DW 13-130

14 St. Andrews Way
Londonderry, NH 03053
July 8, 2013

NHPUC
21 South Fruit Street, Suite 10
Concord, NH 03301

NHPUC JUL11'13 AM11:06

Re: Pennichuck rate increase petition

To the NHPUC:

I am a resident of Forest Hills of Londonderry, an over-55 community. Most of the people living here are elderly and are on fixed incomes. We are served by Pennichuck East; any increase in their already high rates would be a substantial burden for most of the residents in my community.

Unfortunately, I am not able to attend the Pennichuck East pre-hearing conference scheduled for Friday, July 19th. I would like to hear for myself Pennichuck's justification for petitioning the NHPUC for this 12.21% increase in their water and meter rates. I realize that utilities have a penchant for petitioning for much more of an increase in their rates than they actually hope to get, but some research I've done indicates that their rates are ***already*** the highest in all the communities surrounding Londonderry. So, I, along with my neighbors, am petitioning the NHPUC to take this fact into consideration while taking Pennichuck's petition under advisement!

Further, I have correspondence from Pennichuck in my personal files dated 12/6/10 (before Pennichuck was taken over by the City of Nashua) which states, " . . . it is the City's stated intention to continue operating all of Pennichuck's businesses with the ***existing workforce and operations management"*** (emphasis mine). Yet, a Q&A letter subsequently sent to customers in February 2012 (after the City's ownership was finalized) indicates: ***". . . management will be reduced"*** -- so which is it?? If it's the latter, I would like to know how many management employees were let go and how did this impact salaries? This letter also indicates that the utility will be governed ***". . . by an Independent Board of Directors"*** -- is this BOD compensated? And, finally: ***"Future rates are expected to be lower under City ownership as compared to the prior ownership . . ."***. Well, after checking my personal records (which go back to 2010), Pennichuck, under prior ownership, had exactly the same rates as the current rates since at least the beginning of that year.

Will there be a report available to Pennichuck customers after the scheduled meetings? Where will it appear? Please let me know mbcomfort@comcast.net

Thank you for your consideration and attention to this matter.

Sincerely,

Maureen F. Comfort

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