

January 12, 2021

puc@puc.nh.gov

Re: DW20-112 Abenaki Water Company
Request for Change in Rates

Dear Commissioners,

I am writing to you in the hopes that you can be of assistance in the above listed docket regarding the requested rate increases on our water usage. Their requested amounts are not realistic as it pertains to our water system.

First of all, the residents on Tioga Drive are average working people, many like myself trying to exist on limited incomes. I am a 77 year old widow and have tried to supplement my meager Social Security by attempting to earn a modest income from a Doggie Daycare business. My business took a huge hit when the Covid -19 virus struck. I suffered a large drop in clientele, and the request for an increase at this time is unrealistic. I feel that they are actually holding us HOSTAGE with a product that is an absolute necessity if we are to survive. The option of drilling individual wells has already been considered, and the land cannot support drilling. If there was ever a time in history for compassion and unselfishness, **this is that time**.

Over the past few years, the quality of the water that we have received has left a lot to be desired. It was not unusual for a notice to go out stating that the water was contaminated with E-coli, which could kill our pets, sicken our children and make any sensitive person extremely ill. We have gone without water for weeks on end and been handed increases in rates for the sole purpose of replacing the pump, only to find that the increases were used for other purposes.

Our area already pays the **Second Highest** water rates as governed by the PUC in NH, as of the increases of a few years ago, mentioned in the previous paragraph. The requested increase represents over **300%** of the already inflated current rate.

Even though Abenaki Water Company has been an improvement over Gilford Well's performance record (the former owners of our water system), the home owners on our circle cannot afford an increase, especially in the amounts proposed in the request submitted to the PUC. I am barely making ends meet now, buying necessities ONLY.

Please consider these facts from a Human perspective; putting yourselves in our position, trying to stay alive in the most difficult time in our history. You're the people we have to trust to understand the situation and decide with compassion and realism.

Please contact me if you have any questions about this situation. Thank you for your attention and care.

Sincerely,

Carolyn M. Bancroft
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