



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

DATE: November 4, 2015
TO: Utility Advisory Board
FROM: John B. Storer, PE – Director of City Services
REGARDING: Utility Advisory Board Meeting

There will be a meeting of the Utility Advisory Board on Monday, November 9, 2015 at 5:30 P.M. in the City Hall Council Conference Room.

AGENDA

1. Call to Order
2. Acceptance of October 5, 2015 Minutes (Page 3)
3. Appeals
 - 3.1 Rochester Lodge of Elks #1393 (Page 7)
PO Box 1393
Rochester NH 03866
RE: 295 Columbus Ave
 - 3.2 Joel E. Norwood (Page 20)
18 Magic Ave
Rochester NH 03868
RE: 18 Magic Ave
 - 3.3 Guy & Desiree Hafford (Page 27)
18 Healthcare Dr
Rochester NH 03867
RE: 18 Healthcare Dr
 - 3.4 Poulin Realty (Page 37)
47 Farmington Rd Suite 1
Rochester NH 03867
RE: 47 Farmington Rd
 - 3.5 Rebecca & Joseph Stevens (Page 47)
86 Eastern Ave
Rochester NH 03867
RE: 86 Eastern Ave

4. Accounts Receivable Credit Balance Acct (Page 56) – Need a UAB to carry a motion to Adjust off credit balance and deposit funds as miscellaneous water fund revenue. Unknown payment source.
5. Financial Reports (Page 57-63)
6. Other
7. Adjournment

Copy to:
Blaine M.Cox, Deputy City Manager

**Utility Advisory Board
October 5, 2015 5:30 P.M.
City Hall Council Conference Room**

MEMBERS PRESENT

Daniel Peterson, Chairman
Shawn Libby
Thomas H. Willis, Jr

MEMBERS ABSENT

Arthur Hoffman

OTHERS PRESENT

John B. Storer, PE, Director City Services
Blaine M. Cox, Deputy City Manager
Lisa J. Clark, Office Manager
Gary Mohr, 15 Regency Court
Amy Lavoie, 59 Ten Rod Road
David Gagnon, 16 Dewey Street
Mr. & Mrs. Doyle, 8 Blair Drive
Mr. & Mrs. Louis Ferullo, 19 Dodge St.

MINUTES

1. Call to order:

Chairman Peterson called the meeting to order at 5:31PM. Board member Arthur Hoffman was absent.

2. Appeals

2.1 Gary M. Mohrs, #15 Regency Court

The appellant was present at the meeting. Mr. Mohrs stated that his toddler had found the outside spicket nozzle and had turned it on. He stated that he is unsure how long it had been left running but he was hoping that the City could abate the sewer portion of his bill for above average use. He stated that he was sure it ran into the ground and not into the sewer system.

Mr. Willis made a motion to abate 40 units of sewer at \$6.24 each, for a total of \$249.60, plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

2.2 Amy Lavoie, #59 Ten Rod Road

The appellant was present at the meeting. She stated that she had been watering her lawn but did not think that watering would use this much water. She stated that the Water Dept technician had come out to check the meter and it is working properly. Ms. Lavoie did ask about the process of installing a sewer deduct meter and was referred to the billing office for possible installation and additional information.

Mr. Willis made a motion to abate the 42 units of sewer valued at \$6.24 each, for a total of \$262.08, plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

2.3 David Gagnon, #16 Dewey Street

The appellant was present at the meeting. He stated that he had a problem with a tenant that did not report a leaking toilet. He stated that he had repaired the toilet and he was seeking a water and sewer credit on the above average use. Mr. Peterson empathized with Mr. Gagnon and stated that unfortunately the water was used and it did get sent to the sewer system for treatment so the charges must stand.

Mr Willis made a motion to deny the abatement request. Chairman Peterson seconded the motion. The motion passed unanimously.

2.4 Mr. & Mrs Doyle, #8 Blair

The appellants were present at the meeting. Mr. & Mrs. Doyle explained that they are only 2 people and the invoice received was for 47 units. Mrs. Doyle did say that she used a soaker hose for her gardens around the house but that she had limited the use and does not believe they could have used 47 units. This property is a new home and there is no history establishing normal usage. They have requested an abatement of 23.5 of the 47 units used.

Mr. Willis made a motion to table the appeal until the March 2016 UAB meeting. He stated that this would allow for two more cycles in order to establish normal use. Chairman Libby seconded the motion. The motion passed unanimously.

2.5 Mr. & Mrs. Louis Ferullo, #19 Dodge Street

The appellants were present at the meeting. Mr. Ferullo stated that he had filled his pool and received a pool credit of 7 units. He went on to say that he had done some watering of his lawn but he did not believe that he would have used more than 40 additional units of water. He also stated that he had checked for leaks and that the meter appeared to be working properly as nothing was spinning when the water was turned off. Mr. Ferullo's request is to abate 47 units of water & sewer.

Mr. Willis made a motion to table the appeal until November 2015 UAB meeting in order to see that the usage had dropped back to normal. Chairman Libby seconded the motion. The motion passed unanimously.

2.6 Jim & Michel Dumas, #38 Pine Street

The appellant was not present at the meeting. The appeal stated that they had a problem with a tenant that did not report faucet leaking. It also stated that they had repaired it immediately and that they are seeking a water and sewer credit on the above average use. Mr. Willis stated that unfortunately the water was used and it did get sent to the sewer system for treatment so the charges must stand.

Mr Willis made a motion to deny the abatement request. Chairman Peterson seconded the motion. The motion passed unanimously.

2.7 Gregory Ward, #10 Moose Lane

The appellant was not present at the meeting. This was a tabled appeal from the June 8, 2015 UAB meeting. The UAB had tabled the appeal to see if the usage had dropped back to normal after repairs and it has.

Mr. Willis made a motion to abatement 14 units of sewer at \$6.24 each, for at total of \$87.36, plus all accrued interest. Chairman Peterson seconded the motion. The motion passed unanimously.

2.8 Stephen Patti, #21 Sheridan

The appellant was not present at the meeting. The board reviewed the appeal which stated that he had filled his pool and had not called begin and end reads into the billing office staff.

Mr. Willis made a motion to abatement 28 units of sewer at \$6.24 each, for at total of \$174.72, plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

2.9 Poulin Realty, #47 Farmington Road

The appellant was not present at the meeting. Mr. Storer stated that he would like the board to table this appeal until November's meeting. He stated that he had planned to meet with Mr. Poulin to go over this issue prior to making a recommendation to the board and he has not done that yet.

Mr. Willis made a motion to table the appeal until the November 2015 Meeting. The motion was seconded by Mr. Libby. The motion passed unanimously.

2.10 Joseph & Rebecca Stevens, 86 Eastern Ave

The appellants were not present at the meeting. Mr. Storer stated that he and the Water Meter Technician had gone out and met with the home owners. He stated that the meter was functioning properly and that there were no leaks noted while they were there. He stated that Mrs. Stevens did say that they had replace the toilet and Mr. Storer stated that the toilet feed line appeared new as well. Mr. Storer stated that Mrs. Stevens said she was going to be at this meeting and that it is possible that there may have been confusion over the meeting date as it had been changed to accommodate the Columbus Day Holiday. The board stated they could table the issue if the billing office would reach out and let them know the date of next months meeting.

Mr. Willis made a motion to table this appeal until the November 2015 Meeting. The motion was seconded by Mr. Libby. The motion passed unanimously.

2.11 Irene Laurion, #8 Elizabeth Street

The appellant was not present at the meeting. This appeal had been tabled from last meeting to have the Water Meter Technician go out and inspect for leaks. None were found and based on the reading taken; the usage has gone back to normal.

Mr. Willis made a motion to deny the appeal. Chairman Peterson seconded the motion. The motion passed unanimously

3. Approve Minutes for September 14, 2015.

Chairman Peterson asked for a recommendation on last month's meeting minutes.

Mr. Willis made a motion to approve minutes for the September 14, 2015 minutes as submitted. The motion was seconded by Mr. Libby. The motion passed unanimously.

4. Water & Sewer Uncollected Accounts Receivables

Ms. Clark stated that the attached listing of uncollected receivables are for invoices dated from 1993 through 2007. She stated that these amounts require reconciliation each year and should be written off and accounts should be closed as uncollectible. This action will require a motion from the Utility Advisory Board.

Mr. Libby made a motion to credit all applicable invoices and accrued interest as presented, and any additional interest or charges accrued on all of the water and sewer accounts listed. Chairman Peterson seconded the motion. The motion passed unanimously.

5. Financial Reports

The board reviewed all financial reports

6. Adjournment:

Mr. Willis made a motion to adjourn at 6:47PM. The motion was seconded by Chairman Peterson. The motion passed unanimously.

Minutes respectfully submitted by Lisa Clark, City of Rochester Office Manager.



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 1, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 10/01/15

Customer Name: Rochester Lodge of Elks

Account: 150803

Service Address: #295 Columbus Ave

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 an abatement of 814.25 units of sewer on the invoiced amount.

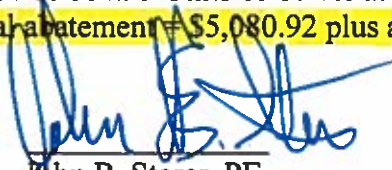
The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The water did not enter the sewer system
3. The appellant is responsible for undetected water leaks on the property.

a. Usage on the current invoice is	871.00 Units
b. Average usage of previous 4 quarters	<u>56.75 Units</u>
c. Estimated increase of Usage	814.25 Units

Value of 814.25 Units of Sewer at the current sewer rate of \$6.24 = \$5,080.92

Total abatement = \$5,080.92 plus accrued interest.


John B. Storer, PE
Director of City Services

11/3/15
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: October 1, 2015

SUBJECT: Rochester Lodge of Elks #1393

PROPERTY: 295 Columbus Ave

Attached please find the Water/Sewer Billing Appeal Application, repair invoice, notes, consumption history and previous bills for the above location.

The customer is appealing 814.25 units of water/sewer for their September bill. A large leak was found that did not go into the sewer system and has since been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/30/15

W/S

1. Date of Appeal: 09/24/15
2. Property Owner's Name: Rochester Lodge of Elks #1393 Account #: 090780
3. Billing Address: PO Box 1393
Rochester NH 03866
4. Service Location: 295 Columbus Ave Zip Code 03867
5. Owners Representative: Norman R. Gervais (Lodge Secretary)
6. Owners Representative's Signature: Norman R. Gervais
7. Phone #: 603 332-9700 ext 2 Cell: FAX: 335-0959
8. Email Address: sec1393@metrocast.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 06/15/15 to 09/14/15

10. Abatement is being requested for:

- a. How many units of water 814.25 x 4.67 = \$ 3,802.55
 - b. How many units of sewer 814.25 x 6.24 = \$ 5,080.92
 - c. Water & Sewer Department Fees of: \$ _____
- Total \$ 8,883.47

11. Explanation of Appeal Request:

Upon receipt of our September water bill, it was obvious from the usage number that we had a considerable water leak. The previous water bills all looked normal. This bill was 10 times higher than previous bills. By isolating various water lines in the building, we were able to determine that the leak was in a discontinued hot water line that was underneath the building slab. This line was apparently capped off but left charged for possible future use. We were able to use an inline valve to shut the water supply to this leaking line. A plumber was hired to have the line permanently disconnected from the water source. This work was completed on 9/29/15 and the work invoice is attached.

Average usage of the sewer portion of our bill for the previous four (4) quarters was 56.75 CF. The sewer portion of this water bill was 871 CF. Since this leak was going into the ground under the slab, and not into the sewer, we are respectfully requesting that the board abate 814.25 CF of the 871 CF. This would adjust our bill so we would be paying a sewer rate consistent with previous four quarters.

We have made a payment of \$710.41 on Bill Number 13917893, which is the average for the previous 4 quarters. Once the appeal process is complete, please notify us of the balance so we may reconcile the account.

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?

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? DSG Plumbing Services

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

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 20th 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: 090780

PER AGREEMENT BETWEEN CITY & ELKS DO NOT CHARGE THIS ACCOUNT FOR WATER USAGE FOR THE SEPTEMBER BILLING - ONLY CHARGE SEWER FOR JUNE, JULY & AUGUST - AGREEMENT EXPIRES 2016 AND WILL HAVE TO BE RECONSIDERED THEN. (DO NOT ELIMINATE SERVICES OR READS - ONLY CHANGE CHARGE FOR WATER TO ZERO - NEED TO BE SURE CONSUMPTION AND READ DATES REGISTER FOR NEXT BILLING PERIOD)

[2010-09-23 13:21:27 annj]: ISSUED BILL WITH WATER CHARGES FOR SEPTEMBER 2010 - DID BILL ADJUSTMENT TO CORRECT AND SENT MEMO TO PATTY KAIRO TO SEE IF AGREEMENT WILL BE EXTENDED NEXT YEAR. *****SENT FOLLOW UP TO PATTY 43/29/11 TO SEE IF AGREEMENT EXTENDED*****AGREEMENT EXTENDED TO 2016

[2011-04-29 09:13:00 annj]: RECEIVED CHECK IN THE AMOUNT OF \$30.00 IN PAYMENT OF 5716.11 BILL - I TALKED WITH MR. GRAVEL - HE MADE MISTAKE - I SENT HIM THE CHECK BACK AND HE WILL REISSUE CORRECTLY.

[2012-09-21 10:57:58 annj]: SEPTEMBER 2012 BILL ISSUED WITH CHARGES FOR WATER IN ERROR - I REVISED BILL AND SENT THEM REVISED BILL INDICATING THAT CHARGES HAD BEEN ELIMINATED PER AGREEMENT WITH CITY

[2014-08-18 09:18:49 sjuneauj]: SENT LETTER REQUIRING HIGH HAZARD BACKFLOW DEVICE BY 10/3/14

[2015-06-22 09:22:52 sjuneauj]: ADDED HIGH HAZARD BACKFLOW TO ACCOUNT - MAILED PERMIT

[2015-09-15 15:14:01 karenbj]: DOOR TAG/LETTER SENT FOR LEAK (925 UNITS)

[2015-09-22 13:15:24 karenbj]: NORM CALLED AND STATED THAT HE COULDN'T FIND ANYTHING LEAKING. EXPLAINED HOW TO CHECK THE METER BUT NOT SURE HE IS CHECKING THE RIGHT ONE; SHOULD BE A BRASS METER. SCHEDULED FOR TECH TO GO HELP HIM CHECK METER 9/28.

[2015-09-24 10:32:58 karenbj]: TECH WENT OUT AND FOUND THERE WAS A LEAK IN THE GROUND LINE FROM METER TO HOT WATER HEATER. LINE RUNS UNDER/JIN FOUNDATION. METER HAS AN ADDITIONAL 100 UNITS SINCE IT WAS READ EARLY SEPTEMBER. NORM WILL BE CALLING PLUMBER TO HAVE FIXED AND FILING AN APPEAL.

[2015-10-01 11:45:51 karenbj]: RECEIVED UAB APP FROM NORM. EXPLAINED TO HIM IT WOULD BE HEARD AT THE NOVEMBER UAB MEETING. HE WILL BE MAKING A PARTIAL PAYMENT ON THIS BILL FOR 5710.41. THE OWNER IS BASING HIS AVERAGE ON THE PAST FOUR MONTHS OF SEWER AS HE IS NOT COUNTING THE WATER USAGE THAT WENT THROUGH THEIR SEWER DEDUCT METER.

Check Spelling

Display as HTML



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one page
or pull down to show history

Account: 090780 Customer: 302192
 Parcel: 012003260000 ROCHESTER LODGE OF ELKS # 1393
 Location: 295 COLUMBUS AVE Status: Active

Service: 110 Mfr: SENS Meter #: 69811219
 Usage: 1 of 2

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
09/14/2015		13917893	A		3125	925	91	0	9,754.79	4,319.75	
06/15/2015		13910456	A		2201	69	89	0	709.11	322.23	
03/18/2015		13902984	A		2132	64	96	0	660.80	298.88	
12/12/2014		13895631	A		2068	61	88	0	621.83	284.87	
09/15/2014		13888229	A		2007	111	98	0	849.09	518.37	
06/09/2014		13880808	A		1896	111	89	0	1,148.61	518.37	
03/12/2014		13873403	A		1785	63	90	0	652.31	290.39	
12/12/2013		13866111	A		1722	68	93	0	705.92	312.80	
09/10/2013		13858727	A		1654	111	89	0	374.40	.00	
06/13/2013		13851353	A		1543	59	98	0	527.24	271.40	
03/07/2013		13843977	F		1484	95	85	0	997.36	437.00	



Account

Account: 090780 Customer: 302192
 Parcel: 012003260000
 Location: 295 COLUMBUS AVE
 Status: Active

Tier History

Replace Hist

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Report Options

Service

Service: 110 Meter # 002
 Mfr: COMM WATER SENS Meter # 58498146

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
09/15/2015		13917893	A			1233	54	0	95	9,754.79	.00
06/11/2015		13910456	A			1179	7	0	86	709.11	.00
03/17/2015		13902984	A			1172	6	0	95	660.80	.00
12/12/2014		13895631	A			1166	7	0	88	621.83	.00
09/15/2014		13888229	A			1159	58	0	98	849.09	.00
06/09/2014		13880808	A			1101	10	0	89	1,148.61	.00
03/12/2014		13873403	A			1091	5	0	90	652.31	.00
12/12/2013		13866111	A			1086	5	0	83	705.92	.00
09/20/2013		13858727	A			1081	51	0	99	374.40	.00
06/13/2013		13851353	A			1030	18	0	87	527.24	.00
03/18/2013		13843977	A			1012	6	0	96	997.36	.00



City of Rochester
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

Customer		Service Address					
ROCHESTER LODGE OF ELKS # 1393		295 COLUMBUS AVE /					
Bill Number	Account Number	Past Due Date			Bill Date		
13917893	090780	10/19/2015			09/17/2015		
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge	
	Current	Previous	Current	Previous			
COMM WATER	09/14/2015	06/15/2015	3126	2201	925	4,319.75	
COMM WATER	09/14/2015	06/11/2015	1233	1179	54	.00	
COMM SEWER					871	5,435.04	
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due		
709.11	06/29/2015	0.00	.00	9,754.79	\$9,754.79		

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
 - RATE CHANGE AS OF 10/1/2015 FOR WATER -
 WATER \$4.81, ELDERLY \$2.08, MINIMUM \$18.27, MINIMUM ELDERLY \$14.64

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

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

Customer ROCHESTER LODGE OF ELKS # 1393			Service Address 295 COLUMBUS AVE /			
Bill Number 13910456	Account Number 090780		Past Due Date 07/27/2015		Bill Date 06/23/2015	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
COMM WATER	06/15/2015	03/18/2015	2201	2132	69	322.23
COMM WATER	06/11/2015	03/17/2015	1179	1172	7	.00
COMM SEWER					62	386.88
Last Payment Amt 660.80	Last Payment Date 04/22/2015	Past Due 0.00	Other Current Charges .00	Current Charges 709.11	Amount Due \$709.11	

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, & AMEX CARD PMTS IN TAX OFFICE, 2.95% SURCHARGE

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City of Rochester
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
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Customer			Service Address			
ROCHESTER LODGE OF ELKS # 1393			295 COLUMBUS AVE /			
Bill Number 13902984	Account Number 090780		Past Due Date 04/29/2015		Bill Date 03/26/2015	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
COMM WATER	03/18/2015	12/12/2014	2132	2068	64	298.88
COMM WATER	03/17/2015	12/12/2014	1172	1166	6	.00
COMM SEWER					58	361.92
Last Payment Amt 621.85	Last Payment Date 01/13/2015	Past Due 0.00	Other Current Charges .00	Current Charges 660.80	Amount Due \$660.80	

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

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

<p>Remit payment to: City of Rochester Tax Collector's Office P.O. Box 981096 Boston MA 02298-1096</p> <p>For all other correspondence or accounting inquiries: City of Rochester Water & Sewer Billing Office 19 Wakefield Street Rochester, NH 03867</p> <p>Phone: 1 (603) 332 - 3110 Billing Office 1 (603) 330 - 7127 Off Hour Emergencies</p>
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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

WATER & SEWER BILL

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Customer ROCHESTER LODGE OF ELKS # 1393			Service Address 295 COLUMBUS AVE /			
Bill Number 13895631	Account Number 090780		Past Due Date 01/19/2015		Bill Date 12/16/2014	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
COMM WATER	12/12/2014	09/15/2014	2068	2007	61	284.87
COMM WATER	12/12/2014	09/15/2014	1166	1159	7	.00
COMM SEWER					54	336.96
Last Payment Amt 849.86	Last Payment Date 10/14/2014	Past Due 0.02	Other Current Charges .00	Current Charges 621.83	Amount Due \$621.85	

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

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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

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

Customer		Service Address				
ROCHESTER LODGE OF ELKS # 1393		295 COLUMBUS AVE /				
Bill Number 13888229	Account Number 090780		Past Due Date 10/27/2014		Bill Date 09/23/2014	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
COMM WATER	09/15/2014	06/09/2014	2007	1896	111	518.37
COMM WATER	09/15/2014	06/09/2014	1159	1101	58	.00
COMM SEWER					53	330.72
Last Payment Amt 1,148.61	Last Payment Date 07/23/2014	Past Due 0.77	Other Current Charges .00	Current Charges 849.09	Amount Due \$849.86	

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
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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, New Hampshire

WATER & SEWER BILLING

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

Date: October 2, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 10/02/15

Customer Name: Joel Norwood

Account: 180740

Service Address: #18 Magic Ave

Rochester NH 03838

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 no abatement on the invoiced amount

Per Section 17.21 (b) Unpaid bills of over thirty (30) days shall constitute cause for water shutoff. If on the day of the shutoff, the customer pays the outstanding bill after City personnel arrive at the customer's service to execute the shutoff, the customer will be assessed a minimum service charge. This charge is listed in Section 17.33 Water Rate and Fee Schedule. (\$30).

John B. Storer, PE
Director of City Services

11/3/15
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: October 2, 2015
SUBJECT: **Joel Norwood**
PROPERTY: **18 Magic Ave**

Attached please find the Water/Sewer Billing Appeal Application, letter from customer, bill and notes for the above location.

The customer is appealing a \$30.00 service charge for non-payment on his July bill.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 10/2/15

- 1. Date of Appeal: 10/2/15
- 2. Property Owner's Name: Joelle Norwood Account #: 180740
- 3. Billing Address: 18 Magic Ave
E. Rochester, NH.
- 4. Service Location: 18 Magic Ave Zip Code 03868
- 5. Owners Representative: Myself
- 6. Owners Representative's Signature: [Signature]
- 7. Phone #: _____ Cell: 4946769
- 8. Email Address: joelle552@hotmail.com

(Agendas and Decision Letters will be emailed).

- 9. Billing Period that is being appealed is from Apr 21st to July 23rd

- 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: \$ 30
 - Total \$ 30

11. Explanation of Appeal Request:
See Attached Note

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

Yes ~~No (circle one)~~

If yes, why?

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 20th 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.***

Joel E. Norwood
18 Magic Ave.
Rochester, NH 03868

October 2, 2015

Act # 180740

Public Works
Rochester, NH
Water Dept.

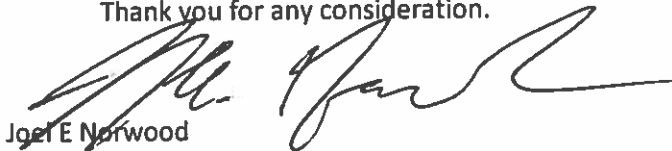
Dear whomever,

I am protesting this bill with it's \$30 charge for something that did not happen. The morning that the city employee was to shut off my water service, I saw him driving by and caught his attention. He said that he would not shut off service knowing that I was going to take care of the bill somehow. The charge was still levied onto my bill. The gentleman did not even step out of his vehicle to attempt the shutoff.

I am a disabled Vet, trying to get by. It is hard enough to pay my bills like this without the added worry that some additional charge be included to my bill. I do wish that the powers that be please look into this and possibly do something about it. I guess my only recourse is to pay the bill as is, and hope that maybe I will be reimbursed somehow.

Thank you for any consideration.

Joel E Norwood





Account: 180740

[11/02/07- SENT LETTER SAYING METER WAS RUNNING BACKWARDS & NEED TO REINSTALL
7/24/08 - LEAK IN PIPE - 11/18/08 APPEAL GRANTED IN THE AMOUNT OF 57.20 - CREDIT PROCESSED AND FORWARDED REVISED BILL
7/22/09 - APPEAL TO AUGUST 2009 UAB - DISCOVERED LEAKING PIPE 7/3/09 - UAB TABLED APPEAL UNTIL TWO MORE QUARTERLY BILLS ARE ISSUED -
POSTPONED UNTIL FEBRUARY 2010 MEETING - APPEAL GRANTED AT FEBRUARY 2010 MEETING IN THE AMOUNT OF 5160.65
NOTICE OF MORTGAGEE FORECLOSURE SALE TO BE EFFECTIVE 11/18/09 - POSTPONED UNTIL 1/18/09

[2010-07-15 14:56:45 ann]: TALKED WITH CUSTOMER - HE HAS A PIPE THAT IS LEAKING LEADING THE OUTSIDE SPICKET THAT WE NEEDS TO REPAIR -
WHILE TIM IS THERE TO SHUT OFF HE WANTS HIM TO SEE LEAKING PIPE TO VERIFY LEAK FOR AN APPEAL THAT HE WILL BE FILING

[2014-04-24 12:13:21 ann]: HE CALLED REGARDING HIGH BILL- HE FOUND OUTSIDE SPICKET LEAKING - I TOLD HIM HE COULD FILE AN APPEAL BUT HE
WOULD NEED PROOF

[2014-05-21 09:49:51 ann]: APPEAL TO BLAINE FOR JUNE UAB

[2014-06-25 15:13:09 ann]: UAB GRANTED ABATEMENT OF \$42.12 PROVIDED PROOF IS SUPPLIED

[2014-08-05 10:42:57 ann]: BLAINE APPROVED ABATEMENT - ABATEMENT PROCESSED

[2015-07-07 09:36:14 karenbj]: CUSTOMER CALLED BECAUSE WE WENT OUT TO SHUT OFF. HE SAID EASTER SEALS WAS THERE YESTERDAY TO GET HIS
BALANCE INFORMATION. I TOLD HIM TO CONTACT EASTER SEALS AND WE WOULD NEED TO HEAR CONFIRMATION FROM SOMEONE TODAY THAT THEY
WILL BE PAYING THIS BILL.

[2015-07-07 12:37:37 karenbj]: RECEIVED A CALL FROM GLENN AT EASTER SEALS. HE IS GOING TO SUBMIT PAPERWORK TOMORROW TO PAY THIS
ACCOUNT CURRENT. HE WILL NOTIFY US WITHIN A COUPLE DAYS WITH VERIFICATION.

[2015-07-08 15:47:03 sjuneau]: SERVICE CHARGE FOR NON PAYMENT 7/7

[2015-10-02 11:56:33 karenbj]: RECEIVED UAB APPEAL FORM/LETTER FROM JOEL REGARDING SERVICE CHARGE FROM 7/7/15 SHUT OFF. HE STATED THAT
HE SAW THE CITY WORKER AND TOLD HIM HE WOULD CALL TO PAY. I EXPLAINED THAT CITY ORDINANCE STATES THERE IS A SERVICE CHARGE IF THEY GO
OUT AND CUSTOMER PAYS. SENT FOR NOVEMBER UAB

Check Spelling

Display as HTML



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
13913667	180740	07/23/2015	08/26/2015	-11.69	.00	95.46
Amount Due						\$0.00

180740
NORWOOD JOEL E &
DAY DONNA M
18 MAGIC AVE
ROCHESTER, NH 03868-5834

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042016413913667500000000000

✕ 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			Service Address			
NORWOOD JOEL E &			18 MAGIC AVE /			
Bill Number	Account Number		Past Due Date		Bill Date	
13913667	180740		08/26/2015		07/23/2015	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	07/07/2015	04/02/2015	130	124	6	28.02
RES SEWER					6	37.44
SERV CALL						30.00
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
84.79	10/02/2015	-11.69	.00	95.46	\$0.00	

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

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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

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

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, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: October 19, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 10/19/15

Customer Name: Guy Hafford

Account: 082886

Service Address: 18 Healthcare Dr

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 an abatement of 778 units of sewer on the invoiced amount.


The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The water did not enter the sewer system
3. The appellant is responsible for undetected water leaks on the property.

a. Usage on the current invoice is	914 Units
b. Average usage of previous 4 quarters	<u>136 Units</u>
c. Estimated increase of Usage	778 Units

Value of 778 Units of Sewer at the current sewer rate of \$6.24 = \$4,854.72

Total abatement = \$4,854.72 plus accrued interest.


John B. Storer, PE
Director of City Services

11/3/15
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: October 14, 2015

SUBJECT: **Guy & Desiree Hafford (Lilac View Realty Trust)**

PROPERTY: **18 Healthcare Dr**

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

The customer is appealing 796.75 units of sewer on the September bill; this usage was the result of a sprinkler system. The customer has turned off the irrigation system and is working on getting a sewer deduct meter installed.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 10/13/15

- 1. Date of Appeal: 9/29/15
- 2. Property Owner's Name: Guy Desrosiers/Afford Account #: 082886 W/S
- 3. Billing Address: 18th Healthcare Dr.
Rochester, NH
03867
- 4. Service Location: same Zip Code _____
- 5. Owners Representative: Guy Afford
- 6. Owners Representative's Signature: [Signature]
- 7. Phone #: 508-845-2215 Cell: 508-981-8825
- 8. Email Address: X

(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 796.75 x 6.24= \$ 4971.72
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

11. Explanation of Appeal Request:

Water used for sprinkler system.

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?

Needed a sprinkler meter put in - had one installed

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:

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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

Account: 082886 Customer: 37309
 Parcel: 024300390002 LILAC VIEW REALTY TRUST
 Location: 18 HEALTHCARE DR Status: Active

Service

Service: 110 COMM WATER Mfr: SENS Meter #: 69811329

1 of 2

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
09/01/2015		13917658	A			2327	914	0	92	9,971.74	4,268.38
06/01/2015		13910222	A			1413	136	0	87	1,483.76	635.12
03/06/2015		13902753	A			1277	133	0	93	1,451.03	621.11
12/03/2014		13895399	A			1144	118	0	83	1,287.38	551.06
09/11/2014		13888000	A			1026	158	0	98	1,723.78	737.86
06/05/2014		13880580	A			868	111	0	90	1,211.01	518.37
03/07/2014		13873173	A			757	115	0	84	1,247.26	529.66
12/13/2013		13865883	A			642	131	0	95	1,420.04	602.60
09/09/2013		13858495	A			511	129	0	91	1,398.36	593.40
06/10/2013		13851122	A			382	122	0	88	1,322.48	561.20
03/14/2013		13843748	A			260	110	0	91	1,192.40	506.00

Account: 082886

[2012-07-26 09:22:03 am]: A HYDRANT METER WAS DROPPED OFF ON 10/31/11 AND PICKED UP 7/16/12 WITH ONLY 2 UNITS OF WATER (PER ZERO IT WAS A TICKER) WHEN IT COMES UP ON THE AUGUST BILL RUN CHARGE A MINIMUM AND THEN REMOVED THE METER FROM THE ACCOUNT.

[2014-10-20 10:41:33 sjuneau]: MAILED LETTER REQUIRING LOW HAZARD BACKFLOW DEVICE BY 11/21/2014

[2015-06-22 11:57:03 sjuneau]: ADDED TWO BACKFLOW DEVICES TO ACCOUNT AND MAILED PERMIT - LOW HAZARD

[2015-09-04 10:55:57 karenb]: DOOR TAG/SENT LETTER FOR POSSIBLE LEAK. 914 UNITS ON SEPTEMBER BILL.

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[2015-10-08 10:20:54 karenb]: TECH WENT OUT 10/2 TO INSTALL S/D. PER ROCKY, WOULD LIKE PLUMBER THERE WHEN INSTALLED. CALLED DESIREE AND SHE WILL RESCHEDULE ONCE SHE MAKES CONTACT WITH PLUMBER.

[2015-10-14 09:04:12 karenb]: UAB APPEAL FORM RECEIVED 10/13/15 BY FAX

[2015-10-19 11:31:47 karenb]: SPOKE WITH DESIREE THE WEEK OF 10/12/15. SHE IS GOING TO HAVE HER PLUMBER CALL US DIRECTLY TO SET UP APPOINTMENT TO HAVE SEWER DUCT INSTALLED. FOR NOW THEY HAVE TURNED OFF THE IRRIGATION SYSTEM.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 10/13/15

- 1. Date of Appeal: 9/29/15
- 2. Property Owner's Name: Guy Desrosiers/Afford Account #: 082886 W/S
- 3. Billing Address: 18th Healthcare Dr.
Rochester, NH
03867
- 4. Service Location: same Zip Code _____
- 5. Owners Representative: Guy Afford
- 6. Owners Representative's Signature: [Signature]
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(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 796.75 x 6.24= \$ 4971.72
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

11. Explanation of Appeal Request:

Water used for sprinkler system.

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?

Needed a sprinkler meter put in - had one installed

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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Demand Inq

Report Options

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136



Account: 082886

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City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 19, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 10/28/15

Customer Name: Poulin Realty

Account: 021111

Service Address: #47 Farmington Rd

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 no abatement on the invoiced amount.

The above recommendation is based upon the following findings:

1. The appellant is responsible for undetected water leaks on property.
2. The sewer deduct meter was changed out 11/19/2014 due to the owner questioning the accuracy of the reading; the readings before this and after do not show indication of a large rise in usage:

8/3/2015 Main: 382 Units S/D: 294 Units Main Meter Difference 88 Units

10/31/2014 Main: 461 Units S/D: 391 Units Main Meter Difference: 70 Units

8/1/2014 Main: 187 Units S/D: 113 Units Main Meter Difference: 74 Units

8/7/2013 Main: 138 Units S/D: 95 Units Main Meter Difference: 43 Units

8/2/2012 Main: 99 Units S/D: 47 Units Main Meter Difference: 52 Units

John B. Storer, PE
Director of City Services

11/3/15
Date



City of Rochester, New Hampshire

Finance Office

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

October 7, 2015

Poulin Realty
47 Farmington Road
Rochester NH 03867

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board at its meeting held **October 5, 2015**

The decision of the Board was to:

<input type="checkbox"/>	Abate the amount of \$ _____
<input type="checkbox"/>	Abate the amount of \$ _____, with the following stipulation:
<input type="checkbox"/>	Deny your appeal.
<input checked="" type="checkbox"/>	Tabled your appeal per request of Director - schedule next mtg - Nov 15 UAB
<input type="checkbox"/>	Refer the appeal to the City Manger for further review/discussion
<input type="checkbox"/>	Other - Please Call the billing office to schedule an appointment for staff to come out and inspect the meter.

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

Sincerely,

Lisa J. Clark
Office Manager

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: September 25, 2015
SUBJECT: Poulin Realty
PROPERTY: 47 Farmington Rd

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

The customer is appealing 382 units of water and 88 units of sewer for the September bill. After having the system tested, the customer did not find any leaks.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/25/15

W/S

1. Date of Appeal: 9-25-15
2. Property Owner's Name: POULIN REALTY Account #: 021111
3. Billing Address: 47 FARMINGTON RD.
SUITE 1
ROCHESTER N.H.
4. Service Location: SAME AS ABOVE Zip Code 03867
5. Owners Representative: RON POULIN
6. Owners Representative's Signature: Ronald Poulin
7. Phone #: 603-948-1112 Cell: 603-617-0438
8. Email Address: ron@countryfirecenter.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/1/15 to 8/3/15

10. Abatement is being requested for:

- a. How many units of water 382 x 4.67 = \$ 1783.94
 - b. How many units of sewer 87 88 x 6.24 = \$ 549.12
 - C. Water & Sewer Department Fees of: \$ _____
- Total \$ 2333.01

11. Explanation of Appeal Request:

I BELIEVE THAT WE HAVE A FAULTY METER BECAUSE
I HAVE HAD THE SYSTEM TESTED AND THERE DO
NOT APPEAR TO BE ANY LEAKS.

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

Yes No (circle one)

If yes, why?

SINCE THE CITY REPLACED THE METER SEVERAL MONTHS AGO,
WATER USEAGE HAS GONE UP ASTRONOMICALLY. (I DID NOT
REQUEST THE METER CHANGE.)

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 20th 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

Account: 021111 Customer: 29213
 Parcel: 021600250000 POULIN REALTY ACQUISITION LLC
 Location: 47 FARMINGTON RD Status: Active

Service

Service: 110 001 COMM WATER Mif: SENS Meter #: 69811323
 2 of 3

- 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	Charge Amt	Adj Bill Amt
03/03/2015		15915241	A			2257	382	0	94	2,233.06	1,723.94
05/01/2015		13907722	A			2355	74	0	86	807.34	345.58
02/04/2015		13900366	A			2281	82	0	96	894.62	382.94
10/31/2014		13892992	A			2199	461	0	91	4,237.03	2,152.87
08/01/2014		13885595	A			1738	187	0	92	1,335.05	873.29
05/01/2014		13878099	A			1551	52	0	77	566.57	242.09
02/13/2014		13870799	A			1499	57	0	101	617.88	262.20
11/04/2013		13863485	A			1442	214	0	94	1,408.72	984.40
08/02/2013		13856113	A			1228	138	0	79	903.12	634.80
05/15/2013		13848690	A			1090	75	0	100	813.00	345.00
02/14/2013		13841405	A			1015	58	0	94	674.48	264.86

Main meter P.1 of 2



Account

Account: 021111 Customer: 29213
 Parcel: 021600250000 POULIN REALTY ACQUISITION LLC
 Location: 47 FARMINGTON RD Status: Active

Service

Service: 110 001 COMM WATER Mfr: SENS Meter #: 69811323
 2 of 3

- 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	Charge Amt	Adj Bill Amt
11/04/2013		13863485	A			1442	214	0	94	1,408.72	984.40
08/02/2013		13856113	A			1228	138	0	79	903.12	634.80
05/15/2013		13848690	A			1090	75	0	100	813.00	345.00
02/04/2013		13841405	A			1015	58	0	94	624.48	264.86
11/02/2012		13834101	A			957	175	0	92	1,195.12	785.75
08/02/2012		13826746	A			782	99	0	92	762.23	444.51
05/02/2012		13819366	A			683	59	0	90	625.40	264.91
02/02/2012		13812106	A			624	51	0	93	540.60	228.99
11/01/2011		13804818	A			573	371	0	92	3,089.42	1,450.57
08/01/2011		13797512	A			202	202	0	81	2,069.38	867.08

Navigation controls: Home, Previous, Next, Search, Print, Refresh, Close

main meter p. 2 of 2



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

Account: 021111 Customer: 29213
 Parcel: 021600250000 POULIN REALTY ACQUISITION LLC
 Location: 47 FARMINGTON RD Status: Active

Service: 110 002 COMM WATER Mfr SENS Meter # 77621248
 3 of 3

Consumption History

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
08/09/2015		13815241	A			294	294	0	91	2,333.05	.00
05/01/2015		13907722	A			0	0	0	86	807.34	.00
02/04/2015		13900366	A			0	0	0	77	894.62	.00
11/20/2014		0	I			1142	0	0	92	.00	.00
10/31/2014		13892992	A			1142	391	0	91	4,237.03	.00
08/01/2014		13885595	A			751	113	0	92	1,335.05	.00
05/01/2014		13878099	A			638	0	0	77	566.57	.00
02/13/2014		13870799	A			638	0	0	101	617.88	.00
11/04/2013		13863485	A			638	146	0	89	1,408.72	.00
08/07/2013		13856113	A			492	95	0	84	903.12	.00
05/15/2013		13848590	A			397	0	0	100	813.00	.00

Sewer Deduct meter P. 1 of 2



Account

Account: 021111 Customer: 29213
 Parcel: 021600250000 POULIN REALTY ACQUISITION LLC
 Location: 47 FARMINGTON RD Status: Active

Service

Service: 110 002 COMM WATER Mf: SENS Meter #: 77621248
 3 of 3

- 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	Charge Amt	Adj Bill Amt
02/13/2014		13870799	A			638	0	101	617.88		.00
11/04/2013		13863485	A			638	146	89	1,408.72		.00
08/07/2013		13856113	A			492	95	84	903.12		.00
05/15/2013		13848690	A			397	0	100	813.00		.00
02/04/2013		13841405	A			397	0	94	624.48		.00
11/02/2012		13834101	A			397	108	92	1,195.12		.00
08/02/2012		13826746	A			289	47	92	762.23		.00
05/02/2012		13819366	A			242	0	90	625.40		.00
02/02/2012		13812106	A			242	0	93	540.60		.00
11/01/2011		13804818	A			242	138	92	3,089.42		.00

Sewer Deduct Meter P. 2 of 2



Account: 021111

WATER TURNED OFF FOR WINTER... VACANT HOUSE 12/29/05
 [2010-10-04 11:31:51 am]: APPOINTMENT 10/14/10 TO SHUT OFF AT THE STREET AND PULL THE METER - BUILDING BEING DEMOLISHED
 [2010-10-18 12:27:26 kathy]: TURNED OFF AT STREET AND PULLED METER AND SHUT OFF ACCOUNT
 [2011-05-13 12:18:58 kathy]: TURNED ON AT STREET 05/12/11
 [2011-07-20 10:05:44 am]: E-MAILED KEN AND LISA - WHY WERE THEY NOT REQUIRED TO HOOK INTO CITY SEWER WHEN THE NEW BUILDING WAS BUILT?
 [2011-07-22 14:25:58 am]: PER LISA THERE IS SEWER HERE - I ADDED EFFECTIVE 5/12/11
 [2011-09-28 09:43:30 am]: NEW SEWER DEDUCT ADDED 9/19/11
 [2011-12-06 11:38:01 am]: BLAINE COX REQUESTED INFORMATION ON THIS ACCOUNT - MR. POULIN HAS BEEN IN CONTACT WITH HIM AND ASKED THAT THE CITY LOOK INTO HIS A/C.
 I TOOK OVER INFORMATION, HISTORY, COPIES OF WORK ORDERS AND NOTES TO HIM.
 [2012-01-18 10:49:11 am]: JANUARY 2012 UAB TABLED APPEAL UNTIL THE JUNE BILLING CYCLE IN ORDER TO ESTABLISH MORE DEFINITE USAGE DATA
 [2012-07-31 13:19:11 am]: RON POULIN CALLED - HE CANT FIND HE RECEIVED THE PAST DUE BILL - I FAXED HIM A COPY (#671-3773) - HE WILL FAX US CHANGE OF MAILING ADDRESS
 [2012-07-31 14:53:29 kathy]: CHANGE OF ADDRESS IN WRITTING PER RON POULIN TO 47 FARMINGTON RD SUITE 1 ROCHESTER, NH 03867
 [2012-10-05 14:35:16 am]: REFUND REQUEST FROM CUSTOMER - REQUEST TO DOREEN FOR REFUND TO BE ISSUED
 [2014-05-15 12:21:59 sjuneau]: ADDED BACKFLOW DEVICE TO ACCOUNT - MAILING PERMIT ON 5/31/14.
 [2014-11-26 11:18:07 sjuneau]: REPLACED SEWER DEDUCT
 [2015-09-25 11:14:18 karenb]: RECEIVED APPEAL APPLICATION FOR FULL SEPTEMBER BILL. CUSTOMER IS APPEALING, FEELS THAT THE WATER USAGE IS TOO HIGH SINCE METER CHANGEOUT. METER WAS CHANGED OUT LAST FALL WHEN OWNER WAS QUESTIONING THE USAGE. USAGE SEEMS TO BE PRETTY CONSISTANT FOR THIS TIME OF YEAR; LOOKING BACK AT PAST COUPLE YEARS AND BILLING CYCLE BEFORE METER REPLACEMENT. BENT APPEAL FOR OCTOBER UAB.

Check Spelling
 Display as HTML



City of Rochester, New Hampshire

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



Date: October 19, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 10/28/15

Customer Name: Rebecca & Joseph Stevens

Account: 060560

Service Address: #86 Eastern Avenue

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 no abatement on the invoiced amount.

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The water did pass through the meter and did enter the sewer system.
3. The appellant is responsible for undetected water leaks on property.

John B. Storer, PE
Director of City Services

11/3/15
Date



City of Rochester, New Hampshire

Finance Office

31 Wakefield Street • Rochester, NH 03867-1917

(603) 335-7609 Fax (603) 335-7589

October 7, 2015

Rebecca & Joseph Stevens
86 Eastern Avenue
Rochester NH 03867

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board at its meeting held **October 5, 2015**

The decision of the Board was to:

<input type="checkbox"/>	Abate the amount of \$ _____
<input type="checkbox"/>	Abate the amount of \$ _____, with the following stipulation:
<input type="checkbox"/>	Deny your appeal.
<input checked="" type="checkbox"/>	Tabled your appeal until Next meeting - November 9, 2015
<input type="checkbox"/>	Refer the appeal to the City Manger for further review/discussion
<input type="checkbox"/>	Other - Please Call the billing office to schedule an appointment for staff to come out and inspect the meter.

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

Sincerely,

Lisa J. Clark
Office Manager



**City of Rochester
Dept of Public Works**

45 Old Dover Road
Rochester, NH 03867
Phone: (603) 332-4096
Fax: (603) 335-4352

Memo

To: Utility Advisory Board
From: John B. Storer, P.E. Director of City Services
CC: Files
Date: September 28, 2015
Re: 86 Eastern Ave, Acct #060560 – Leak Investigation

Rebecca & Joseph Stevens filed a Water/Sewer Billing Appeal for the September 2015 Utility Advisory Board meeting. They requested an abatement of 101 units of both Water and Sewer. Their appeal was carried over to the October 2015 meeting of the **AUB** to allow for some more investigation.

Recent quarterly use had been running at about 10 to 12 units over the last 2 years. The May 2015 reading noted a high reading of 101 units. The February bill had been estimated at 11 units. So the cumulative 6 month usage was 112 units. The actual read period was from November 13, 2014 through May 7, 2015. This reflected a period of 175 days. The usage over that time would have been 83,776 gallons. This could correlate to a leak of only 1/3 gallon per minute spread out over the entire period.

The August 2015 reading was only 8 units, the lowest quarterly reading recorded looking back to 2012 data. So it appears the readings are back to a normal level.

I inspected the meter on 9/28/15 with Meter Technician George Steele. The house is a slab-on-grade with the incoming service entering up through the slab into a kitchen cabinet. Water use is limited to a kitchen sink, outside sillcock, and bathroom (sink, toilet, shower). The supply line to the toilet looked like it had recently been replaced. Mrs. Stevens was home and indicated the toilet had been replaced.

The meter is a positive-displacement type. It appeared to function properly. We observed it was not registering with the fixtures off, but began recording appropriately as the kitchen sink was turned on.

We found no evidence of a faulty or malfunctioning meter.

060560



City of Rochester, New Hampshire

Finance Office

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

September 17, 2015

Rebecca & Joseph Stevens
86 Eastern Avenue
Rochester NH 03867

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board at its meeting held **September 14, 2015**

The decision of the Board was to:

<input type="checkbox"/>	Abate the amount of \$ _____
<input type="checkbox"/>	Abate the amount of \$ _____, with the following stipulation:
<input type="checkbox"/>	Deny your appeal.
<input checked="" type="checkbox"/>	Tabled your appeal until the October 5, 2015 UAB meeting
<input type="checkbox"/>	Refer the appeal to the City Manger for further review/discussion
<input checked="" type="checkbox"/>	Other - Please Call the billing office to schedule an appointment for staff to come out and inspect the meter.

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

Sincerely,

Lisa J. Clark
Office Manager

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: August 12, 2015
SUBJECT: **Joseph & Rebecca Stevens**
PROPERTY: **86 Eastern Ave**

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

The customer is appealing 101 units of water/sewer for their May bill. They did not find a leak at the residence.

COPY

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 8/5/15

- 1. Date of Appeal: August 5, 2015
 - 2. Property Owner's Name: Rebecca + Joseph ^{Stevens} Account #: 060560
 - 3. Billing Address: 86 Eastern Avenue
Rochester, NH 03867
 - 4. Service Location: 86 Eastern Avenue Zip Code 03867
 - 5. Owners Representative: _____
 - 6. Owners Representative's Signature: _____
 - 7. Phone #: 603-534-1344 (c) Cell: _____
 - 8. Email Address: becky7490@yahoo.com
- (Agendas and Decision Letters will be emailed).**

9. Billing Period that is being appealed is from 02/20/2015 to 05/07/2015

10. Abatement is being requested for:
- a. How many units of water 101 x 4.67 = \$ 471.67
 - b. How many units of sewer 101 x 6.24 = \$ 630.24
 - c. Water & Sewer Department Fees of: \$ _____
- Total \$ 1,102.35

11. Explanation of Appeal Request:
Bill was \$1,102.35 when last bill was \$121.96
there is no leak at the residence.

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

Yes No (circle one)

If yes, why?

We had no leaks and it was extremely
high reading.

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? N/A

If yes, has the leak been repaired? N/A

Who made the repair? N/A

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, we are a one income household.

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 20th 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: 060560

09/23/09 - NEW PAYMENT EFFECTIVE TODAY FOR UNPAID (060560-092309)

1/30/08 - CALLED - WILL BE IN TOMORROW TO PAY BALANCE

6/6/08 - POOL CREDIT - 8 UNITS - 541.36

NEW PAYMENT ARRANGEMENT WITH TENANT - LISA WAKELAND - 9/29/08

11/24/08 - VOID PAYMENT ARRANGEMENT

MARCH 31, 2009

NOTICE OF MORTGAGE FORECLOSURE SALE EFFECTIVE

09/03/09 - CHARGED SERVICE CALL FOR NON PAYMENT. CUST. CAME IN AND PAID WITH CHECK = 190

9/23/09 - NEW PAYMENT ARRANGEMENT - VOID

NOTICE OF MORTGAGE FORECLOSURE SALE TO BE EFFECTIVE 10/15/09

[2010-06-24 09:32:03 kathy]: FIELD ASSETS SERVICES MANAGING PROPERTY ADDED COPY TOO. *****TAKE FIELD OFF ACCOUNT AS OF APRIL 11, 2011

[2010-08-27 11:30:18 am]: AUGUST 2010 BILL RETURNED - REMAILED TO: PO BOX 582, ROCHESTER, NH 03866-0582 (PO FORWARD)

[2011-07-15 12:22:41 am]: LISA WAKELAND CALLED - DO FINAL BILL - SHE IS MOVING OUT - THEN REMOVE HER FROM ACCOUNT

[2011-10-14 11:43:30 kathy]: TURNED OFF FOR NON-PAYMENT 10/12/11

[2011-11-22 09:40:25 am]: FAXED COPY OF BILL AND HISTORY TO JENNIFER @ #628-6300

[2011-12-16 14:06:48 am]: JENNIFER @ MASIELLO GROUP REQUESTED FINAL AND ADVISED NEW OWNER'S NAME WOULD BE ROBERT PETTIGREW TURNED ON AT STREET 11/23/11 SEE SERVICE ORDER

[2012-01-25 15:32:10 am]: PER JENNIFER THE SALE FELL THROUGH - WILL BE HANDLED BY MASIELLO GROUP FOR NOW - ADDED THEM TO GET COPIES OF BILLS

[2012-08-09 14:43:45 kathy]: SENT LETTER TO NEW OWNER TO GAIN ACCESS TO READER OR MOVE READER TO OTHER LOCATION***MOVED TO RIGHT SIDE OF HOUSE

[2015-02-20 10:39:36 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2015-05-13 10:28:12 karenb]: LEAK LETTER SENT (101 UNITS)

[2015-06-09 15:25:39 karenb]: JOSEPH CALLED DUE TO THE BILL. HE CHECKED AND COULD NOT FIND LEAK/WATER ANYWHERE. I TOLD HIM THAT WE WILL

GET AHEAD GET ANOTHER READ TOMORROW TO SEE IF IT IS BACK TO NORMAL. IF SO, HE CAN FILE APPEAL.

[2015-06-10 13:08:01 karenb]: GEORGE GOT A READ TODAY 6/10 OF 376 SO THE METER IS READING NORMALLY NOW. LEFT A MESSAGE FOR JOE EXPLAINING THAT THERE WAS DEFINITELY A HIGH AMOUNT OF WATER USAGE GOING THROUGH THE METER BETWEEN NOV-APRIL. HIS ONLY OPTION IS TO FILE AN APPEAL.

[2015-08-05 12:57:28 sjuneau]: TURNED OFF FOR NON PAYMENT TODAY - THEY CALLED AND HAD WANTED TO FILE AN APPEAL. I ALLOWED THEM TO BE TURNED BACK ON WITH THE ORIGINAL PAYMENT OF THEIR AVERAGE BILLS AND AN APPEAL HAS BEEN FILED FOR SEPTEMBER UAB. ONLY CHARGED A SERVICE CHARGE FOR IT.

Check Spelling

Display as HTML



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

Account: 060560 Customer: 41752

Parcel: 0111000-40000

Location: 86 EASTERN AVE

Customer: STEVENS JOSEPH & REBECCA

Status: Active

Service: 100 RES WATER Mfr: SENS Meter #: 69890897

001

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
05/07/2015		13903693	A			373	101	0	76	1,101.91	471.67
02/20/2015		13901536	E			272	11	0	99	120.01	51.37
11/13/2014		13894159	A			261	10	0	99	109.10	46.70
08/06/2014		13886760	A			251	11	0	92	120.01	51.37
05/06/2014		13879259	A			240	10	0	84	108.95	46.55

YEAR	BILL #	ACCOUNT	ACCOUNT NAME & LOCATION	FUND	PRINCIPAL BALANCES	INTEREST BALANCES	ADJUST TOTAL	MUNIS TOTAL	MUNIS NOTES & OTHER NOTES
2005	123452	090938	Eighteen So Main Realty 1 South Main St Flower Spot	Water	-58.09	0	0	-58.09	Credit Balance Inactive Account No activity since 2006

11/03/2015 16:16
lisa

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

P 1
glytddbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND									
51601057 WATER WORKS EXPENSE									
51601057	511001	SALARIES - FULL TI	541,316	532,189	198,065.52	.00	.00	334,123.48	37.2%
51601057	511099	SALARIES - ADJUSTM	1,656	1,656	.00	.00	.00	1,656.00	.0%
51601057	513001	OVERTIME - REGULAR	40,000	40,000	18,698.74	.00	.00	21,301.26	46.7%
51601057	515001	ON CALL	4,497	4,497	1,550.72	.00	.00	2,946.28	34.5%
51601057	516000	LONGEVITY	1,203	1,203	333.33	.00	.00	869.67	27.7%
51601057	521100	HEALTH INSURANCE	147,150	145,734	57,851.65	.00	.00	87,882.35	39.7%
51601057	521200	DENTAL INSURANCE	2,708	2,684	1,003.71	.00	.00	1,680.29	37.4%
51601057	521300	LIFE INSURANCE	1,157	1,146	409.81	.00	.00	736.19	35.8%
51601057	522000	SOCIAL SECURITY CO	41,519	41,015	16,109.17	.00	.00	24,905.83	39.3%
51601057	523000	RETIRE CONTRIBUTIO	65,582	64,820	24,561.18	.00	.00	40,258.82	37.9%
51601057	526000	WORKERS' COMPENSAT	24,134	24,134	24,134.00	.00	.00	.00	100.0%
51601057	528001	IPT	5,638	5,579	1,991.89	.00	.00	3,587.11	35.7%
51601057	532001	STAFF DEVELOPMENT	5,794	5,794	1,930.05	.00	110.00	3,753.95	35.2%
51601057	532200	CONTRACTED SERVICE	0	11,903	8,976.04	.00	2,926.34	.62	100.0%
51601057	533000	OTHER PROF SERVICE	9,672	9,672	1,321.00	.00	3,396.83	4,954.17	48.8%
51601057	533001	AUDIT	3,910	3,910	1,437.50	.00	2,645.00	-172.50	104.4%
51601057	533002	ENGINEERING SERVIC	11,800	11,800	1,535.94	.00	4,964.06	5,300.00	55.1%
51601057	533004	MEDICAL SERVICES	500	500	231.00	.00	19.00	250.00	50.0%
51601057	533009	14542 ROCHESTER HIL	0	0	3,049.42	.00	950.58	-4,000.00	100.0%
51601057	533010	LABOR NEGOTIATIONS	2,000	2,000	.00	.00	.00	2,000.00	.0%
51601057	534003	SOFTWARE MAINTENAN	18,820	18,820	16,089.15	.00	53.59	2,677.26	85.8%
51601057	541100	WATER & SEWERAGE	4,000	4,000	2,021.57	.00	1,978.43	.00	100.0%
51601057	542300	CUSTODIAL SERVICES	2,100	2,100	396.00	.00	.00	1,704.00	18.9%
51601057	543001	VEHICLE MAINT & RE	1,000	1,000	266.66	.00	.00	733.34	26.7%
51601057	543002	EQUIPMENT MAINTENA	1,135	1,135	1,020.83	.00	.00	114.17	89.9%
51601057	544200	RENTAL OF EQUIPMEN	410	410	.00	.00	.00	410.00	.0%
51601057	544400	RENTAL OF COMP/COM	1,800	1,800	646.36	.00	1,153.64	.00	100.0%
51601057	544500	LEASE COPIER/PRINT	1,656	1,656	1,302.76	.00	.00	353.24	78.7%
51601057	552001	FLEET INSURANCE	2,826	2,826	.00	.00	.00	2,826.00	.0%
51601057	552003	GENERAL LIABILITY	5,543	5,543	.00	.00	.00	5,543.00	.0%
51601057	553400	POSTAGE FEES	400	400	44.28	.00	.00	355.72	11.1%
51601057	554000	ADVERTISING	1,650	1,650	387.39	.00	224.00	1,038.61	37.1%
51601057	555000	PRINTING AND BINDI	1,839	1,839	20.00	.00	20.00	1,799.00	2.2%
51601057	556000	TUITION	3,180	3,180	960.00	.00	.00	2,220.00	30.2%
51601057	558000	TRAVEL	825	825	.00	.00	16.67	808.33	2.0%
51601057	561003	OFFICE SUPPLIES	2,934	2,934	425.55	.00	120.16	2,388.29	18.6%
51601057	561005	PUBLICATIONS	50	50	50.00	.00	.00	.00	100.0%

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51601057	561008	VEHICLE SUPPLIES	9,000	9,000	2,514.26	.00	1,243.80	5,241.94	41.8%
51601057	561010	CLOTHING	5,800	5,800	1,899.60	.00	1,769.64	2,130.76	63.3%
51601057	561015	SAFETY EQUIPMENT &	5,000	5,000	1,908.47	.00	710.84	2,380.69	52.4%
51601057	561022	HOT TOP COLD PATCH	5,500	5,500	4,500.00	.00	1,000.00	.00	100.0%
51601057	561023	SAND AND GRAVEL	1,800	1,800	72.32	.00	427.68	1,300.00	27.8%
51601057	561032	OTHER OPERATIONAL	3,625	3,625	1,186.50	.00	200.00	2,238.50	38.2%
51601057	562600	VEHICLE FUEL	21,420	21,420	2,490.10	.00	.00	18,929.90	11.6%
51601057	573401	ADMIN EQUIPMENT	4,635	4,635	362.71	.00	156.46	4,115.83	11.2%
51601057	573900	OTHER EQUIPMENT	8,334	8,334	480.09	.00	1,493.09	6,360.82	23.7%
51601057	575100	INVENTORY PURCHASE	104,000	104,000	21,121.76	.00	14,138.48	68,739.76	33.9%
51601057	581000	DUES AND FEES	1,020	1,020	640.00	.00	.00	380.00	62.7%
51601057	583000	INTEREST EXPENSE	606,669	606,669	260,015.27	.00	.00	346,653.73	42.9%
51601057	584000	CONTINGENCY	20,000	20,000	.00	.00	.00	20,000.00	.0%
51601057	589001	STATE PERMITS & FE	2,810	2,810	279.00	.00	550.00	1,981.00	29.5%
51601057	589031	LIEN DISCHARGE FEE	600	600	90.00	.00	110.00	400.00	33.3%
51601057	591000	REDEMPTION OF PRIN	1,353,562	1,353,562	208,515.94	.00	37,500.00	1,107,546.06	18.2%
51601057	592001	DEPRECIATION	1,060,790	1,060,790	.00	.00	.00	1,060,790.00	.0%
51601057	593002	TRANS TO CAPITAL P	92,000	157,000	157,000.00	.00	.00	.00	100.0%
51601057	593008	TRANSFER TO GENERA	25,000	25,000	4,166.66	.00	.00	20,833.34	16.7%
51601073 WATER TREATMENT PLANT									
51601073	511001	SALARIES - FULL TI	282,714	282,714	104,828.99	.00	.00	177,885.01	37.1%
51601073	513001	OVERTIME - REGULAR	15,000	15,000	9,436.49	.00	.00	5,563.51	62.9%
51601073	515001	ON CALL	16,340	16,340	6,245.00	.00	.00	10,095.00	38.2%
51601073	521100	HEALTH INSURANCE	87,901	87,901	39,944.21	.00	.00	47,956.79	45.4%
51601073	521200	DENTAL INSURANCE	1,301	1,301	563.84	.00	.00	737.16	43.3%
51601073	521300	LIFE INSURANCE	504	504	186.16	.00	.00	317.84	36.9%
51601073	522000	SOCIAL SECURITY CO	21,990	21,990	8,823.04	.00	.00	13,166.96	40.1%
51601073	523000	RETIREMENT CONTRIB	33,258	33,258	12,763.50	.00	.00	20,494.50	38.4%
51601073	526000	WORKERS' COMPENSAT	5,037	5,037	5,037.00	.00	.00	.00	100.0%
51601073	528001	IPT	3,111	3,111	1,077.04	.00	.00	2,033.96	34.6%
51601073	533002	ENGINEERING SERVIC	10,000	10,000	.00	.00	5,800.00	4,200.00	58.0%
51601073	533006	LABORATORY SERVICE	15,832	15,832	3,411.12	.00	4,961.53	7,459.35	52.9%
51601073	543000	REPAIR AND MAINTEN	58,178	58,178	1,997.53	.00	2,563.47	53,617.00	7.8%
51601073	543002	EQUIPMENT MAINTENA	67,399	67,399	8,133.25	.00	5,216.75	54,049.00	19.8%
51601073	544500	LEASE COPIER/PRINT	800	800	396.59	.00	.00	403.41	49.6%
51601073	552002	PROPERTY INSURANCE	6,372	6,372	.00	.00	.00	6,372.00	.0%
51601073	553000	COMMUNICATIONS	9,880	9,880	2,678.11	.00	2,427.52	4,774.37	51.7%
51601073	561001	JANITORIAL SUPPLIE	1,000	1,000	99.90	.00	.00	900.10	10.0%
51601073	561002	BLDG MAINT SUPPLIE	1,600	1,600	.00	.00	.00	1,600.00	.0%
51601073	561010	CLOTHING	5,500	5,500	1,616.62	.00	2,018.83	1,864.55	66.1%
51601073	561015	SAFETY EQUIPMENT &	4,050	4,050	1,200.30	.00	.00	2,849.70	29.6%

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51601073	561031	CHEMICALS	187,500	187,500	36,423.08	.00	25,632.42	125,444.50	33.1%
51601073	561037	LABORATORY SUPPLIE	8,000	8,000	2,068.01	.00	2,618.66	3,313.33	58.6%
51601073	561040	EQUIPMENT REPAIR S	30,000	30,000	1,609.86	.00	599.37	27,790.77	7.4%
51601073	562200	ELECTRICITY	126,000	126,000	33,277.87	.00	.00	92,722.13	26.4%
51601073	562400	HEATING FUEL	34,000	34,000	3,379.01	.00	.00	30,620.99	9.9%
51601073	573900	OTHER EQUIPMENT	17,400	17,400	599.00	.00	.00	16,801.00	3.4%
51601073	589030	PROP TAX TO OTH CO	3,000	3,000	.00	.00	3,000.00	.00	100.0%
51601570 WATER REVENUE OFFICE									
51601570	511001	SALARIES - FULL TI	30,567	30,567	12,137.40	.00	.00	18,429.60	39.7%
51601570	516000	LONGEVITY	100	100	.00	.00	.00	100.00	.0%
51601570	521100	HEALTH INSURANCE	11,556	11,556	4,455.65	.00	.00	7,100.35	38.6%
51601570	521200	DENTAL INSURANCE	220	220	85.10	.00	.00	134.90	38.7%
51601570	521300	LIFE INSURANCE	58	58	21.46	.00	.00	36.54	37.0%
51601570	522000	SOCIAL SECURITY CO	2,059	2,059	817.92	.00	.00	1,241.08	39.7%
51601570	523000	RETIREMENT CONTRIB	3,446	3,446	1,356.74	.00	.00	2,089.26	39.4%
51601570	526000	WORKERS' COMPENSAT	62	62	62.00	.00	.00	.00	100.0%
51601570	528001	IPT	361	361	122.48	.00	.00	238.52	33.9%
51601570	543000	REPAIR AND MAINTEN	500	500	500.00	.00	.00	.00	100.0%
51601570	553400	POSTAGE FEES	8,256	8,256	2,406.39	.00	55.00	5,794.61	29.8%
51601570	555000	PRINTING AND BINDI	410	410	.00	.00	90.00	320.00	22.0%
51601570	561003	OFFICE SUPPLIES	300	300	33.99	.00	.00	266.01	11.3%
TOTAL WATER ENTERPRISE FUND			5,403,531	5,468,531	1,361,858.55	.00	132,861.84	3,973,810.61	27.3%
TOTAL EXPENSES			5,403,531	5,468,531	1,361,858.55	.00	132,861.84	3,973,810.61	
GRAND TOTAL			5,403,531	5,468,531	1,361,858.55	.00	132,861.84	3,973,810.61	27.3%

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5002 SEWER ENTERPRISE FUND									
52602057 SEWER WORKS EXPENSE									
52602057	511001	SALARIES - FULL TI	357,598	348,471	127,419.16	.00	.00	221,051.84	36.6%
52602057	511099	SALARIES - ADJUSTM	1,656	1,656	.00	.00	.00	1,656.00	.0%
52602057	513001	OVERTIME - REGULAR	8,100	8,100	2,751.65	.00	.00	5,348.35	34.0%
52602057	515001	ON CALL	4,497	4,497	1,550.72	.00	.00	2,946.28	34.5%
52602057	516000	LONGEVITY	1,202	1,202	333.34	.00	.00	868.66	27.7%
52602057	521100	HEALTH INSURANCE	89,598	88,182	33,576.85	.00	.00	54,605.15	38.1%
52602057	521200	DENTAL INSURANCE	1,517	1,493	511.59	.00	.00	981.41	34.3%
52602057	521300	LIFE INSURANCE	836	825	283.65	.00	.00	541.35	34.4%
52602057	522000	SOCIAL SECURITY CO	26,344	25,840	9,590.75	.00	.00	16,249.25	37.1%
52602057	523000	RETIRE CONTRIBUTIO	41,497	40,735	14,819.18	.00	.00	25,915.82	36.4%
52602057	526000	WORKERS' COMPENSAT	14,463	14,463	14,463.00	.00	.00	.00	100.0%
52602057	528001	IPT	3,705	3,646	1,218.99	.00	.00	2,427.01	33.4%
52602057	532001	STAFF DEVELOPMENT	6,344	6,344	1,246.04	.00	50.00	5,047.96	20.4%
52602057	532200	CONTRACTED SERVICE	0	11,903	8,976.03	.00	2,926.35	.62	100.0%
52602057	533000	OTHER PROF SERVICE	6,780	6,780	935.51	.00	2,347.47	3,497.02	48.4%
52602057	533001	AUDIT	3,910	3,910	1,437.50	.00	2,645.00	-172.50	104.4%
52602057	533004	MEDICAL SERVICES	500	500	250.00	.00	.00	250.00	50.0%
52602057	533010	LABOR NEGOTIATIONS	2,000	2,000	.00	.00	.00	2,000.00	.0%
52602057	534003	SOFTWARE MAINTENAN	30,048	30,048	16,089.15	.00	53.59	13,905.26	53.7%
52602057	542300	CUSTODIAL SERVICES	2,000	2,000	396.00	.00	.00	1,604.00	19.8%
52602057	543000	REPAIR AND MAINTEN	2,360	2,360	532.50	.00	.00	1,827.50	22.6%
52602057	543001	VEHICLE MAINT & RE	2,500	2,500	266.68	.00	2,233.32	.00	100.0%
52602057	543002	EQUIPMENT MAINTENA	3,635	3,635	720.84	.00	1,210.91	1,703.25	53.1%
52602057	544200	RENTAL OF EQUIPMEN	400	400	.00	.00	.00	400.00	.0%
52602057	544400	RENTAL OF COMP/COM	1,800	1,800	646.36	.00	1,153.64	.00	100.0%
52602057	544500	LEASE COPIER/PRINT	1,600	1,600	1,296.12	.00	.00	303.88	81.0%
52602057	552001	FLEET INSURANCE	3,956	3,956	.00	.00	.00	3,956.00	.0%
52602057	552002	PROPERTY INSURANCE	5,002	5,002	.00	.00	.00	5,002.00	.0%
52602057	552003	GENERAL LIABILITY	5,296	5,296	.00	.00	.00	5,296.00	.0%
52602057	553400	POSTAGE FEES	500	500	22.53	.00	.00	477.47	4.5%
52602057	554000	ADVERTISING	735	735	182.21	.00	.00	552.79	24.8%
52602057	555000	PRINTING AND BINDI	1,639	1,639	20.00	.00	20.00	1,599.00	2.4%
52602057	556000	TUITION	6,780	6,780	960.00	.00	.00	5,820.00	14.2%
52602057	558000	TRAVEL	875	875	.00	.00	49.66	825.34	5.7%
52602057	561003	OFFICE SUPPLIES	2,069	2,069	521.25	.00	120.15	1,427.60	31.0%
52602057	561005	PUBLICATIONS	32	32	32.00	.00	.00	.00	100.0%
52602057	561008	VEHICLE SUPPLIES	13,500	13,500	7,125.02	.00	881.84	5,493.14	59.3%

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52602057	561009	TRAINING MATERIALS	250	250	.00	.00	.00	250.00	.0%
52602057	561010	CLOTHING	5,615	5,615	928.59	.00	943.73	3,742.68	33.3%
52602057	561015	SAFETY EQUIPMENT &	5,900	5,900	1,552.34	.00	710.80	3,636.86	38.4%
52602057	561022	HOT TOP COLD PATCH	5,500	5,500	4,500.00	.00	1,000.00	.00	100.0%
52602057	561023	SAND AND GRAVEL	1,650	1,650	72.31	.00	427.69	1,150.00	30.3%
52602057	561032	OTHER OPERATIONAL	600	600	514.41	.00	.00	85.59	85.7%
52602057	561040	EQUIPMENT REPAIR S	6,000	6,000	1,484.51	.00	.00	4,515.49	24.7%
52602057	562600	VEHICLE FUEL	41,000	41,000	4,740.86	.00	.00	36,259.14	11.6%
52602057	571000	13551 LAND&IMPROVEM	0	4,275	4,285.00	.00	.00	-10.00	100.2%
52602057	573401	ADMIN EQUIPMENT	1,635	1,635	362.70	.00	.00	1,272.30	22.2%
52602057	573900	OTHER EQUIPMENT	6,033	6,033	480.09	.00	1,493.08	4,059.83	32.7%
52602057	575100	INVENTORY PURCHASE	12,500	12,500	309.00	.00	4,691.00	7,500.00	40.0%
52602057	581000	DUES AND FEES	1,090	1,090	.00	.00	.00	1,090.00	.0%
52602057	583000	INTEREST EXPENSE	550,877	550,877	259,675.45	.00	.00	291,201.55	47.1%
52602057	584000	CONTINGENCY	15,000	10,725	.00	.00	.00	10,725.00	.0%
52602057	589001	STATE PERMITS & FE	1,650	1,650	150.00	.00	250.00	1,250.00	24.2%
52602057	591000	REDEMPTION OF PRIN	2,013,438	2,013,438	1,307,263.56	.00	.00	706,174.44	64.9%
52602057	593002	TRANS TO CAPITAL P	158,000	158,000	158,000.00	.00	.00	.00	100.0%
52602057	593008	TRANSFER TO GENERA	25,000	25,000	4,166.66	.00	.00	20,833.34	16.7%
52602074 SEWER TREATMENT PLANT									
52602074	511001	SALARIES - FULL TI	421,120	421,120	145,214.04	.00	.00	275,905.96	34.5%
52602074	513001	OVERTIME - REGULAR	32,500	32,500	10,040.78	.00	.00	22,459.22	30.9%
52602074	515001	ON CALL	29,438	29,438	11,241.38	.00	.00	18,196.62	38.2%
52602074	516000	LONGEVITY	600	600	.00	.00	.00	600.00	.0%
52602074	521100	HEALTH INSURANCE	141,410	141,410	37,952.87	.00	.00	103,457.13	26.8%
52602074	521200	DENTAL INSURANCE	1,794	1,794	620.41	.00	.00	1,173.59	34.6%
52602074	521300	LIFE INSURANCE	753	753	252.43	.00	.00	500.57	33.5%
52602074	522000	SOCIAL SECURITY CO	33,794	33,794	12,421.97	.00	.00	21,372.03	36.8%
52602074	523000	RETIREMENT CONTRIB	50,740	50,740	17,603.87	.00	.00	33,136.13	34.7%
52602074	526000	WORKERS' COMPENSAT	4,316	4,316	4,316.00	.00	.00	.00	100.0%
52602074	528001	IPT	3,766	3,766	1,215.10	.00	.00	2,550.90	32.3%
52602074	533000	OTHER PROF SERVICE	155,000	155,000	10,738.00	.00	39,123.00	105,139.00	32.2%
52602074	533006	LABORATORY SERVICE	116,428	116,428	17,585.72	.00	34,362.00	64,480.28	44.6%
52602074	534009	INDUSTRIAL PRETREA	32,755	32,755	5,854.25	.00	11,965.75	14,935.00	54.4%
52602074	543000	REPAIR AND MAINTEN	65,931	65,931	13,343.80	.00	3,950.00	48,637.20	26.2%
52602074	543002	EQUIPMENT MAINTENA	115,023	115,023	27,906.89	.00	20,571.99	66,544.12	42.1%
52602074	544500	LEASE COPIER/PRINT	1,852	1,852	1,093.93	.00	.00	758.07	59.1%
52602074	552002	PROPERTY INSURANCE	4,523	4,523	.00	.00	.00	4,523.00	.0%
52602074	553000	COMMUNICATION	10,552	10,552	2,468.80	.00	2,567.48	5,515.72	47.7%
52602074	559000	MISC PURCHASED SER	15,500	15,500	15,000.00	.00	.00	500.00	96.8%
52602074	561001	JANITORIAL SUPPLIE	1,500	1,500	345.54	.00	.00	1,154.46	23.0%

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52602074	561002	BUILDING MAINT SUP	7,450	7,450	333.77	.00	40.00	7,076.23	5.0%
52602074	561010	CLOTHING	9,025	9,025	1,874.75	.00	2,023.94	5,126.31	43.2%
52602074	561015	SAFETY EQUIPMENT &	6,200	6,200	.00	.00	369.56	5,830.44	6.0%
52602074	561031	CHEMICAL	339,448	339,448	8,161.18	.00	23,965.22	307,321.60	9.5%
52602074	561037	LABORATORY SUPPLIE	26,348	26,348	5,230.15	.00	621.32	20,496.53	22.2%
52602074	561040	EQUIPMENT REPAIR S	78,270	78,270	16,275.01	.00	11,655.79	50,339.20	35.7%
52602074	562200	ELECTRICITY	380,000	380,000	101,315.00	.00	.00	278,685.00	26.7%
52602074	562400	HEATING FUEL	38,000	38,000	818.78	.00	.00	37,181.22	2.2%
52602074	573900	OTHER EQUIPMENT	14,843	14,843	1,397.00	.00	1,277.13	12,168.87	18.0%
52602074	592001	DEPRECIATION	1,124,561	1,124,561	.00	.00	.00	1,124,561.00	.0%
52602470 SEWER REVENUE OFFICE									
52602470	511001	SALARIES - FULL TI	30,567	30,567	12,137.90	.00	.00	18,429.10	39.7%
52602470	516000	LONGEVITY	100	100	.00	.00	.00	100.00	.0%
52602470	521100	HEALTH INSURANCE	8,546	8,546	4,455.87	.00	.00	4,090.13	52.1%
52602470	521200	DENTAL INSURANCE	223	223	85.20	.00	.00	137.80	38.2%
52602470	521300	LIFE INSURANCE	60	60	21.56	.00	.00	38.44	35.9%
52602470	522000	SOCIAL SECURITY CO	2,064	2,064	818.12	.00	.00	1,245.88	39.6%
52602470	523000	RETIREMENT CONTRIB	3,451	3,451	1,356.80	.00	.00	2,094.20	39.3%
52602470	526000	WORKERS' COMPENSAT	62	62	62.00	.00	.00	.00	100.0%
52602470	528001	IPT	363	363	122.58	.00	.00	240.42	33.8%
52602470	543000	REPAIR AND MAINTEN	600	600	600.00	.00	.00	.00	100.0%
52602470	553400	POSTAGE FEES	8,256	8,256	2,406.39	.00	55.00	5,794.61	29.8%
52602470	555000	PRINTING AND BINDI	350	350	.00	.00	90.00	260.00	25.7%
52602470	561003	OFFICE SUPPLIES	300	300	33.99	.00	.00	266.01	11.3%
TOTAL SEWER ENTERPRISE FUND			6,825,394	6,825,394	2,489,381.93	.00	175,846.41	4,160,165.66	39.0%
TOTAL EXPENSES			6,825,394	6,825,394	2,489,381.93	.00	175,846.41	4,160,165.66	
GRAND TOTAL			6,825,394	6,825,394	2,489,381.93	.00	175,846.41	4,160,165.66	39.0%

** END OF REPORT - Generated by Lisa Clark **