

From: Spinnaker PointNH [<mailto:spinnakerpointnh@gmail.com>]
Sent: Tuesday, December 24, 2013 11:02 AM
To: Noonan, Amanda
Cc: mgmt@spinnakerpointnh.net; lcpantelakos@comcast.net; bod@spinnakerpointnh.com
Subject: Re: FW: DG 13-321 Northern Utilities, Inc. - Response to Spinnaker Point Condominium Association

Dear Ms. Noonan,

Spinnaker Point Condominiums Association (SPPT) would like to respond to the forwarded letter as we would like to clarify the issues, especially as related to condominiums.

1. The owner of the exterior shell of a condominium is the Condominium Association led by a Board of Directors (BOD) who meet monthly and annually with the community residents. The property is managed through a Property Management contract with the BOD. The interior of the condo units is owned by the individual who subscribes to gas services and pays the utility bills individually. In this case, the SPPT property is managed by an on-site manager (not all condominiums have on-site management). In the issue of the complaint, the SPPT Condominium Manager was never notified by UNITIL.
2. In the prior year, Unitil replaced all of the pipelines connected to the Spinnaker Point Condominiums in the streets. Each building's gas line was shut off for that work to be done and the work was coordinated in conjunction with the Condominium Manager (responsible for management of repairs to exterior shells of each building as well as other commonly held areas). In this case the utility worked with the condominium manager. There were no notifications or notations of any issues at that time (as far as we now know these new rules were in effect at that time). This work, including shut offs, was done in warm weather and unit residents were notified well in advance.
3. The example and photos provided by the utility in their recent letter did not correspond to the Spinnaker Point situation (with the exception of shutting off the gas.) There was NO reported smell of gas (if that had been the case, we would have expected and wanted a shut off). The pipe was not corroded at the Spinnaker Point condo unit. It has been sleeved and the repairs made on an urgent basis to meet these new codes. Unfortunately for the SPPT Association and its residents the repair was performed at a MUCH higher cost due to the perceived emergency. If

SPPT had received a preventive notification from the utility to the owner (SPPT Condominium Association) of the exterior shell of the building then SPPT would have been able to perform the repairs at a better cost to the Association. We have since performed these repairs on other units at a much better cost for SPPT.

T The temperatures cited in the letter over the period of the outage were cold enough to cause hypothermia as indicated on WebMD: *Hypothermia can occur when you are exposed to cold air,..Your body temperature can drop to a low level at temperatures of 50 °F (10 °C)*

This was of concern to the residents and the community as a whole as the outage was of a non-emergency nature and there was no prior notification to permit preventive measures to take place.

The SPPT Condominium Association Board of Directors and/or the Management have still not received notification of the nature sent to account holders. The unique nature of condominium housing requires the utility UNITIL and other utilities to understand the ownership arrangement as there are other condominiums in your catchment area that may also be affected in the future. We did not write this response nor did we petition in order to create more of a problem but rather to prevent difficult and potential health risk situations for other similar housing units and their residents in the future.

If you are still feeling that a community resident meeting would enhance safety, we would be pleased to schedule a representative from UNITIL to speak at the next annual meeting. Individual residents are responsible for any interior gas installations and appliances. We, as always, encourage residents to report any smell of gas leakage to UNITIL.

Robert Hogan
President, Board of Directors
Spinnaker Point Condominiums Association
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