

DE 13-352

THE STATE OF NEW HAMPSHIRE



CHAIRMAN  
Amy L. Ignatius

COMMISSIONERS  
Michael D. Harrington  
Robert R. Scott

EXECUTIVE DIRECTOR  
Debra A. Howland

PUBLIC UTILITIES COMMISSION  
21 S. Fruit Street, Suite 10  
Concord, N.H. 03301-2429

TDD Access: Relay NH  
1-800-735-2964

Tel. (603) 271-2431

FAX (603) 271-3878

Website:  
[www.puc.nh.gov](http://www.puc.nh.gov)

December 18, 2013

Thomas A. Mason  
Lakes Region Water Company  
P.O. Box 389  
Moultonborough, NH 03254

Re: DE 13-352, Lakes Region Water Company, Inc.  
Complaint of Ed Cammarata

Dear Mr. Mason:

On December 10, 2013, the enclosed complaint was filed with the Public Utilities Commission against Lakes Region Water Company. The Commission is treating this matter as a complaint pursuant to RSA 365:1 and :2 and will require that Lakes Region Water Company respond to the allegations in Mr. Cammarata's letter. Pursuant to Puc 204.02 (b) your response is due on or before January 3, 2014.

Docket No. DW 13-352 has been assigned for future filings in this matter.

Sincerely,

A handwritten signature in cursive script, appearing to read "Debra A. Howland".

Debra A. Howland  
Executive Director

Incl.

cc: Docket File  
Ed Cammarata

To: New Hampshire Public Utilities Commission  
Attn: Executive Director  
21 South Fruit Street., Suite 10  
Concord, N.H. 03301  
Attn: Mike Sisto

NHPUC DEC10'13 PM 1:08

Dear Mike,

As per our phone discussion, I feel I have several issues over the replacement of my 30' water line bill with Lakes Region Water. As I mentioned to you earlier, Lakes Region Water (Tommy Mason) told me twice that from the road to my water shut off is Lakes Region Water's responsibility. I read both your comment and Jake Dawson's comment that you emailed to me. Thank you.

There is an inconsistency in the way Lakes Region Water is conducting business. I have issues and concerns with questions

- 1) L.R.W. Tommy Mason told me if the water line from the road to our shut off should leak, which is considered the hot side, L.R.W. will replace at no charge to me. (I am requesting a letter from L.R.W. to that fact). I was told at that time L.R.W. will decide if they will run a new water line for next door. (81 Sunrise Dr.)
- 2) Why am I being charged \$40 a linear ft. while for a job up the street L.R.W. charged \$12 per ft. My job took less time & material?
- 3) Another resident up the road (same week) was charged nothing.
- 4) L.R.W. had increased the water pressure. Existing piping has a maximum 35 psi. Pressure was increased by L.R.W. to approx. 120 psi, causing water piping to leak, especially at connections.
- 5) Out of my 30 ft. section, I feel my portion of this bill should be from my original gate valve to my house which is 6 feet.

I am requesting a hearing to discuss these and other matters.

Thank you,

Ed Cammarata

83 Sunrise Drive

Moultonborough, N.H. 03254

12/2/2013