

**STATE OF NEW HAMPSHIRE  
PUBLIC UTILITIES COMMISSION**

**DW 25-076**

**LAKES REGION WATER COMPANY, INC.**

**Request for Change in Rates**

**Order Commencing Adjudicative Proceeding, and  
Notice of Prehearing Conference and Hearing**

**ORDER NO. 28,210**

**March 6, 2026**

This order provides notice that the Commission received a request from Lakes Region Water Company, Inc. (LRWC or the Company) for a permanent rate increase of \$516,083, which would produce an overall customer rate increase of 33.20 percent. Additionally, LRWC's included a request to adopt a Water Infrastructure and Conservation Adjustment (WICA) mechanism, and a request for total increase in revenues of \$790,347. In this order, the Commission commences an adjudicative proceeding to evaluate LRWC's request; and schedules a prehearing conference on April, 28, 2026, at 9:00 a.m., with a hearing on LRWC's request for temporary rates on May 5, 2026, at 9:00 a.m.

**I. BACKGROUND AND PROCEDURAL HISTORY**

LRWC is a water utility serving approximately 1,853 customers in New Hampshire's Lakes and White Mountain regions. *See* Testimony of Thomas Mason at 3. The Commission granted LRWC's last request for a permanent rate increase in 2022. *See* Order No. 26,633 Docket No. DW 20-187, May 27, 2022. On December 11, 2025, LRWC filed a notice of intent to file rate schedules. The New Hampshire Department of Energy has filed a notice of appearance to participate in this matter. On February 10, 2026, LRWC filed a petition for

permanent rates, temporary rates, and to adopt WICA surcharge. In support of its petition, LRWC filed testimony of multiple employees and experts, and related documents. Included in the petition was a motion for waiver of N.H. Code of Admin. R., Puc 1604.01 (a)(7) and (12) requiring its “most recent cost of service study if not previously filed in an adjudicative proceeding”. All docket filings, other than any information subject to confidential treatment, are available on the Commission’s website at <https://www.puc.nh.gov/VirtualFileRoom/Docket.aspx?DocketNumber=DW%2025-076>. On February 11, 2026 the Company filed a motion for a 1-day extension of the deadline to file rate schedules, as the petition for new rates was one day beyond the 60 day deadline set by Puc 1604.05.

#### **A. Proposed Permanent Rate Increase**

The Company requested an increase in permanent rates for metered and unmetered customers of \$516,083 an increase of 34.84 percent. Testimony of St. Cyr at 2. The Company requests approval for a total increase in revenues of \$790,347, which includes the \$516,083 rate increase from metered and unmetered customers, and a \$276,873 revenue increase from the Property Owners Association of Suisseval, Inc. (POASI), offset by certain non-sales revenues. Testimony of St. Cyr at 9 and 31.

#### **B. Proposed Temporary Rate Increase**

In the event that the Commission suspends LRWC’s proposed permanent rates tariff, pending further investigation, LRWC requested approval of a temporary revenue increase of \$152,293 or 9.80 percent to be applied uniformly to metered and unmetered customers. Petition at 4. The Company did not indicate the expected rate increase per customer in their petition.

### **C. WICA and Other Relief Requested**

In their Petition, LRWC also filed a request for development of a WICA surcharge to recover the fixed costs (depreciation, property taxes, and pre-tax return) of certain Commission-approved non-revenue producing system improvement projects, completed and placed in service, between base rate cases. The proposed WICA would result in a \$7.86 quarterly surcharge for all customers. Proposed WICA Schedule 1. LRWC's petition includes changes to address electronic billing, fees for services, and other minor matters.

### **II. ISSUES PRESENTED**

The filing presents, *inter alia*, the following issues: whether the proposed temporary rates are reasonable and sufficient to yield not less than a reasonable return of the cost of property of the utility used and useful in the public service less accrued depreciation, as required by RSA 378:27; whether the proposed permanent rates are just, reasonable, and lawful, as required by RSA 374:2, RSA 378:5, and RSA 378:7; and whether the proposed approval of a WICA surcharge mechanism and resulting surcharge are just, reasonable, and lawful, as required by RSA 374:2, RSA 378:5, RSA 378:7, and RSA 378:28. Accordingly, an adjudicative proceeding will be convened to address these issues.

The Commission will be conducting the prehearing conference and any hearings scheduled in this matter in person. The Commission will consider requests to conduct hearings using a hybrid format to permit remote participation by a specific individual only if the Commission has determined that a sufficient reason has been provided for why that individual would be unable to attend in person. Any party requesting that a specific individual be permitted to participate remotely should file a written request with the Commission's Clerk's Office no later than fifteen (15) days prior to the prehearing conference or hearing date. If the Commission

determines that one or more individuals will be permitted to appear remotely, then individuals in the Commission's hearing room, including the Commissioners, will be broadcast on a web-enabled platform.

**Based upon the foregoing, it is hereby**

**ORDERED**, that LRWC's proposed tariffs are suspended for a period not to exceed twelve (12) months pursuant to RSA 378:6,I(a), pending investigation and further order of the Commission; and it is

**FURTHER ORDERED**, that LRWC motion to extend the deadline for submission pursuant to Puc 1604.05 is granted; and it is

**FURTHER ORDERED**, the motion for waiver of rules Puc 1604.01(a)(7) and (12) is granted; and it is

**FURTHER ORDERED**, that an adjudicative proceeding be commenced for the purpose of reviewing and resolving the foregoing issues pursuant to RSA chapter 541-A, RSA 374:2, RSA 378:5, RSA 378:7, RSA 378:27, and RSA 378:28, and the Commission's procedural rules; and it is

**FURTHER ORDERED**, that the Commission will hold a prehearing conference, pursuant to Puc 204.07, at its offices located at 21 S. Fruit St., Suite 10, Concord, New Hampshire, on April 28, 2026, at 9:00 a.m., at which each party should be prepared to address any of the issues set forth in Puc 204.07; and it is

**FURTHER ORDERED**, that LRWC shall circulate a Structuring Statement to the parties on or before April 17, 2026 and file the Structuring Statement with the Commission no later than April 23, 2026;

**FURTHER ORDERED**, that during the prehearing conference, the Commission will consider the matters listed in Puc 204.07(f), including the establishment of a procedural schedule governing the remainder of the proceeding. Parties and potential parties are encouraged to facilitate the development of a procedural schedule by conferring prior to the prehearing conference, so that the presiding officer can address any matters on which there is disagreement during the prehearing conference; and it is

**FURTHER ORDERED**, that, immediately following the prehearing conference, LRWC shall make appropriate personnel available for the parties to hold a technical session to review the filing; and it is

**FURTHER ORDERED**, that any entity or individual may petition to intervene and seek to be admitted as a party in this proceeding. Each party has the right to have an attorney represent the party at the party's own expense; and it is

**FURTHER ORDERED**, that, consistent with RSA 541-A:32, Puc 204.08, and Puc 203.06, any entity or individual seeking to intervene in the proceeding shall file with the Commission a petition to intervene with copies sent to LRWC and any other parties on the service list, on or before March 25, 2026. The petition shall state the facts demonstrating how the petitioner's rights, duties, privileges, immunities, or other substantial interests may be affected by the proceeding, consistent with Puc 204.08; and it is

**FURTHER ORDERED**, that any party objecting to a petition to intervene make said objection on or before April 6, 2026; and it is

**FURTHER ORDERED**, that the parties may submit a stipulation containing a discovery schedule, statement of any additional issues not identified in this order of notice, and at least three dates on which they would be available for a final hearing in this matter, including how

much time will be required, with a request that the prehearing conference and technical session be cancelled, on or before April 24, 2026. The Commission may cancel the prehearing conference and technical session upon approval of such a stipulation; and it is

**FURTHER ORDERED**, that the parties shall file any proposed exhibits, written testimony, motions, or other documents intended to become part of the record in this proceeding with the Commission in accordance with the Commission's administrative rules. Parties may elect to submit any filing in electronic form unless otherwise ordered by the Commission. Filings will be considered filed as of the time the electronic copy is received by the Commission; and it is

**FURTHER ORDERED**, that routine procedural inquiries may be made by contacting the Commission's Clerk's Office at (603) 271-2431 or [www.puc.nh.gov/about-us/contact-us](http://www.puc.nh.gov/about-us/contact-us). All requests to the Commission should be made in a written pleading filed with the Commission. Unless otherwise authorized by law, *ex parte* communications are prohibited; and it is

**FURTHER ORDERED**, that pursuant to Puc 204.04, LRWC shall notify all entities and individuals desiring to be heard at this hearing by publishing a copy of this order of notice on its website no later than two business days after the date of issue, such publication to be documented by affidavit filed with the Commission on or before March 12, 2026. In addition, the Clerk shall publish this order of notice on the Commission's website no later than two business days after the date of issue; and it is

**FURTHER ORDERED**, that the Commission will hold a hearing on the temporary rates in this matter at its offices located at 21 S. Fruit St., Suite 10, Concord, New Hampshire, on May 5, 2026, at 9:00 a.m.; and it is

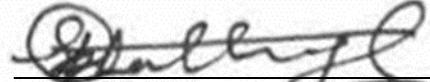
**FURTHER ORDERED**, that any hearings in this matter shall be conducted in accordance with the attached hearing guidelines.

So ordered, this sixth day of March 2026.



---

Mark W. Dell'Orfano  
Interim Chairman



---

Pradip K. Chattopadhyay  
Commissioner

Individuals needing assistance or auxiliary communication aids due to sensory impairment or other disability should contact the NHPUC, 21 S. Fruit St., Suite 10, Concord, New Hampshire 03301-2429; 603-271-2431; TDD Access: Relay N.H. 1-800-735-2964. Notification of the need for assistance should be made one week prior to the scheduled event.

## Service List - Docket Related

Docket#: 25-076

Printed: 3/6/2026

Email Addresses

---

amanda.o.noonan@energy.nh.gov  
Bridget.Y.Heffernan@energy.nh.gov  
ClerksOffice@puc.nh.gov  
david.n.goyette@energy.nh.gov  
douglas.brogan@gmail.com  
Energy-Litigation@energy.nh.gov  
gary.m.cronin@energy.nh.gov  
jayson.p.laflamme@energy.nh.gov  
justin@nhwaterlaw.com  
leah@Lakesregionwater.com  
Marie-Helene.B.Bailinson@energy.nh.gov  
Michael.J.Crouse@energy.nh.gov  
ocalitigation@oca.nh.gov  
paul.b.dexter@energy.nh.gov  
Robyn.I.Sarette@energy.nh.gov  
robyn.j.descoteau@energy.nh.gov  
Startreece.S.Snow@energy.nh.gov  
stephenpstcyr@yahoo.com  
tom@lakesregionwater.com