



**State of New Hampshire
Public Utilities Commission**

**Application of
Abenaki Water Company
For Approval of a Rate Adjustment**

Direct Testimony of Alex L. Crawshaw

DW 15-199

Introduction

1 **Q. Mr. Crawshaw, please state your full name and business address.**

2 A. My name is Alex L. Crawshaw. My business address is 24 Tate Road, Gilford, New
3 Hampshire, 03249.

4 **Q. By whom are you employed and in what capacity?**

5 A. I am President of Abenaki Water Company (“the Company”) as well as its chief operator.
6 I am also Vice President of New England Service Company. In that role, I oversee all
7 aspects of New Hampshire contract operations.

8 **Q. Please describe your educational background and professional experience.**

9 A. I have a Bachelor of Science degree in mechanical engineering from the University of
10 New Hampshire. I currently hold a water works operator treatment grade II and
11 distribution grade II license in the State of New Hampshire. I am former owner and
12 operator of C&C Water Services, a company my family owned and operated for 30 years.

13 **Q. Have you previously testified before the New Hampshire Public Utilities
14 Commission or other regulatory bodies?**

15 A. No.

16 **Q. Please describe the purpose of your testimony.**

17 A. The purpose of my testimony is to provide background information to assist
18 understanding of the Company’s operations, performance, and its proposed capital plan.

1 Q. What are your comments regarding the general operation of the White Rock and
2 Lakeland systems?

3 A. Both systems have been operating reasonably well considering that both are in need of
4 the plant upgrades proposed to be phased in over the next few years (see Attachment C).
5 Subsequent to acquisition, the Company has completed nearly 100 percent of a meter
6 change out program with radio technology. Up to date metering has been strongly
7 encouraged by the Department of Environmental Services (DES). Radio read metering
8 has significantly helped by cut labor expense, provided the Company with an increased
9 degree of confidence in the collected data, and allowed us to track unaccounted for water
10 more frequently. There are also more benefits which are described in other testimony.

11 Over the past year, we have performed leak detection surveys on both systems and have
12 identified and repaired parts of the distribution system causing the water losses. The
13 White Rock system, in particular, has been vulnerable to leaks in large part due to the use
14 of nylon fittings originally installed at service corporations, and curb stops. Over the next
15 several years, our intention is to replace these fittings as well as the Company's portion of
16 the service to make the distribution system efficient - that is by reducing the likely
17 potential for future service leaks.

18 There is need also, to replace constant speed pumps with VFD's to provide consistently
19 acceptable pressure levels as well as to save energy over the long term. In addition, areas
20 of need include distribution and supply maps and documents to provide present and
21 future operators with optimal information to efficiently manage system performance.
22 Developing and enhancing SCADA systems will also assist in accomplishing this goal.

1 The above completed and planned projects are all part of strategic and responsible
2 implementation of system improvement work over the next several years that will
3 accomplish the following:

- 4 1. Maintain a reliably safe and adequate water supply,
- 5 2. Consistently meet DES quality and service standards, and
- 6 3. Continually improve infrastructure condition, which over the longer term will
7 prove to be cost effective to the benefit of customers.

8 **Q. How has the Company's waste water collection system been performing?**

9 A. The waste water collection system has been operating generally well. The Company has
10 proactively implemented an annual flushing and main cleaning program to minimize the
11 potential for main blockages. Other than purchase and replacement of a pump at a lift
12 station the system has been in good working order. Some of the improved system
13 performance can be attributed to increased inspections of manholes which are now 100%
14 complete. We have also stepped up the frequency of the pump station chamber
15 maintenance.

16 **Q. Does this conclude your testimony?**

17 A. Yes.