

Honorable Judge Irene Jones
Office of Administrative Law
33 Washington St. – 7th Floor
Newark, NJ 07102

RECEIVED
CASE MANAGEMENT
2019 OCT 10 P 1:10
BOARD OF PUBLIC UTILITIES
TRENTON, NJ

RECEIVED
MAIL ROOM
OCT 10 2019
BOARD OF PUBLIC UTILITIES
TRENTON, NJ

October 8, 2019

Re: PUC 06852

IMO Lake Lenape Water Company

Dear Judge Jones:

WR19050600

I am writing you to express my dismay with the Lake Lenape Water Company petition for a rate increase. I understand that costs have gone up for labor and various tests but our level of service has gone down over the years. We've been paying a Facilities Surcharge since 1986 in addition to the per gallon charge for our water. At today's rate of \$28.79 per quarter for the approximate 400 households on the system, we do not see fifty thousand dollars' worth of annual investment in our system. About the only improvement is an increased use of the Andover Township's Office of Emergency Management emergency notification system. But even this doesn't happen during every service outage. In fact this company has only issued 1 Boil Water message since January 2018 when we've had 13 service outages.

We do not even get credit for the many gallons of water that we must waste to drain our own service lines and the water mains in the street from mud and residue. This company fails to open fire hydrants to flush out the lines to help clear up the water after each outage. That burden and cost is on us. Not only do we have to pay for this wasted water, many of us use whole house water filters that get clogged by this extra dirt and thus have to change them more frequently. If these outages were to occur during the summer I could water my flowers but during the cold months I have to run my water down the drain and flood my septic system.

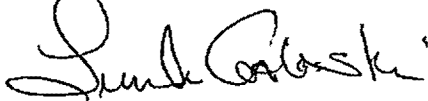
For years, we have asked the company to check on non-working water meters but I have never heard nor seen any action. There are several above and in-ground pools in our community and some don't have working meters yet they only pay a basic water charge. Pools require topping off their levels several times a year but some don't get charged. If operating costs are getting tight, don't you think the company would look into capturing this lost revenue... Oh but they would have to spend money to put in a new working meter.

I know everyone has to make a living but at least provide a decent service to our community.

Case mgmt
S. Patrouse, Esq
P. Owen, Esq
M. Kemmer

Thank you for your attention to our situation and if you find that increases are warranted, please put some reporting constraints on this company, i.e. Notification of All Service Interruptions and Water Boiling Requirements, equal enforcement of metered water usage for ALL customers and customer credit per outage for clearing the companies water lines through our house meters.

Sincerely,

A handwritten signature in black ink, appearing to read "Linda Galonski". The signature is fluid and cursive, with the first name being more prominent.

Linda Galonski
6 Valleyfield Rd
Newton, NJ 07860

Cc: Stefani Brand, Director NJ Division of Rate Counsel

Julie Ford-Williams, Director Division of Customer Relations, NJ Board of Public Utilities

Aida Camacho-Welsh, Board Secretary, NJ Board of Public Utilities