

Dear Executive Director and members of the New Hampshire Public Utilities Commission?

I write today as a dissatisfied customer of Pennichuck East Utility, Inc. in reference to Docket # DW20-156 in which PEU requests a total rate increase of 21.05%.

When I move to Litchfield from Nashua 15 years ago I was shocked at the massive increase in our water bill. In Nashua we paid approx \$150 a quarter and that included sewerage which we no longer have. On moving to Litchfield we quickly learned that without significant water conservation efforts our bills would average \$200 each month! For the last fifteen years we have been very cautious with our water usage. We have installed all low water usage appliances and toilets as well as faucets and showers. Additionally, we never irrigate our lawn and as such have little grass to show. Even with all of these efforts our water bill still averages over \$100 a month for water that my children refuse to drink because it is regularly brown and cloudy.

Over the last year or so Pennichuck incurred large, unexpected expenses as a result of the pfoas coming from the Saint-Gobain plant which I am sure you are all very aware of. (Why that plant is still in operation when so many of my neighbors have been poisoned and lost the use of their personal wells is beyond me... But I will save that complaint for another time.)

Due to these large and unexpected expenses Pennichuck now wants to pass the cost on to their customers which seems absolutely ridiculous to me for two reasons:

1. The need for increased infrastructure is 100% the result of the negligence and criminal activity of the Saint-Gobain plant which has poisoned my neighbor's wells requiring them to be forced to use Pennichuck's services.

**If anyone has to pay the increase other than Pennichuck it should be Saint-Gobain!**

2. Due to the Monopoly that has been granted to Pennichuck, the investments they are making in their infrastructure will eventually turn a profit from all of the new customers who were forced to use their services.

**Why on Earth should the infrastructure that will earn Pennichuck millions of dollars be financed by their customers and the hundreds of other families that are no longer able to choose a well as an option?**

With everything else going on in the world including COVID-19 and the related impacts of job loss and increasing debt so many are struggling with, **I implore you to refuse this rate increase and send a very strong message to Pennichuck** that using their monopoly to hold the residents of Litchfield hostage for such a basic life necessity as water will no longer be tolerated.

**Please do not approve this rate increase.**

Sincerely,

John MacDonald  
603-557-3692