

DW 10-306

From: Nick Dutile [<mailto:ndutile25@gmail.com>]
Sent: Friday, April 01, 2011 9:21 AM
To: PUC
Subject: Attn: Debra Howland, Docket# 10-306

Hello,

Attached to this email you will find my formal comment on docket# 10-306. I plan on being present at the April 6th Prehearing, but if unable I want to at least make my voice heard before hand.

Thanks for your time and attention on this matter.

Nicholas Dutile



Nicholas P. Dutile
60 Orchard Hill Rd. #4
Belmont, NH 03220
(603) 630-4767

Docket # 10-306

Order # 25,198

March 31, 2011

New Hampshire Public Utilities Commission
Attn: Debra A. Howland
21 S. Fruit St, Suite 10
Concord, NH 03301

To Debra Howland and the Commissioners of the PUC,

I am writing this formal comment in regards to docket #10-306, the proposed rates increase by Lakeland Management Inc.

My is Nicholas Dutile, I am a current resident and owner of 60 Orchard Hill Rd. #4 in the Orchard Hill Condominiums, and have been for a period of one year this April 2011. As a resident of the Orchard Hill Condos, I receive water & sewer utilities from Lakeland Management. However with this being said, I am unaware of what my current customer charges or rates for these services because I never actually receive any form of billing from Lakeland Management. Instead, I receive a simple invoice from The Orchard Hill Condominiums c/o Harvard Management, which is our condo management company, stating water fee and the amount due. I have no idea how this number is arrived at. Having read through the docket, I have come to some kind of conclusion as to where my rates stand, however my attempts to reach Lakeland Management for verification have been unsuccessful. To this day I am unsure as to why I don't receive any form of detail billing from Lakeland

Management. For a company that only has 156 customers for water & 152 for sewer, you wouldn't think it would be very difficult or time consuming to do so, having such a small amount of customers after all.

I'd like to state at this point that I am single, live alone, and only have my one income to support myself. I'm currently employed in the Construction/Skilled Trades field, with a middle to low household income. Being in such a poor & hurting economy at this present, I wonder month after month whether I'll still have a job in the near future, and what I'll do if the time comes when I don't have one, and still have to these outrageous and unjust water utility bills.

To state my overall experience with Lakeland, I'll start by saying that every quarter when it comes time to read my meter, I receive a postcard stuck in my front door asking me to read my own meter, record the number on the card, and mail back. I then receive a bill for water fees from my condo management within a couple of weeks following dropping the postcard back in the mail. However, for some reason, my last water invoice I didn't receive until about a month and a half after mailing the postcard. The reason behind this is unknown to me. I currently receive water fee invoices with an average cost of \$160 dollars and up. At this time, the only water consuming devices I have in my unit are one shower, one toilet, and two sinks. I do not have any laundry units or a dishwasher at this time, nor will I ever, because I couldn't imagine trying to pay these proposed (or current) water rates from Lakeland Management for the use of those services. With this in mind, to now be asked to pay a proposed increase to the tune of 85.06% of an already high rate compared to neighbor towns & communities is outrageous and inhuman on

Lakeland's part. To ask a single person to pay quarterly water & sewer bills in the range of \$300-\$400+ just to be able to enjoy the basic amenities of being able to take a shower, use a toilet, or wash one's hands is inhuman and disgusting, not to mention unlawful in my opinion.

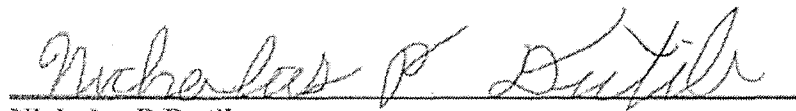
I understand that Lakeland Management has reported a loss in revenue, and in business needs to make up for that loss, along with developing a plan to prevent it in the future. However, I don't see how taking those losses out on their very few customers would be the most positive and economically effective way to go about doing so. To ask customers to pay fees in such high amounts when the money just isn't there, doesn't do justice to any parties involved, and will just make the situation worst, long before any benefit would be seen. To be honest, the only foreseeable outcome, in my opinion, if these rates were to be approved, would be residents being left with no other option but to walk away from their homes. Renters won't want to rent, buyers won't want to buy, and owners won't be able to sell. So with that situation in mind, I ask Lakeland Management, "What do you think your annual revenue losses will be then, in that situation?" If Lakeland Management's rates are increased, in any way, I'm not sure what I will do or what will become of my residence at Orchard Hill Condominiums. I do know that I will struggle to pay my bills (as I do now), and my residence at Orchard Hill will be short lived to say the least.

In conclusion, I'd like to suggest to Lakeland Management that perhaps increasing your rate to your small amount of customers isn't the answer to overcoming your loss in revenue, there is a reason why the last rate increase was in

1996 after all. Perhaps the answer is to look at your company as a whole and see where you stand in this economy. See where perhaps you have made expense choices that were poorly timed or unnecessary at this time in this economy. See where your business could be more cost effective and economically sound, in a effort remain financial stable in an economy like the one we before us today. Develop a plan to set yourself ahead of other utility companies and become be more economically strong, without having to pass on high burdens to your customers. Asking for more revenue from consumers isn't necessary always the answer, but developing ways to better invest & manage the revenue you do have, is a huge component in a business as well.

Thank you for your time and attention on this matter.

Sincerely,

A handwritten signature in cursive script that reads "Nicholas P. Dutille". The signature is written in dark ink and is positioned above a solid horizontal line.

Nicholas P Dutille