

DW 09-052



29 Caspar Street  
West Roxbury, MA 02132  
May 20, 2009  
Acct: 100135211-38927

Pennichuck Water  
25 Manchester Street  
P.O.Box 1947  
Merrimack, N.H. 03054-1947

Gentlemen:

Thank you for the reminder tht I have a huge balance due on my water bill of \$51.91. As you know, this has never happened before. My record speaks for itself. Since your drastic increase on water rates with retroactive charges and the cost of everything going up, it's hard to keep up, since I am retired at 77 and live on a fixed income. Since I can't drink your water, by your own admission, and have to buy water on the outside, that is an added expense, which I did not expect to have.

Now, on a more serious note, the boiler in my home needs water to operate, and if you shut off the feed to the boiler for any reason for such a minor amount and the boiler or pipes break, especially in the wintertime, I will hold you responsible for any damage done to my property. If I had a balance of \$1000.00, I still think the human side of the company would kick in! However, I guess Pennichuck Water doesn't have a human side!

Since the last yellow ticket you sent, I have not received any statement. Why? Enclosed please find a check in the amount of \$51.91, which hurts. Also sent you a check for \$65.48 totalling \$117.39 for balance and present.

Your water is nothing to brag about, and drinking it could make you sick, according to your latest bulletin. I am sure we at Locke Lake appreciate that! It seems, money comes first above anything else with Pennchuck! Noone is looking to cheat you out of any money, but we expect you to be reasonable! For a company of your size, the conduct you display is not appreciated! I realize business is business, but may I remind you that water is part of the necessities of life, just as the air we breathe!

In conclusion, you are really shoving it to us! Your investors must be proud! YOU ARE JUST A GREEDY PUBLIC COMPANY!!!!

Sincerely

Tel: Boston 617-323-0409  
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Lawrence Michaelson

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