

1/21/21

Dear Commissioners:

I respectfully request to intervene in the matter of the above docket number. I am a client of Abenaki Water Company and as such I am affected by the case. I oppose the requested increase because:

-I am retired and my spouse is soon to be retired. We basically live on a fixed monthly income. The amounts requested by Abenaki, even at a 100% increase would severely affect our budget---to the point of considering sale of our home and relocation. Nobody wants to be forced into this position!

-The preposterous levels of rate increase requested by Abenaki will negatively affect both property and resale values of our home.

-Although there has been much repair work on the system, it lacks any substantial improvement.

-The upgrade of the emergency alert system on the well did not address the more important concern of actually fixing problems to avoid outages.

-At our last PUC meeting under Gilford Well (around 2010-2011) they were approved for a 97% rate increase but few improvements occurred. There is no backup generator or good alarm system. Whenever we lose power, we also lose water supply. A standby generator should be a priority.

-It is my understanding that under that same rate increase agreement, Gilford Well was supposed to install a 10,000 gallon tank. Why does Abenaki need another one?

-The iron content and sediment in the water discolors our toilets and degrades our water heaters and shower valves. Since 2007, I have replaced our shower valves 3 times.

-Abenaki seeks to recoup costs of due diligence in their purchase from the prior owner. Clearly that was not well executed. They should have been very aware that the system would require resources to put out a decent sellable product. This leads to my next point...

-We have seen no Abenaki equipment aside from pickup trucks during times of repair. Obviously they are not prepared to own a water maintenance company. They hire their parent company or outside sources---likely at much higher rates.

-It is my understanding that there is a second well available near the current well. Can this second well be utilized instead of purchasing a larger holding tank, and what would be the associated costs...hopefully less.

Thank you,

Robert Carchia  
33 Tioga Drive  
Belmont, NH 03220