

STATE OF NEW HAMPSHIRE

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January 21, 2014

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

Re: DW 13-352 Lakes Region Water Company, Inc.
Complaint of Ed Cammarata
Staff Recommendation to Hold Conference Pursuant to Puc 1203.17

Dear Ms. Howland:

On December 10, 2013, the Commission received from Ed Cammarata, a customer of Lakes Region Water Company (Lakes Region), a complaint and request for a hearing pertaining to Lakes Region's replacement of a water line on the customer's property. On December 18, 2013, the Commission forwarded Mr. Cammarata's complaint to Lakes Region for response. Lakes Region provided its response on January 5, 2014. It is not clear that Lakes Region provided the customer with a copy of the response, and Staff will forward the response to the customer.

Staff has reviewed Lakes Region's response to Mr. Cammarata's complaint and request for hearing. There appear to be a number of differences in the facts presented by the complainant and Lakes Region. Staff believes it would be premature for the Commission to rule on Mr. Cammarata's request for hearing as additional information is needed to fully understand the issues and assess whether there is a violation of Commission rule or the company's tariff. Therefore, Staff recommends that a conference be held, pursuant to Puc 1203.17, between the customer, Lakes Region, and Staff to discuss the issues surrounding the complaint.

Should you have any questions or require additional information, I can be reached at 603-271-1164.

Sincerely,

A handwritten signature in blue ink that reads "Amanda O. Noonan".

Amanda O. Noonan
Director, Consumer Affairs

cc: Ed Cammarata
Lakes Region Water