

# LAKES REGION WATER COMPANY INC.

420 Governor Wentworth Highway, PO Box 389  
Moultonborough, NH 03254  
Telephone: 603-476-2348, Fax: 603-476-2721  
Hours: Monday through Friday, 8:30am to 4:30pm

November 18, 2016

Debra Howland – Executive Director  
NH Public Utilities Commission  
21 S. Fruit Street, Suite 10  
Concord, NH 03301-2429

Re: DW 16-619 Order 25,964 - Analysis and noteworthy changes between Dockham Shores Estates Water Company, Inc. (DSEW) Tariff and Lakes Region Water Company, Inc. (LRWC) Tariff.

Dear Executive Director Howland,

After review and analysis of Dockham Shores Estates Water Company, Inc. Tariff (DSEW) and Lakes Region Water Company, Inc. (LRWC) Tariff, we concluded that both Tariffs are relatively similar with regards to their terms and conditions. Within those terms and conditions both companies go into detail with regards to service pipes and fixtures a little differently. There were a couple of other minor differences, for example DSEW does not reference “service extensions” while LRWC does and LRWC does not reference “winter construction” while DSEW does. Below is an outline of what we felt were the most noteworthy items per request of the Commission.

<b>Noteworthy Items</b>	<b>Dockham Shores Estates Water Company, Inc.</b>	<b>Lakes Region Water Company Inc.</b>
Application for Service	Advises of “by whom made” & rendering of service requires a new “service pipe”. No charge is associated with the application.	Advises just of one is to be made and a \$25.00 New Customer Service Fee is assessed.
Meters	Describes use of meters, size, setting, meter boxes, repairs, auxiliary meters, non-registering meters & testing.	Describes furnishing of meters, meter location, maintenance, meter reading, non-registering meters, tampering, house transfer, testing, removal and right of access.
Public Hydrants/Private Fire Protection	Describes terms and conditions.	Does not.

Payment for Service (DSEW)/ Billing (LRWC)	Bills are rendered periodically in accordance with the “Terms of Payment” specified in the rate schedule and are due twenty-five (25) days after date of mailing.	Bills will be rendered quarterly in accordance with the “Terms of Payment” specified in the rate schedule and payable upon presentation.
Premise Payment Charge (DSEW)/ Service Charge (LRWC)	Premise Payment Charge advises \$50.00 or actual cost to the Company including mileage and compensation of personnel.	Has a Service Charge for service calls and range from \$40.00 to \$55.00. DSEW would be \$50.00 along with the other Gilford systems.
Late Charge	Will recover one and one-half percent (1 1/2 %) per month or portion thereof, that the bill remains unpaid.	Charges interest at the rate of eighteen percent (18%) per annum and is identified on the rate schedule.
Collection Costs	Advises the customer shall in addition to other remedies, pay the Company all of its costs incurred in the enforcement of the tariff, not limited to reasonable attorney’s fees.	Does not have collection costs.
Penalty for bad checks	There is a \$25.00 or actual charges imposed.	There is a \$5.00 or actual charges imposed.
Disconnection of Service	More detail with 12 sub rules.	Less detail with only 3 sub rules.
Service Connection: Suspension	<p><b>Service Connection;</b> Customer shall pay \$100.00 when service is initially established or re-established following a disconnection for any reason. The customer shall pay a charge of \$20.00 to transfer service.</p> <p><b>Service Suspension;</b> Whenever, at the request of the customer service is suspended, the customer shall pay a suspension charge equal to the sum of 70% of 1/3 of the quarterly customer charge which have been owed by the customer but for the suspension of service for each month or portion thereof that service is suspended plus \$100.00 The suspension charge is due at the end of the suspension.</p>	Does not have a Service Connection or Suspension charge. Standard “service charges” applies for the connection or disconnection of service for any reason.
Vacancy of Premises	Does not have a term for.	Advises the customer of record is responsible for all charges.

Availability fee	Does not have a term for.	Any customer disconnected at the customer's request shall remain responsible for all minimum charges incurred during the lapse of service and such charges shall be due when bills are issued.
Rate Schedule-Metered Service  <b>**NOTE**</b> DSEW Costumers will maintain their current rate for 2017, and then will merge into LRWC consolidated rate.	Advises where water is obtained and pressure.  Rates: customer charge per dwelling, per quarter plus an additional charge based on metered service <b>per hundred gallons of water</b> . Bills will be rendered quarterly ending March 31 <sup>st</sup> , June 30 <sup>th</sup> , September 30 <sup>th</sup> and December 31 <sup>st</sup> , and <b>are due and payable twenty-five 25 days after mailing</b> .	Advises of pressure.  Rates: Minimum Charge per customer per or Annual minimum charge per customer, plus Metered Rate <b>per 100 cubic feet</b> . Bills will be rendered quarterly and <b>are due and payable upon presentation</b> . Interest rate at eighteen percent (18%) per annum will be charged on all bills thirty (30) day's past due.

If there are any questions or concerns regarding this analysis please do not hesitate to contact me at (603) 476-2348.

Sincerely,

Leah Valladares  
Utilities Manager