

September 19, 2008

DW08-070

Executive Director
New Hampshire Public Utilities Commission
21 S. Fruit Street, Suite 10
Concord, NH 03301

To Whom It May Concern:

Enclosed is a copy of the letter and new rates that I received from Pennichuck. I am questioning the reason Pennichuck wants a rate increase. Two years ago I was flipping through the TV channels and came upon a Council Meeting for the City of Nashua. A gentleman at the meeting said and I quote: "Wait till the residents of the City of Nashua find out they will be paying \$500.00 a year for their water and they will be blaming the City for that". That was 2 years ago. Now Pennichuck wants this huge rate increase to update the water treatment plant as well as other increased capital and operating costs. Right! In my opinion the truth of the matter is Pennichuck wants to recoup the money they spent on all the TV ads and newspaper ads and legal fees they incurred when the City of Nashua wanted to take them over. They don't want their shareholders to lose any money.

I have a suggestion for the PUC. The PUC should hire a firm from Massachusetts (who are also licensed for NH) and do an audit on the books of Pennichuck going back 10 years to the present. **If the PUC allows any increase to Pennichuck then maybe the PUC needs to be investigated too. WHERE IS THERE ACCOUNTABILITY???????**

My current water bill was \$16.80 for water and \$46.08 for the meter = Total \$62.88 per this quarter. That is high for one person occupancy with 1.5 gallon toilet, energy saver showerhead and a front loader washing machine that takes only 14 gallons of water per wash. Besides the water bill, I must pay Nashua Waste Water a percentage of my TOTAL AMOUNT OF THE WATER BILL. NOT THE AMOUNT OF WATER I USED BUT THE TOTAL INCLUDING WHAT I GET CHARGED FOR THE PIPE.


IF THE PUC APPROVES OF THIS HUGE INCREASE THE RESIDENTS OF THE CITY OF NASHUA WILL BE PAYING \$700.00 PLUS FOR THEIR WATER. THAT INCLUDES PENNICHUCK AND NASHUA WASTE WATER.

ENOUGH

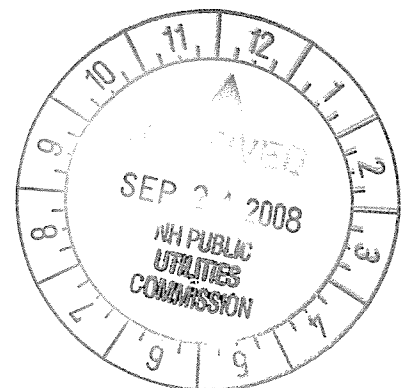
IS ENOUGH

IS ENOUGH.

Very truly yours,


Alyce R. MacSorley
31 Salisbury Road
Nashua, NH 03064-1757

cc: Governor John Lynch
Attn: Pennichuck Water Rates
State Capitol Building
Concord, NH 03301



Enclosures (2)

Pennichuck Water Works

Pennichuck Water Works, Inc. (PWW) has petitioned the New Hampshire Public Utilities Commission (Commission) for approval of an increase to its rates. PWW has asked for an immediate increase of 11.27% and an overall increase of 25.27%. PWW's request for this increase is based on the cost to upgrade the water treatment plant and to ensure continued compliance with the Safe Drinking Water Act as well as other increased capital and operating costs. The increase would apply only to PWW's general metered rates as follows:

Annual Average Residential Water Bill

City of Nashua, Amherst, and limited areas of
Merrimack, Hollis, Bedford, Derry, Plaistow, Epping,
Salem, Newmarket, and Milford

	Meter Charge 5/8"	Volumetric Charge 114.36 ccf.	Total Annual Bill
Current Rates	\$184.32	\$274.46	\$458.78
Proposed Temporary Rates	\$199.08	\$302.71	\$501.79
Proposed Permanent Rates	\$224.28	\$341.02	\$565.30

Customers may call the customer service department at Pennichuck Water Works (603-882-5191) with questions regarding this proposed increase.

Customers who wish to have their opinion considered by the Commission on this petition may do so by emailing their comments to the Commission at puc@puc.nh.gov or by writing a letter to:

Executive Director
New Hampshire Public Utilities Commission
21 S. Fruit Street Suite 10
Concord, NH 03301

Public Utilities Commission
Concord NH 03301
Tel: (603) 271-2431 • Fax:



• 21 S. Fruit St., Suite 10 •

(603) 271- 3878



PENNICHUCK

August 28, 2008

RE: Billing Period Change

Dear Customer:

Pennichuck is in the process of converting the quarterly accounts to monthly billing. This change will help our customers with budgeting, earlier leak detection and better tracking of their usage for conservation.

Beginning in October 2008, your Pennichuck Water account will be billed on a monthly basis. Enclosed with this letter is your final quarterly water bill. Your first monthly bill will be issued on October 2, 2008, and each month going forward a new bill will be generated. For your first monthly bill in October your water meter will be read on or around September 22, 2008. *As a result of this transition your October bill will reflect approximately 36 days of usage and may not represent your normal monthly usage.* In November your billing period will be closer to 30 days and therefore your bill will represent a true monthly usage. In addition, the quarterly flat charge currently on your water bill will be changed to reflect a monthly charge. Please find enclosed the quarterly and monthly rate sheet for your reference.

Pennichuck now offers online payment for your convenience.

If you have any questions regarding this billing change please call Customer Service at 603-882-5191 or 1-800-553-5191.

Best regards,

Tara C. King
Customer Service Manager