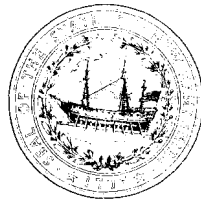


THE STATE OF NEW HAMPSHIRE



CONSUMER ADVOCATE
F. ANNE ROSS

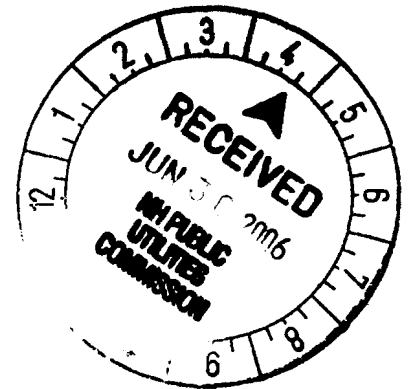
ASSISTANT CONSUMER ADVOCATE
KENNETH E. TRAUM

OFFICE OF THE CONSUMER ADVOCATE
21 S. FRUIT ST., SUITE 18
CONCORD, NEW HAMPSHIRE 03301-2441

TEL: (603) 271-1172
FAX: (603) 271-1177
TDD ACCESS: RELAY NH 1-800-735-2964

June 30, 2006

Debra Howland
Executive Director & Secretary
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, New Hampshire 03301



RE: DM 05-172 Utility Pole Investigation

Dear Ms. Howland:

Enclosed for filing with the Commission, please find an original and eight copies of a complaint received by the Office of Consumer Advocate to be recorded into the above docket.

A copy of the within has been served on all parties in this docket electronically.

Respectfully,

A handwritten signature in black ink, appearing to read "F. Anne Ross".

F. Anne Ross
Consumer Advocate

cc: Service list



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

From: Claire Laberge [mailto:Claire.Laberge@bruker-biospin.com]

Sent: Friday, June 30, 2006 12:44 AM

To: Ross, Anne

Subject: Re: Recent Problems with Electric and Telephone Pole and Lines

yes you may

Claire

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

From: Ross, Anne

To: Claire.Laberge@bruker-biospin.com

Cc: [Traum, Ken](#) ; [Martin, Christina](#) ; [Merrill, Steve](#)

Sent: Tuesday, June 27, 2006 12:41 PM

Subject: Recent Problems with Electric and Telephone Pole and Lines

Dear Ms. Laberge,

Your complaint was just forwarded to our office by a third party. In order to protect your privacy we will not share it with others until we receive your permission. Please email me back a let me know if it is alright to make this incident known to the Commission's Consumer Affairs Division and to include it in the ongoing Poles Investigation, DM 05-172, being conducted by the Commission. By placing this complaint into an ongoing Commission docket it will become public information.

The situation you describe appears to involve severe hazards and needs to be investigated. Please let us know if we may forward this complaint to the appropriate parties.

F. Anne Ross
NH Consumer Advocate
21 South Fruit Street, Suite 18
Concord, NH 03301
phone 603-271-1174
fax 603-271-1177

Email sent by third party:

This was our fun day Saturday (06/24/06)

Just after 10AM Anne notice wires dangling outside our front window. When I looked outside, the pole holding the electrical, telephone, and cable wires had fallen over into our side yard. The cables were 5 feet from the front door, and were resting on top of the Volvo.

Anne called the Manchester Police Dept's non emergency number and PSNH to report the incident. This was around 10:10. When 11:00 AM came and no one had shown up, she called 911, after which the fire department and PSNH showed up.

When she spoke to PSNH at 10AM, she was told that the wires were live, that we should stay in the house and call our neighbors and tell them to stay inside and away from the wires, and the wet lawn, yet it took a call to 911 to get anyone to respond.

Then PSNH disconnected the light and the wires from the fallen pole, removed the wires from the hood of the car and said that they could do nothing else until Verizon came and replaced the pole. The live wires were left dangling in front of the house and under the front bumper of the car until about 2:30PM.

I was absolutely dismayed by PSNH's lack of concern about leaving live electrical wires dangling in front of the house, with two young boys around. I would have expected them to at least prop up the wires with some sort of temporary pole made out of 2x4s just to get the wires high enough that at 3 and 5 yr old could not reach them.

I was glad that it was a rainy morning otherwise the boys would have been outside playing

Claire Laberge