

July 04, 2008

State of NH Public Utilities Commission
21 Fruit Street / Suite #10
Concord, NH 03301

**RE: Pittsfield Aqueduct Company - DW 08-052
Permanent/Temporary Rate Proceeding
Order No. 24,857**



Dear Sir(s):

The following letter is in response to the May 30, 2008 letter we received from PAC, petitioning your office for both temporary and permanent rate increases to residential customers in our community here at Locke Lake Colony in Barnstead.

On January 05, 2006, members of this community met with Mr. Donald Ware of Pennichuck Water along with representatives of the Public Utilities Commission, namely Mr. Clifton Below and Mr. Thomas Getz. This was the public informational meeting regarding the proposed take-over of Integrated Water Systems, Inc. by Pennichuck Water held at the community lodge here at Locke Lake Colony. It was at this meeting that Mr. Ware spoke enthusiastically about PAC and what the company could do for the residents of the community if the buyout was approved by the Public Utilities Commission. Mr. Ware assured community members at that meeting that his company was quite capable of taking over the present water system operated by Integrated Water Systems. He explained that his company was well aware of all of the problems by talking with residents and meeting with Integrated Water Systems personnel. In addition, he said that there would be a questionnaire sent to all residents of the community in hopes of gathering even more specific information relative to the problems people have been having. Meanwhile, his company was well aware of these many problems and had already researched the amount of effort it would take from both financial and administrative sectors of his company. He stressed that this is not foreign territory for the company, referring to the buying of dysfunctional water companies and making them functional again. He stressed that there would be no huge financial burden to members of the community and that his company has been very successful in obtaining grants for communities such as ours. It was most definitely not mentioned at any time during that meeting that this community would have to shoulder the financial burden should grant monies not be obtained.

Most of those in attendance that evening were very satisfied with what was said, as several positive remarks were overheard once the meeting was terminated. Most of these remarks echoed our sentiments all along, being that we perhaps could finally count on a water company to provide us with plenty of good quality water at a reasonable cost. Like most things in life, if it sounds too good to be true, it usually isn't.

Since the take-over of our water system from Integrated Water Systems, Inc., it should be and we are sure that it has been noted, there have been areas of improvement. Water pressure has been adequately increased and fine particulates such as silt and iron precipitates have been greatly reduced. There is no doubt that a great deal of work went into these improvements. There is also no doubt that the company knew about most of, if not all of, what was needed prior to the

purchase from Integrated, including all expenses the company would have to endure. It is also no secret, lest we forget, that Pennichuck Water paid what amounted to be very little for the company.

Recently, and without warning, a financial bomb was dropped on this community and its residents. The "bomb" we are referring to is the letter we received from Mr. Donald Ware, dated May 30, 2008. It should be no surprise to the commission that this community is outraged, particularly those residents who attended the aforementioned meeting. At a time when this community, being no different than mainstream USA, is struggling financially - PAC has the nerve to ask for such an outrageous increase to our water rates.

In recent years, the Public Utilities Commission has always approved these types of petitions by companies who have supplied us water, namely, Locke Lake Water Company, Central Water Company and Integrated Water Systems, Inc. It is the track record of the commission voting "yes" to these petitions, is what has scared and frustrated every bill-paying resident of this community. How in your right minds could you even allow this petition to move forth knowing that this is such an outrageous increase to our monthly bill? It is surprising that your office didn't immediately ask, "what the hell is going on over there?" or better still, immediately dissolve the petition on any grounds you could think of to spare the residents of this community the financial burden that will be placed upon them. Herein lies the problem. No one can deny the fact that this company has in fact improved the quantity as well as the quality of the water we consume. Perhaps some financial consideration is due this company. How much? Not nearly the proposed \$682 annual increase that is being proposed!!!! Perhaps an increase of \$20-\$25 per month on the average residential bill would be at least palatable, but certainly no more. To place such a huge financial burden on the residents of this community is inhumane. For this commission to even consider granting such an outrageous request is just as inhumane. It is without doubt, time for the commission to finally act in favor of the community and deny the petition set forth before you.

Voting "no" for a change certainly won't hurt this company; but voting "yes" will most certainly hurt the residents of our community.

Respectfully Submitted,

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