
From: Mark's AOL Account <mdevitts@aol.com>
Sent: Tuesday, August 09, 2016 9:19 PM
To: Naylor, Mark
Subject: Lakes Region Water Company

Dear Mark:

As you know, I am an intervenor in the current Lakes Region Water Company (LRWC) case. I have had concern with the Mount Roberts transaction and various other issues surrounding the pending rate case. My goal in participating in the process has been to help secure a fair rate increase for LRWC's customers located in the Hidden Valley subdivision in Tuftonboro/Wolfboro while also allowing LRWC to earn a reasonable return on its capital. I have been impressed with PUC's thoroughness in this process and I am hopefully that at the end of the case PUC will find the correct balance between LRWC's need for a fair return on its capital and its customers' quarterly water bills.

I feel compelled to tell you about a positive experience I had with LRWC last month. The Thursday before the Fourth of July weekend my mother received a call from LRWC that a leak had been found between the street and her house. As a result, LRWC was forced to shut the water off leaving the house without water for the upcoming long holiday weekend. My mother asked that I get involved with the problem and I wound up speaking with a LRWC's supervisor and ultimately Tom Mason. Both were extremely helpful and after some discussion they arranged to have one of their back hoes on site at 9:00AM the next morning. After several hours of work they were able to install a temporary above ground water line which saved the weekend for my sister who was able to use the house with her family. Unbeknown to LRWC, my sister had been caring for my ailing father for months and the Fourth of July weekend was her first opportunity to get away with her family for quite some time. LRWC's responsiveness and professionalism had a very positive impact on my family that weekend and for that we are grateful.

I have been critical of certain aspects of LRWC's business during the rate case so I feel it is only fair to highlight the very positive interaction the company had with my family.

Please include this email as part of the rate case.

Sincerely,

Mark Evitts

Sent from AOL Mobile Mail