



BEFORE THE NEW HAMPSHIRE
PUBLIC UTILITIES COMMISSION

Abenaki Water Co., Inc.
Rosebrook Water Company, Inc.

Petition to Transfer Utility Assets and Franchise and for Related Approvals

Docket No. DW 16 – ____

Direct Testimony of Alex L. Crawshaw

April 15, 2016

1 **Introduction**

2

3 **Q. Mr. Crawshaw, please state your full name and business address.**

4 A. My name is Alex L. Crawshaw. My business address is 24 Tate Road, Gilford, New
5 Hampshire, 03249.

6 **Q. By whom are you employed and in what capacity?**

7 A. I am President of Abenaki Water Company (“the Company”) as well as its chief operator.
8 I am also Vice President of New England Service Company. In that role, I oversee all
9 aspects of New Hampshire contract operations.

10 **Q. Please describe your educational background and professional experience.**

11 A. I have a Bachelor of Science degree in mechanical engineering from the University of
12 New Hampshire. I currently hold a water works operator treatment grade II and
13 distribution grade II license in the State of New Hampshire. I am former owner and
14 operator of C&C Water Services, a company my family owned and operated for 30 years.

15 **Q. Please describe the purpose of your testimony.**

16 A. The purpose of my testimony is to explain Abenaki’s operations, performance, and its
17 proposed capital plan for the water system currently operated by Rosebrook.

18 **Q. What are your first year goals regarding Rosebrook’s water system operation?**

19 A. In addition to the radio read meter replacement program explained in the Testimony of
20 Donald J.E. Vaughan, P.E., Abenaki will evaluate ways the overall system gradient can
21 be lowered and its performance improved. In particular, Abenaki will focus on the
22 number, locations and causes of service freeze-ups which have apparently occurred on an
23 annual basis. Another study will be based on the results of a hydraulic model which will
24 reveal strengths and weaknesses of the system.

1 After consideration of the information gained in the above, Abenaki will prioritize
2 needed capital projects in a capital improvements plan spanning the next three to four
3 years.

4 **Q. What are some of the management tools you will employ to overview the system?**

5 A. Abenaki uses a number of reports to evaluate system performance on an on-going basis.
6 For example, one important tool is the monthly unaccounted for water report which will
7 be enhanced by radio read metering. The information gained from this report essentially
8 measures system integrity and will prompt management to initiate leak detection efforts
9 and subsequent repair of mains and services. Knowledge of the unaccounted for water
10 ratio, available on a monthly basis but reflecting the last twelve months of data, is an
11 important periodic document that informs the system operator on the overall efficiency of
12 the transmission and distribution portion of the utility. Having this information can assist
13 the operator with decisions regarding leak detection, and corresponding repairs, all of
14 which affect electric, pumping and chemical expenses.

15 Although not presently utilized, installation of a developed SCADA system will provide
16 real time and historical data for categories such as tank levels, pressure point data (critical
17 in this system) and pump/well run times. This is a necessary tool for operator processing.
18 Another tool employed company-wide is a monthly statistic report which identifies such
19 data as the top 30 customers, monthly production/consumption quantities, and other data.
20 Abenaki's use of these and other management tools will improve operation and
21 management of the system and benefit customers.

22 **Q. Does this conclude your testimony?**

23 A. Yes.