

BEFORE THE STATE OF NEW HAMPSHIRE  
PUBLIC UTILITIES COMMISSION

In the matters of:

Pittsfield Aqueduct Company  
Petition for Permanent Rates

DW 08-052

Pennichuck East Utilities and Pittsfield Aqueduct Company, Inc.  
Joint Petition for Approval of the Transfer of Assets  
Franchise Rights and Long Term Indebtedness

DW 09-051

Direct Prefiled Testimony  
of  
Locke Lake Colony Association  
Deana R. Cowan  
Administrator

July 31, 2009

## INTRODUCTION

Q. Please state your name, the business you are representing and your position.

A. My name is Deana Cowan; I am the Administrator for Locke Lake Colony Association, a homeowner's association in Center Barnstead, New Hampshire.

Q. Have you previously testified before the Commission?

A. No.

Q. Do you have a working knowledge of the rate case before the Commission?

A. Yes. I have attended all previous work sessions and hearings and have worked closely with Mr. Michael Ranaldi since the beginning of the original proposal for temporary increases.

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Q. What is the purpose of your testimony today?

A. The company's plan to charge customer's 4 ccf's for using only 0, 1, 2, & 3 ccf's. There are two concerns in using this mean to establish rates.

Q. What are the two concerns you have for this mean to establish a rate increase?

A. First, the customers that fall into the category of 0 to 3 ccf's are those members who may typically be on fixed a income. While I don't have any numbers of how many people this would affect, I do believe the Commission and the Company should consider these consequences.

Q. You realize there are programs out there that help people pay their utilities if they can not?

A. Yes I am aware. I have reviewed some of the local programs and found while they may help some residents with electric or fuel bills they do not offer any aid for water bills.

Q. Which agencies did you talk to?

A. I spoke to Pennichuck's customer service office, the local welfare department, and the Community Action Program.

Q. You said you had two concerns, what was your other concern?

A. While I understand the Company's view on seasonal customers paying more of a share for the capital improvements that they enjoy, I question the amount. First they are being asked to pay for at least 4 ccf's on 0 usage when they aren't there.

Then they will be charged an additional fee to disconnect their meters and to again reconnect. That seems as if it's a double rate increase.

Q. What do you mean double increase?

A. They are disconnecting the meters so there will be no charges for monthly bills on the fixed rate. So if you do charge them now why should they pay to disconnect? There is no incentive to do so. I believe the Commission and the Company should reconsider this way to charge seasonal customers.

Q. Does this end your testimony?

A. Yes it does.

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- Q. Have you previously testified before the Commission?
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