

October 28, 2024

Chairman Daniel C. Goldner
Public Utility Commission
21 S. Fruit St. Suite 10
Concord, NH 03301-2429

Dear Chairman Goldner,

I am attaching a petition to the PUC to resolve through an adjunctive proceeding the New Hampshire Department of Energy's "CPT 2024-006, Complaint of Meter Accuracy and Testing against Pennichuck WaterWorks, Inc.; Final Decision."

A list of documents referenced in the petition is at the end of the petition. The documents are attached. The DOE was very professional and attentive, however the basis on which they reached their conclusion does not seem reasonable to me. Pennichuck Water is charging me for water used at my home when neither I nor anyone else was at the home and no other water drawing services were in use.

In the decision I am questioning references to spikes in my water usage history as supporting that the water meter was working properly, the possibility of programming issues in my irrigation system and outside spigot use as causing the water usage, and the validity of Pennichuck Water's testing results, in light of their violation of PUC regulations.

Throughout the investigative process Pennichuck Water threatened me by phone, email, and US mail that they would shut off my water and charge me additional late payment and reconnection fees. I finally did receive one email from their

customer service department that the notices were from Pennichuck's computer program, which they could not control, and that I should ignore all of those notices.

If you need any additional information, feel free to contact me.

Thank you in advance,

A handwritten signature in black ink that reads "Nancy Monks". The script is fluid and cursive, with the first letter of each word being capitalized and larger than the others.

computer generated signature

Nancy Monks