

From: Jane Loerch [<mailto:janemarie310@gmail.com>]
Sent: Wednesday, December 20, 2017 12:53 PM
To: PUC:
Subject: Pennichuck East Utility - Petition for Increase in Rates

My husband, Harold J Loerch and I have lived at 55 Dam Site Road, Center Barnstead (Locke Lake Colony) for 7 years.

I strongly urge the Commission to deny the request for rate increase because Pennichuck needs to address the issues they have on hand today, and increasing the rates on an already restricted community isn't going to solve their problems:

1. In 7 years Pennichuck has restricted outdoor watering and car washing, even though I pay for a minimum, which I never exceed, I can't use the water I pay for and they can't supply the needs of the community.
2. Can Pennichuck legally cut off a customer's residential water for outside watering / car washing?
3. Pennichuck has convinced the Town of Barnstead to put a stop to all New Building Permits in Locke Lake Colony, because they can't supply the customer base that they have - when will that be lifted and how will an rate increase solve their problem?
4. I assume the water is safe to drink, but so unpalatable all drinking water needs to be filtered, additional cost borne by the customer.
5. Pennichuck often flushes the mains without warning, leaving household water brown --- their recommended solution to clearing the inside lines ---- flush your toilets until you get clear water --- really, won't that be at my expense?
6. What is Pennichuck's long term plan to supply Locke Lake with the water it needs? Is this request for an increase the beginning of multiple demands on the community ?
7. A few years ago, the water mains on Dam Site Road were replaced by larger pipes -- which are now busting the pipes going into peoples homes, making Home Owners incur thousands of \$\$ of expense having their lines replaced -- was that increase in pressure ethical on homes that are 50 years old?

Thanks for allowing me to vent!!

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Jane Loerch
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