

DW08-070

Joseph Cormier
59 West Point Rd.
Moultonborough, NH 03254
Tel. 603-253-3368
8/8/2008

Meredith A. Hatfield
NH Office of Consumer Advocate

This letter is being sent to complain about the water quality at West Point on Long Island in Moultonborough, NH provided by the Lakes Region Water Company.

Those of us that are provided water at this location have endured annual "brown water" occasions that occur without notice. It is believed the water company knows/suspects when this event will occur and do not provide a warning, let alone resolve the problem.

I am a member of the West Point of Long Island Association that depends on Lakes Region Water Company for its water. Myself and other customers of the water company have experienced stained clothes from the water while doing clothes washing, some have gotten up in the middle of the night to get a drink of water and ingest inferior water.

My wife and I, who are year-round residents, and there are more about to retire to this location, stopped drinking the water many years ago.

We have tried to work with the company to resolve the issue but feel we must escalate to regulatory agencies for remedy.

The Lakes Region Water Company was awarded a rate increase based on information it provided the PUC. Part of that information was to replace a holding tank for \$40,000 at West Point (RE: DW 05-137, page 2) that we do not believe was ever replaced!

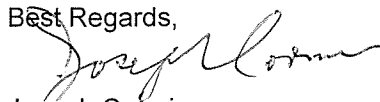
I've included with this letter:

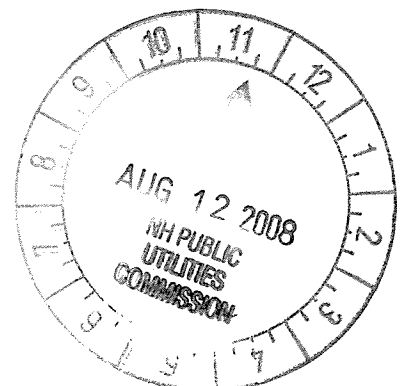
1. Correspondence with lakes Region Water Company to attend our annual meeting and discuss the problem. They indicated they would, but never showed up.
2. Petition to complain by some of the residents; not all residents were available but many more would surely have signed.
3. DW 07-105 excerpt indicating inability to provide safe water etc.
4. DW 05-137 excerpt indicating \$40,000 for a replacement tank
5. Copy of online complaint to NH PUC c/o Consumer Affairs Department
6. Pictures of water from my faucets on July 8, 2008; same thing happened on July 12 and July 15

I, also, still have the water sample demonstrated in the pictures.

We look forward to action by regulatory agencies chartered to protect and serve the public.

Best Regards,


Joseph Cormier



Joseph Cormier

From: "Joseph Cormier" <feeddeer@roadrunner.com>
To: "Lakes Region Water Company Inc." <lrwater@lakesregionwater.com>
Cc: "Anthony Gasbarro" <agasbarro@comcast.net>; "Bob MacInnis" <BMacInnis@e-dialog.com>; "Bob Simler" <simlerra@msn.com>; "Charles Dauwalter" <dauwalter@alum.mit.edu>; "Joe Byrns" <joe190sl@aol.com>; "John Foley" <jjfoley99@comcast.net>; "Lou Whittemore" <lwhitt333@aol.com>; "Sheila Rosenblatt" <Rsheilarr@aol.com>; "Stephen Gentile" <sgentile@insydesw.com>
Sent: Tuesday, July 22, 2008 7:55 PM
Subject: Re:

Ms. Zambouras,

Thank you for the response and kind consideration!

We are looking forward to Mr. Mason's visit with us.

Just a correction regarding the date. The meeting is set for **Saturday, August 2, 2008** (8/2/2008) at 10:00 am!

We have a rain date of 8/3/2008, that is a standard procedure for our annual meeting ... but we'll let you know a couple of days ahead, if the **8/2/2008** changes.

Best regards,

Joe Cormier

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

From: Lakes Region Water Company Inc.

To: 'Joseph Cormier'

Cc: 'Anthony Gasbarro'; 'Bob MacInnis'; 'Bob Simler'; 'Charles Dauwalter'; 'Joe Byrns'; 'John Foley'; 'Lou Whittemore'; 'Sheila Rosenblatt'; 'Stephen Gentile'

Sent: Tuesday, July 22, 2008 12:01 PM

Subject: RE:

Dear Mr. Cormier,

I spoke with Tom Mason Jr., and he said he will more than happy to attend the 10/2/08 meeting at 10am to help explain the situation in West Point. Please let me know if the date, time or location changes so I may forward this information along to Mr. Mason.

Again, my apologies for the water quality.

Taryn Zambouras

Office Manager

Lakes Region Water Company Inc.

PO Box 389

Moultonboro, NH 03254

Tel: (603) 476-2348

Fax: (603) 476-2721

If you have received this message in error, please let me know by replying to this email or by calling 603-476-2348. Thank You!

8/6/2008

From: Joseph Cormier [mailto:feeddeer@roadrunner.com]

Sent: Tuesday, July 15, 2008 9:03 PM

To: lrwater@lakesregionwater.com

Cc: Anthony Gasbarro; Bob MacInnis; Bob Simler; Charles Dauwalter; Joe Byrns; John Foley; Lou Whittemore; Sheila Rosenblatt; Stephen Gentile

Subject:

My name is Joe Cormier and I am a property owner and resident of the West Point Association on Long Island, in Moultonborough, NH.

My phone number is 603-253-3368 (machine attended)!

My Lakes Region Water Co. account number is 3023100.

You may recall some of my attempted messages, from your answering service.

Lakes Region Water supplies water to most of the individual owners at this location.

We have been experiencing severe water quality problems... again...!

The attached pictures were taken by me as I was about to shower on 7/8/2008 ... and subsequently the same water conditions on 7/12/2008 and 7/15/2008 (today)!

The purpose of this note is to extend an invitation to your organization, to attend an annual meeting of West Point members, and help us understand why we are experiencing inferior water conditions supplied by your organization! We would like a representative of your organization to attend and have discourse with us to explain the situation!

This is a meeting of property owners that are individual payees to your organization for the water services you are providing. In concert with this gathering we will also conduct our annual Association meeting, but the complaints we have are those of individual payees, and not of the West Point of Long Island Association, incorporated under NH RSA 292!

This should be viewed by your organization as an attempt, on our part, to understand the problem and what corrective action will be taken!

The meeting is scheduled for Sat. August 2, 2008 at 10:00am, at the West Point beach area where your wells are located! If you reply that you will to meet with us, we will be there, rain or shine!

If we do not hear from you, we will presume you are not interested in correcting the problem and will proceed to escalate to the NH PUC and possibly the EPA.

Looking forward to hearing from you,

Joe Cormier

e-mail

feeddeer@roadrunner.com

8/6/2008

Complaint
To
NH Public Utilities Commission
NH Office of Consumer Advocate
NH Department of Environmental Services
U.S. Environmental Protection Agency

Regarding the water quality at West Point of Long Island provided
by Lakes Region Water Company

By the following individuals:

- | | |
|---------------------|---------------------|
| Joseph [unclear] | Lucretia Carver |
| Ralph E. Mack | |
| John Foley | |
| Robert A. [unclear] | |
| Alfred [unclear] | |
| Donald [unclear] | |
| John E. Fitch | |
| Catherine Ellis | Shirley Rosenblatt |
| Sandy Auld | Louise Rosenblatt |
| Melissa Stark | Joseph Rosenblatt |
| [unclear] | John H. [unclear] |
| Kathi Margeau | William Hunter |
| Donald [unclear] | Kenneth Burnett |
| Richard Antenzio | Joan Burnett |
| John & Mary Martin | Janet Byrnes |
| Tom Thacker | Joseph R. [unclear] |
| Celia Mackay | Sharon S. [unclear] |
| John & Eileen Riggs | Deanne Bartels |
| | Ann Foley |
| | Michael [unclear] |
| | Kimberly A. Gentile |

Consumer



Electric



Natural
Gas



Telecom



Water



Other OCA Activity

Electric Gas Telecom

OCA Activity - Water

Case Update: **Modified: 7/9/08**

This update contains information about selected dockets with activity since the last Board meeting.

*called for
8/6/08*

1. DW 04-048 Pennichuck Water Works, Nashua's Petition for Valuation pursuant to RSA 38:9 (Eminent Domain)
2. DW 07-105 Lakes Region Water Co. Investigation
3. DW 07-136 Mountain Lakes Water District
4. DW 08-052 Pittsfield Aqueduct Company
5. DW 08-065 Hampstead Area Water Company Rate Case

1. DW 04-048 Pennichuck Water Works, Nashua's Petition for Valuation pursuant to RSA 38:9 (Eminent Domain)

In March 2004 Nashua petitioned the Commission for permission to take by eminent domain three water utilities: Pennichuck Water Works (PWW), Pittsfield Aqueduct Company (PAC) and Pennichuck East Utilities (PEU). Since the filing, the Commission determined that Nashua could seek to take assets of PWW but not assets of PAC and PEU. In November 2005, the NH Supreme Court affirmed Nashua's right to proceed with a taking of PWW's assets. Hearings have been completed and briefs and reply briefs have been filed. In the OCA's Statement of Position filed on November 16, 2007, we did not take a position in the case but instead raised issues for the Commission's consideration, including who must pay the costs of the proceeding and how the non-Nashua customers of PWW could be impacted if the taking is approved. The Commission has not yet issued its decision.

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2. DW 07-105 Lakes Region Water Co. Investigation

The Commission opened this docket at the request of Staff to determine whether the company should be placed in receivership. Underlying Staff's concerns were questions about the Company's managerial and financial fitness to provide safe and adequate service to customers. Issues included inadequate supplies of water, the use of an unapproved source of water, and providing water to customers with excessive levels of uranium. Following discovery and a technical session, Staff and the Company reached a settlement agreement which they presented to the Commission on May 8 th. The settlement agreement allows the present owners and operators to avoid receivership for the time being and provides for the continuation of the docket as "a monitoring docket for a limited period of time into the future,

3
pending the completion of two other processes: a filing by Lakes Region for financing approval and rates, and the Attorney General's investigation into the issues surrounding the re-connection of a well at the Tamworth system." Also included as a term of settlement, the Company agreed to hold quarterly meetings with representatives of the PUC, the OCA and DES. The first quarterly meeting was held on June 24. At that meeting, the OCA learned for the first time of several instances when the Company failed to comply with terms of the Settlement Agreement in this case. Deadlines had passed without notice to the Commission or the parties and the Company confirmed its inability to meet other commitments, including the completion of a storage system serving a group of customers participating in the case by the deadline previously agreed to. In response, the OCA filed a letter with the Commission on June 26, bringing these new developments and disclosures to its attention and requesting that the Commission consider a more frequent monitoring schedule than Settlement Agreement provides. The Commission's agenda for its June 27 th meeting listed this case, but the Commission deferred action.

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DW 05-137

LAKES REGION WATER CO., INC.

Petition for Permanent Rates

Order Suspending Proposed Tariff Revisions for a Permanent Rate Increase and
Scheduling a Prehearing Conference

ORDER NO. 24,576

January 6, 2006

Lakes Region Water Company, Inc. (Lakes Region) is a regulated public utility pursuant to RSA 362:2, and serves approximately 1,513 customers in the Towns of Campton, Conway, Freedom, Gilford, Moultonborough, Ossipee, Tamworth, Thornton, Tuftonboro, and Wolfeboro, and the City of Laconia. On August 23, 2005, Lakes Region filed a Notice of Intent to File Rate Schedules with the New Hampshire Public Utilities Commission (Commission) and contemporaneously submitted a request to waive certain filing requirements of Puc 1604.01(a). On December 29, 2005, Staff of the Commission (Staff) filed a letter with the Commission recommending that the Commission approve Lakes Region's waiver requests.

On October 24, 2005, and again on November 17, 2005, Lakes Region requested 30-day extensions to file its rate schedules; both requests were approved by the Commission. On December 19, 2005, Lakes Region filed with the Commission proposed tariff pages and supporting documentation increasing permanent rates for customers in the following divisions: Far Echo Harbor, Paradise Shores, West Point, Waterville Valley Gateway, Hidden Valley, Wentworth Cove, Pendleton Cove, Deer Run, Woodland Grove, Echo Lake Woods, and Brake Hill Estates. Lakes Region proposes a 16.38% rate increase for these systems based on Lakes Region's operating results from 2004. Lakes Region avers that it realized an actual revenue

1. 500 - 850 - 3093

deficiency of \$88,908 for its test year. Lakes Region proposes the new rates be effective January 1, 2006.

Lakes Region owns Hidden Valley Shores and Gunstock Glen but did not list them in the proposed tariff. The Commission is unaware of whether this is an inadvertent oversight and we will instruct Lakes Region to clarify this at the Prehearing.

Lakes Region also requests Commission approval to incorporate other divisions into its consolidated rate: Tamworth, 175 Estates, Deer Cove, Lake Ossipee Village, and Indian Mound. In support of this request, Lakes Region states it has made capital improvements to 175 Estates and it intends to install meters at the remaining systems in the near future. Lakes Region estimates the proposed rate increases to be: 7.18% for 175 Estates, 209% for Lake Ossipee Village, 83% for Deer Cove, and 50% for Indian Mound.

In addition to the proposed rate increases, Lakes Region requests approval of a quarterly surcharge to customer bills in the amount of \$4.53, for four quarters, in order to recover certain purchased water expenses incurred during 2004 and 2005. Lakes Region proposes to raise its annual community pool charge for Waterville Valley Gateway from \$781 to \$1000. Lakes Region also requests approval of a step adjustment to rates during 2006 for a return on planned capital investments made after the test year as follows: completion of a water storage tank at its Paradise Shores system (\$236,500); construction of a garage and storage building at its general office (\$60,000); purchase and installation of meters at its Lake Ossipee Village and Tamworth systems (\$61,650); replacement of a storage tank at the West Point system (\$40,000); installation of a well at the Deer Run system (\$20,000); and installation of a remote monitoring system at the 175 Estates system (\$7,500). The step adjustment, together with depreciation



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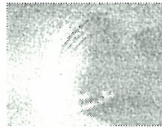
New Hampshire



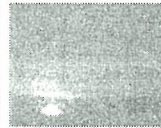
Consumer



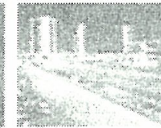
Regulatory



Safety



Electric



Gas/Steam



Telecom



Water/Se

[Home > Consumer](#)

New Hampshire Public Utilities Commission

Consumer Affairs Department

21 S. Fruit St., Ste 10

Concord, NH 03301

1-800/852-3793 (within NH)

1-603/271-2431 phone

1-603/271-3878 fax

Hours are M-F 8:00am – 4:30pm

Thank you! Your complaint has been successfully submitted to the Consumer Affairs Department. Someone from this department will contact you as soon as possible on the next business day.

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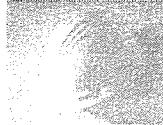
New Hampshire



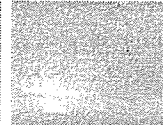
Consumer



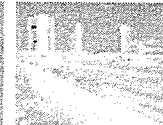
Regulatory



Safety



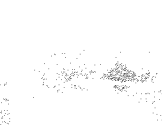
Electric



Gas/Steam



Telecom



Water/Se

Home > Consumer

Consumer Affairs Department - Complaint Form

(* Denotes required information)

Today's Date: 08/04/2008 (enter date as mm/dd/yyyy)

* First and Last Name: Joseph Cormier

* Home Telephone Number: 603-253-3368 (You must enter either the Home Telephone # or

* Call Back Number (if different): Call Back #)

Customer Street Address: 59 West Point Rd.

Customer City, State & Zip: Moultonborough, NH 03254

* Email Address: feeddeer@roadrunner.com

Best Time to Contact: phone 603-253-3368 after 6 pm or answering machine.. will return call

* Type of Utility: WATER

* Name of Utility: Lakes Region Water Company, Inc.

Account Number:

* Please Describe the Complaint: Brown (very brown) water; happens every year without warning when seasonal folks show up. I have pictures and water sample. Clothes have been ruined ... people in middle of night drank this unacceptable water ... etc.

Additional Comments: This is water supplied to West Point. I have petition of residents ... many names ... will supply details when contacted. Water company was supposed to show up for our annual Assoc. meeting of 8/2/08 to "talk" but failed to

In order to facilitate our response to your request, please provide as much detail as possible about your complaint. Please include the name(s) of whomever you may have spoken with at this Commission or at the utility.

Submit

Reset

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