

Lakes Region Water Co., Inc. & Wildwood Water Company, Inc.

Docket No. DW 17-176

RESPONSES TO Staff Data Requests Set 1

Date Request Received: 02/02/2018

Date of Response: 02/09/2018

Request No. 1-1

Witness: Leah Valladares

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**REQUEST:**

Please provide a spreadsheet of deferred acquisition costs including date incurred, vendor, and amount.

**RESPONSE:**

Please see attached spread sheet. NOTE: Not all January legal fees have been received at the time of this request.

**Lakes Region Water Company, Inc.**  
**DW17-176 Wildwood Def. Debits Acquisition Exp.**  
 January 2017 - January 2018

	Date	Transaction Type	Num	Name	Memo/Description	Account	Amount	Balance
19- WW	03/31/2017	Bill	Wildwood 128855	Upton & Hatfield, LLP	Wildwood 128855 File 170406-1	186.07 Misc. Deferred Debts:Def. Debits- Acquisition Exp.	256.50	256.50
	05/31/2017	Bill	129541	Upton & Hatfield, LLP	170406-1 Wildwood	186.07 Misc. Deferred Debts:Def. Debits- Acquisition Exp.	78.50	333.00
	06/30/2017	Bill	129920	Upton & Hatfield, LLP	170406-1 Courtesy Discount	186.07 Misc. Deferred Debts:Def. Debits- Acquisition Exp.	-1,000.00	-667.00
	06/30/2017	Bill	129920	Upton & Hatfield, LLP	170406-1 Wildwood Water Company	186.07 Misc. Deferred Debts:Def. Debits- Acquisition Exp.	3,408.00	2,739.00
	06/30/2017	Bill	129920	Upton & Hatfield, LLP	170406-1 Disbursements	186.07 Misc. Deferred Debts:Def. Debits- Acquisition Exp.	96.00	2,835.00
	07/31/2017	Bill	130636	Upton & Hatfield, LLP	170406-1 Wildwood	186.07 Misc. Deferred Debts:Def. Debits- Acquisition Exp.	314.50	3,149.50
	08/31/2017	Bill	130641	Upton & Hatfield, LLP	170406-1- Wildwood Water Company	186.07 Misc. Deferred Debts:Def. Debits- Acquisition Exp.	129.50	3,279.00
	10/29/2017	Journal Entry	WO 010	LRWC Labor	Wildwood Meeting DES	186.07 Misc. Deferred Debts:Def. Debits- Acquisition Exp.	64.60	3,343.60
	10/31/2017	Bill	131303	Upton & Hatfield, LLP	170406-1- Wildwood purchase	186.07 Misc. Deferred Debts:Def. Debits- Acquisition Exp.	1,521.00	4,864.60
	11/30/2017	Bill	170406-0=1	Upton & Hatfield, LLP	170406-1- Wildwood	186.07 Misc. Deferred Debts:Def. Debits- Acquisition Exp.	1,311.50	6,176.10
	12/31/2017	Bill	132020	Upton & Hatfield, LLP	170406-1 Wildwood	186.07 Misc. Deferred Debts:Def. Debits- Acquisition Exp.	148.00	6,324.10
	1/8/2018	Journal Entry	10082018		Wildwood Mailing of OOD	186.07 Misc. Deferred Debts:Def. Debits- Acquisition Exp.	23.25	6,347.35
							<u>\$ 6,347.35</u>	
TOTAL							\$ 6,347.35	

Staff 1-1

Lakes Region Water Co., Inc. & Wildwood Water Company, Inc.

Docket No. DW 17-176

RESPONSES TO Staff Data Requests Set 1

Date Request Received: 02/02/2018

Date of Response: 02/09/2018

Request No. 1-2

Witness: Leah Valladares

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**REQUEST:**

How does Lakes Region Water Company (LRWC) plan to fund the purchase of Wildwood Water Company (Wildwood)?

**RESPONSE:**

Funding will come from internal cash.

Lakes Region Water Co., Inc. & Wildwood Water Company, Inc.

Docket No. DW 17-176

RESPONSES TO Staff Data Requests Set 1

Date Request Received: 02/02/2018

Date of Response: 02/09/2018

Request No. 1-3

Witness: Leah Valladares

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**REQUEST:**

Other than the Order of Notice, how have the Wildwood customers been notified of the pending tariff changes?

**RESPONSE:**

Wildwood has not been notified of the pending changes other than the Order of Notice at this time. Once the acquisition has been approved we would send a welcome letter with the Analysis of the Tariff, much like what was done in the Dockham Shores Order 25,964.

Lakes Region Water Co., Inc. & Wildwood Water Company, Inc.

Docket No. DW 17-176

RESPONSES TO Staff Data Requests Set 1

Date Request Received: 02/02/2018

Date of Response: 02/09/2018

Request No. 1-4

Witness: Leah Valladares

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**REQUEST:**

Please provide a comparison of the Wildwood Tariff to the current LRWC Tariff.

**RESPONSE:**

Please see attached analysis.

### Analysis of Tariffs

After review and analysis of Wildwood Water Company, Inc. Tariff (Wildwood) and Lakes Region Water Company, Inc. (LRWC) Tariff, we concluded that Wildwood's Tariff had not been updated since 1993. LRWC's current Tariff on file was effective December 1, 2006 and has a pending Tariff with some major revisions, such as the addition of definitions like multi-unit structure, multi-unit locations and place of consumption. This Tariff is awaiting the executive order for approval.

The Tariffs have some similar language with regards to their terms and conditions. Within those terms and conditions both companies go into detail with regards to service pipes and fixtures a little differently. There are terms LRWC addresses in more detail in its Tariff such as Hot Water Tanks, Cross Connection, Tampering and Emergency Service. Below is an outline of what we felt were the most noteworthy items.

Noteworthy Items	Wildwood Water Company, Inc.	Lakes Region Water Company, Inc
Application for Service	Advises an Application should be made.	A \$25.00 New Customer Service Fee is assessed.
Restricted Use	Advises for any violation of the restricted use clause, the company reserves the right to disconnect the service without notice and may charge a reconnect fee of \$45.00	Does not advise of any consequence for any violation.
Service Charges	Are described in a schedule of charges: Labor @ \$15.00 per hour (Reg. Business Hours Labor with truck @ \$30.00 per hour (Reg. Business Hours) After hours, weekends, and holidays will be charged at time and half of regular fees. Minimum Charge of 1 hour for any service. Time spent on house lot side of shut-off is extra same hourly charge, as listed. If shut-off or disconnect is done during the winter month, loader work will be charged at actual cost.	Does not charge by the hour. #13 Service Charges advises what constitutes a service charge and each fee varies depending on location. The Wildwood customer would be the same as Woodland Grove and Echo Lake Woods base on the location and is \$55.00 per service provided.
Connection and Reconnection	Describes the charge of \$30.00 for turning off water at customers request and \$45 if requested after regular working hours.	Shut offs, connections, disconnections and reconnections are charged a fee as itemized in section #13.
Disconnection	Advises service may be disconnected for nonpayment in accordance to NHPUC regulations. Service may be disconnected without notice for the following reasons:	Advises only disconnection related bills for service that is unpaid and no arrangements are made thirty (30) days after it has been rendered. It also advises whenever the LRWC

	<ol style="list-style-type: none"> <li>1. Willful waste of water</li> <li>2. Tampering with Company property;</li> <li>3. Vacancy of premises;</li> <li>4. Cross-connecting the Company's service with any other supply source;</li> <li>5. Violation of restricted use rules property made by the water company;</li> <li>6. Any use relating to water lines on premises which might endanger the health and well-being of other persons in the water system, all in accordance with PUC 603.08</li> </ol>	<p>sends an employee to the customer's premises for disconnecting of non-payment; LRWC may require payment in arrears plus one-half the service charge to be paid in cash.</p>
<p>Penalty for Bad Checks</p>	<p>Wildwood does not have a term</p>	<p>LRWC charge shall be the greater of \$5.00 or the actual administrative cost to recover.</p>
<p>Vacancy of Premises</p>	<p>Wildwood does not have a term.</p>	<p>Until LRWC is notified in writing of change in occupancy, the customer of record will be held responsible for all charges. NOTE: Pending Tariff advises if the customer of record was tenant and neither property owner nor tenant notifies LRWC of the vacancy by default the property owner becomes the customer of record and is responsible for the charges from the time of vacancy on.</p>
<p>Availability Fee</p>	<p>Wildwood does not have a term.</p>	<p>Advises, any customer disconnected at the customer's request, shall remain responsible for all minimum charges incurred during the lapse of service. Minimum charges shall include all charges not based on the metered usage.</p>
<p>Rate Schedule- Unmetered Service</p>	<p>Does not advise of interest being charged on bills thirty (30) days past due.</p>	<p>Advises an interest rate of eighteen percent (18%) per annum will be charged on all bills thirty (30) days past due. NOTE: Pending Tariff changes "Minimum charge per customer" to "Minimum charge per Place of Consumption"</p>

Lakes Region Water Co., Inc. & Wildwood Water Company, Inc.

Docket No. DW 17-176

RESPONSES TO Staff Data Requests Set 1

Date Request Received: 02/02/2018

Date of Response: 02/09/2018

Request No. 1-5

Witness: Leah Valladares

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**REQUEST:**

When does LRWC plan to convert Wildwood to monthly billing?

**RESPONSE:**

LRWC bills quarterly, there is no plan to convert Wildwood to monthly billing.



Lakes Region Water Co., Inc. & Wildwood Water Company, Inc.

Docket No. DW 17-176

RESPONSES TO Staff Data Requests Set 1

Date Request Received: 02/02/2018

Date of Response: 02/09/2018

Request No. 1-6

Witness: Leah Valladares

**REQUEST:**

Please provide LRWC's 5-year Capital Plan and Budget for Wildwood.

**RESPONSE:** Below is an estimated 2018 Budget based on Wildwood 2017 Income/Expenses.

Salaries and Insurance was based on Wildwood sharing 3% of LRWC cost.

**Ordinary Income/Expense**

**Income**

460 · Unmetered Sales to Gen. Cust. \$ 25,578.00

**Total Income**

**Expense**

400 · Water System Operation \$ 2,000.00

620 · Field work/well house maint. \$ 250.00

623 · Power Purchased for Pumping \$ 2,500.00

641 · Chemicals-Potassium Carbonate \$ 3,300.00

623 · Power Purchased for Pumping \$ 2,500.00

920 · Admin & General Salaries \$ 12,200.00

927 · Franchise Requirements \$ 300.00

932 · Accounting Fees \$ 3,200.00

933 · Insurance \$ 1,000.00

950 · Maintenance of General Plant \$ 500.00

408 · Taxes Other Than Income \$ 900.00

**Total Expense** \$ 27,750.00

**Net**

**Income**

**\$ (2,172.00)**

LRWC will run the Wildwood System for six (6) months to one (1) year to determine what will be needed for any major upgrades and then will be able to create a 5 yr plan.

Some known items that will be upgraded in year one are as follows;

(2) 2" M-2000 Badger Meters \$2,100 each

(1) GS-400 Generating Solutions RTU \$4,200

(4) Transducers \$ 300 each

Totaling \$9,300.00

Lakes Region Water Co., Inc. & Wildwood Water Company, Inc.

Docket No. DW 17-176

RESPONSES TO Staff Data Requests Set 1

Date Request Received: 02/02/2018

Date of Response: 02/09/2018

Request No. 1-7

Witness: Leah Valladares

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**REQUEST:**

Please provide a copy of Wildwood's most recent Sanitary Survey. Please provide correspondence pertaining to the correction of any issues found during the Survey.

**RESPONSE:**

See Attached



The State of New Hampshire  
DEPARTMENT OF ENVIRONMENTAL SERVICES

Thomas S. Burack, Commissioner



October 6, 2015

BURNHAM QUNIT JR  
WILDWOOD WATER CO INC  
PO BOX 398  
CONWAY NH 03818-0398

Subject: CWS; ALBANY; WILDWOOD DEVELOPMENT; PWS # 0022010  
**SANITARY SURVEY**

Dear Mr Qunit:

On October 1, 2015, the New Hampshire Department of Environmental Services, Drinking Water & Groundwater Bureau (DES) performed a sanitary survey inspection of the subject public water system (PWS) pursuant to RSA 485 and Env-Dw 717 and 720. Under these statutes and rules, DES has the responsibility and authority to conduct sanitary surveys of public water systems in New Hampshire.

A sanitary survey consists of a physical review of the main elements of the water system to verify its capability to reliably produce safe drinking water. The eight sanitary survey elements evaluated are: well sources, treatment, distribution, storage, pumping, data records, management and operations.

In attendance at time of the inspection: Amy Rousseau, DES Sanitary Surveyor  
Linda Kearney, FX Lyons Certified Operator

SIGNIFICANT DEFICIENCIES

Pursuant to Env-Dw 103.52, a significant deficiency is one that "...can directly and adversely affect a public water system's water quality or that can reduce the water system's reliability and ability to deliver safe drinking water to its customers...". During the survey, the significant deficiencies listed below were observed.

- **Source Tap and Check Valve** - Each well should have an individual tap or other means to obtain discrete samples for each source prior to any treatment followed by a check valve. A source sample tap needs to be installed 12" above the floor with a check valve prior to treatment. There is a tap present that may currently be serving as the source sample tap. This tap should be made more user friendly by installing a down turned spout.

**In order to avoid a violation: within 30 days of the date of the sanitary survey, all significant deficiencies must be corrected or have a Corrective Action Plan (CAP) submitted to the Department for approval. A CAP identifies the work that will be performed, along with a time frame by which the work will be completed.**

[www.des.nh.gov](http://www.des.nh.gov)  
P.O. Box 95, 29 Hazen Drive, Concord, New Hampshire 03302-0095  
Telephone: (603) 271-2513 Fax: (603) 271-5171 TDD Access: Relay NH 1-800-735-2964

PWS #0022010 Wildwood Development - SSL  
October 6, 2015  
Page 2 of 3

Env-Dw 717.21 requires that the PWS owner notify us in writing upon the correction of significant deficiencies. Notification must be made within 30 days of completing the corrective action. We request that you provide a photograph with your submittal. Notifications by email submittals are preferred but not required.

SYSTEM DESCRIPTION

Wildwood Development obtains its water from gravel packed well # 1 (GPW 1-001) located within the pump house. The well is 119 feet deep and yields 90 gallons per minute. There are two levels in the pump house, an upper level (w/source tap and treatment equipment) and a lower level (w/hydro pneumatic tank, control panel). The eight inch diameter well casing for the gravel packed well extends from the lower level up to the upper level. Water is pumped from the gravel packed well to the upper level of the pump house where it passes a source sampling tap and is treated with potassium carbonate for corrosion control and ion exchange for inorganics removal. The treated water flows down to the lower level through a meter and enters the 4,850 gallon hydro pneumatic storage tank. The treated water is distributed to 49 single family residences supplying approximately 123 people year round.

This was formerly a confined space. A new bulkhead access door has been installed, eliminating the confined space. There is also an inactive/offline atmospheric storage tank on the lower level.

SANITARY PROTECTIVE AREA

All public water supply system wells require a sanitary protective area (SPA) or protective well radius, under the control of the well owner, within which no septic tanks, leach fields, oil, debris or other hazardous materials may be located or stored. The SPA for your water system is a 175' radius around the well.

Currently, the area contains a road ~75', residence with parking ~15-175' from the well. Per Env-DW 406.12 (f), roadways and parking lots are an acceptable use of the SPA and will not be sited as a significant deficiency. However, roadways and parking lots should be 50' from the wells according to Env-Dw 406.11 (c). This requirement has been waived based on current site configuration as well as historical water quality.

The water system's potential for reduced monitoring and future waivers from a portion of its chemical monitoring requirements shall be diminished by the location of buildings, roadways, parking lots, and other such construction within the well's protective radius.

OPERATOR CERTIFICATION VERIFICATION

Required Certification Grade(s) For Water System: D / T 1A

<u>System's operator:</u>	<u>License #:</u>	<u>Certification Grade (s):</u>
Francis Lyons	461	D / T 11


PWS #0022010 Wildwood Development - SSL  
October 6, 2015  
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FUTURE CONSTRUCTION OR EXPANSION

Be advised that, under RSA 485:8 (Approval of Construction or Alteration), no new construction, addition or alteration involving the source, treatment, distribution or storage of water in any public water supply system can begin without approval by the Department.

In addition to any significant deficiencies listed above, enclosed are recommendations for system improvements. The ownership and operation of a public water supply system involve many significant responsibilities. Our main concern is to protect the public health. It is also our intention to work with you in solving any water related problems that your system may have. Should you have any questions, please contact me at 603-271-0893 or by e-mail at [amy.rousseau@des.nh.gov](mailto:amy.rousseau@des.nh.gov).

Sincerely,



Amy Rousseau  
Drinking Water and Groundwater Bureau

Enclosed: Recommendations for System Improvements

cc: Linda Kearney, FX Lyons

October 6, 2015

CWS: ALBANY: WILDWOOD DEVELOPMENT: PWS # 0022010

### RECOMMENDED SYSTEM IMPROVEMENTS

The following recommended system improvements and operation and maintenance procedures are noted below to assist you in improving the water system's reliability in providing water to its users.

#### Generator or Auto Transfer Switch, Emergency

Power loss and outages are becoming more commonplace due to recent extreme weather conditions and events. An emergency/backup generator or an automatic transfer switch is advisable to get you through periods of power outages. You are advised to research, plan and budget for installation of an emergency generator or automatic transfer switch.

#### Gate Valves

To ensure that gate valves are in working order, routine maintenance and exercising are required. Frequently, in older systems, there is an inadequate knowledge of valve location, or if known, these valves have become inaccessible due to subsequent construction, (i.e. buried under roadways). This makes routine maintenance impossible and greatly slows down emergency response. If a break occurs in a water main, crews must first locate nearby valves before they can shut the section down. This increases both the amount of time that the system is inoperable and the danger of extensive contamination to the system.

It is therefore recommended that routine valve inspections be conducted once a year in which the following tasks are performed:

1. Verify the exact location of all valves boxes.
2. Inspect the valve stem and nut for damage and possible leakage.
3. Close the valve fully, and record the number of turns to the fully closed position.
4. Reopen the valve and reestablish flow.
5. Clean the valve box cover seat.

Records should be upgraded to include a means to easily identify the location of all valves. Records should also include measurements from at least two reference points, the type of valve, and the number of turns required to open or close the valve.

#### Flushing

Distribution systems are normally flushed once a year through the blow-offs. In some water systems, the flushing must be done more often to keep sediment and sand in the piping under control. The flushing should be done during time of minimum water use. The frequency of flushing should be such that it prevents legitimate consumer complaints. Each gate valve on the water system should be turned annually to counteract mineral buildup and the subsequent jamming of the valve.

Leak Detection Survey

At least once a year the system should be checked for leakage. This can be accomplished in the following way. The water system's customers should be asked not to use any water between midnight to 6:00 A.M. on a particular evening. The water system operator should check system usage during this period by noting the usage on the meter or any change in the water level in your vented storage tanks (supply sources turned off). If there is any significant system demand, this can be attributed to leakage.

It is important to note that the force from this leakage sets in motion sand particles in the soil that will abrade the general area of the pipe ultimately to the point of total failure. The noise of this running water can normally be heard through the use of geophones, even though the leak has not surfaced. Intermediate and larger municipal water systems in your area likely have geophones and may be willing to loan them to you. If not, please contact our office for a list of contractors with this or more specialized types of equipment.

**Linda Kearney**

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**From:** Rousseau, Amy <Amy.Rousseau@des.nh.gov>  
**Sent:** Tuesday, October 6, 2015 11:21 AM  
**To:** 'Linda Kearney'  
**Subject:** RE: Surveys

Linda,

Wildwood #0022010 has mention of a sampling tap in the old report. I suspect this is the tap you and I saw that points towards the ceiling. If this tap is made more user friendly with a turned down spout to collect a proper sample, than the ball valve that follows it will work for isolating the well from the rest of the system.

Please let me know if you have any questions about this.

Thank you,

Amy Rousseau  
Seasonal System Technical Assistance  
**NHDES Drinking Water & Groundwater Bureau**  
29 Hazen Drive, PO Box 95  
Concord NH 03302-0095  
Tel. (603) 271-0893 Fax (603) 271-5171  
NHDES Drinking Water & Groundwater Bureau  
Revised Total Coliform Rule & Implementation

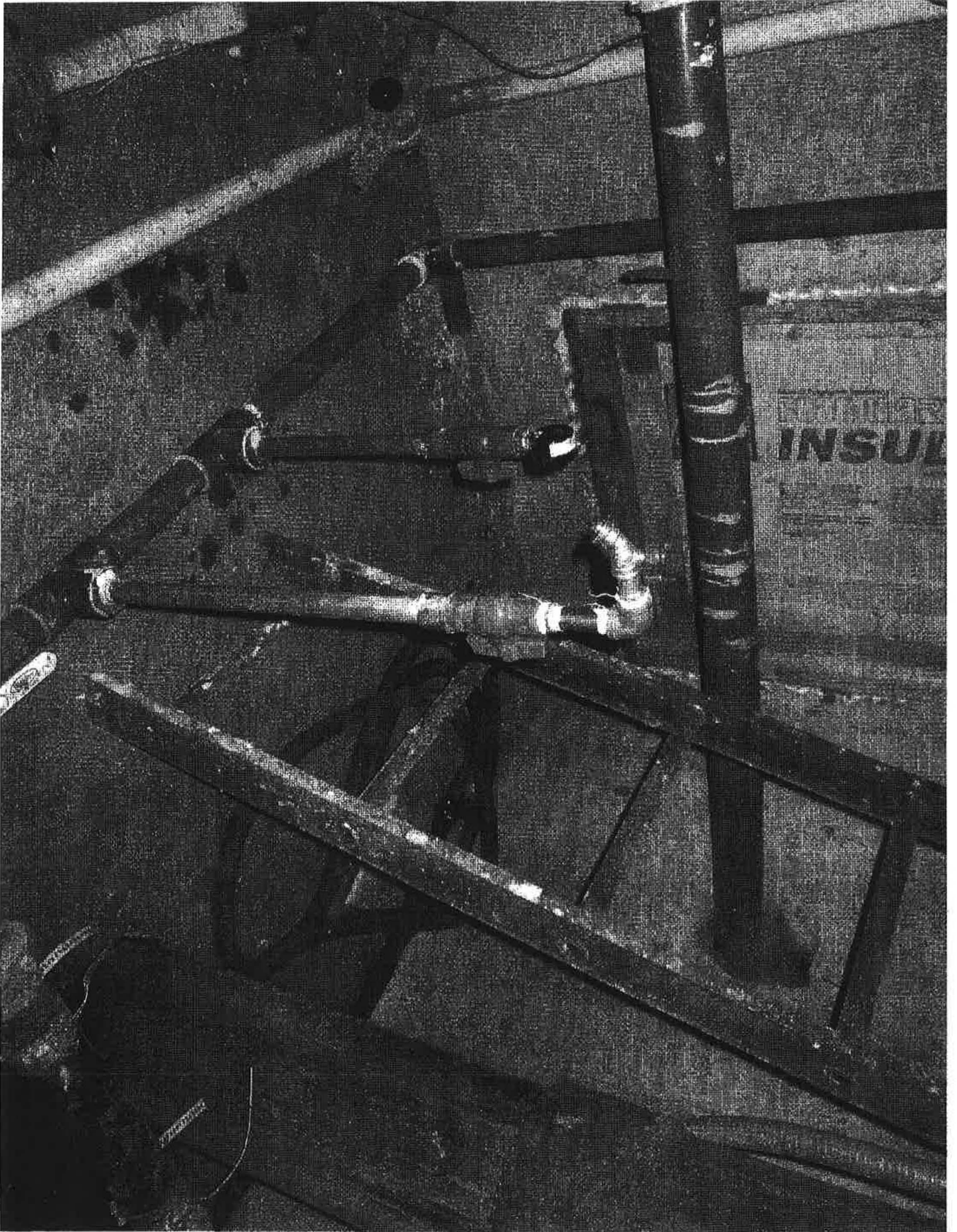
**From:** Linda Kearney [mailto:linda.fxlyons@roadrunner.com]  
**Sent:** Friday, October 02, 2015 2:32 PM  
**To:** Rousseau, Amy  
**Subject:** Surveys

I did leave you a phone message but to follow-up. The tech that does those systems is not in. I will follow-up ASAP. I have company next week so I am not sure when I can get the answers.

- 1) Maclean # 1466050- since there is no treatment on the system, do they really need a check valve? It is all only well water.
- 2) Wildwood # 0022010 – I will get the drawings to you as soon as I can. You may receive the sketches first, since they will be scanned here. The map has to go out to be digitized.
- 3) Wildwood # 0022010- I will let you know about the sample tap as soon as I can talk to the tech.
- 4) Freedom Village Condos # 0862030- I will follow-up with the tech about the tank fill.

I was just up in Crawford Notch. There was great color. So your parents should find some nice color North of Conway.





Lakes Region Water Co., Inc. & Wildwood Water Company, Inc.

Docket No. DW 17-176

RESPONSES TO Staff Data Requests Set 1

Date Request Received: 02/02/2018

Date of Response: 02/09/2018

Request No. 1-8

Witness: Leah Valladares

**REQUEST:**

Does Wildwood have any pending Letters of Deficiency (LOD's) or other violation issues currently outstanding with NHDES?

**RESPONSE:**

No they do not.

Lakes Region Water Co., Inc. & Wildwood Water Company, Inc.

Docket No. DW 17-176

RESPONSES TO Staff Data Requests Set 1

Date Request Received: 02/02/2018

Date of Response: 02/09/2018

Request No. 1-9

Witness: Leah Valladares

**REQUEST:**

Based on currently known information provided by Wildwood, please provide the entries LRWC would be making to record Wildwood in the books and records of LRWC. Please include account numbers, account names and amounts.

**RESPONSE:**

Account #	Account Name	Debit	Credit
301	Intangible Plant: Organization Cost	866.00	
302	Intangible Plant: Franchise	2,277.00	
304.02	Structures & Improvements	54,984.00	
311	Source/Pumping Equipment	7,640.00	
339.03	Treatment Plant: Other Plant & Misc. Equip.	5,197.00	
331	T&D Mains	16,914.00	
333	Services	3,577.00	
108	Accumulated Depreciation		64,870.00
115	Accum. Amort. Acquisition		3,248.00
131.01	BNH (Operating Account)		25,000.00
114	Acquisition Adjustment	1,663.00	
		<b>\$93,118.00</b>	<b>\$93,118.00</b>

Lakes Region Water Co., Inc. & Wildwood Water Company, Inc.

Docket No. DW 17-176

RESPONSES TO Staff Data Requests Set 1

Date Request Received: 02/02/2018

Date of Response: 02/09/2018

Request No. 1-10

Witness: Leah Valladares

**REQUEST:**

Does LRWC plan to hire additional personnel due to the acquisition of Wildwood?

**RESPONSE**

No, LRWC does not plan on hiring additional personnel due to the acquisition of Wildwood.

Lakes Region Water Co., Inc. & Wildwood Water Company, Inc.

Docket No. DW 17-176

SUPPLEMENT RESPONSE TO Staff Data Request 1-9

Date Request Received: 02/02/2018

Date of Response: 02/28/2018

Request No. 1-9 Revised

Witness: Leah Valladares

**REQUEST:**

Based on currently known information provided by Wildwood, please provide the entries LRWC would be making to record Wildwood in the books and records of LRWC. Please include account numbers, account names and amounts.

**RESPONSE:**

Account #	Account	Debit	Credit
304.02	Structures & Improvements	54,984.00	
311	Pumping Equipment	7,640.00	
339.03	Treatment Plant: Other Plant & Misc. Equip.	5,197.00	
331	T&D Mains	16,914.00	
333	Services	3,577.00	
108	Accumulated Depreciation		66,683.00
131.01	BNH (Operating Account)		25,000.00
271	CIAC	2,800.00	
272.00	Accum. Amort of CIAC		1,441.00
114	Acquisition Adjustment	2,012.00	
		<b>\$93,124.00</b>	<b>\$93,124.00</b>