

WHITE ROCK WATER/LAKELAND MANAGEMENT/ABENAKI WATER COMPANY  
DW 13-236

ORIGINAL	
N.H.P.U.C. Case No.	DW 13-236
Exhibit No.	4
Witness	D. Carson, D. Vaughan, M. Naylor
DO NOT REMOVE FROM FILE	

WHITE ROCK/LAKELAND MANAGEMENT/ABENAKI'S RESPONSES TO  
STAFF'S DATA REQUESTS – SET 1

**Date Request Received: October 15, 2013**  
**Request No.: Staff 1-3**

**Date of Response: October 22, 2013**  
**Respondent: Deborah Carson**

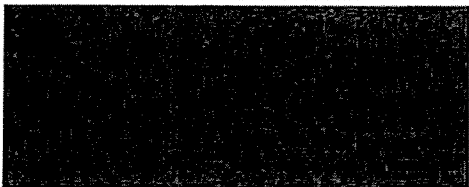
**Request:** Please provide a present sample customer bill from White Rock and Lakeland as well as a sample bill Abenaki intends to use to bill customers post-transaction. Kindly redact any customer-specific information if you are using actual bills.

**Response:** Copies of current bills issued by White Rock and Lakeland are attached, as well as a sample Abenaki intends to issue following the asset sale. In addition to the attached proposed bill, Abenaki intends to include a second page of information similar to the one currently used by both White Rock and Lakeland.

Lakeland Management Co., Inc.  
P.O. Box 7394  
Gilford, New Hampshire 03247

July 18, 2013

Inv. #



Payment to be received by 8/15/13

---

Re: Water & Sewer 04/01/13 reading 222.86 ccf 07/01/13 reading 237.10 ccf

Usage 14.24 ccf

Water	\$173.02
Sewer	\$111.68
Surcharge	\$12.75
Late Charge	\$0.00

Total new charges \$297.45

Prev. Balance

Total amount due = \$297.45

For service at:



---

**Make check payable to Lakeland Management Co. Inc.  
and mail to address P.O. Box 7394 Gilford NH 03247  
603-293-8580**

For no water / water emergency, and billing questions, call Alex Crawshaw 603-293-8580 (C&C Water Services, Inc.)  
Current reading date: July 1, 2013. Approximate date of next meter reading: Oct 1, 2013  
Bill due upon presentation - Interest charge of 1.5 % per month (18% annually) may be added after due date.  
Due date: to be received on or before Aug 15, 2013  
Important information on reverse side.

STATEMENT OF THE COMPANY'S EXISTING RATE SCHEDULE

SCHEDULE GM - GENERAL SERVICE, METERED

AVAILABILITY: This schedule is applicable to all water service.

WATER RATE: The rate for water under this schedule shall consist of a drinking Water Base Rate (WBR) of \$97.00 per residential customer per quarter, plus a Water Consumption Charge (WCC) of \$5.3388 per hundred cubic feet (ccf) of water used.

SEWER RATE: The rate for sewer water under this schedule shall consist of a Sewer Base Rate (SBR) of \$60.00 per residential customer per quarter, plus a Sewer Consumption Charge (SCC) of \$3.6290 per hundred cubic feet of water used.

SURCHARGE: Rate case expense surcharge of \$12.75 per residential customer per quarter over twelve billing quarters commencing with the July 2012 bills and ending with the April 2015 bills.

MINIMUM CHARGE: Minimum charge is \$157.00.

TERMS OF PAYMENT: Bills under this schedule are net, are sent quarterly, and are due and payable at the office of the Company twenty-five (25) days after the date of mailing.

LATE CHARGE (INTEREST): In the event the Company does not receive payment for a bill by the Due Date, in addition to all other remedies, the Company shall recover a late charge equal to one and one-half percent (1 ½ %) per month, or a portion thereof, that the bill remains unpaid after the Due Date.

BILLING QUESTIONS? Call the Company at 603-293-8580.

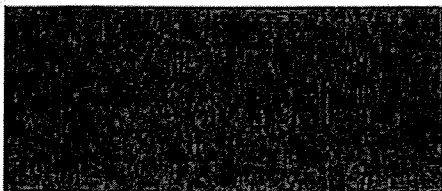
You may call the Public Utilities Commission for further assistance after first attempting to resolve disputes with the Company.

The toll-free number of the Public Utilities Commission Consumer Assistance Department is 1-800-852-3793.

White Rock Water Company, Inc.  
P.O. Box 7394  
Gilford, New Hampshire 03247

October 15, 2013

Invoice #



Payment to be received by 11/10/13.

---

Re: Water & Sewer 07/01/13 reading 7,100.00 cuft 10/01/13 reading 7,800.00 cuft

Water Base Rate \$30.00

Water Consumption Charge

700 cuft X \$0.1020 \$71.40

Adjustment

Quarter Total \$101.40

Prev Balance \$0.00

Invoice Total = \$101.40

---

Make check payable to White Rock Water Co. Inc.  
and mail to address P.O. Box 7394 Gilford NH 03247

Bill due three weeks from bill date - interest charge of 1 5% / month may be added after due date  
Questions or problems, call the Company at 1-888-387-2896 or 1-603-293-8580

Approximate date of next meter reading: 01/01/14  
Important information on reverse side

Tuesday, October 15, 2013

STATEMENT OF THE COMPANY'S EXISTING RATE SCHEDULE

SCHEDULE GM - GENERAL SERVICE, METERED

AVAILABILITY: This schedule is applicable to all water service.

WATER RATE: The rate for water under this schedule shall consist of a drinking Water Base Rate (WBR) of \$30.00 per residential customer per quarter, plus a Water Consumption Charge (WCC) of \$10.2 per hundred cubic feet (ccf) of water used.

MINIMUM CHARGE: Minimum charge is \$30.00.

TERMS OF PAYMENT: Bills under this schedule are net, are sent quarterly, and are due and payable at the office of the Company twenty-five (25) days after the date of mailing.

LATE CHARGE (INTEREST): In the event the Company does not receive payment for a bill by the Due Date, in addition to all other remedies, the Company shall recover a late charge equal to one and one-half percent (1 ½ %) per month, or a portion thereof, that the bill remains unpaid after the Due Date.

BILLING QUESTIONS? Call the Company toll-free at 888-387-2896.

You may call the Public Utilities Commission for further assistance after first attempting to resolve disputes with the Company.

The toll-free number of the Public Utilities Commission Consumer Assistance Department is 1-800-852-3793.

# Abenaki Water Company

37 Northwest Dr. Plainville, CT 06062  
Phone: (888) 445-8883

## Water Bill

For service at:

[REDACTED]

[REDACTED]

Bill date:  
10/07/2013

Account No.	Date Due
[REDACTED]	11/07/2013
Amount Due	Amount Paid
99.77	

Please make checks payable to  
**Abenaki Water Company**  
37 Northwest Dr  
Plainville CT 06062

Please return top portion with payment and write your account number on the front of check.

For office use only > 0000000041560000099770

BILLED TO		FOR SERVICE AT		ACCOUNT NO		BILL DATE	
[REDACTED]		[REDACTED]		[REDACTED]		10/07/2013	
READING PERIOD	PREVIOUS READ	PRESENT READ	USAGE IN CUBIC FT	DAYS	AVG DAILY USG IN GALLONS	Bill Frequency	
06/21/2013	09/23/2013	3039	3081	4200	94	334	QTRLY

	Detail	Summary
BALANCE FORWARD		0.00
USG		69.77
STD		30.00
TOTAL DUE		99.77

USG = Usage  
STD = Standard Meter Charge

\*Cold weather is approaching! Protect your water meter and water pipes from freezing. If your pipes or water meter are against an outside wall, in the garage, or in a closed off space that does not receive heat, make sure they get sufficient heat or air circulation. A frozen water meter or pipes can be a costly crisis.  
\*Be sure to follow The Ponds of Plymouth on Facebook at [www.facebook.com/PondsofPlymouth](http://www.facebook.com/PondsofPlymouth) for news about your community.

## Abenaki Water Company

Phone: (888) 445-8883  
37 Northwest Dr. Plainville, CT 06062