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**Sent:** Sunday, January 10, 2021 7:22 AM  
**Subject:** DW 20-112

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Dear Commissioners:

I respectfully request to intervene in the matter of the above docket number. I am a client of Abenaki Water Company and as such I am affected by the case. I oppose the requested increase because:

-My spouse is retired and I am near retirement age. We must live on a meager fixed monthly income. The amounts requested by Abanaki, even at a 100% increase would severely affect our budget---to the point of considering sale of our home and relocation.

-Although there has been much repair work on the system, it lacks any substantial improvement.

-The upgrade of the emergency alert system on the well did not address the more important concern of actually fixing problems to avoid outages.

-Abenaki seeks to recoup costs of due diligence in their purchase from the prior owner. Clearly that was not well executed. They should have been very aware that the system would require resources to put out a decent sellable product. This leads to my next point...

-We have seen no Abenaki equipment aside from pickup trucks during times of repair. Obviously they are not prepared to own a water maintenance company. They hire their parent company or outside sources---likely at much higher rates.

-It is my understanding that there is a second well available near the current well. Can this second well be utilized instead of purchasing a larger holding tank, and what would be the associated costs...hopefully less.

-How is any alarm transmitted to Abenaki when service does get interrupted? There is no phone or antenna on site. It seems that they only know when the residents call to complain.

-Is there any standby generator in case of power outage? This should be a priority.

Thank you,

Gene Preul and Carla Nelson