

Leighton, Adele

From: Raymond, Margaret
Sent: Tuesday, March 17, 2009 2:11 PM
To: Leighton, Adele
Subject: FW: DW 08-052 Servcie List

Sorry Adele, I should have included this information:

This customer filed an on-line complaint regarding DW 08-052 on March 12, 2009:

Geoffrey Betts
298 Peacham Rd, Unit 1
Center Barnstead, NH 03225
gcbetts@comcast.net

I am an individual residing alone and on a fixed SSDI income. I recently purchased a property in Center Barnstead, NH. I just barely qualified for the loan and am living right at the tipping point financially. I had heard that there was an increase in my water bill that would be coming in the near future and was confident that it would not be exorbatant. At this point I honestly don't know exactly what the percentage of this increase is. It's at least 156%, but have been researching articles that have us absorbing up to a 311% increase in our water bill? I called the water company and was advised that if I didn't like it "my only option was to dig a well". The Sevice Rep was supposedly empowered to let me make a token payment for the outstanding balance in Feb, but that I would have to catch right back up in March. This has just prolonged the inevitable outrageous continueing assault on what budgets we have left! On top of this monopolistic insult, we are being charged retroactively back to June 2008 for services performed. We are all suffering enough. If the Water Company has a program to relieve people that this increase pressures beyond thier means they should avail this to the pulic. Whomever I spoke with on the phone sounded indifferent and was of little help. This cost of correcting a problematic system that all had foreknowledge of, before purchasing the Water Works, should have been settled at the expense of the company that sold and apparently mismanaged it. The minimum that could be afforded would be to stretch out this reclamation for a period of time that does not absurdly burden THE CUSTOMER!

I have also looked at other communities that are having rate increases, as a result of this recent purchase and have found that the majority are impacted at between 0 - around 8%. Driving my water bill up 156% seems criminal and not well thought out. This is America? I feel like I'm being stolen from with everybody watching and sanctioning it. There has to be a fairer way. What about some of the elderly in my community on fixed incomes? God Help Them!

Sincerely,

Margaret L. Raymond
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-----Original Message-----

From: Raymond, Margaret

3/18/2009