

DW 12.085

**ATTORNEY GENERAL  
DEPARTMENT OF JUSTICE**

33 CAPITOL STREET  
CONCORD, NEW HAMPSHIRE 03301-6397

JOSEPH A. FOSTER  
ATTORNEY GENERAL



ANN M. RICE  
DEPUTY ATTORNEY GENERAL

June 7, 2013

Carole Walles  
Trust Autio  
1 Shady Lane  
Exeter, NH 03833

Re: Aquarion Water Works  
Our File No. 2013104437

Dear Ms. Walles:

The Consumer Protection and Antitrust Bureau reviewed your complaint about the above-referenced business.

Given the nature of your concerns, your complaint is being referred to the Public Utilities Commission. If they are able to assist you, they will contact you directly.

Sincerely,

James T. Boffetti  
Senior Assistant Attorney General  
Consumer Protection and Antitrust Bureau  
Tel: 603-271-3643  
Fax: 603-223-6202

NHPUC JUN10 13 AM 11:34

Copy to: Public Utilities Commission  
Amanda Noonan  
21 S Fruit St Ste 10  
Concord NH 03301-2429

Carole Waller  
1 Shady Lane  
Exeter, N.H. 03833

5/30/13

To Public Utilities Commission,  
I am sorry I am unable  
to attend the next meeting  
DW 12-085 Aquarian Water  
Co. of N.H.

I am enclosing copies of  
my Aqua. Water bills received  
today. They are even more  
totally outrageous than last  
year. This is before we take  
in a dime. The total of these  
bills are \$1,596.26. Does any-  
one but me find this outrage-  
ous? I wish I could get  
paid before I work. (5cott also + 1 stne

Please bring this before the  
next meeting of Aquarian Water.  
Someone needs to speak for  
the consumer. Please do.  
Carole Waller 603-772-5149

As far as I am  
concerned these bills  
are extremely high.

Aquarian Water

603-926-3319



# AQUARION

Water Company

Stewards of the Environment

\*151034241\*01\*

Account Number:  
Total Charges:  
Statement Date:  
Service for:

200147503  
\$264.28  
05/23/13  
4F ISLAND PATH FRONT  
HAMPTON NH 03842

Website: [www.aquarionwater.com](http://www.aquarionwater.com)

Meter #	Billing Period	Days	Meter Reading	Reading Type	Usage	Next Billing
93433469 (5/8")	04/29/13 - 05/01/13	3	From / To 0 / 0	Estimated	0 hundred cubic feet (0 thou. g)	Approximately 05/01/14

**Account Detail**

Outstanding Balance **0.00**

Outstanding Balance **0.00**

**Current Charges**

Seasonal Connect Fee (1) **44.00**  
 NH Seasonal 5/8" Svc Charge (1) **209.25**  
 Usage Charge 0 ccf @ \$5.0250 **0.00**  
**\*\* WICA \*\*** **11.03**

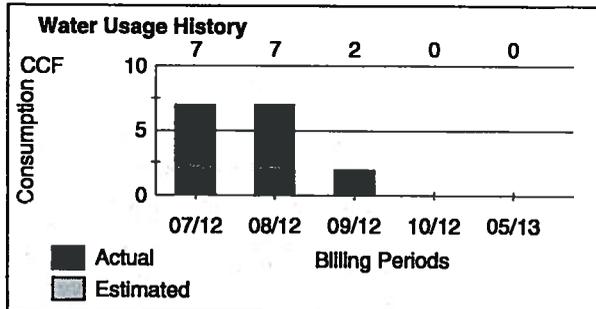
Total Current Charges Due By 06/24/2013 **264.28**

**Total Balance**

**\$264.28**

Amount Due After 06/24/2013

**\$277.49**



**SPECIAL NOTES**

**IMPORTANT NOTICE:** This bill includes a temporary rate increase for all usage and service charges effective July 1, 2012 per the NH PUC decision of 09/21/12 in Case No. DW 12-085. These new rates can be viewed on our website, [www.aquarion.com](http://www.aquarion.com), or contact us at (800) 403-4333.

**\*\*WICA\*\*:** This bill contains a Water Infrastructure and Conservation Adjustment (WICA) charge, calculated as 5.2733% of the total Service and Usage charges. Please see the back of this bill for more information.



# AQUARION

Water Company

Stewards of the Environment

Aquarion Water Company of New Hampshire  
P.O. Box 702  
Bridgeport, CT 06601-2354

ACCOUNT NUMBER	TOTAL	PAYMENT ENCLOSED
200147503	\$ 264.28	

**Pay Current Charges By 06/24/2013**

Please indicate account number and amount enclosed to ensure prompt credit to your account.

002001475030000000264284

\*151034241\*01\*\*\*\*\*3-DIGIT\*038  
 TRUST AUTIO  
 1 SHADY LN  
 EXETER NH 03833



Check here for address or telephone number changes. See reverse side.

Aquarion Water Company of NH  
 PO Box 821  
 LEWISTON ME 04243-0821

Local # 603-2719



**AQUARION**  
Water Company

Stewards of the Environment

\*151134251\*01\*

Account Number:  
Total Charges:  
Statement Date:  
Service for:

200147515  
\$264.28  
05/23/13  
6F ISLAND PATH FRONT  
HAMPTON NH 03842

Website: [www.aquarionwater.com](http://www.aquarionwater.com)

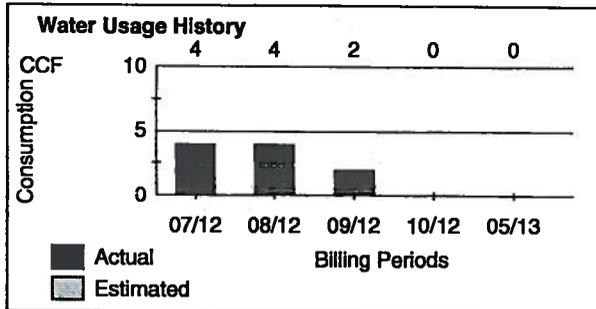
Meter #	Billing-Period	Days	Meter Reading	Reading Type	Usage	Next Billing
93433470 (5/8")	04/29/13 - 05/01/13	3	From / To 0 / 0	Estimated	0 hundred cubic feet (0 thou. g)	Approximately 05/01/14

**Account Detail**

Outstanding Balance **0.00**  
Outstanding Balance **0.00**

Current Charges  
Seasonal Connect Fee (1) 44.00  
NH Seasonal 5/8" Svc Charge (1) 209.25  
Usage Charge 0 ccf @ \$5.0250 0.00  
**\*\* WICA \*\*** 11.03  
Total Current Charges Due By 06/24/2013 **264.28**

**Total Balance** **\$264.28**  
Amount Due After 06/24/2013 **\$277.49**



**SPECIAL NOTES**

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**AQUARION**  
Water Company

Stewards of the Environment

Aquarion Water Company of New Hampshire  
P.O. Box 702  
Bridgeport, CT 06601-2354

ACCOUNT NUMBER	TOTAL	PAYMENT ENCLOSED
200147515	\$ 264.28	

Pay Current Charges By 06/24/2013

Please indicate account number and amount enclosed to ensure prompt credit to your account.

002001475150000000264287

\*151134251\*01\*\*\*\*\*3-DIGIT\*038  
TRUST AUTIO  
1 SHADY LN  
EXETER NH 03833

|||||  
Aquarion Water Company of NH  
PO Box 821  
LEWISTON ME 04243-0821



Check here for address or telephone number changes. See reverse side.



# AQUARION

Water Company

Stewards of the Environment

\*151234261\*01\*

Account Number:  
Total Charges:  
Statement Date:  
Service for:

200147529  
\$264.28  
05/23/13  
4R ISLAND PATH REAR  
HAMPTON NH 03842

Website: [www.aquarionwater.com](http://www.aquarionwater.com)

Meter #	Billing Period	Days	Meter Reading	Reading Type	Usage	Next Billing
93454010 (5/8")	04/29/13 - 05/01/13	3	From / To 0 / 0	Estimated	0 hundred cubic feet (0 thou. g)	Approximately 05/01/14

**Account Detail**

**Outstanding Balance** 0.00

Outstanding Balance 0.00

**Current Charges**

Seasonal Connect Fee (1) 44.00

NH Seasonal 5/8" Svc Charge (1) 209.25

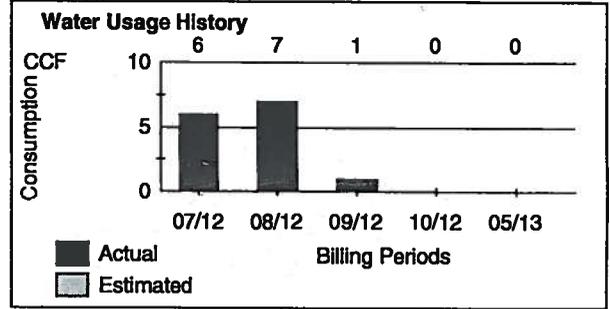
Usage Charge 0 ccf @ \$5.0250 0.00

**\*\* WICA \*\*** 11.03

**Total Current Charges Due By 06/24/2013** 264.28

**Total Balance** **\$264.28**

**Amount Due After 06/24/2013** **\$277.49**



**SPECIAL NOTES**

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# AQUARION

Water Company

Stewards of the Environment

Aquarion Water Company of New Hampshire  
P.O. Box 702  
Bridgeport, CT 06601-2354

ACCOUNT NUMBER	TOTAL	PAYMENT ENCLOSED
200147529	\$ 264.28	

**Pay Current Charges By 06/24/2013**

Please indicate account number and amount enclosed to ensure prompt credit to your account.

002001475290000000264282

\*151234261\*01\*\*\*\*\*3-DIGIT\*038  
TRUST AUTIO  
1 SHADY LN  
EXETER NH 03833

|||||  
Aquarion Water Company of NH  
PO Box 821  
LEWISTON ME 04243-0821



Check here for address or telephone number changes. See reverse side.



**AQUARION**  
Water Company

Stewards of the Environment

\*151334271\*01\*

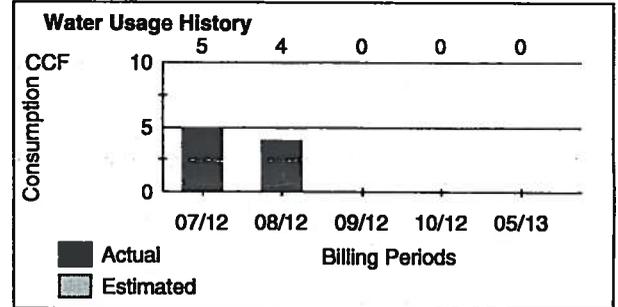
Account Number: 200147543  
 Total Charges: \$264.28  
 Statement Date: 05/23/13  
 Service for: 6R ISLAND PATH REAR  
 HAMPTON NH 03842

Website: [www.aquarionwater.com](http://www.aquarionwater.com)

Meter #	Billing Period	Days	Meter Reading	Reading Type	Usage	Next Billing
93454005 (5/8")	04/29/13 - 05/01/13	3	From / To 0 / 0	Estimated	0 hundred cubic feet (0 thou. g)	Approximately 05/01/14

**Account Detail**

<b>Outstanding Balance</b>	<b>0.00</b>
Outstanding Balance	0.00
<b>Current Charges</b>	
Seasonal Connect Fee (1)	44.00
NH Seasonal 5/8" Svc Charge (1)	209.25
Usage Charge 0 ccf @ \$5.0250	0.00
<b>** WICA **</b>	<b>11.03</b>
<b>Total Current Charges Due By 06/24/2013</b>	<b>264.28</b>



**Total Balance**

**\$264.28**

Amount Due After 06/24/2013

**\$277.49**

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**AQUARION**  
Water Company

Stewards of the Environment

Aquarion Water Company of New Hampshire  
 P.O. Box 702  
 Bridgeport, CT 06601-2354

ACCOUNT NUMBER	TOTAL	PAYMENT ENCLOSED
200147543	\$ 264.28	

**Pay Current Charges By 06/24/2013**

Please indicate account number and amount enclosed to ensure prompt credit to your account.

002001475430000000264288

\*151334271\*01\*\*\*\*\*3-DIGIT\*038  
 TRUST AUTIO  
 1 SHADY LN  
 EXETER NH 03833

|||||  
 Aquarion Water Company of NH  
 PO Box 821  
 LEWISTON ME 04243-0821



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**AQUARION**  
Water Company

*Stewards of the Environment*

\*151434281\*01\*

**Account Number:**  
**Total Charges:**  
**Statement Date:**  
**Service for:**

**200150196**  
**\$274.86**  
**05/23/13**  
**203 OCEAN BLVD**  
**HAMPTON NH 03842**

Website: [www.aquarionwater.com](http://www.aquarionwater.com)

Meter #	Billing Period	Days	Meter Reading	Reading Type	Usage	Next Billing
90641530 (5/8")	04/27/13 - 05/01/13	5	From / To 43 / 45	Estimated	2 hundred cubic feet (1 thou. g)	Approximately 05/01/14

**Account Detail**

**Outstanding Balance** **0.00**

Outstanding Balance 0.00

**Current Charges**

Seasonal Connect Fee (1) 44.00

NH Seasonal 5/8" Svc Charge (1) 209.25

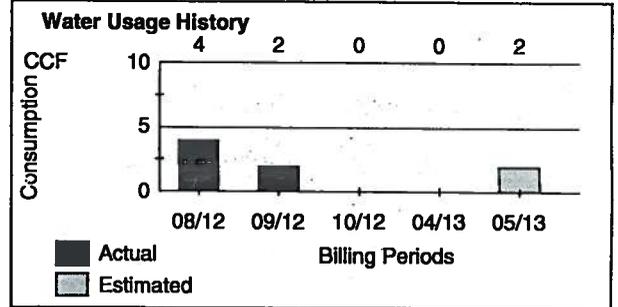
Usage Charge 2 ccf @ \$5.0250 10.05

**\*\* WICA \*\*** 11.56

**Total Current Charges Due By 06/24/2013** **274.86**

**Total Balance** **\$274.86**

**Amount Due After 06/24/2013** **\$288.60**



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**AQUARION**  
Water Company

*Stewards of the Environment*

Aquarion Water Company of New Hampshire  
P.O. Box 702  
Bridgeport, CT 06601-2354

ACCOUNT NUMBER	TOTAL	PAYMENT ENCLOSED
200150196	\$ 274.86	

**Pay Current Charges By 06/24/2013**

Please indicate account number and amount enclosed to ensure prompt credit to your account.

002001501960000000274861

\*151434281\*01\*\*\*\*\*3-DIGIT\*038  
TRUST AUTIO  
1 SHADY LN  
EXETER NH 03833

|||||  
Aquarion Water Company of NH  
PO Box 821  
LEWISTON ME 04243-0821



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**AQUARION**  
Water Company

Stewards of the Environment

\*151534291\*01\*

Account Number:  
Total Charges:  
Statement Date:  
Service for:

200168014  
\$264.28  
05/23/13  
2 ISLAND PATH  
HAMPTON NH 03842

Website: [www.aquarionwater.com](http://www.aquarionwater.com)

Meter #	Billing Period	Days	Meter Reading	Reading Type	Usage	Next Billing
93433506 (5/8")	04/29/13 - 05/01/13	3	From 7 To 0 / 0	Estimated	0 hundred cubic feet (0 thou. g)	Approximately 05/01/14

**Account Detail**

Outstanding Balance **0.00**

Outstanding Balance **0.00**

**Current Charges**

Seasonal Connect Fee (1) 44.00  
NH Seasonal 5/8" Svc Charge (1) 209.25  
Usage Charge 0 ccf @ \$5.0250 0.00  
**\*\* WICA \*\*** 11.03

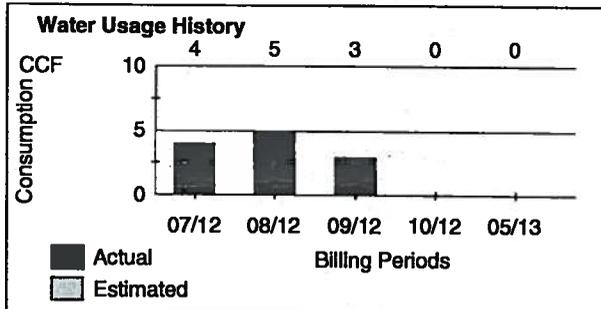
Total Current Charges Due By 06/24/2013 **264.28**

**Total Balance**

**\$264.28**

Amount Due After 06/24/2013

**\$277.49**



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Water Company

Stewards of the Environment

Aquarion Water Company of New Hampshire  
P.O. Box 702  
Bridgeport, CT 06601-2354

ACCOUNT NUMBER	TOTAL	PAYMENT ENCLOSED
200168014	\$ 264.28	

**Pay Current Charges By 06/24/2013**

Please indicate account number and amount enclosed to ensure prompt credit to your account.

002001680140000000264284

\*151534291\*01\*\*\*\*\*3-DIGIT\*038  
TRUST AUTIO  
1 SHADY LN  
EXETER NH 03833

|||||  
Aquarion Water Company of NH  
PO Box 821  
LEWISTON ME 04243-0821



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