

**From:** Susan Gove  
**Sent:** Saturday, August 26, 2023 12:23 PM  
**To:** PUC: <[puc@puc.nh.gov](mailto:puc@puc.nh.gov)>  
**Subject:** PUC Docket No. DG-23-067

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Dear Sirs or Madams:

My name is Susan Gove and I reside in a one-bedroom apartment on the west side of Manchester. My residence began March 1st of this year, and my heat and hot water are supplied by Liberty Utilities. I receive widow's benefits from Social Security, as well as working full-time for a company in Goffstown, I am 68 years old, and could apply for disability due to back pain, but I am too proud for that.

Liberty Utilities is looking for a rate increase to begin October 1, 2023. I am not a whiz on the economy, but I know I am against a rate increase for this company. On June 27th, I wrote an email to Liberty, asking them why my bill was \$88.00 and change when I am the only one occupying the residence and I take a shower every other day and have had my heat turned OFF for two [months](#). You see, my apartment is on the first floor and just above the burners for all the apartment here - it generates enough heat to keep me warm. I am also out of the house all day at work. I received an automated email response the next day, saying they had received my query. I had also requested, in my email, that they test my meter to make sure it is accurate. I am here to report that as of today, I have received no response.

This is the perfect example of how big companies treat little people. I asked for assistance within their realm and I have heard nothing. I beg you NOT to allow the increase that Liberty Utilities is asking for. People on fixed incomes cannot afford a rate increase. I am working and cannot afford the current rate, never mind a rate hike. I am asking you to seriously consider what I have written here, Where do the rate hikes stop?

Sincerely,

Susan M Gove