

From: Office Mail [<mailto:jgogs@comcast.net>]
Sent: Saturday, December 16, 2017 11:09 AM
To: PUC:
Subject: Fwd: Petition for Increase in Rates

We would like to add an additional comment since we recently discovered something we were not aware of before sending prior email below. We had our hot water tank serviced for the winter season by a professional. We were told that since our water is hard we need to monitor and service our hot water tank and our whole house humidifier attached to our furnace on at least a yearly basis to avoid sediment build-up. The only real solution apparently is to install an expensive water softener system. We cannot do that because we can ruin our septic/leach field system. We thought our water was pure enough to avoid the problems we had with well water in our previous homes but apparently not yet Pennichuck is asking for an excessive rate increase while apparently providing unacceptable water.

Sincerely,

John & Judy Goglia

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

From: Office Mail <jgogs@comcast.net>
To: puc@puc.nh.gov
Date: December 13, 2017 at 11:51 AM
Subject: Petition for Increase in Rates

Public Utilities Commission,

We are unable to attend the pre-hearing conference regarding the above. We are very appreciative of having the water service provided by Pennichuck as it is very stressful on the rare occasions when internal or external circumstances leave us without service. However, we feel an increase of over 20% all at once is way too much to tolerate. As retired senior citizens living in a very comfortable over 55 community such a sudden large increase is never going to be offset by any COLA's we may get now or in the future. Although the impact on us will be minimal because of our low usage there are many seniors and families whose finances will be effected by such an all at once increase.

And while we are writing you we would like to express our displeasure with the very high monthly rates our community HOA pays for rental of your fire hydrants. That should be part of your overall water rate and not an additional fee. No other neighborhoods have any such additional charges.

Thank you for your consideration in reading this email.

John & Judy Goglia

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