

**From:** Lussier Family [mailto:paladama@hotmail.com]  
**Sent:** Tuesday, November 20, 2018 9:49 AM  
**To:** PUC:  
**Subject:** Retroactive Charges from Pennichuck

Dear Public Utilities Commission,

I'm sure by now you are aware of the intended retroactive charges planned for Pennichuck customers. I am aware that your commission has approved at rate increase and step increase, which in total, amounts to more than a 20% increase. Although this seems drastic for a public utility, I am not debating the ethics or legality of that increase because at least I am aware of those charges going forward. My concern is focused on the ethics and legality of a company such as our sole water supplier charging us an increase for past water consumption. Hypothetically, I can only equate something like this to a corporation, such as Toyota deciding that their profit margin was not enough the previous year so they are billing all new car owners an additional \$XXXX.XX to make up the difference.

We as consumers did not have the opportunity to vote on infrastructure repairs, nor were we aware of the impending increase so that we could have budgeted for the change, greatly reduced our water consumption, or drilled a well on our property and cancelled our service from Pennichuck.

I just don't see how back-charging consumers for consumables can be lawful. We agreed to purchase water at a certain price. We used it, and we should pay that price. Any increase needed by the company to maintain its standards or profit should only be assessed in a forward direction. Recovering their losses or costs retroactively through their customers is just wrong.

Please advise if there is something that we consumers can do in this case, since I'm concerned that if I refuse to pay the retroactive charge, my water will be turned off.

Thank you for any assistance you may provide,

Paul Lussier  
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