

PRUDENCE ELLSWORTH BAINS

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060 Third St
Prudence Island., RI 02872

2013 OCT 21 PM 3:41

PUBLIC UTILITIES COMMISSION

October 17, 2013

Luly Massaro, Clerk
Division of Public Utilities and Carriers
89 Jefferson Boulevard
Warwick, RI 02888

Ref: DPUC Docket No. D-13-105

To DPUC,

My name is Prudence Ellsworth Bains and I am a 3rd generation Prudence Islander. I am requesting that the DPUC give serious consideration to support A & R Marine's application to provide ferry service to Prudence Island.

The present carrier over the last several years has been a disappointment. The attitude of the administration, not the crew, has been anything but service orientated. Customers have been subjected to the lack of toilet facilities on board because the administration did not want to pump out a holding tank, lack of heat in the winter months which years ago we had and rude and impolite behavior by the owner. The attempt to book reservations is a challenge and very stressful when phones are not answered and one needs a reservation to get off the Island..

I believe Prudence Islanders would like to have a dependable service that is customer orientated. I for one would like to have a service that is available and willing to provide friendly stress free service which currently we do not have.

Unfortunately, I will not be able to attend the scheduled meeting on Oct. 29th, 2013 but I would like this letter to be presented.

Regards,



Prudence Ellsworth Bains.