

From: Ross <toross@gmail.com>
Sent: Wednesday, December 16, 2020 9:43 PM
To: PUC: <PUC@puc.nh.gov>
Subject: Pennichuck: brown water and 21% rate increase

EXTERNAL: Do not open attachments or click on links unless you recognize and trust the sender.

Dear NH Public Utilities Commission,

I live at 3 Horizon Dr, Litchfield, NH and have Pennichuck water service. There has been a continued, unrectified problem of some sort of brown particle contaminant in the water (perhaps it's dirt), and it especially shows up visibly in faucets after high pressure events. For example, running both of my showers at the same time has made it show up. And this summer, the Litchfield fire department did a test with one of the hydrants, and I visibly saw reddish water shoot from the fire hose, and several of my neighbors reported brown water right after.

If this wasn't bad enough, I just got a letter from Pennichuck that they will raise my water rate by 21%!

Reading through the NHPUC website, I see "The NHPUC is vested...for issues such as rates, quality of service..." which is exactly the issues I am describing. 21% is an excessive rate increase for the basic utility of water, and Pennichuck has not fixed their brown contamination problem.

Thank you for your time and help,
E.