

419 Darby Drive
Laconia, NH 03246
603-528-5534

Ms. Debra A. Howland
Executive Director and Secretary
Public Utilities Commission
21 South Fruit street, Suite 10
Concord, NH 03301-2429



Dear Ms. Howland,

I am writing this letter in reference to Docket No. DW 10-306, Lakeland Management Company, Inc.

Lakeland Management Company, Inc. has requested an increase in their water rate of approximately seventy-three per cent (73%), and their sewer rate of approximately eleven percent (11%).

Briarcrest Estates, where we have lived since June of 2004, is a retirement community where almost all of the residents are elderly, retired, or disabled. My partner is permanently disabled, and I am one of the few people who live here that hold a job. The people residing in this park are on a very limited and restricted income, and there is not a lot of leeway to be able to pay rate increases of this magnitude. As I stated, I do work, but I have not had an increase in my salary in over two years, and my income is also limited.

An increase of this size would raise our monthly bill for water to over one hundred dollars, and this, in my opinion, would be an extreme hardship to all that live in this community.

A small increase in the rates may be agreeable to the residents of Briarcrest, but an increase this large is ludicrous at best, and most certainly, not called for in this economic environment.

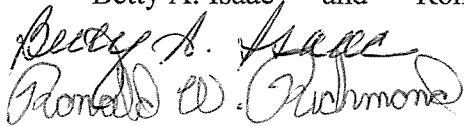
There is one thing I would like to correct. In the paperwork we received from Mr. David

William Jordan, Lakeland Management's attorney, it is stated on page 2 that the old customer charge for water is sixty-two dollars for a residential single family unit, on an annual basis. This information is wrong. It is not on an annual basis, it is charged to us on a quarterly basis. I feel this is important for all to know, as this would be increased more than fifty per cent (50%) on a quarterly basis.

Thank you for your time and consideration.

Sincerely yours,

Betty A. Isaac and Ronald W. Richmond

Handwritten signatures of Betty A. Isaac and Ronald W. Richmond. The signature for Betty A. Isaac is written in cursive and is positioned above the signature for Ronald W. Richmond, which is also in cursive.

Cc: David William Jordan, Attorney at Law
Meredith a Hatfield, Office of Consumer Advocate
Attorney General's Office
Amanda Noonan, Consumer Affairs Director
Marcia Thunberg, NHPUC
Librarian, NHPUC