

Mr. Harvey Lavoie

P. O. Box 12

Nashua, NH 03061-0012

March 13, 2008

SUBJECT: Docket # DW 04-048

New Nashua Home owner's opinion & comment regarding the Pennichuck Water Controversy, and the ordeal which brought on his concerns:

Following my mother's passing in June 2007, I, Harvey Lavoie, became the sole, legal owner of a 6-unit apartment building at 5 Terrace Street, in Nashua, since August 7, 2008. It was previously owned by both my mother and my father.

About August 8, I informed Pennichuck (a representative named Amanda) of this property transfer.

**Three months later, I received my first Pennichuck water bill for the eighty-seven (87) days from 08/10/07 to 11/05/07 concerning meter # 81602079.** During that period of time, all six of my building's apartments were occupied by twelve adults and one child. I have residence in one of these six apartments.

**This first, aforesated, water bill was for the consumption of seventeen (17) cubic feet of water.**

During the aforesated three (3) month period, **(I do not have the exact date available, but it was in September or October of 2007)** the supply water suddenly turned brown. The day after I notified Pennichuck about this environmental issue, a male technician came to me to resolve the problem. I unlocked my basement and allowed him to disconnect the water meter and hook up a hose to it, running outdoors; and over the next seven hours the water was flushed. **The technician reconnected the same water meter (381602079) after the flushing was complete, however, he made an error that was not known to me until I spoke to Pennichuck (Amanda) after I received the aforesated first water bill.**

**I asked her why it specified "Estimated Read". She told me that it became apparent to Pennichuck that their technician had reconnected the same water meter "backwards" after he flushed the system; that is, he hooked the outlet of the meter to the supply pipe and the inlet of the meter to feed the pipes of my building.**

**The Pennichuck representative, Amamda, assured me that they still were able to accurately calculate my building's water consumption because they recorded and calculated the meter reading when it ran forward and then when it began to run backwards due to their technician's error. This representative assured me that the consumption of seventeen (17) cubic feet for the eighty-seven day period (08/10-11/05/07) was accurate. She also made an appointment for a different technician to come to my building to disconnect and reconnect the same water meter so its reading would be forward again.**

I do not have the exact date available, but it was approximately mid-November or early December 2007 when the new, Pennichuck male technician arrived at my home to turn the water meter around. I know. I was there. I unlocked the basement for him. I followed him in and out of my building.

This technician was not the same person who flushed the water system two months prior. **After removing the original meter (# 81602079) this different technician told me he had a different, 'reconditioned' NEPTUNE-brand water meter that he was instructed (by his superiors) to install in my building to replace the existing meter.**

I was reluctant, because there was nothing wrong with the existing meter; its glass/plastic dome was clean, clear, without blemish, and the numbers could be clearly read. The technician explained that the existing meter and the Neptune-brand meter he wanted to exchange it with are both read electronically. Pennichuck takes its meter readings electronically, without entering the buildings, by driving by the building and scanning the meter from outdoors. **In trying to convince me to allow him to exchange the meter, he told me that his superiors at Pennichuck was making him exchange every resident water meter with the Neptune-brand meter whenever Pennichuck visits its customers.** So, finally, I reluctantly agreed to allow him to proceed with this exchange. I witnessed the meter exchange, and the technician even exchanged the electric device that is fastened to the outside of my building.

During the period in which the water consumption was being measured by the NEPTUNE-brand replacement meter, (from mid November 2007 and January 2008), four of my six apartments became vacant reducing the water consumption from twelve (12) adults and one (1) child down to water consumption three (3) adults, one (1) child, and a newborn infant.

Despite the fact that there were seventy-five percent (75%) less people living in my building, my second, Pennichuck water bill for the eighty-eight (88) days from 11/30/07 to 02/01/07, indicates thirty-two cubic feet of water consumption, (which is almost double the water consumption of my previous Pennichuck water bill when all six of my apartments were occupied).

I am one of the three adults that are left residing in my building. I am certain that no water faucets were left running by accident and no water leaks were present to account for the almost one hundred per cent (100%) increase in water consumption by seventy-five per cent (75%) less people.

I believe that the “reconditioned, NEPTUNE-brand water meter” (which was exchanged with the existing water meter after the first water bill was generated), is faulty and is reading more water volume than is actually being used. Furthermore, I believe this problem may be part of a conspiracy within Pennichuck to increase its revenue for profits, by substituting the customers’ existing water meters with the “reconditioned, NEPTUNE-brands” or other meters which have been fixed to record more water consumption than is actually used .

**\*\*\* PLEASE TAKE NOTICE THAT PENNICHUCK DID NOT CHANGE THE METER NUMBER AFTER THE EXCHANGE!**

**ON MY SECOND, PENNICHUCK BILL, THE NEPTUNE-BRAND METER NUMBER IS STILL INDICATED AS #81602079, WHICH IS ALSO THE NUMBER OF THE PREVIOUS EXISTING METER, AS IS INDICATED ON MY FIRST, PENNICHUCK BILL!**

In other words, Pennichuck did not assign a different number to the faulty meter that it exchanged for the good, previous-existing water meter. This can be construed as a cover-up, to hide the fact that the exchange took place!

Prior to this ongoing, unresolved issue, I had no opinion concerning the Pennichuck Water Controversy. This is mostly because I was never a Nashua homeowner before August 2007. However, now I do have an opinion about the Pennichuck Water Controversy: I, Mr. Harvey Lavoie, am a United States citizen with no criminal record. I feel that my opinion in the matter should count. I am fifty-two (52) years old, and in my efforts to expose the Pennichuck water meter exchange problem, which I have just described, I want you to know that there are probably other homeowners and apartment building owners who have already been victimized by Pennichuck through the faulty, “fixed” water meters that are being exchanged with the homeowners previous, existing water meters. It is my opinion that The City Of Nashua, New Hampshire should continue to pursue the control of Pennichuck. The city, as a public entity has nothing to gain by cheating its taxpayers. Pennichuck on the other hand has been under pressure to increase its profits for its insiders and shareholders. Whereas, it was a Pennichuck employee who, after flushing the Terrace Street water system from my building, did reinstall the water meter “backwards”, this proves that Pennichuck cannot argue that its employees are more capable than the City Of Nashua, public employees will be in maintaining the water system (after it gains legal control of Pennichuck).

I hope the Public Utilities Commission will agree that the public’s interest and safety of its water will be better managed by The City Of Nashua than in the hands of Pennichuck, where there is a lack of integrity.

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Very Truly Yours,

 03/13/08.

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Harvey Lavoie

Mr. Harvey Lavoie  
P. O. Box 12  
Nashua, New Hampshire 03061-0012

March 13, 2008

ATTENTION : Tara King

Pennichuck  
P. O. Box 1947  
~~Nashua~~, NH 03054-1947

*Merimack*

Dear Miss King,

My account # is 100001880-67340. I am aware that you were in discussion with Mike Sisto (NHPUC) about this serious, ongoing, unresolved issue. My phone # is 883-1807. I, Mr. Harvey Lavoie, in accordance with New Hampshire law and NHPUC rules, do hereby request Pennechuck to replace the faulty NEPTUNE-brand water meter with the previous, existing water meter that was wrongly exchanged.

Furthermore, in accordance with NH PUC rule # 603-05, both water meters be tested in my presence with my representatives, and in the presence of PUC officials, at the same time. Please be advise that Pennichuck kept the same/identical meter number for the faulty NEPTUNE-brand, same # as the previous existing meter, #81602079.

Pennichuck must advise me and NHPUC of the testing time, date, and place, in advance and must not tamper with the two meters prior to this test of them.

Sincerely, Harvey Lavoie

*CC: NH P.U.C.*