

**Leighton, Adele**

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**From:** Raymond, Margaret  
**Sent:** Thursday, April 08, 2010 11:11 AM  
**To:** Leighton, Adele  
**Subject:** FW: Birch Hill Water North Conway

Adele, Eileen responded to this customer and would like the customer's comments to be placed in DW 08-052. Thanks.

Sincerely,

***Margaret L. Raymond***  
*Consumer Affairs Division*  
*NHPUC*  
*21 S. Fruit Street, Suite 10*  
*Concord, NH 03301*  
*(603) 271-1636*  
*email: [margaret.raymond@puc.nh.gov](mailto:margaret.raymond@puc.nh.gov)*

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

**From:** Davis, Lori **On Behalf Of** PUC  
**Sent:** Monday, April 05, 2010 8:41 AM  
**To:** Raymond, Margaret  
**Subject:** FW: Birch Hill Water North Conway

Hi Margaret,

I have attached an internet email from our PUC account. Can you please forward it to someone in your department for a response.

Thank you

Lori

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

**From:** Lisa Vertigen [mailto:[mrs\\_hondo@yahoo.com](mailto:mrs_hondo@yahoo.com)]  
**Sent:** Saturday, April 03, 2010 2:02 PM  
**To:** PUC  
**Subject:** Birch Hill Water North Conway

An open letter from Randell Farm Road Residents, part of the Birch Hill Development in North Conway:

Per discussions with our neighbors, I am writing to you about the Birch Hill Water System in North Conway, owned and operated by Pennichuck Water Works

Company. We wanted to file an open letter to you regarding the turn of events since the December approval of rate increases and minimum water usage. Since the approval, our own household is now paying \$119+ per month for water, which we consider highway robbery, but others are paying upwards of \$250+ per month depending on the number of members in the household. We were conserving and only using 2 units per month until the changes. Thanks to your approval to allow Pennichuck to charge a minimum of 4 units per month per household, we have no incentive to conserve and we fully intend to use what we are paying for. Pennichuk has, as we have heard from neighbors, shut off homes in Birch Hill with children and elderly who have not been able to pay their bills with tight enough budgets. The increases have caused a ripple effect with the rest of our budget and have devalued our homes and we are all considering meeting with an Attorney to weigh our options for action. We all assumed the PUC would protect us from such abhorant increases and abuse, but it appears no help in the form of relief is forthcoming. On a side note regarding our property in particular, Pennichuck has failed to repair the damages to our driveway during construction to our satisfaction, and we are considering filing suit to recover the expenses to complete the repairs ourselves.

Sincerely,

Lisa and Simon Vertigen  
102 Randell Farm Road  
North Conway, NH 03860  
603-356-3498