

**From:** Karen Moss <[KarMoss@hotmail.com](mailto:KarMoss@hotmail.com)>

**Sent:** Sunday, March 21, 2021 6:31 PM

**To:** PUC: <[PUC@puc.nh.gov](mailto:PUC@puc.nh.gov)>

**Subject:** Petition DW 20-117, Water Rates Increases

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Dear PUC,

I wish to express my concerns and opposition to the proposed water rate increases by Hampstead Area Water Company, Petition DW 20-117.

1. The shift to a two-tier rate for water usage is troublesome and hardly realistic for a family of four. What are the explanation and the formulas behind these requested increases?
2. The annual cost of a Town or Condominium property for hydrant access is proposed to rise from \$200 to \$1,419; an increase of 610% with no rational explanation. The hydrants are mostly inert and used selectively for fire suppression. Homeowners are encouraged to have hydrants within distance in case of a fire. There is no evidence the fire hydrant number has increased to unfairly hold amounts of stale unused water, so why the dramatic cost increase?
3. I moved to Atkinson just over two years ago and new buyers are encouraged to purchase homes with indoor sprinkler systems as a safety precaution. The water company now wishes a new charge of \$35.16 per year per home with sprinkler systems which contain stale water in the pipes. Paying this fee year after year for the same water that is useless for anything else seems arbitrary. If you multiply that rate by the 1,084 Town condos as stated in the Hampstead letter, this is a recurring windfall of \$38,000+ to Hampstead Water and that is outrageous.
4. I have received multiple letters from Hampstead Water explaining that they were cited for failing to perform required water tests on schedule. There is usually a three-month lag time between Hampstead's failure to comply and owner notifications. There is no sense of urgency, no offered explanation for the repeated non-compliance by Hampstead Water. Considering these notifications, I find their very large, requested increases in rates and fees even more disturbing. Hampstead Water should be working to build trust within the communities they serve and I see no indication of any such efforts.

Please oppose Hampstead's water rate and fees increases until we, the customers, get a more detailed explanation of all increases and additions so we can better understand what we are paying for. Thank you for your attention to this matter.

Sincerely,

Karen L Moss  
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Atkinson, NH 03811