

July 12, 2024

To: New Hampshire Department of Energy

Re: Pennichuck Water

**Name of complainant:** [REDACTED]

**Statement of relief:** I would like credit for water, not used, but billed by Pennichuck Water, Account # [REDACTED].

**Statutory Provision:** Charges based on Water Meter calibration and testing not following provision Puc 605, Meter Accuracy and Testing

**Statement of facts:** Pennichuck Water claims that my home used 4,200 cubic feet of water from May 11, 2024– May 17, 2024, while no one was in my home and my irrigation water valve and controller were in the off position. The 18 year old irrigation controller is programmable, but has no wireless capability. The water shut off valve is a manual on/off device that was in the off position. Pennichuck Water claims that 100 cubic feet of water was used every two hours for 72 hours continuously from May 15<sup>th</sup> – May 17<sup>th</sup>. There was no evidence of water usage inside or outside when I returned home on the afternoon of May 18<sup>th</sup>. On May 18<sup>th</sup> they claim I used 500 cubic feet, although home, I did not use that much water. I reached out to my plumber and irrigation company. The high water usage made no sense to them. Pennichuck's claim is based on their testing of my 18.5 year old water meter, that I do not have a record of being calibrated since it was installed. I was not asked if I wanted to be present during the meter testing. It is a RF device connected to an outside device, read by drive-by technology. I suspect some type of signal malfunction. Although in the many conversations with Pennichuck customer service staff I expressed concerns about the testing not being done by an independent source, no one mentioned that I could be present for the testing. I have tried, unsuccessfully to work with Pennichuck Customer Service.

**Legal name:** [REDACTED]

**Electronic address:** [REDACTED]