1	STATE OF NEW HAMPSHIRE				
2		PUBLIC UTILITIES COMMISSION			
3					
4	November 27, 2 Concord, New H	2007 - 2:08 p.m. Hampshire			
5	30110014, 1.0				
6	RE:	DW 07-105			
7	RE.	LAKES REGION WATER COMPANY, INC.: Investigation into quality of service.			
8		(Prehearing conference)			
9	PRESENT:	Chairman Thomas B. Getz, Presiding			
10	TREGENT.	Commissioner Graham J. Morrison Commissioner Clifton C. Below			
11		Commissioner Ciffon C. Below			
12		Connie Fillion, Clerk			
13					
14	APPEARANCES:	Reptg. Lakes Region Water Company: Daniel J. Mullen, Esq.			
15		Reptg. Property Owners at Suissevale Assn.:			
16		Douglas L. Patch, Esq.			
17		Reptg. Hidden Valley Property Owners Assn.: Ted Newman			
18					
19		Reptg. Residential Ratepayers: Meredith Hatfield, Esq., Consumer Advocate			
20		Office of Consumer Advocate			
21		Reptg. PUC Staff: Marcia A. B. Thunberg, Esq., Esq.			
22					
23					
24	Cour	rt Reporter: Steven E. Patnaude, CCR			

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PROCEEDINGS

2	CHAIRMAN GETZ: Okay. Good afternoon.					
3	We'll open the prehearing conference in docket DW 07-105.					
4	On September 19, 2007, Commission Staff filed with the					
5	Commission seeking a commencement of a formal proceeding					
6	to determine whether Lakes Region Water Company should be					
7	placed in a receivership pursuant to RSA 374:47-a, in					
8	light of concerns over whether Lakes Region continues to					
9	have the managerial and financial capacity to provide safe					
10	and adequate service to its customers. The Commission					
11	issued an order of notice on October 10 setting the					
12	prehearing conference for this afternoon.					
13	I'll note for the record that the					
14	Petitioner or, that the Company filed an affidavit of					
15	publication, as required by the order of notice; that the					
16	Office of Consumer Advocate has filed a letter notifying					
17	of its participation in this proceeding; and we've also					
18	received a Petition to Intervene from the Property Owners					
19	Association at Suissevale and a letter from Hidden Valley					
20	Property Owners Association indicating their interest in					
21	intervening in this docket.					
22	At this point, normally would take					
23	appearances from the parties who intend to participate in					
24	this proceeding, but appears there may be folks here					
	{DW 07-105}[Prehearing conference](11-27-07)					

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unfamiliar with what the intention of a prehearing
 1
 2
       conference is. Let me just explain for a second that this
 3
       will be -- this is just the beginning of the proceeding,
       set the procedure for how the case will be conducted.
 5
       And, the primary thing that we will be doing in the
 6
       prehearing conference is hearing from folks, either who
 7
       are parties, want to be parties, or members of the public,
 8
       their comments about the petition or the letter filed by
       Staff and anything that they want to bring before the
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       Commissioners. And, then, we would close the proceeding
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       and allow for the opportunity for all the interested
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12
       parties to discuss among themselves and see if a
13
       conclusion can be reached or a joint agreement as to how
       to conduct the proceeding. If there's a joint conclusion
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15
       among the parties, then that would be filed with the
       Commission for its consideration. If the parties do not
16
       agree as to how or whether the proceeding should move
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       forward, then we would hear presumably something from the
18
19
       Staff in writing explaining the various parties, and then
20
       we would make a determination as to how to proceed.
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                         I think, given that this -- well, let me
22
       just ask, is there any questions that anyone has about the
23
       process, before we go any further?
24
                         (No verbal response)
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CHAIRMAN GETZ: All right. I think
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 2
       then, given that this proceeding was initiated by a memo
       filed by Staff, we'll let Staff go first, then we'll hear
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 4
       from the Consumer Advocate, and then we have a -- I guess
 5
       we'll hear from Mr. Patch, on behalf of Suissevale. Is
 6
       Mr. Newman here? And, then, Mr. Newman, anything you want
 7
       to say on behalf of Hidden Valley. And, if there are any
       other customers who would like to speak, we'll give them
 8
       the opportunity, and then we'll allow Mr. Mullen to speak.
 9
       And, I note that he has filed, on behalf of Lakes Region,
10
       a explanation of the Company's position that was dated
11
12
      November 21st.
13
                         So, is there any objection to that
14
       procedure?
                         (No verbal response)
15
                         CHAIRMAN GETZ: Okay. Hearing nothing,
16
       then, Ms. Thunberg.
17
                         MS. THUNBERG: I'm sorry, Mr. Chairman.
18
19
       Were you asking for appearances or statements at this
20
      point?
21
                         CHAIRMAN GETZ: Well, let's do both.
22
                         MS. THUNBERG: Thank you.
23
                         CHAIRMAN GETZ: Because some people are
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familiar with that process and some are not.

{DW 07-105}[Prehearing conference](11-27-07)

24

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MS. THUNBERG: Marcia Thunberg, on
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 2
       behalf Staff, and with me today is Mark Naylor, Jim
       Lenihan, Jayson LaFlamme, Doug Brogan. And, also, Sarah
 3
 4
       Pillsbury, from the Department of Environmental Services,
 5
       is here as well, in the back. Thank you.
 6
                         CHAIRMAN GETZ: Thank you. Well, and
 7
       let's hear your statement of position, and we'll just do
 8
       both things at once.
 9
                         MS. THUNBERG: Okay. Sure. Staff has a
10
       prepared statement that it wishes to read. And, then,
11
       also, I think it would be helpful to the Commission to
       know an update from DES's perspective of compliance or
12
13
       noncompliance with letters of deficiencies, etcetera, if
14
       that's acceptable to the Commissioners?
                         CHAIRMAN GETZ: That would be helpful.
15
                         MS. THUNBERG: As the Commissioners
16
       know, the Staff filed, on September 19th, 2007, a letter
17
       recommending that a proceeding be opened to investigate
18
19
       whether Lakes Region Water Company continues to have a
20
       managerial and financial capability to provide safe and
21
       adequate service pursuant to RSA 374:1 to its customers.
22
       Staff's preliminary position in this proceeding is the
23
       same as what was stated in that letter essentially.
24
                         Staff believes that Lakes Region is at a
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crossroads in its development. As the Commission is
 1
 2
       aware, Lakes Region owns and operates 17 separate water
 3
       systems serving approximately 1,939 customers. And, Lakes
 4
       Region, in the past years, has been willing to take on
 5
       troubled systems in and around its existing service area,
       and this has been a great benefit to the State. But this
       benefit in growth has not been without growing pains.
 8
       This company is no longer a mom & pop type of operation,
       and the day-to-day responsibilities of managing this
 9
10
       company have grown beyond what Staff believes is
       reasonable for a single owner to manage, let alone the
11
12
       owner who -- owners who are facing retirement.
13
                         As Staff sees it, this company needs
14
       more management, whether it's in the form of an additional
15
       manager or managers, different managers, or an outright
       change in ownership. We don't know which solution is
16
       best, but right now the status quo is not working and
17
       should not continue.
18
19
                         For instance, Staff is extremely
20
       concerned about the alleged re-connection of the Tamworth
21
       system -- or, in the Tamworth system, of an unapproved
22
       water source with a history of uranium hits. Evidently,
23
       Lakes Region certified to the New Hampshire Department of
       Environmental Services in 2004 that Tamworth Well Number 4
24
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had been shut down. This was after high uranium levels
 1
       were found in that well. Lakes Region indicated to DES at
 3
       the time that the well was taken off line and that all
 4
       pipes and electrical connections were severed. However,
 5
       during August of 2007, during and performing a sanitary
 6
       survey, DES found that this source had been re-connected.
       It is important to note that, since Well Number 4 had been
 8
       certified as being off line, no monitoring was required,
       which meant that there was no regular testing of any of
 9
       the contaminants. Staff is aware that evidence exists
10
       that this well, contrary to the assertions of the Company,
11
12
       had been on-line for at least several months. DES Staff
13
       has indicated to PEU -- to Commission Staff that this
       issue has been referred to the Attorney General's office
14
       for further action. And, Commission Staff is also aware
15
       that U.S. EPA has also been investigating this incident.
16
       At a minimum, this type of discrepancy, with using
17
       uranium-laced water, calls into question Lakes Region's
18
19
       managerial capabilities.
20
                         Staff is also concerned about Lakes
21
       Region's financial capability. Lakes Region's last rate
22
       case was in 2005, and it was based on a 2004 test year.
23
       It has had a number of capital expenditures since then,
       and more expenditures are needed. Lakes Region needs to
24
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spend more money and find additional source of supply or
 1
 2
       capacity in its Hidden Valley system, for instance. This
       is a requirement by DES. The Hidden Valley system has
 3
       been plagued with frequent service outages. There is a
 5
       discrepancy -- There is a discretionary water use ban in
 6
       place, and there is a moratorium on new connections. As
       to the present status of DES compliance, Staff is going to
 8
       defer to Ms. Pillsbury's summary at the end of Staff's
 9
       statement.
                         It should be noted that there are other
10
11
       issues at Hidden Valley. Lakes Region believes old
12
       customer service lines are causing some of the water
13
       outages, and has requested, in docket DW 07-078,
14
       Commission approval to require those customers to replace
       deficient service lines. And, at present, Staff and the
15
       Company are still discussing the exact solution to this
16
17
       problem, but Staff at least acknowledges that, to a
       certain extent, these old customer service lines are
18
19
       contributing to Lakes Region's problems in the Hidden
20
       Valley system.
21
                         Staff believes the situation at Hidden
22
       Valley also threatens Lakes Region's financial capability,
23
       because the cost of the source of capacity solution, in
       compliance with DES's letters of deficiencies, may exceed
24
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1
       Lakes Region's present financial means. Lakes Region has
 2
       told Staff that it is hesitant to come in for a rate case
 3
       due to the expense to customers. But Staff sees periodic
       rate cases as necessary for the financial health of water
 5
       utilities. It is nice for Lakes Region to be concerned
       about the cost to customers, but it is misplaced if it
       compromises the Company's financial well-being.
 8
                         Staff would also like to address Lakes
       Region's declining equity. Staff has expressed this
 9
10
       concern to the Company before, and, in response, Lakes
11
       Region's owners are apparently unwilling to put in needed
12
       equity, because they believe it is a bad investment. Now,
13
       Staff has also learned that Lakes Region owners do not
14
       intend to put a new well and associated land onto the
       Company's books that they themselves have financed. They
15
       instead would prefer to sell the water to Lakes Region.
16
17
       This lack of confidence in the investment performance of
       their own company fuels Staff's concerns about the
18
19
       Company's financial capabilities.
20
                         Staff would also like to note that
21
       equity in water utilities is a long-term investment. And,
22
       given Lakes Region's owners' age, investing in a water
23
       utility may no longer be an appropriate investment
       strategy for them. If Lakes Region's owners are not
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1 interested in adding equity to Lakes Region, it may be
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- 2 indicative that the needs of the water company and the
- 3 needs of these investors or these owners have, in fact,
- 4 diverged.
- 5 So, in conclusion, at this time, Staff
- 6 believes that there are three possible paths to resolving
- 7 this proceeding. First, the Commission could establish a
- 8 procedural schedule, with discovery, with the goal of
- 9 monitoring developments at DES and the AG's office. Staff
- 10 would provide periodic updates on the DES and AG actions,
- 11 and could also do -- submit follow-up testimony and pursue
- 12 a hearing.
- 13 The second option Staff believes is that
- 14 the Commission could move Lakes Region toward an orderly
- transition of ownership or change in management. This
- could be accomplished through the sale of the utility's
- 17 assets or through a change in Lakes Region's management
- 18 structure.
- 19 The third option, which may be extreme,
- 20 is, if the Commission believes the public's safety is at
- 21 jeopardy, the Commission could place the Company in
- 22 receivership now.
- 23 But, with either of these options, Staff
- 24 believes change is needed. The status quo is not working,

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1 as evidenced of the problems that are still existing in
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- 2 the systems. Some sort of change is needed. But Staff
- looks forward, as always, with working with Lakes Region
- 4 to come up with a resolution to these issues.
- 5 And, with that, Staff would like to have
- 6 Sarah Pillsbury, on behalf of the Department of
- 7 Environmental Services, give a summary of compliance to
- 8 date.
- 9 CHAIRMAN GETZ: Thank you.
- 10 Ms. Pillsbury.
- 11 MS. PILLSBURY: Thank you. I'm Sarah
- 12 Pillsbury, and I run the Drinking Water and Groundwater
- 13 Program for the Department of Environmental Services.
- 14 And, you know, as mentioned, Lakes Region Water Company
- owns a number of systems. And, I really came prepared
- today to give you an update on, you know, a few of their
- 17 systems for the folks that are represented here today or
- that were specifically mentioned in the testimony.
- 19 In terms of the Tamworth Water Works
- 20 situation, that had an outstanding Letter of Deficiency.
- 21 The Letter of Deficiency was related to the incident where
- 22 we discovered that a well with very uranium that had been
- taken off line in 2004, to the best of our knowledge, and
- 24 we had a signed fact saying that it had been taken off

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line in 2004, had been re-connected into the system. The
 1
 2
       Letter of Deficiency dealt with that. And, then also, on
 3
       a follow-up visit to the system, there was some unsanitary
 4
       conditions in the pump house itself that needed to be
 5
       addressed. That Letter of Deficiency, at this point, all
       of the items, except one, which we had anticipated going
 7
       through the end of December, have been addressed.
 8
                         Hidden Valley is a system in Tuftonboro
       that has had chronic water shortages for the last several
 9
10
       years. We've been working with Lakes Region Water Company
11
       in an attempt to get those shortages addressed. There is
12
       an outstanding administrative order on Hidden Valley.
13
       There was a requirement, a very recent deadline for a
14
       requirement of a full system analysis. We have received a
       submittal on that. Staff is at this point reviewing it.
15
       And, I believe that there is a meeting set up on Tuesday
16
       of next week to look at what was submitted, in terms of
17
       its adequacy to come up with a solution there. We
18
19
       probably -- We get a number of calls each month, in terms
       of folks that are out of water. And, Tom Mason, Senior,
20
21
       routinely notifies me, as he should, that there is a leak
22
       and that there are folks out of water at Hidden Valley.
23
                         I guess, and I should have mentioned
       this, with the whole -- under the Safe Drinking Water Act,
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the entire public water system program in this state, and

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2
       all the states in the country, really relies on being able
 3
       to count on that the information provided to us, the
       self-reported information is accurate. In the case of
 5
       Tamworth, where a well was -- a source was re-connected,
       and it was a source known to have -- exceed contamination
       limits, we take that very, very seriously. Again,
 Я
       self-reporting is the backbone of the whole public water
       supervision program. And, that incident has been -- we
 9
       have done a referral to the AG's office concerning that
10
       incident.
11
                         In terms of Suissevale and Paradise
12
13
       Shores, until fairly recently there was a moratorium on
14
       that system. Again, this was a lack of water, they ran
       out of a water, for instance, on the Fourth of July
15
       weekend. We thought we were pretty close to a solution on
16
       that system, which has recently, by accounts of my staff,
17
       may have hit a snag. But that's another system that we've
18
19
       been spending a lot of time with and has been on our radar
20
       screen, in terms of trying to address a well-documented
21
       shortage of water at that system.
22
                         CHAIRMAN GETZ: When you say
23
       "moratorium", you mean "moratorium on new hook-ups"?
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{DW 07-105}[Prehearing conference](11-27-07)

MS. PILLSBURY: On new hook-ups,

1 exactly, yes. And, so, that's the update that I have for

- 2 you.
- 3 CHAIRMAN GETZ: Okay. Thank you.
- 4 CMSR. BELOW: I have a question.
- 5 Ms. Pillsbury, you said that "all but one of the
- 6 deficiencies in the Tamworth Water Works system had been
- 7 addressed." So, does that mean the uranium -- high
- 8 uranium content well has been disconnected from the
- 9 system?
- MS. PILLSBURY: Yes. It was
- disconnected immediately upon our notifying the system.
- 12 CMSR. BELOW: And, the one deficiency
- 13 that remains to be addressed you said you "expected it to
- 14 take until December". Could you characterize that?
- 15 MS. PILLSBURY: Yes. Basically, it's a
- requirement in terms of repeated sampling and notification
- 17 that sets -- that requires another sample to be taken in a
- 18 given window, and that window extends to December 31st.
- 19 CMSR. BELOW: Okay.
- 20 MS. PILLSBURY: But the unsanitary
- 21 conditions in the pump house and the connection of the
- 22 wells were both addressed.
- 23 CMSR. BELOW: Okay. Thank you.
- 24 CHAIRMAN GETZ: Ms. Hatfield, if you

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1 could note your appearance and let us know what your
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- 2 position is on this proceeding.
- 3 MS. HATFIELD: Thank you. Good morning,
- 4 Commissioners. Meredith Hatfield, for the Office of
- 5 Consumer Advocate, on behalf of residential ratepayers.
- 6 And, with me is Ken Traum, Assistant Consumer Advocate,
- 7 and Steve Eckberg, an analyst in our office. The OCA
- 8 would first like to commend the efforts of both the DES
- 9 and the Commission Staff to try to address these issues,
- 10 and also to bring this case before the Commission. The
- 11 OCA has reviewed the limited filings in this docket at
- 12 this point, although we will note that we do not yet have
- a copy of the Company's filing that they made on
- 14 November 21st.
- 15 CHAIRMAN GETZ: Ms. Hat, I think they're
- 16 having trouble --
- 17 MS. HATFIELD: After reviewing those
- 18 limited filings, the OCA concurs with Staff's assessment
- 19 that, due to the events described in the filing, that
- 20 Lakes Region may lack the financial and managerial
- 21 abilities to provide safe and adequate services to
- customers. And, we also agree that the status quo is
- 23 clearly not acceptable. The OCA will work with the
- 24 parties and Staff in the most expeditious manner to try to

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1 address these issues.
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- 2 CHAIRMAN GETZ: Okay. Thank you.
- 3 Actually, before I turn to Mr. Patch and Mr. Newman, let
- 4 me get on the record whether is there any objection to the
- 5 Petitions to Intervene by Hidden Valley and Suissevale?
- 6 MR. MULLEN: No.
- 7 MS. THUNBERG: No objection from Staff.
- 8 CHAIRMAN GETZ: Okay. I'll note there's
- 9 no objection, and that, based on the showing that both
- 10 petitions demonstrate rights, duties, privileges, or other
- 11 interests that will be affected by this proceeding, we
- 12 will grant the Petitions to Intervene. Mr. Patch.
- 13 MR. PATCH: Good afternoon, Mr.
- 14 Chairman, members of the Commission. My name is Doug
- 15 Patch. I'm with the law firm of Orr & Reno. And, I'm
- here today on behalf of the Property Owners Association of
- 17 Suissevale, Inc. We filed a Petition to Intervene, as
- 18 you've indicated. POASI, which is the acronym that we use
- 19 to describe the association that is located in
- 20 Moultonborough. It's a long-standing customer of Lakes
- 21 Region. And, for the reasons we indicated in our Petition
- 22 to Intervene, we believe our interests are at stake in
- 23 this particular proceeding. That having been said, we
- don't have a position that we're taking at this point in

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time. I think we're here to monitor. You know,
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- 2 obviously, the potential outcomes of this proceeding could
- 3 have a significant effect on POASI. So, that's why we're
- 4 here today.
- 5 CHAIRMAN GETZ: Okay. Thank you. Mr.
- 6 Newman.
- 7 MR. NEWMAN: I represent the Hidden
- 8 Valley Property Owners Association. And, we are here
- 9 merely on a fact-finding mission to determine what the
- 10 Commission has in mind for our water system. And, I would
- 11 like to make it clear for the record that the Hidden
- 12 Valley water system is also in the Town of Wolfboro, New
- 13 Hampshire, and not just Tuftonborough. And, I believe
- 14 there are 18 or more houses on that system in the Wolfboro
- 15 section. Which, by their location and elevation, are the
- 16 first homes to experience water difficulties. And, since
- 17 I've been a Wolfboro resident there for more than 35
- 18 years, I'm acutely tuned into the problems that they have
- 19 been experiencing.
- 20 And, I believe that Lakes Region Water
- 21 System has done a fairly good job of addressing the
- 22 problems in the Hidden Valley development. We are not
- 23 here to point fingers. We're here to see if there isn't
- 24 some common resolution that we can accommodate to get this

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1 situation resolved.
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- 2 So, again, we have no axes to grind.
- 3 We're just here on fact-finding, and would like to hear
- 4 what the Commission has to decide.
- 5 CHAIRMAN GETZ: Okay. Thank you.
- 6 Before we hear from Mr. Mullen on behalf of the Company,
- 7 would anyone else like to speak?
- 8 (No verbal response)
- 9 CHAIRMAN GETZ: Okay. Hearing nothing,
- 10 then, Mr. Mullen.
- 11 MR. MULLEN: Thank you, Mr. Chairman.
- 12 My name is Dan Mullen, from Ransmeier & Spellman, and I
- 13 represent the Lakes Region Water Company. With me here
- 14 today is Steve St. Cyr, Norm Roberge, Tom Mason, Sr., and
- Tom Mason, Jr. from the Company.
- As the Commission knows, we submitted
- 17 our position on a letter to the Commission dated November
- 18 21st, 2007. And, I won't repeat everything that's in
- 19 there. But I think you get the sense, from hearing
- 20 everybody today, that Lakes Region has a strong working
- 21 relationship both with the Public Utilities Commission and
- 22 with the Department of Environmental Services. When these
- issues came to their light, and actually prior to the
- 24 issues coming to the light of the regulatory bodies, Lakes

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1 Region was already addressing some of these problems. In
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- 2 regard to Hidden Valley, they have been working with DES,
- and have hired the firm of Lewis Engineering to try to
- 4 develop another water source. And, that's been ongoing
- for several months. That has always been a problem at
- 6 Hidden Valley, and it may remain a problem in the future.
- 7 It's not going to be an easy solution because of the
- 8 issues of a lack of source up in that area. But we are
- 9 willing to work with DES and willing to work with PUC to
- 10 try to find a solution that benefits all parties concerned
- 11 in this issue.
- 12 With regards to the outages, I believe
- 13 that you've heard people state today that it is an old
- 14 system, and that the lines that are in that system break
- down frequently, and some of the lines are customer
- service lines that are hook-ups between the house, the
- 17 customer, and the water line. And, we have actually
- 18 petitioned the Commission in another docket to have those
- 19 lines replaced, because a lot of water is lost through
- 20 leaks in those lines. And, that contributes to the water
- 21 shortage problem that exists at Hidden Valley.
- 22 We did receive two Letters of Deficiency
- from DES. You've heard today from Sarah Pillsbury that
- 24 they have timely addressed the issues contained in those

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1 Letters of Deficiency, and they have worked with staff at
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- 2 DES to address those concerns. They are still working
- 3 through other counsel with the Attorney General's office
- 4 to address the hook-up of the closed down well and to give
- 5 an explanation as to why that occurred, and that is being
- 6 addressed by the Company.
- 7 They have a history, as this Commission
- 8 knows, of benefiting the state, taking over distressed
- 9 water systems and then bringing them up to speed to the
- 10 best of their ability, and they have a good track record
- of doing that. We believe that, working with the Staff,
- 12 that we could come up with a solution here that addresses
- 13 the concerns about the managerial capabilities and
- 14 financial capabilities of Lakes Region Water. We do not
- 15 believe that there is a managerial problem or a financial
- issue with the Company. And, we hope to demonstrate that
- 17 to the Staff, and hope that the Staff will join us in
- 18 coming back to the Commission to say that there is no need
- 19 to put forth any of the options that they have given forth
- today.
- 21 CHAIRMAN GETZ: Okay. Thank you. Is
- there anything else that should be brought forward this
- 23 afternoon?
- 24 (No verbal response)

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CHAIRMAN GETZ: Well, I take it then,
 1
 2
       Mr. Mullen, from your comments, you had indicated again
 3
       that you don't think there was a need for a docket, but
 4
       you're prepared to work with the parties to come up with a
 5
       recommendation of how to address the issues. I think
 6
       that's what you're proposing to do in this?
                         MR. MULLEN: Yes. And, we also, in our
 8
       position paper that we submitted, to address the financial
       concerns, and I've attached I think two spreadsheets to
 9
10
       that position paper, that there's approximately a million
       dollars in assets throughout the whole system that needs
11
12
       to come into rate base that will certainly help the cash
13
       flow issues. Plus, the fact that there is the POASI --
14
       the water storage tank, which I believe this Commission
15
       addressed in the last docket, is not yet on line, but will
       solve many of the water shortage problems in POASI. And,
16
       it could come on line as early as late spring/early
17
       summer; more realistically, it probably would come on line
18
19
       in the fall of next year. But those are things in the
20
       works. They have, you know, the managerial capability I
21
       think is proven in that they have addressed these tough
22
       issues, and have now reached the point where they're about
23
       to become solutions. And, because of the problem with the
       water storage tank, which ended up having -- involving a
24
           {DW 07-105}[Prehearing conference](11-27-07)
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lawsuit, because the original tank had cracks and it
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- 2 leaked, and it took roughly two years longer than the
- 3 Company thought to bring that tank into line. That will
- 4 now come into line, the issues involving Hidden Valley,
- 5 and some other issues with the system, plus the fact that
- 6 there was a transition in staff that occurred within the
- 7 last two or three years that now has been addressed,
- 8 convergence of a perfect storm of events led to them, and
- 9 the fact that the rates that were approved by this
- 10 Commission roughly a year ago, they have now been in
- effect for a year, and, as the Commission knows, it takes
- 12 approximately a year for a company to recoup some cash as
- 13 a result of the rate increase. And, they're very hopeful
- 14 that that rate increase will help out their situation, and
- don't see a need for any action on the part of the
- 16 Commission as a result of that.
- 17 CHAIRMAN GETZ: Okay. Is there anything
- 18 else this afternoon?
- 19 (No verbal response)
- 20 CHAIRMAN GETZ: Well, let me close with
- 21 this. I think the Commission has raised some important
- 22 issues which cause us some concern. Do note that DES
- 23 reported that some progress has been made in some areas,
- 24 but there still appear to be some important issues that

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1 need to be resolved. And, at this point, I think we will
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- 2 give the parties the opportunity to see if there's an
- 3 agreement on what the next steps in the procedure should
- 4 be. And, if there's not agreement, then we'll see what
- 5 the -- what any recommendations might be and we'll rule on
- 6 that when it comes before us.
- 7 So, seeing nothing else from the parties
- 8 -- sir?
- 9 MR. DOPP: I'm sorry. I'm a resident of
- 10 Lakes Region Water --
- 11 FROM THE FLOOR: Hidden Valley.
- MR. DOPP: Or, Hidden Valley, excuse me,
- 13 Hidden Valley Property Owners Association.
- 14 CHAIRMAN GETZ: Can you give your name
- 15 for the record?
- MR. DOPP: Yes, my name is Gerry Dopp.
- 17 And, I guess -- I have a guestion I'd like everyone to
- 18 maybe respond to, I guess. When a utility or a company or
- 19 a person buys a water utility initially, and the Public
- 20 Utility Commission or the Department of Environmental
- 21 Services does an audit or a survey as to whether this
- 22 system should go on line, is there a survey, check sheet
- or an audit checklist that you use to approve this
- 24 utility? Are there corrective actions that must be taken

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1 before this line can be put into service? And, is there a
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- 2 record showing this flow of action? For any new utility
- 3 that goes on line, whether it's electrical or water or
- 4 sewage, does the Commission have that type of --
- 5 CHAIRMAN GETZ: Well, let me put it this
- 6 way. I think the purpose of this proceeding is to hear
- 7 comments and take positions from the parties. I think
- 8 this is a question that has a few different parts to it,
- 9 and I think you can address it either independently with
- 10 Staff --
- MR. DOPP: Okay.
- 12 CHAIRMAN GETZ: -- or, you know, maybe
- 13 the whole group, because you certainly can sit in on the
- 14 prehearing conference -- the technical session after the
- 15 prehearing conference, --
- MR. DOPP: Very good.
- 17 CHAIRMAN GETZ: -- to I think try and
- 18 deal with those pieces of your question. Okay. Is there
- 19 anything else? (No verbal response) All right. Hearing
- 20 nothing, then we'll close the prehearing conference and
- 21 await a recommendation from the parties. Thank you,
- everyone.
- 23 (Whereupon the prehearing conference
- 24 ended at 2:39 p.m.)