

**STATE OF NEW HAMPSHIRE  
BEFORE THE PUBLIC UTILITIES COMMISSION  
ABENAKI WATER COMPANY, INC.**

Request for Changes in Rates  
Docket No. DW 20-112

Petition of **BARBARA A. HAYES** of **VILLAGE SHORE ESTATES ASSOCIATION** for Intervention

January 18, 2021

Dear Commissioners:

As a customer of Abenaki Water Company and a resident of Village Shore Estates (VSEA) in Bow, NH, 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. Water Quality and High Rates.

We already pay some of the highest water rates in NH as governed by the PUC. Now Abenaki Water Company wants to double or even quadruple these rates for water quality that is subpar at best. Our most recent arsenic report was well over State allowed limits coming in at 0.024 mg/L. The sample was taken 10/07/20 with hopes of being resolved by 03/31/21.

This is frightening and unacceptable. We are paying for water we should not drink, and Abenaki is requesting an increase on that water? I suggest we wait to see *if* they fix the problem. Then they can reapply for the increase.

2. Addressing the Issues.

We have been in our home since late 2017. In this time, there have been numerous interruptions in our water supply to "fix" problems that the water system is experiencing.

After speaking with fellow neighbors, and reading the petitions from Abenaki's Belmont location, it is evident that the problems in both associations are similar, including poor water quality and old infrastructure. It also seems these issues have been going on for many years and with no resolutions on Abenaki's part, yet they want an increase. Frankly, why are these two communities sharing such similarities in their dealings with this water company?

Our association, VSEA, has had to have meetings and create committees to deal with this issue because there was little communication about what was happening with the poor water quality, numerous leaks and service interruptions.

One of our main issues here at VSEA is one of the holding tanks has a leak. We were told last winter this was going to be fixed, but the repairs had to wait until Spring. Sounded logical, but this repair has yet to happen.

In the meantime, we have been told not to water lawns, gardens and to limit our water usage. My family has followed these rules, to the point of losing our garden, which is a large part of our diet. We limit laundry, showers, have high-efficiency brand new appliances, and water saving faucets and toilets. I believe we have done our part.

Abenaki has just acquired a large Government grant to fix all the issues, but they want to increase our rates? At the current water rate, our bills for a family of three are \$85-120 a month. We cannot afford for this to go up by their proposed rates. Which brings me to my final concern.

### 3. Re-Sale Value

If a current resident wants to sell their home in this association, they will be hard-pressed with the rates as they are now if a potential buyer were to compare them to other water companies in the State. If Abenaki is allowed this increase, along with the current issues with the water quality and infrastructure, a drop in home values will occur.

I would like to thank you all for taking the time to read my email voicing my concerns and my opposition. The following sentence was "borrowed" from one of the Belmont petitions, but I could not agree more and could not word it any better...

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.

Strange how this applies to both associations.

Sincerely,

Barbara A. Hayes  
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