

1/28/21

Hello,

I moved to VSEA in August of 2019. Shortly after I began to notice the inconsistencies of our communities water service by the ownership of Abenaki Water. The water would shut off without notice and when eventually returning would be brown and noticeably dirty for the few days following. I decided to look past this as best I could to enjoy my new home aside from this issue. It became more of a nuisance as the community as a whole would be told no outdoor watering all summer, which makes any outdoor gardening quite difficult. Through the Next Door app I learned it was not a rare occurrence to have subpar service from Abenaki. I did my best to follow the rules that Abenaki asked of us, for the good of the neighborhood.

I read that VSEA holds the second highest water price in the state of NH at the rates we are at now. The day that made all these previous issues that I casually tried to look past come to a new light, that cannot be ignored, was the day I opened a letter from Abenaki stating they spent more money than they earned the previous year and now they expect to make that all back and then some by increasing their customers water prices permanently by 120% while also accepting \$350k from the government. By any type of logical attempt at running a business, if a business is failing, by earning less than they profit, I can assure that the companies failures absolutely do not fall on the customer to then overpay to help give the business a chance at getting back on their feet. I wish Abenaki the best but it is absurd to me that it is even in consideration for a community to pay such a ridiculous rate for water. If they cannot afford to run their business while selling a product at a reasonable price then they should be cutting ties with VSEA and selling the location to a water company that is able to run the business properly, with adequate service at a fair cost.

I am writing this to put my personal experience out there for the good of VSEA, and in hopes that the ones who hold the power to make these decisions which impact many households for years to come, will be able to see how unfairly Abenaki is being by trying to take advantage of the community for the benefit of their own business.

Thank you for your time,
Ben LeVasseur