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DEPARTMENT OF ENERGY  
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**Transmitted Electronically Only**

July 26, 2024

John Boisvert, CEO  
Pennichuck Water Works, Inc.  
25 Walnut Street  
PO Box 428  
Nashua, NH 03061-0428  
[John.Boisvert@Pennichuck.com](mailto:John.Boisvert@Pennichuck.com)

Re: CPT 2024-006, Complaint of Meter Accuracy and Testing against Pennichuck Water Works, Inc.; New Hampshire Department of Energy Letter to Pennichuck Water Works, Inc.

Dear Mr. Boisvert:

Attached is the formal complaint ("Complaint") of [REDACTED] ("Complainant") against Pennichuck Water Works, Inc. ("PWW, Inc."), filed with the New Hampshire Department of Energy ("DOE") on July 12, 2024.

The DOE has accepted the complaint and assigned it complaint number CPT 2024-006. All future correspondence related to the above-captioned complaint at the DOE should reference complaint number CPT 2024-006 and should be submitted electronically via email to [proceedings@energy.nh.gov](mailto:proceedings@energy.nh.gov).

Complaints against public utilities filed with the DOE are subject to DOE review in accordance with the provisions of RSA 365:1-4. Pursuant to RSA 365:2, the DOE has attached the complaint and accompanying attachments to this letter, which serves as forwarding of the complaint to PWW, Inc. The DOE requests that PWW, Inc., either:

- 1) Satisfy the matters complained of. This includes making reparation for any injury alleged and ceasing the violation(s) charged in the complaint, as well as taking any other appropriate actions; or
- 2) Provide an answer to the charges in writing within ten (10) business days from today's date, August 9, 2024. PWW, Inc., shall advise the DOE and the Complainant if it disputes the complaint.


Any submission by the utility in accordance with 1) or 2) above should be sent to the DOE and to the Complainant and should include a description of all steps taken by the utility to resolve the complaint.

The DOE has waived the filing of paper copies in this matter and this letter is being sent electronically only.

Sincerely,

*/s/ Molly M. Lynch*

Molly M. Lynch  
Staff Attorney/Hearings Examiner  
Department of Energy

cc (electronically only):  .