

**Qualifications of Stephen R. Eckberg**

My name is Stephen R. Eckberg. I am employed as a Utility Analyst with the Office of Consumer Advocate (OCA), where I have worked since 2007. My business address is 21 S. Fruit Street, Suite 18, Concord, New Hampshire 03301.

I earned a B.S. in Meteorology from the State University of New York at Oswego in 1978, and an M.S. in Statistics from the University of Southern Maine in 1994.

After receiving my M.S., I was employed as an analyst in the Boston office of Hagler Bailly, Inc, a consulting firm working with regulated utilities to perform evaluations of energy efficiency and demand-side management programs.

From 2000 through 2003, I was employed at the NH Governor's Office of Energy and Community Services (now the Office of Energy and Planning) as the Director of the Weatherization Assistance Program. More recently, I was employed at Belknap-Merrimack Community Action Agency as the Statewide Program Administrator of the NH Electric Assistance Program (EAP). In that capacity, I presented testimony before this Commission in dockets related to the design, implementation and management of the EAP. I have also testified before Committees of the New Hampshire Legislature on issues related to energy efficiency and low income electric assistance.

In my position with the OCA, I have testified jointly with Kenneth E. Traum, Assistant Consumer Advocate, in the following dockets:

- DG 08-048 Unitil Corporation and Northern Utilities, Inc. Joint Petition for Approval of Stock Acquisition.
- DW 08-070 Lakes Region Water Company Petition for Financing and Step Increases.

- DW 08-098 Aquarion Water Company of New Hampshire.
- DE 09-035 Public Service of New Hampshire Distribution Service Rate Case.

I have also entered (non-joint) testimony in:

- DT 07-027 Kearsarge Telephone Company, Wilton Telephone Company Hollis Telephone Company and Merrimack County Telephone Company Petition for Alternative Form of Regulation. Phase II and Phase III.
- DW 08-073 Pennichuck Water Works, Inc. Petition for Rate Increase.
- DW 08-065 Hampstead Area Water Company, Petition for Rate Increase.
- DW 08-070 Lakes Region Water Company – Third Step Increase Phase.
- DE 09-170 2010 CORE Energy Efficiency Programs.
- DW 10-141 Lakes Region Water Company – Petition for Rate Increase, Temporary Rate Phase.
- DE 10-188 2011-2012 CORE and Natural Gas Energy Efficiency Programs.

I have attended regulatory training at New Mexico State University's Center for Public Utilities. I participate in committees of the National Association of State Consumer Advocates (NASUCA) on behalf of the OCA. I am a member of the American Statistical Association.

DW 10-090  
Pittsfield Aqueduct Company, Inc.'s Responses to  
OCA Data Requests – Set 1

Date Request Received: 7/21/10  
Request No. OCA 1-16

Date of Response: 8/11/10  
Witness: Donald L. Ware

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REQUEST: On p. 8, at lines 15-17, of his testimony, Mr. Ware states:

Based on the rates projected to be in effect at the end of this rate case, the Company is seeking an annual limit on WICA rate increases between 5% and 7.5%. This would allow approximately 1200 to 1300 LF of water main to be replaced in any one year and approximately 2000 LF of water main to be replaced before a rate case is required. (emphasis added)

Please confirm the proposed annual limit on WICA rate increases as stated above. Does the Company's WICA proposal include a maximum cumulative total rate increase percentage that would trigger (or require) the filing of a new rate case?

RESPONSE: The Company is seeking the ability to have WICA charges result in no more than a 5% increase in rates in any one year and no more than a 7.5% total increase between rate cases.

DW 10-090  
Pittsfield Aqueduct Company, Inc.'s Responses to  
Staff Data Requests – Set 2

Date Request Received: 10/6/10  
Request No. Staff 2-7

Date of Response: 11/3/10  
Witness: Donald L. Ware

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**SECTION # 5: DIRECT PRE-FILED TESTIMONY OF DONALD L. WARE IN  
SUPPORT OF PERMANENT RATES**

REQUEST: Please elaborate on the extent of water quality complaints related to the unlined cast iron (or steel) main in the Pittsfield system.

RESPONSE: Water quality complaints in Pittsfield are minimal due to low flows and an active flushing program. The system generally only experiences "dirty" water from its unlined cast iron water mains as a result of large flows created by fire demands or water main breaks. Normal summer peak flows do not typically result in dirty water due to the Company's biannual flushing program.

DW 10-090  
Pittsfield Aqueduct Company, Inc.'s Responses to  
Staff Data Requests – Set 2

Date Request Received: 10/6/10  
Request No. Staff 2-9

Date of Response: 11/3/10  
Witness: Donald L. Ware

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**SECTION # 5: DIRECT PRE-FILED TESTIMONY OF DONALD L. WARE IN  
SUPPORT OF PERMANENT RATES**

REQUEST: Please indicate the extent to which unaccounted-for water (19% overall in 2009, based on PAC's 2009 annual report) is a consideration in the proposed WICA program.

RESPONSE: As noted in response to Staff 2-6, the amount of leaks that occur on water mains that would be considered for replacement under the WICA program are very small and at present are not a strong consideration in identifying where replacements should occur.