



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

DATE: June 24, 2020  
TO: Utility Advisory Board  
FROM: Lisa J. Clark, Utility Billing Office Supervisor  
RE: Utility Advisory Board Meeting

There will be a meeting of the Utility Advisory Board on **Monday, July 13, 2020 at 5:30 PM in Cocheco Conference Room located in the City Hall Annex.**

### AGENDA

1. Call to Order
2. Acceptance of June 8, 2020 Minutes
3. Tabled Appeal
  - 3.1 Stephanie Neal (Pages 6-14)  
19 Butterfly Lane  
Rochester, NH 03867  
Re: Account 204446
4. New Appeals
  - 4.1 Jeffrey Johnson (Pages 15-23)  
42 Murray Drive  
Rochester, NH 03868  
Re: Account 300910
  - 4.2 Johanna Garneau (Pages 24-37)  
24-26 Church Street  
Rochester, NH 03839  
Re: Account 153280
  - 4.3 Evco Irrevocable Trust (Pages 38-44)  
9 Nutter Street  
Rochester, NH 03867  
Re: Account 101055

4.4 Jerry & Christine Gregoire (Pages 45-53)  
61 Estes Road  
Rochester, NH 03839  
Re: Account 034519

4.5 Carole Court LLC ( Pages 54-60)  
7 Carole Court  
Rochester, NH 03867  
Re: Account 174047

5. Financials-Water & Sewer Revenue and Expense Reports
6. Adjournment

**Utility Advisory Board  
June 8, 2020 5:30 P.M.  
City Hall Council Conference Room**

**MEMBERS PRESENT**

Shawn Libby, Chairman

Eli Barnes

Ralph Sanders

Brett Johnson

Joe Boudreau

**OTHERS PRESENT**

Lisa Clark, Utility Billing Office Supervisor

Kimberly Nickerson, Utility Billing Administrator

**MINUTES**

**1. Call to order:**

Mr. Libby called the meeting to order at 5:35 PM. This meeting was held via Microsoft Teams Meeting software program. All board members were present. The 5 appellants declined attendance.

**2. Approval of May 11, 2020 Minutes**

Mr. Libby requested a motion or comments on the Minute for the May 11, 2020 meeting.

*Mr. Boudreau made a motion to accept the May 11, 2020 meeting minutes as presented. The motion was seconded by Mr. Johnson. The motion passed unanimously.*

**3. Appeals**

**3.1 34 Railroad Ave – Jaimie Hoey.** The appellant not present for the meeting. The appeal is for water and sewer the owner stated she had a running toilet that is now off. *Mr. Johnson made a motion to deny abate per the reason outlined in the recommendation. The Water and Sewer adjustment policy states that the criteria for an abatement must exceed 46 units and be greater than 100% of their normal average consumption. In addition the water was used and did enter the sewer system. The motion was seconded by Mr. Sanders. The motion passed unanimously.*

**3.2 7 Sleeper Street – Frank Kuneck**

The appellant was not present for the meeting. The appeal request is for a water and sewer abatement based on the Water & Sewer Adjustment Policy. The owner stated that she was unaware that she had an outdoor leaking spigot which is now off.

*Mr. Johnson made a motion to abate the March 2020 invoice for 60 units of water at \$5.55 in the amount of \$333.00, and 119 units of sewer at \$6.75 in the amount of \$803.25. The motion was for a total abatement of \$1,136.25, plus any accrued interest. The motion was seconded by Mr. Boudreau. The motion passed unanimously. Mr. Johnson included a request to note the account that this is a once in ten year Water and Sewer adjustment.*

### **3.3 19 Butterfly Lane – Stephanie Neal**

The appellant was not present for the meeting. The appeal was for above average sewer usage due to a running outside spigot which is now off. The board discussed the appeal and the notes that indicated the reread indicated that the usage was still high and problem has not been proven to be resolved. The board also discussed offering the option of water abatement based on the Water & Sewer Adjustment Policy.

*Mr. Johnson made a motion table the appeal to make sure the usage is back to normal after the scheduled reread shows the problem to be resolved and history is back to normal. The motion was seconded by Mr. Libby. The motion passed unanimously.*

### **3.4 72 Lafayette Street -- Rochester Fair**

The appellant not present for the meeting. The appeal is for above average water and sewer usage due to power outage which caused sprinkler system to fail and refill itself, also due to the pressure another leak was noticed. The leak has been repaired. The owner has decided not to appeal the water portion based on the once in ten year Water and Sewer adjustment policy.

*Mr. Johnson made a motion to abate 193 units of sewer at \$6.75 for a total of \$1,302.75 plus any accrued interest on the February 2020 invoice. The motion was seconded by Mr. Sanders. The motion passed unanimously.*

### **3.5 46-48 Lafayette Street – MJC Kindness LLC**

The appellant not present for the meeting. The appeal is for above average water and sewer usage due leaking pipe leading to boiler which is now repaired. The owner has decided not to appeal the water portion based on the once in ten year Water and Sewer adjustment policy.

*Mr. Johnson made a motion to abate 67 units of sewer at \$6.75 for a total of \$452.25 plus any accrued interest on the March 2020 invoice. The motion was seconded by Mr. Boudreau. The motion passed unanimously.*



**4. Financials**

The board reviewed and discussed financial reports.

**5. Adjournment:**

*Mr. Barnes made a motion to adjourn at 6:13 PM. The motion was seconded by Mr. Libby. The motion passed unanimously.*

*Minutes respectfully submitted by Kimberly S. Nickerson Utility Billing Administrator*



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

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

Date: June 24, 2020  
To: Utility Advisory Board  
From: Lisa J. Clark, Utility Billing Office Supervisor  
Re: Water/Sewer Billing Appeal Application Dated: 05/12/2020

Customer Name: Stephanie Neal Account # 204446  
Service Address: 19 Butterfly Lane  
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 100 units of sewer only on the April 2020 invoiced amount.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
  - A. Total usage on disputed invoice 112
  - B. Average usage on previous 3 years is 12
  - C. Estimated use over average 100

Value of 100 Units of Sewer at the current sewer rate of \$6.75 = \$675.00.  
Total abatement recommended=\$675.00 plus accrued interest.

*Lisa J Clark*

7/06/20

\_\_\_\_\_  
Lisa J. Clark, Utility Billing Supervisor

\_\_\_\_\_  
Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Kimberly Nickerson  
DATE: May 22, 2020  
SUBJECT: City of Rochester  
PROPERTY: **19 Butterfly Lane**

Please find attached the Water Billing Appeal, account notes, invoice and consumption history for the above location.

This appeal is for sewer only, owner stated she noticed after receiving large invoice she had a running outside spigot which is now off.

*Re-read working?*

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

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

1. Date of Appeal: 5.12.2020
2. Property Owner's Name: Stephanie Neal Account #: 204446
3. Billing Address: 19 Butterfly Lane  
Rochester NH 03868
4. Service Location: 19 Butterfly Ln. Rochester Zip Code 03868
5. Owners Representative: Self - Stephanie Neal
6. Owners Representative's Signature: [Signature]
7. Phone #: 603 833 1034 Cel
8. Email Address: Stephanieneal15@yahoo.com

Usage 112  
 Avg - 72  
 -----  
 100

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

9. Billing Period that is being appealed is from 1/6/2020

10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 5.55 = \$ \_\_\_\_\_

b. How many units of sewer \_\_\_\_\_ x 6.75 = \$ 750

C. Water & Sewer Department Fees of: \$ \_\_\_\_\_

Total \$ \_\_\_\_\_

$100 \times 6.75 = \$675.00$

11. Explanation of Appeal Request:

As the residents we had no clue there was an issue until we received this bill. When checking for a leak we discovered our outdoor hose was running and we hadn't used it this year. Homeless people walk in/live in the woods behind our home so we believe they turned it on but failed to turn it off. Since discovering it was on, we have turned it off and having the meter re-read to be sure that was the issue.

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, hose turned on by homeless

Who made the repair? Spouse, Gregory Neal

Has proof of the repair been attached to this appeal form? N/A Having meter read on 5/5

we have turned it off.

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, this is a huge amount and my husband just lost his job and had to accept a new one at a lower rate of pay.

**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 abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
4. **Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.**



- Inbox
- Sent Items
- Trash
- Account Settings

### 19 Butterfly Lane Water Appeal Secure

From: Stephanie.Neal@kennebunksavings.com

To: kimberly.nickerson@rochesternh.net

Date: Tuesday, May 12, 2020 3:50 PM

Attachment: Scanned from a Xerox Multifunction Printer.pdf



Please let me know if you need to change anything. I left off the water portion as we can only appeal that once in 10 years, I prefer to wait until that second reading to be sure that's really the issue and it's been resolved.

Thank you very much for your help!

Stephanie Neal

-----Original Message-----

From: xerox.s2e@kennebunksavings.com <xerox.s2e@kennebunksavings.com>  
 Sent: Tuesday, May 12, 2020 3:21 PM  
 To: Stephanie Neal <Stephanie.Neal@kennebunksavings.com>  
 Subject: Kennebunk Savings Scan to Email Device

Kennebunk Savings Scan to Email

Attachment File Type: pdf, Multi-Page

Multifunction Printer Name: SNOW

For more information please contact the help desk at extension 7000.

Accounts

Account: 204446

7/14/09 - METER RUNNING BACKWARDS - PREV READ 788 - 7/7 CURRENT READ 778 - USED 10 UNITS - ENTERED OTHER READ AND CHARGED 10 UNITS - LETTER TO INSURED - TIM TURNED AROUND 7/22/09 AND THE READ WAS 775. ON THE OCTOBER 09 BILL UPDATED PREVIOUS READ DATE TO 7/22/09 AND CHANGED PREVIOUS READ TO 775

[2020-01-15 14:55:43 michele.grant]: SERVICE CHARGE FOR NON PAYMENT 1/9/20. AND TAGGED DOOR TO CALL IN REGARDS TO BUSH THAT IS ON CURB STOP.

[2020-01-21 09:26:45 michele.grant]: HAVEN'T HEARD FROM OWNER SO SENT LETTER IN REGARDS TO THE BUSH BEING CUT OR MOVED FROM CURB STOP.

[2020-01-27 13:25:38 michele.grant]: OWNER CALLED, EXPLAINED BILLS & SERV. CHARGE TO HER. ALSO LET HER KNOW THAT THE BUSH WILL NEED TO BE CUT BACK FROM CURB STOP OR WE WOULD HAVE TO CUT IT, SHE SAID SHE WOULD TAKE CARE OF THAT THIS WEEKEND.

[2020-04-17 14:17:21 kimberly.nickerson]: SENT LEAK LETTER

[2020-05-04 16:50:51 kimberly.nickerson]:SENT APPEAL FORM HIGH USAGE, REREAD 5/15

[2020-05-06 11:58:15 kimberly.nickerson]:REREAD USED 17 UNITS STILL HIGH, FOUND RUNNING HOSE IN YARD, DO REREAD 5/20 BECAUSE HOSE HAD BEEN STILL RUNNING SINCE LAST READ

[2020-06-09 13:54:44 kimberly.nickerson]: JUNE UAB MEETING TABLED APPEAL STILL HIGH READ, SCHEDULING REREAD

[2020-06-18 07:57:41 kimberly.nickerson]: REREAD DONE SEEMS TO BE BACK TO NORMAL USAGE 4 UNITS IN APPROX A MONTHS TIME

# City of Rochester

19 Wakefield Street  
Rochester, New Hampshire

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records.

### CUSTOMER NAME

NEAL GREGORY S & STEPHANIE F

### SERVICE LOCATION

19 BUTTERFLY LN

### BILL NUMBER

14059860

### BILL DATE

04/21/2020

### ACCOUNT #

204446

### DUE DATE

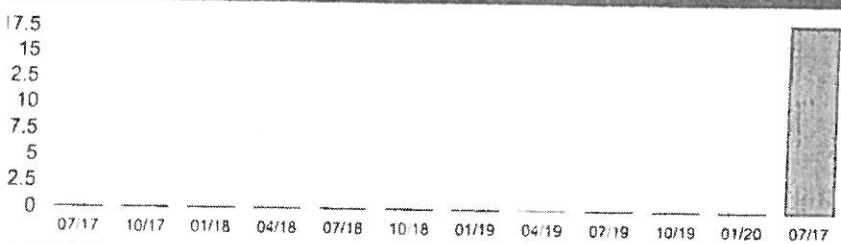
05/23/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	01/06/2020	04/15/2020	1383	1495	112	\$621.60
RES WATER	A	01/06/2020	04/15/2020	221	221	0	\$0.00
RES SEWER		01/06/2020	04/15/2020				\$756.00

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.

### CONSUMPTION HISTORY



READ CODE	Total Current Billing	\$1,377.60
A = Actual	Previous Balance	\$239.10
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$0.00
<b>Total Amount Due</b>		<b>\$1,620.43</b>

PAID ONLINE AT WWW.ROCHESTERNH.NET  
FOR MORE INFORMATION PLEASE CALL 603.425.1122  
WWW.ROCHESTERNH.NET PUBLIC WORKS/PAYING WATER QUALITY REPORTS

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

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

Please Note Address Change Below:

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

### WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	204446
Bill Number:	14059860
Pay By:	05/23/2020
<b>Total Due:</b>	<b>1,620.43</b>

NEAL GREGORY S & STEPHANIE F  
19 BUTTERFLY LN  
ROCHESTER, NH 03868-8813

Service Location  
19 BUTTERFLY LN

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



9209L042020L14059860 04000001 204446





05/19/2020 12:53  
kimberly.nickerson

CITY OF ROCHESTER  
UB Consumption History Report

1  
P ubcnsinq

Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	By	Bill #	Curr	Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
204446		34659	WILLIS ROBERT & KRISTA				022200740000					19 BUTTERFLY LN				Active
100	1 RES WATER	SENS55416637		F	04/19/2019				14026508		1,342	14		77.70	202.20	
100	1 RES WATER	SENS55416637		A	01/10/2019				14020815		1,328	9		49.95	110.70	
100	1 RES WATER	SENS55416637		A	10/17/2018				14013022		1,319	7		38.85	86.10	
100	1 RES WATER	SENS55416637		A	07/18/2018				14005224		1,312	10		55.50	123.00	
100	1 RES WATER	SENS55416637		A	04/13/2018				13997394		1,302	11		60.73	134.70	
100	1 RES WATER	SENS55416637		A	01/23/2018				13989754		1,291	13		68.77	153.53	
100	1 RES WATER	SENS55416637		A	10/12/2017				13982087		1,278	12		63.48	141.72	
100	1 RES WATER	SENS55416637		A	07/13/2017				13974443		1,266	18		95.22	212.58	
100	1 RES WATER	SENS55416637		A	04/10/2017				13966758		1,248	10		52.90	118.10	
100	1 RES WATER	SENS55416637		A	01/04/2017				13959246		1,238	11		55.11	128.04	
100	1 RES WATER	SENS55416637		A	10/13/2016				13951719		1,227	14		67.34	154.70	
100	1 RES WATER	SENS55416637		A	07/11/2016				13944178		1,213	13		62.53	143.65	
100	1 RES WATER	SENS55416637		A	04/18/2016				13936607		1,200	10		48.10	110.50	
100	1 RES WATER	SENS55416637		A	01/21/2016				13929200		1,190	15		72.15	168.75	
100	1 RES WATER	SENS55416637		A	10/01/2015				13921806		1,175	16		74.75	174.59	
100	1 RES WATER	SENS55416637		A	07/02/2015				13914356		1,159	14		65.38	152.74	
100	1 RES WATER	SENS55416637		A	04/06/2015				13906853		1,145	17		79.39	185.47	
100	1 RES WATER	SENS55416637		A	12/31/2014				13899506		1,128	12		56.04	130.92	
100	1 RES WATER	SENS55416637		A	10/03/2014				13892111		1,116	14		65.38	152.74	
100	1 RES WATER	SENS55416637		A	06/30/2014				13884684		1,102	14		37.60	86.98	
100	1 RES WATER	SENS55416637		A	04/01/2014				13877235		1,080	8		73.60	173.44	
100	1 RES WATER	SENS55416637		A	01/24/2014				13869949		1,064	16		64.40	145.52	
100	1 RES WATER	SENS55416637		A	10/11/2013				13862604		1,050	17		78.20	171.80	
100	1 RES WATER	SENS55416637		A	07/15/2013				13855225		1,033	14		64.40	151.76	
100	1 RES WATER	SENS55416637		A	04/11/2013				13847793		1,019	14		63.62	150.06	
100	1 RES WATER	SENS55416637		A	10/15/2012				13840531		1,005	27		121.23	243.43	
100	1 RES WATER	SENS55416637		A	07/13/2012				13833212		978	23		103.27	213.25	
100	1 RES WATER	SENS55416637		A	04/12/2012				13825876		955	12		53.88	127.20	
100	1 RES WATER	SENS55416637		A	01/18/2012				13818490		943	12		62.86	148.40	
100	1 RES WATER	SENS55416637		A	10/19/2011				13811234		929	14		71.20	168.45	
100	1 RES WATER	SENS55416637		A	07/12/2011				13796625		913	16		60.06	143.36	
100	1 RES WATER	SENS55416637		A	04/12/2011				13789295		897	14		81.51	194.56	
100	1 RES WATER	SENS55416637		A	01/18/2011				13782118		883	19		68.64	163.84	
100	1 RES WATER	SENS55416637		A	10/14/2010				13774872		864	16		96.81	233.66	
100	1 RES WATER	SENS55416637		A	07/21/2010				13767619		848	23		75.42	182.52	
100	1 RES WATER	SENS55416637		A	04/02/2010				13760337		825	18		71.23	172.38	
100	1 RES WATER	SENS55416637		A	01/05/2010				13753203		807	17		62.85	152.10	
100	1 RES WATER	SENS55416637		A	10/05/2009				13745982		790	15		40.51	95.95	
100	1 RES WATER	SENS55416637		O	07/07/2009				13738694		798	10				

\*\* END OF REPORT - Generated by Kimberly Nickerson \*\*



05/19/2020 12:52  
kimberly.nickerson

CITY OF ROCHESTER  
UB Consumption History Report

P 1  
ubcensing

Account Number	Service	Customer # Name	Mfr Meter Number	Cd Read Date	Time	Parcel	By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
204446		50506	NEAL GREGORY S & STEPHANIE F	022200740000						19 BUTTERFLY LN				Active
100	-	1 RES WATER	SENS55416637	A	04/15/2020			14059860	1,495	112	0	621.60	1,377.60	
100	-	1 RES WATER	SENS55416637	A	01/06/2020			14052105	1,383	17	0	94.35	239.10	
100	-	1 RES WATER	SENS55416637	A	10/11/2019			14044212	1,366	14	0	77.70	172.20	
100	-	1 RES WATER	SENS55416637	A	07/09/2019			14036391	1,352	10	0	55.50	123.00	

\*\* END OF REPORT - Generated by Kimberly Nickerson \*\*



## *City of Rochester, New Hampshire*

### WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

Date: June 29, 2020

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 06/10/2020

Customer Name: Jeffrey Johnson

Account # 300910

Service Address: 42 Murray Drive

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 a denial for this water and sewer abatement on the February 2020 invoiced amount. This decision was based on the Water and Sewer adjustment policy that states in order to qualify for abatement a customer's excess consumption must exceed 46 units and be greater than 100% of their normal average consumption. The owner's excess consumption does not meet the Water and Sewer adjustment policy criteria.

*Lisa J Clark*

\_\_\_\_\_  
Lisa J. Clark, Utility Billing Supervisor

07/06/2020

\_\_\_\_\_  
Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Kimberly Nickerson  
DATE: June 17, 2020  
SUBJECT: City of Rochester  
**PROPERTY: 42 Murray Drive**

Please find attached the Water Billing Appeal, account notes, invoice and consumption history for the above location.

This appeal is for water and sewer, the owner stated he had a water heater that was leaking that has now been repaired.

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

Office Use Only:  
 Received: 6/10/20

1. Date of Appeal: 6/10/2020
2. Property Owner's Name: JEFFREY L. JOHNSON Account #: 300910
3. Billing Address: 42 MURRAY DRIVE  
ROCHESTER, NH 03868
4. Service Location: 42 MURRAY DRIVE Zip Code 03868
5. Owners Representative: JEFFREY L. JOHNSON
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-403-4209 Cell: ---
8. Email Address: JOHNSON71@YAHOO.COM

W<sub>1</sub> S

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 2/20/2020 to 05/1/2020
10. Abatement is being requested for:
  - a. How many units of water 15 x 5.55 = \$ 83.25
  - b. How many units of sewer 15 x 6.75 = \$ 101.25
  - c. Water & Sewer Department Fees of: \$ ---

Total \$ 184.50

Usage 20  
 avg 6  
14  
 14 ÷ 2 = 7  
 water  
 7 @ 5.55 = \$38.85  
 sewer  
 14 @ 6.75 = \$94.50  
\$133.35

11. Explanation of Appeal Request:  
MY WATER HEATER IS IN AN ENCLOSED SPACE IN A  
CLOSET IN THE BACK OF THE HOUSE. I MOVED HERE IN  
JANUARY AND HAD THE HOUSE INSPECTED BEFORE PURCHASE  
THE HEATER WAS FINE AT THAT TIME. THE HEATER SAT ON A  
LOW CONTAINER THAT DRAINED TO THE OUTSIDE OF THE HOUSE.  
THE HEATER FAILED AND DRAINED OUTSIDE FOR SOME TIME BEFORE  
I RETRIEVED IT. MY READINGS FOR THE PERIOD 15 TO TIMES MY  
PREVIOUS READINGS. IF YOU WOULD GIVE ME RELIEF ON THE WATER &  
SEWER CHARGE BACK TO A NORMAL READINGS, I WOULD APPRECIATE  
IT. THANK YOU.

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? A-D ARCHAMBAULT

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, I WILL NOT SEEK ASSISTANCE

FROM THE CITY FOR FINANCIAL SUPPORT.

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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 abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.
4. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.

Accounts

Account: 300910

MAY 2010 BILL RETURNED WITH NOTE TO ELIMINATE ROBERT - LETTER SENT

[2012-03-30 10:42:32 ann]: EFFECTIVE 4/1/12 NO LONGER ELDERLY EXEMPTION

[2019-12-23 08:18:49 michele.grant]: FINAL BILL PROCESSED 12/20.

[2020-05-08 10:19:20 kimberly.nickerson]: LEAKING WATER HEATER POSSIBLE APPEAL

[2020-06-16 12:16:02 kimberly.nickerson]: RECEIVED UAB PAPERWORK 6/10 FOR JULY MEETING

[2020-06-19 14:06:03 kimberly.nickerson]:REREAD DONE USED 2 UNITS IN APPROX.

MONTH SEEMS TO BE BACK TO NORMAL



# City of Rochester

19 Wakefield Street  
Rochester, New Hampshire

# WATER & SEWER BILL

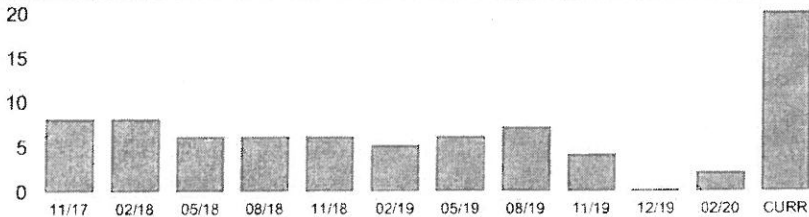
Customer Copy  
Keep this portion for your records

CUSTOMER NAME		SERVICE LOCATION					
JOHNSON JEFFREY L & EDITH H		42 MURRAY DR					
BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE				
14062818	05/22/2020	300910	06/24/2020				
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	02/20/2020	05/20/2020	423	443	20	\$111.00
RES SEWER		02/20/2020	05/20/2020				\$135.00

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.

### CONSUMPTION HISTORY



READ CODE	Description	Amount
	Total Current Billing	\$246.00
A = Actual	Previous Balance	\$53.37
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$53.37
<b>Total Amount Due</b>		<b>\$246.00</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET\*\*\*  
TELEPHONE PAYMENTS PLEASE CALL 603-232-1135  
HTTPS://WWW.ROCHESTERNH.NET/PUBLICWORKS/PAGES/WATER-QUALITY-REPORTS

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



**City of Rochester**  
P.O. Box 981096  
Boston MA 02209-1096

Please Note Address Change Below:

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

### WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	300910
Bill Number:	14062818
Pay By:	06/24/2020
<b>Total Due:</b>	<b>246.00</b>

Service Location  
42 MURRAY DR

JOHNSON JEFFREY L & EDITH H  
42 MURRAY DR  
ROCHESTER, NH 03868-7097

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







61 Allen Street  
 Rochester, NH 03867-1403  
 Phone 603-335-1800 • Fax 603-335-7889  
 Web: www.adplumbing.com • email: info@adplumbing.net

# Invoice

May 8, 2020  
 Summary: SERVICE  
 Invoice #: 12411-65876  
 Tech: TIM  
 Due Date: 5/15/2020  
 Job Date: 5/8/2020

**BILL TO:**  
 Jeffrey Johnson  
 42 Murray Drive  
 Rochester, NH 03868

**JOB NAME:**  
 42 Murray Drive  
 Tara Estates  
 Rochester, NH 03868

**PAID**  
 RECEIVED MAY - 8 2020

ITEM CODE	DESCRIPTION	UNIT PRICE	QTY	TOTAL
-----------	-------------	------------	-----	-------

Replaced existing leaking 40 gallon electric water heater with new.

LK-P0031	Replace 40 Gallon Electric Water Heater 240V 6 Year Warranty			1489.00
----------	---	--	--	---------

Model # EN6-40-DORS	Serial # 2012118721364	Equip. Warranty Expires 5/7/2026
		Labor Warranty Expires 5/7/2021

Thank You for Your Business!



Subtotal	Total
1489.00	\$1,489.00

Payment: MC 05/08/2020

Pmt/Credit \$1,489.00 CR  
 Balance: \$0.00

All materials are warranted by the manufacturers' written warranty only. All labor performed by the above named company is warranted for one year or as otherwise indicated in writing. All work to be completed in a professional manner according to standard practices. Payment is due upon receipt. A USD 3.00 processing fee and a finance charge of two percent per month (24 percent per annum) will be charged on unpaid balances. Purchaser agrees to pay all costs of collection, including attorney's fees. Returned checks are processed electronically for amount and state allowed fees.

Please Remit to: A-D Archambault Plumbing & Heating, Inc., 61 Allen Street,  
 Rochester, NH 03867-1403. Thank you for your business!



06/16/2020 12:19  
kimberly.nickerson

CITY OF ROCHESTER  
UB Consumption History Report

P 1  
ubcnsing

Account Number Service	Customer # Name Mfr Meter Number	Cd Read Date Time	Parcel By	Bill # Curr Read	Location Usage Repl Usage Charge Amt Billed Amt	Status Billed Amt
300910	51632	JOHNSON JEFFREY L & EDITH H	022403090091		42 MURRAY DR	Active
100 - 1 RES WATER	SENS57938724	A 05/20/2020	14062818	443	0	111.00
100 - 1 RES WATER	SENS57938724	A 02/20/2020	14055039	423	0	21.09
						246.00
						53.37

\*\* END OF REPORT - Generated by Kimberly Nickerson \*\*



06/16/2020 12:20  
kimberly.nickerson

CITY OF ROCHESTER  
UB Consumption History Report

1  
P  
ubcsnsing

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
300910	26483	OLEX ROBERT M & SUZANNE M				022403090091			42 MURRAY DR				Active
100	SENS57938724		F	12/20/2019			14049913	421	0	0	.00	.00	
100	SENS57938724		A	11/20/2019			14047201	421	4	0	22.20	54.48	54.48
100	SENS57938724		A	08/21/2019			14039348	417	6	0	38.85	86.10	86.10
100	SENS57938724		A	05/23/2019			14031472	410	6	0	33.30	73.80	73.80
100	SENS57938724		A	02/21/2019			14023738	404	5	0	27.75	61.50	61.50
100	SENS57938724		A	11/21/2018			14015968	399	6	0	33.30	73.80	73.80
100	SENS57938724		A	08/22/2018			14008171	393	6	0	33.30	73.80	73.80
100	SENS57938724		A	05/17/2018			14000283	387	6	0	42.79	95.36	95.36
100	SENS57938724		A	02/21/2018			13992612	381	8	0	42.79	95.36	95.36
100	SENS57938724		A	11/21/2017			13984960	373	8	0	42.79	95.36	95.36
100	SENS57938724		A	08/22/2017			13977283	365	8	0	47.61	106.48	106.48
100	SENS57938724		A	05/18/2017			13969551	356	9	0	37.03	82.67	82.67
100	SENS57938724		A	02/23/2017			13962018	349	9	0	47.16	105.57	105.57
100	SENS57938724		A	11/21/2016			13954511	340	8	0	38.48	88.40	88.40
100	SENS57938724		A	08/25/2016			13946987	332	6	0	28.86	66.30	66.30
100	SENS57938724		A	05/26/2016			13939397	326	8	0	28.86	66.30	66.30
100	SENS57938724		A	02/23/2016			13931962	318	6	0	33.24	76.37	76.37
100	SENS57938724		A	11/23/2015			13924567	312	7	0	32.24	76.37	76.37
100	SENS57938724		A	08/20/2015			13917116	305	7	0	23.35	54.55	54.55
100	SENS57938724		A	05/14/2015			13909594	298	5	0	23.35	54.55	54.55
100	SENS57938724		A	02/25/2015			13902245	293	6	0	28.02	65.46	65.46
100	SENS57938724		A	11/19/2014			13894866	287	6	0	23.35	54.55	54.55
100	SENS57938724		A	08/18/2014			13887463	281	5	0	23.35	54.55	54.55
100	SENS57938724		A	05/14/2014			13879963	276	6	0	28.00	65.04	65.04
100	SENS57938724		A	02/24/2014			13872673	270	6	0	27.60	65.04	65.04
100	SENS57938724		A	11/22/2013			13865340	264	8	0	36.80	86.72	86.72
100	SENS57938724		A	08/19/2013			13857962	256	17	0	78.20	184.28	184.28
100	SENS57938724		A	05/21/2013			13850542	239	6	0	27.60	65.04	65.04
100	SENS57938724		A	02/22/2013			13843252	233	7	0	32.11	75.68	75.68
100	SENS57938724		A	11/19/2012			13835941	226	6	0	26.94	63.60	63.60
100	SENS57938724		A	08/22/2012			13828601	220	6	0	26.94	63.60	63.60
100	SENS57938724		A	05/18/2012			13821211	214	7	0	31.43	74.20	74.20

avg  
6

\*\* END OF REPORT - Generated by Kimberly Nickerson \*\*



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

Date: June 24, 2020

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 06/16/2020

Customer Name: Johanna Garneau

Account # 153280

Service Address: 24-26 Church Street

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 a denial for this water and sewer abatement on the October and January 2020 invoiced amount. This decision was based on the meter test that was performed by Red Head Manufacturing and the policy on Water & Sewer adjustments. Owner requested testing for their meter, the test concluded a faulty meter. The faulty meter showed it was catching less water than was actually being consumed.

A. Total usage on disputed invoice	35
B. Average usage on previous 3 years is	<u>18</u>
C. Estimated use over average	17
D. ½ of above average use is	9

Value of 9 Units of Water at the current water rate of \$5.55=\$49.95

Value of 9 Units of Sewer at the current sewer rate of \$6.75 = \$60.75.

Total abatement=\$110.70 plus accrued interest.

*Lisa J Clark*

\_\_\_\_\_  
Lisa J. Clark, Utility Billing Supervisor

07/06/2020

\_\_\_\_\_  
Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Kimberly Nickerson  
DATE: June 17, 2020  
SUBJECT: City of Rochester  
**PROPERTY: 24-26 Church Street**

Please find attached the Water Billing Appeal, account notes, invoice and consumption history for the above location.

This appeal is for water and sewer, the owner stated she believes the meter was faulty and caused a large bill. Meter was tested and came back faulty but meter was proven to be running slower.

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

Office Use Only:  
 Received: 6/16/20

1. Date of Appeal: 6/8/2020  
 2. Property Owner's Name: Johanna K Garneau Account #: 153280  
 3. Billing Address: 24 Church St  
Rochester NH 03839

WES

4. Service Location: 24/26 Church St Zip Code 03839  
 5. Owners Representative: \_\_\_\_\_  
 6. Owners Representative's Signature: \_\_\_\_\_  
 7. Phone #: 603-969-7478 Cell: 603-969-7478  
 8. Email Address: johanna.garneau@garneau-tax.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 10/03/19 to 01/08/2020 \$ 455.10  
07/12/19 to 10/03/19 \$ 405.90

10. Abatement is being requested for:

a. How many units of water  $\frac{17}{3} = 30$  x 5.55 = \$ 166.50

b. How many units of sewer  $\frac{17}{3} = 30$  x 6.75 = \$ 202.50

c. Water & Sewer Department Fees of: \$ 861.00 pd

Total \$ 369.00 looking for Abatement

11. Explanation of Appeal Request:

See Attach sheet of Appeal Request  
Explanation

Usage = 2 months  
 $37 + 33 = 70 \div 2 = 35$   
 avg  $\frac{35}{2} = 17.5$   
 $17.5 \div 2 = 8.5$  (9)  
 water  $9 \times 5.55 = \$49.95$   
 sewer  $9 \times 6.75 = \$60.75$   
 total \$ 110.70

*Johanna K. Garneau*

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

Yes  No (circle one)

If yes, why?

~~I only Average for 7 bills 18 usage~~  
~~I only Average for 8 bills 18.125 usage~~  
They change the meter on January 31st 2020

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

No  Yes (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:

no / NA  
\_\_\_\_\_  
\_\_\_\_\_

**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 abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.
4. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.



Accounts

Account: 153280

10/17/06- REMOVE ELDERLY EXEMPTION

JAN 07 BILL CALCULATED INCORRECTLY DUE TO CHANGE FROM ELDERLY TO REG RATE.  
PROCESSED CORRECTION AND MAILED REVISED BILL 1/23/07  
[2015-05-14 15:12:42 karenb]: RECEIVED BILL BACK WITH NAME CHANGE TO SOLANGE  
BEGIN. SENT LETTER.

[2018-12-11 11:54:15 karenb]:ADDED LOW HAZARD BACKFLOW TO ACCOUNT AND MAILED  
PERMIT. TAX PREPARER.

[2019-06-12 11:30:58 karenb]:MAILED LETTER REQUIRING BACKFLOW TEST RESULTS.  
SHUT OFF DATE 7/17/19.

[2020-02-13 11:54:25 michele.grant]: TECH WENT OUT TO SEE OWNER ON 1/31 PER  
THEIR REQUEST (THEY CALLED JE AT DPW) BECAUSE OF HIGH BILL. TECH PUT IN TEMP  
METER, OWNER WANTS METER TESTED, WILL HAVE EJP PICK UP FOR TESTING. TECH WENT  
OUT ON 2/10 BUT METER PROGRAMMED INCORRECTLY, FIXED & WILL NEED TO GO BACK FOR A  
READ IN A WEEK OR 2.

[2020-03-16 09:57:42 michele.grant]: CHECKED METER READ ON 3/6, IT WAS 0006,  
SO LOOKS LIKE IT'S GOING BACK TO NORMAL. LET OWNER KNOW AND SHE DEFINITELY  
WANTS METER TESTED, WILL HAVE EJP PICK UP.

[2020-04-15 18:15:23 michele.grant]: TECH GOT READ FOR CYCLE 3 ON 4/10, READ  
WAS 0012. END METER READ ON OLD METER ON 1/31/20 WAS 0924 (LAST READ 0917 SO 7  
UNITS ON OLD METER & 12 ON NEW METER FOR 19 UNITS TOTAL).

[2020-06-02 08:39:55 Lisa.Clark]:SPOKE WITH JOHANNA. SHE INSISTS ON AN APPEAL  
AS THEY DID NOT FIND ANYTHING WRONG OR FIX ANYTHING AT THE PROPERTY. I DID  
EXPLAIN THAT THE TEST RESULTS SHOWED THAT THE OLD METER WAS RUNNING SLOW AND  
THAT IS WHY WE DID NOT PUT IT BACK IN.

June 5, 2020

I called the water & sewer department in the middle of January 2020. I spoke to Lisa and told her that I think there's a problem with my last two bills. Lisa said why didn't you call on the first bill when it was high. I told her I was waiting to see if the next bill was high. That I talked to my tenant and made her aware of the high water & sewers bills and if she notice any leaks anywhere. I told my tenant to be subconscious of the water & sewer. I live on one side alone and my tenant lives on the other side alone. There is only two people that live in this house. My next bill was \$50.00 higher. I said no way, we were very subconscious about using the water & sewer. I had my plumber come out and check everything and did the dye test in all my toilet's. My plumber couldn't find any leaks anywhere. I set up for the city to come out on January 31, 2020. John show up and check everything and there was no leaks. John said I will swap the meter. He made me aware that I would be charge \$50 if it didn't come back bad. I say go ahead I can't be paying these high bills there is something wrong. John said he would monitor the meter for 9 days. I call the water & sewer department on March 6<sup>th</sup> and asked how come John hasn't got back to me. He said he was doing the test the following week. Which would have been 1<sup>st</sup> week of February. I said to Michele Grant how come. Than Michele told me that the meter was still there. I said that should have been sent out 4 to 5 weeks ago. So they sent it out. Michele left me a voice mail on March 13<sup>th</sup> saying that John looked at the usage and it seems to be going back to normal. I still have the voice mail on my phone I can play it for you. So than I thought it had to be the meter. I spoke to Michele again on May 14<sup>th</sup> and she said she would be sending me out the paperwork to file the abatement. Next thing I know I get a e-mail saying that she spoke to her supervisor and don't bother. I have attached the letters. So after I got that e-mail I called Michele again and said I need to talk to the supervisor. So I call Lisa Clark and said I called down to RI where the meter was tested. I asked if one test was faulty could the others read normal when tested it. They said the meter was 17, 18 years old anything could happen. So I told Lisa I want the paperwork to file the abatement. I said to Lisa she said that it tested low. I asked her so are you saying I should have pay more. I told Lisa that sounds ridiculous to me. Lisa said if I can show me fixing something than I can file abatement. I said I am not going to lie. There was no leaks found but the meter was changed and it magically goes back to normal. As soon I get the water & sewer bill I pay it that same day. I have always paid way before it's due. But there is a problem

I know there is no possible way that 2 people could use that much water & sewer. Back in 2017 there was 5 people living where I live and on the other side there was 3 people and my highest bill was \$283.44 and my lowest bill was \$165.75. That's a total of 8 people and my bills never came close to that. I not looking for something for nothing I just want to pay what's right. The only thing that has changed is the meter. I am seeking 30 usage for abatements for the two bill. I think that is more than fair. Right is Right  
Johanna Garneau

**Johanna Garneau**

---

**From:** "Johanna Garneau" <johanna.garneau@garneautax.com>  
**Date:** Tuesday, May 19, 2020 9:16 AM  
**To:** "Johanna Garneau" <johanna.garneau@garneautax.com>  
**Subject:** Fwd: meter test

Sent from my iPhone

Begin forwarded message:

**From:** Michele Grant <michele.grant@rochesternh.net>  
**Date:** May 18, 2020 at 12:06:56 PM EDT  
**To:** "johanna.garneau@garneautax.com" <johanna.garneau@garneautax.com>  
**Subject:** meter test

Hi Johanna,

As we discussed on the phone the old meter did fail the testing so we will keep the new meter in and there will be no charge for the new meter or the testing. After taking a closer look at the test and talking with my supervisor the test shows that the meter was running slow not fast therefore there is no credits due for this. The only way for an appeal to be done in this situation is if there was a leak or issue that was fixed, then you could bring that to the Utility Appeals Board. Since there was no issue found we cannot do an appeal. Sorry for the confusion, I hope this makes sense but if not feel free to reach out to me.

Thank you,

Michele Grant  
Utility Billing Administrator  
City of Rochester  
19 Wakefield St.  
Rochester, NH 03867  
603-335-7501

**Johanna Garneau**

---

**From:** "Michele Grant" <michele.grant@rochesternh.net>  
**Date:** Tuesday, May 19, 2020 2:25 PM  
**To:** <johanna.garneau@garneautax.com>  
**Attach:** Meter test 24-26 Church.pdf  
**Subject:** Meter Test

Hi Johanna,

Attached is the meter test for 24-26 Church, hope this helps. And my supervisor is Lisa Clark and her phone number is 335-7572.

Thanks,

Michele Grant  
Utility Billing Administrator  
City of Rochester  
19 Wakefield St.  
Rochester, NH 03867  
603-335-7501

RED HED MANUFACTURING  
 Division of Everett J. Prescott  
 38 Albion Road  
 Lincoln, Rhode Island 02865  
 401-333-1317

METER TEST DATA

TEST DATE 4-28-20

CUSTOMER EJP CONCORD  
 METER FROM  
 REFERENCE #444

*24-26 Church St,*

METER INFORMATION  
 SERIAL #61937744  
 SIZE: 5/8 X 3/4  
 BRAND: INVENSYS SR  
 COMMENTS:

PASS RANGE: 98.5%-101.5%

TESTING DATA

AWWA STANDARDS

LOW FLOW 1/4 G.P.M.		INTERMEDIATE FLOW 2 G.P.M.		HIGH FLOW 15 G.P.M.		
TEST AMOUNT	% OF METER ACCURACY	TEST AMOUNT	% OF METER ACCURACY	TEST AMOUNT	% OF METER ACCURACY	PASS/FAIL
1 CF	96.5%	1 CF	99.0%	10 CF	99.3%	

Signed *Nicholas* Date *4/28/20*



**City of Rochester**  
Rochester, New Hampshire

# WATER & SEWER BILL

**Customer Copy**

Keep this portion for your records

Customer GARNEAU JOHANNA K		Service Address 24 26 CHURCH ST /				
Bill Number 14042487	Account Number 153280		Past Due Date 11/25/2019		Bill Date 10/23/2019	
Description RES WATER RES SEWER	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current 10/03/2019	Previous 07/12/2019	Current 880	Previous 847	33 33	183.15 222.75
Last Payment Amt 295.20	Last Payment Date 08/01/2019	Past Due 0.00	Other Current Charges .00	Current Charges 405.90	<b>Amount Due \$405.90</b>	

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET\*\*\*  
WATER \$5.55, MINIMUM \$21.09, SEWER \$6.75, MINIMUM \$32.28  
MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% 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

19 Wakefield Street  
Rochester, New Hampshire

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
GARNEAU JOHANNA K	24 26 CHURCH ST

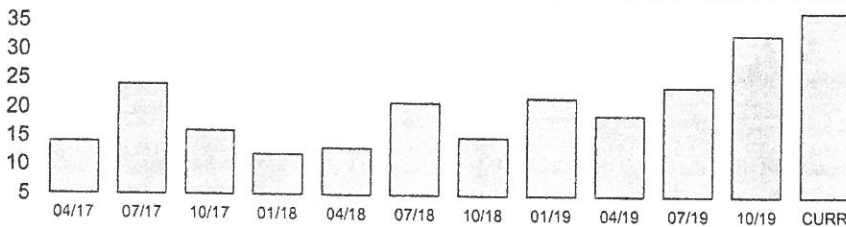
BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14050357	01/23/2020	153280	02/25/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	10/03/2019	01/08/2020	880	917	37	\$205.35
RES SEWER		10/03/2019	01/08/2020				\$249.75

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.

### CONSUMPTION HISTORY



READ CODE	Total Current Billing	\$455.10
A = Actual	Previous Balance	\$405.90
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$405.90
<b>Total Amount Due</b>		<b>\$455.10</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET\*\*\*  
WATER \$5.55, MINIMUM \$21.09. SEWER \$6.75, MINIMUM \$32.28  
MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE. 2.79% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



## City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

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

GARNEAU JOHANNA K  
24 CHURCH ST  
ROCHESTER, NH 03839-5200

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	153280
Bill Number:	14050357
Pay By:	02/25/2020
<b>Total Due:</b>	<b>455.10</b>

Service Location  
24 26 CHURCH ST

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







06/16/2020 12:06  
kimberly.nickerson

CITY OF ROCHESTER  
UB Consumption History Report

1  
|P  
|ubcnsing

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
153280	45964	GARNEAU JOHANNA K		014200100000					24	CHURCH ST			Active
100	1 RES WATER	SENS82661610	A	04/10/2020			14058105	12	12		105.45		233.70
100	1 RES WATER	INVE61937744	I	01/31/2020			0	924	7		.00		.00
100	1 RES WATER	INVE61937744	A	01/08/2020			14050357	917	37		205.35		455.10
100	1 RES WATER	INVE61937744	A	10/03/2019			14042487	880	33		183.15		405.90
100	1 RES WATER	INVE61937744	A	07/12/2019			14034661	847	24		133.20		295.20
100	1 RES WATER	INVE61937744	A	04/05/2019			14026824	823	19		105.45		233.70
100	1 RES WATER	INVE61937744	A	01/11/2019			14019083	804	22		122.10		270.60
100	1 RES WATER	INVE61937744	A	10/05/2018			14011296	782	15		83.25		184.50
100	1 RES WATER	INVE61937744	A	07/13/2018			14003515	767	21		116.55		258.30
100	1 RES WATER	INVE61937744	A	04/10/2018			13995690	746	13		71.21		158.12
100	1 RES WATER	INVE61937744	A	01/05/2018			13988052	733	12		63.48		141.72
100	1 RES WATER	INVE61937744	A	10/18/2017			13980403	721	16		84.64		188.96
100	1 RES WATER	INVE61937744	A	07/17/2017			13972755	705	24		126.96		283.44
100	1 RES WATER	INVE61937744	A	04/13/2017			13965082	681	14		74.06		165.34
100	1 RES WATER	INVE61937744	A	01/12/2017			13957576	667	16		80.19		181.92
100	1 RES WATER	INVE61937744	A	10/03/2016			13950052	651	15		72.15		165.75
100	1 RES WATER	INVE61937744	A	06/30/2016			13942533	636	6		28.86		66.30

18  
A9

\*\* END OF REPORT - Generated by Kimberly Nickerson \*\*



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

Date: June 24, 2020

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 06/23/2020

Customer Name: Evco Irrevocable Trust Account # 101055

Service Address: 9 Nutter Street

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 47 units of water and 94 units of sewer on the March 2020 invoiced amount. The decision letter and account will be noted with the language that this is a once in 10 year abatement for this property. A reread has been done on this property and usage appears to be back to normal.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
2. The water did not enter the sewer system.
 

A. Total usage on disputed invoice	181
B. Average usage on previous 3 years is	<u>87</u>
C. Estimated use over average	94
D. ½ of above average use is	47

Value of 47 Units of Water at the current water rate of \$5.55=\$260.85

Value of 94 Units of Sewer at the current sewer rate of \$6.75 = \$634.85.

Total abatement recommended=\$895.35 plus accrued interest.

*Lisa J Clark*

07/06/2020

\_\_\_\_\_  
Lisa J. Clark, Utility Billing Supervisor

\_\_\_\_\_  
Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Kimberly Nickerson  
DATE: June 24, 2020  
SUBJECT: City of Rochester  
PROPERTY: **9 Nutter Street**

Please find attached the Water Billing Appeal, account notes, invoice and consumption history for the above location.

This appeal is for water and sewer, the owner stated the home was broken into and door left open which caused pipes to freeze. The pipes have been fixed.

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

Office Use Only  
 Received: 6/23/20

WES

1. Date of Appeal: 6-23-2020
2. Property Owner's Name: EVCO Inneceable Account #: 101055
3. Billing Address: ~~9 Nutter St. Rochester, NH~~ <sup>Trust</sup> 222 Governors Rd. Brookfield, NH 03802
4. Service Location: 9 Nutter St. Rochester Zip Code 03867
5. Owners Representative: EVERETT DUPONT - TRUSTEE
6. Owners Representative's Signature: [Signature] Trustee
7. Phone #: 522-3580-H Cell: 817-5077
8. Email Address: leave message Usage 181

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

9. Billing Period that is being appealed is from ~~March~~ 12-9-19 to 3-94-2 = 47
10. Abatement is being requested for:
  - a. How many units of water 70 x 5.55 = \$ 3.88.5 Water
  - b. How many units of sewer 140 x 6.75 = \$ 945 47 x 5.55 = \$260.85 Sewer
  - c. Water & Sewer Department Fees of:
 

Total	\$ <u>1333.5</u>	94 x 6.75 = \$ <u>634.85</u>	<u>\$898.35</u>
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11. Explanation of Appeal Request:  
House was broken in to and door left open and water pipe broke

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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? \_\_\_\_\_

Who made the repair? ME

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 abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*
4. *Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.*

Accounts

Account: 101055

- [2010-06-17 16:40:31 kathy]: SENT LEAK LETTER
- [2010-10-26 10:56:41 ann]: OCTOBER 2010 UAB GRANTED \$150.24 ABATEMENT
- [2012-09-17 10:28:09 ann]: METER READ 6/4 3888 METER READ 9/5 54 - APPARENTLY METER WAS CHANGED OUT SOMETIME BETWEEN READS BY PUBLIC WORKS AND PAPERWORK NEVER MADE IT TO OUR OFFICE. I CHANGED OUT OLD METER (#53505408) METER ON THE SEPTEMBER 2012 BILL RUN WITH THE NEW METER (#711301649)
- [2015-03-10 09:09:56 sjuneau]: MARCH BILL ESTIMATED DUE TO SNOW.
- [2016-04-01 15:33:39 karenb]:SENT LETTER REQUIRING LOW HAZARD DEVICE W/SHUT OFF DATE OF 5/24/16.
- [2016-06-23 14:16:35 sjuneau]: ADDED BACKFLOW DEVICE TO ACCOUNT & MAILED PERMIT
- [2019-06-12 10:19:26 karenb]:MAILED LETTER REQUIRING BACKFLOW TEST RESULTS. SHUT OFF DATE 7/17/19.
- [2020-03-10 09:50:16 kimberly.nickerson]:SENT LEAK LETTER
- [2020-06-23 13:19:13 kimberly.nickerson] FROZEN PIPES DUE TO BREAK IN, GAVE APPEAL PAPERWORK
- [2020-06-23 13:57:40 kimberly.nickerson]:OWNER DEMANDING AVERAGE USAGE IS NOT COMPUTED ACCURATELY AS TENANT WAS ALLOWING HOMELESS TO SHOWER THERE. EXPLAINED THAT AVERAGE USE IS COMPUTED BASED ON HISTORY
- [2020-06-24 08:18:07 kimberly.nickerson]: READ ON 6/10 38 UNITS, USAGE IS BACK TO NORMAL

# City of Rochester

19 Wakefield Street  
Rochester, New Hampshire

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
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EVCO IRREVOCABLE TRUST %

9 NUTTER ST

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14056098

03/19/2020

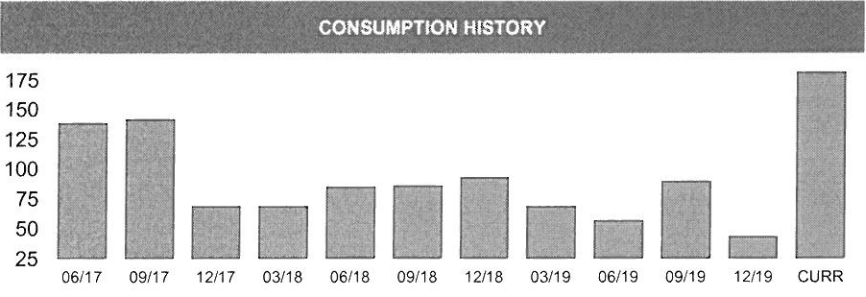
101055

04/20/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
COMM WATER	A	12/09/2019	03/06/2020	2429	2610	181	\$1,004.55
COMM SEWER		12/09/2019	03/06/2020				\$1,221.75

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.



READ CODE	Description	Amount
	Total Current Billing	\$2,226.30
A = Actual	Previous Balance	\$528.90
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$528.90
<b>Total Amount Due</b>		<b>\$2,226.30</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET\*\*\*  
WATER \$5.55, MINIMUM \$21.09, SEWER \$6.75, MINIMUM \$32.28  
MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE 2.79% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



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

Please Note Address Change Below:

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

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	101055
Bill Number:	14056098
Pay By:	04/20/2020
<b>Total Due:</b>	<b>2,226.30</b>

Service Location  
9 NUTTER ST

EVCO IRREVOCABLE TRUST %  
EVERETT J DUPONT JR TRUSTEE  
222 GOVERNORS RD  
BROOKFIELD, NH 03872-7323



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

92096042020614056098800002226306



Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By	Usage	Billed Amt
101055	30170	011801040000	9 NUTTER ST	Active
1	COMM WATER SENS71301649	A	181	2,226.30
1	COMM WATER SENS71301649	A	43	238.65
1	COMM WATER SENS71301649	A	89	1,094.70
1	COMM WATER SENS71301649	A	56	310.80
1	COMM WATER SENS71301649	A	68	688.80
1	COMM WATER SENS71301649	A	82	377.40
1	COMM WATER SENS71301649	A	95	836.40
1	COMM WATER SENS71301649	A	85	510.60
1	COMM WATER SENS71301649	A	81	471.75
1	COMM WATER SENS71301649	A	84	1,045.50
1	COMM WATER SENS71301649	A	68	466.20
1	COMM WATER SENS71301649	A	68	367.40
1	COMM WATER SENS71301649	A	68	359.72
1	COMM WATER SENS71301649	A	141	803.08
1	COMM WATER SENS71301649	A	138	1,665.21
1	COMM WATER SENS71301649	A	115	730.02
1	COMM WATER SENS71301649	A	115	1,629.78
1	COMM WATER SENS71301649	A	87	608.35
1	COMM WATER SENS71301649	A	91	1,358.15
1	COMM WATER SENS71301649	A	90	962.77
1	COMM WATER SENS71301649	A	90	437.71
1	COMM WATER SENS71301649	A	104	1,005.55
1	COMM WATER SENS71301649	A	66	432.90
1	COMM WATER SENS71301649	A	69	994.50
1	COMM WATER SENS71301649	A	66	500.24
1	COMM WATER SENS71301649	A	69	315.07
1	COMM WATER SENS71301649	A	82	752.79
1	COMM WATER SENS71301649	A	125	322.23
1	COMM WATER SENS71301649	A	119	894.62
1	COMM WATER SENS71301649	A	100	583.75
1	COMM WATER SENS71301649	A	87	555.73
1	COMM WATER SENS71301649	A	87	1,298.29
1	COMM WATER SENS71301649	A	46	467.00
1	COMM WATER SENS71301649	A	46	406.29
1	COMM WATER SENS71301649	A	44	1,091.00
1	COMM WATER SENS71301649	A	44	285.54
1	COMM WATER SENS71301649	A	76	672.42
1	COMM WATER SENS71301649	A	52	823.84
1	COMM WATER SENS71301649	A	37	239.20
1	COMM WATER SENS71301649	A	34	170.20
1	COMM WATER SENS71301649	A	47	401.08
1	COMM WATER SENS71301649	A	54	368.56
1	COMM WATER SENS71301649	A	54	211.65
1	COMM WATER SENS71301649	A	46	499.56
1	COMM WATER SENS71301649	A	46	242.46
1	COMM WATER SENS71301649	A	0	572.40
1	COMM WATER SENS71301649	A	0	206.54
1	COMM WATER SENS71301649	A	0	487.60
1	COMM WATER SENS71301649	A	0	0.00
1	COMM WATER SENS71301649	A	44	197.56
1	COMM WATER SENS71301649	A	70	466.40
1	COMM WATER SENS71301649	A	67	314.30
1	COMM WATER SENS71301649	A	37	742.00
1	COMM WATER SENS71301649	A	76	694.29
1	COMM WATER SENS71301649	A	49	158.73
1	COMM WATER SENS71301649	A	68	378.88
1	COMM WATER SENS71301649	A	68	326.04
1	COMM WATER SENS71301649	A	49	778.24
1	COMM WATER SENS71301649	A	68	210.21
1	COMM WATER SENS71301649	A	101	501.76
1	COMM WATER SENS71301649	A	48	289.53
1	COMM WATER SENS71301649	A	65	694.13
1	COMM WATER SENS71301649	A	65	423.19
1	COMM WATER SENS71301649	A	49	1,024.14
1	COMM WATER SENS71301649	A	49	201.12
1	COMM WATER SENS71301649	A	61	486.72
1	COMM WATER SENS71301649	A	65	659.10
1	COMM WATER SENS71301649	A	49	272.35
1	COMM WATER SENS71301649	A	61	202.94
1	COMM WATER SENS71301649	A	61	197.96
1	COMM WATER SENS71301649	A	55	487.54
1	COMM WATER SENS71301649	A	65	582.55
1	COMM WATER SENS71301649	A	65	246.44
1	COMM WATER SENS71301649	A	86	222.20
1	COMM WATER SENS71301649	A	67	256.02
1	COMM WATER SENS71301649	A	71	608.71
1	COMM WATER SENS71301649	A	71	312.18
1	COMM WATER SENS71301649	A	71	589.60
1	COMM WATER SENS71301649	A	71	243.21
1	COMM WATER SENS71301649	A	71	624.80
1	COMM WATER SENS71301649	A	71	257.73

207  
87





# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street Rochester, NH 03867

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

Date: June 29, 2020  
To: Utility Advisory Board  
From: Lisa J. Clark, Utility Billing Office Supervisor  
Re: Water/Sewer Billing Appeal Application Dated: 06/10/2020

Customer Name: Jerry & Christine Gregoire Account # 034519  
Service Address: 61 Estes Road  
Rochester NH 03839

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 23 units of water only on the March 2020 invoiced amount.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
  - A. Total usage on disputed invoice 71
  - B. Average usage on previous 3 years is 25
  - C. Estimated use over average 46
  - D. ½ of above average is 23

Value of 23 Units of water at the current sewer rate of \$5.55 = \$127.65. Total abatement recommended=\$127.65 plus accrued interest.

*Lisa J Clark*

07/06/2020

\_\_\_\_\_  
Lisa J. Clark, Utility Billing Supervisor

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Lisa Clark  
FROM: Kimberly Nickerson  
DATE: June 17, 2020  
SUBJECT: City of Rochester  
**PROPERTY: 61 Estes Road**

Please find attached the Water Billing Appeal, account notes, invoice and consumption history for the above location.

This appeal is for water only, the owner stated she had two running toilets that have now been repaired.

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:  
Received: 6/16/20

1. Date of Appeal: 6/10/2020
2. Property Owner's Name: Jerry C + Christine M Account #: 034519 W
3. Billing Address: Gregoire  
61 Estes Road  
Rochester, NH 03839-5414
4. Service Location: 61 Estes Rd Zip Code 03839-5414
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: Christine M Gregoire
7. Phone #: (603) 335-6788 Cell: (603) 337-5960
8. Email Address: Christinemgregoire@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 3/2020 to 5/2020

10. Abatement is being requested for:

a) How many units of water 40 x 5.55 = \$ 222.00

b. How many units of sewer \_\_\_\_\_ x 6.75 = \$ \_\_\_\_\_

C. Water & Sewer Department Fees of: \$ \_\_\_\_\_

Total \$ 222.00

usage 71  
avg  $\frac{25}{46}$   
 $46 \div 2 = 23$   
 $23 @ \$5.55 = \$127.65$   
water

11. Explanation of Appeal Request:

It was brought to our attention for our  
June billing that our usage was  
significantly higher than other quarters.  
We determined that 2/3 of our toilets  
were calling for water. We purchased repair  
kit and Jerry fixed all 3. I have enclosed  
receipt from Home Depot for the parts.

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, we have septic

If yes, has the leak been repaired? yes, 3 toilets repaired

Who made the repair? Jerry C. Gregoire (owner)

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:

Yes, in that the bill being appealed is nearly 3x the usual amount.

**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 abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
4. **Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.**

Accounts

Account: 034519

[2020-05-14 13:47:51 kimberly.nickerson]: SENT LEAK LETTER  
[2020-06-10 08:14:37 kimberly.nickerson]: SENT APPEAL PAPERWORK TOILETS WERE  
RUNNING HAS BEEN REPAIRED, DOING A READ TO SEE IF USAGE IS BACK TO NORMAL  
[2020-06-16 12:07:59 kimberly.nickerson]: RECEIVED UAB PAPERWORK FOR JULY  
MEETING ALSO MADE SURE OWNER WAS AWARE OF ONCE IN 10 YEAR WATER & SEWER POLICY  
[2020-06-18 08:33:27 kimberly.nickerson]: SCEHDULED REREAD TO MAKE SURE BACK  
TO NORMAL  
[2020-06-24 15:36:32 kimberly.nickerson]: REREAD SHOWS BACK TO NORMAL

## Kimberly Nickerson

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**From:** Jeff Johnson <johnson7j@yahoo.com>  
**Sent:** Wednesday, June 17, 2020 1:19 PM  
**To:** Kimberly Nickerson  
**Subject:** [External] Re: appeal

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Kim,

Yes, I want to appeal both water and sewer.

Thanks,  
Jeff Johnson

On Wednesday, June 17, 2020, 11:24:03 AM EDT, Kimberly Nickerson <kimberly.nickerson@rochesternh.net> wrote:

Hi Jeff

I received your appeal. I just wanted to confirm you would like to appeal the water. The Water and Sewer adjustment policy states you can only abate the water portion once in every ten years. I just wanted to make sure you were aware of that policy. Can you let me know if you still chose to do water and sewer for this appeal. Thank you

Kim Nickerson

City of Rochester

Utility Billing Administrator

**City of Rochester**

19 Wakefield Street  
Rochester, New Hampshire

**WATER & SEWER BILL**

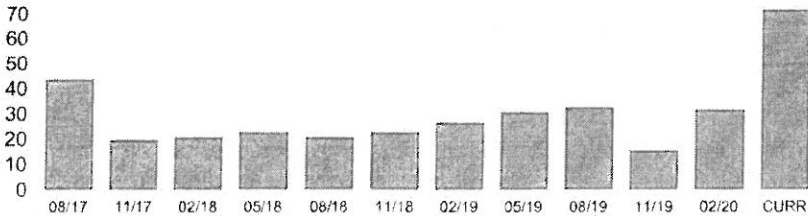
Customer Copy  
Keep this portion for your records

CUSTOMER NAME		SERVICE LOCATION					
GREGOIRE JERRY C & CHRISTINE M		61 ESTES RD					
BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE				
14061471	05/19/2020	034519	06/22/2020				
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	02/05/2020	05/11/2020	1973	2044	71	\$394.05

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.

**CONSUMPTION HISTORY**



READ CODE	Description	Amount
	Total Current Billing	\$394.05
A = Actual	Previous Balance	\$172.05
E = Estimate	Adjustments	\$0.00
F = Final	Loss Payments Received	\$172.05
<b>Total Amount Due</b>		<b>\$394.05</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET\*\*\*  
TELEPHONE PAYMENTS PLEASE CALL 332-1133  
HTTP://WWW.ROCHESTERNH.NET/PUBLICWORKSPAGES/WATER/QUALITY/REPORTS

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

**City of Rochester**  
P.O. Box 981096  
Boston MA 02209-1096

Please Note Address Change Below:

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

**WATER & SEWER BILL**

Remittance Copy  
Return this portion with your payment

Account Number:	034519
Bill Number:	14061471
Pay By:	06/22/2020
<b>Total Due:</b>	<b>394.05</b>

Service Location  
61 ESTES RD

GREGOIRE JERRY C & CHRISTINE M  
61 ESTES RD  
ROCHESTER, NH 03839-5414

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





More saving.  
More doing.<sup>SM</sup>

280 NORTH MAIN ST. ROCHESTER NH 03867  
NOW HIRING HOMEDEPOT.COM/CAREERS

3489 00051 01811 05/20/20 11:40 AM  
SALE SELF CHECKOUT

049057104064 FLAPPER <A>  
KORKY ULTRA WATER SAVER FLAPPER  
306.48 19.44N  
6925974242147 TANK LEVER <A> 5.98N  
DLXE FRONT MOUNT CHROME TANK LEVER  
039961000040 FILL VALVE <A> 18.48N  
400A FILL VALVE CONTRACTOR PACK

SUBTOTAL 43.90  
SALES TAX 0.00  
TOTAL \$43.90

XXXXXXXXXXXX8960 DEBIT USD\$ 43.90

AUTH CODE 961357  
Chip Read Verified By PIN  
AID A0000000980840 US DEBIT

*Gregoire  
(self repair x3 toilets)*



3489 51 01811 05/20/2020 4467

RETURN POLICY DEFINITIONS  
POLICY ID DAYS POLICY EXPIRES ON  
A 1 180 11/16/2020

Due to COVID-19, we have extended our  
returns policy for most items.  
Please see homedepot.com for details.

\*\*\*\*\*  
DID WE NAIL IT?

Take a short survey for a chance TO WIN  
A \$5,000 HOME DEPOT GIFT CARD

Opine en español

[www.homedepot.com/survey](http://www.homedepot.com/survey)

User ID: H88 7400 3962  
PASSWORD: 20270 3911

Entries must be completed within 14 days  
of purchase. Entrants must be 18 or  
older to enter. See complete rules on  
website. No purchase necessary.





06/16/2020 12:11  
kimberly.nickerson

CITY OF ROCHESTER  
UB Consumption History Report

P 1  
| ubcnsng

Account Number	Customer # Name	Mfr Meter Number	Parcel	Cd	Read Date	Time	By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
034519	11216	GREGOIRE JERRY C & CHRISTINE M024600360000								61 ESTES RD				Active
100	RES WATER	SENS55120669	A	05/11/2020				14061471	2,044	71	0	394.05	394.05	394.05
100	RES WATER	SENS55120669	A	02/05/2020				14053700	1,973	31	0	172.05	172.05	172.05
100	RES WATER	SENS55120669	A	11/08/2019				14045822	1,942	15	0	83.25	83.25	83.25
100	RES WATER	SENS55120669	A	08/19/2019				14038008	1,927	32	0	177.60	177.60	177.60
100	RES WATER	SENS55120669	A	05/14/2019				14030141	1,895	30	0	166.50	166.50	166.50
100	RES WATER	SENS55120669	A	02/08/2019				14022392	1,865	26	0	144.30	144.30	144.30
100	RES WATER	SENS55120669	A	11/09/2018				14014622	1,839	22	0	122.10	122.10	122.10
100	RES WATER	SENS55120669	A	08/08/2018				14006820	1,817	22	0	111.00	111.00	111.00
100	RES WATER	SENS55120669	A	05/02/2018				13998942	1,797	22	0	122.10	122.10	122.10
100	RES WATER	SENS55120669	A	11/02/2017				13991277	1,775	20	0	105.80	105.80	105.80
100	RES WATER	SENS55120669	A	02/02/2017				13983630	1,755	19	0	100.51	100.51	100.51
100	RES WATER	SENS55120669	A	08/14/2017				13975956	1,736	43	0	227.47	227.47	227.47
100	RES WATER	SENS55120669	A	05/09/2017				13968235	1,693	20	0	105.80	105.80	105.80
100	RES WATER	SENS55120669	A	02/14/2017				13960708	1,673	33	0	171.01	171.01	171.01
100	RES WATER	SENS55120669	A	11/09/2016				13953207	1,640	31	0	149.11	149.11	149.11
100	RES WATER	SENS55120669	A	08/11/2016				13945659	1,609	20	0	96.20	96.20	96.20
100	RES WATER	SENS55120669	A	05/13/2016				13938087	1,589	23	0	110.63	110.63	110.63
100	RES WATER	SENS55120669	A	02/12/2016				13930646	1,566	32	0	153.92	153.92	153.92
100	RES WATER	SENS55120669	A	11/06/2015				13923250	1,534	25	0	118.13	118.13	118.13
100	RES WATER	SENS55120669	A	08/05/2015				13915806	1,509	27	0	126.09	126.09	126.09
100	RES WATER	SENS55120669	A	05/05/2015				13908289	1,482	23	0	107.41	107.41	107.41
100	RES WATER	SENS55120669	A	02/12/2015				13900934	1,459	25	0	116.75	116.75	116.75
100	RES WATER	SENS55120669	A	11/06/2014				13893555	1,434	22	0	102.74	102.74	102.74
100	RES WATER	SENS55120669	A	05/07/2014				13886155	1,412	20	0	93.40	93.40	93.40
100	RES WATER	SENS55120669	A	02/12/2014				13878656	1,392	20	0	93.12	93.12	93.12
100	RES WATER	SENS55120669	A	11/12/2013				13871356	1,372	23	0	105.80	105.80	105.80
100	RES WATER	SENS55120669	A	08/05/2013				13864031	1,349	30	0	138.00	138.00	138.00
100	RES WATER	SENS55120669	A	05/15/2013				13856658	1,319	22	0	101.20	101.20	101.20
100	RES WATER	SENS55120669	A	02/15/2013				13849234	1,297	26	0	119.60	119.60	119.60
100	RES WATER	SENS55120669	A	11/06/2012				13841949	1,271	30	0	137.19	137.19	137.19
100	RES WATER	SENS55120669	A	08/06/2012				13834640	1,241	27	0	121.23	121.23	121.23
100	RES WATER	SENS55120669	A	05/04/2012				13819904	1,190	24	0	107.76	107.76	107.76
100	RES WATER	SENS55120669	A	02/06/2012				13812642	1,167	23	0	103.27	103.27	103.27
100	RES WATER	SENS55120669	A	11/04/2011				13805355	1,142	25	0	112.25	112.25	112.25
100	RES WATER	SENS55120669	A	08/11/2011				13790706	1,117	25	0	112.25	112.25	112.25
100	RES WATER	SENS55120669	A	05/05/2011				13783513	1,092	25	0	98.67	98.67	98.67
100	RES WATER	SENS55120669	A	02/15/2011				13776295	1,069	23	0	124.41	124.41	124.41
100	RES WATER	SENS55120669	A	11/04/2010				13769026	1,040	26	0	111.54	111.54	111.54
100	RES WATER	SENS55120669	A	08/05/2010				13761738	1,014	25	0	105.73	105.73	105.73
100	RES WATER	SENS55120669	A	05/06/2010				13754606	989	26	0	108.94	108.94	108.94
100	RES WATER	SENS55120669	A	02/12/2010				13747386	963	29	0	121.51	121.51	121.51
100	RES WATER	SENS55120669	A	11/12/2009				13740110	934	31	0	129.89	129.89	129.89
100	RES WATER	SENS55120669	A	08/07/2009				13732810	903	25	0	102.50	102.50	102.50
100	RES WATER	SENS55120669	A	05/05/2009				13725678	878	24	0	96.96	96.96	96.96
100	RES WATER	SENS55120669	A	02/11/2009				13718451	854	26	0	105.04	105.04	105.04
100	RES WATER	SENS55120669	A	11/14/2008				13711236	828	29	0	117.16	117.16	117.16
100	RES WATER	SENS55120669	A	08/11/2008				13703982	799	30	0	114.23	114.23	114.23
100	RES WATER	SENS55120669	E	05/07/2008				1364419	744	25	0	90.75	90.75	90.75
100	RES WATER	SENS55120669	A	11/08/2007				1357591	719	28	0	90.75	90.75	90.75

avg 25



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

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

Date: June 29, 2020  
To: Utility Advisory Board  
From: Lisa J. Clark, Utility Billing Office Supervisor  
Re: Water/Sewer Billing Appeal Application Dated: 06/29/2020

Customer Name: Carole Court LLC Account # 174047  
Service Address: 7 Carole Court  
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 100 units of sewer only on the May 26, 2020 final bill. The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
  - A. Total usage on disputed invoice 7
  - B. Average usage on previous 3 years is 0
  - C. Estimated use over average 7

Value of 7 Units of Sewer at the current sewer rate of \$6.75 = \$47.25. Total abatement recommended=\$47.25 plus accrued interest.

*Lisa J Clark*

07/06/2020

\_\_\_\_\_  
Lisa J. Clark, Utility Billing Supervisor

\_\_\_\_\_  
Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Kimberly Nickerson  
DATE: June 29, 2020  
SUBJECT: City of Rochester  
**PROPERTY: 7 Carole Court**

Please find attached the Water Billing Appeal, account notes, invoice and consumption history for the above location.

This appeal is for sewer only, the owner stated he filled a hydro seeding tank for a new home.

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:  
Received: 6/29/20

- 1. Date of Appeal: 6/27/2020
- 2. Property Owner's Name: CAROLE COURT LLC Account #: 174047
- 3. Billing Address: 5 GARY DR.  
ROCHESTER, N.H.  
03867
- 4. Service Location: 7 CAROLE CT. Zip Code 03868
- 5. Owners Representative: THOMAS TAUBERT
- 6. Owners Representative's Signature: TL Taubert
- 7. Phone #: 603-534-5990 Cell: SAME
- 8. Email Address: TAUBERT@METROCAST.NET

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

9. Billing Period that is being appealed is from 5/26/20 to 6/26/20

10. Abatement is being requested for:

- a. How many units of water \_\_\_\_\_ x 5.55= \$ \_\_\_\_\_
- b. How many units of sewer 7 x 6.75= \$ 47.75
- C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

NEW HOUSE, NOT LIVED IN, WATER USE  
WAS FOR FILLING TANKS FOR HYDROSEEDER AND  
SUBSEQUENT WATERING OF LAWS FOR 7 + 11 CAROLE CT.

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

Yes  No (circle one)

If yes, why?

NO

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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:

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 abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
- 4. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.**



## Accounts

Account: 174047

[2020-05-28 17:26:46 michele.grant]: METER INSTALLED & WATER ON 5/15/20.

[2020-06-22 15:03:55 kimberly.nickerson]:FINAL BILL PROCESSED

[2020-06-29 12:12:39 kimberly.nickerson]:OWNER WILL BE DOING APPEAL FOR JULY MEETING, NEW HOME OWNERS USAGE WAS FOR HYDRO SEEDING SO NEVER ENTERED THE SEWER SYSTEM

# City of Rochester

19 Wakefield Street  
Rochester, New Hampshire

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

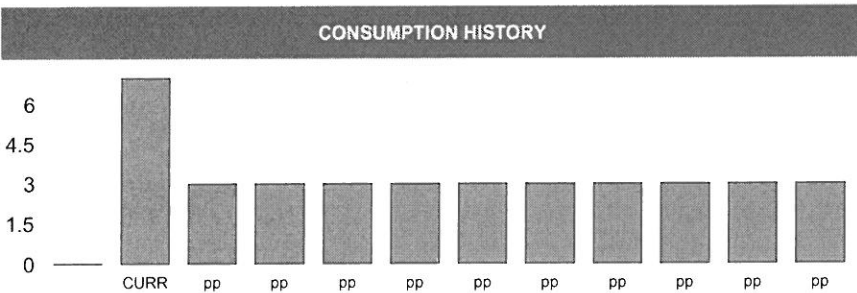
CUSTOMER NAME	SERVICE LOCATION
CAROLE COURT LLC	7 CAROLE CT

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14063221	06/22/2020	174047	07/22/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	F		06/22/2020	0	7	7	\$38.85
RES SEWER			06/22/2020				\$47.25
SERV CALL			06/22/2020				\$30.00

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.



READ CODE	Description	Amount
	Total Current Billing	\$116.10
A = Actual	Previous Balance	\$569.78
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$569.78
<b>Total Amount Due</b>		<b>\$116.10</b>

FINAL BILL THROUGH 06/22/2020

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



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

Please Note Address Change Below:

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

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	174047
Bill Number:	14063221
Pay By:	07/22/2020
<b>Total Due:</b>	<b>116.10</b>

Service Location  
7 CAROLE CT

CAROLE COURT LLC  
5 GARY DR  
ROCHESTER, NH 03867-5126

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



06/29/2020 12:17  
kimberly.nickerson

CITY OF ROCHESTER  
UB Consumption History Report

P 1  
ubcnsinq

Account Number Service	Customer # Mfr Meter Number	Name	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage Repl Usage	Charge Amt	Status Billed Amt
174047	50676	CAROLE COURT LLC				010700540007			7 CAROLE CT		Active
100 - 1 RES WATER	SENS87983105		F	06/22/2020			14063221	7	7	0	38.85 116.10

\*\* END OF REPORT - Generated by Kimberly Nickerson \*\*



07/06/2020 10:15  
kimberly.nickerson

CITY OF ROCHESTER  
YEAR-TO-DATE BUDGET REPORT

P 1  
glytdbud

FOR 2021 13

ACCOUNTS FOR: 5001	WATER ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
510001 WATER WORKS REVENUE								
510001	400302 INTEREST INCOME	-5,000	0	-5,000	.00	.00	-5,000.00	.0%
510001	406105 XFER FROM RET EAR	-2,691,052	0	-2,691,052	.00	.00	-2,691,052.00	.0%
510001	406201 MISCELLANEOUS REV	-25,000	0	-25,000	.00	.00	-25,000.00	.0%
510001	406600 CONSTRUCTION REVE	-50,000	0	-50,000	.00	.00	-50,000.00	.0%
510001	406601 USER FEES	-3,900,000	0	-3,900,000	-745.05	.00	-3,899,254.95	.0%
510001	406602 INTEREST ON DEL A	-5,000	0	-5,000	-1.04	.00	-4,998.96	.0%
510001	406603 HYDRANT RENTAL FE	-24,000	0	-24,000	.00	.00	-24,000.00	.0%
510001	406826 HOMEOWNER FINANCE	-10,000	0	-10,000	-108.89	.00	-9,891.11	1.1%
TOTAL WATER WORKS REVENUE		-6,710,052	0	-6,710,052	-854.98	.00	-6,709,197.02	.0%
51601057 WATER WORKS EXPENSE								
51601057	511001 SALARIES - FULL	686,517	0	686,517	.00	.00	686,517.00	.0%
51601057	511002 SALARIES - PART	3,890	0	3,890	.00	.00	3,890.00	.0%
51601057	511099 SALARIES - ADJU	6,870	0	6,870	.00	.00	6,870.00	.0%
51601057	513001 OVERTIME - REGU	43,000	0	43,000	.00	.00	43,000.00	.0%
51601057	515001 ON CALL	5,058	0	5,058	.00	.00	5,058.00	.0%
51601057	516000 LONGEVITY	3,119	0	3,119	.00	.00	3,119.00	.0%
51601057	519000 TRAVEL ALLOWANC	500	0	500	.00	.00	500.00	.0%
51601057	521100 HEALTH INSURANC	173,805	0	173,805	.00	.00	173,805.00	.0%
51601057	521200 DENTAL INSURANC	3,214	0	3,214	.00	.00	3,214.00	.0%
51601057	521300 LIFE INSURANCE	1,555	0	1,555	.00	.00	1,555.00	.0%
51601057	522000 SOCIAL SECURITY	52,602	0	52,602	.00	.00	52,602.00	.0%
51601057	523000 RETIRE CONTRIBU	82,844	0	82,844	.00	.00	82,844.00	.0%
51601057	526000 WORKERS' COMPEN	17,865	0	17,865	.00	.00	17,865.00	.0%
51601057	528001 DISABILITY INSU	6,596	0	6,596	.00	.00	6,596.00	.0%
51601057	532001 STAFF DEVELOPME	4,080	0	4,080	.00	.00	4,080.00	.0%
51601057	533000 OTHER PROF SERV	7,004	0	7,004	.00	.00	7,004.00	.0%
51601057	533001 AUDIT	4,140	0	4,140	.00	.00	4,140.00	.0%
51601057	533002 ENGINEERING SER	7,300	0	7,300	.00	.00	7,300.00	.0%
51601057	533004 MEDICAL SERVICE	500	0	500	.00	500.00	.00	100.0%
51601057	534003 SOFTWARE MAINTE	49,088	0	49,088	.00	.00	49,088.00	.0%
51601057	541100 WATER & SEWERAG	31,800	0	31,800	.00	.00	31,800.00	.0%
51601057	542300 CUSTODIAL SERVI	2,200	0	2,200	.00	.00	2,200.00	.0%
51601057	543001 VEHICLE MAINT &	1,000	0	1,000	.00	.00	1,000.00	.0%
51601057	543002 EQUIPMENT MAINT	1,410	0	1,410	.00	.00	1,410.00	.0%
51601057	544200 RENTAL OF EQUIP	3,110	0	3,110	.00	.00	3,110.00	.0%

07/06/2020 10:15  
kimberly.nickerson

CITY OF ROCHESTER  
YEAR-TO-DATE BUDGET REPORT

P 2  
glytddb

FOR 2021 13

ACCOUNTS FOR: 5001	WATER ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601057	544500 LEASE COPIER/PR	1,248	0	1,248	.00	.00	1,248.00	.0%
51601057	552001 FLEET INSURANCE	3,987	0	3,987	.00	.00	3,987.00	.0%
51601057	552003 GENERAL LIABILI	5,466	0	5,466	.00	.00	5,466.00	.0%
51601057	553400 POSTAGE FEES	400	0	400	.00	.00	400.00	.0%
51601057	554000 ADVERTISING	1,400	0	1,400	.00	.00	1,400.00	.0%
51601057	555000 PRINTING AND BI	1,000	0	1,000	.00	.00	1,000.00	.0%
51601057	556000 TUITION	3,150	0	3,150	.00	.00	3,150.00	.0%
51601057	558000 TRAVEL	375	0	375	.00	16.67	358.33	4.4%
51601057	561003 OFFICE SUPPLIES	3,165	0	3,165	.00	.00	3,165.00	.0%
51601057	561005 PUBLICATIONS	60	0	60	.00	.00	60.00	.0%
51601057	561008 VEHICLE SUPPLIE	11,000	0	11,000	.00	115.20	10,884.80	1.0%
51601057	561010 CLOTHING	7,172	0	7,172	.00	.00	7,172.00	.0%
51601057	561015 SAFETY EQUIPMEN	5,000	0	5,000	.00	33.33	4,966.67	.7%
51601057	561022 HOT TOP COLD PA	5,500	0	5,500	.00	.00	5,500.00	.0%
51601057	561023 SAND AND GRAVEL	1,800	0	1,800	.00	.00	1,800.00	.0%
51601057	561032 OTHER OPERATION	3,625	0	3,625	.00	.00	3,625.00	.0%
51601057	562600 VEHICLE FUEL	21,420	0	21,420	.00	.00	21,420.00	.0%
51601057	573401 ADMIN EQUIPMENT	2,435	0	2,435	.00	.00	2,435.00	.0%
51601057	573900 OTHER EQUIPMENT	7,500	0	7,500	.00	.00	7,500.00	.0%
51601057	575100 INVENTORY PURCH	124,000	0	124,000	.00	.00	124,000.00	.0%
51601057	581000 DUES AND FEES	5,200	0	5,200	.00	.00	5,200.00	.0%
51601057	583000 INTEREST EXPENS	485,435	0	485,435	.00	.00	485,435.00	.0%
51601057	584000 CONTINGENCY	20,000	0	20,000	.00	.00	20,000.00	.0%
51601057	589001 STATE PERMITS &	8,750	0	8,750	.00	50.00	8,700.00	.6%
51601057	589031 LIEN DISCHARGE	600	0	600	.00	.00	600.00	.0%
51601057	591000 REDEMPTION OF P	1,638,902	0	1,638,902	.00	.00	1,638,902.00	.0%
51601057	592001 DEPRECIATION	1,510,735	0	1,510,735	.00	.00	1,510,735.00	.0%
51601057	593002 TRANS TO CAPITA	250,000	0	250,000	.00	.00	250,000.00	.0%
51601057	593008 TRANSFER TO GEN	25,000	0	25,000	.00	.00	25,000.00	.0%
TOTAL WATER WORKS EXPENSE		5,353,392	0	5,353,392	.00	715.20	5,352,676.80	.0%

51601073 WATER TREATMENT PLANT

51601073	511001 SALARIES - FULL	301,457	0	301,457	.00	.00	301,457.00	.0%
51601073	513001 OVERTIME - REGU	20,000	0	20,000	.00	.00	20,000.00	.0%
51601073	515001 ON CALL	17,914	0	17,914	.00	.00	17,914.00	.0%
51601073	516000 LONGEVITY	1,525	0	1,525	.00	.00	1,525.00	.0%
51601073	521100 HEALTH INSURANC	74,995	0	74,995	.00	.00	74,995.00	.0%
51601073	521200 DENTAL INSURANC	1,550	0	1,550	.00	.00	1,550.00	.0%
51601073	521300 LIFE INSURANCE	638	0	638	.00	.00	638.00	.0%
51601073	522000 SOCIAL SECURITY	24,108	0	24,108	.00	.00	24,108.00	.0%

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ACCOUNTS FOR: 5001	WATER ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601073	523000	RETIREMENT CONT	35,990	0	35,990	.00	35,990.00	.0%
51601073	526000	WORKERS' COMPEN	5,896	0	5,896	.00	5,896.00	.0%
51601073	528001	DISABILITY INSU	3,109	0	3,109	.00	3,109.00	.0%
51601073	532001	STAFF DEVELOPME	2,000	0	2,000	.00	2,000.00	.0%
51601073	533000	OTHER PROF SERV	11,500	0	11,500	.00	11,500.00	.0%
51601073	533002	ENGINEERING SER	16,500	0	16,500	.00	16,500.00	.0%
51601073	533006	LABORATORY SERV	29,310	0	29,310	.00	29,310.00	.0%
51601073	541901	HVAC SERVICE CO	6,243	0	6,243	.00	6,243.00	.0%
51601073	543000	REPAIR AND MAIN	81,164	0	81,164	.00	80,314.00	1.0%
51601073	543002	EQUIPMENT MAINT	84,576	0	84,576	.00	84,576.00	.0%
51601073	544500	LEASE COPIER/PR	718	0	718	.00	718.00	.0%
51601073	552002	PROPERTY INSURA	7,256	0	7,256	.00	7,256.00	.0%
51601073	553000	COMMUNICATIONS	14,821	0	14,821	.00	12,637.00	14.7%
51601073	561001	JANITORIAL SUPP	1,200	0	1,200	.00	1,200.00	.0%
51601073	561002	BLDG MAINT SUPP	1,600	0	1,600	.00	1,600.00	.0%
51601073	561009	TRAINING MATERI	1,000	0	1,000	.00	1,000.00	.0%
51601073	561010	CLOTHING	6,070	0	6,070	.00	6,070.00	.0%
51601073	561015	SAFETY EQUIPMEN	16,000	0	16,000	.00	15,900.00	.6%
51601073	561031	CHEMICALS	195,161	0	195,161	.00	195,161.00	.0%
51601073	561037	LABORATORY SUPP	9,634	0	9,634	.00	9,634.00	.0%
51601073	561040	EQUIPMENT REPAI	34,000	0	34,000	.00	34,000.00	.0%
51601073	562200	ELECTRICITY	180,000	0	180,000	.00	180,000.00	.0%
51601073	562400	HEATING FUEL	28,000	0	28,000	.00	28,000.00	.0%
51601073	573900	OTHER EQUIPMENT	31,624	0	31,624	.00	31,624.00	.0%
51601073	589030	PROP TAX TO OTH	42,000	0	42,000	.00	41,792.00	.5%
TOTAL WATER TREATMENT PLANT			1,287,559	0	1,287,559	.00	1,284,217.00	.3%
51601570 WATER REVENUE OFFICE								
51601570	511001	SALARIES - FULL	34,580	0	34,580	.00	34,580.00	.0%
51601570	521100	HEALTH INSURANC	13,483	0	13,483	.00	13,483.00	.0%
51601570	521200	DENTAL INSURANC	126	0	126	.00	126.00	.0%
51601570	521300	LIFE INSURANCE	76	0	76	.00	76.00	.0%
51601570	522000	SOCIAL SECURITY	2,399	0	2,399	.00	2,399.00	.0%
51601570	523000	RETIREMENT CONT	3,862	0	3,862	.00	3,862.00	.0%
51601570	526000	WORKERS' COMPEN	61	0	61	.00	61.00	.0%
51601570	528001	DISABILITY INSU	374	0	374	.00	374.00	.0%
51601570	543000	REPAIR AND MAIN	1,250	0	1,250	.00	1,250.00	.0%
51601570	544500	LEASE COPIER/PR	1,080	0	1,080	.00	1,080.00	.0%
51601570	553400	POSTAGE FEES	11,100	0	11,100	.00	11,100.00	.0%
51601570	555000	PRINTING AND BI	410	0	410	.00	410.00	.0%

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ACCOUNTS FOR: 5001	WATER ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
<a href="#">51601570</a>	<a href="#">561003</a>	300	0	300	.00	.00	300.00	.0%
	TOTAL WATER REVENUE OFFICE	69,101	0	69,101	.00	.00	69,101.00	.0%
	TOTAL WATER ENTERPRISE FUND	0	0	0	-854.98	4,057.20	-3,202.22	100.0%
	TOTAL REVENUES	-6,710,052	0	-6,710,052	-854.98	.00	-6,709,197.02	
	TOTAL EXPENSES	6,710,052	0	6,710,052	.00	4,057.20	6,705,994.80	

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	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
GRAND TOTAL	0	0	0	-854.98	4,057.20	-3,202.22	100.0%

\*\* END OF REPORT - Generated by Kimberly Nickerson \*\*

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ACCOUNTS FOR: 5002	SEWER ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
<b>520001 SEWER WORKS REVENUE</b>								
<a href="#">520001 400302</a>	<a href="#">INTEREST INCOME</a>	-5,000	0	-5,000	.00	.00	-5,000.00	.0%
<a href="#">520001 406105</a>	<a href="#">XFER FROM RET EAR</a>	-3,026,173	0	-3,026,173	.00	.00	-3,026,173.00	.0%
<a href="#">520001 406201</a>	<a href="#">MISCELLANEOUS REV</a>	-4,000	0	-4,000	.00	.00	-4,000.00	.0%
<a href="#">520001 406211</a>	<a href="#">HOMEMAKERS SRF LO</a>	-16,049	0	-16,049	.00	.00	-16,049.00	.0%
<a href="#">520001 406600</a>	<a href="#">CONSTRUCTION REVE</a>	-10,000	0	-10,000	.00	.00	-10,000.00	.0%
<a href="#">520001 406601</a>	<a href="#">USER FEES</a>	-4,700,000	0	-4,700,000	-290.25	.00	-4,699,709.75	.0%
<a href="#">520001 406602</a>	<a href="#">INTEREST ON DEL A</a>	-5,000	0	-5,000	-.04	.00	-4,999.96	.0%
<a href="#">520001 406607</a>	<a href="#">IMPACT FEES</a>	-20,000	0	-20,000	.00	.00	-20,000.00	.0%
<a href="#">520001 406701</a>	<a href="#">SEPTIC DISPOSAL P</a>	-125,000	0	-125,000	.00	.00	-125,000.00	.0%
<a href="#">520001 406703</a>	<a href="#">INDUSTRIAL PRE-TR</a>	-10,000	0	-10,000	.00	.00	-10,000.00	.0%
<a href="#">520001 406826</a>	<a href="#">HOMEOWNER FINANCE</a>	-24,000	0	-24,000	-950.00	.00	-23,050.00	4.0%
TOTAL SEWER WORKS REVENUE		-7,945,222	0	-7,945,222	-1,240.29	.00	-7,943,981.71	.0%
<b>520002 SEWER WORKS REVENUE</b>								
<a href="#">520002 406306</a>	<a href="#">STATE AID GRANT C</a>	-263,590	0	-263,590	.00	.00	-263,590.00	.0%
<a href="#">520002 406307</a>	<a href="#">STATE AID GRANT C</a>	-7,291	0	-7,291	.00	.00	-7,291.00	.0%
<a href="#">520002 406308</a>	<a href="#">STATE AID GRANT C</a>	-10,472	0	-10,472	.00	.00	-10,472.00	.0%
<a href="#">520002 406309</a>	<a href="#">STATE AID GRANT C</a>	-41,108	0	-41,108	.00	.00	-41,108.00	.0%
<a href="#">520002 406310</a>	<a href="#">STATE AID GRANT C</a>	-13,607	0	-13,607	.00	.00	-13,607.00	.0%
<a href="#">520002 406311</a>	<a href="#">STATE AID GRANT C</a>	-29,108	0	-29,108	.00	.00	-29,108.00	.0%
<a href="#">520002 406312</a>	<a href="#">STATE AID GRANT C</a>	-30,905	0	-30,905	.00	.00	-30,905.00	.0%
TOTAL SEWER WORKS REVENUE		-396,081	0	-396,081	.00	.00	-396,081.00	.0%
<b>52602057 SEWER WORKS EXPENSE</b>								
<a href="#">52602057 511001</a>	<a href="#">SALARIES - FULL</a>	473,270	0	473,270	.00	.00	473,270.00	.0%
<a href="#">52602057 511002</a>	<a href="#">SALARIES - PART</a>	3,890	0	3,890	.00	.00	3,890.00	.0%
<a href="#">52602057 511099</a>	<a href="#">SALARIES - ADJU</a>	6,735	0	6,735	.00	.00	6,735.00	.0%
<a href="#">52602057 513001</a>	<a href="#">OVERTIME - REGU</a>	8,100	0	8,100	.00	.00	8,100.00	.0%
<a href="#">52602057 515001</a>	<a href="#">ON CALL</a>	5,058	0	5,058	.00	.00	5,058.00	.0%
<a href="#">52602057 516000</a>	<a href="#">LONGEVITY</a>	2,077	0	2,077	.00	.00	2,077.00	.0%
<a href="#">52602057 519000</a>	<a href="#">TRAVEL ALLOWANC</a>	500	0	500	.00	.00	500.00	.0%
<a href="#">52602057 521100</a>	<a href="#">HEALTH INSURANC</a>	101,380	0	101,380	.00	.00	101,380.00	.0%

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52602057	521200	DENTAL INSURANC	1,714	0	1,714	.00	1,714.00	.0%
52602057	521300	LIFE INSURANCE	1,105	0	1,105	.00	1,105.00	.0%
52602057	522000	SOCIAL SECURITY	35,297	0	35,297	.00	35,297.00	.0%
52602057	523000	RETIRE CONTRIBU	54,986	0	54,986	.00	54,986.00	.0%
52602057	526000	WORKERS' COMPEN	10,833	0	10,833	.00	10,833.00	.0%
52602057	528001	DISABILITY INSU	4,434	0	4,434	.00	4,434.00	.0%
52602057	532001	STAFF DEVELOPME	3,100	0	3,100	.00	3,100.00	.0%
52602057	533000	OTHER PROF SERV	7,504	0	7,504	.00	7,504.00	.0%
52602057	533001	AUDIT	4,140	0	4,140	.00	4,140.00	.0%
52602057	533002	ENGINEERING SER	1,000	0	1,000	.00	1,000.00	.0%
52602057	533004	MEDICAL SERVICE	500	0	500	.00	.00	100.0%
52602057	534003	SOFTWARE MAINT	62,877	0	62,877	.00	62,877.00	.0%
52602057	542300	CUSTODIAL SERVI	2,200	0	2,200	.00	2,200.00	.0%
52602057	543000	REPAIR AND MAIN	2,360	0	2,360	.00	2,360.00	.0%
52602057	543001	VEHICLE MAINT &	2,500	0	2,500	.00	2,500.00	.0%
52602057	543002	EQUIPMENT MAINT	3,690	0	3,690	.00	3,690.00	.0%
52602057	544200	RENTAL OF EQUIP	2,900	0	2,900	.00	2,900.00	.0%
52602057	544500	LEASE COPIER/PR	2,150	0	2,150	.00	2,150.00	.0%
52602057	552001	FLEET INSURANCE	9,016	0	9,016	.00	9,016.00	.0%
52602057	552002	PROPERTY INSURA	5,671	0	5,671	.00	5,671.00	.0%
52602057	552003	GENERAL LIABILI	5,198	0	5,198	.00	5,198.00	.0%
52602057	553400	POSTAGE FEES	500	0	500	.00	500.00	.0%
52602057	554000	ADVERTISING	800	0	800	.00	800.00	.0%
52602057	555000	PRINTING AND BI	1,639	0	1,639	.00	1,639.00	.0%
52602057	556000	TUITION	3,150	0	3,150	.00	3,150.00	.0%
52602057	558000	TRAVEL	875	0	875	.00	858.33	1.9%
52602057	561003	OFFICE SUPPLIES	3,456	0	3,456	.00	3,456.00	.0%
52602057	561005	PUBLICATIONS	60	0	60	.00	60.00	.0%
52602057	561008	VEHICLE SUPPLIE	15,000	0	15,000	.00	14,863.20	.9%
52602057	561009	TRAINING MATERI	250	0	250	.00	250.00	.0%
52602057	561010	CLOTHING	6,150	0	6,150	.00	6,150.00	.0%
52602057	561015	SAFETY EQUIPMEN	5,900	0	5,900	.00	5,766.67	2.3%
52602057	561022	HOT TOP COLD PA	5,500	0	5,500	.00	5,500.00	.0%
52602057	561023	SAND AND GRAVEL	1,650	0	1,650	.00	1,650.00	.0%
52602057	561032	OTHER OPERATION	1,000	0	1,000	.00	1,000.00	.0%
52602057	561040	EQUIPMENT REPAI	6,000	0	6,000	.00	6,000.00	.0%
52602057	562600	VEHICLE FUEL	41,000	0	41,000	.00	41,000.00	.0%
52602057	573401	ADMIN EQUIPMENT	1,818	0	1,818	.00	1,818.00	.0%
52602057	573900	OTHER EQUIPMENT	8,000	0	8,000	.00	8,000.00	.0%
52602057	575100	INVENTORY PURCH	12,500	0	12,500	.00	12,500.00	.0%
52602057	581000	DUES AND FEES	1,290	0	1,290	.00	1,290.00	.0%
52602057	583000	INTEREST EXPENS	542,998	0	542,998	.00	542,998.00	.0%
52602057	584000	CONTINGENCY	15,000	0	15,000	.00	15,000.00	.0%
52602057	589001	STATE PERMITS &	5,150	0	5,150	.00	5,100.01	1.0%

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<a href="#">52602057</a>	<a href="#">591000</a> REDEMPTION OF P	2,392,777	0	2,392,777	.00	.00	2,392,777.00	.0%
<a href="#">52602057</a>	<a href="#">593002</a> TRANS TO CAPITA	185,000	0	185,000	.00	.00	185,000.00	.0%
<a href="#">52602057</a>	<a href="#">593008</a> TRANSFER TO GEN	25,000	0	25,000	.00	.00	25,000.00	.0%
TOTAL SEWER WORKS EXPENSE		4,106,648	0	4,106,648	.00	836.79	4,105,811.21	.0%
52602074 SEWER TREATMENT PLANT								
<a href="#">52602074</a>	<a href="#">511001</a> SALARIES - FULL	480,216	0	480,216	.00	.00	480,216.00	.0%
<a href="#">52602074</a>	<a href="#">513001</a> OVERTIME - REGU	32,500	0	32,500	.00	.00	32,500.00	.0%
<a href="#">52602074</a>	<a href="#">515001</a> ON CALL	33,088	0	33,088	.00	.00	33,088.00	.0%
<a href="#">52602074</a>	<a href="#">516000</a> LONGEVITY	1,700	0	1,700	.00	.00	1,700.00	.0%
<a href="#">52602074</a>	<a href="#">521100</a> HEALTH INSURANC	113,862	0	113,862	.00	.00	113,862.00	.0%
<a href="#">52602074</a>	<a href="#">521200</a> DENTAL INSURANC	2,603	0	2,603	.00	.00	2,603.00	.0%
<a href="#">52602074</a>	<a href="#">521300</a> LIFE INSURANCE	921	0	921	.00	.00	921.00	.0%
<a href="#">52602074</a>	<a href="#">522000</a> SOCIAL SECURITY	39,199	0	39,199	.00	.00	39,199.00	.0%
<a href="#">52602074</a>	<a href="#">523000</a> RETIREMENT CONT	56,463	0	56,463	.00	.00	56,463.00	.0%
<a href="#">52602074</a>	<a href="#">526000</a> WORKERS' COMPEN	8,760	0	8,760	.00	.00	8,760.00	.0%
<a href="#">52602074</a>	<a href="#">528001</a> DISABILITY INSU	3,528	0	3,528	.00	.00	3,528.00	.0%
<a href="#">52602074</a>	<a href="#">532001</a> STAFF DEVELOPME	3,150	0	3,150	.00	.00	3,150.00	.0%
<a href="#">52602074</a>	<a href="#">533000</a> OTHER PROF SERV	131,650	0	131,650	.00	.00	131,650.00	.0%
<a href="#">52602074</a>	<a href="#">533006</a> LABORATORY SERV	109,258	0	109,258	.00	.00	109,258.00	.0%
<a href="#">52602074</a>	<a href="#">534009</a> INDUSTRIAL PRET	40,239	0	40,239	.00	.00	40,239.00	.0%
<a href="#">52602074</a>	<a href="#">541901</a> HVAC SERVICE CO	19,389	0	19,389	.00	.00	19,389.00	.0%
<a href="#">52602074</a>	<a href="#">543000</a> REPAIR AND MAIN	96,350	0	96,350	.00	.00	96,350.00	.0%
<a href="#">52602074</a>	<a href="#">543002</a> EQUIPMENT MAINT	209,158	0	209,158	.00	.00	209,158.00	.0%
<a href="#">52602074</a>	<a href="#">544500</a> LEASE COPIER/PR	2,956	0	2,956	.00	.00	2,956.00	.0%
<a href="#">52602074</a>	<a href="#">552002</a> PROPERTY INSURA	5,306	0	5,306	.00	.00	5,306.00	.0%
<a href="#">52602074</a>	<a href="#">553000</a> COMMUNICATION	12,945	0	12,945	.00	2,704.00	10,241.00	20.9%
<a href="#">52602074</a>	<a href="#">559000</a> MISC PURCHASED	8,000	0	8,000	.00	.00	8,000.00	.0%
<a href="#">52602074</a>	<a href="#">561001</a> JANITORIAL SUPP	1,600	0	1,600	.00	.00	1,600.00	.0%
<a href="#">52602074</a>	<a href="#">561002</a> BUILDING MAINT	5,300	0	5,300	.00	.00	5,300.00	.0%
<a href="#">52602074</a>	<a href="#">561010</a> CLOTHING	9,100	0	9,100	.00	.00	9,100.00	.0%
<a href="#">52602074</a>	<a href="#">561015</a> SAFETY EQUIPMEN	6,200	0	6,200	.00	.00	6,200.00	.0%
<a href="#">52602074</a>	<a href="#">561031</a> CHEMICAL	345,616	0	345,616	.00	.00	345,616.00	.0%
<a href="#">52602074</a>	<a href="#">561037</a> LABORATORY SUPP	30,423	0	30,423	.00	.00	30,423.00	.0%
<a href="#">52602074</a>	<a href="#">561040</a> EQUIPMENT REPAI	102,465	0	102,465	.00	.00	102,465.00	.0%
<a href="#">52602074</a>	<a href="#">562200</a> ELECTRICITY	425,000	0	425,000	.00	.00	425,000.00	.0%
<a href="#">52602074</a>	<a href="#">562400</a> HEATING FUEL	49,450	0	49,450	.00	.00	49,450.00	.0%
<a href="#">52602074</a>	<a href="#">573900</a> OTHER EQUIPMENT	21,500	0	21,500	.00	.00	21,500.00	.0%
<a href="#">52602074</a>	<a href="#">592001</a> DEPRECIATION	1,759,157	0	1,759,157	.00	.00	1,759,157.00	.0%
TOTAL SEWER TREATMENT PLANT		4,167,052	0	4,167,052	.00	2,704.00	4,164,348.00	.1%



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52602470 SEWER REVENUE OFFICE								
<a href="#">52602470</a>	<a href="#">511001</a>	<a href="#">SALARIES - FULL</a>	34,580	0	34,580	.00	.00	34,580.00 .0%
<a href="#">52602470</a>	<a href="#">521100</a>	<a href="#">HEALTH INSURANC</a>	13,485	0	13,485	.00	.00	13,485.00 .0%
<a href="#">52602470</a>	<a href="#">521200</a>	<a href="#">DENTAL INSURANC</a>	127	0	127	.00	.00	127.00 .0%
<a href="#">52602470</a>	<a href="#">521300</a>	<a href="#">LIFE INSURANCE</a>	76	0	76	.00	.00	76.00 .0%
<a href="#">52602470</a>	<a href="#">522000</a>	<a href="#">SOCIAL SECURITY</a>	2,402	0	2,402	.00	.00	2,402.00 .0%
<a href="#">52602470</a>	<a href="#">523000</a>	<a href="#">RETIREMENT CONT</a>	3,864	0	3,864	.00	.00	3,864.00 .0%
<a href="#">52602470</a>	<a href="#">526000</a>	<a href="#">WORKERS' COMPEN</a>	61	0	61	.00	.00	61.00 .0%
<a href="#">52602470</a>	<a href="#">528001</a>	<a href="#">DISABILITY INSU</a>	376	0	376	.00	.00	376.00 .0%
<a href="#">52602470</a>	<a href="#">543000</a>	<a href="#">REPAIR AND MAIN</a>	1,250	0	1,250	.00	.00	1,250.00 .0%
<a href="#">52602470</a>	<a href="#">544500</a>	<a href="#">LEASE COPIER/PR</a>	544	0	544	.00	.00	544.00 .0%
<a href="#">52602470</a>	<a href="#">553400</a>	<a href="#">POSTAGE FEES</a>	10,188	0	10,188	.00	.00	10,188.00 .0%
<a href="#">52602470</a>	<a href="#">555000</a>	<a href="#">PRINTING AND BI</a>	350	0	350	.00	.00	350.00 .0%
<a href="#">52602470</a>	<a href="#">561003</a>	<a href="#">OFFICE SUPPLIES</a>	300	0	300	.00	.00	300.00 .0%
TOTAL SEWER REVENUE OFFICE			67,603	0	67,603	.00	.00	67,603.00 .0%
TOTAL SEWER ENTERPRISE FUND			0	0	0	-1,240.29	3,540.79	-2,300.50 100.0%
TOTAL REVENUES			-8,341,303	0	-8,341,303	-1,240.29	.00	-8,340,062.71
TOTAL EXPENSES			8,341,303	0	8,341,303	.00	3,540.79	8,337,762.21

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kimberly.nickerson

CITY OF ROCHESTER  
YEAR-TO-DATE BUDGET REPORT

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FOR 2021 13

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
GRAND TOTAL	0	0	0	-1,240.29	3,540.79	-2,300.50	100.0%

\*\* END OF REPORT - Generated by Kimberly Nickerson \*\*