

Introduction

1 **Q. Mrs. Doucette, please state your full name and business address.**

2 A. My name is Pauline M. Doucette. My business address is 32 Artisan Court #2, Gilford,
3 New Hampshire 03249

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

5 A. I am Office Manager in the Gilford New Hampshire office for New England Service
6 Company, Inc. (“NESC”). In that capacity, I am responsible for the office operations for
7 Abenaki Water Company (“AWC”) including customer service, billing, accounts
8 receivable, accounts payable and financial reporting. I am also responsible for the office
9 operations for NESC’s unregulated water systems in New Hampshire.

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

11 A. I have a Bachelor of Science degree in Accounting with a Minor in Business
12 Administration from Southern New Hampshire University. I owned and operated a
13 Property Management and Restoration business from August 2007 until it was sold in
14 August 2016. I began to work full time for NESC in January 2017 in the Gilford Office
15 as the Customer Service/Accounting Representative and was promoted to Office
16 Manager in November 2017.

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

19 A. No, I have not.

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

1 A. My testimony is to provide the details on the Customer Service and Administrative
2 improvements and enhancements made by NESC since the acquisition of the Rosebrook
3 Water Company. Monthly billing instead of quarterly billing, for example, not only
4 provides more consistent and predicable billing for our customers but also allows them to
5 identify possible issues much sooner than previously possible. This and other across the
6 board administrative improvements provide a direct benefit to all of the 410 customers
7 that the Rosebrook system provides service.

8 **Q. Please describe the customer service and administrative improvements and**
9 **enhancements since the acquisition of Rosebrook Water Company.**

10 A. Since the acquisition of the Rosebrook Water Company, Abenaki Water Company has
11 strengthened the quality of service through the current and seasoned NESC field and
12 office staff who can focus on the service in New Hampshire. NESC's primary business
13 plan is to own and operate small to medium sized water utilities. With that in mind,
14 NESC's ability to provide quality customer service is integral to its strategic long-term
15 goals.

16 Due to NESC's current corporate structure, specifically that it already owns and
17 operates Mountain Water Systems, Colonial Water Company, and Plymouth Water
18 Company in Massachusetts in addition to Valley Water Systems in Connecticut, in the
19 event of a significant emergency that requires additional field personnel or administrative
20 support, NESC is in a position to provide supplemental resources.

21 Abenaki Water Company has been able to create a better customer service
22 experience including; a website to promote system updates, online ability for bill
23 payment, ability to pay by credit card, ACH, and auto-pay functionality. Customers have

1 experienced the value of speaking with live customer support during normal working
2 hours and a 24/7 emergency call line. For a seasonal community such as this one when
3 90% of the owners are only physically present on site a small part of the year, these
4 added conveniences greatly enhance their ability to comfortably manage their bills and
5 service fast and easily.

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

7 A. Yes.