



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

603) 332-3110 Fax (603) 335-7580

DATE: April 6, 2015  
TO: Utility Advisory Board  
FROM: Blaine Cox, Director of Finance and Administration  
REGARDING: Utility Advisory Board Meeting

*Blaine Cox*

There will be a meeting of the Utility Advisory Board on Monday, April 13, 2015 at 5:30 P.M. in the Conference Room.

### AGENDA

1. Call to Order
2. Acceptance of March 9, 2015 Minutes - Page 3
3. Old Business
  - 3.1 Water Rates Recommendation to City Council
  - 3.2 Sewer Rates Recommendation to City Council
  - 3.3 Nicholas Blougouras Appeal - Page 5
4. Appeals
  - 4.1 Theresa Wilkinson (2 Appeals) - Page 15  
34 Eagle Drive  
Rochester, NH 03867
  - 4.2 Janet Ramsdell - Page 33  
14 Franklin Heights  
Rochester, NH 03867
  - 4.3 AARTI Investments, LLC - Page 38  
8 Oak Hill Lane  
Exeter, NH 03833  
  
Re: 27 & 31 River Street  
Rochester, NH 03867
  - 4.4 McGroen Partners LLC - Page 44  
120 Washington Street, Suite 302

Rochester, NH 03839

4.5 Douglas Colwell - Page 53  
12 Gagne Street  
Rochester, NH 03867

4.6 Krystyna Tarling - Page 58  
42 Chester Road  
Raymond, NH 03077

Re: 8 Morgan Road  
Rochester, NH 03867

5. Financial Reports - Page 64

6. Other

7. Adjournment

Copy to: City Manager Fitzpatrick  
Michael Bezanson  
Nicholas Blougouras  
Theresa Wilkinson  
Janet Ramsdell  
Keith Perkins  
AARTI Investments LLC  
McGroen Partners, LLC  
Douglas Colwell  
Krystyna Tarling

**UTILITY ADVISORY BOARD MEETING**  
**March 09, 2015**  
**CITY COUNCIL CONFERENCE ROOM**  
**5:30 P.M.**

**MEMBERS PRESENT**

Daniel Peterson  
Shawn Libby  
Tom Willis  
Arthur Hoffman

**OTHERS PRESENT**

Blaine Cox, Deputy City Manager  
Mark Sullivan, Sr. Accountant  
David Hynes, Appellant

**MEMBERS ABSENT**

None

**MINUTES**

**1. Call to Order.**

Daniel Peterson called the meeting to order at 5:30 P.M. All Board members were present.

**2. Acceptance of January 26, 2015 Minutes**

Shawn Libby **MOVED** to accept the January 26, 2015 minutes as written. Tom Willis provided a second to the motion which was **ADOPTED** on a unanimous voice vote.

**3. Old Business**

**4. Appeals**

**4.1 Hynes Appeal**

Mr. Hynes was present and explained the basis of his request for abatement. The appellant seeks an abatement because of a water heater that malfunctioned and flooded the basement.

Deputy City Manager Cox's recommendation is to abate 53 units of sewer fees valued at \$330.72.

The above recommendation is based upon the following findings:

1. A water heater malfunctioned causing a leak of water. The leaked usage did not enter the sewer system. Proof of the repair was provided.
2. The leaked usage was estimated as follows:

a. Usage on current invoice	80 units
b. Average usage of previous 4 quarters	<u>-27 units</u>
c. Estimated leaked usage	53 units

Value of 53 units of sewer: 53 units x \$6.24/unit=\$330.72.

Arthur Hoffman **MOVED** to abate 53 units of sewer fees valued at \$330.72. Tom Willis provided a second to the motion which was **ADOPTED** on a unanimous voice vote.

## 5. Water and Sewer Rates

Senior Accountant Sullivan presented a series of Power Point slides (copies attached) pertaining to a cash flow analysis of both the water and sewer funds as well as varied rate analysis for each fund.

The Board kept this item in committee for further discussion at the April meeting.

## 6. Financials

There was no discussion on the Monthly Financial Statements.

## 7. Abatement Form

Deputy City Manager Cox informed the Board of staff work to update the abatement request form.

## 8. Other

Mr. Cox informed the Board of Mayor Jean's planned attendance at the April meeting of the Board.

The Board discussed the old business item of Elderly Exemption rates for water and sewer customers. Daniel Peterson **MOVED** to send a request to reconsider to the Council Finance Committee with regard to granting the reduced elderly rates to residents of mobile home parks on private water meters. Shawn Libby provided a second to the motion which was **ADOPTED** by a voice vote of 3 yes and 1 abstain (Hoffman).

## 9. Adjournment

Tom Willis **MOVED** to adjourn the meeting. Arthur Hoffman provided a second to the motion which was **ADOPTED** on a unanimous voice vote.

The meeting adjourned at 6:29 P.M.

Respectfully,

Blaine M. Cox  
Deputy City Manager



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867  
(603) 332-3110 Fax (603) 335-7580

Date: April 6, 2015

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application Dated: 10/31/2014

Customer Name: Nicholas Blougouras Account: #062655

Service Address: 49 Allen Street

Rochester, NH 03867

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

### **Recommendations**

I remain with my original recommendation of 33 units of sewer fees valued at \$205.92.

Please refer to the January meeting materials contained herein.

\_\_\_\_\_  
Blaine M. Cox  
Deputy City Manager

\_\_\_\_\_  
2015-04-06  
Date

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Account  
 Account 062655 Customer 301467  
 Parcel 011700020004 BLOUGOURAS NICHOLAS C  
 Location 49 ALLEN ST Status Active  
 Service  
 Service 100 001 RES WATER Mfr INVE Meter # 58657217  
 1 of 1

*Updated  
Usage  
Data*

Consumption history

Read Date	Read Time	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charg
02/19/2015		13901693	A		576	15	0	101	163.65	
11/10/2014		13894318	A		561	19	0	94	207.29	
08/08/2014		13886916	A		542	50 ←	0	92	545.50	
05/08/2014		13879415	A		492	25	0	86	272.38	
02/11/2014		13872118	A		467	11	0	89	119.24	
11/14/2013		13864790	A		456	14	0	94	151.76	
08/12/2013		13857415	A		442	18	0	88	195.12	
05/16/2013		13849994	A		424	33	0	90	357.72	
02/15/2013		13842711	A		391	4	0	98	48.15	
11/09/2012		13835400	A		387	6	0	93	63.60	
08/08/2012		13828045	A		381	7	0	92	74.20	



# City of Rochester, New Hampshire

Finance Office

31 Wakefield Street • Rochester, NH 03867-1917  
(603) 335-7609 Fax (603) 335-7589

January 30, 2015

Nicholas Blougouras  
P.O. Box 855  
Rochester, NH 03866

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board at its meeting held on January 12, 2015.

The decision of the Board was to:

	Abate the amount of \$ _____.
	Abate the amount of \$ _____, with the following stipulation:
	Deny your appeal.
X	Tabled your appeal until the March 9, 2015 UAB meeting in order for the Board to review your next set of usage readings before making a decision.
	Refer the appeal to the City Manger for further review/discussion
	Other

Please contact the Utility Billing Office at 603-335-7501 if you have any questions.

Sincerely,

**Blaine M Cox**

Digitally signed by Blaine M Cox  
DN: cn=Blaine M Cox, o=City of Rochester  
New Hampshire, ou=Department of Finance,  
email=blaine.cox@rochesterri.net, c=US  
Date: 2015.01.02 09:52:23 -0500

Blaine M. Cox  
Deputy City Manager

Utility Advisory Board  
January 26, 2015

Tom Willis **MOVED** to abate 42 units of water at a value of \$196.14. Shawn Libby provided a second to the motion which was then **ADOPTED** by a unanimous voice vote.

### 3.2 Wentworth Appeal

The appellant seeks an abatement of \$5.64 in interest charges.

Deputy City Manager Cox's recommendation is that no abatement be granted to this request.

The above recommendation is based upon the following findings:

1. Invoice for water meter installation was mailed to the correct address and was received by the customer as evidenced by his visit to the Revenue Building on September 23, 2014 in an effort to discuss the billing.
2. Customer's inability to "address the bill" on September 23, 2014 when the Utility Billing office closed early does not eliminate his responsibility to make payment in a timely manner.
3. Per the City's Water Ordinances, specifically, Section 17.19 Billing and Payment, "Water bills shall be due and payable upon presentation and shall become delinquent thirty (30) days after the date of issuance. Interest shall accrue on bills not paid when due...the failure of a customer to receive water bills does not relieve the customer of the responsibility of making prompt payment...."
4. Although the Utility Billing Office was closed on September 23, 2014 when the customer appeared at the Revenue Building, the Tax Office was open and able to take the customer's payment.

Tom Willis **MOVED** to deny the request for abatement. Daniel Peterson provided a second to the motion which was **ADOPTED** by a unanimous voice vote.

## 4. Appeals

### 4.1 Blougouras Appeal

The customer seeks abatement of sewer fees due to a malfunction of steam traps on candle making equipment.

Deputy City Manager Cox recommends abatement of 33 units of sewer fees valued at \$205.92, provided the customer supplies proof of steam trap repairs.

The above recommendation is based upon the following findings:

January UAB Mtg Minutes



Utility Advisory Board  
January 26, 2015

1. Steam traps on a steam boiler are designed to discharge condensate with a negligible loss of water. The customer claims that one or more steam traps malfunctioned causing an excess loss of water. This "leak" occurred in a manner such that the leaked usage did not enter the sewer system.
  
2. Total usage used            50 units  
   Avg units used in  
   previous 4 quarters        17 units  
   Estimated leaked usage   33 units

Tom Willis **MOVED** to postpone action upon this abatement request until the Board's next meeting. Mr. Willis explained his desire to have the next set of usage readings in hand to better inform the Board's decision. Daniel Peterson seconded the motion which was **ADOPTED** on a unanimous voice vote.

#### 4.2 Wheeler Appeal

The appellant seeks an abatement of \$124.80 in sewer fees due to a leak in his basement.

Deputy City Manager Cox recommends abatement of 23.75 units of sewer fees valued at \$148.20, provided the customer supplies proof of the leak and related repairs.

The above recommendation is based upon the following findings:

1. The customer claims to have experienced and repaired a leak in a location from which the leaked usage did not enter the sewer system.
  
2. Total usage used            60.00 units  
   Avg units used in  
   previous 4 quarters        36.25 units  
   Estimated leaked usage   23.75 units

Tom Willis **MOVED** to abate 23.75 units of sewer fees valued at \$148.20, provided the appellant provides proof of the leak and related repairs. Shawn Libby provided a second to the motion which was the **ADOPTED** by a unanimous voice vote.

#### 4.3 Dun Appeal

Ms. Dun was present and she explained the basis of her abatement request to the Board. The appellant seeks an abatement of \$218.40 in sewer fees due to a hose left running in her backyard.



## City of Rochester, New Hampshire

### WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867  
(603) 332-3110 Fax (603) 335-7580

Date: January 06, 2015

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application Dated: 10/31/2014

Customer Name: Nicholas Blougouras Account: #062655

Service Address: 49 Allen Street

Rochester, NH 03867

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

#### **Recommendations**

I recommend abatement of 33 units of sewer fees valued at \$205.92, provided the customer supplies proof of steam trap repairs.

The above recommendation is based upon the following findings:

1. Steam traps on a steam boiler are designed to discharge condensate with a negligible loss of water. The customer claims that one or more steam traps malfunctioned causing an excess loss of water. This "leak" occurred in a manner such that the leaked usage did not enter the sewer system.
2. Total usage used 50 units  
Avg units used in previous 4 quarters 17 units  
Estimated leaked usage 33 units

\_\_\_\_\_  
Blaine M. Cox  
Deputy City Manager

1-6-2015  
\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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**TO: Blaine Cox**  
**FROM: Ann Dupuis**  
**DATE: November 14, 2014**  
**SUBJECT: Nicholas Blougouras, PO Box 855, Rochester, NH 03866**  
**PROPERTY: 49 Allen St., Rochester, NH**

Attached please find Water/Sewer Billing Application received from the above.

I have attached a consumption history. He will be receiving a new bill that will be issued 11/20/14 and the usage is 19 units, back to normal.

He brought in the application but we did not have any prior conversation with him. The notes on his account indicate that he appealed the 5/9/07 bill but was denied by the UAB.

He did pay the water portion of his bill.



**Ann Dupuis**

**Utility Billing Administrator**

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only  
Received: 10/31/14

- 1. Date of Appeal: 10/31/14
- 2. Property Owner's Name: NICHOLAS BLOUGOURAS Account #: 062655
- 3. Billing Address: PO Box 855  
ROCHESTER, NH 03866
- 4. Service Location: 49 AVEN ST Zip Code 03867
- 5. Owners Representative: #2
- 6. Owners Representative's Signature: [Signature]
- 7. Phone #: 603-335-4800 Cell: \_\_\_\_\_
- 8. Email Address: NBLOUGOURAS @ YAHOO. COM

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from \_\_\_\_\_ to \_\_\_\_\_

10. Abatement is being requested for:

- a. How many units of water \_\_\_\_\_ x 4.67= \$ \_\_\_\_\_
- b. How many units of sewer \_\_\_\_\_ x 6.24= \$ \_\_\_\_\_
- C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

THE PROPERTY'S PRIMARY WATER USE IS FOR A STEAM BOILER FOR STEAM HEATING ON CANDLE MAKING EQUIPMENT. TOILET USAGE IS TYPICALLY 1 FLUSH / DAY M-FRI. BETWEEN ALL PICES OF EQUIPMENT, THERE ARE 10 STEAM TRAPS. THIS BILL DATED 8/18/2014 HAS EXCESSIVE WATER USE AS I HAVE A TRAP (S) THAT HAS FAILED. I HAVE REPLACED 2 SUSPECT TRAPS. THEREFORE, I WOULD LIKE TO REQUEST AN ADJUSTMENT ON MY SEWER PORTION AS AN ESTIMATED 90% OF THE WATER IS WATER VAPOR (STEAM) THAT IS VENTED OUT OF THE BUILDING. AS FAR AS ABATEMENT, PLEASE BE AS GENEROUS AS

Form continues on back

YOU CAN. IF I HAVE ANOTHER VERY HIGH BILL, I'LL HAVE TO REPLACE MORE TRAPS @ 240 A PIECE.

12. Do you dispute the meter reading used to determine your units of usage?

Yes No (circle one)

If yes, why?

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13. Do you claim that there was a leak that caused higher than normal units of usage?

Yes No (circle one)

If yes, did the water enter the sewer system? \_\_\_\_\_

If yes, has the leak been repaired? \_\_\_\_\_

Who made the repair? \_\_\_\_\_

Has proof of the repair been attached to this appeal form? \_\_\_\_\_

14. If your appeal is denied, will this cause you financial hardship for which you will seek assistance from the City? If so, explain:

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*Please note:*

- 1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
- 2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.*
- 3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*

I WOULD BE HAPPY TO APPEAR, ~~AS USUAL~~  
~~WILL BE OUT OF TOWN~~ NOVEMBER 10<sup>TH</sup>



1  
P  
ubcensing

CITY OF ROCHESTER  
UB Consumption History Report

11/17/2014 08:13  
ann

Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Amt	Status
062555		301467	BLOUGOURAS NICHOLAS C				011700020004				49 ALLEN ST								Active
100	1 RES WATER	INVE58657217		A	08/08/2014		13886916			542	50			0	233.50	233.50		545.50	
100	1 RES WATER	INVE58657217		A	05/08/2014		13879415			492	25			0	116.38	116.38		272.38	
100	1 RES WATER	INVE58657217		A	02/11/2014		13872118			467	11			0	50.60	50.60		119.24	
100	1 RES WATER	INVE58657217		A	11/14/2013		13864790			456	14			0	64.40	64.40		151.76	
100	1 RES WATER	INVE58657217		A	08/12/2013		13857415			442	18			0	82.80	82.80		195.12	
100	1 RES WATER	INVE58657217		A	05/16/2013		13849994			424	33			0	151.80	151.80		357.72	
100	1 RES WATER	INVE58657217		A	02/15/2013		13842711			391	4			0	18.30	18.30		48.15	
100	1 RES WATER	INVE58657217		A	11/09/2012		13835400			387	6			0	26.94	26.94		63.60	
100	1 RES WATER	INVE58657217		A	08/08/2012		13828045			381	7			0	31.43	31.43		74.20	
100	1 RES WATER	INVE58657217		A	05/08/2012		13820663			374	5			0	22.45	22.45		53.00	
100	1 RES WATER	INVE58657217		A	02/08/2012		13813402			369	3			0	17.07	17.07		46.28	
100	1 RES WATER	INVE58657217		A	11/08/2011		13806113			366	2			0	17.07	17.07		46.28	
100	1 RES WATER	INVE58657217		A	08/08/2011		13791468			364	2			0	17.07	17.07		46.28	
100	1 RES WATER	INVE58657217		A	05/05/2011		13784275			362	16			0	68.64	68.64		163.84	
100	1 RES WATER	INVE58657217		A	02/11/2011		13777056			346	12			0	51.48	51.48		122.88	
100	1 RES WATER	INVE58657217		A	11/05/2010		13769790			334	10			0	42.90	42.90		102.40	
100	1 RES WATER	INVE58657217		A	08/06/2010		13762498			324	8			0	33.84	33.84		81.44	
100	1 RES WATER	INVE58657217		A	05/06/2010		13755370			316	9			0	37.71	37.71		91.26	
100	1 RES WATER	INVE58657217		A	02/11/2010		13740867			307	6			0	25.14	25.14		60.84	
100	1 RES WATER	INVE58657217		A	11/09/2009		13748151			301	6			0	25.14	25.14		60.84	
100	1 RES WATER	INVE58657217		A	08/12/2009		13733566			295	6			0	24.65	24.65		58.92	
100	1 RES WATER	INVE58657217		A	05/11/2009		13726437			289	8			0	32.32	32.32		76.40	
100	1 RES WATER	INVE58657217		A	02/04/2009		13719207			281	7			0	28.28	28.28		66.85	
100	1 RES WATER	INVE58657217		A	11/13/2008		13711991			274	5			0	20.20	20.20		47.75	
100	1 RES WATER	INVE58657217		A	08/14/2008		13704736			269	5			0	19.16	19.16		45.85	
100	1 RES WATER	INVE58657217		A	05/16/2008		1365176			254	10			0	36.30	36.30		88.00	
100	1 RES WATER	INVE58657217		A	02/14/2008		1358351			246	8			0	29.04	29.04		70.40	
100	1 RES WATER	INVE58657217		A	11/05/2007		1351473			237	9			0	32.67	32.67		79.20	
100	1 RES WATER	INVE58657217		A	08/08/2007		1344684			224	13			0	45.84	45.84		109.53	
100	1 RES WATER	INVE58657217		A	05/09/2007		1337901			224	106			0	365.70	365.70		863.90	
100	1 RES WATER	INVE58657217		A	02/08/2007		1331121			118	11			0	37.95	37.95		89.65	
100	1 RES WATER	INVE58657217		A	11/02/2006		1324308			107	4			0	13.80	13.80		36.27	
100	1 RES WATER	INVE58657217		A	08/04/2006		1317525			103	5			0	16.77	16.77		39.24	
100	1 RES WATER	INVE58657217		A	05/11/2006		1310829			98	9			0	29.61	29.61		68.22	
100	1 RES WATER	INVE58657217		A	02/09/2006		1304131			89	5			0	16.45	16.45		37.90	
100	1 RES WATER	INVE58657217		A	11/08/2005		129263			84	8			0	26.32	26.32		60.64	
100	1 RES WATER	INVE58657217		A	08/05/2005		122487			76	3			0	12.50	12.50		33.02	
100	1 RES WATER	INVE58657217		A	05/17/2005		115858			73	8			0	26.32	26.32		57.52	
100	1 RES WATER	INVE58657217		A	02/09/2005		109258			65	10			0	32.90	32.90		71.90	
100	1 RES WATER	INVE58657217		A	11/05/2004		102611			55	6			0	19.74	19.74		43.14	
100	1 RES WATER	INVE58657217		A	08/09/2004		95947			49	4			0	13.16	13.16		31.81	
100	1 RES WATER	INVE58657217		A	05/07/2004		89395			45	4			0	62.51	62.51		131.48	
100	1 RES WATER	INVE58657217		A	02/09/2004		82791			26	12			0	39.48	39.48		81.18	
100	1 RES WATER	INVE58657217		A	11/12/2003		76083			14	3			0	12.50	12.50		28.49	
100	1 RES WATER	INVE58657217		A	08/08/2003		53801			11	2			0	12.50	12.50		28.49	
100	1 RES WATER	INVE58657217		A	05/15/2003		47357			9	6			0	19.74	19.74		39.84	
100	1 RES WATER	INVE58657217		A	02/10/2003		40905			3	2			0	12.50	12.50		28.49	
100	1 RES WATER	INVE58657217		A	11/13/2002		34452			1	1			0	12.50	12.50		28.49	
100	1 RES WATER	INVE58657217		A	08/08/2002					1	0			0	12.50	12.50		28.13	

\*\* END OF REPORT - Generated by Ann Dupuis \*\*



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867  
(603) 332-3110 Fax (603) 335-7580

Date: April 6, 2015

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application (Request #1) Dated: 03/09/2015

Customer Name: Theresa Wilkinson Account: #300080

Service Address: 34 Eagle Drive

Rochester, NH 03867

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

### **Recommendations**

I recommend that no abatement be granted in response to this request.

The above recommendation is based upon the following findings:

1. The billing period for which the abatement is requested is 8/18/2014 to 11/19/2014.
2. The subsequent billing was issued on February 27, 2015
3. The abatement request was submitted on March 9, 2015.
4. The Sewer Ordinance in part states in section 16:18 Appeals, subsection (a) Notification: "The aggrieved user shall notify the Business Office in writing that said bill is contested before the next billing for this wastewater service."
5. Therefore, this request is untimely per the ordinance.

\_\_\_\_\_  
Blaine M. Cox  
Deputy City Manager

2015-04-06  
\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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**TO:** Blaine Cox  
**FROM:** Samantha Juneau  
**DATE:** March 24, 2015  
**SUBJECT:** Richard Greenlaw for Theresa Wilkinson  
**PROPERTY:** 34 Eagle Dr

Attached please find the Water/Sewer Billing Appeal Application, consumption history and notes for account.

The first appeal is for the billing period of 8/18/14 to 11/19/14 for 10 units of sewer due to a leak that did not go into the sewer. The leak was repaired; the invoice from the plumber is attached.

The second appeal is for the billing period of 11/19/14 to 2/26/15 for 77 units of water and sewer due to a burst pipe. This was found by relatives on 2/22/15, as the homeowner was out of state due to an injury since 1/31/15. Contractor, Kevin Drake, repaired the leak and the invoice is attached.



**Memo to: Water & Sewer Billing**

**From: Rick Greenlaw**

**Date: 03/09/15**

**Subj: Theresa Wilkinson**

Good Morning,

I enclose two abatement appeals on behalf of my mother-in-law, Theresa Wilkinson who is 89 and recovering from a hip operation. I prepared the two sets of documents enclosed and respectfully submit them for your consideration. I will be present at your April meeting to answer any questions.

I may be reached at 207-632-5857 or by email at [rick@bioinstead.com](mailto:rick@bioinstead.com). Thanks for your attention to this and for your assistance already, in providing forms and guidance to Theresa.

Sincerely,



Richard Greenlaw

52 Norton Rd

Kittery, Maine 03904

# CITY OF ROCHESTER

## Water/Sewer Billing Appeal Application

Office Use Only:  
Received: \_\_\_\_\_

1. Date of Appeal: 3/9/15
2. Property Owner's Name: THERESA WILKINSON Account #: 300090
3. Billing Address: 34 Eagle Dr  
Rochester, NH 03867
4. Service Location: 34 Eagle Dr Zip Code 03867
5. Owners Representative: RICHARD GREENSLAW
6. Owners Representative's Signature: [Signature]
7. Phone #: 207-632-5857 Cell: \_\_\_\_\_
8. Email Address: RICK@BIOINSTAD.COM

# 1

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 8/15/14 to 11/19/14
10. Abatement is being requested for:

a. How many units of water	<u>0</u>	x <sup>2.02</sup> <del>4.67</del>	= \$	<u>0</u>
b. How many units of sewer	<u>10</u>	x <sup>4.15</sup> <del>6.24</del>	= \$	<u>41.50</u>
C. Water & Sewer Department Fees of:			\$	_____
Total			\$	<u>41.50</u>

11. Explanation of Appeal Request:

See ATTACHED

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Form continues on back

12. Do you dispute the meter reading used to determine your units of usage?

Yes  No (circle one)

If yes, why?

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13. Do you claim that there was a leak that caused higher than normal units of usage?

Yes  No (circle one)

If yes, did the water enter the sewer system? no

If yes, has the leak been repaired? yes

Who made the repair? KEVIN DRAKE

Has proof of the repair been attached to this appeal form? yes

14. If your appeal is denied, will this cause you financial hardship for which you will seek assistance from the City? If so, explain:

FINANCIAL HARSHIP - YES  
NEED FOR CITY ASSI - NO

**Please note:**

1. **The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.**
2. **Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.**
3. **Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**

## EXPLANATION OF APPEAL REQUEST

My name is Richard Greenlaw of Kittery, Maine and I am representing my 89 year old mother-in-law, Theresa Wilkinson, who is recovering from a hip accident. My contact information is 207-632-5857 or at rick@bioinstead.com.

Upon receipt of the invoice (13894795, attached) in question, the customer immediately arranged with Kevin Drake to repair the leak because the increase from the normal billing suggested it must be a leak. Mr. Drake's invoice is attached. An example of normal usage is reflected in the attached invoice, 13887396. The water did not leak into the sewer system.

Customer requests an abatement of the difference in the sewer unit portion of invoice 13894795 and normal usage reflected in invoice 13887396, totaling 10 units at the senior citizen rate of \$4.15, or \$41.50.

Thank you



Richard Greenlaw

For Theresa Wilkinson



**City of Rochester**  
Rochester, New Hampshire

**WATER & SEWER BILL**

Utility and Sewer Board  
April 15, 2015

**Customer Copy**  
Keep this portion for your records

Customer WILKINSON THERESA R			Service Address 34 EAGLE DR /			
Bill Number 13894795	Account Number 300080		Past Due Date 12/22/2014		Bill Date 11/21/2014	
Description ELD WATER ELD SEWER	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current 11/19/2014	Previous 08/18/2014	Current 337	Previous 320	17 17	34.34 70.55
<i>pod 12/3/14</i> <i>ck 2934</i> <i>reads under led</i>						
Last Payment Amt 43.37	Last Payment Date 09/02/2014	Past Due 0.01	Other Current Charges .00	Current Charges 104.89	Amount Due <b>\$104.90</b>	

WATER \$4.67, ELDERLY \$1.99, MINIMUM \$17.74, MINIMUM ELDERLY \$14.21  
SEWER \$6.24, ELDERLY \$4.15, MINIMUM \$29.85, MINIMUM ELDERLY \$23.76

MASTERCARD, DISCOVER & AMX CARD PMTS IN TAX OFFICE. 2.95% SURCHARGE

**BILL IS DUE UPON PRESENTATION**

Payment is due upon receipt. Interest accrues daily from the past due date at the rate of 12% interest per annum computed to the payment date. Past due bills shall cause water shut off and may become a lien on the property.

100 CU. FT. = 748 Gallons  
Rate per 100 cubic feet.

Remit payment to:  
City of Rochester  
Tax Collector's Office  
P.O. Box 981096  
Boston MA 02298-1096

For all other correspondence or accounting inquiries:  
City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

Phone: 1 (603) 332 - 3110 Billing Office  
1 (603) 330 - 7127 Off Hour Emergencies

Consumption billed in hundreds of cubic feet. Non-receipt of issued bill not deemed excuse for failure to pay. Property owner responsible for protection of meter from loss and damage. Any person other than an employee of the Rochester Water Department who turns water off or on at curb stop, without permission, may be subject to a fine.



**City of Rochester**  
Rochester, New Hampshire

Utility Advisory Board  
**WATER & SEWER BILL**

**Customer Copy**  
Keep this portion for your records

Customer WILKINSON THERESA R			Service Address 34 EAGLE DR /			
Bill Number 13887396	Account Number 300080		Past Due Date 09/22/2014		Bill Date 08/21/2014	
Description ELD WATER ELD SEWER	Read Date		Meter Readings		Usage In 100 cu. feet	Charge
	Current 08/18/2014	Previous 05/14/2014	Current 320	Previous 313	7 7	14.21 29.05
			6/27/14 ck 2908			
Last Payment Amt 39.11	Last Payment Date 06/25/2014	Past Due 0.11	Other Current Charges 00	Current Charges 43.26	Amount Due <b>\$43.37</b>	

WATER \$4.67, ELDERLY \$1.99, MINIMUM \$17.74, MINIMUM ELDERLY \$14.21  
SEWER \$6.24, ELDERLY \$4.15, MINIMUM \$29.85, MINIMUM ELDERLY \$23.76  
WWW.ROCHESTERNH.NET  
MSTERCARD, DISCOVER & AMX CARD PMTS IN TAX OFFICE. 2.95% SURCHARGE

**BILL IS DUE UPON PRESENTATION**

Payment is due upon receipt. Interest accrues daily from the past due date at the rate of 12% interest per annum computed to the payment date. Past due bills shall cause water shut off and may become a lien on the property.

100 CU. FT. = 748 Gallons  
Rate per 100 cubic feet.

Remit payment to:  
City of Rochester  
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P.O. Box 981096  
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For all other correspondence or accounting inquiries:  
City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

Phone: 1 (603) 332 - 3110 Billing Office  
1 (603) 330 - 7127 Off Hour Emergencies

*P. 28/27/14  
ck*

Consumption billed in hundreds of cubic feet. Non receipt of issued bill not deemed excuse for failure to pay. Property owner responsible for protection of meter from loss and damage. Any person other than an employee of the Rochester Water Department who turns water off or on at curb stop, without permission, may be subject to a fine.

Kevin Drake  
 P.O. Box 354  
 Union, NH 03887  
 (603) 473-8382

No.

DATE

11-25-14

ORDER NO

Service

NAME

Mrs. Wilkinson

ADDRESS

34 Egle drive

CITY, STATE, ZIP

Rochester, NH

SOLD BY

CASH

CHARGE

C.O.D.

MERCHANDISE RETURNED

PAID OUT

QUANTITY

DESCRIPTION

PRICE

AMOUNT

Repair leak @  $\frac{3}{4}$  x  $\frac{3}{4}$  x  $\frac{1}{2}$  TEES  
 below Subfloor of home

pd in 5/14  
 pd in 12/14  
 pd 2/15

SIGNATURE

Total \$165.-

Utility Advisory Board  
 April 13, 2015



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867  
(603) 332-3110 Fax (603) 335-7580

Date: April 6, 2015

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application (Request #2) Dated: 03/09/2015

Customer Name: Theresa Wilkinson Account: #300080

Service Address: 34 Eagle Drive

Rochester, NH 03867

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

### **Recommendations**

I recommend abatement of 77 units of sewer valued at \$319.55.

The above recommendation is based upon the following findings:

1. The customer has documented that a leak occurred during the billing period, that the leak has been repaired and has stipulated upon a signed application that the leaked usage did not enter the sewer collection system.
2. The leaked usage and value is estimated as follows:

a. Current Billed Invoice	84 units
b. Estimated Average Usage	<u>- 7 units</u>
c. Estimated leaked usage	77 units

77 units x \$4.15 Elderly Sewer Rate = \$319.55.

3. The customer does not dispute the metered usage of water. No abatement of water fees is warranted as the water was received by the customer.

\_\_\_\_\_  
Blaine M. Cox  
Deputy City Manager

2015-04-06

Date



### CITY OF ROCHESTER Water/Sewer Billing Appeal Application

Office Use Only:  
Received: \_\_\_\_\_

1. Date of Appeal: 3/9/15
2. Property Owner's Name: THELMA WILKINSON Account #: 300090
3. Billing Address: 24 Eagle Dr  
Rochester NY 14617
4. Service Location: 34 Eagle Dr Zip Code 14617
5. Owners Representative: RICHARD BROOKS
6. Owners Representative's Signature: [Signature]
7. Phone #: 202-682-5857 Cell: \_\_\_\_\_
8. Email Address: RICKBRO@AOL.COM

#2

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/19/14 to 2/26/15

10. Abatement is being requested for:

- |                                      |              |                                   |      |               |
|--------------------------------------|--------------|-----------------------------------|------|---------------|
| a. How many units of water           | <u>77</u>    | x <del>4.67</del> <sup>2.02</sup> | = \$ | <u>155.54</u> |
| b. How many units of sewer           | <u>77</u>    | x <del>4.15</del> <sup>4.15</sup> | = \$ | <u>319.55</u> |
| c. Water & Sewer Department Fees of. |              |                                   | \$   | _____         |
|                                      | <b>Total</b> |                                   | \$   | <u>475.09</u> |

11. Explanation of Appeal Request:

See ATTACHED

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Form continues on back

12. Do you dispute the meter reading used to determine your units of usage?

Yes  No (circle one)

If yes, why?

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13. Do you claim that there was a leak that caused higher than normal units of usage?

Yes  No (circle one)

If yes, did the water enter the sewer system? NO

If yes, has the leak been repaired? yes

Who made the repair? KEVIN DRAKE

Has proof of the repair been attached to this appeal form? yes

14. If your appeal is denied, will this cause you financial hardship for which you will seek assistance from the City? If so, explain:

FINANCIAL HARSHIP - yes

NEED FOR CITY ASST - NO

**Please note:**

1. **The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.**
2. **Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.**
3. **Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**

## EXPLANATION OF APPEAL REQUEST

My name is Richard Greenlaw of Kittery, Maine and I am representing my 89 year old mother-in-law, Theresa Wilkinson, who is recovering from a hip accident. My contact information is 207-632-5857 or at rick@bioinstead.com.

Customer was injured in a fall, out of state, on 1/31/15 and was hospitalized for hip surgery, out of state. Following the operation she recovered for several weeks at Havenwood rehab center in Concord, NH. She lives alone and there was no reason for any of her relatives to check on her house regularly, beyond snow removal. In fact, the last time anyone checked the house prior to leak discovery, was 2/15/15.

Then, a relative discovered the burst pipe issue on 2/22/15. Kevin Drake was contacted immediately and made repairs on 2/23 and 2/24/15 (invoice attached) Customer returned home from rehab on 2/27/15. Shortly after returning home, customer received invoice 13902175, attached. An example of normal usage is reflected in the attached invoice, 13887396. The water did not leak into the sewer system.

Customer requests an abatement of the difference in the sewer unit portion of invoice 13902175 and normal usage reflected in invoice 13887396, totaling 77 units at the senior citizen rate of \$4.15, or \$319.55.

Separately, customer requests an abatement of 77 units of water at the senior citizen rate of \$2.02 in view of the fact she was hospitalized and then confined to a rehab center, unable to know the pipes had burst or to arrange for repairs, which had she been uninjured and at home, would have of course been made immediately.

Thank you,

  
Richard Greenlaw for  
Theresa Wilkinson



**City of Rochester**  
Rochester, New Hampshire

**WATER & SEWER BILL**

Utility Advisory Board  
April 2015

**Customer Copy**

Keep this portion for your records

Customer WILKINSON THERESA R			Service Address 34 EAGLE DR /			
Bill Number 13902175	Account Number 300080		Past Due Date 03/31/2015		Bill Date 02/27/2015	
Description ELD WATER ELD SEWER	Read Date		Meter Readings		Usage In 100 cu. feet	Charge
	Current 02/26/2015	Previous 11/19/2014	Current 421	Previous 337	84 84	169.68 348.60
Last Payment Amt 104.90	Last Payment Date 12/08/2014	Past Due 0.00	Other Current Charges 00	Current Charges 518.28	Amount Due \$518.28	

WATER \$4.67, ELDERLY \$2.02 MINIMUM \$17.74, MINIMUM ELDERLY \$14.21  
SEWER \$6.24, ELDERLY \$4.15, MINIMUM \$29.85, MINIMUM ELDERLY \$23.76

MASTERCARD, DISCOVER & AMX CARD PMTS IN TAX OFFICE. 2.95% SURCHARGE

**BILL IS DUE UPON PRESENTATION**

Payment is due upon receipt. Interest accrues daily from the past due date at the rate of 12% interest per annum computed to the payment date. Past due bills shall cause water shut off and may become a lien on the property.

100 CU. FT. = 748 Gallons  
Rate per 100 cubic feet.

Remit payment to:  
City of Rochester  
Tax Collector's Office  
P.O. Box 981096  
Boston MA 02298-1096

For all other correspondence or accounting inquiries.  
City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

Phone: 1 (603) 332 - 3110 Billing Office  
1 (603) 330 - 7127 Off Hour Emergencies

Consumption billed in hundreds of cubic feet. Non-receipt of issued bill not deemed excuse for failure to pay. Property owner responsible for protection of meter from loss and damage. Any person other than an employee of the Rochester Water Department who turns water off or on at curb stop, without permission, may be subject to a fine.



**City of Rochester**  
Rochester, New Hampshire

Utility Advisory Board  
**WATER & SEWER BILL**

**Customer Copy**  
Keep this portion for your records

Customer WILKINSON THERESA R			Service Address 34 EAGLE DR /			
Bill Number 13887396	Account Number 300080		Past Due Date 09/22/2014		Bill Date 08/21/2014	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
ELD WATER ELD SEWER	08/18/2014	05/14/2014	320	313	7 7	14.21 29.05
				<i>8/27/14 ck 2908</i>		
Last Payment Amt 39.11	Last Payment Date 06/25/2014	Past Due 0.11	Other Current Charges 00	Current Charges 43.26	Amount Due <b>\$43.37</b>	

WATER \$4.67, ELDERLY \$1.99, MINIMUM \$17.74, MINIMUM ELDERLY \$14.21  
SEWER \$6.24, ELDERLY \$4.15, MINIMUM \$29.85, MINIMUM ELDERLY \$23.76  
WWW.ROCHESTERNH.NET  
MSTERCARD, DISCOVER & AMX CARD PMTS IN TAX OFFICE. 2.95% SURCHARGE

**BILL IS DUE UPON PRESENTATION**

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100 CU. FT. = 748 Gallons  
Rate per 100 cubic feet.

Remit payment to:  
City of Rochester  
Tax Collector's Office  
P.O. Box 981096  
Boston MA 02298-1096

*P. 28/27/14  
ck-*

For all other correspondence or accounting inquiries:  
City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

Phone: 1 (603) 332 - 3110 Billing Office  
1 (603) 330 - 7127 Off Hour Emergencies

Consumption billed in hundreds of cubic feet. Non-receipt of issued bill not deemed excuse for failure to pay. Property owner responsible for protection of meter from loss and damage. Any person other than an employee of the Rochester Water Department who turns water off or on at curb stop, without permission, may be subject to a fine.

Kevin Drake  
P.O. Box 354  
Union, NH 03887

(603) 473-8382

No.

DATE

02-24-15

ORDER NO.

Service

NAME: Theresa Wilkerson

ADDRESS: 34 Eagle drive  
Rochester, NH

CITY STATE ZIP

SOLD BY

D

CASH

CHARGE

C.O.D.

MERCHANDISE RETURNED

PAID OUT

QUANTITY

DESCRIPTION

PRICE

AMOUNT

2-23

Repair freeze damaged waterline and  
Valve @ house side of water meter

2-24

Repair freeze damaged water meter  
and Constatall - Re-wrap heat tape  
Insulate waterline & meter

*Handwritten signature*

SIGNATURE

Total \$ 225.-

My File Edit Tools Help



Account

Tier History

Replace Hist

Demand Inq

Report Options

Account 300080 Customer 10278

Parcel 022403090008 WILKINSON THERESA R

Location 34 EAGLE DR Status Active

Service 105 001 ELD WATER Mfr SENS Meter # 57938754

1 of 1

Consumption history

Read Date	Read Time	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charg
02/26/2015		13902175	A		421	421	84	0	99	518.28
11/19/2014		13894795	A		337	337	17	0	93	104.89
08/18/2014		13887396	A		320	320	7	0	96	43.26
05/14/2014		13879896	A		313	313	6	0	79	39.11
02/24/2014		13872608	A		307	307	8	0	94	49.12
11/22/2013		13865272	A		299	299	7	0	95	43.05
08/19/2013		13857894	A		292	292	6	0	90	38.90
05/21/2013		13850475	A		286	286	10	0	88	61.40
02/22/2013		13843187	A		276	276	29	0	95	177.56
11/19/2012		13835874	A		247	247	11	0	89	66.00
08/22/2012		13828533	A		236	236	9	0	96	54.00

Average 7 months



Account: 300080

[2013-03-01 09:36:04 am]: 29 UNITS ON FEBRUARY 2013 BILL - I CALLED MARK AND ASKED THAT HE GET ANOTHER READING AND CHECK ON HER UNIT. I TALKED WITH HER AT LENGTH AND EXPLAINED THA

[2013-03-01 10:01:00 am]: MARK CALLED - HE GOT READ OF 279 (UP 3 UNITS IN 7 DAYS) SHE MUST HAVE LEAK - MARK WILL SEND ONE OF THE GUYS TO CHECK

[2013-03-01 16:12:18 am]: DISCOVERED THAT THE HIGH BILL WAS A RESULT OF WATER GOING OVER OVERFLOW - SHE HAD PLUMBER REPAIR - I TOLD HER IF SHE COULD NOT PAY IN FULL SHE COULD MAK  
[2013-03-07 09:31:55 am]: SHE CALLED - DECIDED TO PAY BILL IN FULL -WILL NOT BE MAKING PAYMENTS

[2014-11-25 14:35:49 am]: SHE CALLED REGARDING HIGH BILL - PARK CAME OVER AND FOUND LEAK AND SAID THEY WOULD HELP HER WITH APPEAL TO UAB

[2015-03-13 13:08:43 sjuneau]: APPEAL FILED FOR APRIL UAB.





# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867  
(603) 332-3110 Fax (603) 335-7580

Date: April 6, 2015

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application

Dated: 03/25/2015

Customer Name: Janet Ramsdell

Account: #102820

Service Address: 14 Franklin Heights

Rochester, NH 03867

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

### **Recommendations**

I recommend abatement of 27 units of sewer fees valued at \$168.48, provided the customer supplies proof of the leak and subsequent repair.

The above recommendation is based upon the following findings:

1. A leak is claimed to have occurred and the customer's representative (tenant) has signed the application stating that the leaked usage did not enter the sewer collection system.
2. The leaked usage and its value is estimated as follows:
 

a. Current billed usage	34 units
b. Estimated average usage	- <u>7 units</u>
c. Estimated leaked usage	27 units

27 units sewer fees x \$6.24/unit = \$168.48.

\_\_\_\_\_  
Blaine M. Cox  
Deputy City Manager

2015-04-06

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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**TO:** Blaine Cox  
**FROM:** Samantha Juneau  
**DATE:** March 25, 2015  
**SUBJECT:** **Keith Perkins**  
**PROPERTY:** **14 Franklin Heights**

Attached please find the Water/Sewer Billing Appeal Application and consumption history for the above address.

The appeal is for 17 units of sewer. On January 9<sup>th</sup>, a pipe burst just after the meter and discharged water into the ground. The break went unnoticed for hours before the Fire Department and Public Works responded and shut the water off. The break was repaired and it was determined there was a slow leak for months before the pipe originally burst.

**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:  
Received: 3/25/15

1. Date of Appeal: 3/25/2015
2. Property Owner's Name: Janet Ramsdell Account #: 107820
3. Billing Address: 14 Franklin Hts  
Rochester, NH
4. Service Location: \_\_\_\_\_ Zip Code 03867
5. Owners Representative: Keith Perkins
6. Owners Representative's Signature: K Perkins
7. Phone #: \_\_\_\_\_ Cell: 603-312-4829
8. Email Address: Keith.Perkins@Turbocam.com  
(Agendas and Decision Letters will be emailed). 9/3/14
9. Billing Period that is being appealed is from ~~12/1/14~~ to ? 12/4/14
10. Abatement is being requested for:
  - a. How many units of water \_\_\_\_\_ x 4.67= \$ \_\_\_\_\_
  - b. How many units of sewer 17 x 6.24= \$ 106.08
  - c. Water & Sewer Department Fees of: \$ \_\_\_\_\_Total \$ 106.08

11. Explanation of Appeal Request:

Pipe burst on January 9th.  
Break was just after the meter  
and all water was discharged onto  
the ground. The water piping is  
not in the basement and break  
did not get noticed for hours. The  
Rochester Fire Department and  
The Department of Public Works  
both responded to the issue to  
shut the water off.

12. Do you dispute the meter reading used to determine your units of usage?

Yes  No  (circle one)

If yes, why?

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13. Do you claim that there was a leak that caused higher than normal units of usage?

Yes  No (circle one)

If yes, did the water enter the sewer system? No

If yes, has the leak been repaired? Yes

Who made the repair? Gauthier's Heating

Has proof of the repair been attached to this appeal form? No

14. If your appeal is denied, will this cause you financial hardship for which you will seek assistance from the City? If so, explain:

No

**Please note:**

- 1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.**
- 2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.**
- 3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**

My File Edit Tools Help



Account

Account 102820

Customer 35767

Parcel 011800560081

RAMSDELL JANET

Location 14

FRANKLIN HEIGHTS

Status Active

Service

Service 100

001 RES WATER

Mfr SENS

Meter # 69992840

1 of 1

- Tier History
- Replace Hist
- Demand Inq
- Report Options

Consumption history

Read Date	Read Time	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charg
12/04/2014		13896015	A			280	34	0	92	370.94
09/03/2014		13888614	A			246	25	0	93	272.75
06/02/2014		13881193	A			221	4	0	62	48.53
04/01/2014		13875290	F			217	2	0	29	51.82
03/03/2014		13873786	A			215	10	0	90	108.42
12/03/2013		13866497	A			205	12	0	85	130.08
09/09/2013		13859111	A			193	15	0	90	162.60
06/11/2013		13851735	A			178	14	0	85	151.76
03/18/2013		13844360	A			164	15	0	101	162.60
12/07/2012		13837074	A			149	10	0	91	106.18
09/07/2012		13829781	A			139	10	0	93	106.00

Handwritten notes: --Slow Leak? 0, Average 7 units



3 of 4



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867  
(603) 332-3110 Fax (603) 335-7580

Date: April 6, 2015

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application

Dated: 03/18/2015

Customer Name: AARTI Investments LLC

Account: #041320

Service Address: 27 & 31 River Street

Rochester, NH 03867

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

### **Recommendations**

I recommend abatement of 1,242 units of sewer fees valued at \$7,750.08, provided the customer supplies proof that the leaked usage did not enter the sewer system.

The above recommendation is based upon the following findings:

1. The residence is unoccupied and has had no usage in prior billing periods.
2. City personnel verified a leak in the basement that resulted in the extreme metered usage.
3. All usage of 1,242 units is attributed to the leak.
4. Customer does not dispute water usage recorded by meter, therefore, abatement of water fees is not warranted.

\_\_\_\_\_  
Blaine M. Cox  
Deputy City Manager

2015-04-06  
\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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**TO: Blaine Cox**

**FROM: Samantha Juneau**

**DATE: March 18, 2015**

**SUBJECT: Scott Spewock for AARTI Investments LLC**


**PROPERTY: 27 River St**

Attached please find the Water/Sewer Billing Appeal Application, consumption history and notes for the above address.

The appeal is for the billing period of 11/7/14 to 02/23/15. A meter pipe froze and burst. This residence has been vacant for over a year with no water usage. Water has since been shut off to location.

**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:  
Received: 3/18/15

1. Date of Appeal: 03/18/2015
2. Property Owner's Name: AARTI INVESTMENTS LLC account #: 041320
3. Billing Address: 8 OAK HILL LANE  
EXETER, NH 03833
4. Service Location: 27 RIVER ST./31 RIVER ST. Zip Code 03867
5. Owners Representative: SCOTT SPEWOCK
6. Owners Representative's Signature: 
7. Phone #: 603-973-6024 Cell: \_\_\_\_\_
8. Email Address: SSPEWOCK@ADMIRALPROPERTY.BIZ ,ARUNPATEL57@HOTMAIL.COM  
(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/07/2014 to 02/23/2015

10. Abatement is being requested for:

- a. How many units of water 1242 x 4.67= \$ 5800.14
  - b. How many units of sewer 1242 x 6.24= \$ 7750.08
  - C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ 13550.22

11. Explanation of Appeal Request:

**METER PIPE FROZE AND BUSTED IN UN OCCUPIDE RESIDENCE IN COLD WINTER MONTHS. HOUSE IS NOT RENTED OR USED FOR MORE THEN YEAR.**

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12. Do you dispute the meter reading used to determine your units of usage?

Yes  No (circle one)

If yes, why?

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13. Do you claim that there was a leak that caused higher than normal units of usage?

Yes  No (circle one)

If yes, did the water enter the sewer system? NO

If yes, has the leak been repaired? YES

Who made the repair? City - water turned off at meter

Has proof of the repair been attached to this appeal form? \_\_\_\_\_

14. If your appeal is denied, will this cause you financial hardship for which you will seek assistance from the City? If so, explain:

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***Please note:***

- 1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.***
- 2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.***
- 3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.***



Account: 041320

\*\*\*THIS IS 31 RIVER\*\*\*

08/02/07- SENT LEAK LETTER

[2012-02-08 14:18:16 ann]: 74 UNITS ON FEBRUARY 2012 BILL - LEAK LETTER SENT

[2012-08-17 11:15:25 ann]: NO USAGE ON AUGUST 2012 BILL- DEAD METER LETTER SENT

[2013-02-14 13:48:23 ann]: NO USAGE ON FEBRUARY 2013 BILL - ANOTHER DEAD METER LETTER SENT

[2013-02-15 14:16:19 kathy]:\*\*\*\*\*PROPERTY VACANT PER OWNER\*\*\*\*\*

[2014-06-06 13:21:11 ann]: GEORGE FOUND METER AND REINSTALLED IT - CHARGED SERVICE CALL

[2015-02-19 14:08:27 sjuneau]: WATER TURNED OFF AT STREET, LEAK IN BASEMENT. - GEORGE GOT A READ ON THE METER OF 1460 - OVER A 513,000 WATER BILL. I CONTACTED SCOTT AND INFORMED HIM OF THE COST AND OF THE APPEAL OPTIONS AVAILABLE.



- Tier History
- Replace Hist
- Demand Inq
- Report Options

Account: 041320 Customer: 28837  
 Parcel: 012100770000 AARTI INVESTMENTS LLC  
 Location: 27 RIVER ST Status: \_\_\_\_\_

Service: 100 001 RES WATER Mfr SENS Meter #: 69992400

1 of 1

Consumption history

Read Date	Read Time	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
02/23/2015		13901063	A		1460	1242	0	108	13,580.22	5,800.14	1
11/07/2014		13893683	A		218	0	0	94	47.59	17.74	
08/05/2014		13886285	A		218	0	0	95	77.59	17.74	
05/02/2014		13878786	A		218	0	0	87	47.59	17.74	
02/04/2014		13871485	A		218	0	0	90	47.33	17.48	
11/06/2013		13864160	A		218	0	0	91	47.33	17.48	
08/07/2013		13856785	A		218	0	0	90	47.33	17.48	
05/09/2013		13849360	A		218	0	0	92	47.33	17.48	
02/06/2013		13842079	A		218	0	0	91	47.33	17.48	
11/07/2012		13834767	A		218	0	0	92	46.28	17.07	
08/07/2012		13827410	A		218	0	0	92	46.28	17.07	
05/07/2012		13820031	A		218	0	0	90	46.28	17.07	

Navigation controls: back, forward, search, and other utility icons.



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867  
(603) 332-3110 Fax (603) 335-7580

Date: April 6, 2015

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application

Dated: 03/05/2015

Customer Name: McGroen Partners LLC

Account: #034700

Service Address: 120 Washington Street

Rochester, NH 03867

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

### **Recommendations**

I recommend abatement of 259 units of sewer fees valued at \$1,616.16, contingent upon the customer arranging the installation of a sewer deduct meter on the irrigation system.

The above recommendation is based upon the following findings:

1. City staff has verified that the irrigation system was most likely responsible for the high summer period usage.
2. Improper programming of the meter caused confusion and delay in proper usage measurements and billing timeliness.

\_\_\_\_\_  
Blaine M. Cox  
Deputy City Manager

2015-04-06

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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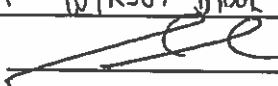
**TO: Blaine Cox**  
**FROM: Samantha Juneau**  
**DATE: March 11, 2015**  
**SUBJECT: Scott Smith; McGroen Partners LLC**  
**PROPERTY: 120 Washington St**

Attached please find Water/Sewer Billing Appeal Application received from above.

I have attached a consumption history. The appeal is for 259 units for outdoor irrigation, which is not attached to sewer. A deduct meter had not been installed on this property and will be scheduled for the irrigation line.

**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:  
Received: 3/5/15

1. Date of Appeal: 2/3/15
2. Property Owner's Name: McFroen Partners LLC Account #: 034700
3. Billing Address: 100 Washington St Ste 302  
Rochester NH 03839-5504
4. Service Location: 100 Washington Street Zip Code 03839
5. Owners Representative: Scott Smith - Winsor Brook Property Advisors
6. Owners Representative's Signature: 
7. Phone #: 603-750-7501 Cell: 603-231-2174 \*
8. Email Address: SSmith@Winsorbrook.com

**(Agendas and Decision Letters will be emailed).**

9. Billing Period that is being appealed is from June 2014 to Aug 2014
10. Abatement is being requested for:
  - a. How many units of water — x 4.60 = \$ 0
  - b. How many units of sewer 259 x 6.24 = \$ 1616.16
  - c. Water & Sewer Department Fees of: \$

Total \$ 1616.16

11. Explanation of Appeal Request:

Usage of 259 units is due to outdoor  
irrigation which should not have sewer attached to it.  
A water line runs from main water supply to  
irrigation, no separate meter installed. Normal usage is  
between 5-17 units, irrigation shut down October 21 2014.  
A request will be made for a separate meter for  
irrigation.

12. Do you dispute the meter reading used to determine your units of usage?

Yes  No (circle one)

If yes, why?

To Make Sure meter reading OK, It IS. It WAS  
then noted that there was no second meter for  
irrigation

13. Do you claim that there was a leak that caused higher than normal units of usage?

Yes  No (circle one)

If yes, did the water enter the sewer system? \_\_\_\_\_

If yes, has the leak been repaired? \_\_\_\_\_

Who made the repair? \_\_\_\_\_

Has proof of the repair been attached to this appeal form? \_\_\_\_\_

14. If your appeal is denied, will this cause you financial hardship for which you will seek assistance from the City? If so, explain:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please note:**

1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.
2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.
3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.



**City of Rochester**  
P.O. Box 981096  
Boston MA 02298-1096

# WATER & SEWER BILL

**Remit Copy**

Please write your account number on your check and enclose this portion of bill with your payment. Make checks payable to: City of Rochester

Bill Number	Account Number	Bill Date	Past Due Date	Past Due	Other Current Charges	Current Charges
13900978	034700	02/24/2015	03/30/2015	0.00	2,825.69	54.55
<b>Amount Due</b>						<b>\$2,880.24</b>

034700  
MCGROEN PARTNERS LLC  
120 WASHINGTON ST STE 302  
ROCHESTER, NH 03839-5504

Please Note Address Correction Below:

Name \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_



92096042015613900978100000054551

✂ Detach and return the above portion with your payment ✂



**City of Rochester**  
Rochester, New Hampshire

# WATER & SEWER BILL

**Customer Copy**

Keep this portion for your records

Customer: MCGROEN PARTNERS LLC		Service Address: 120 WASHINGTON ST /				
Bill Number: 13900978	Account Number: 034700	Past Due Date: 03/30/2015		Bill Date: 02/24/2015		
Description	Read Date		Meter Readings		Usage (in 100 cu. feet)	Charge
	Current	Previous	Current	Previous		
RES WATER	02/11/2015	11/12/2014	281	276	5	23.35
RES SEWER					5	31.20
Last Payment Amt: 185.53		Last Payment Date: 09/22/2014		Past Due: 0.00		Other Current Charges: 2,825.69
						Current Charges: 54.55
						<b>Amount Due: \$2,880.24</b>

WATER \$4.67, ELDERLY \$2.02, MINIMUM \$17.74, MINIMUM ELDERLY \$14.21  
SEWER \$8.24, ELDERLY \$4.16, MINIMUM \$20.85, MINIMUM ELDERLY \$23.76

MASTERCARD, DISCOVER & AMX CARD PMTS IN TAX OFFICE. 2.95% SURCHARGE

**BILL IS DUE UPON PRESENTATION**

Payment is due upon receipt. Interest accrues daily from the past due date at the rate of 12% interest per annum computed to the payment date. Past due bills shall cause water shut off and may become a lien on the property.

100 CU. FT. = 748 Gallons  
Rate per 100 cubic feet.

Remit payment to:  
City of Rochester  
Tax Collector's Office  
P.O. Box 981096  
Boston MA 02298-1096

For all other correspondence or accounting inquiries:  
City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

Phone: 1 (603) 332 - 3110 Billing Office  
1 (603) 330 - 7127 Off Hour Emergencies

Consumption billed in hundreds of cubic feet. Non-receipt of issued bill not deemed excuse for failure to pay. Property owner responsible for protection of meter from loss and damage. Any person other than an employee of the Rochester Water Department who turns water off or on at curb stop, without permission, may be subject to a fine.



09/09/2015 12:05  
Juneau

CITY OF ROCHESTER  
UB Service Order

P 1  
subworkor

Date Entered: 02/09/2015 District: 04 Type: C  
Entered By: sjuneau  
Reference: 15250

Account #: 034700 MCGROEN PARTNERS LLC  
BOOK: 03 75 CHAPMAN DR  
Read Seq: 4700 ROCHESTER, NH 03839

Location: 120 WASHINGTON ST

Subdiv:  
Lot:

Service : 100 -001 RESIDENTIAL WAT Parcel: 012300660000

Meter Info.	Manuf/Serial	Other Meter	Manuf/Serial
Read Meter			
Installed Date			
# of Dials		178 - 2014 Summer Aug	

Last Reading Info.

Year/Mo	R	Reading	Usage	Year/Mo	R	Reading	Usage
2014/	I		(95)	2012/ 8	A	213	
2014/ 2	E	172		2012/ 5	A	213	
2014/	I	213		2012/ 2	A	213	
2013/ 2	A	213		2011/10	F	213	7
2012/12	A	213		2011/ 8	A	206	22
2012/11	A	213		2011/ 5	A	184	23

Reason Code: CHEK CHECK METER  
Serv Order Type: MISC MISCELLANEOUS SERVICE  
Assigned To:  
Date Scheduled: 02/11/2015 Time Scheduled: 9:30

Comments: CHECK METER TO MAKE SURE PROGRAM CORRECTLY  
GET READING FROM OUTSIDE & INSIDE  
MEET WITH STEPHANIE - 332-6551

Service Comment: ~~RIGHT SIDE~~

*inside basement*

Add'l Info:

Work Completed By: \_\_\_\_\_ Date Completed: \_\_\_\_\_  
Completed Reason:

\*

*Ed*  
0 - installed March 18  
0 - RUC 0 MAY 14  
178 - Read Aug NOT CORRECTLY BILLED (17) should have been 178  
Tested Sept  
206 - Read Nov 12 Billed correctly 259 <sup>units</sup> bills incorrect ~~206 - 178 - 30~~  
Tested Dec  
741 - Read Jan 11

COLLECT UNIT

~~///~~

		Units Billed	Reading
2014	Aug	178	178
2014	NOV	35	<del>276</del>
2015	Jan	5	281

2014 Aug



- Tier History
- Replace Hist
- Demand Inq
- Report Options

Account

Account: 034700 Customer: 40524

Parcel: 012300660000 MCGROEN PARTNERS LLC

Location: 120 WASHINGTON ST Status: Active

Service

Service: 100 Mfr: 002 RES WATER Meter #: 72219966

2 of 2

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
02/11/2015		13900978	A		281	5	0	91	54.55	23.55	
11/12/2014		13893599	A		276	259	0	93	2,825.69	1,209.53	
08/11/2014		13886199	A		17	17	0	101	185.47	79.39	
05/02/2014		13878700	A		0	0	0	45	47.59	17.74	





Account: 034700

FEB. 09 BILL WAS ESTIMATED DUE TO SNOW

[2011-10-18 08:52:06 am]: KELLY HAMEL OF BROKERS TITLE CALLED WITH QUESTIONS ON FINAL BILL - SHE WILL CALL BACK WHEN A DATE IS SET FOR CLOSING

[2012-02-07 09:30:24 am]: NO USAGE ON FEBRUARY 2012 BILL - DEAD METER LETTER SENT

[2013-03-27 11:33:59 am]: FORMER OWNER RECEIVED FEB 2013 BILL - CHANGED TO NEW OWNER AND REMAILED

[2013-03-28 13:38:25 sjuneau]: BUILDING SCHEDULED TO BE DEMOLISHED. SCHEDULED TO TURN OFF AND PULL METER FOR 4/1. "METER PULLED"

[2014-01-14 13:10:44 sjuneau]: ADDED TEMP METER TO ACCOUNT AND CHANGED TO ACTIVE

[2014-05-22 14:20:51 am]: MAY BILL RETURNED WITH FORWARDING ADDRESS OF: 120 WASHINGTON ST. =6A, ROCHESTER NH 03839-5504 - REMAILED AND GAVE CHANGE TO ASSESSING

[2014-06-23 14:27:04 am]: MAY BILL RETURNED WITH CORRECTION OF SUITE # TO 302 - GAVE TO ASSESSING

[2014-07-18 13:45:41 sjuneau]: SENT LETTERS OF REQUIREMENT FOR BACKFLOW DEVICE, DUE DATE 8/30/14

[2014-08-13 13:54:27 am]: METER AT THIS LOCATION IS PROGRAMMED WRONG - MEASURES IN 10 CF - NEEDS TO BE REPROGRAMMED - USED READ OF 17 ON AUGUST BILL RUN

[2015-01-29 15:26:41 am]: THERE IS A LETTER IN - WATER BILLING SHARED - CUSTOMER LETTERS - SENT LETTERS - THAT EXPLAINS WHY THE NOVEMBER BILL WENT OUT LATE. I THOUGHT BILL WAS WRONG SO HELD IT AND IT GOT MISPLACED - BILL IS EXTREMELY HIGH BUT IS CORRECT

[2015-02-12 08:21:56 sjuneau]: THIS USAGE WAS HIGH IN THE AUGUST BILL RUN (178 UNITS) BUT WAS ASSUMED TO BE READING WRONG AND IN NEED OF REPROGRAMMING. SERVICE WAS ONLY BILLED FOR 17 UNITS AND EJP WAS SENT OUT TO LOOK AT & DETERMINED IT WAS PROGRAMMED CORRECTLY. ON NOVEMBER IT READ 276, SO WE BILLED THE NOVEMBER BILL FOR 259 UNITS OF USAGE. . ALL THAT HIGH USAGE SHOULD HAVE BEEN ON THE AUGUST BILL WHEN IT WAS CHANGED TO READ 17, AS THEY WERE PUTTING IN A NEW PROPERTY, FIRE LINE AND LAWN MAINTENANCE. UNFORTUNATELY, IT DID NOT AND THEY RECEIVED THIS HIGH BILL IN NOVEMBER FOR THEIR SUMMER USAGE. JIM WENT OUT AND EXPLAINED THE CONFUSION AND THE MAINTENANCE MAN SEEMED TO UNDERSTAND BUT STAFF STATED THAT THEY WERE GOING TO APPEAL THE SEWER CHARGES AT LEAST..

[2015-02-26 16:26:10 sjuneau]: SENT THE APPEAL FORM TO STAFF TO APPEAL THE SEWER CHARGES.

[2015-03-11 15:32:51 karenb]: APRIL APPEAL SENT TO UAB



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867  
(603) 332-3110 Fax (603) 335-7580

Date: April 6, 2015

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application

Dated: 03/05/2015

Customer Name: Douglas Colwell

Account: #041746

Service Address: 12 Gagne Street

Rochester, NH 03867

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

### **Recommendations**

I recommend that no abatement be granted upon this request.

The above recommendation is based upon the following findings:

1. There is no indication that the metered usage readings are inaccurate.
2. There is no indication that there were any leaks during the billing period.
3. If payment is a hardship, a payment plan is available to the customer.

\_\_\_\_\_  
Blaine M. Cox  
Deputy City Manager

2015-04-06

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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**TO: Blaine Cox**  
**FROM: Samantha Juneau**  
**DATE: March 11, 2015**  
**SUBJECT: Douglas Colwell**  
**PROPERTY: 12 Gagne St**

Attached please find Water/Sewer Billing Appeal Application received from above.

I have attached a consumption history. The billing period being appealed is from 11/14/15 to 2/15/15. Mr. Colwell believes that water was possibly stolen from outside spickets; since removing the two spickets his usage is back to normal.

**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:  
Received: \_\_\_\_\_

1. Date of Appeal: March 1
2. Property Owner's Name: Douglas Colwell Account #: 041746
3. Billing Address: 12 Gagne St  
Rochester, NH 03867
4. Service Location: 12 Gagne St Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: \_\_\_\_\_ Cell: 603-969-6636
8. Email Address: dmcferriadoes1@aol.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/14 to 2/15

10. Abatement is being requested for:

- a. How many units of water 29 x 4.67 = \$ 135.43
- b. How many units of sewer 29 x 6.24 = \$ 180.96
- c. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ 316.39

11. Explanation of Appeal Request:

I'm requesting consideration for removal of the charges for units of water and sewer because of possible stolen water from outside spicket. I have absolutely zero leaks that are at least visible, no running toilets and no leaky faucets, from 11/04/13 to current I've been home with just myself and from the history of of usage you can see I don't use much water. I have removed the 2 outside spickets. My current read is 310.266. I've used just under 2 units in the last 3.5 weeks.

12. Do you dispute the meter reading used to determine your units of usage?

Yes No (circle one)

If yes, why?

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13. Do you claim that there was a leak that caused higher than normal units of usage?

Yes No (circle one)

If yes, did the water enter the sewer system? No

If yes, has the leak been repaired? I've removed outside spicketts

Who made the repair? \_\_\_\_\_

Has proof of the repair been attached to this appeal form? N/A

14. If your appeal is denied, will this cause you financial hardship for which you will seek assistance from the City? If so, explain:

Yes, I'm self employed with a 14 month old and a four hundred dollar charge is a months worth of daycare. Big difference then the usually \$5.00 to \$75.00 bill

Please note:

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2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.
3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.





- Tier History
- Replace Hist
- Demand Inq
- Report Options

Account: 041746 Customer: 34257  
 Parcel: 012100320007 COLWELL DOUGLAS M  
 Location: 12 GAGNE ST 7 Status: Active

Service: 100 001 RES WATER Mfr SENS Meter #: 67081447

1 of 1

Consumption history

Read Date	Read Time	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
02/18/2015		13901090	A			308	39	103	425.49	182.13	
11/07/2014		13893710	A			269	5	94	54.55	23.35	
08/05/2014		13886311	A			264	11	95	120.01	51.37	
05/02/2014		13878812	A			253	13	87	141.57	60.45	
02/04/2014		13871513	A			240	10	92	108.40	46.00	
11/04/2013		13864188	A			230	11	89	119.24	50.60	
08/07/2013		13856812	A			219	10	90	108.40	46.00	
05/09/2013		13849388	A			209	7	92	75.88	32.20	
02/06/2013		13842106	A			202	6	91	64.66	27.43	
11/07/2012		13834793	A			196	11	92	116.60	49.39	
08/07/2012		13827437	A			185	15	92	159.00	67.35	
05/07/2012		13820058	A			170	13	90	137.80	58.37	

Average  
9.75  
Units

Navigation controls: back, forward, search, and other utility symbols.



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867  
(603) 332-3110 Fax (603) 335-7580

Date: April 6, 2015

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application

Dated: 03/16/2015

Customer Name: Krystyna Tarling

Account: #300320

Service Address: 8 Morgan Road

Rochester, NH 03867

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

### **Recommendations**

I recommend abatement of 10.5 units of sewer usage valued at \$65.52.

The above recommendation is based upon the following findings:

1. The customer has documented that a leak occurred during the billing period, that the leak was repaired and the customer has stipulated upon a signed application that the leaked usage did not enter the sewer collection system.
2. The leaked usage and value is estimated as follows:

a. Current Billed Usage	15.0 units
b. Estimated Average Usage	- 4.5 units
c. Estimated Leaked Usage	10.5 units

10.5 units of sewer fees X \$6.24/unit = \$65.52

\_\_\_\_\_  
Blaine M. Cox  
Deputy City Manager

2015-04-06  
\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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**TO:** Blaine Cox  
**FROM:** Samantha Juneau  
**DATE:** March 17, 2015  
**SUBJECT:** Paul Tarling for Krystyna Tarling  
**PROPERTY:** 8 Morgan Rd

Attached please find the Water/Sewer Billing Appeal Application and consumption history for the above address.

The appeal is for 15 units of sewer. On February 25<sup>th</sup> it was found that the cold water faucet ruptured, flooding the bathroom and kitchen floor, 2 bedrooms and down the forced hot air vents. The faucet/leak has since been repaired and the proof of repair is attached. The building was vacant several months prior to leak.

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:  
Received: \_\_\_\_\_

1. Date of Appeal: March 16, 2015
2. Property Owner's Name: Krystyne Tarling Account #: 300320
3. Billing Address: (8 Morgan Rd.) Rochester NH 42 Chester Rd. Raymond, NH 03077-2016
4. Service Location: 8 Morgan Rd. Zip Code 03868
5. Owners Representative: Paul L. Tarling
6. Owners Representative's Signature: Paul L. Tarling
7. Phone #: 603-895-1390 Cell: \_\_\_\_\_
8. Email Address: KRYS2425@earthlink.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from Dec 2014 to March 2015

10. Abatement is being requested for:

- a. How many units of water \_\_\_\_\_ x 4.67= \$ \_\_\_\_\_
- b. How many units of sewer 15 x 6.24= \$ (93.60)
- c. Water & Sewer Department Fees of: \$ 63.75<sub>00</sub>
- Total \$ 63.75<sub>00</sub>

11. Explanation of Appeal Request:

Cold water Faucet Broken, ruptured, Feb-25<sup>th</sup> 2015  
sending water up to Bath room ceiling + Flooded floor.  
in Bath room, Kitchen, 2 Bedrooms. Water went down  
Force Hot air Floor heat vents. On February 24, 2015 had  
heating oil Delivery from Rymes Oil around 3pm.  
I discovered the Problem 6:20 pm February 25, 2015.  
I got a FF cold water Faucet under the Sink in Bathroom,  
stopping Flooding area around Bath room. Had  
Plumber replace Broken water Faucet March 12<sup>th</sup> 2015.

12. Do you dispute the meter reading used to determine your units of usage?

Yes  No (circle one)

If yes, why?

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13. Do you claim that there was a leak that caused higher than normal units of usage?

Yes  No (circle one)

If yes, did the water enter the sewer system? NO

If yes, has the leak been repaired? \_\_\_\_\_

Who made the repair? Kevin Drake, Drake Construction 603-473-8382

Has proof of the repair been attached to this appeal form? YES

14. If your appeal is denied, will this cause you financial hardship for which you will seek assistance from the City? If so, explain: No

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**Please note:**

1. **The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.**
2. **Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.**
3. **Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**

**Kevin Drake**  
**P.O.Box 354**  
**Union, NH 03887**  
**(603) 473-8382**

No.  

DATE *03-10-15*

ORDER NO. *Service*

NAME *Krystyna Tarling*

ADDRESS *8 Morgan road*

CITY, STATE, ZIP *Rochester, NH*

SOLD BY *D*

CASH     
  C.O.D.     
  PAID OUT  
 CHARGE     
  MERCHANDISE RETURNED

QUANTITY	DESCRIPTION	PRICE	AMOUNT
	<i>Repair leak @ Kitchen Sink drain</i>		
	<i>adjust Packing nut @ Cold Valve</i>		<i>N/C</i>
	<i>Replace damaged bath faucet</i>		
	<i>clean Sink and drain of debris from Ceiling</i>		
	<i>Total</i>		<i>\$ 225.00</i>

SIGNATURE

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.



- Tier History
- Replace Hist
- Demand Inq
- Report Options

Account: 300320 Customer: 41222  
 Parcel: 022-403090032  
 Location: 8 MORGAN RD  
 Status: Active  
 Tarling Krystyna N/K/A

Service: 100 001 RES WATER Mif: SENS Meter #: 56431295  
 1 of 1

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
02/25/2015		13902192	A		133	15	0	98	163.65	70.05	
11/19/2014		13894812	A		123	0	0	93	47.59	17.74	
08/18/2014		13887411	A		123	4	Average	96	48.53	18.68	
05/14/2014		13879911	A		119	6	4.5	79	65.44	28.00	
02/24/2014		13872623	A		113	8	Units	94	86.72	36.80	

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# CITY OF ROCHESTER

## YEAR-TO-DATE BUDGET REPORT

FOR 2015 09

ACCOUNTS FOR:	ORIGINAL ESTIM REV	ESTIM REV ADJSTMTS	REVISED EST REV	ACTUAL YTD REVENUE	REMAINING REVENUE	PCT COLL
5001 WATER ENTERPRISE FUND						
<b>510001 WATER WORKS REVENUE</b>						
510001 400302 INTEREST INCOME	2,500	0	2,500	2,500.00	.00	100.0%*
510001 406105 XFER FROM RET EARNIN	1,275,345	0	1,275,345	.00	1,275,345.00	.0%*
510001 406201 MISCELLANEOUS REVENU	25,000	0	25,000	33,565.30	-8,565.30	134.3%*
510001 406600 CONSTRUCTION REVENUE	50,000	0	50,000	32,327.66	17,672.34	64.7%*
510001 406601 USER FEES	3,800,000	0	3,800,000	2,064,660.36	1,735,339.64	54.3%*
510001 406602 INTEREST ON DEL ACCT	12,000	0	12,000	8,011.06	3,988.94	66.8%*
510001 406603 HYDRANT RENTAL FEES	24,000	0	24,000	1,680.00	22,320.00	7.0%*
TOTAL WATER WORKS REVENUE	5,188,845	0	5,188,845	2,142,744.38	3,046,100.62	41.3%
TOTAL WATER ENTERPRISE FUND	5,188,845	0	5,188,845	2,142,744.38	3,046,100.62	41.3%
TOTAL REVENUES	5,188,845	0	5,188,845	2,142,744.38	3,046,100.62	



# CITY OF ROCHESTER

## YEAR-TO-DATE BUDGET REPORT

FOR 2015 09							
ACCOUNTS FOR:	ORIGINAL	ESTIM REV	REVISED	ACTUAL YTD	REMAINING	PCT	
5002 SEWER ENTERPRISE FUND	ESTIM REV	ADJSTMTS	EST REV	REVENUE	REVENUE	COLL	
<b>520001 SEWER WORKS REVENUE</b>							
520001 400302 INTEREST INCOME	2,500	0	2,500	2,500.00	.00	100.0%*	
520001 406102 TRANSFER FROM CIP	0	0	0	55.50	-55.50	100.0%*	
520001 406105 XFER FROM RET EARNIN	1,290,815	0	1,290,815	.00	1,290,815.00	.0%*	
520001 406201 MISCELLANEOUS REVENU	4,000	0	4,000	24,610.80	-20,610.80	615.3%*	
520001 406211 HOMEMAKERS SRF LOAN	16,049	0	16,049	16,408.84	-359.84	102.2%*	
520001 406600 CONSTRUCTI ON REVENUE	10,000	0	10,000	3,210.10	6,789.90	32.1%*	
520001 406601 USER FEES	5,047,000	0	5,047,000	2,567,137.30	2,479,862.70	50.9%*	
520001 406602 INTEREST ON DEL ACCT	12,000	0	12,000	9,663.63	2,336.37	80.5%*	
520001 406607 IMPACT FEES	14,000	0	14,000	29,620.00	-15,620.00	211.6%*	
520001 406701 SEPTIC DISPOSAL PERM	175,000	0	175,000	81,825.00	93,175.00	46.8%*	
520001 406703 INDUSTRIAL PRE-TREAT	10,000	0	10,000	8,488.88	1,511.12	84.9%*	
TOTAL SEWER WORKS REVENUE	6,581,364	0	6,581,364	2,743,520.05	3,837,843.95	41.7%	
<b>520002 SEWER WORKS REVENUE</b>							
520002 406306 STATE AID GRANT C-52	369,290	0	369,290	50,062.00	319,228.00	13.6%*	
520002 406307 STATE AID GRANT C-77	7,290	0	7,290	7,290.00	.00	100.0%*	
520002 406308 STATE AID GRANT C-77	12,285	0	12,285	3,625.00	8,660.00	29.5%*	
520002 406309 STATE AID GRANT C-83	0	0	0	19,470.00	-19,470.00	100.0%*	
520002 406310 STATE AID GRANT C-83	0	0	0	5,718.00	-5,718.00	100.0%*	
520002 406311 STATE AID GRANT C-83	0	0	0	13,272.00	-13,272.00	100.0%*	
TOTAL SEWER WORKS REVENUE	388,865	0	388,865	99,437.00	289,428.00	25.6%	
TOTAL SEWER ENTERPRISE FUND	6,970,229	0	6,970,229	2,842,957.05	4,127,271.95	40.8%	
TOTAL REVENUES	6,970,229	0	6,970,229	2,842,957.05	4,127,271.95		

# CITY OF ROCHESTER

## YEAR-TO-DATE BUDGET REPORT

FOR 2015 09

ACCOUNTS FOR:	ORIGI NAL	TRANFRS/	REVI SED	YTD EXPENDED	ENCUMBRANCES	AVAI LABLE	PCT
5001 WATER ENTERPRI SE FUND	APPROP	ADJSTMTS	BUDGET			BUDGET	USED
<b>51601057 WATER WORKS EXPENSE</b>							
51601057 511001 SALARIES - FULL TI	505,076	-17,050	488,026	383,971.52	.00	104,054.48	78.7%*
51601057 511099 SALARIES - ADJUSTM	815	0	815	.00	.00	815.00	.0%*
51601057 513001 OVERTIME - REGULAR	35,000	0	35,000	27,558.95	.00	7,441.05	78.7%*
51601057 515001 ON CALL	4,497	0	4,497	3,198.00	.00	1,299.00	71.1%*
51601057 516000 LONGEVITY	1,136	0	1,136	1,134.12	.00	1.88	99.8%*
51601057 521100 HEALTH INSURANCE	140,711	0	140,711	105,088.75	.00	35,622.25	74.7%*
51601057 521200 DENTAL INSURANCE	2,479	0	2,479	1,956.55	.00	522.45	78.9%*
51601057 521300 LIFE INSURANCE	986	0	986	792.64	.00	193.36	80.4%*
51601057 522000 SOCIAL SECURITY CO	37,249	0	37,249	29,379.89	.00	7,869.11	78.9%*
51601057 523000 RETIRE CONTRIBUTIO	59,078	0	59,078	44,985.05	.00	14,092.95	76.1%*
51601057 525000 UNEMPLOYMENT COMPE	0	0	0	784.00	.00	-784.00	100.0%*
51601057 526000 WORKERS' COMPENSAT	26,464	0	26,464	12,883.91	13,580.09	.00	100.0%*
51601057 528001 IPT	4,132	0	4,132	3,388.85	.00	743.15	82.0%*
51601057 532001 STAFF DEVELOPMENT	5,610	-1,000	4,610	4,003.75	441.50	164.75	96.4%*
51601057 532200 CONTRACTED SERVICE	0	20,150	20,150	15,202.26	2,463.00	2,484.74	87.7%*
51601057 533000 OTHER PROF SERVICE	9,676	-1,194	8,482	25,573.25	18,043.96	-35,134.75	514.2%*
51601057 533001 AUDIT	5,750	0	5,750	3,910.00	.00	1,840.00	68.0%*
51601057 533002 ENGI NEERING SERVIC	14,900	-2,600	12,300	8,466.18	3,833.82	.00	100.0%*
51601057 533004 MEDICAL SERVICES	500	0	500	274.66	225.34	.00	100.0%*
51601057 533009 LEGAL	0	15,547	15,547	19,992.92	935.00	-5,380.71	134.6%*
51601057 533010 LABOR NEGOTI ATIONS	3,000	-2,500	500	.00	.00	500.00	.0%*
51601057 534003 SOFTWARE MAINTENAN	20,991	-2,000	18,991	15,576.25	118.90	3,295.85	82.6%*
51601057 541100 WATER & SEWERAGE	4,000	0	4,000	3,834.58	.00	165.42	95.9%*
51601057 542300 CUSTODIAL SERVICES	2,100	0	2,100	1,306.05	.00	793.95	62.2%*
51601057 543001 VEHI CLE MAINT & RE	1,000	0	1,000	551.65	63.33	385.02	61.5%*
51601057 543002 EQUIPMENT MAINTENA	1,040	0	1,040	872.25	.00	167.75	83.9%*
51601057 544200 RENTAL OF EQUIPMEN	410	0	410	.00	.00	410.00	.0%*
51601057 544400 RENTAL OF COMP/COM	1,800	0	1,800	1,341.41	458.59	.00	100.0%*
51601057 544500 LEASE COPIER/PRI NT	1,656	0	1,656	1,704.64	.00	-48.64	102.9%*
51601057 552001 FLEET INSURANCE	2,975	0	2,975	2,992.18	.00	-17.18	100.6%*
51601057 552003 GENERAL LIABI LITY	5,836	0	5,836	5,869.70	.00	-33.70	100.6%*
51601057 553400 POSTAGE FEES	300	200	500	405.16	25.27	69.57	86.1%*
51601057 554000 ADVERTISING	1,650	-500	1,150	458.10	18.87	673.03	41.5%*
51601057 555000 PRINTING AND BINDI	1,839	-30	1,809	1,194.00	.00	615.00	66.0%*
51601057 556000 TUI TION	6,980	-3,969	3,011	3,011.33	.00	.00	100.0%*
51601057 558000 TRAVEL	825	0	825	.00	50.00	775.00	6.1%*
51601057 561003 OFFI CE SUPPLI ES	2,934	350	3,284	1,868.00	1,356.50	59.50	98.2%*
51601057 561005 PUBLI CATIONS	50	0	50	50.00	.00	.00	100.0%*
51601057 561008 VEHI CLE SUPPLI ES	9,000	4,500	13,500	11,002.44	1,801.93	695.63	94.8%*
51601057 561010 CLOTHI NG	5,800	0	5,800	4,132.64	861.58	805.78	86.1%*

YEAR-TO-DATE BUDGET REPORT

FOR 2015 09

ACCOUNTS FOR: 5001	WATER ENTERPRISE FUND		ORIGINAL APPROP	TRANSFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601057	561015	SAFETY EQUIPMENT &	5,000	0	5,000	4,089.57	910.43	.00	100.0%*
51601057	561022	HOT TOP COLD PATCH	5,500	0	5,500	5,500.00	.00	.00	100.0%*
51601057	561023	SAND AND GRAVEL	1,800	0	1,800	1,800.00	.00	.00	100.0%*
51601057	561032	OTHER OPERATIONAL	3,625	-800	2,825	2,415.63	.00	409.37	85.5%*
51601057	562600	VEHICLE FUEL	21,420	0	21,420	13,401.62	.00	8,018.38	62.6%*
51601057	573401	ADMIN EQUIPMENT	1,635	400	2,035	2,035.00	.00	.00	100.0%*
51601057	573900	OTHER EQUIPMENT	8,800	-2,100	6,700	5,402.45	.00	1,297.55	80.6%*
51601057	575100	INVENTORY PURCHASE	104,000	0	104,000	44,245.38	54,792.06	4,962.56	95.2%*
51601057	581000	DUES AND FEES	1,020	0	1,020	487.50	.00	532.50	47.8%*
51601057	583000	INTEREST EXPENSE	615,481	0	615,481	435,225.44	.00	180,255.56	70.7%*
51601057	584000	CONTINGENCY	30,000	-30,000	0	.00	.00	.00	.0%*
51601057	589001	STATE PERMITS & FE	2,850	-40	2,810	2,124.45	150.00	535.55	80.9%*
51601057	589031	LIEN DISCHARGE FEE	1,200	-800	400	210.00	190.00	.00	100.0%*
51601057	591000	REDEMPTION OF PRIN	1,267,038	0	1,267,038	989,688.23	.00	277,349.77	78.1%*
51601057	592001	DEPRECIATION	1,060,790	0	1,060,790	.00	.00	1,060,790.00	.0%*
51601057	593002	TRANS TO CAPITAL P	73,000	0	73,000	73,000.00	.00	.00	100.0%*
51601057	593008	TRANSFER TO GENERA	25,000	0	25,000	18,749.97	.00	6,250.03	75.0%*
TOTAL WATER WORKS EXPENSE			4,156,404	-23,435	4,132,969	2,347,090.87	100,320.17	1,685,557.96	59.2%*

51601073 WATER TREATMENT PLANT

51601073	511001	SALARIES - FULL TI	281,597	0	281,597	197,871.58	.00	83,725.42	70.3%*
51601073	513001	OVERTIME - REGULAR	15,000	0	15,000	14,627.81	.00	372.19	97.5%*
51601073	515001	ON CALL	16,340	0	16,340	12,550.00	.00	3,790.00	76.8%*
51601073	521100	HEALTH INSURANCE	76,825	0	76,825	66,385.74	.00	10,439.26	86.4%*
51601073	521200	DENTAL INSURANCE	1,051	0	1,051	989.79	.00	61.21	94.2%*
51601073	521300	LIFE INSURANCE	372	0	372	371.41	.00	.59	99.8%*
51601073	522000	SOCIAL SECURITY CO	17,396	0	17,396	15,838.33	.00	1,557.67	91.0%*
51601073	523000	RETIREMENT CONTRIB	26,437	0	26,437	23,836.74	.00	2,600.26	90.2%*
51601073	526000	WORKERS' COMPENSAT	5,524	0	5,524	2,689.34	2,834.66	.00	100.0%*
51601073	528001	IPT	1,953	0	1,953	1,959.22	.00	-6.22	100.3%*
51601073	533002	ENGINEERING SERVIC	10,000	4,239	14,239	14,235.51	.00	3.49	100.0%*
51601073	533006	LABORATORY SERVICE	15,838	-4,000	11,838	6,649.30	3,133.48	2,055.22	82.6%*
51601073	543000	REPAIR AND MAINTEN	33,880	0	33,880	19,857.68	11,233.80	2,788.52	91.8%*
51601073	543002	EQUIPMENT MAINTENA	64,000	-5,400	58,600	21,112.24	9,827.34	27,660.42	52.8%*
51601073	544500	LEASE COPIER/PRINT	800	0	800	432.81	.00	367.19	54.1%*
51601073	552002	PROPERTY INSURANCE	6,709	0	6,709	6,747.74	.00	-38.74	100.6%*
51601073	553000	COMMUNICATIONS	10,960	-1,500	9,460	7,865.61	823.57	770.82	91.9%*
51601073	561001	JANITORIAL SUPPLIE	1,000	0	1,000	731.09	.00	268.91	73.1%*
51601073	561002	BLDG MAINT SUPPLIE	1,600	0	1,600	659.41	.00	940.59	41.2%*
51601073	561010	CLOTHING	5,500	0	5,500	4,493.08	1,006.92	.00	100.0%*

# CITY OF ROCHESTER

## YEAR-TO-DATE BUDGET REPORT

FOR 2015 09

ACCOUNTS FOR: 5001	WATER ENTERPRISE FUND		ORIGINAL APPROP	TRANSFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601073	561015	SAFETY EQUIPMENT &	4,050	0	4,050	2,924.12	.00	1,125.88	72.2%
51601073	561031	CHEMICALS	170,280	0	170,280	112,785.34	17,109.75	40,384.91	76.3%*
51601073	561037	LABORATORY SUPPLIE	6,850	0	6,850	5,944.35	900.52	5.13	99.9%*
51601073	561040	EQUIPMENT REPAIRS	30,000	0	30,000	16,131.88	997.00	12,871.12	57.1%
51601073	562200	ELECTRICITY	130,000	0	130,000	86,575.67	.00	43,424.33	66.6%
51601073	562400	HEATING FUEL	31,125	0	31,125	27,058.97	.00	4,066.03	86.9%*
51601073	571000	LAND&IMPROVEMENT	0	30,376	30,376	.00	30,375.00	1.00	100.0%
51601073	573900	OTHER EQUIPMENT	8,000	0	8,000	2,301.18	141.00	5,557.82	30.5%
51601073	589030	PROP TAX TO OTH CO	2,800	40	2,840	2,840.00	.00	.00	100.0%*
TOTAL WATER TREATMENT PLANT			975,887	23,755	999,642	676,465.94	78,383.04	244,793.02	75.5%
<b>51601570 WATER REVENUE OFFICE</b>									
51601570	511001	SALARIES - FULL TI	30,404	0	30,404	24,711.35	.00	5,692.65	81.3%*
51601570	516000	LONGEVITY	300	0	300	455.76	.00	-155.76	151.9%*
51601570	521100	HEALTH INSURANCE	11,155	0	11,155	8,408.79	.00	2,746.21	75.4%*
51601570	521200	DENTAL INSURANCE	250	0	250	168.41	.00	81.59	67.4%
51601570	521300	LIFE INSURANCE	54	0	54	41.86	.00	12.14	77.5%*
51601570	522000	SOCIAL SECURITY CO	2,029	0	2,029	1,726.77	.00	302.23	85.1%*
51601570	523000	RETIREMENT CONTRIB	3,306	0	3,306	2,684.19	.00	621.81	81.2%*
51601570	526000	WORKERS' COMPENSAT	68	0	68	33.11	34.89	.00	100.0%*
51601570	528001	IPT	288	0	288	216.99	.00	71.01	75.3%*
51601570	543000	REPAIR AND MAINTEN	500	0	500	.00	.00	500.00	.0%
51601570	553400	POSTAGE FEES	7,500	0	7,500	6,396.34	.00	1,103.66	85.3%*
51601570	555000	PRINTING AND BINDI	410	-320	90	90.00	.00	.00	100.0%*
51601570	561003	OFFICE SUPPLIES	290	0	290	230.01	8.66	51.33	82.3%*
TOTAL WATER REVENUE OFFICE			56,554	-320	56,234	45,163.58	43.55	11,026.87	80.4%
TOTAL WATER ENTERPRISE FUND			5,188,845	0	5,188,845	3,068,720.39	178,746.76	1,941,377.85	62.6%
TOTAL EXPENSES			5,188,845	0	5,188,845	3,068,720.39	178,746.76	1,941,377.85	

# CITY OF ROCHESTER

## YEAR-TO-DATE BUDGET REPORT

FOR 2015 09

ACCOUNTS FOR:	ORIGI NAL	TRANFRS/	REVI SED	YTD EXPENDED	ENCUMBRANCES	AVAI LABLE	PCT
5002 SEWER ENTERPRI SE FUND	APPROP	ADJSTMTS	BUDGET			BUDGET	USED
<b>52602057 SEWER WORKS EXPENSE</b>							
52602057 511001 SALARIES - FULL TI	330,751	-17,050	313,701	248,568.98	.00	65,132.02	79.2%*
52602057 511099 SALARIES - ADJUSTM	815	0	815	.00	.00	815.00	.0%
52602057 513001 OVERTIME - REGULAR	8,100	0	8,100	6,285.80	.00	1,814.20	77.6%*
52602057 515001 ON CALL	4,497	0	4,497	3,198.00	.00	1,299.00	71.1%
52602057 516000 LONGEVITY	1,129	0	1,129	1,134.14	.00	-5.14	100.5%*
52602057 521100 HEALTH INSURANCE	83,598	0	83,598	60,810.54	.00	22,787.46	72.7%
52602057 521200 DENTAL INSURANCE	1,286	0	1,286	1,036.86	.00	249.14	80.6%*
52602057 521300 LIFE INSURANCE	730	0	730	551.62	.00	178.38	75.6%*
52602057 522000 SOCIAL SECURITY CO	23,545	0	23,545	18,367.77	.00	5,177.23	78.0%*
52602057 523000 RETIRE CONTRIBUTIO	37,403	0	37,403	28,030.43	.00	9,372.57	74.9%
52602057 526000 WORKERS' COMPENSAT	15,860	0	15,860	7,721.39	8,138.61	.00	100.0%*
52602057 528001 IPT	2,797	0	2,797	2,122.81	.00	674.19	75.9%*
52602057 532001 STAFF DEVELOPMENT	6,356	0	6,356	4,185.24	116.50	2,054.26	67.7%
52602057 532200 CONTRACTED SERVICE	0	20,150	20,150	17,621.85	2,463.00	65.15	99.7%*
52602057 542300 OTHER PROF SERVICE	6,676	0	6,676	17,693.23	11,140.45	-22,157.68	431.9%*
52602057 533001 AUDIT	5,750	0	5,750	3,910.00	.00	1,840.00	68.0%
52602057 533004 MEDICAL SERVICES	500	0	500	274.67	225.33	.00	100.0%*
52602057 533009 LEGAL	0	0	0	285.84	.00	-285.84	100.0%*
52602057 533010 LABOR NEGOTIATIONS	3,000	-2,000	1,000	.00	.00	1,000.00	.0%
52602057 534003 SOFTWARE MAINTENAN	16,531	0	16,531	15,326.26	425.00	779.74	95.3%*
52602057 542300 CUSTODIAL SERVICES	2,000	0	2,000	1,306.05	.00	693.95	65.3%
52602057 543000 REPAIR AND MAINTEN	2,360	0	2,360	.00	.00	2,360.00	.0%
52602057 543001 VEHICLE MAINT & RE	1,500	2,300	3,800	3,800.00	.00	.00	100.0%*
52602057 543002 EQUIPMENT MAINTENA	3,242	-2,300	942	872.25	.00	69.75	92.6%*
52602057 544200 RENTAL OF EQUIPMEN	400	0	400	.00	.00	400.00	.0%
52602057 544400 RENTAL OF COMP/COM	1,800	0	1,800	1,341.43	458.57	.00	100.0%*
52602057 544500 LEASE COPIER/PRINT	1,600	0	1,600	1,703.79	.00	-103.79	106.5%*
52602057 552001 FLEET INSURANCE	4,165	0	4,165	4,413.17	.00	-248.17	106.0%*
52602057 552002 PROPERTY INSURANCE	5,267	0	5,267	5,297.41	.00	-30.41	100.6%*
52602057 552003 GENERAL LIABILITY	5,506	0	5,506	5,537.79	.00	-31.79	100.6%*
52602057 552005 INSURANCE CLAIM DE	2,000	0	2,000	.00	.00	2,000.00	.0%
52602057 553400 POSTAGE FEES	500	0	500	66.47	29.28	404.25	19.2%
52602057 554000 ADVERTISING	735	0	735	338.40	18.87	377.73	48.6%
52602057 555000 PRINTING AND BINDI	1,609	-190	1,419	1,253.50	.00	165.50	88.3%*
52602057 556000 TUTION	6,980	-3,100	3,880	3,095.83	.00	784.17	79.8%*
52602057 558000 TRAVEL	825	0	825	16.00	194.00	615.00	25.5%
52602057 561003 OFFICE SUPPLIES	2,834	350	3,184	1,720.36	1,356.50	107.14	96.6%*
52602057 561005 PUBLICATIONS	32	0	32	.00	.00	32.00	.0%
52602057 561008 VEHICLE SUPPLIES	12,750	6,450	19,200	16,502.51	988.31	1,709.18	91.1%*
52602057 561009 TRAINING MATERIALS	250	0	250	.00	.00	250.00	.0%

# CITY OF ROCHESTER

## YEAR-TO-DATE BUDGET REPORT

FOR 2015 09

ACCOUNTS FOR: 5002 SEWER ENTERPRISE FUND	ORIGINAL APPROP	TRANSFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILBLE BUDGET	PCT USED
52602057 561010 CLOTHING	5,615	0	5,615	2,741.38	713.98	2,159.64	61.5%
52602057 561015 SAFETY EQUIPMENT &	5,875	-1,200	4,675	3,315.80	1,138.79	220.41	95.3%*
52602057 561022 HOT TOP COLD PATCH	5,500	0	5,500	5,500.00	.00	.00	100.0%*
52602057 561023 SAND AND GRAVEL	1,650	0	1,650	1,644.00	.00	6.00	99.6%*
52602057 561032 OTHER OPERATIONAL	525	0	525	525.00	.00	.00	100.0%*
52602057 561040 EQUIPMENT REPAIR S	6,000	0	6,000	6,000.00	.00	.00	100.0%*
52602057 562600 VEHICLE FUEL	36,000	0	36,000	26,346.87	.00	9,653.13	73.2%
52602057 573401 ADMIN EQUIPMENT	17,072	400	17,472	17,380.88	91.12	.00	100.0%*
52602057 573900 OTHER EQUIPMENT	6,000	-3,650	2,350	2,162.91	.00	187.09	92.0%*
52602057 575100 INVENTORY PURCHASE	12,500	0	12,500	11,080.70	1,367.96	51.34	99.6%*
52602057 581000 DUES AND FEES	1,090	0	1,090	183.50	.00	906.50	16.8%
52602057 583000 INTEREST EXPENSE	623,185	0	623,185	462,185.37	.00	160,999.63	74.2%
52602057 584000 CONTINGENCY	25,000	-10,000	15,000	.00	.00	15,000.00	.0%
52602057 589001 STATE PERMITS & FE	1,650	0	1,650	1,061.95	263.00	325.05	80.3%*
52602057 591000 REDEMPTION OF PRIN	1,891,207	0	1,891,207	1,661,207.06	.00	229,999.94	87.8%*
52602057 593002 TRANS TO CAPITAL P	669,000	10,000	679,000	679,000.00	.00	.00	100.0%*
52602057 593008 TRANSFER TO GENERA	25,000	0	25,000	18,749.97	.00	6,250.03	75.0%
<b>TOTAL SEWER WORKS EXPENSE</b>	<b>3,938,548</b>	<b>160</b>	<b>3,938,708</b>	<b>3,383,475.78</b>	<b>29,129.27</b>	<b>526,102.95</b>	<b>86.6%</b>

### 52602074 SEWER TREATMENT PLANT

52602074 511001 SALARIES - FULL TI	419,685	0	419,685	305,571.43	.00	114,113.57	72.8%
52602074 513001 OVERTIME - REGULAR	30,000	0	30,000	28,956.56	.00	1,043.44	96.5%*
52602074 515001 ON CALL	29,438	0	29,438	22,621.27	.00	6,816.73	76.8%*
52602074 516000 LONGEVITY	600	0	600	600.00	.00	.00	100.0%*
52602074 521100 HEALTH INSURANCE	147,303	0	147,303	106,149.76	.00	41,153.24	72.1%
52602074 521200 DENTAL INSURANCE	1,737	0	1,737	1,304.64	.00	432.36	75.1%*
52602074 521300 LIFE INSURANCE	737	0	737	554.45	.00	182.55	75.2%*
52602074 522000 SOCIAL SECURITY CO	33,308	0	33,308	25,019.91	.00	8,288.09	75.1%*
52602074 523000 RETIREMENT CONTRIB	51,668	0	51,668	36,093.25	.00	15,574.75	69.9%
52602074 526000 WORKERS' COMPENSAT	4,732	0	4,732	2,303.76	2,428.24	.00	100.0%*
52602074 528001 IPT	3,185	0	3,185	2,377.29	.00	807.71	74.6%
52602074 533000 OTHER PROF SERVICE	5,000	0	5,000	.00	.00	5,000.00	.0%
52602074 533006 LABORATORY SERVICE	124,374	0	124,374	25,725.21	9,308.12	89,340.67	28.2%
52602074 534009 INDUSTRIAL PRETREA	33,518	0	33,518	9,709.15	8,350.85	15,458.00	53.9%
52602074 543000 REPAIR AND MAINTEN	91,526	0	91,526	33,848.48	24,501.00	33,176.52	63.8%
52602074 543002 EQUIPMENT MAINTENA	80,585	0	80,585	49,861.34	17,536.43	13,187.23	83.6%*
52602074 544500 LEASE COPIER/PRINT	1,852	0	1,852	1,268.53	.00	583.47	68.5%
52602074 552002 PROPERTY INSURANCE	4,833	0	4,833	4,860.91	.00	-27.91	100.6%*
52602074 553000 COMMUNICATION	10,130	0	10,130	6,429.50	823.57	2,876.93	71.6%
52602074 559000 MISC PURCHASED SER	15,500	0	15,500	14,850.00	.00	650.00	95.8%*

# CITY OF ROCHESTER

## YEAR-TO-DATE BUDGET REPORT

FOR 2015 09

ACCOUNTS FOR: 5002	SEWER ENTERPRISE FUND		ORIGINAL APPROP	TRANSFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
52602074	561001	JANITORIAL SUPPLIE	1,400	0	1,400	1,225.40	.00	174.60	87.5%*
52602074	561002	BUILDING MAINT SUP	12,450	0	12,450	4,564.05	.00	7,885.95	36.7%
52602074	561010	CLOTHING	9,000	0	9,000	4,826.63	1,388.89	2,784.48	69.1%
52602074	561015	SAFETY EQUIPMENT &	6,200	0	6,200	1,313.84	363.45	4,522.71	27.1%
52602074	561031	CHEMICAL	202,940	0	202,940	50,351.87	13,946.68	138,641.45	31.7%
52602074	561037	LABORATORY SUPPLIE	26,348	0	26,348	9,707.54	472.62	16,167.84	38.6%
52602074	561040	EQUIPMENT REPAIR S	73,230	0	73,230	38,363.74	12,387.33	22,478.93	69.3%
52602074	562200	ELECTRICITY	380,000	0	380,000	195,731.06	.00	184,268.94	51.5%
52602074	562400	HEATING FUEL	36,000	0	36,000	27,693.06	.00	8,306.94	76.9%*
52602074	573900	OTHER EQUIPMENT	13,225	0	13,225	10,657.89	.00	2,567.11	80.6%*
52602074	592001	DEPRECIATION	1,124,561	0	1,124,561	.00	.00	1,124,561.00	.0%
TOTAL SEWER TREATMENT PLANT			2,975,065	0	2,975,065	1,022,540.52	91,507.18	1,861,017.30	37.4%
<b>52602470 SEWER REVENUE OFFICE</b>									
52602470	511001	SALARIES - FULL TI	30,404	0	30,404	24,711.91	.00	5,692.09	81.3%*
52602470	516000	LONGEVITY	300	0	300	455.77	.00	-155.77	151.9%*
52602470	521100	HEALTH INSURANCE	11,155	0	11,155	8,409.11	.00	2,745.89	75.4%*
52602470	521200	DENTAL INSURANCE	252	0	252	168.61	.00	83.39	66.9%
52602470	521300	LIFE INSURANCE	59	0	59	42.04	.00	16.96	71.3%
52602470	522000	SOCIAL SECURITY CO	2,035	0	2,035	1,730.91	.00	304.09	85.1%*
52602470	523000	RETIREMENT CONTRIB	3,308	0	3,308	2,684.40	.00	623.60	81.1%*
52602470	526000	WORKERS' COMPENSAT	68	0	68	33.11	34.89	.00	100.0%*
52602470	528001	IPT	295	0	295	217.20	.00	77.80	73.6%
52602470	543000	REPAIR AND MAINTEN	500	0	500	.00	.00	500.00	.0%
52602470	553400	POSTAGE FEES	7,700	0	7,700	7,521.84	.00	178.16	97.7%*
52602470	555000	PRINTING AND BINDI	250	-160	90	90.00	.00	.00	100.0%*
52602470	561003	OFFICE SUPPLIES	290	0	290	266.97	8.66	14.37	95.0%*
TOTAL SEWER REVENUE OFFICE			56,616	-160	56,456	46,331.87	43.55	10,080.58	82.1%
TOTAL SEWER ENTERPRISE FUND			6,970,229	0	6,970,229	4,452,348.17	120,680.00	2,397,200.83	65.6%
TOTAL EXPENSES			6,970,229	0	6,970,229	4,452,348.17	120,680.00	2,397,200.83	