

Leighton, Adele

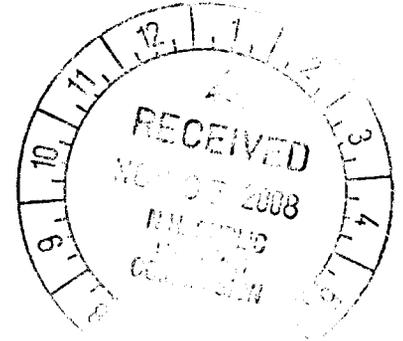
From: Smith, Kim on behalf of PUC
Sent: Monday, November 03, 2008 12:46 PM
To: Leighton, Adele; Howland, Debra; Noonan, Amanda; Naylor, Mark; Raymond, Margaret
Subject: FW: Aquarion Pre-Hearing Conference 11.05.08

I have attached an internet e-mail from our PUC account regarding Docket No. DW 08-098, Aquarion Water Company.

--Kim

-----Original Message-----

From: Donna A. Garland [mailto:ladygnh@comcast.net]
Sent: Monday, November 03, 2008 8:13 AM
To: PUC
Cc: Garland, Donna
Subject: Aquarion Pre-Hearing Conference 11.05.08



NH Public Utilities Commission:

The quality of water provided to homes by Aquarion in North Hampton, NH is very poor. Black specks often appear in the domestic water. After a period of time the faucet drains have black strands that hang down into the water stream indicating that it's time to clean out the strainers. Most residents filter the water in order to drink it safely and make it aesthetically pleasing. We have also found that residue from the water has coated the tub of the clothes washer and causes black marks on what is expected to be clean laundry. Rings in the toilet bowl appear weekly with the black residue prevalent.

It is difficult to support the proposed increase in our rates and the step adjustment without first being supplied with a better quality of domestic water for daily consumption and use. The 23% increase in our rates without a guarantee of water quality improvement is outrageous.

Donna A. Garland

Donna A. Garland
12 Kimberly Drive
North Hampton, NH 03862
Tel: 603-379-2050
E-mail: ladygnh@comcast.net

Twenty years from now you will be more disappointed by the things that you didn't do than by the things you did do. So throw off the bowlines. Sail away from the safe harbor. Catch the tradewinds in your sails. Explore. Dream. Discover. ~ Mark Twain