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**Sent:** Monday, July 12, 2021 9:42 AM

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

**Subject:** Comment on Case DW 20-117 Hampstead Area Water Company, Inc. Request for Change in Rates

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Dear members of the NH Public Utilities Commission,

The Hampstead Water Resources Committee recently conducted a survey of Hampstead residents to find out which issues are considered most important to them and their understanding of where their water comes from. The full results of the survey are available at <https://publicinput.com/Report/cf4zercg1h4> but there were many comments that related to Hampstead Area Water Company (HAWC) that we felt would be relevant to share with the parties in this docket. These are verbatim from the survey participants and are not necessarily a reflection of the opinions of the Water Resources Committee or Town of Hampstead. Answers were given in May 2021 so they reflect water quality and concerns after the SNHWP came online.

Regards  
Stephanie Spyvee  
Chair  
Hampstead Water Resource Committee

“We pay one of the highest rates for water in the state. There should be NO INCREASE in water rates until we are in the middle of the state pricing. Price gouging is the normal around here. Bills and meters are read monthly instead of quarterly. Hampstead water company routinely postponed payments so they can charge late fees. Please let’s investigate that and how much they make per year. I think you’ll find the numbers staggering”

“Town water caused mixing valve to clogged, because of all the pebbles in the water system. The pebbles in the water cause water pressure problems and hot water problems.”

“We believe that homeowners who purchase a home or have been a homeowner like us for about 30 years should never have to worry about a private company taking our resources, affecting our wells, for a profit. If the businesses can't build their huge, profitable developments without possibly affecting the single, established homes and homeowners' wells then they should not be given permits. Overbuilding is not an excuse for taking water from residents' wells.”

“A private company needs to be held accountable when other wells go dry due to overreach on their part. We all should be held accountable for over using water during a drought.”

“HAWC water tastes terrible”

"I don't think Hampstead's ground water should be available to be pumped to be sold. The ground water should be preserved for residents and local businesses. Water companies should pump water from far less developed areas where there is less water demand from residents."

"Clean up Hampstead water company's drawing water to sell"

"I am extremely opposed to the taking of my underground water supply by a private business while they resell it for profit to others. I will be out of water soon and now have water problems that I never had before. They get rich off of what should be a protected resource. There is something wrong with this picture! thank you"

"Would love to see meters set up at town lines to monitor water going to outside Hampstead sources."

"I have NEVER encountered such an issue until I moved here! Also been concerned regarding notices from HAWC after the fact regarding water quality issues. Our health needs to be a priority with drinking water."

"We have Hampstead Water Company water. They use town water for profit in developments. Frequently do not meet safe water and use chemicals. Not positive! Then Town wants to limit well water use. HWC is a problem!"

"DO NOT ALLOW PRIVATIZATION OF OUR WATER!"

"The Hampstead Area Water Company seems to completely ignore any and all oversight by local and state Government Authority. This behavior is abhorrant and needs to be addressed by / or with the strictist letter of the law"

"Water should not be taken from town and sent other places and sold back to those who it was taken from loaded with chemicals."

"how much water is being exported to atkinson from hampstead by pipeline"

"Yes. Hampstead Area Water Company should be XXXXXXXX banned from ever doing business in Hampstead again after their illegal pumping over the last years, and Lewis Builders should be forced to pay for new wells for every property in town that has had water quality or supply issues over the last 2 years. I am absolutely sure whoever is reading this is beholden to Lewis Builders because they seem to have the entire governing body of Hampstead in their pockets, so to whoever is reading this, XXXX LEWIS BUILDERS AND XXXX YOU."

"The property the I live on has a dug well and an artisan well but was tied into Hampstead Area Water before we purchased. At the time the cost was reasonable but not anymore. HAWC has wells near our property that has effected the flow of our wells. Although we get our water from HAWC I have had to purchase a filter for our shower and we purchase about 10 gallons of water weekly as we can not drink the water. At times the smell of chlorine is so overpowering! We are looking for ways to get away from HAWC!"

"Maybe if they didn't allow 3 super wells and numerous other wells in Hampstead to do huge groundwater withdrawals we wouldn't be in such a drought. Huge developments are still being placed in Hampstead wherever they can fit them in which further strains the water resources. The same company putting in these developments is the same company doing the withdrawals and then selling that water to customers in Hampstead while homeowners are forced to conserve water due to shortages and drought."

Easier to manage drought when HAWC isn't permitted to withdraw extraordinary amounts (millions of gallons) several times a year. Glad that the resource committee called attention to the well/water issues we have been facing and finally put some constraints on the local water companies."

"Retirees can not afford the proposed rate increase that Hampstead Area Water Company is proposing. This company has a double edged sword as it is both the supplier of water and a building and construction company. The rate payers are subsidizing the added burden on their wells and infrastructure due the approval of the large sub divisions that Lewis builders is allowed to develop. Consideration of that burden should be considered before these projects are approved."

"I distrust HAWC in that they may be drawing water from Hampstead's aquifer and sending it to other towns or golf courses."

"Why is the Hampstead Area Water so nasty? Brown contaminants accumulate in water filters quickly. Chlorine smells in the mornings. Poor water pressure."

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