

November 21, 2012

Debra A. Howland, Executive Director  
State Of NH, Public Utilities Commission  
21 S. Fruit Street, Suite 10  
Concord, NH 03301-2429

NHPUC NOV21 '12 AM 9:51

Comments Re: Order NISI, No. 25,430; DW 12-180, Petition For Transfer Of Stock

The Undersigned, Shirley M. Wood, customer and owner in part of the land from which Lakeland Management Company, Inc. extracts its metered water, respectfully submits the following comments in opposition to Order NISI, No. 25,430, October 29, 2012.

1.) Opposing Comments – Re: mailing of Order NISI –

It was ordered that the referenced Order NISI be mailed no later than November 8, 2012. The undersigned received a copy of the Order on 11/13/12, with an office created postmark of 11/09/12 and per attached envelope, Boston postmark of 11/10/12. (Attachment 1).

The undersigned believes that each of Lakeland Management Inc's , 158 customers, did not receive a copy of the Order, by the ordered date.

2.) Opposing Comments – Re: Commissioner's Analysis, legality of Stock Transfer.

Per the Commissioner's analysis, citing RSA §374:22, the Commissioners have stated that, former owner, Wade Crawshaw, needed the permission and approval of the Commission, prior to transferring his stock in Lakeland Management Inc. The stock was transferred by Wade Crawshaw to Mrs. Theresa Crawshaw in 2011, "just prior to his death". Since Wade Crawshaw did not obtain permission, the stock transfer is not valid, and the undersigned contends that the transfer of stock must now become part of the deceased probate proceedings.

3.) Opposing Comments – Re: Administrative services by Mrs. Theresa Crawshaw.

Order NISI states that Mrs. Crawshaw has provided administrative services to both utilities, including accounting tasks, hiring of contractors and consultants and regulatory relations for a number of years. The undersigned would like the Commissioners to note that the company's accounting has not been correct. Attached (Attachment 2) are copies of the undersigned's last two invoices from Lakeland Management Company Inc. There are no computations on the invoice to explain how figures are arrived at; there is a hand written incorrect previous balance; and the late charge has been computed incorrectly. The undersigned would request that the Commissioner's look more closely at the company's accounting activities and expertise.

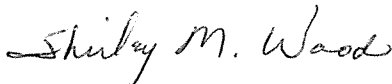
4.) Opposing Comments – Re: Repairs and Maintenance.

Within the past three (3) years, the water pressure within the Granite Ridge Condominium Association, where the undersigned lives, has decreased by a large amount. The pressure has recently become so low that the undersigned's water heater was damaged by too high heat which cannot be diffused, since

not enough water can be drawn. This is mentioned because, proper maintenance could possibly have prevented the situation.

5.) Opposing Comments – Re: Organization of Lakeland Management Company, Inc.  
According to the 2012 Annual Report, filed with the NH Secretary Of State, (Attachment 3), Terry Crawshaw is the President and sole member of the Board of Directors of Lakeland Management Company, Inc. In addition to Terry Crawshaw, David Jordan, Attorney for Lakeland Management Company, Inc. is the only other officer. The undersigned requests that the Commissioner's analysis include consideration of the problems which may occur in a public utility company which is virtually run by one officer, and the company's Attorney.

The foregoing is respectfully submitted on this 21<sup>st</sup> day of November, 2012.

A handwritten signature in cursive script that reads "Shirley M. Wood".

Shirley M. Wood  
21 Granite Ridge Drive  
Belmont, NH 03220  
603 528-2310

Jordan Law Office  
4 Park Street, Suite 405  
Concord, NH 03301-6329

BOSTON MA 020  
10 NOV 2012 PM 9 L

\$0.450  
US POSTAGE  
FIRST-CLASS  
FROM 03301  
NOV 09 2012  
stamps.com



062S0008178978



Shirley Wood  
21 Granite Ridge Dr.  
Belmont NH 03220-3225

#1  
ATTACHMENT

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

Oct. 27, 2012

Invoice #

Wood, Shirley

17 GRG021

21 Granite Ridge Dr.

Belmont NH 03220

Payment to be received by 11/22/12

Re: Water & Sewer 07/01/12 reading: 904.38 ccf 10/01/12 reading: 909.55 ccf

Usage: 5.17 ccf

Water \$124.60

Sewer \$78.76

Surcharge \$12.75

Late Charge \$13.73

Total New Charges \$229.84

Prev. Balance \$ 199.69

Total Amount Due = \$429.53

For service at 21 Granite Ridge Dr.

*pd 100- 11/15/12*

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

Approximate date of next meter reading: 01/01/13  
Important information on reverse side

11/1/12 - called 293-8580 re: water & sewer bill - no  
amount, no change made

Saturday, October 27, 2012

Page 1

ATTACHMENT 21

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

Inv. #

16 GRG021

August 22, 2012

Wood, Shirley

21 Granite Ridge Dr.

Belmont NH 03220

## Second Notice

A reminder, in case you've  
forgotten or misplaced your bill.

Payment due immediately

Re: Water & Sewer 04/01/12 reading 899.60 ccf 07/01/12 reading 904.38 ccf

Usage 4.78 ccf

Water \$122.52

Sewer \$77.35

Surcharge \$12.75

Late Charge \$4.24

Total new charges \$216.86

Prev. Balance \$232.83

Total amount due = \$449.69 - \$50 Pd. July 25 - \$100. Pd. Aug 3 = \$299.69

For service at:

21 Granite Ridge Dr.

pd \$100

9/1/12

pd \$100

10/1/12

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

For no water / water emergency, and billing questions, call Alex Crawshaw 603-293-8580 (C&C Water Services, Inc.)  
Current reading date: July 1, 2012. Approximate date of next meter reading: Oct 1, 2012.  
Bill due upon presentation - Interest charge of 1.5 % per month (18% annually) may be added after due date.  
Due date: to be received on or before Aug 20, 2012  
Important information on reverse side.

ATTACHMENT 2B

Wednesday, August 22, 2012

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Interest Explanation: also read back



# State of New Hampshire

## 2012 ANNUAL REPORT

The following information shall be given as of January 1  
preceeding the due date Pursuant to RSA 293-A:16.22.

REPORT DUE BY April 1, 2012

ANNUAL REPORTS RECEIVED AFTER THE DUE DATE  
WILL BE ASSESSED A LATE FEE.

Filed

Date Filed: 03/08/2012

Business ID: 11341

William M. Gardner

Secretary of State

LAKELAND MANAGEMENT COMPANY, INC.

POBOX 7394

GILFORD, NH 03247

### ADDRESS OF PRINCIPAL OFFICE:

24 TATE RD.

GILFORD, NH 03249

### REGISTERED AGENT AND OFFICE:

JORDAN, DAVID WILLIAM, ESQ

4 PARK STREET

CONCORD, NH 03301

ENTITY TYPE: CORPORATION

BUSINESS ID: 11341

STATE OF DOMICILE: NEW HAMPSHIRE

PUBLIC UTILITY COMPANY (1997 AR)

If changing the mailing or principal office address, please check the appropriate box and fill in the necessary information.

☐

The new mailing address

☐

The new principal office address

PO Box is acceptable.

### OFFICERS

NAME AND BUSINESS ADDRESS (P.O. BOX ACCEPTABLE).  
(MUST LIST AT LEAST ONE OFFICER BELOW)

PRES. Terry Crawshaw

STREET Pobox 7394

CITY/STATE/ZIP Gilford NH 03247

SEC'Y. David Jordan

STREET 4 Park Street Suite 405

CITY/STATE/ZIP Concord Nh 03301

NAME .....

STREET .....

CITY/STATE/ZIP .....

NAME .....

STREET .....

CITY/STATE/ZIP .....

NAMES AND ADDRESSES OF ADDITIONAL OFFICERS AND DIRECTORS ARE ATTACHED

### BOARD OF DIRECTORS

NAME AND BUSINESS ADDRESS (P.O. BOX ACCEPTABLE).  
(MUST LIST AT LEAST ONE DIRECTOR BELOW)

DIR. Terry Crawshaw

STREET Pobox 7394

CITY/STATE/ZIP Gilford NH 03247

NAME .....

STREET .....

CITY/STATE/ZIP .....

NAME .....

STREET .....

CITY/STATE/ZIP .....

NAME .....

STREET .....

CITY/STATE/ZIP .....

To be signed by an officer, director, or any other person authorized by the board of directors.

I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.

Sign here: Terry Crawshaw

Please print name and title of signer: Terry Crawshaw

NAME

PRESIDENT

TITLE

FEE DUE: \$100.00

E-MAIL ADDRESS (OPTIONAL):



1134120121006

WHEN THIS FORM IS ACCEPTED BY THE SECRETARY OF STATE, BY LAW IT WILL BECOME A  
PUBLIC DOCUMENT AND ALL INFORMATION PROVIDED IS SUBJECT TO PUBLIC DISCLOSURE  
REQUIRED INFORMATION MUST BE COMPLETE OR THE REGISTRATION REPORT WILL BE REJECTED

MAKE CHECK PAYABLE TO SECRETARY OF STATE

RETURN COMPLETED REPORT AND PAYMENT TO:

New Hampshire Department of State, Annual Reports, P.O. Box 9529, Manchester, NH 03108-9529

PRINTED FROM SECRETARY OF STATE - WEBSITE

ATTACHMENT # 3

STATE OF NEW HAMPSHIRE  
PUBLIC UTILITIES COMMISSION

DW 12-180

WHITE ROCK WATER COMPANY, INC.  
LAKELAND MANAGEMENT COMPANY, INC.

Petition for Transfer of Stock

Order *Nisi* Approving Transfer of Stock

ORDER NO. 25.430

October 29, 2012

**I. BACKGROUND**

On July 2, 2012, Theresa Crawshaw, White Rock Water Company, Inc. (White Rock), and Lakeland Management Company, Inc. (Lakeland) filed petitions for approval to transfer corporate stock to Ms. Crawshaw. The petition and subsequent docket filings, other than any information for which confidential treatment is requested of or granted by the Commission, is posted to the Commission's website at <http://www.puc.nh.gov/Regulatory/Docketbk/2012/12-180.html>

White Rock is a regulated water utility located in Bow, and serves approximately 94 customers. Lakeland, located in Belmont, provides water service to approximately 158 customers, and sewer service to approximately 156 customers. In 2011, just prior to his death, Mr. Wade Crawshaw, the sole shareholder of both White Rock and Lakeland, transferred his stock in each company to Ms. Crawshaw, his wife. The capital stock of each utility consists of 100 shares of common stock with no par value. C&C Water Services, Inc. (C&C) is a water service company that is under contract with both utilities to provide operation and maintenance

services. Ms. Crawshaw and her son, Alex Crawshaw, are co-owners of C&C. C&C provides the following services to both utilities: maintenance and repair, system flushing, water sampling, preparation of reports, meter reading, and emergency service and response. Ms. Crawshaw has provided administrative services to both utilities, including accounting tasks, hiring of contractors and consultants, and regulatory relations for a number of years.

On September 13, 2012, Staff recommended approval of the stock transfer of the two companies to Ms. Crawshaw. Staff stated this issue arose in Lakeland's recent rate case Docket No. DW 10-306 and in Order No. 25,357 (issued May 1, 2012) approving permanent rates, the Commission directed Lakeland to file for approval of the stock transfer. The instant petition is in response to that directive. Staff supports the two stock transfers because C&C provides the technical qualifications for operation of the water and sewer utilities and Ms. Crawshaw provides the administrative duties for the utilities including accounting tasks, hiring of contractors and consultants, and regulatory relations. The Commission approved Ms. Crawshaw's contract with Lakeland in Order No. 25,357, however, Staff noted Ms. Crawshaw provides the same services to White Rock and still needs to file an executed affiliate agreement for those services.

## **II. COMMISSION ANALYSIS**

Pursuant to RSA 374:22, "[n]o person or business entity shall...exercise any right or privilege under any franchise not theretofore actually exercised in such town, without first having obtained the permission and approval of the [C]ommission." Pursuant to RSA 374:30, a public utility may transfer its franchise when the Commission finds that it will be for the public good. Pursuant, to RSA 369:1, a public utility may not transfer or sell its stock without prior Commission approval. When the Commission considers whether a stock transfer is in the public



interest, it evaluates the managerial, financial and technical ability of the acquiring entity. In this case, C&C Water Services, Inc. will continue to serve as the certified system operator for White Rock and Lakeland and it will be responsible for all repair and maintenance activities and customer inquiries. Ms. Crawshaw will continue to perform the administrative tasks which are not part of the C&C contracts. The names of the utilities and customer contact information will remain the same; the stock transfer will be seamless to customers. We find Ms. Crawshaw has the requisite managerial, financial, and technical ability to operate a public utility. In light of the foregoing, we find the stock transfer of the two utilities to be in the public good and we will approve the transfer *nunc pro tunc*. In order to afford interested parties the opportunity to comment, we will issue our decision on a *nisi* basis.

**Based upon the foregoing, it is hereby**

**ORDERED *NISI***, that White Rock and Lakeland's request to transfer corporate stock to Ms. Crawshaw is APPROVED, subject to the effective date below; and it is

**FURTHER ORDERED**, that White Rock file, pursuant to RSA 366:3, its affiliate agreement with Ms. Crawshaw for administrative services within 30 days of the effective date of this order; and it is

**FURTHER ORDERED**, that the petitioners shall cause a copy of this Order *Nisi* to be mailed by first class postage to all current and prospective customers no later than November 8, 2012 and to be documented by affidavit filed with this office on or before November 26, 2012; and it is

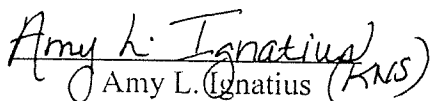
**FURTHER ORDERED**, that all persons interested in responding to this Order *Nisi* be notified that they may submit their comments or file a written request for a hearing which states

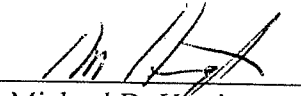
the reason and basis for a hearing no later than November 15, 2012 for the Commission's consideration; and it is

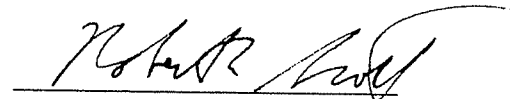
**FURTHER ORDERED**, that any party interested in responding to such comments or request for hearing shall do so no later than November 22, 2012; and it is

**FURTHER ORDERED**, that this Order *Nisi* shall be effective November 28, 2012, unless the petitioner fails to satisfy the mailing obligation set forth above or the Commission provides otherwise in a supplemental order issued prior to the effective date.

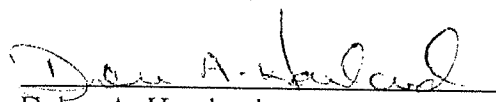
By order of the Public Utilities Commission of New Hampshire this twenty-ninth day of October, 2012.

  
Amy L. Ignatius  
Chairman

  
Michael D. Harrington  
Commissioner

  
Robert R. Scott  
Commissioner

Attested by:

  
Debra A. Howland  
Executive Director

Individuals needing assistance or auxiliary communication aids due to sensory impairment or other disability should contact the Americans with Disabilities Act Coordinator, NHPUC, 21 S. Fruit St., Suite 10, Concord, New Hampshire 03301-2429; 603-271-2431; TDD Access: Relay N.H. 1-800-735-2964. Notification of the need for assistance should be made one week prior to the scheduled event.