

Leighton, Adele

From: Smith, Kim on behalf of PUC
Sent: Monday, July 07, 2008 3:07 PM
To: Leighton, Adele; Howland, Debra
Subject: FW: Lakes Region Water Rate Increase Request

I have attached an internet e-mail from our PUC account.

--Kim

-----Original Message-----

From: Carol Stansell [mailto:carlo@mychibay.com]
Sent: Monday, June 30, 2008 1:41 PM
To: Deb@mychibay.com; PUC
Cc: Naylor, Mark; Hatfield, Meredith; Representative Harry Merrow; Representative Howard Cunningham; Representative Virginia Heard; Senator Joseph Kenney
Subject: Lakes Region Water Rate Increase Request

Carol E. Stansell
 18 Independence Drive
 Freedom, NH 03836
 603-539-4164
 carlo@mychibay.com

June 29, 2008

Debra A. Howland
 NH Public Utilities Commission
 21 Fruit Street, Suite 10
 Concord, NH 03301-2429

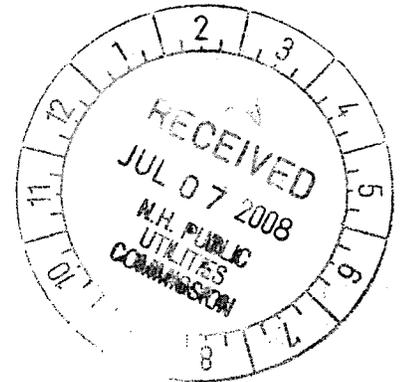
Dear Ms. Howland,

It is with great concern that I write this letter in regard to the recent request from Lakes Region Water for another rate increase. I have many objections to this request, which I will outline below.

Firstly, I received word of the request for an increase from a neighbor, just this past Saturday morning. I have not received any notification from Lakes Region Water, written or otherwise. It is my belief that they must notify clients of their intentions to request any increase. That has not happened in my case.

Secondly, after reading the order obtained from your website, I find that the rate increase is based on upgrades to water systems other than LOV Water. The order states that upgrades will be made in Paradise Shores in Moultonborough, Indian Mound in Ossipee, Gunstock Glen and Brake Hill Acres in Gilford, Hidden Valley in Tuftonboro, and 175 Estates in Thornton. It does not mention any upgrades or improvements to LOV Water in Freedom. In 2006, when the last increase was requested and approved, after a great deal of disapproval from residents in LOV Water, the rate increases were different for the different water systems. At that time, LOV Water residents saw the largest increase of any of the systems operated by Lakes Region Water.

Thirdly, at the time of the last increase, Lakes Region Water, as per PUC order 24,692, dated October 31, 2006 was to install meters in every home in LOV, and other water systems. This has not taken place. In fact, there has been no communication of the intent to install meters since the mention in the PUC Order. The fluctuation in water pressure has increased, as the actual overall pressure has decreased. Additionally, the quality of our water has been increasingly getting worse. Apparently, we have been advised not to drink the water due to lead and copper contamination. I never received notification of this either.



My objection to the current rate increase request is shared by many of my neighbors, who feel that we are receiving less than adequate service from Lakes Region Water. Our complaints and concerns appear to fall on deaf ears. And now they wish to increase our rates to pay for service we are not receiving and for upgrades that we will see no benefit from. I find this highly objectionable. Additionally, I have had less than helpful and often rude conversations with office staff in attempting to contact them with problems and requests.

With the unsatisfactory status of the service and poor water quality, I hereby strongly urge the Public Utilities Commission to consider the voice of the consumer in this matter.

Thank you for your consideration.

Sincerely,

Carol E. Stansell

Carol E. Stansell

cc: Meredith Hatfield, NH Consumer Advocate
Mark Naylor, Director, Water & Gas Division, NH PUC
Senator Joseph Kenney
Representative Howard Cunningham
Representative Virginia Heard
Representative Harry Merrow