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State of New Hampshire  
Public Utilities Commission  
21 S. Fruit Street  
Suite 10  
Concord, NH 03301

September 23, 2015

RE: Lakes Region Water Co. Rate Increase  
Petition DW 15-209  
Order # 25,809

To Whom It May Concern,

We are in receipt of a letter from our water provider, Lakes Region Water Company, Inc., serving notice of a request to the Public Utilities Commission of an exorbitant rate increase. We are writing today to express our adamant objection to this rate increase.

We purchased our home in the Indian Mound area of Center Ossipee, NH in December of 2014 as our full time retirement home. Since that time we have been getting poor quality water, low water pressure, and have frequently done without water because of leaks in the water lines. The water coming into our home is being filtered by a small inline system we have in place but we are continuing to get staining in our sinks and bathroom fixtures. In addition to this filter we also have one on our refrigerator that needs to be changed more often than it should due to our poor water quality.

Lakes Region is asking for an increase to offset its significant investments in the Indian Mound and Paradise Shores systems, as well as step adjustments to recover costs of capital investments anticipated during the next five years. Their purchase of the Mt. Roberts property for their expansion is their capitol expense and the cost of doing business. Customers should not be expected to pay for *anticipated* expansion. It is time for the NH PUC to take a cue from other New England states and hold service providers accountable for years of profits and lack of maintenance and repairs to their infrastructure. Due to their negligence and poor money management, the customers are the ones who are suffering. And now they expect us, the customer, to pay for their mismanagement of a system that should receive their continuous attention.

Lakes Region received a 15.95% increase in 2014. Their customers currently pay the highest water bills in the entire state. We are currently paying \$156.39 per quarter (in addition to a fee they charge to pay online), which is much higher than the average high water bill of \$135 per quarter for the North Country region. If they are granted their increase request of 38.18% our bill will increase an average of \$59.77 PER QUARTER – bringing our water bill to over \$210.00 per quarter. This is more of an increase than any family should bear, let alone retirees or families on fixed incomes.

As we are unable to attend the Prehearing Conference scheduled for September 30<sup>th</sup>, please accept this letter as our opposition to the proposed rate increase. Thank you for your consideration of our valid concerns.

Regards,  
John and Diana Meyer

