

March 30, 2013

Deborah Howland
21 S Fruit St
Concord, NH 03301

Anne Guyotte
11 Robertson Dr
Gilford, NH 03249

RE: DW 12-355



Dear Ms. Howland,

I am writing this letter to voice my concerns regarding the rate increase for the Dockham Shore Water Company. Although I do not disagree with Collin Robertson's request for a rate increase since my water rates have been the same for the past nine years; 129% is absurd. There have been many serious problems with the well and facilities in recent years that have required expensive repairs and upgrades. I am assuming that during the years of managing the water company, proper accommodations have been made to financially handle the maintenance of the facilities. The upgrades in 2012 were the result of multiple issues over a couple of years in which the customer service and communication was poor to say the least.

What exactly will I be getting as a customer of the water company with the 129% increase in rate? Better customer service, fewer water outages, cleaner water, and an appropriate level of customer communication? I have limited options regarding access to water which I was aware of when we made the decision to move into this property; but never has a company that I receive utilities from asked for a 129% rate increase. I can put in a well but would still need to pay the water company a base rate. The Dockham Shores Water Co is the simplest access to water but other avenues are available for Mr. Robertson to recoup his capital expenses. A gradual rate increase over time, special assessment, or better financial management internally. Common sense and basic management understands that aging facilities are going to need upgrades and require capital improvements.

To my knowledge a succession plan of the water company has yet to be established. The covenants pertaining to the water have been attached. It states that the developer, Collin Robertson, intends to convey the water system to the Dockham Shores Association. When and how is that going to happen? What is the plan? The company has been in place since 1976. The roads and beach lot have already been conveyed what is the timeline for the water?

I have no issue with the Dockham Shore Water Company making a 9.75 % profit if that is the industry standard. I do, however, have issue with a company making a profit for years, knowing that the system was aging and doing the bare minimum to get buy until it hit rock bottom then placing the financial burden on its customers. Companies do not make profits every year some years are better than others and Dockham Shore Water is no different. This is a management issue and needs to be addressed internally. If a rate increase is needed, then it should be done appropriately.

Sincerely,

Anne Guyotte

Anne Guyotte

two years and cleaned if necessary in the opinion of such service operator.

Developers reserve the right to maintain, repair, and replace any pipe, culvert, service boxes, including ditches, which are a part of the water and drainage systems

WATER SYSTEMS

Developers intend to convey the water system located at Dockham Shore Estates to the Association and each owner shall, by acceptance of title to a lot, be deemed to covenant and agree as a member of said Association to the acceptance by the Association of title to said water system.

Water usage charges shall be paid to the person or entity providing water and shall be set forth in a tariff filed with the New Hampshire Public Utilities Commission and shall be subject to regulation by such Commission. Each owner shall install a water meter on his premises at his own expense.

Such water usage charges and interest thereon and all costs of collection thereof, including reasonable attorney's fees shall be a charge on the land and a continuing lien upon the lot with respect to which the charges are payable, and shall also be the personal obligation of the owner of such lot at the time such charges become due.

BEACH LOT

Developers intend to convey by quitclaim deed to the Association, a parcel of land having one hundred fifteen feet on Dockham Shore Road, and one hundred and fifty feet frontage on Lake Winnepesaukee adjoining land now or formally of Arsenault, which premises shall be held by said Association for use in common by all owners of lots in Developers' subdivision, other owners who have or may acquire title from Developers to any part of their present land, of which the present subdivision is a part, and Developers or their successors and assigns as owners of the homestead situated on said premises owned by Developers, for bathing, and other recreational purposes, under such reasonable regulations as said Association may from time to time adopt. The foregoing shall not be so construed as giving any lot owner the right to erect any dock on the