


NHPUC 14MAR14AM11:56

STATE OF NEW HAMPSHIRE

Inter-Department Communication

DATE: March 14, 2014
AT (OFFICE): NHPUC**FROM:** Amanda O. Noonan **SUBJECT:** DW 13-352 Lakes Region Water Company, Inc.
Complaint of Ed Cammarata**TO:** Debra A. Howland

On December 10, 2013, the Commission received a complaint and request for hearing from Ed Cammarata, a customer of Lakes Region Water Company (Lakes Region). The complaint related to Lakes Region's replacement of a water line on Mr. Cammarata's property. Mr. Cammarata and Lakes Region have since reached agreement over payment for the water line replacement and ongoing responsibility for any future required maintenance.

Mr. Cammarata's request to withdraw his complaint and the agreement relative to responsibility for future maintenance of the water line are attached.

Based on the above, Staff recommends this docket be closed.

cc: Ed Cammarata
Lakes Region Water Company

SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED

Pursuant to N.H. Admin Rule Puc 203.11 (a) (1): Serve an electronic copy on each person identified on the service list.

Executive.Director@puc.nh.gov

amanda.noonan@puc.nh.gov

bzorin@aol.com

Christina.Martin@oca.nh.gov

mark.naylor@puc.nh.gov

steve.frink@puc.nh.gov

susan.chamberlin@oca.nh.gov

LAKES REGION WATER COMPANY INC.

420 Governor Wentworth Highway, PO Box 389
Moultonborough, NH 03254
Telephone: 603-476-2348, Fax: 603-476-2721
Hours: Monday through Friday, 8:30am to 4:30pm

2/24/14

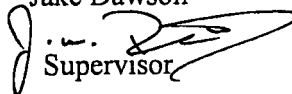
Mr. Camarrata,

Lakes Region Water Company (LRW Co) offers the following agreement for a portion of water line (see attached map) located on the property of 83 Sunrise Drive Moultonborough NH;

LRW Co is willing to accept the responsibility of maintaining the defined portion of the service line defined on the attached map in the event of a break, failure or replacement. In the event of a break, failure or replacement LRW Co will excavate any materials needed, using its best efforts to disturb as little area as necessary to make the repair. LRW Co will return the excavated area to a safe and stable sub grade condition and will **not** be responsible for repairing or replacing any improvements made by the home owner. Improvements include but are not limited to asphalt, trees, shrubs, bushes, landscaping, rock/block walls, monuments, structures, pools, or any other changes to natural state.

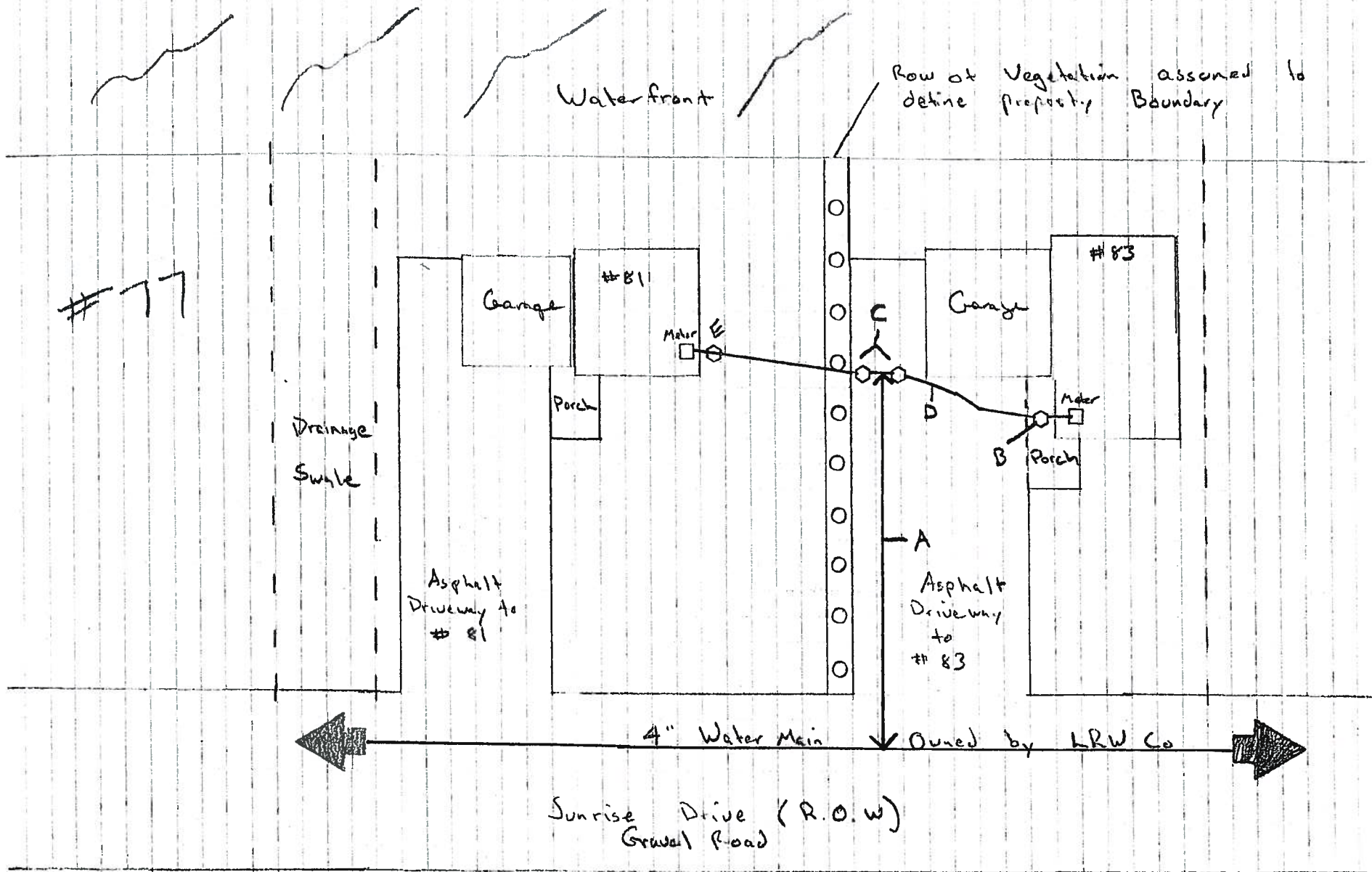
LRW Co would like to remind all parties the valves located on the property of 83 Sunrise Drive and used to control water service to both 81 and 83 Sunrise Drive are property of LRW Co. The valves should be accessible to the company and not covered up in any way. This includes but is not limited to shrubs, bushes, trees, decks/porches, gazebos or any other alteration which may encumber proper use of the valve.

The service line for 81 Sunrise drive makes connection on the property of 83 Sunrise Drive and LRW Co encourages a contract between homeowners to address any future liabilities of parties. This is at the discretion of the homeowners and LRW Co bears no responsibility.

Sincerely,
Jake Dawson

Supervisor

Email: Lrwater@Lakesregionwater.com
Website: www.Lakesregionwater.com

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Noonan, Amanda

From: Ed Cammarata <bzorin@aol.com>
Sent: Wednesday, February 05, 2014 11:24 AM
To: Noonan, Amanda
Subject: Re: NHPUC

Dear Ms. Noonan,
I wish to withdraw my complaint against Lakes Region Water.
Thank You for all of your assistance in this matter.

Ed Cammarata

-----Original Message-----

From: Noonan, Amanda <Amanda.Noonan@puc.nh.gov>
To: 'Ed Cammarata' <bzorin@aol.com>
Sent: Tue, Feb 4, 2014 11:33 am
Subject: RE: NHPUC

Good morning Mr. Cammarata,

I would expect that you will receive the letter regarding the service line in advance of March 1, 2014, so I do not see any need to hold on the payment. Lakes Region will also be providing a copy of the letter to the Commission, and we will follow-up with them if we do not see that within the next week or so.

If you would please confirm that you wish to withdraw your complaint and request for hearing, I will have that taken care of as well.

Thanks,
Amanda

Amanda O. Noonan
Director, Consumer Affairs
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord NH 03301
603.271.1164 voice/603.271.3878 fax
amanda.noonan@puc.nh.gov

From: Ed Cammarata [<mailto:bzorin@aol.com>]
Sent: Tuesday, February 04, 2014 10:39 AM
To: Noonan, Amanda
Subject: Fwd: NHPUC

Hi Ms. Noonan,
I got this payment response from Jake Dawson. The payment schedule is not exactly what I had proposed to Lakes Region Water but I will accept it. Should I wait until I get the service line letter from them before I start paying?

Thank You,
Ed

-----Original Message-----

From: Jake Dawson <jdawson101@hotmail.com>
To: Ed Cammarata <bzorin@aol.com>; lakes region waterco <lwater@lakesregionwater.com>

Sent: Tue, Feb 4, 2014 9:23 am
Subject: RE: NHPUC

Mr Cammarata,
Sorry for the delayed response. I was on vacation.

LRW Co is willing to except the following payment arrangement.

\$500.00 due on or before 3/1/14! Leaving a balance of \$700.00 to be paid in 3 payments of \$233.34, due on April 1, May 1, June 1 of 2014.

The company feels this is fair to both the company and the customer as the final payment would be received 7 months after the completion of work.

Thank you,

Jake (John) Dawson III
Supervisor
Lakes Region Water Company

Jdawson101@hotmail.com
Office: 603-476-2348
Cell: 603-677-6478
Fax: 603-476-2721

To: jdawson101@hotmail.com
Subject: Re: NHPUC
From: bzorin@aol.com
Date: Thu, 23 Jan 2014 10:36:18 -0500

Hi Jake,
Thanks for getting back to me. Will it be o.k. if I pay Lakes Region Water \$200.00 a month until the \$1,200.00 is paid up? Then we can both completely close this situation and I will withdraw my complaint.

Thanks
Ed

-----Original Message-----
From: Jake Dawson <jdawson101@hotmail.com>
To: Ed Cammarata <bzorin@aol.com>; lakes region waterco <lrwater@lakesregionwater.com>; Thomas Mason JR <lrwh2oserv@yahoo.com>
Sent: Thu, Jan 23, 2014 9:56 am
Subject: RE: NHPUC

Mr Cammarata,
Thank you for the correspondence. I appreciate your attempt at a settlement but Lakes Region Water Company feels the only way to handle this case at this point is in front of the commission.

Lakes Region Water company has incurred legal expenses for this case and will need to make recoupment efforts along with the recoupment of expense for services rendered.

The labor, material expense, and equipment needs were documented for your repair and support the price I had expressed to you in person, prior to the start of your water line replacement.

Your job was in fact significantly more difficult than properties you reference.

The price is fair and appropriate.

LRW Co would appreciate payment for the project completed in October.

Thank you,

Jake (John) Dawson III
Supervisor
Lakes Region Water Company

Jdawson101@hotmail.com
Office: 603-476-2348
Cell: 603-677-6478
Fax: 603-476-2721

To: jdawson101@hotmail.com; lrwh2oserv@yahoo.com
Subject: NHPUC
From: bzorin@aol.com
Date: Thu, 23 Jan 2014 08:50:35 -0500

Hi Jake,

I hope all is well with you. I would like to take this time to ask both you, Tommy and Lakes Region Water if there is a chance that we can renegotiate the bill from the October 2013 water line repair. This is my biggest complaint that I made with the NHPUC. I feel that my job of 30' costing \$1,200 vs the job at 83 Paradise Drive of 125' costing \$1,500 does not seem fair. Also, my job took less time to complete because you snaked 30' and my job took one quarter of the materials.

My second request comes directly from a telephone conversation I had with Tommy back in October when he assured me that if my main water line from the road to my gate valve should ever leak and need replacing, Lakes Region Water would replace at no charge to me. I am requesting a letter from LRW stating this assurance for my records. This is so there will be no confusion later on if it happens.

If we can agree on these two issues, I will email and or call the NHPUC and withdraw my complaint. I will simply say that we worked out a solution to our problem.

Thanks
Ed Cammarata
January 23, 2014