Q. Mr. Gallo, please state your full name and business address.

A. My name is Robert Joseph Gallo, and my business address is 37 Northwest Drive, Plainville, Connecticut 06062.

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

A. I am employed by the New England Service Company ("NESC") as Vice President of Engineering. Since Abenaki Water Company ("AWC") has no employees, I am offering this testimony by virtue of the affiliate agreement between NESC and AWC. My costs are in addition to the affiliate agreement and will be charged to AWC at costs plus benefits and overhead.

Q. Please describe your educational background and professional experience.

A. I hold an Associate's Degree in Liberal Arts from Ocean County College, in Toms River, New Jersey. I also hold a Bachelor's Degree in Civil and Environmental Engineering from the University of Vermont, in Burlington, Vermont.

Prior to my involvement in the field of engineering, I worked for several years in the field of site and utility construction, where I constructed water, sewer and storm water plant.

While in engineering school I worked for the City of Burlington Department of Public Works as an Engineering Technician, where I worked on city-designed projects including inspection of utility installation, water quality testing, roadway inspections, pavement evaluations, and related duties.

I then worked for one year at Strand Associates, in Louisville, Kentucky, where I was a construction inspector for the Metropolitan Sewer District. I inspected sewer infrastructure projects, including sewer collection systems, pump stations and force mains. My duties also included inspection of drainage collection and treatment system construction, and site evaluations and enforcement of erosion control measures on project sites.

After Strand Associates, I worked for Trudell Consulting Engineers, in Williston, Vermont, for seven years. At Trudell Consulting I was project manager and engineer for the design and permitting of land development projects. My duties included design and modeling of water, sewer and storm water plant. In my role as project manager and engineer, I was responsible for the complete design and permitting of various roadway and land development projects including residential subdivisions, commercial/business office parks, retail and industrial sites. The position also included extensive work with regulatory and permitting entities on the local, State and Federal levels of government.

After Trudell Consulting Engineers, I worked for seven and a half years at AI Engineers in Middletown, Connecticut. At the start of my employment at AI, I was a Senior Engineer, and then was later promoted to Associate Vice President, where I ran the daily operations of the company's Civil Engineering and Survey Departments. In addition to providing expertise for utility and roadway design, my duties included project management, marketing and proposal development, budget tracking, preparation of scopes of services and related contracts, client development and relations, and related duties.

I joined the New England Service Company in July of 2019, where I am currently the Vice President of Engineering. My duties at NESC include management of all capital improvement projects, regulatory compliance, in-house design of capital projects, system evaluation and recommendations for capital improvements, and related duties. I hold professional engineer certifications in Vermont, Massachusetts, New Hampshire and New York.

Q. Have you previously testified before the New Hampshire Public Utilities Commission ("NHPUC") or other regulatory bodies?

A. I have not previously testified before the NHPUC. In my previous professional experience, I have testified before the Public Utilities Regulatory Authority (PURA) in Connecticut. I have also presented and testified at planning and zoning hearings, Act 250 hearings and court proceedings, in the capacity of an expert witness.

Q: What is the purpose of your testimony?

A: My testimony is to provide support for the proposed White Rock financing, and why it is necessary from an engineering and operations perspective.

Q: Please describe the White Rock System.

A: White Rock, as it is known, is a water system owned by AWC, in the Town of Bow. It has approximately 95 customers. It is served by three bedrock wells, a pumping/treatment facility and two 15,000-gallon buried steel, atmospheric storage tanks. White Rock is a problematic system, and as presently constructed, is not viable over the long term unless significant infrastructure improvements are made. All components of the system plant, including source, storage and distribution, are critically deficient, and need strategically implemented improvements in the context of the currently high rates.

Q: Please be more specific as to what the problems are at White Rock.

A: Historically, and more frequently in the recent past, White Rock has suffered from numerous low pressure and water conditions caused by woefully inadequate supplies and a leak-prone and fragile distribution system. Together White Rock's three wells can barely produce approximately 17,000 gallons per day, which translates to approximately 12 gallons per minute over a 24-hour period. Average demand is about 9,800 gallons per day, which is close to 7 gallons per minute. Given the past history of system leaks, a 5-gallon per minute leak, not a large leak for a typical, larger system, would put the White Rock system at a break-even point, which in some cases can lead to water outages. At any one time, there can be several small leaks that can deplete the system of water.

In late 2019, Abenaki scheduled a meeting to communicate and discuss the system with residents of Village Shore Estates, where the White Rock system is located, Town officials and a member of the NHPUC. After much discussion, a general plan was outlined, and is the subject of this financing request.

Q: Please describe the distribution system.

A: The distribution system is constructed of PVC and polyethylene piping. At each joint in the polyethylene services, a barbed nylon insert secured by hose clamps was used for joining pipes. Even in the 1970's, about the time the system was constructed, the use of barbed fittings would have been substandard. Exhibit 1 (attached) shows an example of a cracked/broken barbed fitting that was removed from a service connection at White Rock. Exhibit 1 illustrates the conditions present at White Rock, and there is the potential that small leaks are present at these connection points at many properties within the subdivision, robbing the system of needed water.

The issue of leaks at White Rock is so pronounced that the unaccounted-for water (UAW) in the system is typically in the range of 40%. All it takes is a 5 gpm leak, or the combination of several small leaks, to arrive at a 40% UAW, which is significant. Therefore, a portion of the funds requested will be to add distribution valving for the benefits described in MR. LaChance's testimony.

Q: What are Abenaki's plans for searching for new supplies?

A: Finding an additional source of water is a priority to provide future, reliable service to the community. Several potential source locations have been suggested from previous investigations of the Village Shore Estates and surrounding properties. Abenaki plans to engage a well driller to begin exploration of a new source once the financing is approved. Finding a new supply is critical, given the precarious nature of the existing well production and the size of the customer base.

Q: What are your plans for maintenance of the existing 15,000-gallon storage tanks?

A: Abenaki plans to line the two tanks when the financing is approved. The tanks were cleaned and inspected in February of 2020, and the results indicated that the tanks were candidates for lining.

Q: Do you have any additional information to offer today?

A: I prepared a narrative describing some of my testimony today, in regards to the distribution, source and storage tank issues. It is included as Exhibit 2.

Q: Does this conclude your testimony?

A: Yes