

Dear Commissioners

I'm a resident of Hooksett and customer of Pennichuck (formerly WESCO Utilities) and received notice of the 21.05% rate increase.

Approval of that increase would be a total disregard of the users and is a reflection of the inadequacies and mismanagement of the Pennichuck company.

When Pennichuck was a private company it not only made a profit but was able to pay substantial dividends to its shareholders. Now all the profits have disappeared and the company cannot meet its obligations. As a business owner I can't see anyone increasing prices and keeping any customers if the increase is 21%. Adjustments would be made to keep costs in line and reduce amounts needed to retain business.

Appears that they possibly overpaid for the company, are running it as a government unit, mismanaging it, and have no concern for the user.

If increased costs are due to PFOA contamination, go after reimbursement from the generator of the cost. If capital improvements are needed in Nashua or other areas, why do I have to contribute as a Hooksett resident. What was the need to purchase a new facility in Nashua if all these other costs were incurred?

Someone needs to examine the operations of this company, establish rate setting on a divisional basis and determine why a privately held company was able to profit and return profits to its shareholders rather than request user increases far in excess of any inflation factor. Seems like a temporary request to keep a company afloat before ineffective management collapses the company

Please do your job and protect the customer rather than a normal blanket approval process.

Thanks

Stan Maksalla  
Hooksett, NH