill for March and it went up \$30.40 . The bill also state that I only used 1.336690 gallons. I am paying way to much money now and they are charging us for recoupment and expense for rate case.

I think they should cut there bonuses to there upper managerment people if they need so much money. I have been retired for 15 years and my pension has only gone down with medical, and I never received a cost of living wage increase. I would have a problem selling my house, if some asked about the water bill. I live in MASS and my year bill is no where near what I am paying for no water usrage in New Hampshire.

Marie Nardone

Ms. Nardone,

Thank you for your comments regarding the recent Order 25, 051 issued approving an increase in rates for the Pennichuck East Utilities. I have attached a copy of the Order issued on December 11, 2009, approving these new sets of rates, the Order explains in detail why such rates were approved, and I hope you find this information to be helpful. Your written comments regarding this increase and the impact to you billing will be entered into the original docket DW 09-051 under consumer comment. Again, I thank you for taking the time to share your concerns regarding this recent approval of rates.

Eileen Hadley

Utility Analyst Consumer Affairs
New Hampshire Public Utilities Commission
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Concord, NH 03301-2429
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-----Original Message-----

From: Marie [<mailto:marnard@verizon.net>]
Sent: Wednesday, February 10, 2010 11:53 AM
To: PUC
Subject: Water

To Whom it may concern;

I own a house at Locke Lake Colony since 1971. I use it on weekends. At present Pennichuck is the water company. When they first came in they reduced our water bill from \$22 to \$11 per month. They did some work on the lines, and now my bill is \$55.93 per month. So it breaks down like this Capital recovery surcharge \$17, Locke Lake monthly Mtr 5/8" \$16.49 and a minimum usage of 4 CCF of \$22.44 equals \$55.93. I don't understand these charges. OK the surcharge is trying to recoup the money they spent on the system. The monthly meter 5/8 charge, what does that mean. Pennichuck did not put in the water meter. Also charging us for 2,992 gallons a month, which does not make since. I checked my water meter numbers I have used 7,400 gallons of water in more then 10 years. I don't mine paying for what I use, but paying for 35,904 gallons in a year is unacceptable. I only have one bathroom, a kitchen sink, and a outside faucet. No washing machine and only one person there about 12 days a month, who is retired.

Marie Nardone
Locke Lake Colony

3/24/2010