

Rosebrook Water Company, Inc.

Management Testimony

November 20, 2012

Q. Please state your name and business address.

A. My name is Nancy Oleson. My business address is Rosebrook Water Company, 310 Mt. Washington Hotel Road, Bretton Woods, N. H. 03575.

Q. Please state your position with the Company.

A. I am the Company's Drinking Water / Wastewater Manager.

Q. Please summarize your professional and educational background.

A. I began working with the Company in January 2007 with an Operator in Training Grade 1 license in Wastewater and Drinking Water Treatment and Distribution. By June 2009 I had all three required Grade 2 licenses. In September 2008 I assumed the manager's position. I took water and waste water courses at Berlin Technical College. The completion of these courses enabled me to pass the exams needed to receive the various licenses. I also have an Associates degree in Liberal Arts.

Q. Please provide management's view of recent accomplishments.

A. The Company has made tremendous improvements in the last several years. The improvements are largely due to having two full time individuals and occasional part time summer help as well.

One of the greatest accomplishments is the decrease in water loss. In 2007, lost water (including unbillable known and unknown lost water) was up to 37%. By 2011 water loss had drastically dropped. The Company participated in two leak detection programs at no cost and all leaks that were discovered were repaired. Moreover, the purchase of two portable water meters and increased monitoring aided in bringing lost water down to 15%.

Another accomplishment is the reduced testing required for lead and copper. For many years tests indicated high levels of lead and copper throughout the system. Through a regular hydrant flushing program and increased testing and adjustment of pH, the levels have been greatly reduced and no longer require additional testing, resulting in less costs.

Q. When was the most recent Sanitary Survey conducted and what were the results?

A. The NHDES conducted a Sanitary Survey in October 2010. The survey indicated several significant and minor deficiencies. The item of the most importance was the replacement of the water storage tank roof. In 2012 the storage tank has been drained, pressure washed, disinfected and the roof was replaced. It was completed in October 2012.

Another deficiency was a lack of a cross-connection control program. When the number of water connections rose above 400, state law required the Company to have and enforce a cross-connection control program. Testing on all backflow devices is now done at least once per year as required.

Two minor deficiencies have also been addressed. The Company installed power to the water tank rather than relying on a solar panel and installed a generator at the pump house.

Q. What are the Company's future plans?

A. The Company's future plans would include the purchase of a valve exerciser. The NH Code of Administrative Rules requires the Company to exercise all distribution water main gate valves once per year. A valve exerciser is necessary to complete this job safely and efficiently. There are approximately 200 water main valves (not including 64 fire hydrant valves) on the property and most have not been turned for years. Thanks to part time help all service connections were exercised in the summer of 2012.

Other future plans would include the installation of a SCADA system to further improve system reliability, efficiency and emergency response. The lack of this system was listed in the 2010 Sanitary Survey as a minor deficiency.

Also, it is recommended that all water meters are tested for accuracy on a regular basis. When water meters begin to fail, they tend to record fewer gallons used. At this time, our plan is to send the meters out to be tested and calibrated rather than purchase the equipment necessary to do it in house. In either case, it is a very time consuming project.

Water meters are currently read quarterly using either an analog (visual) reader or a digital reader. The entire process from reading all 404 meters and hand writing the information on a clipboard to billing each owner, printing each invoice individually and mailing the envelope is entirely manual. Advanced meter reading systems are available that would greatly reduce the amount of hours required for the entire process.

High water pressure is a concern throughout the system due to the storage tank elevation. We are currently looking into options to reduce pressure.

In the near future the state of NH is going to require all water systems to have updated utility plans. The Company does not have correct or updated plans other than the changes we have made. A GPS system would be a very helpful tool to complete this project and be in compliance.

There are two wells and pumps that provide water for the entire system. Pump #1 is a vertical pump and was replaced in 2012. Pump #2 is submersible and was replaced in 2007. It is important to have backup pumps in stock but we do not. Backup chemical pumps for chlorine and soda ash are also suggested.

Lack of storage is a problem. The Company needs either an extension on the current building or a heated storage building. Individuals have been known to store lawn mowers in their own garages over the winter. The Company is forced to store parts and equipment either outside or in locations that should remain clear.

Most of the larger projects and items needed are listed above but this is by no means a complete list.

Q. Overall, how would you assess the condition of the water system?

A. Overall, the water system is in good condition. The Company has achieved significant accomplishments in reducing water loss and improving water quality. It has made significant investments (including replacing the water storage tank roof, replacing pump #1, installing power to the water storage tank and adding a generator at the pump house) to increase the reliability of the water system. While the Company has made improvements, there is still work to do.

The Company's number one goal is staying in compliance with the rules and regulations. The Company truly care about the water system and will go above and beyond to ensure that the water quality is the best it can be. The Company will always provide safe, clean and aesthetically pleasing drinking water.

Q. Does that conclude your testimony?

A. Yes.