

We, the residents of Judges Road in Thornton N.H., submit this petition opposing Lakes Region Water's request for permanent and temporary rate increases with the N.H. Public Utilities Commission – DW 15-209.

1. We feel the requested increase is exorbitant – 38% resulting in an additional annual cost of \$239.
2. As customers of the Waterville Gateway system we should not be subject to a rate hike that subsidizes investments in utilities in other communities. Rate increases for Waterville Gateway customers should be used for improvements in our own system – not for purchasing land to improve the Indian Mound and Paradise Shores systems.
3. We should not be the responsible party for this privately held company's failure to manage its operating expenses. We request the PUC to take a close look at the details of the company's capital structure – particularly the debt figure of 33%. Customers should not foot the bill for unnecessary upgrades in salaries, vehicles, and equipment. If they want to EARN their authorized rate of return they need to look at their business model and figure out how to improve their margins so they can invest in their own company.
4. We are tired of this company “nickel and diming” us with a minimum of 9 rate surcharge requests since 2011. The 2013 request for recovery of costs to recruit and hire a manager should not have been passed directly onto us as customers.
5. This company has a poor track record with customer service. Hiring a manager to improve their customer service should come out of their own pockets - not ours.