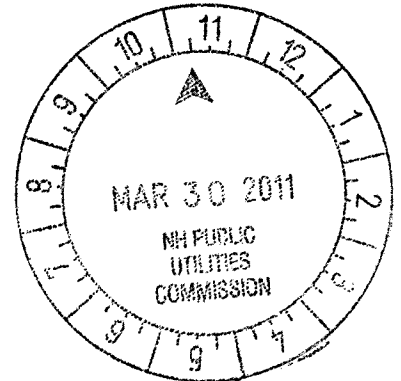


DW 10-306

27 March 2011  
500 Darby Drive  
Laconia, N. H. 03246

NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION  
21 S. Fruit St.

Suite 10  
Concord, N. H. 03301



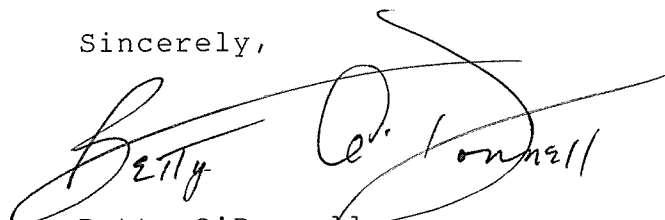
To the Commissioners regarding order # 25198:

I hope before your commission approves the rate increase proposed by LAKELAND MANAGEMENT COMPANY, INC. you will take into consideration what a hardship this will be to those of us on fixed incomes. I am a 75 year old widow, live alone and this huge increase would be very difficult to incorporate into a monthly budget. I am sure others would be similarly affected. The amount of the increase projected by Lakeland Management just seems to be outrageous.

I am enclosing my four most recent billings: -----totaling \$690.84 for one year. Please note that the \$62.00 is charged quarterly, not annually as your letter stated.

Please give this order your utmost scrutiny and consideration before you approve this massive increase.

Sincerely,

  
Betty O'Donnell

Lakeland Management Co., Inc.  
P.O. Box 7394  
Gilford, New Hampshire 03247

April 15, 2010

Acct. #

O'Donnell, Betty

BCD500

500 Darby Dr.

Payment Due Date: May 15, 2010

Laconia NH 03246

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Re: Water & Sewer 01/04/10 reading: 345.90 ccf 04/01/10 reading: 353.50 ccf

Water Base Rate \$62.00

Water Consumption Charge

7.60 ccf X \$3.4617 \$26.31

Sewer Base Rate

\$88.31 X 0.854 \$75.42

Adjustment

Quarter Total \$163.72

Prev. Balance \$0.00

Invoice Total = \$163.72

For  
service at: 500 Darby Dr.

---

Make check payable to Lakeland Management Co. Inc.  
and mail to address P.O. Box 7394 Gilford NH 03247  
603-293-8580

Lakeland Management Co., Inc.  
P.O. Box 7394  
Gilford, New Hampshire 03247

July 16, 2010

O'Donnell, Betty

500 Darby Dr.

Laconia NH 03246

Inv. #

8 BCD500

Payment to be received by 8/7/10

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Re: Water & Sewer 04/01/09 reading 353.50 ccf 07/01/09 reading 362.80 ccf

Water Base Rate \$62.00

Water Consumption Charge

9.30 ccf x \$3.4617 \$32.19

Sewer Base Rate

\$94.19 x 0.854 \$80.44

Quarter Total \$174.64

Prev. Balance \$0.00

**Invoice Total = \$174.64**

For service at:  
500 Darby Dr.

---

*Make check payable to Lakeland Management Co. Inc.  
and mail to address P.O. Box 7394 Gilford NH 03247  
603-293-8580*

Lakeland Management Co., Inc.  
P.O. Box 7394  
Gilford, New Hampshire 03247

October 22, 2010

Invoice #

8 BCD500

O'Donnell, Betty

500 Darby Dr.

Laconia NH 03246

Payment to be received by 11/15/10

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Re: Water & Sewer 07/01/10 reading: 362.80 ccf 10/01/10 reading: 371.80 ccf

Water Base Rate \$62.00

Water Consumption Charge

9.00 ccf X \$3.4617 \$31.16

Sewer Base Rate

\$93.16 X 0.854 \$79.55

Quarter Total \$172.71

Prev. Balance \$0.00

Invoice Total = \$172.71

For service at 500 Darby Dr.

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Make check payable to Lakeland Management Co. Inc.  
and mail to address P.O. Box 7394 Gilford NH 03247  
603-293-8580

Lakeland Management Co., Inc.  
P.O. Box 7394  
Gilford, New Hampshire 03247

January 28, 2011

Invoice #  
9 BCD500

O'Donnell, Betty  
500 Darby Dr.  
Laconia NH 03246

Please pay by February 22, 2011

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Re: Water & Sewer 10/01/10 reading 371.80 cuft 01/01/11 reading 381.90 cuft

Water Base Rate \$62.00

Water Consumption Charge  
10.10 cuft X \$3.4617 \$34.96

Sewer Base Rate  
\$96.96 X 0.854 \$82.81

Quarter Total \$179.77

Prev. Balance

Invoice Total = \$179.77

For  
service  
at: 500 Darby Dr.

---

Make check payable to Lakeland Management Co. Inc.  
and mail to address P.O. Box 7394 Gilford NH 03247  
603-293-8580

To collect the increased revenue requirement, Lakeland proposes to change its customer rates, effective February 18, 2011, as follows:

WATER				
CUSTOMER CLASS	OLD CUSTOMER CHARGE (annual)	NEW CUSTOMER CHARGE (annual)	OLD USAGE RATE \$/HCF (hundred ft <sup>3</sup> )	NEW USAGE RATE \$/HCF
Commercial A	\$833	\$1442	\$12.1873	\$16.6035
Commercial B	\$278	\$481	\$4.2729	\$7.5061
Residential Single Family	\$62	\$107	\$3.4617	\$5.225
Residential Multi-family	\$278	\$3424	\$4.2729	\$5.225

SEWER				
CUSTOMER CLASS	OLD CUSTOMER CHARGE (annual)	NEW CUSTOMER CHARGE (annual)	OLD USAGE RATE \$/HCF	NEW USAGE RATE \$/HCF
Commercial A	None	\$711	85.4%*	\$4.7734
Commercial B	None	\$237	85.4%*	\$1.54
Residential Single Family	None	\$53	85.4%*	\$1.7489
Residential Multi-family	None	\$6427	85.4%*	\$1.7489

\*Of total water charge

In support of its request to increase its annual revenue requirement, Lakeland states that permanent rate increases are necessary given that the operating results for the test year ending December 31, 2010 reflect a loss of \$18,213. Lakeland further states that its last rate filing was 15 years ago and since then it has improved its water treatment systems, drilled a new well, and increased its storage capacity. Lakeland states that the increased cost of regulation, overall