

Dear Commissioners:

As a customer of Abenaki Water Company, I am directly affected by the case referenced above. I respectfully request to intervene in the matter. I oppose Abenaki Water Company's requested increase in rates. My reasons are the following:

1. I am a new homeowner within Tioga Belmont, I am a struggling single mother to a handicapped child and I cannot afford to pay the new proposed rate increase. We already pay the 2<sup>nd</sup> highest water rates in NH as governed by the PUC; this after an increase just a few years ago. Now Abenaki Water Company wants to double or perhaps quadruple these rates. This is frightening and would cause significant financial hardship ultimately leading me to sell my home.
2. When I purchased my home in late 2019, I, as well as others within the water district were informed that the water needed to be shut off from late evening until early the next morning to conserve water as they had a subsurface leak and were unable to find it (December 2019). This rang alarm bells to me because there would be no water in case of emergency. I was also informed in the spring of 2020 after numerous interruptions in water that the water system connections were made of nylon and the nylon has deteriorated over the years causing subsurface leaks. I was also informed at that time that there was no shutoff for my home at the street and that without plans or specifications from the previous water company, they would need to do infrared scanning to find this shutoff. I was informed that they did find the location of the shutoff, which had no cap, just a pipe full of dirt. To this day, the shutoff at the street has not been repaired for my home.
3. The water quality is subpar at best. When drawing a bath for my daughter, the water, although no discoloration appears, smells like dirt and mold. My water heater is fairly new and is flushed monthly to reduce the amount of sediment generated from this system. I also have a whole house filter that is changed monthly. I refuse to drink the water, but that is my preference having come from great artesian well water.

I want to close in saying thank you to all of you for taking the time to read my email, my concerns and my opposition. We as consumers of this water district should not bear the expense of this rate increase because of poor financial planning on AWC's purchase of this system.

Sincerely,

Dawn Tinsley  
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Belmont, NH 03220