

From: Linda Paulsen <lpaulsen4434@gmail.com>
Sent: Monday, June 5, 2023 9:50 AM
To: PUC: Clerks Office <ClerksOffice@puc.nh.gov>
Subject: docket DE 23-039

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Please...

We beg of you...

do not allow; yet again, another price hike to gouge the pockets of us families, limited income households, and elderly.

We received the standard form letter in the mail stating that Liberty Utility would be requesting another rate hike from the PUC.

We are barely getting by now with ridiculous payment arrangements and current monthly bills due to Liberty Utility's inability to make an internal changeover and their inability to manage billing customers monthly for nearly six months.

Plead as we did to get a monthly bill we were told "the system is unavailable", we were told "the system was not accessible from the outside portal", we were told "the system was unable to generate a bill yet", and "not to worry, they would work with families".

Our bill was released to us finally at the beginning of this year and it was over \$3000...

How can a family be expected to make that kind of payment, in the middle of winter with heating costs, still trying to feed family, and manage to survive with the costs of literally everything around us suffering inflation.

Please, absolutely please... Feel free to reach out and have this discussion with those of us that will reach out to you.

We, the Paulsen's Rick and Linda, can be reached at 603-707-2952.

This nearly falls into UDAAP territory.

Please provide relief to the many that are trying to still do what is right and yet can not afford solar nor the year long payment plans that will inevitably lead us into another winter with high rate hikes.

This is a vicious cycle that will break the human spirit not to mention, it has driven consumer confidence into a grave.

Sincerely and with desperate hope,

Rick and Linda Paulsen
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