

Leighton, Adele

From: Noonan, Amanda
 Sent: Wednesday, May 05, 2010 9:42 AM
 To: Howland, Debra
 Cc: Leighton, Adele
 Subject: FW: Consumer complaint

Can we docket this and send out our standard response? It's not a really a complaint that needs investigation and response.

Amanda O. Noonan
 Director, Consumer Affairs
 New Hampshire Public Utilities Commission
 21 South Fruit Street, Suite 10
 Concord NH 03301
 603.271.1164 voice/603-271.3878 fax
 amanda.noonan@puc.nh.gov



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

From: Martin, Christina On Behalf Of OCA Website Mail Account
 Sent: Wednesday, May 05, 2010 9:22 AM
 To: Noonan, Amanda; Steve Eckberg; Meredith Hatfield; Rorie Hollenberg; Ken Traum
 Subject: Consumer complaint

Please see below.

Christina Martin
 Legal Assistant
 Office of Consumer Advocate
 21 S. Fruit Street, Ste 18
 Concord, NH 03301
 603-271-1172
 christina.martin@oca.nh.gov
 www.oca.nh.gov

Statement of Confidentiality

The information contained in this electronic message and any attachments to this message may contain confidential or privileged information and are intended for the exclusive use of the intended recipient(s). Please notify the sender immediately at (603) 271-1172 or christina.martin@oca.nh.gov if you are not the intended recipient, and destroy all copies of this electronic message and any attachments. Thank you.

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

From: jd625@myfairpoint.net [mailto:jd625@myfairpoint.net]
 Sent: Wednesday, May 05, 2010 8:12 AM
 To: OCA Website Mail Account
 Subject: unitil proposed rate increase

I am writing concerned about the proposed rate hike by unitil. I am prompted to write this email after being without service for well over 5 hours last night. It is my understanding that unitil is looking to recoup money from customers due to lost revenue from power outages and customer use of energy saving measures.

Every time I get my bill unitil is encouraging its customers to use less energy. Now those of us who do use less energy are going to be punished for it? Has anyone considered a

staggered rate thereby charging those who are less energy conscience more and those who do work hard at conserving energy less?

I'm feeling very frustrated with the issues surrounding utilities and lack of choice in my area. When the PUC allowed fairpoint to take over verizon there was nothing but problems. My bills kept going up and the service I received kept going down. Now again I feel I am faced with no choice, bills going up, service going down. So I am prompted to make a plea for all the homeowners. We work hard and no one is lining our pockets. It appears as though every time we take a step in one direction to lower our costs we are forced to take a giant step back. Maybe unitil should consider monitoring their cash flow like rest of us. When times are tough we cut back to save some money. I have read numerous articles about unitil handing out checks to various businesses, communities, etc as a charitable donation. Until is attempting to improve its image. But at what costs? Who is really supporting these causes?

I am asking that each one of you be the voice for all of us in the area and not sit back and let unitil raise rates by the proposed 9%.

Jennifer Silva
16 Summit Dr
Atkinson NH
603-362-9331