

**Carmody, Jody**

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**From:** Smith, Kim on behalf of PUC  
**Sent:** Monday, August 25, 2008 2:56 PM  
**To:** Carmody, Jody; Howland, Debra; Noonan, Amanda; Naylor, Mark; Raymond, Margaret  
**Cc:** Leighton, Adele  
**Subject:** FW: Proposed Increase in Rates for Pennichuck Water Works

I have attached an internet e-mail from our PUC account regarding Docket No. DW 08-073, Pennichuck Water Works.

--Kim

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

**From:** Tresa Brown [mailto:tresajean@yahoo.com]  
**Sent:** Monday, August 25, 2008 1:07 PM  
**To:** PUC  
**Subject:** Proposed Increase in Rates for Pennichuck Water Works

NH Public Utilities Commission Members,

I received the notice today that Pennichuck is petitioning you to raise our rates another 25%. While I understand that this latest request is because of an upgrade to the water treatment plant, this is the second significant rate increase in the past couple years. Given the nation's recessionary economy and regional considerations (i.e. New England is about to head into winter with record high gas and oil prices), this seems like a poor time to choose to make these changes. People who are just barely getting by are going to have an even tougher time with companies like Pennichuck raising rates.

I have some important questions for Pennichuck that I hope you'll find the answers to before making your decision on the rate hike. Don't they plan for these things? Does some portion of the bills we pay each month go into an account for these types of big improvements? Most companies do that. Is Pennichuck raising their rates to cover the entire cost, so that their profitability will remain high (like the oil companies)? Couldn't they have planned better to prevent this, and if so, what promises are they making to ensure they aren't going to come back and ask for another rate hike in another 2 years? It seems to be getting out of hand, and Pennichuck just keeps going to you to allow them to gouge their customers even more. You need to put a stop to it, or at least demand that they figure out a better, more efficient way than just increasing rates. Other businesses wouldn't last using this type of business model, but the government seems to protect them and do whatever they ask. This is most frustrating for consumers, who are already struggling to make ends meet in this economy.

Lastly, this meeting is scheduled for a Wednesday morning during most people's normal business hours. I also received the notice today, only two days (Aug 25) before the hearing, so even if I wanted to attend, I wouldn't be able to on such short notice. I don't believe that this was coincidence - Pennichuck doesn't want a lot of people there to complain to you. They may even use the low turnout to show that people aren't concerned about it, which would be completely untrue.

Thank you for your consideration,

Tresa Ludman  
 24 Wright Road  
 Derry NH 03038