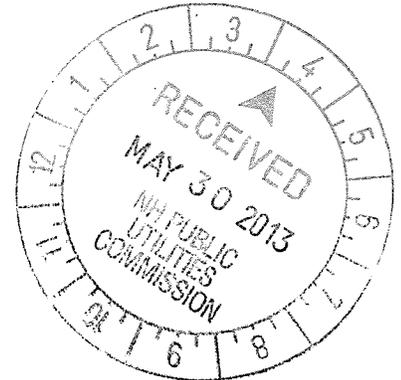
**WEST SWANZEY
WATER COMPANY**

Post Office Box 10
West Swanzy
New Hampshire
03469

603•352•2022



May 30, 2013

Debra A. Howland
Executive Director
NH - PUC
21 S Fruit Street
Concord, NH 03301

RE: DW 13-136, West Swanzy Water Company
Complaint of Zaremba Program Development, LLC

West Swanzy Water Company reply to the Zaremba complaint.

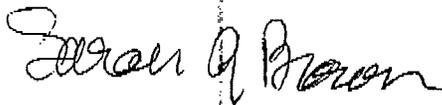
In May of 2012 West Swanzy Water received a request from Jeffrey Merritt of the Keach-Nordstrom Associates of Bedford, NH to provide water to a proposed Dollar General store on South Winchester Street in the town of West Swanzy, NH. In a letter dated May 8, 2012 the water company replied in a letter to Mr. Merritt that it would be happy to provide water but that it did not have the capacity necessary to provide fire protection. (see exhibit #1)

On July 17, 2012 Mr. Merritt had two flow tests done on one of our flushing hydrants near the proposed site by Mr. Mike Joanis of Covenant Fire Protection. (see exhibit #2) Based on the graphs provided by Covenant, the two tests reflect 500 gpm at 58 psi and 60 psi. The West Swanzy Water Company's water system currently operates using 2 wells, and a hydro-pneumatic storage tank. We maintain a psi of approximately 80. There is no large gravity storage facility. As such, it is noted that the water supply capacity from this direct pumping hydro-pneumatic installation limits the amount of water available to fight fires. Based on testing conducted during September 2010, it was determined that with both wells working together, the maximum amount of water available to the system is approximately 500+/- gpm. Shortly after the Covenant Fire Protection Company performed its tests, it became evident that something had gone wrong in the system. Customers were calling to complain about high pressure and leaking hot water tanks. Upon investigation, it was found that the flow tests had bumped the psi to over 150.

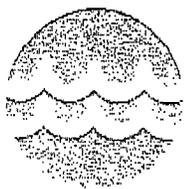
On August 1, 2012 Mr. Merritt contacted West Swanzey Water to give us copies of their flow tests and to set up a time for a conference call between his clients and West Swanzey Water and its engineer, Bruce Lewis. Mr. Lewis did not reply until August 7, 2012. This was hardly a refusal of the West Swanzey Water Company to meet with Zaremba. On August 6, West Swanzey Water contacted Mr. Merritt that to tell him that the water system was having trouble. The flow tests had triggered some connections in the system and we were running at 150 psi instead of the usual 80/85. I told him that our electrician would be there that night. I did not hear from Mr. Merritt or Zaremba again until this complaint dated May 16, 2013.

In the summer of 2010, the NH-DES removed the Homestead Woolen Mill dam in the Ashuelot River. Before the removal of the dam, the mill had a large pump in the millpond that provided the West Swanzey Fire Department access to water from the river. Upon realizing that they had destroyed the firewater source for the town, the DES decided to investigate a new source. The solution was to wait until the DES knew how much money remained from the dam grants. So far, no decision has been made. There is one idea being discussed about several dry hydrants, to be installed up river, to be connected to the mains surrounding the Homestead Mill making it possible to activate the mill fire hydrant situated in the mill yard and the gate valve that allows the river water to be pumped into the West Swanzey Water mains. The second suggestion is to refurbish well #3, a larger well that with the proper gate valves, could provide firewater to the West Swanzey Fire Department.

Mr. Little correctly notes in section #14 that we are already providing fire sprinkler protection to 245 sprinkler heads in Halsey Heights and 382 sprinkler heads in Evergreen Knoll. Without the backup of the large river pump our system is stressed. Until the problem of the river water is resolved, West Swanzey Water is not accepting any new sprinkler customers.



Sarah G. Brown
President, West Swanzey Water Co.
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603-352-0770
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**Debra Howland
NH-PUC
Fax:271-3878**

Docket No. DW 13-136

5 pages and cover sheet

West Swanzey Water Co. response to complaint by Zaremba.

Should you need to reach me, please call 352-0770.

**Thank you,
Sarah Brown**

