



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

DATE: October 5, 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 **Wednesday October 14, 2020 at 5:30 PM in Cocheco Conference Room located in the City Hall Annex.**

AGENDA

1. Call to order
2. Acceptance of September 14, 2020 Minutes.
3. Appeals
 - 3.1 Rachel Johnson (Pages 9-15)
97 Millers Farm Drive
Rochester, NH 03868
Re: Account # 204518
 - 3.2 Chris & Mary Ballard (Pages 16-22)
238 Eastern Avenue
Rochester, NH 03867
Re: Account # 061128
 - 3.3 Julio Perez (Pages 23-29)
31 Prospect Street
Rochester, NH 03867
Re: Account #094800

- 3.4 Connor McGowan (Pages 30-36)
117 Gear Road
Rochester, NH 03839
Re: Account # 034562

- 3.5 Rene & Shelly Gingras (Pages 37-43)
119 Fillmore Blvd.
Rochester, NH 03867
Re: Account # 033174

- 3.6 Linda Cogdill (Pages 44-50)
32 Eagle Drive
Rochester, NH 03868
Re: Account # 300070

- 3.7 Kenneth McMorris Jr (Pages 51-58)
76 Fillmore Blvd.
Rochester, NH 03867
Re: Account # 033142

- 3.8 Donald Avery (Pages 59-65)
22 Regency Court
Rochester, NH 03867
Re: Account # 060873

- 3.9 Sandra Legendre (Pages 66-73)
12 Cleveland Street
Rochester, NH 03867
Re: Account # 040160

- 3.10 Robert & Virginia Lyness (Pages 74-81)
7 Jan Court
Rochester, NH 03868
Re: Account # 30203A

- 3.11 Leandro Bueno (Pages 82-89)
93 Fillmore Blvd.
Rochester, NH 03867
Re: Account # 033162

- 3.12 Anna Lavertu (Pages 90-102)
3 Lyons Street
Rochester, NH 03867
Re: Account # 032580

- 3.13 Sharon Reed-Erickson (Pages 103-109)
11 Fairway Avenue
Rochester, NH 03867
Re: Account # 050860

- 3.14 21 Farmington Road LLC (Pages 110-116)
21 Farmington Road
Rochester, NH 03867
Re: Account # 021115

- 3.15 Denise Seminara (Pages 117-123)
19 Rochester Hill Road
Rochester, NH 03867
Re: Account # 075040

- 3.16 Andrea & Scott Prieto (Pages 124-130)
101 Fillmore Blvd
Rochester, NH 03867
Re: Account # 033166

- 3.17 Jill Rzasa (Pages 131-137)
15 Broad Street
Rochester, NH 03867
Re: Account # 141040

3.18 Jamie Winn (Pages 138-145)

44 Meadow Lane

Rochester, NH 03867

Re: Account #143002

4. Financials-Water & Sewer Revenue and Expense Reports

5. Adjournment

Utility Advisory Board
September 14, 2020 5:30 P.M.
Annex Building Cocheco Conference Room

MEMBERS PRESENT

Shawn Libby, Chairman

Ralph Sanders

Joe Boudreau

MEMBERS ABSENT

Eli Barnes

Brett Johnson

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 5:30 PM. This meeting was held in the Annex Building in the Cocheco Conference Room.

2. Approval of August 10, 2020 Minutes

Mr. Libby requested a motion or comments on the Minutes for the August 10, 2020 meeting.

Mr. Libby made a motion to accept the August 10, 2020 meeting minutes as presented. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

3. Colonial Pines Appeals

The board was informed of all the Colonial Pines appeals that were processed according to the motion made at August 10, 2020 meeting.

4. Appeals

4.1 33 Ledgeview Drive – Kenneth Holman

The appellant was not present for the meeting. The appeal requested a sewer abatement and stated that he put in a new lawn which caused excess water use.

Mr. Libby made a motion to abate the July 2020 invoice for 54 units of sewer at \$6.75 in the amount of \$364.50. The motion was for a total abatement of \$364.50 plus accrued interest. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

4.2 48 Ledgerview Drive – Ronald Lemoyne

The appellant was not present for the meeting. The appeal requested was for a sewer abatement. The owner stated that he had re-seeded his lawn which needed daily watering.

Mr. Boudreau made a motion to abate the July 2020 invoice for 41 units of Sewer at \$6.75 in the amount of \$276.75. The motion was for a total abatement of \$276.75 plus accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

4.3 20 Silver Street -- Ho Family Revocable Trust

The appellant was not present for the meeting. The appeal was for a sewer abatement. The owner stated she had a leaking outside spigot which is now off.

Mr. Libby made a motion to abate the June 2020 invoice for 22 units of sewer at \$6.75 in the amount of \$148.50. The motion was for a total abatement of \$148.50 plus any accrued interest. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

4.4 41 Oak Street – Joshua Riley

The appellant not present for the meeting. The appeal was for a water and sewer abatement. The owner stated he had his lawn hydro-seeded which required frequent watering.

Mr. Libby made a motion to abate on the July 2020 invoice of 25 units of sewer \$6.75 for a total of \$168.75. The motion was for a total abatement of \$168.75 plus accrued interest. The motion was to deny the water abatement as water was used and the usage does not meet the 46 units of excess consumption based on the Water and Sewer adjustment policy. The motion was seconded by Mr. Sanders. The motion passed unanimously.

4.5 36 Patton Street – Dube Family Revocable Trust

The appellant was not present for the meeting. The appeal request is for a sewer abatement. The owner stated that they had their lawn repaired which required frequent watering.

Mr. Libby made a motion to abate the August 2020 invoice for 61 units of sewer at \$6.75 in the amount of \$411.75. The motion for a total abatement of \$411.75 plus accrued interest. The motion was seconded

by Mr. Sanders. The motion passed unanimously.

4.6 99 Fillmore Blvd – Hugo Scaramal

The appellant was not present for the meeting. The appeal request is for a water and sewer abatement. The owner stated he put in a new lawn which required frequent watering.

Mr. Libby made a motion to abate the July 2020 invoice for 34 units of sewer at \$6.75 for a total abatement of \$229.50 plus any accrued interest. The motion was to deny the water abatement as water was used and the usage does not meet the 46 units of excess consumption based on the Water and Sewer adjustment policy. The motion was seconded by Mr. Sanders. The motion passed unanimously

4.7 4 Florence Drive -- Alphonse Plante

The appellant was not present for the meeting. The appeal was for a sewer abatement. The owner stated he had an above average usage due to filling the pool and frequently adding water to the pool.

Mr. Boudreau made a motion to abate the July 2020 invoice for 6 units of sewer at \$6.75 in the amount of \$40.50. The motion was for a total abatement of \$40.50 plus any accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

4.8 824 Portland Street -- Fred Mailhot

The appellant was not present for the meeting. The appeal was for a sewer abatement. The owner stated he had an above average usage due to filling the pool and he did not record the meter reading before and after.

Mr. Libby made a motion to abate the July 2020 invoice for 35 units of sewer at \$6.75 in the amount of \$236.25. The motion was for a total abatement of \$236.25 plus any accrued interest. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

4.9 -- 25 Little Falls River Road – Ralph Torr Revocable Trust

The appellant was not present for the meeting. Ms. Clark brought this appeal to the attention of the board as it was received the day of cut off for inclusion in the packet. The appeal was for a water abatement. The owner stated the above average usage was due to Eversource drilling through the water line when installing utility pole.

Mr. Libby made a motion to abate the July 2020 invoice for 492 units of water at \$5.55 in the amount of \$2730.60. The motion was for a total abatement of \$2730.60 plus any accrued interest. The decision letter

and notes on the account will note this is not a once in 10 year water abatement. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

5. Financials

The board reviewed and discussed financial reports.

6. Adjournment:

Mr. Libby made a motion to adjourn at 6:01 PM. The motion was seconded by Mr. Boudreau. 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: October 1, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 09/01/2020

Customer Name: Rachel Johnson Account # 204518
Service Address: 97 Millers Farm Drive
Rochester NH 03868

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 9 units of sewer only on the July 2020 invoiced amount.

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	22
B. Average usage on previous 3 years is	13
C. Estimated use over average	9

Value of 9 Units of Sewer at the current sewer rate of \$6.75 = \$60.75. Total abatement recommended=\$60.75 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

10/1/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 2, 2020
SUBJECT: City of Rochester
PROPERTY: 97 Millers Farm Drive

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 had high consumption due to a new lawn which required frequent watering.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only: Received: <u>9/1/20</u>

- 1. Date of Appeal: 08-31-2020
- 2. Property Owner's Name: Rachel Johnson Account #: 204518
- 3. Billing Address: 97 Millers Farm Drive
Rochester, NH 03868
- 4. Service Location: Same Zip Code 03868
- 5. Owners Representative: Rachel Johnson
- 6. Owners Representative's Signature: *Rachel Johnson*
- 7. Phone #: 978-852-4386 Cell: _____
- 8. Email Address: rachel.aylward@gmail.com

(Agendas and Decision Letters will be emailed).

- 9. Billing Period that is being appealed is from 3/31/2020 to 07/02/2020
- 10. Abatement is being requested for:
 - a. How many units of water _____ x 5.29 = \$ _____
 - b. How many units of sewer 7 x ^{6.75}6.52 = \$ \$47.25
 - c. Water & Sewer Department Fees of: \$ _____
 - Total \$ 47.25

11. Explanation of Appeal Request:

Above average water use in current billing period is due to outside irrigation of a less than 2 year old lawn. It has been extremely hot and dry during this period, so we were watering our lawn 1-2 times

weekly to keep our lawn healthy. We are not disputing the water usage. We are only looking at

getting an abatement for the sewer portion as the water used for lawn irrigation did not enter the

sewer system. Our average consumption is 15 units. This period usage was 22. We will look at

investing in a sewer deduct meter for next summer.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? _____

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

No financial hardship will be present if appeal is denied.

Please note:

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking 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: 204518

[2018-07-30 11:11:33 karenb]:W/S APP/INSPECTION RECEIVED
[2018-08-08 09:29:55 karenb]:NEW INSTALL/ON 8/3/18

[2018-08-29 15:36:43 karenb]:FINAL BILL PROCESSED

[2020-09-02 14:44:43 kimberly.nickerson]:UAB APPEAL RECEIVED

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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JOHNSON BRETT A & RACHEL E

97 MILLERS FARM DR

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14067841

07/27/2020

204518

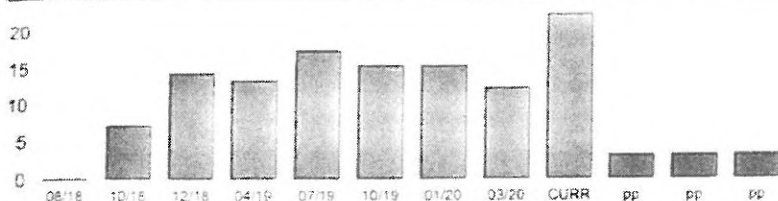
08/27/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	03/31/2020	07/02/2020	93	115	22	\$122.10
RES SEWER		03/31/2020	07/02/2020				\$148.50

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	\$270.60
A = Actual	Previous Balance	\$147.60
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$147.60
Total Amount Due		\$270.60

PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET
WATER \$0.55 MINIMUM \$21.09
SEWER \$0.75 MINIMUM \$32.28
MASTERCARD, AMX & DISCOVER 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:	204518
Bill Number:	14067841
Pay By:	08/27/2020
Total Due:	270.60

Service Location
97 MILLERS FARM DR

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



92096042021414067841800000270603



09/02/2020 14:45
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

IP 1
|ubcsing

Account Number	Customer # Name	Mfr Meter Number	Cd Read Date Time	Parcel	Bill # Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
204518	49853	JOHNSON BRETT A & RACHEL E	215A00120014			97 MILLERS FARM DR				Active
100	1 RES WATER	SENS84508051	A 07/02/2020	115	14067841	22	0	122.10	270.60	
100	1 RES WATER	SENS84508051	A 03/31/2020	93	14059893	12	0	66.60	147.60	
100	1 RES WATER	SENS84508051	A 01/06/2020	81	14052138	15	0	83.25	184.50	
100	1 RES WATER	SENS84508051	A 10/02/2019	66	14044244	15	0	83.25	184.50	
100	1 RES WATER	SENS84508051	A 07/09/2019	51	14036422	17	0	94.35	209.10	
100	1 RES WATER	SENS84508051	A 04/03/2019	34	14028579	13	0	72.15	159.90	
100	1 RES WATER	SENS84508051	A 12/31/2018	21	14020848	14	0	77.70	172.20	
100	1 RES WATER	SENS84508051	A 10/03/2018	7	14013053	7	0	38.85	86.10	

AVG
13

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

$$\frac{22}{-13} \times 6.75 = 60.75$$



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 1, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 09/02/2020

Customer Name: Chris & Mary Ballard Account # 061128
Service Address: 238 Eastern Avenue
Rochester NH 03867

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

Recommendations:

I recommend an abatement of 10 units of sewer only on the August 2020 invoiced amount.

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	35
B. Minus pool credit already processed	4
C. Average usage on previous 3 years is	<u>21</u>
D. Estimated use over average	10

Value of 10 Units of Sewer at the current sewer rate of \$6.75 = \$67.50. Total abatement recommended=\$67.50 plus accrued interest.

Lisa J. Clark

10/1/2020

Lisa J. Clark, Utility Billing Supervisor

Date

WATER/SEWER BILLING MEMORANDUM

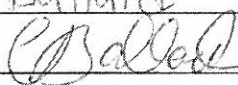
TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 2, 2020
SUBJECT: City of Rochester
PROPERTY: **238 Eastern Ave**

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 had high consumption due to a new lawn which required frequent watering and they also watered their garden.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/2/20

1. Date of Appeal: 9/2/20
2. Property Owner's Name: Chris - Mary Ballard Account #: 06 1128
3. Billing Address: 238 ~~Eastern~~ Eastern Ave
Rochester, NH 03867
4. Service Location: 238 Eastern Ave, Rochester Zip Code 03867
5. Owners Representative: Chris Ballard
6. Owners Representative's Signature: 
7. Phone #: _____ Cell: 281 301 9137
8. Email Address: Chrisballard1@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/1/20 to 8/31/20

10. Abatement is being requested for:

- a. How many units of water _____ x 5.55= \$ _____
- b. How many units of sewer 10 x 6.75= \$ 67.50
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 67.50

11. Explanation of Appeal Request:

We used this water to water our grass
and garden during this time so no
sewer was used

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? _____

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

Yes it will make it difficult to pay
all my bills this month, and put food on
the table.

Please note:

- 1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.**
- 2. Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.**
- 3. Customer's seeking 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: 061128

04/07/08- NEW OWNERS EFFECTIVE 03/31/08 TAMMY HARTSHON & CARLTON WILLKINSON
MAY BILL RETURNED (ADDRESSED TO 14 FREEDOM DR. - CHANGED ACCOUNT AND REMAILED TO
120 EASTERN AVE 6/23/08

[2015-02-20 10:46:44 karenb]:FEBRUARY BILL ESTIMATED DUE TO SNOW

[2020-06-23 08:29:30 kimberly.nickerson]: POOL CREDIT 4 UNITS=\$27.00

[2020-09-02 09:49:44 kimberly.nickerson]: SENT UAB APPEAL PAPERWORK

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

BALLARD CHRISTOPHER & MARY

238 EASTERN AVE

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14070099

08/27/2020

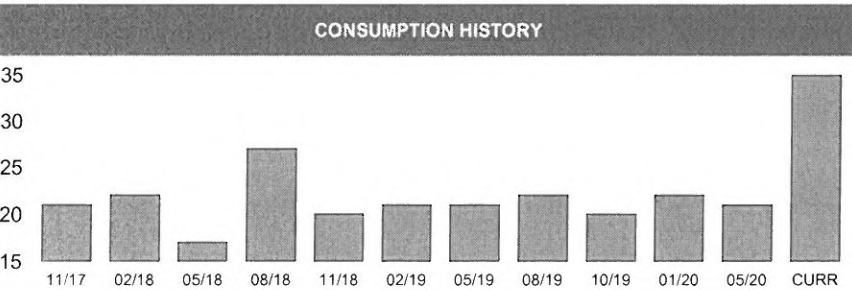
061128

10/01/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/01/2020	08/03/2020	951	986	35	\$194.25
RES SEWER		05/01/2020	08/03/2020				\$236.25
POOL ADJ			08/19/2020				-\$27.00

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	\$403.50
A = Actual	Previous Balance	\$258.30
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$258.30
Total Amount Due		\$403.50

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

✂ 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: 061128

Bill Number: 14070099

Pay By: 10/01/2020

Total Due: 403.50

Service Location
238 EASTERN AVE

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

BALLARD CHRISTOPHER & MARY
238 EASTERN AVE
ROCHESTER, NH 03867-2052





09/02/2020 09:45
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1
|P
|ubcnsing

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amnt	Billed	Amnt	Status
061128	46402	BALLARD CHRISTOPHER & MARY				011000100001				238 EASTERN AVE								Active
100	1 RES WATER	SENS64269302	A	08/03/2020			14070099			986	35		0		194.25		403.50	
100	1 RES WATER	SENS64269302	A	05/01/2020			14062133			951	21		0		116.55		258.30	
100	1 RES WATER	SENS64269302	A	01/31/2020			14054362			930	22		0		122.10		270.60	
100	1 RES WATER	SENS64269302	A	10/29/2019			14046488			908	20		0		111.00		246.00	
100	1 RES WATER	SENS64269302	A	08/05/2019			14038675			888	22		0		122.10		270.60	
100	1 RES WATER	SENS64269302	A	05/02/2019			14030804			866	21		0		116.55		258.30	
100	1 RES WATER	SENS64269302	A	02/04/2019			14023059			845	21		0		116.55		258.30	
100	1 RES WATER	SENS64269302	A	11/02/2018			14015284			824	20		0		111.00		246.00	
100	1 RES WATER	SENS64269302	A	08/06/2018			14007484			804	27		0		149.85		332.10	
100	1 RES WATER	SENS64269302	A	05/01/2018			13999606			777	17		0		94.35		209.10	
100	1 RES WATER	SENS64269302	A	02/12/2018			13991941			760	22		0		117.04		261.07	
100	1 RES WATER	SENS64269302	A	11/02/2017			13984287			738	21		0		111.09		248.01	
100	1 RES WATER	SENS64269302	A	08/07/2017			13976614			717	22		0		116.38		259.82	
100	1 RES WATER	SENS64269302	A	05/10/2017			13968892			695	25		0		132.25		295.25	
100	1 RES WATER	SENS64269302	A	02/08/2017			13961362			670	19		0		98.18		220.70	
100	1 RES WATER	SENS64269302	A	11/07/2016			13953861			651	17		0		81.77		187.85	

Avg
21

35
- 21

14
- 4 pool credit done

10 X 6.75 = 67.50

** 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: October 1, 2020

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 09/08/20

Customer Name: Julio & Michelle Perez

Account: 094800

Service Address: 31 Prospect St

Rochester NH 03867

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

Recommendations

I recommend no abatement on this appeal

The above recommendation is based upon the following findings:

1. Water was used and did enter the sewer system.
2. Per the Water & Sewer Adjustment Policy this does not meet criteria stipulated in section #1 that states "a customer's excess consumption must exceed 46 units and be greater than 100% of their normal average consumption".
3. The owner does not dispute the meter reading.
 - A. Total usage on disputed invoice 27
 - B. Average usage on previous 3 years 23
 - C. Estimated use over average 4

Value of 4 Units of Sewer at the current sewer rate of \$6.75=\$27.00.

Lisa J. Clark

Lisa J. Clark

10/1/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 9, 2020
SUBJECT: City of Rochester
PROPERTY: 31 Prospect

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 she had a toilet running which is now turned off.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9-8-20

1. Date of Appeal: 9-3-20
2. Property Owner's Name: Julio Perez Account #: 0948005
3. Billing Address: 31 Prospect St
Rochester NH
03867
4. Service Location: _____ Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: _____ Cell: _____
8. Email Address: _____

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from June to August 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= \$ _____
- c. Water & Sewer Department Fees of: \$ 332.10
- Total \$ _____

11. Explanation of Appeal Request:

Excessive usage of water
due to running toilet.

I believe toilet is not level.
Now am turning water off
that is directly connected
to toilet until we can have
it repaired.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? No

Who made the repair? _____

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

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

Please note:

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking 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: 094800

06/21/06- NEW PAYMENT ARRANGEMENT
 07/05/06- SERVICE CALL DUE TO NON PAYMENT
 03/15/07- SENT LEAK LETTER
 07/23/07- CHARGED SERVICE CALL FOR NON-PAYMENT. CUST. PROMISED TO PAY SHUTOFF
 AMT. ON 07/25/07
 09/25/07- MICHELLE CALLED ABOUT HER SEPT. BILL. SHE SAID BILLS HAVE BEEN
 CONSTANTLY INCREASING AND SHE FOUND A TOILET THAT WAS RUNNING ALL THE TIME. SHE
 BELIEVES THAT IT HAS BEEN FIXED, AND SHE ASKED FOR SOME SORT OF A CREDIT. I TOLD
 HER THAT SHE WOULD HAVE TO FILE AN APPEAL. I GAVE HER PPWK - APPEAL GRANTED \$200
 HARDSHIP ABATEMENT
 9/25/07 - NEW PAYMENT ARRANGEMENT
 11/26/08 - NEW PAYMENT ARRANGEMENT - PAID
 05/21/09- POOL CREDIT DONE- 5 UNITS \$27.55
 [2009-12-28 09:45:07 kathy]:CUSTOMER CALLED WILL PAY TOTAL OVERDUE ON 1/6/10
 [2010-05-28 08:45:31 kathy]: POOL CREDIT 6 UNITS = \$35.70
 [2010-06-04 10:23:56 ann]: ANOTHER POOL CREDIT (POOL HAD TO BE MOVED) - 6
 UNITS - \$35.70
 [2010-06-28 10:16:33 kathy]: MADE PAY PLAN THREE PAYS 160.00 JULY, AUG.
 SEPT*****PAID PLAN*****
 [2010-12-29 10:16:44 ann]: SHE CALLED - WILL PAY PAST DUE BALANCE 1/6/11
 [2011-04-01 11:56:11 ann]: SERVICE CALL - NON-PAYMENT 3/29/11
 [2011-05-31 11:33:43 kathy]: POOL CREDIT 6 UNITS = \$35.70
 [2011-12-13 11:21:49 ann]: SHE CALLED - SHE WILL PAY FULL PAST DUE BY 12/21
 [2011-12-19 14:53:39 kathy]: SERVICE CALL FOR NON-PAYMENT 12/13/11
 [2012-05-22 09:20:03 ann]: POOL CREDIT - 6 UNITS - \$36.66
 [4 09:43:15 kathy]: TURNED OFF / ON FOR NON-PAYMENT 6/12/12
 [2013-05-02 09:58:01 sjuneau]: POOL CREDIT - 6 UNITS - \$37.44
 [2013-06-12 15:13:52 kathy]: PROMISED TO PAY 6/14/13 ON BOARD
 29/17/13***PAID***
 [2014-06-27 09:15:18 kathy]: POOL CREDIT 9 UNITS = \$56.16
 [2015-06-08 15:41:08 sjuneau]: SENT LETTER TO MOVE TOUCHPAD AS IT IS BEHIND A
 GATE THAT ONLY OPENS FROM THE INSIDE.
 [2015-06-17 08:41:13 sjuneau]: POOL CREDIT 10 UNITS = \$62.40
 [2016-05-20 15:36:10 karenb]:POOL CREDIT - 9 UNITS = \$56.16
 [2016-12-02 10:23:37 karenb]: PROMISE TO PAY 12/7***PAID***
 [2017-06-06 12:54:44 sjuneau]: SERVICE CHARGE FOR NON-PAYMENT
 [2017-06-13 14:14:20 karenb]:POOL CREDIT 10 UNITS = \$65.20
 [2017-12-01 11:06:44 sjuneau]: 1/2 12/4 AND BALANCE 12/18***PAID***
 [2018-03-05 08:30:06 karenb]:\$150 3/5 AND BALANCE 3/14. ON BOARD.
 [2018-06-19 09:44:34 karenb]:POOL CREDIT 10 UNITS = \$67.50 (0852 - 0862)
 [2018-12-20 08:32:37 karenb]:NO READ ON DECEMBER INVOICE. ESTIMATED.
 APPOINTMENT IS SET UP TO FIX 1/8/19
 [2019-01-07 14:49:53 karenb]:TECH WENT OUT TODAY AND WAS ABLE TO READ FROM
 OUTSIDE THREE TIMES. READ 0920. HOMEOWNER REQUESTED BILL ADJUSTMENT.
 [2019-03-12 10:09:48 karenb]:BALANCE 3/13. ON BOARD.
 [2019-06-12 09:56:44 karenb]:POOL CREDIT 14 UNITS = \$94.50

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

PEREZ JULIO J & MICHELLE A

31 PROSPECT ST

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14063923

06/25/2020

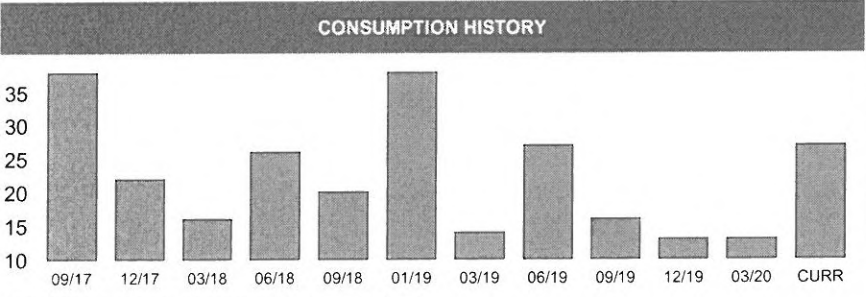
094800

07/28/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	03/10/2020	06/11/2020	1003	1030	27	\$149.85
RES SEWER		03/10/2020	06/11/2020				\$182.25

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	\$332.10
A = Actual	Previous Balance	\$355.98
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$520.63
Total Amount Due		\$162.10

PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET
TELEPHONE PAYMENTS PLEASE CALL 332-1136
[HTTPS://WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS](https://www.rochesternh.net/public-works/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 02298-1096

Please Note Address Change Below:

Name: _____
Street: _____
City: _____
State: _____ Zip: _____

PEREZ JULIO J & MICHELLE A
31 PROSPECT ST
ROCHESTER, NH 03867-2822

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	094800
Bill Number:	14063923
Pay By:	07/28/2020
Total Due:	162.10

Service Location
31 PROSPECT 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





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CITY OF ROCHESTER
UB Consumption History Report

09/09/2020 15:05
kimberly.nickerson

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
094800	27501	PEREZ JULIO J & MICHELLE A	A	06/11/2020		011801380000	14063923	1,030	27	0	149.85	332.10	Active
100	SENS42244104		A	03/10/2020			14056024	1,003	13	0	72.15	159.90	
100	SENS42244104		A	12/09/2019			14048236	997	13	0	72.15	189.90	
100	SENS42244104		A	09/06/2019			14040388	977	16	0	88.80	196.80	
100	SENS42244104		A	06/12/2019			14032539	961	27	0	149.85	332.10	
100	SENS42244104		A	03/12/2019			14024739	934	14	0	77.70	172.20	
100	SENS42244104		A	01/07/2019			14016994	920	38	0	210.90	258.30	
100	SENS42244104		A	09/20/2018			14009213	882	20	0	111.00	246.00	
100	SENS42244104		A	06/19/2018			14001404	862	26	0	144.30	319.80	
100	SENS42244104		A	03/12/2018			13993606	836	16	0	86.53	192.53	
100	SENS42244104		A	12/15/2017			13985982	820	22	0	116.38	259.82	
100	SENS42244104		A	09/20/2017			13978319	798	38	0	201.02	448.78	
100	SENS42244104		A	06/13/2017			13970650	760	33	0	174.57	419.73	
100	SENS42244104		A	03/15/2017			13955519	727	21	0	111.09	248.01	
100	SENS42244104		A	12/02/2016			13947977	706	22	0	106.04	243.45	
100	SENS42244104		A	09/01/2016			13940469	684	25	0	120.25	276.25	
100	SENS42244104		A	06/02/2016			13932922	659	29	0	139.49	320.45	
100	SENS42244104		A	03/01/2016			13925553	630	19	0	91.39	209.95	
100	SENS42244104		A	12/02/2015			13918114	611	18	0	85.91	198.23	
100	SENS42244104		A	09/08/2015			13910673	593	19	0	88.73	207.29	
100	SENS42244104		A	06/17/2015			13903199	574	31	0	144.77	338.21	
100	SENS42244104		A	03/04/2015			13895848	543	25	0	116.75	272.75	
100	SENS42244104		A	12/01/2014			13888447	518	23	0	107.41	250.93	
100	SENS42244104		A	09/04/2014			13881027	495	32	0	149.44	349.12	
100	SENS42244104		A	06/04/2014			13873621	463	17	0	79.39	185.47	
100	SENS42244104		A	03/04/2014			13866330	446	20	0	92.06	216.86	
100	SENS42244104		A	12/03/2013			13858945	426	16	0	73.60	173.44	
100	SENS42244104		A	06/04/2013			13851567	395	15	0	69.00	162.60	
100	SENS42244104		A	03/04/2013			13844192	369	21	0	96.60	227.64	
100	SENS42244104		A	12/07/2012			13836906	348	17	0	76.47	180.50	
100	SENS42244104		A	09/05/2012			13829611	331	22	0	98.78	233.20	
100	SENS42244104		A	06/04/2012			13822248	309	28	0	125.72	356.80	
100	SENS42244104		A	03/02/2012			13814880	281	20	0	89.80	242.00	
100	SENS42244104		A	12/01/2011			13807658	261	24	0	107.76	254.40	
100	SENS42244104		A	09/01/2011			13800339	237	26	0	113.31	269.43	
100	SENS42244104		A	05/31/2011			13793051	211	25	0	107.25	286.00	
100	SENS42244104		A	03/03/2011			13785738	186	25	0	68.64	163.84	
100	SENS42244104		A	12/01/2010			13778564	170	16	0	98.67	235.52	
100	SENS42244104		A	09/01/2010			13771309	147	23	0	119.22	285.82	
100	SENS42244104		A	06/01/2010			13763988	119	28	0	108.94	263.64	
100	SENS42244104		A	03/01/2010			13756831	93	20	0	83.80	202.80	
100	SENS42244104		A	12/01/2009			13749660	73	20	0	79.61	192.66	
100	SENS42244104		A	09/01/2009			13742380	54	19	0	82.84	199.00	
100	SENS42244104		A	06/01/2009			13735082	34	21	0	84.84	200.55	
100	SENS42244104		A	03/20/2009			13727882	13	13	9	88.88	210.10	
100	NEPT31248935		I	01/15/2009			0	1,437	9	0	0.00	0.00	
100	NEPT31248935		A	12/04/2008			13720735	1,428	23	0	92.92	219.65	
100	NEPT31248935		A	09/05/2008			13713509	1,405	23	0	94.53	224.75	
100	NEPT31248935		A	06/09/2008			13706237	1,381	27	0	98.01	237.60	
100	NEPT31248935		A	03/14/2008			13663340	1,354	20	0	72.60	176.00	

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City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 1, 2020
 To: Utility Advisory Board
 From: Lisa J. Clark, Utility Billing Office Supervisor
 Re: Water/Sewer Billing Appeal Application Dated: 09/04/2020

Customer Name: Connor McGowan Account # 034562
 Service Address: 117 Gear 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 11 units of sewer only on the August 2020 invoiced amount.

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	21
B. Average usage on previous 3 years is	<u>10</u>
C. Estimated use over average	11

Value of 11 Units of Sewer at the current sewer rate of \$6.75 = \$74.25. Total abatement recommended=\$74.25 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

10/1/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 9, 2020
SUBJECT: City of Rochester
PROPERTY: 117 Gear Road

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 she had to do frequent watering of new lawn due to the city connecting Ledgeview development to Gear Road.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 9/4/20

1. Date of Appeal: 9/4/2020
2. Property Owner's Name: MCGOWAN Account #: 034562W/S
3. Billing Address: 117 Gear Rd
Rochester, NH
03839
4. Service Location: 117 Gear Road Zip Code: 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 207-576-2442 Cell: _____
8. Email Address: shawn.morrison@gmail.com
(Agendas and Decision Letters will be emailed).
9. Billing Period that is being appealed is from 5/11/2020 to 8/18/2020
10. Abatement is being requested for:
 - a. How many units of water _____ x 5.55 = \$ _____
 - b. How many units of sewer 11 x 6.75 = \$ 74.25
 - c. Water & Sewer Department Fees of: \$ _____Total \$ 74.25

11. Explanation of Appeal Request:

The city connected our water from Lodge New Development to Gear Rd pipes and dug up our lawn to lay new pipes in July we needed to water the new grass frequently because there was not enough rain and it was quite hot.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? _____

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

No

Please note:

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking 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: 034562

[2015-02-18 10:59:25 karenb]:FEBRUARY BILL ESTIMATED DUE TO SNOW

[2017-10-19 15:05:48 sjuneau]: FINAL PROCESSED

[2020-07-29 10:47:23 michele.grant]: READ ON 7/16 0893, READ ON 7/27 0897.
LC WANTED TO CHECK READS SINCE SUR CHANGED SO THE WATER COMES FROM ACROSS THE
ROAD & NOT FROM CONDOS OUT BACK. LOOKS GOOD, S/B ALL SET.

[2020-09-09 14:10:48 kimberly.nickerson]: UAB APPEAL RECEIVED 9/4

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

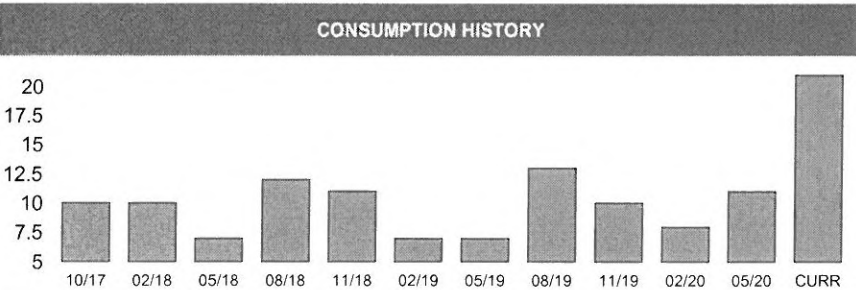
CUSTOMER NAME	SERVICE LOCATION
MCGOWAN CONNOR B &	117 GEAR RD

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14069477	08/27/2020	034562	10/01/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/11/2020	08/18/2020	882	903	21	\$116.55
RES SEWER		05/11/2020	08/18/2020				\$141.75

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	\$258.30
A = Actual	Previous Balance	\$135.30
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$135.30
Total Amount Due		\$258.30

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

✂ 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: _____

MCGOWAN CONNOR B &
MORRISON SHAUNI
117 GEAR RD
ROCHESTER, NH 03839-5602



WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	034562
Bill Number:	14069477
Pay By:	10/01/2020
Total Due:	258.30

Service Location
117 GEAR RD

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

92096042021414069477900000258301

09/09/2020 14:12
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

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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
034562	47977	MCGOWAN CONNOR B &	025101190000	117 GEAR RD							Active
100	RES WATER	INVE62607534	A 08/18/2020	14069477	903	21	116.55	0	116.55	258.30	
100	RES WATER	INVE62607534	A 05/11/2020	14061511	882	11	61.05	0	61.05	135.30	
100	RES WATER	INVE62607534	A 02/05/2020	14053742	871	8	44.40	0	44.40	98.40	
100	RES WATER	INVE62607534	A 11/08/2019	14045864	863	10	55.50	0	55.50	123.00	
100	RES WATER	INVE62607534	A 08/19/2019	14038048	853	13	72.15	0	72.15	159.90	
100	RES WATER	INVE62607534	A 05/16/2019	14030182	840	7	38.85	0	38.85	86.10	
100	RES WATER	INVE62607534	A 02/05/2019	14022433	833	7	38.85	0	38.85	86.10	
100	RES WATER	INVE62607534	A 11/09/2018	14014663	826	11	61.05	0	61.05	135.30	
100	RES WATER	INVE62607534	A 08/08/2018	14008861	815	12	66.60	0	66.60	147.60	
100	RES WATER	INVE62607534	A 05/02/2018	13998983	803	7	38.85	0	38.85	86.10	
100	RES WATER	INVE62607534	A 02/02/2018	13991317	796	10	52.90	0	52.90	118.14	

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

21
-10
11

11x 6.75 = 74.25



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 1, 2020
 To: Utility Advisory Board
 From: Lisa J. Clark, Utility Billing Office Supervisor
 Re: Water/Sewer Billing Appeal Application Dated: 09/10/2020

Customer Name: Rene Gingras Account # 033174
 Service Address: 119 Fillmore Blvd
 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 25 units of sewer only on the August 2020 invoiced amount.

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	30
B. Average usage on previous invoices	<u>5</u>
C. Estimated use over average	25

Value of 25 Units of Sewer at the current sewer rate of \$6.75 = \$168.75. Total abatement recommended=\$168.75 plus accrued interest.

Lisa J. Clark

10/1/2020

Lisa J. Clark, Utility Billing Supervisor

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 11, 2020
SUBJECT: City of Rochester
PROPERTY: 119 Fillmore Blvd

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 put in a new irrigation system which the connection broke and caused a leak which is now repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
 Received: 9-10-20

1. Date of Appeal: September 31st 2020
2. Property Owner's Name: RENE J. GINGRAS Account #: 033174
3. Billing Address: 119 Fillmore Blvd
ROCHESTER N.H.
03867
4. Service Location: 119 Fillmore Blvd Zip Code 03867
5. Owners Representative: RENE J. GINGRAS
6. Owners Representative's Signature: *[Signature]*
7. Phone #: N/A Cell: 603-988-6218
8. Email Address: RENE.GINGRAS@UNH.EDU

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 8/27/2020 to 9/31/2020

10. Abatement is being requested for:

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

I do not know how to answer this??

11. Explanation of Appeal Request:

I recently added an irrigation system at my home on 119 Fillmore Blvd. I was making my last connection when I was called away from my home. I had made the connection but did not clamp the fittings. While I was away my wife watered our plants. She turned of the hose but not the water. We were away from our home until late that night. During that time the pressure disconnected the polly-tube fitting. I am not sure how much water was released. I did not notice the leak until early the next morning. This happened the night of June 23rd until the morning of June 24. The water did not go into the sewage, so I am asking that we not be responsible for the sewage cost occurring on the night of June 24 and the morning of June 25. Thank you

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

Yes No (circle one)

If yes, why?

I do NOT dispute the meter reading but a
LARGE amount of H₂O used did NOT go into
the sewer.

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? myself

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:

IT would be difficult but we will pay
what we used - I was hoping you could reduce
the sewer portion. Thank you

Please note:

1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.
2. Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.
3. Customer's seeking 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: 033174

[2019-10-30 08:37:03 karenb]:W/S APP AND INSPECTION RECEIVED

[2019-11-13 09:32:58 karenb]: INSTALLED/ON 10/31/19.

[2020-09-11 10:19:20 kimberly.nickerson]: UAB APPEAL RECEIVED

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

GINGRAS RENE J & SHELLY S

119 FILLMORE BLVD

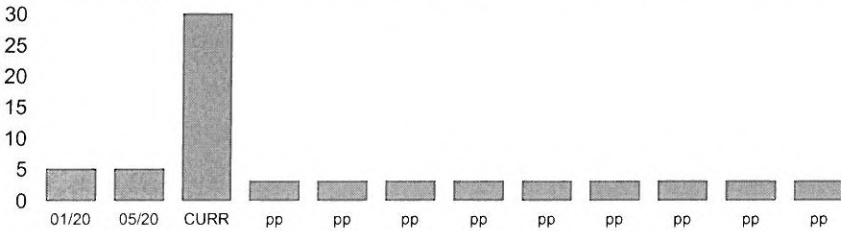
BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14069329	08/27/2020	033174	10/01/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/01/2020	07/31/2020	10	40	30	\$166.50
RES SEWER		05/01/2020	07/31/2020				\$202.50

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	\$369.00
A = Actual	Previous Balance	\$61.50
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$61.50
Total Amount Due		\$369.00

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

✂ 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: _____

GINGRAS RENE J & SHELLY S
119 FILLMORE BLVD
ROCHESTER, NH 03867-4491

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	033174
Bill Number:	14069329
Pay By:	10/01/2020
Total Due:	369.00

Service Location
119 FILLMORE BLVD

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



09/11/2020 10:20
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

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
033174	51382 GINGRAS RENE J & SHELLY S		023700030122		119 FILLMORE BLVD	Active
100 -	1 RES WATER SENS86902120	A 07/31/2020	14069329	40	30	166.50
100 -	1 RES WATER SENS86902120	A 05/01/2020	14061363	10	57	27.75
100 -	1 RES WATER SENS86902120	A 01/31/2020	14053592	5	5	27.75

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

$$\frac{30}{-5} = 25 \times 6.75 = 168.75$$



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 1, 2020
 To: Utility Advisory Board
 From: Lisa J. Clark, Utility Billing Office Supervisor
 Re: Water/Sewer Billing Appeal Application Dated: 09/16/2020

Customer Name: Linda Cogdill Account # 300070
 Service Address: 32 Eagle Drive
 Rochester NH 03867

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

Recommendations:

I recommend an abatement of 6 units of sewer only on the August 2020 invoiced amount.

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	17
B. Average usage on previous 3 years is	11
C. Estimated use over average	6

Value of 6 Units of Sewer at the current sewer rate of \$6.75 = \$40.50. Total abatement recommended=\$40.50 plus accrued interest.

Lisa J. Clark

10/1/2020

Lisa J. Clark, Utility Billing Supervisor

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 16, 2020
SUBJECT: City of Rochester
PROPERTY: **32 Eagle Drive**

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 had his lawn hydro-seeded which required frequent watering.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/16/20

1. Date of Appeal: Sept. 15, 2020
2. Property Owner's Name: Linda A. Cogdill Account #: 300070
3. Billing Address: 32 Eagle Drive

4. Service Location: 32 Eagle Drive Zip Code 03868
5. Owners Representative: Linda A Cogdill
6. Owners Representative's Signature: Linda A Cogdill
7. Phone #: 332-5881 Cell: 767-1616
8. Email Address: lindacogdill@myfairpoint.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/20/2020 to 8/21/2020

10. Abatement is being requested for:

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

b. How many units of sewer 6 x 6.75 = \$ 40.50

c. Water & Sewer Department Fees of: \$ _____

Total \$ _____

11. Explanation of Appeal Request:

On June 2, 2020, we had our lawn here
at Tara Estates hydro seeded.
During this summer where we have had
practically no rain, we needed to water
the hydroseed almost daily, not to lose
our lawn investment.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? _____

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

No

Please note:

- 1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.**
- 2. Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.**
- 3. Customer's seeking 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: 300070

[2020-09-15 12:26:38 kimberly.nickerson]: SENT UAB FORM WILL NOT PAYING THE AMOUNT APPEALED

[2020-09-16 08:29:03 kimberly.nickerson]: RECEIVED UAB APPEAL

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

COGDILL LINDA A

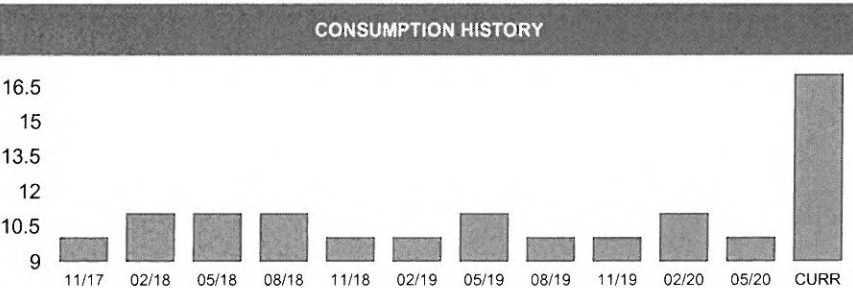
32 EAGLE DR

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14070703	08/31/2020	300070	09/30/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/20/2020	08/21/2020	612	629	17	\$94.35
RES SEWER		05/20/2020	08/21/2020				\$114.75

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	\$209.10
A = Actual	Previous Balance	\$123.00
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$123.00
Total Amount Due		\$209.10

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

✂ 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: _____

COGDILL LINDA A
32 EAGLE DR
ROCHESTER, NH 03868

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	300070
Bill Number:	14070703
Pay By:	09/30/2020
Total Due:	209.10

Service Location
32 EAGLE DR

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





09/15/2020 12:22
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1
|P
|ubcnsing

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Usage	Repl	Usage	Charge	Amt	Billed	Amt	Status
300070	20076	COGDILL LINDA A				022403090007				32	EAGLE DR						Active
100	RES WATER	SENS61821926	A	08/21/2020		14070703	629			17		0	94.35			209.10	
100	RES WATER	SENS61821926	A	05/20/2020		14062738	612			10		0	55.50			123.00	
100	RES WATER	SENS61821926	A	02/21/2020		14054960	602			11		0	61.05			135.30	
100	RES WATER	SENS61821926	A	11/21/2019		14047120	591			10		0	55.50			123.00	
100	RES WATER	SENS61821926	A	08/22/2019		14039268	581			10		0	55.50			123.00	
100	RES WATER	SENS61821926	A	05/23/2019		14031397	571			11		0	61.05			135.30	
100	RES WATER	SENS61821926	A	02/22/2019		14023656	560			10		0	55.50			123.00	
100	RES WATER	SENS61821926	A	11/20/2018		14015884	550			10		0	55.50			123.00	
100	RES WATER	SENS61821926	A	08/22/2018		14008089	540			11		0	61.05			135.30	
100	RES WATER	SENS61821926	A	05/17/2018		14000203	529			11		0	61.05			135.30	
100	RES WATER	SENS61821926	A	02/21/2018		13992531	518			11		0	58.84			131.14	
100	RES WATER	SENS61821926	A	11/21/2017		13984879	507			10		0	52.90			118.10	
100	RES WATER	SENS61821926	A	08/21/2017		13977205	497			11		0	58.19			129.91	
100	RES WATER	SENS61821926	A	05/18/2017		13969478	486			9		0	47.61			106.29	
100	RES WATER	SENS61821926	A	02/23/2017		13961945	477			9		0	52.39			117.29	
100	RES WATER	SENS61821926	A	11/21/2016		13954437	467			9		0	43.29			99.45	
100	RES WATER	SENS61821926	A	08/25/2016		13946911	458			9		0	43.29			99.45	
100	RES WATER	SENS61821926	A	05/26/2016		13939324	449			10		0	48.10			110.50	
100	RES WATER	SENS61821926	A	02/24/2016		13931890	439			9		0	43.29			99.45	
100	RES WATER	SENS61821926	A	11/23/2015		13924495	430			10		0	47.49			109.89	
100	RES WATER	SENS61821926	A	08/20/2015		13917044	420			12		0	55.50			130.92	
100	RES WATER	SENS61821926	A	05/14/2015		13909523	408			8		0	37.36			87.28	
100	RES WATER	SENS61821926	A	02/26/2015		13902174	400			10		0	46.70			109.10	
100	RES WATER	SENS61821926	A	11/19/2014		13894794	390			10		0	46.70			109.10	
100	RES WATER	SENS61821926	A	08/18/2014		13887395	380			10		0	46.70			109.10	
100	RES WATER	SENS61821926	A	05/14/2014		13879895	370			8		0	37.33			87.25	
100	RES WATER	SENS61821926	A	02/24/2014		13872607	362			11		0	50.60			119.24	
100	RES WATER	SENS61821926	A	11/22/2013		13865271	351			9		0	50.60			119.24	
100	RES WATER	SENS61821926	A	08/19/2013		13857893	340			9		0	41.40			97.56	
100	RES WATER	SENS61821926	A	05/21/2013		13850474	331			10		0	46.00			108.40	
100	RES WATER	SENS61821926	A	02/22/2013		13843186	321			11		0	50.45			118.91	
100	RES WATER	SENS61821926	A	11/19/2012		13835873	310			9		0	40.41			95.40	
100	RES WATER	SENS61821926	A	08/22/2012		13828532	301			10		0	44.90			106.00	
100	RES WATER	SENS61821926	A	05/18/2012		13821142	291			10		0	44.90			106.00	
100	RES WATER	SENS61821926	A	02/22/2012		13813869	281			10		0	44.90			106.00	
100	RES WATER	SENS61821926	A	11/21/2011		13806597	271			9		0	40.41			95.40	
100	RES WATER	SENS61821926	A	08/24/2011		13799307	262			11		0	47.73			113.61	
100	RES WATER	SENS61821926	A	05/19/2011		13791947	251			11		0	47.19			112.64	
100	RES WATER	SENS61821926	A	02/22/2011		13784754	240			11		0	47.19			112.64	
100	RES WATER	SENS61821926	A	11/19/2010		13777537	229			10		0	52.90			102.40	
100	RES WATER	SENS61821926	A	08/23/2010		13770278	219			12		0	46.09			122.36	
100	RES WATER	SENS61821926	A	05/20/2010		13762971	207			11		0	50.28			111.54	
100	RES WATER	SENS61821926	A	02/22/2010		13755842	196			12		0	46.09			121.68	
100	RES WATER	SENS61821926	A	11/17/2009		13748622	184			11		0	45.35			108.61	
100	RES WATER	SENS61821926	A	08/20/2009		13741335	173			11		0	52.52			124.15	
100	RES WATER	SENS61821926	A	05/20/2009		13734042	162			13		0	48.48			114.60	
100	RES WATER	SENS61821926	A	02/20/2009		13726905	149			12		0	52.52			124.15	
100	RES WATER	SENS61821926	A	11/20/2008		13719680	137			13		0	46.34			110.68	
100	RES WATER	SENS61821926	A	08/21/2008		13712468	124			12		0	46.34			110.68	
100	RES WATER	SENS61821926	A	05/22/2008		13705205	112			18		0	65.34			158.40	

ANS

11

17-11 = 6

6 X 6 = 36

75 = \$75



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 1, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 09/22/2020

Customer Name: Kenneth McMorris Jr Account # 033142
Service Address: 76 Fillmore Blvd.
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 65 units of sewer only on the August 2020 invoiced amount.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
2. A Sewer Deduct Meter will be recommended if this level of consumption is to continue.
3. The water did not enter the sewer system.

A. Total usage on disputed invoice	78
B. Average usage on previous 3 years is	<u>13</u>
C. Estimated use over average	65

Value of 65 Units of Sewer at the current sewer rate of \$6.75 = \$438.75. Total abatement recommended=\$438.75 plus accrued interest.

Lisa J. Clark

10/1/2020

Lisa J. Clark, Utility Billing Supervisor

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 22, 2020
SUBJECT: City of Rochester
PROPERTY: 76 Fillmore Boulevard

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 had new landscaping put in which required frequent watering.

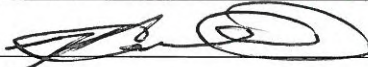
CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/22/20

1. Date of Appeal: 9/21/20
2. Property Owner's Name: Kenneth M. McMorris Jr. Account #: 033142
3. Billing Address: 76 Fillmore Boulevard
Rochester NH 03867

4. Service Location: 76 Fillmore Blvd Rochester NH Zip Code 03867

5. Owners Representative: Kenneth M. McMorris Jr.

6. Owners Representative's Signature: 

7. Phone #: 603 842 9056 Cell: same

8. Email Address: crashresqfd55@gmail.com

(Agendas and Decision Letters will be emailed).

Bill # 14069297

9. Billing Period that is being appealed is from 5/1/20 to 7/31/20

10. Abatement is being requested for:

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

b. How many units of sewer 65 units x 6.75 = \$ 438.75

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

Total \$ 438.75

11. Explanation of Appeal Request:

I am requesting an abatement in the amount of \$ 438.75
in the appeal. I recently this spring had new landscaping done to my
property which required significant watering of the front and back
yard. Because of the increase in watering our meter read
significantly high and thusly the sewer. However, the water
to the yard did not enter the sewer system. Thus we are
asking for a review of our average sewer usage since
owning this property. It was determined that our 3 year
average of sewer usage was 13 units / quarter.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? _____

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

Please note:

- 1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.***
- 2. Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.***
- 3. Customer's seeking 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: 033142

[2013-12-04 13:34:42 sjuneau]: METER WAS INSTALLED BUT WATER IS NOT ON. WAITING FOR HEAT TO BE INSTALLED AND THEN WILL GO BACK AND HOOK UP T/P & MXU AND TURN WATER ON.

[2018-01-17 16:38:04 sjuneau]: FINAL PROCESSED

[2019-11-06 12:57:23 karenb]:SERVICE CALL FOR NON PAYMENT 11/5/19

[2020-08-17 15:23:45 kimberly.nickerson]:SENT LEAK LETTER

[2020-09-17 09:46:11 kimberly.nickerson]: SENT APPEAL FORM WILL BE NOT PAYING FULL AMOUNT OF APPEAL

[2020-09-22 12:35:29 kimberly.nickerson]: UAB APPEAL RECEIVED FOR OCTOBER

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

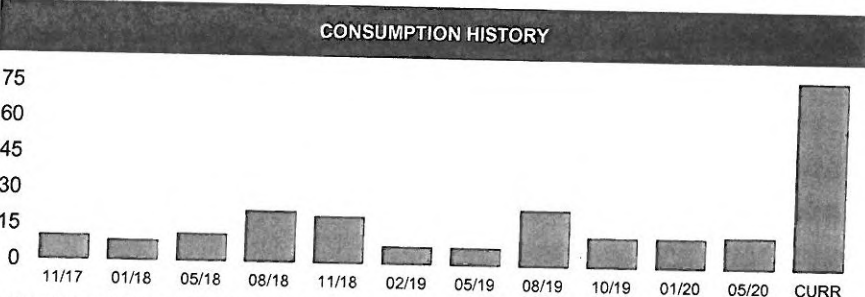
CUSTOMER NAME MCMORRIS KENNETH M JR
SERVICE LOCATION 76 FILLMORE BLVD

BILL NUMBER 14069297
BILL DATE 08/27/2020
ACCOUNT # 033142
DUE DATE 10/01/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/01/2020	07/31/2020	323	401	78	\$432.90
RES SEWER		05/01/2020	07/31/2020				\$526.50

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	\$959.40
A = Actual	Previous Balance	\$159.90
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$159.90
Total Amount Due		\$959.40

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

✂ 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:	033142
Bill Number:	14069297
Pay By:	10/01/2020
Total Due:	959.40

MCMORRIS KENNETH M JR
76 FILLMORE BLVD
ROCHESTER, NH 03867-4497

Service Location
76 FILLMORE BLVD

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



56

92096042021414069297100000959403

09/17/2020 09:49
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1
| P
| Subensing

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
033142	48158	MCMORRIS KENNETH M JR		023700030142			76 FILLMORE BLVD				Active
100	1 RES WATER	SENS75940638	A 07/31/2020	14069297	401	78	432.90	0	959.40		
100	1 RES WATER	SENS75940638	A 05/01/2020	14061331	323	13	72.15	0	159.90		
100	1 RES WATER	SENS75940638	A 01/31/2020	14053560	310	12	66.60	0	147.60		
100	1 RES WATER	SENS75940638	A 10/29/2019	14045683	298	12	66.60	0	177.60		
100	1 RES WATER	SENS75940638	A 08/01/2019	14037869	286	23	127.65	0	282.90		
100	1 RES WATER	SENS75940638	A 05/02/2019	14030003	263	7	38.85	0	86.10		
100	1 RES WATER	SENS75940638	A 02/04/2019	14022253	256	7	38.85	0	86.10		
100	1 RES WATER	SENS75940638	A 11/06/2018	14014488	249	19	105.45	0	233.70		
100	1 RES WATER	SENS75940638	A 08/07/2018	14006687	230	21	116.55	0	258.30		
100	1 RES WATER	SENS75940638	A 05/01/2018	13998813	209	11	60.65	0	134.54		

ANS

$$\frac{78}{-13} = 6.75$$

$$65 \times 6.75 = 438.75$$

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



09/17/2020 09:49
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1P
|ubcsnsing

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date Time	Parcel	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
033142	41622	THIRUNGARI KRISHNA K			023700030142			76 FILLMORE BLVD				Active
100	SENS75940638	SENS75940638	F	01/17/2018		13987731	198	8	0	42.32	124.48	124.48
100	SENS75940638	SENS75940638	A	11/01/2017		13983508	190	10	0	52.90	118.10	118.10
100	SENS75940638	SENS75940638	A	07/31/2017		13975840	180	10	0	52.90	118.10	118.10
100	SENS75940638	SENS75940638	A	05/04/2017		13968118	170	13	0	68.77	153.53	153.53
100	SENS75940638	SENS75940638	A	02/07/2017		13960590	157	15	0	77.22	173.78	173.78
100	SENS75940638	SENS75940638	A	11/02/2016		13953089	142	14	0	67.34	154.70	154.70
100	SENS75940638	SENS75940638	A	08/01/2016		13945543	128	13	0	62.53	143.65	143.65
100	SENS75940638	SENS75940638	A	05/09/2016		13937970	115	10	0	48.10	110.50	110.50
100	SENS75940638	SENS75940638	A	02/10/2016		13930530	105	10	0	48.10	110.50	110.50
100	SENS75940638	SENS75940638	A	11/05/2015		13923133	95	15	0	70.85	164.45	164.45
100	SENS75940638	SENS75940638	A	08/04/2015		13915892	80	20	0	93.40	218.20	218.20
100	SENS75940638	SENS75940638	A	05/04/2015		13908174	60	10	0	46.70	109.10	109.10
100	SENS75940638	SENS75940638	A	02/12/2015		13900821	50	4	0	18.68	48.53	48.53
100	SENS75940638	SENS75940638	A	11/05/2014		13893443	46	12	0	56.04	130.92	130.92
100	SENS75940638	SENS75940638	A	08/07/2014		13886042	34	17	0	79.39	185.47	185.47
100	SENS75940638	SENS75940638	A	05/02/2014		13878542	17	16	0	74.48	174.32	174.32
100	SENS75940638	SENS75940638	A	02/12/2014		13871241	1	1	0	17.48	47.33	47.33

** 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: October 1, 2020
 To: Utility Advisory Board
 From: Lisa J. Clark, Utility Billing Office Supervisor
 Re: Water/Sewer Billing Appeal Application Dated: 09/22/2020

Customer Name: Donald Avery Account # 060873
 Service Address: 22 Regency 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 35 units of sewer only on the August 2020 invoiced amount.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
2. A Sewer Deduct Meter will be recommended if this level of consumption is to continue
3. The water did not enter the sewer system.

A. Total usage on disputed invoice	53
B. Average usage on previous 3 years is	<u>18</u>
C. Estimated use over average	35

Value of 35 Units of Sewer at the current sewer rate of \$6.75 = \$236.25. Total abatement recommended=\$236.25 plus accrued interest.

Lisa J. Clark

10/1/2020

Lisa J. Clark, Utility Billing Supervisor

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 22, 2020
SUBJECT: City of Rochester
PROPERTY: **22 Regency 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 had installed a new lawn in which required frequent watering.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only: Received: <u>9/21/20</u>
--

- 1. Date of Appeal: 09/20/2020
- 2. Property Owner's Name: Donald Avery Account #: 060873
- 3. Billing Address: 22 Regency Ct.
Rochester, NH 03867
- 4. Service Location: 22 Regency Ct. Zip Code 03867
- 5. Owners Representative: _____
- 6. Owners Representative's Signature: _____
- 7. Phone #: (603) 332-0489 Cell: (603) 923-9053
- 8. Email Address: Avery.Don@Gmail.com

(Agendas and Decision Letters will be emailed).

- 9. Billing Period that is being appealed is from 05/02/2020 to 08/03/2020

10. Abatement is being requested for:

- a. How many units of water _____ x 5.55= \$ _____
- b. How many units of sewer 28 x 6.75= \$ 189.00
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 189.00

11. Explanation of Appeal Request:

On June 4 I replace my lawn which required extensive watering from June 5 to June 30 using just over 28 units (2800 Ft³) of water.

I am requesting that the Sewer units be adjusted down by 28 units since this water did not enter the sewer system for treatment.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? _____

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

No

Please note:

- 1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.***
- 2. Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.***
- 3. Customer's seeking 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: 060873

[2015-02-20 10:43:23 karenb]:FEBRUARY BILL ESTIMATED DUE TO SNOW
[2016-08-17 11:04:14 sjuneau]: NO USAGE ON AUGUST BILL - SENT DEAD METER LETTER
[2016-08-29 09:31:10 karenb]: DEAD METER REPLACED 8/26/16. NEW 76166633 BEGINNING READ 63
[2020-08-10 12:54:01 kimberly.nickerson]: SENT LEAK LETTER
[2020-09-08 15:26:12 michèle.grant]: EMAILED APPEAL PAPERWORK TO DON AVERY, HE HAD A NEW LAWN AND USED LOTS OF WATER.
[2020-09-22 12:51:40 kimberly.nickerson]: UAB APPEAL RECEIVED FOR OCTOBER

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

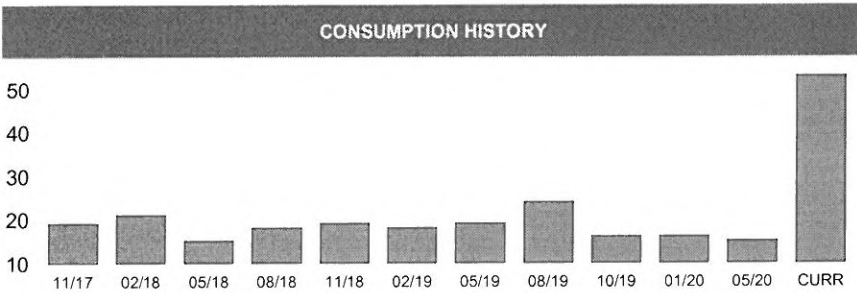
CUSTOMER NAME	SERVICE LOCATION
AVERY DONALD	22 REGENCY CT

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14070078	08/27/2020	060873	10/01/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/01/2020	08/03/2020	316	369	53	\$294.15
RES SEWER		05/01/2020	08/03/2020				\$357.75

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	\$651.90
A = Actual	Previous Balance	\$184.50
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$184.50
Total Amount Due		\$651.90

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

✂ 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:	060873
Bill Number:	14070078
Pay By:	10/01/2020
Total Due:	651.90

Service Location
22 REGENCY CT

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

AVERY DONALD
22 REGENCY CT
ROCHESTER, NH 03867





09/22/2020 12:53
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

IP 1
|ubcsnsng

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel By	Bill #	Curr	Read	Location Usage	Repl	Usage	Charge	Amnt	Billed	Amnt	Status
060873	34416	AVERY DONALD				011001090001				22	REGENCY	CT					Active
100	SENS76166633		A	08/03/2020			14070078			53			294.15			651.90	
100	SENS76166633		A	05/01/2020			14062112			15			83.25			184.50	
100	SENS76166633		A	01/31/2020			14054341			16			88.80			196.80	
100	SENS76166633		A	10/29/2019			14046468			16			88.80			196.80	
100	SENS76166633		A	08/05/2019			14038655			24			133.20			295.20	
100	SENS76166633		A	05/02/2019			14030783			19			105.45			233.70	
100	SENS76166633		A	02/04/2019			14023038			18			99.90			221.40	
100	SENS76166633		A	11/02/2018			14015264			19			105.45			233.70	
100	SENS76166633		A	08/06/2018			14007463			18			83.25			221.40	
100	SENS76166633		A	05/01/2018			1399585			15			83.25			184.50	
100	SENS76166633		A	02/12/2018			13991920			21			111.81			249.37	
100	SENS76166633		A	11/14/2017			13984266			19			100.51			224.39	
100	SENS76166633		A	08/15/2017			13976593			16			84.64			188.96	
100	SENS76166633		A	05/10/2017			13968871			14			74.06			165.34	
100	SENS76166633		A	02/08/2017			13961342			14			72.39			162.70	
100	SENS76166633		A	11/08/2016			13953840			9			43.29			99.45	
100	SENS69890686		I	08/26/2016			13946291			0			.00			.00	
100	SENS69890686		A	08/11/2016			13938711			7			18.27			48.12	
100	SENS69890686		A	05/13/2016			13931278			348			33.67			77.35	
100	SENS69890686		A	02/11/2016			13923880			13			62.53			143.65	
100	SENS69890686		A	11/04/2015			13916429			14			66.18			153.54	
100	SENS69890686		A	08/11/2015			13908916			13			60.71			141.83	
100	SENS69890686		A	05/11/2015			13901560			13			60.71			141.83	
100	SENS69890686		E	02/20/2015			13894183			16			74.72			174.56	
100	SENS69890686		A	11/06/2014			13886784			16			74.72			174.56	
100	SENS69890686		A	08/06/2014			13879283			17			79.39			185.47	
100	SENS69890686		A	05/06/2014			13871986			15			69.82			163.42	
100	SENS69890686		A	02/11/2014			13864659			15			69.00			162.60	
100	SENS69890686		A	11/14/2013			13857283			9			41.40			97.56	
100	SENS69890686		A	08/12/2013			13849862			9			41.40			97.56	
100	SENS69890686		A	05/09/2013			13842579			13			59.80			140.92	
100	SENS69890686		A	02/07/2013			13835269			13			59.44			140.14	
100	SENS69890686		A	11/08/2012			13827913			10			44.90			106.00	
100	SENS69890686		A	08/08/2012			13820531			10			44.90			106.00	
100	SENS69890686		A	05/08/2012			13813270			11			49.39			116.60	
100	SENS69890686		A	02/08/2012			13805980			11			49.39			116.60	
100	SENS69890686		A	11/08/2011			13798682			11			30.17			71.93	
100	SENS69890686		A	08/09/2011			13791338			7			40.17			91.26	
100	SENS69890686		A	05/06/2011			13784145			10			42.90			102.40	
100	SENS69890686		A	02/15/2011			13776924			10			47.19			112.64	
100	SENS69890686		A	11/05/2010			13769658			11			42.90			102.40	
100	SENS69890686		A	08/06/2010			13762367			12			50.76			122.16	
100	SENS69890686		A	05/06/2010			13755240			11			46.09			111.54	
100	SENS69890686		A	02/12/2010			13748020			12			50.28			121.68	
100	SENS69890686		A	11/09/2009			13740734			9			37.71			91.26	
100	SENS69890686		A	08/12/2009			13733434			11			45.15			107.84	
100	SENS69890686		A	05/05/2009			13726304			11			44.44			105.05	
100	SENS69890686		A	02/12/2009						9			36.36			85.95	

AVG
18

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

53-18 = 35
35 x 6.75 = 236.25



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

Date: October 1, 2020
 To: Utility Advisory Board
 From: Lisa J. Clark, Utility Billing Office Supervisor
 Re: Water/Sewer Billing Appeal Application Dated: 09/17/2020

Customer Name: Sandra Legendre Account # 040160
 Service Address: 12 Cleveland Street
 Rochester, NH 03867

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

Recommendations

I recommend an abatement based on previous precedence of 25% of above average usage due to financial hardship on the August 2020 invoiced amount.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
2. The water was used and did enter the sewer system.
3. This does not meet the criteria of customer’s excess consumption must exceed 46 units and be greater than 100% of their normal average consumption per section one of the Water & Sewer adjustment policy.

A. Total usage on disputed invoice	49
B. Average usage on previous 3 years is	8
C. Estimated use over average	41

Value of 10 (Rounded 10.25) units of water at the current rate of \$5.55=\$55.50
 Value of 10 units of sewer at the current rate of \$6.75=\$67.50. Total abatement recommended=\$123.00 plus accrued interest.

<i>Lisa J. Clark</i>	10/1/2020
_____ Lisa J. Clark, Utility Billing Supervisor	_____ Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 22, 2020
SUBJECT: City of Rochester
PROPERTY: 12 Cleveland 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 had a leaking faucet in the basement that a plumber discovered and repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

WE S

Office Use Only:
Received: 9/17/20

- 1. Date of Appeal: Sept 15, 2020
- 2. Property Owner's Name: Sandra Legendre Account #: 040160
- 3. Billing Address: 12 Cleveland St
Rochester Nt
03867
- 4. Service Location: Same Zip Code _____
- 5. Owners Representative: x S Legendre
- 6. Owners Representative's Signature: _____
- 7. Phone #: 603 706 8323 Cell: 603 706 8323
- 8. Email Address: Slegendre4@aol.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/5 to 8/19

10. Abatement is being requested for:

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

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

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

Total \$ 602.70

11. Explanation of Appeal Request:

There was a leak in cellar that I wasn't aware of. I had to have it fixed I have provided the receipt I would appreciate any help towards the bill as we aren't working and have very little money to live on and pay our bills. Thank you for your understanding
S Legendre

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? yes it has

Who made the repair? Lan glais

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 we arnt working we have limited funds we have a hard time paying our normal bills. I am going have to apply for

Please note: electric assistance if not too late

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking 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: 033142

[2013-12-04 13:34:42 sjuneau]: METER WAS INSTALLED BUT WATER IS NOT ON. WAITING FOR HEAT TO BE INSTALLED AND THEN WILL GO BACK AND HOOK UP T/P & MXU AND TURN WATER ON.

[2018-01-17 16:38:04 sjuneau]: FINAL PROCESSED

[2019-11-06 12:57:23 karenb]:SERVICE CALL FOR NON PAYMENT 11/5/19

[2020-08-17 15:23:45 kimberly.nickerson]:SENT LEAK LETTER

[2020-09-17 09:46:11 kimberly.nickerson]: SENT APPEAL FORM WILL BE NOT PAYING FULL AMOUNT OF APPEAL

[2020-09-22 12:35:29 kimberly.nickerson]: UAB APPEAL RECEIVED FOR OCTOBER, SPOKE WITH HOMEOWNER REGARDING ONCE IN TEN YEAR WATER POLICY AND THEY WOULD LIKE TO ABATE WATER AS WELL

RONALD LANGLOIS

603-260-0672

49 Eagle Drive

Rochester, NH 03868

JOB NAME	SANDRA Legendro	FIXTURE	
ADDRESS	12 Cleveland St	MODEL NO.	
CITY AND STATE	Rochester NH	SERIAL NO.	
TROUBLE REPORTED	Look For Leaks		

SERVICE TECHNICIAN'S REPORT

I looked at the whole house for water leaks and found the faucet in Basement.

- ① Replaced Hot & cold Faucets
- ② Replaced the Hot & Cold steel lines with copper lines

MATERIALS USED

QTY	CAT. NO	DESCRIPTION	EACH	AMOUNT	-TERMS- NET UPON RECEIPT FINANCE CHARGE OF 1½% (ANNUAL INTEREST) RATE 18% WILL BE CHARGED ON ALL PAST DUE ACCOUNTS
1		Hot & Cold Faucets	118 ⁰⁰	118 ⁰⁰	
1		½ Copper L Lines	50 ⁰⁰	50 ⁰⁰	

Paid Cash
RLL

LABOR

TOTAL MATERIAL

SERVICE TECHNICIAN	DATE	WORK STARTED	WORK COMPLETED	REG.	O.T.	TOTAL	SALES TAX
Row	8/29	AM	AM	125 ⁰⁰		1½	
		PM	PM				
		AM	AM				
		PM	PM				
TRAVEL		AM	AM				
		PM	PM				

REG. HRS. @

O.T. HRS. @

DISCOUNT

TOTAL LABOR:

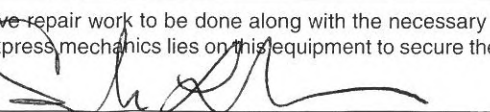
PAY THIS AMOUNT

187⁵⁰

355⁵⁰

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you an express mechanics lien on this equipment to secure the amount of the repairs thereto

CUSTOMER SIGNATURE



City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

LEGENDRE SANDRA & LUCIEN JR

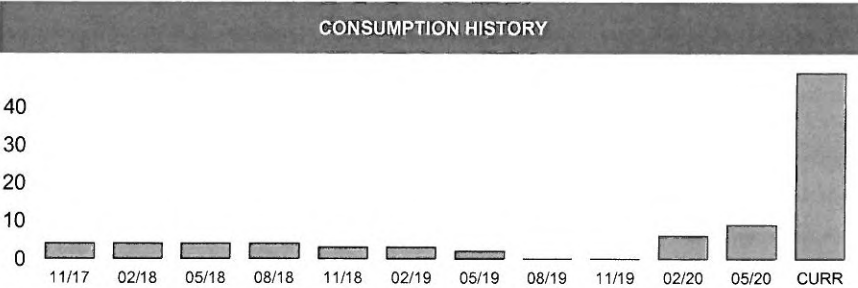
12 CLEVELAND ST

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14069507	08/27/2020	040160	10/01/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/05/2020	08/19/2020	205	254	49	\$271.95
RES SEWER		05/05/2020	08/19/2020				\$330.75

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	\$602.70
A = Actual	Previous Balance	\$110.70
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$110.70
	Total Amount Due	\$602.70

PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET

WATER \$5.55, MINIMUM \$21.09

SEWER \$6.75, MINIMUM \$32.28

MASTERCARE, AMX & DISCOVER 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: 040160

Bill Number: 14069507

Pay By: 10/01/2020

Total Due: 602.70

Service Location
12 CLEVELAND ST

LEGENDRE SANDRA & LUCIEN JR
12 CLEVELAND ST
ROCHESTER, NH 03867-2201

Please write your Account Number on your check and enclose this portion of bill with your payment.

Make checks payable to: City of Rochester



10/01/2020 10:44
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1
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|ubcnsing

Account Number	Customer # Name	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Charge Amt	Billed Amt	Status
040160	51445	LEGENDRE SANDRA & LUCIEN JR			012102450000				12 CLEVELAND ST							Active
100	1 RES WATER		A	08/19/2020		14069507		254	49				271.95		602.70	
100	1 RES WATER		A	05/05/2020		14061541		205	6				49.95		110.70	
100	1 RES WATER		A	02/12/2020		14053772		196	6				33.30		73.80	

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

49-8=41



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 1, 2020
 To: Utility Advisory Board
 From: Lisa J. Clark, Utility Billing Office Supervisor
 Re: Water/Sewer Billing Appeal Application Dated: 09/21/2020

Customer Name: Robert Lyness Account # 30203A
 Service Address: 7 Jan Court
 Rochester NH 03868

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 13 units of sewer only on the August 2020 invoiced amount.

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	26
B. Average usage on previous 3 years is	<u>13</u>
C. Estimated use over average	13

Value of 13 Units of Sewer at the current sewer rate of \$6.75 = \$87.75. Total abatement recommended=\$87.75 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

Lisa J. Clark

Date

10

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 22, 2020
SUBJECT: City of Rochester
PROPERTY: **7 Jan 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 they had a sewer deduct meter that was not connected properly by Tara Estates.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9-21-20

1. Date of Appeal: 9-17-2020
2. Property Owner's Name: Robert & Virginia Lyness Account #: 30203A
3. Billing Address: 7 JAN CT
Rochester NH
03868
4. Service Location: 7 Jan ct. Zip Code _____
5. Owners Representative: n/a
6. Owners Representative's Signature: _____
7. Phone #: _____ Cell: _____
8. Email Address: _____

(Agendas and Decision Letters will be emailed). *rolyness1@comcast.net.*

9. Billing Period that is being appealed is from 6/1/2020 to 8/30/2020
10. Abatement is being requested for: 5/19/2020 to 8/21/2020 *RLZ*

a. How many units of water	<u>0</u>	x 5.55= \$	<u>0</u>
b. How many units of sewer	<u>10</u>	x 6.75= \$	<u>67.50.</u>
C. Water & Sewer Department Fees of:		\$	<u>0</u>
	Total	\$	<u>67.50.</u>

11. Explanation of Appeal Request:

Garden spigot used 80% of summer days is not
connected to the. deduct meter as checked by Tara
ESTATE personnel.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? _____

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

NO

Please note:

1. **The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.**
2. **Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.**
3. **Customer's seeking 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: 30203A

[2015-02-26 11:08:56 sjuneau]: FEBRUARY BILL ESTIMATED DUE TO SNOW.

[2019-10-10 10:49:04 michelle]: FINAL BILL PROCESSED

[2020-09-14 15:40:17 michelle.grant]: SPOKE WITH H/O, HE HAS A HIGH AUG. BILL, HE KNEW IT WOULD BE HIGHER BECAUSE HE HAS A GARDEN ETC. BUT IT DOUBLED. ONLY 1 UNIT WENT THRU SD, TOLD HIM TO CONTACT TARA'S OFFICE TO MAKE SURE SD IS WORKING CORRECTLY.

[2020-09-17 11:44:26 michelle.grant]: H/O CALLED BACK, HIS OUTSIDE GARDEN SPIGOT IS NOT HOOKED UP TO THE DEDUCT METER. TOLD HIM TO CALL TARA OFFICE TO SEE IF THEY CAN CONNECT IT. I AM SENDING HIM APPEAL PAPERWORK FOR THE HIGH USAGE.

[2020-09-22 15:51:19 kimberly.nickerson]: RECEIVED UAB PAPERWORK FOR OCTOBER

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

LYNESS ROBERT R & VIRGINA A

7 JAN CT

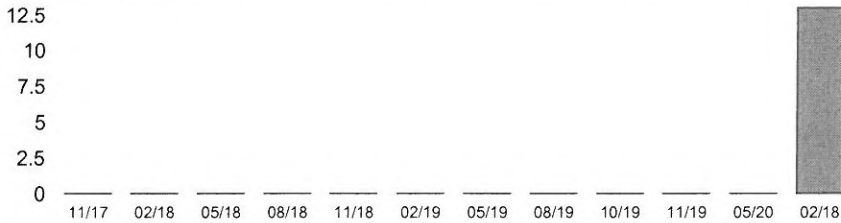
BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14070902	08/31/2020	30203A	09/30/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/19/2020	08/21/2020	981	1007	26	\$144.30
RES WATER	A	05/19/2020	08/21/2020	133	134	0	\$0.00
RES SEWER		05/19/2020	08/21/2020				\$168.75

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	Description	Amount
	Total Current Billing	\$313.05
A = Actual	Previous Balance	\$159.90
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$159.90
Total Amount Due		\$313.05

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

✂ 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: _____

LYNESS ROBERT R & VIRGINA A
7 JAN CT
ROCHESTER, NH 03868-7081

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	30203A
Bill Number:	14070902
Pay By:	09/30/2020
Total Due:	313.05

Service Location
7 JAN CT

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



Account Number	Customer # Name	Cd	Read Date	Time	Parcel	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
30203A	51288	LYNESS ROBERT R & VIRGINA A	02240309203A					7 JAN CT				Active
100	1 RES WATER	A	08/21/2020		14070902	1,007	26	144.30	0	144.30	313.05	313.05
100	1 RES WATER	A	05/19/2020		14062932	981	13	72.15	0	72.15	159.90	159.90
100	1 RES WATER	A	02/21/2020		14055151	968	13	72.15	0	72.15	159.90	159.90
100	1 RES WATER	A	11/21/2019		14047319	955	5	27.75	0	27.75	61.50	61.50

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

AUG 13

26-13 = 13

13 x 6.75 = \$ 87.75

Account Number	Customer # Name	Mfr Meter Number	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
30203A	32903	BUFFUM JOHN & CHERYL A	02240309203A	14042149	950	7	0	38.85	38.85	Active
100	SENS63846525	F 10/10/2019		14039467	943	20	0	111.00	111.00	86.10
100	SENS63846525	A 08/22/2019		14031584	923	16	0	88.80	88.80	225.75
100	SENS63846525	A 05/22/2019		14023852	907	13	0	72.15	72.15	190.05
100	SENS63846525	A 02/21/2019		14016087	894	13	0	66.60	66.60	159.90
100	SENS63846525	A 11/20/2018		14008291	882	12	0	77.70	77.70	147.60
100	SENS63846525	A 08/22/2018		14000400	868	14	0	66.60	66.60	158.70
100	SENS63846525	A 05/17/2018		13992726	856	12	0	69.53	69.53	147.60
100	SENS63846525	A 02/21/2018		13985078	843	13	0	68.77	68.77	154.96
100	SENS63846525	A 11/21/2017		13977402	830	13	0	89.93	89.93	147.01
100	SENS63846525	A 08/21/2017		13969669	813	17	0	174.69	174.69	174.69
100	SENS63846525	A 05/18/2017		13962136	803	10	0	52.90	52.90	118.10
100	SENS63846525	A 02/23/2017		13954631	789	14	0	73.35	73.35	164.22
100	SENS63846525	A 11/21/2016		13947106	776	13	0	62.53	62.53	137.41
100	SENS63846525	A 08/25/2016		13939514	759	17	0	162.89	162.89	162.89
100	SENS63846525	A 05/26/2016		13932079	744	15	0	72.15	72.15	159.51
100	SENS63846525	A 02/23/2016		13924687	729	15	0	82.15	82.15	165.75
100	SENS63846525	A 11/23/2015		13917232	712	17	0	174.33	174.33	174.33
100	SENS63846525	A 08/20/2015		13909710	688	24	0	112.08	112.08	193.20
100	SENS63846525	A 05/14/2015		13902358	678	10	0	46.70	46.70	102.86
100	SENS63846525	E 02/25/2015		13894987	662	16	0	74.72	74.72	174.56
100	SENS63846525	A 11/19/2014		13887578	643	19	0	88.73	88.73	188.57
100	SENS63846525	A 08/18/2014		13880078	626	17	0	79.39	79.39	172.99
100	SENS63846525	A 05/14/2014		13872782	615	11	0	51.32	51.32	119.96
100	SENS63846525	A 02/24/2014		13865460	599	16	0	73.60	73.60	173.44
100	SENS63846525	A 11/22/2013		13858082	580	19	0	87.40	87.40	187.24
100	SENS63846525	A 08/19/2013		13850661	559	21	0	96.60	96.60	202.68
100	SENS63846525	A 05/21/2013		13843358	540	19	0	87.40	87.40	181.00
100	SENS63846525	A 02/22/2013		13836059	525	15	0	68.80	68.80	162.16
100	SENS63846525	A 11/19/2012		13828720	503	22	0	98.78	98.78	202.65
100	SENS63846525	A 08/22/2012		13821323	460	43	0	193.07	193.07	321.38
100	SENS63846525	A 05/18/2012		13814037	442	18	0	80.82	80.82	178.58
100	SENS63846525	A 02/22/2012		13806783	426	16	0	71.84	71.84	169.60
100	SENS63846525	A 11/21/2011		13799491	410	16	0	151.92	151.92	277.72
100	SENS63846525	A 08/25/2011		13792127	375	35	0	68.64	68.64	157.89
100	SENS63846525	A 05/19/2011		13784919	359	16	0	68.64	68.64	163.84
100	SENS63846525	A 02/22/2011		13777722	343	16	0	68.64	68.64	157.89
100	SENS63846525	A 11/19/2010		13770462	327	35	0	148.62	148.62	279.52
100	SENS63846525	A 08/23/2010		13763151	292	16	0	67.04	67.04	144.39
100	SENS63846525	A 05/20/2010		13756014	276	15	0	62.85	62.85	152.10
100	SENS63846525	A 02/22/2010		13748807	261	17	0	71.23	71.23	160.48
100	SENS63846525	A 11/17/2009		13741519	244	25	0	103.08	103.08	200.90
100	SENS63846525	A 08/20/2009		13734221	219	21	0	84.84	84.84	184.02
100	SENS63846525	A 05/21/2009		13727073	198	17	0	68.68	68.68	162.35
100	SENS63846525	A 02/23/2009		13719861	181	18	0	72.72	72.72	155.37
100	SENS63846525	A 11/21/2008		13712655	163	32	0	123.58	123.58	246.91
100	SENS63846525	A 08/21/2008		13705393	131	37	0	134.31	134.31	325.60
100	SENS63846525	A 05/22/2008								

** 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: October 1, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 09/21/2020

Customer Name: Leandro Bueno Account # 033162
Service Address: 93 Fillmore Blvd
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 42 units of sewer only on the August 2020 invoiced amount.

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.
3. A Sewer Deduct Meter will be recommended if this level of consumption is to continue

A. Total usage on disputed invoice	55
B. Average usage on previous 3 years is	<u>13</u>
C. Estimated use over average	42

Value of 42 Units of Sewer at the current sewer rate of \$6.75 = \$283.50. Total abatement recommended=\$283.50 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

10/1/2020

Date

#11

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 22, 2020
SUBJECT: City of Rochester
PROPERTY: 93 Fillmore Boulevard

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 had a lawn hydro-seeded which required frequent watering.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9-21-20

1. Date of Appeal: 09/21/2020 033162
2. Property Owner's Name: LEANDRO BUENO Account #: 14069317
3. Billing Address: 93 FILLMORE BLV
ROCHESTER, NH
4. Service Location: 93 Fillmore Blvd. Zip Code 03867
5. Owners Representative: BUENO LEANDRO & LETICIA MEGDA
6. Owners Representative's Signature: [Signature]
7. Phone #: 603 948 6012 Cell: 603 841 0619
8. Email Address: LEO.BUENO2222@GMAIL.COM

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 05/01/20 to 07/31/20

10. Abatement is being requested for:

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

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

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

Total \$ —

11. Explanation of Appeal Request:

New lawn for my entire backyard and
front yard. IT was used only water to watering
the new lawn. (Hydroseed).

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? _____

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

Yes, because it was spent money that was not forecasted.

Please note:

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking 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: 033162

[2017-11-22 11:09:06 karenb]:WATER SEWER APP/INSPECTION RECEIVED

[2017-11-29 14:23:42 karenb]:METER INSTALLED ON 11/28/17.

[2017-11-30 13:34:47 karenb]:FORWARDED INVOICE TO AJ AT ATLAS HERITAGE FOR CLOSING. NO WATER USAGE.

[2020-08-17 15:29:59 kimberly.nickerson]: SENT LEAK LETTER

[2020-09-22 15:45:18 kimberly.nickerson]: RECEIVED UAB PAPERWORK FOR OCTOBER, OWNER HAD LAWN HYDROSEEDDED THAT NEEDED FREQUENT WATERING



RYE BEACH
LANDSCAPING

Leandro Bueno Proposal
93 Fillmore Blv

Rye Beach Landscaping

Front yard:

Install ADS drainage pipe to connect culverts
Prep with crushed stone and bed bottom of trench
Backfill and wrap with fabric
Grade front area to match existing grade
Loam and seed
\$1500

Side and Back Yard:

Grade yard and a long side of house to drain water to the proper drainage area
Install J-drain system with stone along toe of re excavated slope
Loam and seed
\$3300

Grading and Drainage (top)

Excavate lower hill back 4-5'
Repurpose excavation material to re construct upper slope and grade
Install 6" perforated pipe with crushed stone for drainage along back hill to divert run off
Install 2'x2' catch basin at the end of the neighbors wall to catch water run off and divert it through the new drainage pipe

\$2750

Erosion Control

Install jute matting with 1' staples on effected area of large slope approx. 10-12' up
Install straw waddles at top of jute mat to help slow water run off

\$300

Total \$7,850.00

Payments to be made in 3 equal payments

The first 1/3 due upon start.

Signature Page

Riverview Contracting

Date

Client

Date

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

BUENO LEANDRO & LETICIA MEGDA

93 FILLMORE BLVD

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
-------------	-----------	-----------	----------

14069317

08/27/2020

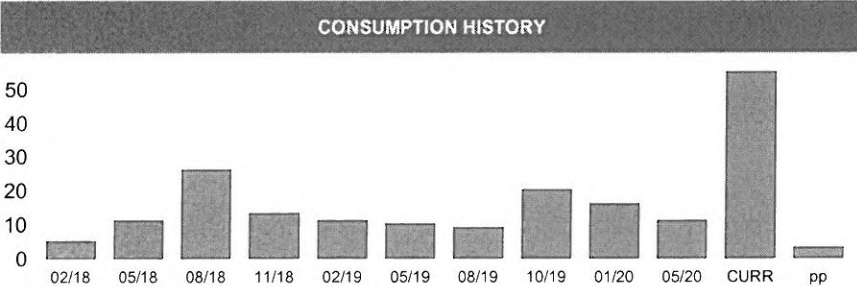
033162

10/01/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/01/2020	07/31/2020	132	187	55	\$305.25
RES SEWER		05/01/2020	07/31/2020				\$371.25

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	\$676.50
A = Actual	Previous Balance	\$135.30
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$811.80
Total Amount Due		\$0.00

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

✂ 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: _____

BUENO LEANDRO & LETICIA MEGDA
93 FILLMORE BLVD
ROCHESTER, NH 03867-4497

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	033162
Bill Number:	14069317
Pay By:	10/01/2020
Total Due:	0.00

Service Location
93 FILLMORE BLVD

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



92096042021414069317700000000000

09/22/2020 15:46 |CITY OF ROCHESTER |P 1
kimberly.nickerson |UB Consumption History Report |ubcnsing

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	By	Parcel	Bill #	Curr	Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
033162	48017	BUENO LEANDRO & LETICIA MEGDA	023700030131								93 FILLMORE BLVD				Active
100	1	RES WATER	A	07/31/2020				14069317		187	55	0	305.25	676.50	
100	1	RES WATER	A	05/01/2020				14061351		132	11	0	61.05	135.30	
100	1	RES WATER	A	01/31/2020				14033580		121	16	0	88.80	196.80	
100	1	RES WATER	A	10/29/2019				14045703		105	20	0	111.00	246.00	
100	1	RES WATER	A	08/01/2019				14037889		85	9	0	49.95	110.70	
100	1	RES WATER	A	05/02/2019				14030023		76	10	0	55.50	123.00	
100	1	RES WATER	A	02/04/2019				14022273		66	11	0	61.05	135.30	
100	1	RES WATER	A	11/06/2018				14014508		55	13	0	72.15	159.90	
100	1	RES WATER	A	08/07/2018				14006707		42	26	0	144.30	319.80	
100	1	RES WATER	A	05/01/2018				13998833		16	11	0	61.05	135.30	
100	1	RES WATER	A	02/02/2018				13991170		5	5	0	26.45	59.09	

AG
13

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

55-13 = 42
42 x 6.75 = \$283.50



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 1, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 09/23/2020

Customer Name: Anna Lavertu Account # 032580
Service Address: 3 Lyons Street
Rochester NH 03867

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

Recommendations:

I recommend an abatement of 39 units of sewer only on the August 2020 invoiced amount.

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.
3. A Sewer Deduct Meter will be recommended if this level of consumption is to continue

A. Total usage on disputed invoice	39
B. Average usage on previous 3 years is	0
C. Estimated use over average	39

Value of 39 Units of Sewer at the current sewer rate of \$6.75 = \$263.25. Total abatement recommended=\$263.25 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

10/1/2020

Date

#12

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 24, 2020
SUBJECT: City of Rochester
PROPERTY: **3 Lyons Street**

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 she was renovating the house and it had been vacant. The plumbing was not connected to sewer the owner was watering a new lawn and all water that was used did not enter sewer system.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/23/20

1. Date of Appeal: 9-18-2020
2. Property Owner's Name: Anna Lavertu Account #: 032580
3. Billing Address: 3 Lyons Street
Rochester, NH 03867
4. Service Location: 3 Lyons St Zip Code 03867
5. Owners Representative: Sharon Lavertu
6. Owners Representative's Signature: X Sharon Lavertu
7. Phone #: X (603) 205-5344 (cell) Cell: _____
8. Email Address: sl.lavertu@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from May 20 to August 20

10. Abatement is being requested for:

- a. How many units of water _____ x 5.55= \$ _____
b. How many units of sewer 39 x 6.75= \$ 263.25
c. Water & Sewer Department Fees of: \$ _____
Total \$ _____

11. Explanation of Appeal Request:

X I wish to appeal the sewer charges assessed on our most recent water billing as we have no current sewer connection or interior plumbing at our house.

In 2018, all the interior house plumbing was removed or disconnected as part of an expected remodel. Unfortunately, after doing this demo along with gutting the first floor, the contractor left with the money. The house could not be occupied and the

over →

over
→

~~was~~ only water service was to the outside faucet. Nancy Miller of the Assessing Dept, toured the house in 2019 to verify the condition of the house and subsequent reduced valuation.

After many months of searching, I was finally able to hire a general contractor earlier this year along with an excavation contractor. The latter was needed to regrade and seed the entire backyard to repair the extensive damage done by the first contractor. The water usage for the most recent billing period was for the watering of that new backyard lawn installed the first week of June. I have enclosed copies of the related billing statements from that contractor. You will find that there has been no water usage at the house for the 2 years prior to this summer's backyard watering.

The general contractor removed all remaining disconnected basement cast iron piping this summer. No new plumbing work to replace those pipes has yet begun. A copy of the current building permit is also enclosed.

Please feel free to contact me if any additional information is needed. A copy of the current water + sewer bill is also included.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? _____

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

X No

Please note:

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking 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: 032580

05/08-08-SENT LEAK LETTER
 AUG. 08 BILL WAS ESTIMATED BECAUSE WE COULD NOT GET A READ. SENT LETTER TO FIX
 OUTSIDE READER ON 08/20/08 - REPLACED 11/7/08

[2015-02-19 15:51:08 sjuneau]: FEBRUARY BILL ESTIMATED DUE TO SNOW.
 [2015-08-10 13:25:34 karenb]: ZERO READ ON AUGUST BILL, CHARGED MINIMUM AND
 SENT LETTER
 [2015-08-13 10:33:19 karenb]: HOUSE HAS BEEN VACANT FOR THE MOST PART. THEY
 WILL CALL WHEN SOMEONE IS LIVING THERE PERMANENTLY

[2016-08-10 11:26:24 sjuneau]: GOT AN ACTUAL READ OF ONE UNIT LOWER THAN THE
 CONSISTENT READ WE HAVE GOTTEN FOR OVER A YEAR. CONCERNED THAT THEY MAY HAVE
 PUT THE METER IN THEMSELVES BACKWARDS. SENDING A LETTER TO CHECK METER & LEAVING
 THE USAGE THE SAME AS WE ALWAYS GET.

[2016-11-10 09:53:35 sjuneau]: GOT THE SAME ACTUAL READ OF ONE UNIT LOWER THAN
 THE CONSISTENT READ. SENT A SECOND LETTER TO MAKE SURE EVERYTHING IS GOOD & LEFT
 THE SAME FOR NOVEMBER BILL. *SECOND NOTICE*

[2017-02-06 14:39:24 karenb]: DAUGHTER CALLED. OWNERS ARE IN FLORIDA UNTIL
 SPRING AND CANNOT GET ANYONE IN THERE RIGHT NOW. SHE STATED THAT THERE HAS NOT
 BEEN ANY USAGE. EXPLAINED TO HER THAT THE NUMBERS ON THE METER DID GO BACKWARDS
 SO WE NEED TO CHECK THE METER. SHE WILL CALL TO SCHEDULE IT WHEN THEY RETURN
 FROM FLORIDA, BY APRIL 15TH.

[2017-02-07 15:29:56 sjuneau]: METER IS ONE DIGIT BACKWARDS - SAME AS ABOVE.
 WILL NEED AN APPOINTMENT

[2017-05-12 15:05:08 sjuneau]: METER IS STILL ONE UNIT LOWER THAN LAST READ -
 WILL LEAVE FOR NOW - NEXT BILL SHOULD REFLECT USAGE OF THEM BEING HOME AS THEY
 RETURNED 4/15 THEN WE CAN DETERMINE IF IT IS BACKWARDS.

[2017-11-09 14:25:53 sjuneau]: METER STILL ONE UNIT BACKWARDS - LEAVING.

[2018-08-02 10:44:02 karenb]: TECH WENT OUT TO CHECK BACKWARDS METER 7/30/18.
 FOUND METER TO BE IN CORRECTLY. OWNER HAS NOT LIVED HERE FOR THREE YEARS BUT
 WILL BE MOVING IN SOON.

[2018-08-15 16:35:26 karenb]: FOR BILL RUN PUT READ BACK TO 163 AND MOVING IN
 SOON PER NOTE ABOVE, NEXT BILL SHOULD REFLECT USAGE

[2019-05-10 15:40:39 karenb]: STILL NO USAGE. MAILED LETTER TO VERIFY THAT THIS
 PROPERTY IS STILL VACANT. SHUT OFF DATE 6/11/19.

[2019-05-17 14:10:07 karenb]: PROPERTY IS STILL VACANT

[2020-02-14 10:07:46 michele.grant]: PROPERTY STILL VACANT, BEING RENOVATED
 PER TECH. WAS READING ALL 9'S BUT TECH GOT READ YESTERDAY OF 0162 (SO IS STILL
 ONE UNIT LOWER THAN NOV. READ SO IS GOING BACK ONE LIKE ABOVE).

[2020-03-13 14:48:39 michele.grant]: T/W TECH, SINCE PROPERTY IS STILL VACANT
 WE WILL WAIT TO SEE HOW METER READS ONCE WATER IS USED ON A REGULAR BASIS. LAST
 READ WAS ON 2/11/20 AND READ WAS 162.

[2020-09-10 10:10:50 kimberly.nickerson]: UAB APPEAL MAILED

[2020-09-23 15:16:47 kimberly.nickerson]: UAB APPEAL RECEIVED

Invoice

We Dig It Excavating & Trucking

Steven Lemay
 7 Davis Blvd.
 Rochester, NH 03868

Date	Invoice #
6/5/2020	1757

Phone # 603-973-5037 E-mail Wedigitexcavating@gmail.com

PAID

Bill To	Project Location
Sharon Lavertu 3 Lyons St. Rochester, NH 03867	

Email	Customer Phone	Terms
	205-5344	Due on receipt

Quantity	Item Code	Description	U/M	Price Each	Amount
	Labor & Mate...	Deliver & spread 8 loads of loam in back of property, and right side. Graded, landscape raked and hydroseeded.		8,250.00	8,250.00

Thank you.	Total	\$8,250.00
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Web Site www.wedigitexcavating.com

Payments/Credits	\$8,250.00
Balance Due	\$0.00

Ⓟ Mon. 6-15-2020 = Paid Steve Lemay \$100.00 Cash for removal of 1 truckload of cut trees/brush.

Invoice

We Dig It Excavating & Trucking

Steven Lemay
7 Davis Blvd.
Rochester, NH 03868

Phone # 603-973-5037 E-mail Wedigitexcavating@gmail.com

Date	Invoice #
6/2/2020	1704

Bill To	Project Location
Sharon Lavertu 3 Lyons St. Rochester, NH 03867	

Email	Customer Phone	Terms
	205-5344	Due on receipt

Quantity	Item Code	Description	U/M	Price Each	Amount
	Labor & Mate...	Deliver and spread 5- 10 wheeler loads of fill.		3,750.00	3,750.00

Thank you.	Total	\$3,750.00
Web Site www.wedigitexcavating.com	Payments/Credits	<u>-\$3,750.00</u>
	Balance Due	\$0.00

Invoice

We Dig It Excavating & Trucking

Steven Lemay
7 Davis Blvd.
Rochester, NH 03868

Date	Invoice #
5/28/2020	1699

Phone # 603-973-5037 E-mail Wedigitexcavating@gmail.com

Bill To
Sharon Lavertu 3 Lyons St. Rochester, NH 03867

Project Location

Email	Customer Phone	Terms
	205-5344	Due on receipt

Quantity	Item Code	Description	U/M	Price Each	Amount
	Labor	Remove debris from back of property. Picked up rocks. Regraded back of property.		650.00	650.00

Thank you.	Total	\$650.00
------------	--------------	-----------------

Web Site www.wedigitexcavating.com	Payments/Credits	\$0.00
	Balance Due	\$650.00

DISPLAY PERMIT IN A CONSPICUOUS PLACE ON THE PREMISES



City of Rochester

Building, Zoning, & Licensing Services

31 Wakefield Street
Tel. (603) 332-3508



Permit No. **B-20-73**

Parent PIN

MBL **0123-0118-0000**

This certifies that **LAVERTU ANNA B**

has permission to erect, alter, or demolish a building on: **3 LYONS ST**

as follows: **To complete work started by other contractor-New plumbing fixtures, install (13) new windows, insulate, sheetrock, kitchen cabinets, (2) new doors, replace front steps. Electrical and plumbing completed by licensed contractors with their permits.**

provided that the person accepting this permit shall in every respect conform to the terms of the application therefore on file in this office, and to the provisions of regulations or ordinances relating to the Location, Inspection, Alteration and Construction of Buildings in the of Rochester.

NOTE: The recipient of this permit accepts this permit on the condition that, as owner or as agent of the owner, he/she agrees to comply with all Building & Zoning Regulations of the City of Rochester & the State Statutes of the State of New Hampshire regarding the use, occupancy & type of building or structure to be constructed, added to, demolished, or altered. The recipient also agrees that this building is to be located the proper distance from all street lines, all property yard lines & required distances from all other zones & is located in a zone in which the building & its use is allowed or has been approved. Additional conditions listed below:

Comments:

Current Use Group:

Proposed Use Group:

Construction Type:

Occupant Load:

0

Contractor Name: **Robert MacDonald**

Phone: **(207) 451-3798**

Owner Name: **LAVERTU ANNA B**

Phone: **(603) 205-5344**

Address: **PO Box 396**

North Berwick ME 03906

Address: **3 LYONS ST**

ROCHESTER NH 03867-1850

All permits approved are subject to inspections performed by a representative of this office. Requests for inspections must be made at least 48 hours in advance, call (603) 332-3508.

Building Official

3/3/2020

All Other Work and MEPs Require Seperate Permits

Call (603) 332-3508 For Inspection

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

LAVERTU ANNA B

3 LYONS ST

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
-------------	-----------	-----------	----------

14069254

08/27/2020

032580

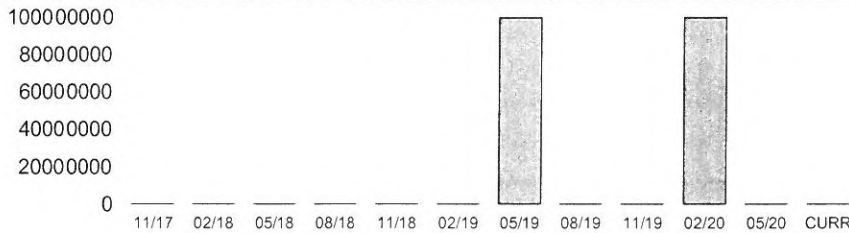
10/01/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/15/2020	08/13/2020	162	201	39	\$216.45
RES SEWER		05/15/2020	08/13/2020				\$263.25

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	\$479.70
A = Actual	Previous Balance	\$53.37
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$53.37
Total Amount Due		\$479.70

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

✂ 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: **032580**
Bill Number: **14069254**
Pay By: **10/01/2020**

Total Due: 479.70

Service Location

3 LYONS ST

LAVERTU ANNA B
3 LYONS ST
ROCHESTER, NH 03867-1850

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



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
032580	48043 LAVERTU ANNA B	012301180000							3 LYONS ST				Active
100	SENS69890317		A	08/13/2020			14069254	201	39	0	216.45	479.70	
100	SENS69890317		A	05/15/2020			14061288	162	0	0	21.09	53.37	
100	SENS69890317		A	02/11/2020			14053518	162	99999,999	0	21.09	53.37	
100	SENS69890317		A	11/06/2019			14045641	163	0	0	21.09	53.37	
100	SENS69890317		A	08/14/2019			14037827	163	0	0	21.09	53.37	
100	SENS69890317		A	05/10/2019			14029963	163	0	0	21.09	53.37	
100	SENS69890317		A	02/08/2019			14022215	163	0	0	21.09	53.37	
100	SENS69890317		A	11/14/2018			14014449	163	0	0	21.09	53.37	
100	SENS69890317		A	08/15/2018			14006648	163	0	0	21.09	53.37	
100	SENS69890317		A	05/11/2018			13998774	163	0	0	21.09	53.37	
100	SENS69890317		A	02/07/2018			13991112	163	0	0	20.09	51.28	

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

89 X 6.75 = \$263.25



09/23/2020 15:18
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

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

Active

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
032580		29153	LAVERFU FRANCIS L & ANNA B	012301180000			3 LYONS ST	Active
100	RES WATER	SENS69890317	A 11/08/2017		163	13983469	20.09	51.28
100	RES WATER	SENS69890317	A 08/03/2017		163	13975805	20.09	51.28
100	RES WATER	SENS69890317	A 05/08/2017		163	13968082	20.09	51.28
100	RES WATER	SENS69890317	A 02/06/2017		163	13960554	20.09	51.28
100	RES WATER	SENS69890317	A 11/01/2016		163	13953053	18.27	48.12
100	RES WATER	SENS69890317	A 08/03/2016		163	13945507	18.27	48.12
100	RES WATER	SENS69890317	A 05/03/2016		163	13937934	18.27	48.12
100	RES WATER	SENS69890317	A 02/09/2016		163	13930494	18.27	48.12
100	RES WATER	SENS69890317	A 11/09/2015		163	13923101	17.74	47.59
100	RES WATER	SENS69890317	A 08/07/2015		163	13915660	17.74	47.59
100	RES WATER	SENS69890317	A 05/07/2015		163	13908142	17.74	47.59
100	RES WATER	SENS69890317	E 02/20/2015		160	13900789	32.69	76.37
100	RES WATER	SENS69890317	A 11/07/2014		153	13893412	32.69	76.37
100	RES WATER	SENS69890317	A 08/05/2014		145	13886011	27.90	65.34
100	RES WATER	SENS69890317	A 05/02/2014		138	13878511	27.90	65.34
100	RES WATER	SENS69890317	A 02/04/2014		132	13871210	27.60	65.04
100	RES WATER	SENS69890317	A 11/06/2013		126	13863888	27.60	65.04
100	RES WATER	SENS69890317	A 08/06/2013		120	13856516	27.60	65.04
100	RES WATER	SENS69890317	A 05/07/2013		114	13849093	27.60	65.04
100	RES WATER	SENS69890317	A 02/05/2013		108	13841808	26.94	63.60
100	RES WATER	SENS69890317	A 11/05/2012		96	13834501	31.43	74.20
100	RES WATER	SENS69890317	A 08/06/2012		89	13819768	40.41	95.40
100	RES WATER	SENS69890317	A 05/03/2012		80	13812509	44.90	106.00
100	RES WATER	SENS69890317	A 02/03/2012		76	13805223	41.43	102.55
100	RES WATER	SENS69890317	A 11/03/2011		63	13797918	42.98	101.78
100	RES WATER	SENS69890317	A 08/04/2011		53	13790574	34.32	81.92
100	RES WATER	SENS69890317	A 05/05/2011		45	13783381	38.61	92.16
100	RES WATER	SENS69890317	A 02/08/2011		36	13776161	34.32	81.92
100	RES WATER	SENS69890317	A 11/02/2010		28	13768892	42.28	101.78
100	RES WATER	SENS69890317	A 08/04/2010		18	13761605	33.52	81.12
100	RES WATER	SENS69890317	A 05/05/2010		10	13754472	29.33	70.98
100	RES WATER	SENS69890317	A 02/02/2010		3	13747253	15.91	44.35
100	RES WATER	SENS69890317	I 08/20/2009		76	13739977	.00	.00
100	RES WATER	SENS1249080	A 08/07/2009		76	13732679	15.91	44.35
100	RES WATER	SENS1249080	A 05/06/2009		76	13725546	137.36	324.70
100	RES WATER	SENS1249080	A 02/04/2009		42	13718321	169.68	401.10
100	RES WATER	SENS1249080	A 11/07/2008		54	13711106	218.16	515.70
100	RES WATER	NEPT31258450	I 11/07/2008		3,356	13703851	.00	.00
100	RES WATER	NEPT31258450	E 08/11/2008		3,302	1364288	212.64	509.92
100	RES WATER	NEPT31258450	A 05/01/2008		3,246	1357463	297.66	721.60
100	RES WATER	NEPT31258450	A 02/14/2008		3,164	1350596	192.39	466.40
100	RES WATER	NEPT31258450	A 11/05/2007		3,072	1343801	141.57	343.20
100	RES WATER	NEPT31258450	A 08/06/2007		3,023	1337020	172.49	411.76
100	RES WATER	NEPT31258450	A 05/04/2007		2,973	1330241	172.50	407.50
100	RES WATER	NEPT31258450	A 02/06/2007		2,914	1323431	203.55	480.85
100	RES WATER	NEPT31258450	A 10/31/2006		2,866	1323431	165.60	391.20
100	RES WATER	NEPT31258450	A 08/02/2006		2,813	1316648	177.41	412.57
100	RES WATER	NEPT31258450	A 05/03/2006		2,758	1309948	180.95	416.90
100	RES WATER	NEPT31258450	A 02/02/2006		2,710	1303253	157.92	363.84
100	RES WATER	NEPT31258450	A 11/01/2005		2,710	1303253	141.47	325.94



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 1, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 09/23/2020

Customer Name: Sharon Reed-Erickson Account # 050860
Service Address: 11 Fairway Ave
Rochester NH 03867

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

Recommendations:

I recommend an abatement of 40 units of sewer only on the August 2020 invoiced amount.

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.
3. A Sewer Deduct Meter will be recommended if this level of consumption is to continue

A. Total usage on disputed invoice	48
B. Average usage on previous 3 years is	<u>8</u>
C. Estimated use over average	40

Value of 40 Units of Sewer at the current sewer rate of \$6.75 = \$270.00. Total abatement recommended=\$270.00 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

10/1/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 24, 2020
SUBJECT: City of Rochester
PROPERTY: **11 Fairway Ave**

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 she was did an unusual amount of outside watering for young trees, reseeding the lawn and gardens which all required frequent watering.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/24/20

1. Date of Appeal: 9/23/20
2. Property Owner's Name: Sharon Reed-Erickson Account #: 050860
3. Billing Address: 11 Fairway Ave
Rochester
4. Service Location: 11 Fairway Ave Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. ^{Owner's} Phone #: 603-312-1556 ← Cell: _____
8. Email Address: reedson.s@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/5/20 to 8/6/20
10. Abatement is being requested for:
- a. How many units of water _____ x 5.55 = \$ _____
 - b. How many units of sewer 40 x 6.75 = \$ 270.00
 - c. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

11. Explanation of Appeal Request:

I have a very large vegetable garden as well as many young trees, multiple flower beds and potted herbs and flowers. Because we were planning for our outdoor wedding on our property, we did a lot of watering, mostly for the aforementioned, but also for a few bare grassy spots that we seeded, so that it would look festive for our masked, social distanced wedding.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one) I don't know if there's a leak.

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, it will just take a while to pay off

Please note:

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking 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: 050860

5/31/05 - SERVICE CALL DUE TO NON-PAYMENT
 8/12/05 - TURN OFF/TURN ON - NON-PAYMENT
 07/05/06- TURN OFF/TURN ON- NON PAYMENT
 07/27/06- PAYMENT WAS RETURNED BY BANK FOR NON SUFFICIENT FUNDS. MAILED A LETTER
 ADVISING PAYMENT BY CASH, MONEY ORDER OR BANK CHECK MUST BE RECVD BY AUG 7, 2006
 OR SERVICES WILL BE TERMINATED!! 11/08/06- TURN OFF/TURN ON NON PAYMENT
 04/04/007- CHARGED SERVICE CALL FOR NON PAYMENT. JOHN AND ROB PICKED UP CHECK
 NOTICE OF MORTGAGEE FORECLOSURE RECEIVED TO BE EFFECTIVE 1/2/08
 05/20/08- CHARGED SERVICE CALL FOR NON PAYMENT-TIM PICKED UP CHECK #6
 08/18/08-SENT LEAK LETTER
 NOTICE OF MORTGAGEE FORECLOSURE SALE TO BE EFFECTIVE 11/17/08
 02/02/09- WATER IS OFF AT REQUEST OF REALTOR
 05/19/09- WATER TURNED BACK ON
 08/14/09- NEW OWNER EFFECTIVE TODAY- JESSICA O'BRIEN
 [2010-05-19 16:39:48 kathy]: SENT FOR LETTER REPAIRED BROKEN WIRE 6/7/10
 [2011-03-08 08:39:43 ann]: FEBRUARY 2011 BILL RETURNED REMAILED TO: PO BOX
 98, ROCHESTER, NH 03866-0098 - PO FOWARD
 [2015-02-20 09:29:46 karenb]:FEBRUARY BILL ESTIMATED DUE TO SNOW
 [2018-07-23 13:26:57 karenb]:7/19/18 TECH REMOVED METER TO MAKE SURE SLUG IN
 SERVICE DOESN'T DAMAGE MEASURING PARTS OF SR METER. INSTALLED IPERL. READ 621
 [2020-08-10 12:44:17 kimberly.nickerson]: SENT LEAK LETTER
 [2020-09-24 10:07:17 kimberly.nickerson]: UAB APPEAL RECEIVED WILL BE PAYING
 THE PART NO ABATING

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

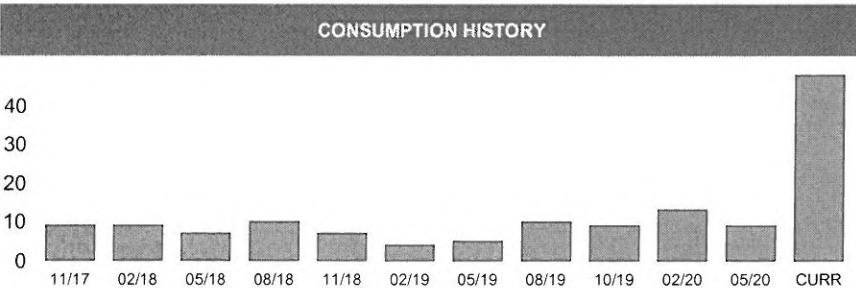
CUSTOMER NAME	SERVICE LOCATION
REED-ERICKSON SHARON	11 FAIRWAY AVE

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14069796	08/27/2020	050860	10/01/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/05/2020	08/06/2020	61	109	48	\$266.40
RES SEWER		05/05/2020	08/06/2020				\$324.00

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	\$590.40
A = Actual	Previous Balance	\$110.70
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$410.70
Total Amount Due		\$290.40

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

✂ 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:	050860
Bill Number:	14069796
Pay By:	10/01/2020
Total Due:	290.40

Service Location
11 FAIRWAY AVE

REED-ERICKSON SHARON
11 FAIRWAY AVE
ROCHESTER, NH 03867-2226

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





09/02/2020 12:26
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1
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Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Amt	Status
050860	45943	REED-ERICKSON SHARON				012401350000				11 FAIRWAY AVE								Active
100	1	RES WATER	A	08/06/2020			14069796		109	48				266.40			590.40	
100	-	RES WATER	A	05/05/2020			14061829		61	9				49.95			110.70	
100	-	RES WATER	A	02/12/2020			14034060		52	13				72.15			159.90	
100	-	RES WATER	A	10/29/2019			14046185		39	9				49.95			110.70	
100	-	RES WATER	A	08/15/2019			14038368		30	10				55.50			123.00	
100	-	RES WATER	A	05/14/2019			14030502		20	5				27.75			61.50	
100	-	RES WATER	A	02/11/2019			14022754		15	4				22.20			54.48	
100	-	RES WATER	A	11/08/2018			14014980		11	7				38.85			86.10	
100	-	RES WATER	A	08/15/2018			14007180		4	4				55.50			123.00	
100	-	RES WATER	I	07/19/2018			0		621	6				.00			.00	
100	-	RES WATER	A	05/08/2018			13993300		615	7				38.85			86.10	
100	-	RES WATER	A	02/05/2018			13991637		608	9				47.73			106.52	
100	-	RES WATER	A	11/02/2017			13983989		599	9				47.61			106.29	
100	-	RES WATER	A	08/08/2017			13976316		590	10				52.90			118.10	
100	-	RES WATER	A	05/04/2017			13968596		580	10				52.90			118.10	
100	-	RES WATER	A	02/03/2017			13961066		570	11				56.52			127.27	
100	-	RES WATER	A	11/01/2016			13953568		559	24				115.44			265.20	
100	-	RES WATER	A	08/03/2016			13946018		535	20				96.20			221.00	

AMS
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48
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40 X 6.75 = \$270.00

** 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: September 24, 2020

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 09/24/20

Customer Name: 21 Farmington Road

Account: 021115

Service Address: 21 Farmington Road

Rochester NH 03867

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

Recommendations

I recommend no abatement on this appeal

The above recommendation is based upon the following findings:

1. Water was used and did enter the sewer system.
2. Per the Water & Sewer Adjustment Policy this does not meet criteria stipulated in section #1 that states "a customer's excess consumption must exceed 46 units and be greater than 100% of their normal average consumption".
3. The owner does not dispute the meter reading.
 - A. Total usage on disputed invoice 30
 - B. Average usage on previous 3 years 7
 - C. Estimated use over average 23

Value of 23 Units of Sewer at the current sewer rate of \$6.75=\$155.25.

Lisa J. Clark

Date

WATER/SEWER BILLING MEMORANDUM


TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 24, 2020
SUBJECT: City of Rochester
PROPERTY: 21 Farmington Road

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 had a toilet running while they were out of town for a period of time. The owner repaired the faulty parts on the toilet on his own.

Received
9/24/20

Water/Sewer Billing Appeal Application

1. Date of Appeal: Sept. 23, 2020
2. Property Owner's Name: FARMINGTON ROAD LLC Account #: 021115
3. Billing Address: 549 US RT 1 BYPASS
PORTSMOUTH, NH 03801 OR
93 / NO 160 HILL ROAD SUMMERSWORTH NH 03867
4. Service Location: 21 FARMINGTON ROAD Zip Code 03867
5. Owners Representative: JASON MOULTON
6. Owners Representative's Signature: 
7. Phone #: 603-841-3447 Cell: 603-534-8492
8. Email Address: falconsheds@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/20 - 8/20 to _____

10. A statement is being requested for:

- a. How many units of water _____ x 5.55 = \$ _____
 - b. How many units of sewer 23 x 6.75 = \$ 155.25
 - C. Water & Sewer Department Fees of: \$ _____
- Total \$ 155.25

11. Explanation of Appeal Request:

Business has been closed. no one using the toilet/water due to sick child. When I returned found high water bill and discovered faulty toilet parts causing it to run and waste water etc.

Form continues on back

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? Yes

If yes, has the leak been repaired? It has

Who made the repair? Myself - replaced toilet parts @ Home Depot

Has proof of the repair been attached to this appeal form? It has not, I repaired it.

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

Please note:

- 1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.**
- 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: 021115

FALCON SHEDS

ONCE IN TEN YEAR ABATEMENT MAY 2017*

12/23/08 - KEN CALLED - THEY HAVE TRIED TO SHUT OFF SEVERAL TIMES WITH NO LUCK - HE WILL CALL DIG SAFE AND THEY WILL DIG UP NEXT WEEK - I CALLED MR. CARDINAL AND ADVISED - 12/29/08 KEN CALLED - THEY FINALLY HAVE THE WATER OFF - I CALLED MR. CARDINAL AND ADVISED

[2016-08-04 11:04:46 karenb]: COULD NOT FIND OLD METER. GEORGE INSTALLED NEW METER 8/3/16 AND WATER TURNED ON 8/4/16. THIS WILL BE FALCON SHEDS.

[2016-11-17 14:12:04 sjuneau]: METER NOT READING - ESTIMATED NOVEMBER BILL & DOOR TAGGED FOR REPAIR WITH SHUT OFF DATE OF 11/30

[2016-11-18 15:54:40 sjuneau]: GEORGE FIXED THE READER & GOT A READ OF 40. NOVEMBER BILL WAS UNDERESTIMATED BY 33 UNITS.

[2017-04-06 15:31:19 karenb]: OWNER CALLED AND REQUESTED AN APPEAL FORM. HE STATED THAT IT IS A MODULAR BUILDING AND THERE IS A T IN THE PIPES; AFTER THE METER BUT BEFORE THE PIPES GO INTO THE BUILDING, THEY FROZE AND CAUSED A LEAK. SCHEDULING FOR TECHNICIAN TO PULL A METER REPORT.

[2017-04-10 13:55:40 karenb]: TECHNICIAN GOT ANOTHER READ TODAY OF 159. 28 UNITS/68 DAYS - .4/DAY.

[2017-04-18 07:56:56 karenb]: TECHNICIAN PULLED METER REPORT 4/11/17. LARGE LEAK FOUND 3/24/17; WATER SUPPLY TURNED OFF. SECOND SMALLER LEAK STARTS 3/27/17 AROUND 8AM. IT SEEMS WATER SUPPLY TO LEAK IS TURNED ON AND OFF AND THE VALVE IS SOMETIMES NOT COMPLETELY OFF.

[2017-04-26 13:04:34 karenb]: APPEAL PAPERWORK RECEIVED TODAY. SENT FOR JUNE UAB.

[2017-05-05 16:13:01 karenb]: READ FOR MAY BILL 160; 29 UNITS. LAST READ ON 4/10 WAS 159. 1 UNIT/25 DAYS = .04/DAY.

[2017-05-08 09:43:11 karenb]: CUSTOMER SUBMITTED AN UPDATED UAB FORM TO INCLUDE MAY BILL. SENT FOR JUNE UAB.

[2017-06-13 08:37:12 karenb]: UAB TABLED APPEAL FOR TWO BILLING CYCLES TO ESTABLISH USAGE. WILL BE HEARD IN DECEMBER MEETING.

[2017-11-29 15:45:49 karenb]: TABLED APPEAL SENT FOR DECEMBER UAB. REQUESTING ONCE IN TEN YEAR WATER APPEAL FOR FEBRUARY INVOICE. RECEIVED LETTER OF AUTHORIZATION FROM OWNER.

[2017-12-12 11:46:55 karenb]: UAB GRANTED APPEAL \$1,061.54 PLUS ACCRUED INTEREST. THIS IS A ONCE IN TEN YEAR ABATEMENT.

[2018-06-11 12:40:30 karenb]: REPLACED FROZEN METER 5/31/18. UTILITIES SUPERVISOR HAD GONE OUT AND CONFIRMED THAT IT WAS FROZEN. THEY ARE AWARE THAT THEY NEED TO PROTECT IT FROM FREEZING.

[2018-08-06 09:13:48 karenb]: METER REPLACEMENT BILL WILL BE \$50/MONTH. FIRST PAYMENT END OF AUGUST.

[2018-09-21 13:17:50 karenb]: DID NOT MAKE PAYMENT PLAN. MAILED SHUT OFF.

[2020-09-23 15:35:35 kimberly.nickerson]: UAB APPEAL EMAILED

[2020-09-24 14:19:28 kimberly.nickerson]: RECEIVED UAB APPEAL FOR OCTOBER

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

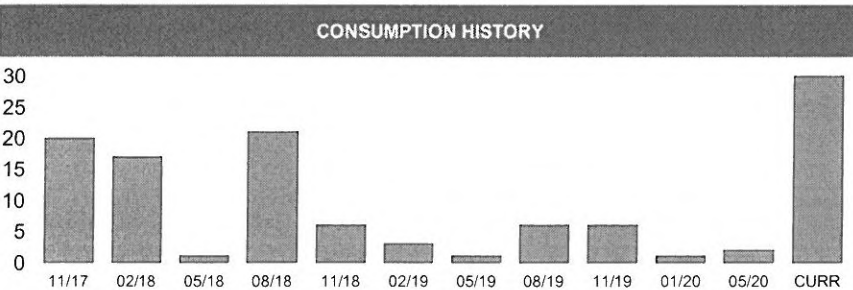
CUSTOMER NAME	SERVICE LOCATION
21 FARMINGTON ROAD LLC	21 FARMINGTON RD

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14068814	08/27/2020	021115	10/01/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
COMM WATER	A	05/01/2020	08/18/2020	45	75	30	\$166.50
COMM SEWER		05/01/2020	08/18/2020				\$202.50

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	\$369.00
A = Actual	Previous Balance	\$77.09
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$153.90
Total Amount Due		\$291.92

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

✂ 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: _____

21 FARMINGTON ROAD LLC
549 US HIGHWAY 1 BYP
PORTSMOUTH, NH 03801-4131

WATER & SEWER BILL

Remittance Copy

Return this portion with your payment

Account Number: 021115

Bill Number: 14068814

Pay By: 10/01/2020

Total Due: 291.92

Service Location
21 FARMINGTON RD

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





09/23/2020 15:26
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1P
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Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Amt	Status
021115	42315	21 FARMINGTON ROAD LLC				021600290000				21 FARMINGTON RD								Active
110	1	COMM WATER SENS78066308	A	08/18/2020		14068814	75			30				166.50			369.00	
110	1	COMM WATER SENS78066308	A	05/01/2020		14060846	45			2				21.09			53.37	
110	1	COMM WATER SENS78066308	A	01/30/2020		14053081	43			1				21.09			53.37	
110	1	COMM WATER SENS78066308	A	11/08/2019		14045204	42			6				33.30			73.80	
110	1	COMM WATER SENS78066308	A	08/02/2019		14037391	36			6				33.30			73.80	
110	1	COMM WATER SENS78066308	A	05/02/2019		14029526	30			1				21.09			53.37	
110	1	COMM WATER SENS78066308	A	02/04/2019		14021777	29			3				21.09			53.37	
110	1	COMM WATER SENS78066308	A	11/13/2018		14014016	26			6				33.30			73.80	
110	1	COMM WATER SENS78066308	A	08/09/2018		14006211	20			20				116.55			258.30	
110	1	COMM WATER SENS76166539	I	05/31/2018			212			1				.00			.00	
110	1	COMM WATER SENS76166539	A	05/01/2018		13998336	211			1				21.09			53.37	
110	1	COMM WATER SENS76166539	A	02/02/2018		13990678	17			1				90.02			200.94	
110	1	COMM WATER SENS76166539	A	11/01/2017		13983036	193			20				105.80			236.20	
110	1	COMM WATER SENS76166539	A	08/01/2017		13975377	173			13				68.77			153.53	
110	1	COMM WATER SENS76166539	A	05/05/2017		13967656	160			29				153.41			342.49	
110	1	COMM WATER SENS76166539	A	02/01/2017		13960126	131			124				358.25			1,445.36	
110	1	COMM WATER SENS76166539	E	11/15/2016		13952631	7			7				33.67			77.35	
110	1	COMM WATER SENS76166539	I	08/03/2016			226			0				.00			.00	

Aug

30-7 = 23

23 x 6.75 = 165.25

** 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: October 9, 2020
 To: Utility Advisory Board
 From: Lisa J. Clark, Utility Billing Office Supervisor
 Re: Water/Sewer Billing Appeal Application Dated: 09/28/2020

Customer Name: Denise Seminara Account # 075040
 Service Address: 19 Rochester Hill Road
 Rochester NH 03867

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

Recommendations:

I recommend an abatement of 9 units of sewer only on the August 2020 invoiced amount.

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	15
B. Average usage on previous 3 years is	6
C. Estimated use over average	9

Value of 9 Units of Sewer at the current sewer rate of \$6.75 = \$60.75. Total abatement recommended=\$60.75 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

10/1/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 28, 2020
SUBJECT: City of Rochester
PROPERTY: 19 Rochester Hill Road

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 she put in a new lawn which required frequent watering.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only: Received: <u>9-28-20</u>
--

- 1. Date of Appeal: 9/14/2020
- 2. Property Owner's Name: Denise Seminara Account #: 075040
- 3. Billing Address: 19 Rochester Hill RD
Rochester, NH 03867
- 4. Service Location: 19 Rochester Hill RD Zip Code 03867
- 5. Owners Representative: Denise Seminara
- 6. Owners Representative's Signature: Denise Seminara
- 7. Phone #: ~~617-3393~~ 617-777-3393 Cell: _____
- 8. Email Address: deniseSeminara@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/12/2020 to 8/14/2020

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= \$ 47.25
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 47.25

11. Explanation of Appeal Request:

We put in a new lawn so we had to water the lawn a lot, but it did not enter the sewer.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? _____

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

No

Please note:

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking 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: 075040

11/19/09 - CAME IN ABOUT HIGH AUGUST BILL - HE CLAIMS THAT NOTHING HAPPENED TO INCREASE BILL - IT IS EXTREMELY HIGHER THAN USUAL BUT USAGE SEEMS TO BE BACK ON TRACK - GAVE HIM APPEAL APPLICATION
 FEB 2010 BILL RETURNED - REMAILED TO: 29 FROST DR., DURHAM, NH 03824-3107 (PO FORWARD)
 [2010-11-22 16:34:27 kathy]: SENT DEAD LETTER
 [2011-05-12 11:32:12 kathy]: SENT LEAK LETTER
 [2011-08-02 11:22:13 ann]: HAD FROZEN PIPES THAT RESULTED IN HIGH USAGE - GAVE HIM APPEAL PAPERWORK
 [2011-08-02 11:22:45 ann]: NEW PAYMENT ARRANGEMENT \$200.00 8/2, 9/2 & 10/2
 [2011-09-21 14:37:38 ann]: APPEAL TO SEPTEMBER UAB GRANTED IN THE AMOUNT OF \$357.00 - REVISED BILL MAILED WITH NOTE
 [2012-01-27 09:58:42 ann]: OLD LIEN - 3/13/92, BOOK 1600, PAGE 137 RELEASED 1/23/12, BOOK 3987, PAGE 0046 PAGE 1 OF 1
 [2012-05-09 11:02:29 kathy]: TURNED OFF 5/8/12 FOR NON-PAYMENT***PROPERTY VACANT****
 [2012-06-04 09:13:46 ann]: WATER IS ON AT THE STREET
 [2012-11-20 15:30:06 kathy]: TURNED OFF FOR NON-PAYMENT 11/14/12
 [2013-02-15 12:53:23 kathy]: WENT TO TURN AND SHUT OFF WAS ON PER TIM***DID NOT CHARGE FOR TURN ON*** BUT METER WAS FROZEN AND NEW ONE BILLED***
 [2013-07-01 14:31:08 ann]: CUSTOMER CAME IN AND PAID BALANCE AND REQUESTED WATER BE TURNED ON. WE DIDN'T HAVE THE ACCOUNT AS SHUT OFF. JOSH WENT AND TURNED ON BUT NOT ENTIRELY SURE IT IS ON. I CALLED CUSTOMER AND LEFT MESSAGE IF WATER IS NOT ON TO CALL US AND WE WILL HAVE SOMEONE GO AND MEET HIM AND MAKE SURE WATER IS ON.
 [2013-07-26 11:07:17 ann]: NEW OWNER VICKY AVERY, 49 PARK ST., EXETER, NH 03833
 [2014-06-19 10:19:52 ann]: APPEAL TO BLAINE FOR JULY UAB - PIPE BURST IN BASEMENT AND WATER DRAINED THROUGH SUMP PUMP HOLE
 [2014-07-31 11:57:06 ann]: JULY UAB GRANTED \$599.04 ABATEMENT - REQUEST FOR REFUND FORWARD TO TAX OFFICE
 [2015-02-20 12:11:02 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW
 [2019-02-20 11:24:31 jeffrey.wiggin]: PROCESSED FINAL BILL.
 [2020-09-14 14:44:38 kimberly.nickerson]: WILL BE PUTTING IN UAB APPEAL
 [2020-09-28 09:56:58 kimberly.nickerson]: UAB APPEAL RECEIVED

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

SEMINARA MARC ANTHONY &

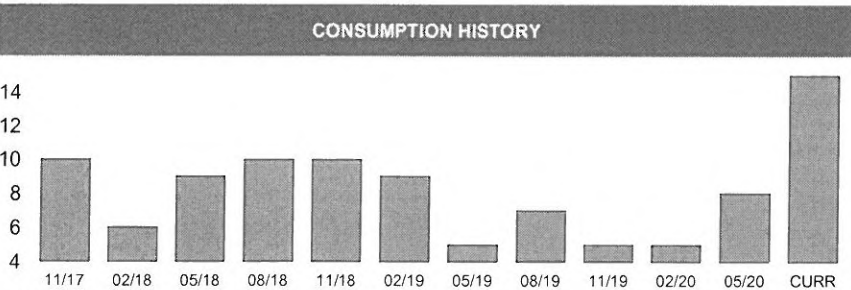
19 ROCHESTER HILL RD

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14070624	08/27/2020	075040	10/01/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/12/2020	08/14/2020	358	373	15	\$83.25
RES SEWER		05/12/2020	08/14/2020				\$101.25

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	\$184.50
A = Actual	Previous Balance	\$98.40
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$98.40
Total Amount Due		\$184.50

PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET
WATER \$5.65, MINIMUM \$21.09
SEWER \$6.75, MINIMUM \$32.28
MASTERCARD, AMX & DISCOVER 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:	075040
Bill Number:	14070624
Pay By:	10/01/2020
Total Due:	184.50

Service Location
19 ROCHESTER HILL RD

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

SEMINARA MARC ANTHONY &
SEMINARA DENISE A
19 ROCHESTER HILL RD
ROCHESTER, NH 03867-3213



09/28/2020 09:57
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1
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
075040	50424	SEMINARA MARC ANTHONY &		012600570000		19 ROCHESTER HILL RD				Active
100	1 RES WATER	SENS74865194	A 08/14/2020	14070624	373	15	0	83.25	184.50	
100	1 RES WATER	SENS74865194	A 05/12/2020	14062660	358	8	0	44.40	98.40	
100	1 RES WATER	SENS74865194	A 02/04/2020	14054892	350	5	0	27.75	61.50	
100	1 RES WATER	SENS74865194	A 11/05/2019	14047019	345	5	0	27.75	61.50	
100	1 RES WATER	SENS74865194	A 08/16/2019	14039197	340	7	0	38.85	86.10	
100	1 RES WATER	SENS74865194	A 05/15/2019	14031331	333	5	0	27.75	61.50	

7 Avg
6

15-6=9
9 x 6.75 = \$60.75

** 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: October 1, 2020
 To: Utility Advisory Board
 From: Lisa J. Clark, Utility Billing Office Supervisor
 Re: Water/Sewer Billing Appeal Application Dated: 09/30/2020

Customer Name: Andrea Prieto Account # 033166
 Service Address: 101 Fillmore Boulevard
 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 19 units of sewer only on the July 2020 invoiced amount.

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.
3. A Sewer Deduct Meter will be recommended if this level of consumption is to continue
- 4.

A. Total usage on disputed invoice	37
B. Average usage on previous 3 years is	<u>18</u>
C. Estimated use over average	19

Value of 19 Units of Sewer at the current sewer rate of \$6.75 = \$128.25. Total abatement recommended=\$128.25 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

10/1/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 30, 2020
SUBJECT: City of Rochester
PROPERTY: 101 Fillmore Blvd.

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 she had her lawn hydro-seeded which required frequent watering.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: _____

1. Date of Appeal: 9/29/20
2. Property Owner's Name: Scott + Andrea Prieto Account #: 0331666
3. Billing Address: 101 Fillmore Blvd
Rochester NH 03867
4. Service Location: same as above Zip Code 03867
5. Owners Representative: Andrea Prieto
6. Owners Representative's Signature: Andrea Prieto
7. Phone #: N/A Cell: 603 833-3655
8. Email Address: sandaprieto@hotmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/1/20 to 7/31/20

10. Abatement is being requested for:

- a. How many units of water _____ x 5.55 = \$ _____
- b. How many units of sewer 19 x 6.75 = \$ 128.25
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ 128.25

11. Explanation of Appeal Request:

We own a brand new house and our builder, Chris Strickler, hydroseeded our lawn this June. So our water consumption was higher but the water for the lawn did not go into the sewer. I was hoping to not have to pay sewer charges for watering the lawn. Thank you.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? _____

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

We would have to pay the bill in 2 installments

Please note:

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking 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: 033166
[2018-02-23 10:36:21 karenb]:W/S APP/INSP RECEIVED
[2018-09-18 09:32:32 karenb]:ON/INSTALLED 9/17/18
[2020-09-29 15:43:13 kimberly.nickerson]: RECEIVED UAB APPEAL

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

PRIETO SCOTT A & ANDREA D

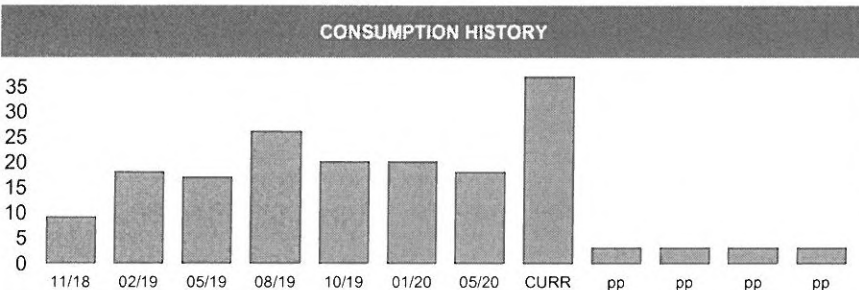
101 FILLMORE BLVD

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14069321	08/27/2020	033166	10/01/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/01/2020	07/31/2020	128	165	37	\$205.35
RES SEWER		05/01/2020	07/31/2020				\$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.



READ CODE	Description	Amount
	Total Current Billing	\$455.10
A = Actual	Previous Balance	\$221.40
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$221.40
Total Amount Due		\$455.10

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

✂ 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: _____

PRIETO SCOTT A & ANDREA D
101 FILLMORE BLVD
ROCHESTER, NH 03867

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	033166
Bill Number:	14069321
Pay By:	10/01/2020
Total Due:	455.10

Service Location
101 FILLMORE BLVD

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



09/29/2020 15:37
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1
|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
033166	49860	PRIETO SCOTT A & ANDREA D		023700030128			101 FILLMORE BLVD				Active
100	1 RES WATER	SENS85251982	A 07/31/2020	14069321	165		27	0	205.35		455.10
100	1 RES WATER	SENS85251982	A 05/01/2020	14061355	128		18	0	99.90		221.40
100	1 RES WATER	SENS85251982	A 01/31/2020	14053584	110		20	0	111.00		246.00
100	1 RES WATER	SENS85251982	A 10/29/2019	14045707	90		20	0	111.00		246.00
100	1 RES WATER	SENS85251982	A 08/01/2019	14037893	70		26	0	144.30		319.80
100	1 RES WATER	SENS85251982	A 05/02/2019	14030027	44		17	0	94.35		209.10
100	1 RES WATER	SENS85251982	A 02/04/2019	14022277	27		18	0	99.90		221.40
100	1 RES WATER	SENS85251982	A 11/06/2018	14014512	9		9	0	49.95		110.70

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

37-18=19
19 x 6.75 = \$128.25



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 1, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 09/30/2020

Customer Name: Jill Rzasa Account # 141040
Service Address: 15 Broad Street
Rochester NH 03867

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

Recommendations:

I recommend an abatement of 33 units of sewer only on the September 2020 invoiced amount.

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	59
B. Average usage on previous 3 years is	<u>26</u>
C. Estimated use over average	33

Value of 33 Units of Sewer at the current sewer rate of \$6.75 = \$222.75. Total abatement recommended=\$222.75 plus accrued interest.

Lisa J. Clark

10/1/2020

Lisa J. Clark, Utility Billing Supervisor

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 30, 2020
SUBJECT: City of Rochester
PROPERTY: **15 Broad Street**

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 she had a water softener system that malfunctioned and leaked.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/30/20

- 1. Date of Appeal: 9/30/2020
- 2. Property Owner's Name: Jill Rzasa Account #: 141040
- 3. Billing Address: 15 Broad St.
Rochester, NH
03867
- 4. Service Location: " " Zip Code 03867
- 5. Owners Representative: Jill Rzasa
- 6. Owners Representative's Signature: Jill Rzasa
- 7. Phone #: → Cell: 603-682-3235
- 8. Email Address: jill.rzasa@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 6/5/2020 to 9/4/2020

10.A batement is being requested for:

- a. How many units of water _____ x 5.55= \$ _____
- b. How many units of sewer 33 x 6.75= \$ 222.75
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 222.75

11. Explanation of Appeal Request:

WE discovered that our water-softener
malfunctioned, + leaked water
without our knowledge. WE have since
turned the water softener device off,
+ will not be using it going forward.
please consider our request for
appeal. Thank you!

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? yes - we turned off the valves

Who made the repair? Matthew Lane; home owner

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

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

no

Please note:

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20th 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: 141040

[2017-09-21 16:50:53 karenb]: SEPTEMBER BILL ESTIMATED DUE TO NO READ. MAILED LETTER AND TAGGED DOOR.

[2017-09-27 13:25:11 karenb]: TECHNCIAN FOUND LIVE GROUND WIRE. BEFORE ANY MAINTENANCE, GROUND WIRE SHOULD BE CHECKED FOR CURRENT OR ELECTRICITY TO THE HOME SHUT DOWN. ELECTRICIAN IS SUPPOSED TO BE GOING THIS WEEK TO LOOK AT IT. THE SR METER WAS SUBJECT TO MOISTURE AND POSSIBLY ELECTRICITY, AS THE WIRE WAS TOUCHING THE BRASS METER AND COPPER PIPE. REPLACED METER AND THE NEW METER SEEMS TO BE WORKING PROPERLY.

[2018-05-21 14:23:20 karenb]:FINAL BILL PROCESSED

[2018-12-10 15:21:28 karenb]:SERVICE CALL FOR NON PAYMENT 12/5/18

[2020-09-30 09:04:00 kimberly.nickerson]: SENT APPEAL PAPERWORK

[2020-09-30 11:11:24 kimberly.nickerson]: UAB APPEAL RECEIVED

[2020-10-01 11:00:31 kimberly.nickerson]: SPOKE WITH HOMEOWNER REGARDING APPEAL WATER DID NOT ENTER SEWER SYSTEM WENT ON TO BASEMENT FLOOR

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

LANE MATTHEW A &

15 BROAD ST

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
-------------	-----------	-----------	----------

14073183

09/24/2020

141040

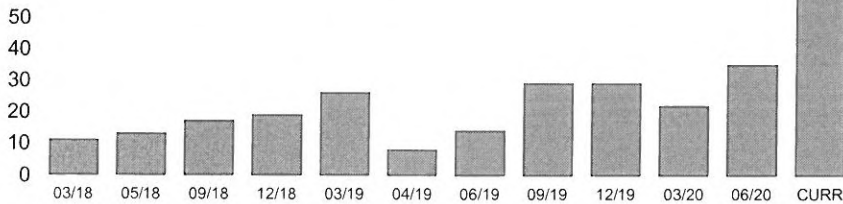
10/27/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	06/05/2020	09/04/2020	232	291	59	\$327.45
RES SEWER		06/05/2020	09/04/2020				\$398.25

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	\$725.70
A = Actual	Previous Balance	\$430.50
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$430.00
Total Amount Due		\$726.20

PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET
WATER \$5.55 PER UNIT, MIN. \$21.09. SEWER \$6.75 PER UNIT, MIN. \$32.28
MASTERCARD, DISCOVER & AMX PYMTS IN TAX OFFICE 2.79% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:



City of Rochester

P.O. Box 981096
Boston MA 02298-1096

Name: _____

Street: _____

City: _____

State: _____ Zip: _____

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number: 141040

Bill Number: 14073183

Pay By: 10/27/2020

Total Due: 726.20

Service Location

15 BROAD ST

LANE MATTHEW A &
RZASA JILL M
15 BROAD ST
ROCHESTER, NH 03867-3409



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



09/30/2020 08:56
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1
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Account Number	Customer # Name	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge Amt	Billed Amt	Status
141040	50626	LANE MATTHEW A &			012802740000				15 BROAD ST						Active
100	SENS83506437	A	09/04/2020		14073183		291		59				327.45		725.70
100	SENS83506437	A	06/05/2020		14065286		232		35				194.25		430.50
100	SENS83506437	A	03/17/2020		14057389		197		22				122.10		270.60
100	SENS83506437	A	12/11/2019		14049598		175		29				160.95		356.70
100	SENS83506437	A	09/10/2019		14041740		146		29				160.95		356.70
100	SENS83506437	A	06/20/2019		14033894		117		14				77.70		172.20

AVG
26

59-26=33
33 x 6.75 = \$222.75

** 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: October 1, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 09/30/2020

Customer Name: Jamie Winn Account # 143002
Service Address: 44 Meadow 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 74 units of water on the September 2020 invoiced amount per the Water & Sewer adjustment policy that states that up to a half of water consumption above normal consumption can be abated once during a ten year period. I recommend an additional 18 units of water which is 25% of the half above consumption remaining on the invoiced amount. This is additional abatement is based on hardship and is per previous precedence.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
 - A. Total usage on disputed invoice 166
 - B. Average usage on previous 3 years 19
 - C. Estimated use over average 147
 - D. ½ off above average use is 74
 - E. 25% of half remaining after above credit 18

The total credit would be $74+18 = 92$ units

Value of 92 Units of Water at the current water rate of \$5.55 = \$510.60. .

NOTE: This leak has continued into the next billing cycle. Please include reference to next bill in all motions made.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

10/1/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: September 30, 2020
SUBJECT: City of Rochester
PROPERTY: **44 Meadow Lane**

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 high usage on her bill, she then discovered that there was a leak in the underground irrigation system.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/30/20

1. Date of Appeal: 9/30/20
2. Property Owner's Name: 44 MEADOW LANE Account #: 143002 Water Only
3. Billing Address: 44 Meadow Lane
Rochester NH 03867
4. Service Location: 44 Meadow Lane Zip Code 03867
5. Owners Representative: Jamie Winn
6. Owners Representative's Signature: J. MW
7. Phone #: _____ Cell: 603-833-9741
8. Email Address: Jamie.moore252@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from June 2020 to September
10. Abatement is being requested for:
 - a. How many units of water 147 x 5.55= \$815.85
 - b. How many units of sewer _____ x 6.75= _____
 - c. Water & Sewer Department Fees of: = _____Total= \$815.85

11. Explanation of Appeal Request:
I was extremely shocked when my bill came with 166 units of water usage, we are typically 15-19 units per quarter. . We checked all possible internal fixtures and did not find anything. After further investigation and assistance from my Dad, we determined the leak was in the underground irrigation system.

12. Do you dispute the meter reading used to determine your units of usage?
Yes No (circle one)
If yes, why? _____

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

Yes No (circle one)

If yes, did the water enter the sewer system? Not on City Sewer System

If yes, has the leak been repaired? Winterized system , Dad will repair in the spring as it will require excavation.

Who made the repair? Dad winterized system.

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: My family is going through very difficult economic situation. I am unable to pay this bill as we currently are struggling with even the our usual bills. We were a two income family and now we are a one income household. Times are very difficult for me and my children. Any assistance will be greatly appreciated.

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 last day 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: 143002

SEPT BILL WENT TO INCORRECT ADDRESS - CORRECTED AND REMAILED TO DOLLIVER 10/23/06

[2017-09-13 16:38:58 sjuneau]: 86 UNITS ON SEPTEMBER BILL - DOOR TAGGED WITH HIGH USAGE NOTICE & SENT LETTER

[2017-09-15 08:33:54 karenb]: OWNER CALLED AND STATED THAT SHE HAS BEEN USING HER IRRIGATION AND THAT SHE HAD EXTRA FAMILY MEMEBERS STAYING WITH HER. SHE WILL STILL CHECK HER METER JUST TO BE SURE THAT NOTHING ELSE IS GOING ON.

[2018-10-04 10:17:05 karenb]: FINAL BILL PROCESSED

[2020-09-29 10:59:22 kimberly.nickerson]: OWNER CALLED HIGH BILL, TECH DID REREAD STILL READING VERY HIGH, OWNER DISCOVERED LEAK IN IRRIGATION SYSTEM WILL BE DOING AN APPEAL

[2020-09-30 13:21:29 kimberly.nickerson]: RECEIVED UAB APPEAL FOR OCTOBER ALSO OWNER SPOKE ABOUT SOME HIGH USAGE FOR NEXT CYCLE, WILL DISCUSS AT MEETING

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

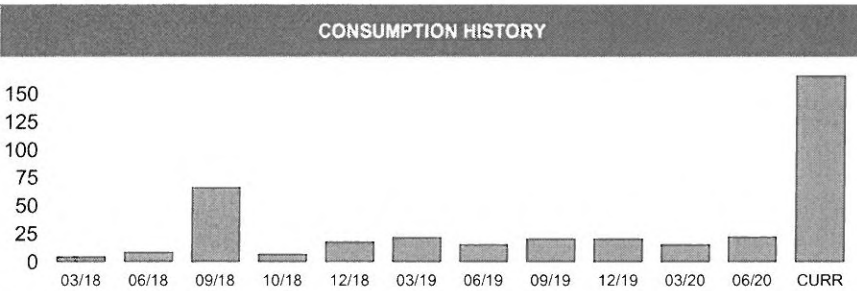
WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME		SERVICE LOCATION					
WINN BRADLEY J & JAMIE M		44 MEADOW LN					
BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE				
14073326	09/24/2020	143002	10/27/2020				
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	06/09/2020	09/14/2020	1765	1931	166	\$921.30

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	\$921.30
A = Actual	Previous Balance	\$122.10
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$122.10
Total Amount Due		\$921.30

PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET
WATER \$5.55 PER UNIT, MIN. \$21.00. SEWER \$6.75 PER UNIT, MIN. \$32.25
MASTERCARD, DISCOVER & AMX PYMTS 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: _____

WINN BRADLEY J & JAMIE M
44 MEADOW LN
ROCHESTER, NH 03867-5017

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	143002
Bill Number:	14073326
Pay By:	10/27/2020
Total Due:	921.30

Service Location
44 MEADOW 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



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
143002	49976 WINN BRADLEY J &		013600360000			44 MEADOW LN	Active
100 -	1 RES WATER SENS55479356	A 03/17/2020	14057534	1,743	0	83.25	83.25
100 -	1 RES WATER SENS55479356	A 12/13/2019	14049741	1,728	0	111.00	111.00
100 -	1 RES WATER SENS55479356	A 09/19/2019	14041880	1,708	0	111.00	111.00
100 -	1 RES WATER SENS55479356	A 06/17/2019	14034037	1,688	0	83.25	83.25
100 -	1 RES WATER SENS55479356	A 03/21/2019	14026240	1,673	0	116.55	116.55
100 -	1 RES WATER SENS55479356	A 12/06/2018	14018490	1,652	0	94.35	94.35

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

147 X 655 = \$410.70
74 X 655 = \$48.70



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CITY OF ROCHESTER
UB Consumption History Report

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Account Number	Customer # Name	Cd Read Date Time	Parcel	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
143002	51829 WINN BRADLEY J & JAMIE M		013600360000			44 MEADOW LN				Active
100 -	1 RES WATER SENS55479356	A 09/14/2020	14073326		1,931	166	0	921.30		921.30
100 -	1 RES WATER SENS55479356	A 06/09/2020	14065431		1,765	22	0	122.10		122.10

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

FOR 2021 13

ACCOUNTS FOR:
5002 SEWER ENTERPRISE FUND

	ORIGINAL APPROP	TRANFRS/ADJSTMNTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
520001 SEWER WORKS REVENUE							
520001 400302 INTEREST INCOME	-5,000	0	-5,000	.00	.00	-5,000.00	.0%
520001 406105 XFER FROM RET EAR	-3,026,173	0	-3,026,173	.00	.00	-3,026,173.00	.0%
520001 406201 MISCELLANEOUS REV	-4,000	0	-4,000	-379.61	.00	-3,620.39	9.5%
520001 406211 EASTERSEAL SRF IO	-16,049	0	-16,049	.00	.00	-16,049.00	.0%
520001 406600 CONSTRUCTION REVE	-10,000	0	-10,000	-11,850.00	.00	1,850.00	118.5%
520001 406601 USER FEES	-4,700,000	0	-4,700,000	-1,322,710.25	.00	-3,377,289.75	28.1%
520001 406602 INTEREST ON DEL A	-5,000	0	-5,000	-602.64	.00	-4,397.36	12.1%
520001 406607 IMPACT FEES	-20,000	0	-20,000	-6,300.00	.00	-13,700.00	31.5%
520001 406701 SEPTIC DISPOSAL P	-125,000	0	-125,000	-33,965.00	.00	-91,035.00	27.2%
520001 406703 INDUSTRIAL PRE-TR	-10,000	0	-10,000	-100.00	.00	-9,900.00	1.0%
520001 406826 HOMEOWNER FINANCE	-24,000	0	-24,000	-26,792.39	.00	2,792.39	111.6%
TOTAL SEWER WORKS REVENUE	-7,945,222	0	-7,945,222	-1,402,699.89	.00	-6,542,522.11	17.7%
520002 SEWER WORKS REVENUE							
520002 406306 STATE AID GRANT C	-263,590	0	-263,590	.00	.00	-263,590.00	.0%
520002 406307 STATE AID GRANT C	-7,291	0	-7,291	.00	.00	-7,291.00	.0%
520002 406308 STATE AID GRANT C	-10,472	0	-10,472	.00	.00	-10,472.00	.0%
520002 406309 STATE AID GRANT C	-41,108	0	-41,108	.00	.00	-41,108.00	.0%
520002 406310 STATE AID GRANT C	-13,607	0	-13,607	.00	.00	-13,607.00	.0%
520002 406311 STATE AID GRANT C	-29,108	0	-29,108	.00	.00	-29,108.00	.0%
520002 406312 STATE AID GRANT C	-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%
52602057 SEWER WORKS EXPENSE							
52602057 511001 SALARIES - FULL	473,270	0	473,270	127,835.10	.00	345,434.90	27.0%
52602057 511002 SALARIES - PART	3,890	0	3,890	1,084.73	.00	2,805.27	27.9%
52602057 511099 SALARIES - ADJU	6,735	0	6,735	.00	.00	6,735.00	.0%
52602057 513001 OVERTIME - REGU	8,100	0	8,100	465.38	.00	7,634.62	5.7%
52602057 515001 ON CALL	5,058	0	5,058	894.00	.00	4,164.00	17.7%
52602057 516000 LONGEVITY	2,077	0	2,077	492.50	.00	1,584.50	23.7%
52602057 519000 TRAVEL ALLOWANC	500	0	500	.00	.00	500.00	.0%
52602057 521100 HEALTH INSURANC	101,380	0	101,380	24,083.73	.00	77,296.27	23.8%



CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

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FOR 2021 13

ACCOUNTS FOR: 5002 SEWER ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
52602057 521200 DENTAL INSURANC	1,714	0	1,714	404.96	.00	1,309.04	23.6%
52602057 521300 LIFE INSURANCE	1,105	0	1,105	266.07	.00	838.93	24.1%
52602057 522000 SOCIAL SECURITY	35,297	0	35,297	9,476.65	.00	25,820.35	26.8%
52602057 523000 RETIRE CONTRIBU	54,986	0	54,986	14,589.55	.00	40,396.45	26.5%
52602057 526000 WORKERS' COMPEN	10,833	0	10,833	.00	.00	10,833.00	0%
52602057 528001 DISABILITY INSU	4,434	0	4,434	1,147.45	.00	3,286.55	25.9%
52602057 532001 STAFF DEVELOPME	3,100	0	3,100	80.44	50.00	2,969.56	4.2%
52602057 533000 OTHER PROF SERV	7,504	0	7,504	858.54	2,026.44	4,619.02	38.4%
52602057 533001 AUDIT	4,140	0	4,140	690.00	4,082.50	-632.50	115.3%*
52602057 533002 ENGINEERING SER	1,000	0	1,000	.00	.00	1,000.00	0%
52602057 533004 MEDICAL SERVICE	500	0	500	199.34	300.66	.00	100.0%
52602057 533009 21540 BIOSOLIDS	0	0	0	.00	10,000.00	-10,000.00	100.0%*
52602057 534003 SOFTWARE MAINT	62,877	0	62,877	42,930.87	2,704.74	17,241.39	72.6%
52602057 542300 CUSTODIAL SERVI	2,200	0	2,200	420.75	.00	1,779.25	19.1%
52602057 543000 REPAIR AND MAIN	2,360	0	2,360	.00	.00	2,360.00	0%
52602057 543001 VEHICLE MAINT &	2,500	0	2,500	200.00	.00	2,300.00	8.0%
52602057 543002 EQUIPMENT MAINT	3,690	0	3,690	1,290.00	16.66	2,383.34	35.4%
52602057 544200 RENTAL OF EQUIP	2,900	0	2,900	.00	.00	2,900.00	0%
52602057 544500 LEASE COPIER/PR	2,150	0	2,150	1,855.44	.00	294.56	86.3%
52602057 552001 FLEET INSURANCE	9,016	0	9,016	.00	.00	9,016.00	0%
52602057 552002 PROPERTY INSURA	5,671	0	5,671	.00	.00	5,671.00	0%
52602057 553400 POSTAGE FEES	500	0	500	23.05	.00	476.95	4.6%
52602057 554000 ADVERTISING	800	0	800	143.80	148.40	507.80	36.5%
52602057 555000 PRINTING AND BI	1,639	0	1,639	.00	.00	1,639.00	0%
52602057 556000 TUITION	3,150	0	3,150	.00	.00	3,150.00	0%
52602057 558000 TRAVEL	875	0	875	689.53	16.67	858.33	1.9%
52602057 561003 OFFICE SUPPLIES	3,456	0	3,456	.00	86.74	2,679.73	22.5%
52602057 561005 PUBLICATIONS	60	0	60	.00	.00	60.00	0%
52602057 561008 VEHICLE SUPPLIE	15,000	0	15,000	7,124.57	1,542.70	6,332.73	57.8%
52602057 561009 TRAINING MATERI	250	0	250	210.97	.00	39.03	84.4%
52602057 561010 CLOTHING	6,150	0	6,150	508.20	1,191.88	4,449.92	27.6%
52602057 561015 SAFETY EQUIPMEN	5,900	0	5,900	1,393.50	35.63	4,470.87	24.2%
52602057 561022 HOT TOP COLD PA	5,500	0	5,500	5,500.00	.00	.00	100.0%
52602057 561023 SAND AND GRAVEL	1,650	0	1,650	1,138.19	511.81	.00	100.0%
52602057 561032 OTHER OPERATION	1,000	0	1,000	450.78	209.34	339.88	66.0%
52602057 561040 EQUIPMENT REPAI	6,000	0	6,000	1,367.55	.00	4,632.45	22.8%
52602057 562600 VEHICLE FUEL	41,000	0	41,000	4,291.61	.00	36,708.39	10.5%
52602057 573401 ADMIN EQUIPMENT	1,818	0	1,818	172.54	524.10	1,121.36	38.3%
52602057 573900 OTHER EQUIPMENT	8,000	0	8,000	29.76	.00	7,970.24	4%
52602057 575100 INVENTORY PURCH	12,500	0	12,500	2,328.00	2,672.00	7,500.00	40.0%
52602057 581000 DUES AND FEES	1,290	0	1,290	33.34	.00	1,256.66	2.6%
52602057 583000 INTEREST EXPENS	542,998	0	542,998	380,909.14	.00	162,088.86	70.1%
52602057 584000 CONTINGENCY	15,000	0	15,000	.00	.00	15,000.00	0%

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

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FOR 2021 13

ACCOUNTS FOR: 5002 SEWER ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
52602057 589001 STATE PERMITS &	5,150	0	5,150	3,310.00	1,209.99	630.01	87.8%
52602057 589034 ABATEMENTS/OVER	0	0	0	148.50	.00	-148.50	100.0%*
52602057 591000 REDEMPTION OF P	2,392,777	0	2,392,777	1,308,151.42	.00	1,084,625.58	54.7%
52602057 593002 TRANS TO CAPITA	185,000	0	185,000	185,000.00	.00	.00	100.0%
52602057 593008 TRANSFER TO GEN	25,000	0	25,000	6,250.00	.00	18,750.00	25.0%
TOTAL SEWER WORKS EXPENSE	4,106,648	0	4,106,648	2,138,439.95	27,330.26	1,940,877.79	52.7%
52602074 SEWER TREATMENT PLANT							
52602074 511001 SALARIES - FULL	480,216	0	480,216	132,363.47	.00	347,852.53	27.6%
52602074 513001 OVERTIME -- REGU	32,500	0	32,500	10,255.67	.00	22,244.33	31.6%
52602074 515001 ON CALL	33,088	0	33,088	8,777.98	.00	24,310.02	26.5%
52602074 516000 LONGEVITY	1,700	0	1,700	500.00	.00	1,200.00	29.4%
52602074 521100 HEALTH INSURANC	113,862	0	113,862	26,021.24	.00	87,840.76	22.9%
52602074 521200 DENTAL INSURANC	2,603	0	2,603	612.48	.00	1,990.52	23.5%
52602074 521300 LIFE INSURANCE	921	0	921	257.04	.00	663.96	27.9%
52602074 522000 SOCIAL SECURITY	39,199	0	39,199	11,054.10	.00	28,144.90	28.2%
52602074 523000 RETIREMENT CONT	56,463	0	56,463	15,986.43	.00	40,476.57	28.3%
52602074 526000 WORKERS' COMPEN	8,760	0	8,760	.00	.00	8,760.00	0.0%
52602074 528001 DISABILITY INSU	3,528	0	3,528	1,042.92	.00	2,485.08	29.6%
52602074 532001 STAFF DEVELOPME	3,150	0	3,150	.00	910.00	2,240.00	28.9%
52602074 533000 OTHER PROF SERV	131,650	0	131,650	.00	4,000.00	127,650.00	3.0%
52602074 534009 INDUSTRIAL PRET	109,258	0	109,258	7,877.09	32,111.71	69,269.20	36.6%
52602074 541901 HVAC SERVICE CO	19,389	0	19,389	1,684.63	8,695.37	29,859.00	25.8%
52602074 543000 REPAIR AND MAINT	40,239	0	40,239	9,694.50	9,694.50	.00	100.0%
52602074 544500 LEASE COPIER/PR	96,350	0	96,350	2,081.15	6,064.40	88,204.45	8.5%
52602074 552002 PROPERTY INSURA	209,158	0	209,158	21,988.91	41,825.42	145,343.67	30.5%
52602074 553000 COMMUNICATION	2,956	0	2,956	769.72	.00	2,186.28	26.0%
52602074 559000 MISC PURCHASED	5,306	0	5,306	.00	.00	5,306.00	.0%
52602074 561001 JANITORIAL SUPP	12,945	0	12,945	3,462.99	2,308.77	7,173.24	44.6%
52602074 561002 BUILDING MAINT	8,000	0	8,000	.00	7,850.00	150.00	98.1%
52602074 561010 CLOTHING	1,600	0	1,600	234.58	116.45	1,248.97	21.9%
52602074 561015 SAFETY EQUIPMEN	5,300	0	5,300	119.80	1,659.30	3,520.90	33.6%
52602074 561031 CHEMICAL	9,100	0	9,100	1,535.98	2,434.57	5,129.45	43.6%
52602074 561037 LABORATORY SUPP	6,200	0	6,200	503.45	1,036.00	4,660.55	24.8%
52602074 561040 EQUIPMENT REPAI	345,616	0	345,616	8,393.62	25,609.58	311,612.80	9.8%
52602074 562200 ELECTRICITY	30,423	0	30,423	7,434.36	1,187.05	21,801.59	28.3%
52602074 562400 HEATING FUEL	102,465	0	102,465	2,086.65	9,142.49	91,235.86	11.0%
52602074 573900 OTHER EQUIPMENT	425,000	0	425,000	50,726.78	136,773.22	237,500.00	44.1%
	49,450	0	49,450	762.50	13,437.50	35,250.00	28.7%
	21,500	0	21,500	.00	.00	21,500.00	.0%



FOR 2021 13

ACCOUNTS FOR: 5002 SEWER ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
52602074 592001 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	326,228.04	304,856.33	3,535,967.63	15.1%
52602470 SEWER REVENUE OFFICE							
52602470 511001 SALARIES - FULL	34,580	0	34,580	10,012.97	.00	24,567.03	29.0%
52602470 521100 HEALTH INSURANC	13,485	0	13,485	3,180.79	.00	10,304.21	23.6%
52602470 521200 DENTAL INSURANC	127	0	127	32.52	.00	94.48	25.6%
52602470 521300 LIFE INSURANCE	76	0	76	18.95	.00	57.05	24.9%
52602470 522000 SOCIAL SECURITY	2,402	0	2,402	722.43	.00	1,679.57	30.1%
52602470 523000 RETIREMENT CONT	3,864	0	3,864	1,118.46	.00	2,745.54	28.9%
52602470 526000 WORKERS' COMPEN	61	0	61	.00	.00	61.00	.0%
52602470 528001 DISABILITY INSU	376	0	376	93.59	.00	282.41	24.9%
52602470 543000 REPAIR AND MAIN	1,250	0	1,250	1,250.00	.00	.00	100.0%
52602470 544500 LEASE COPIER/PR	544	0	544	487.68	.00	56.32	89.6%
52602470 553400 POSTAGE FEES	10,188	0	10,188	2,192.70	.00	7,995.30	21.5%
52602470 555000 PRINTING AND BI	350	0	350	.00	.00	350.00	.0%
52602470 561003 OFFICE SUPPLIES	300	0	300	49.99	.00	250.01	16.7%
TOTAL SEWER REVENUE OFFICE	67,603	0	67,603	19,160.08	.00	48,442.92	28.3%
TOTAL SEWER ENTERPRISE FUND	0	0	0	1,081,128.18	332,186.59	-1,413,314.77	100.0%
TOTAL REVENUES	-8,341,303	0	-8,341,303	-1,402,699.89	.00	-6,938,603.11	
TOTAL EXPENSES	8,341,303	0	8,341,303	2,483,828.07	332,186.59	5,525,288.34	

FOR 2021 13

ORIGINAL APPROP	TRANSFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
0	0	0	1,081,128.18	332,186.59	-1,413,314.77	100.0%

GRAND TOTAL
** END OF REPORT - Generated by Kimberly Nickerson **

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

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FOR 2021 13

ACCOUNTS FOR:
5001 WATER ENTERPRISE FUND

	ORIGINAL APPROP	TRANFRS/ADJUSTMTS	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	-3,010.00	.00	-21,990.00	12.0%*
510001 406600 CONSTRUCTION REVE	-50,000	0	-50,000	-12,116.31	.00	-37,883.69	24.2%*
510001 406601 USER FEES	-3,900,000	0	-3,900,000	-1,370,825.66	.00	-2,529,174.34	35.1%*
510001 406602 INTEREST ON DEL A	-5,000	0	-5,000	-674.41	.00	-4,325.59	13.5%*
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	-1,870.13	.00	-8,129.87	18.7%*
TOTAL WATER WORKS REVENUE	-6,710,052	0	-6,710,052	-1,388,496.51	.00	-5,321,555.49	20.7%

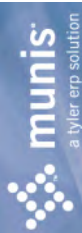
51601057 WATER WORKS EXPENSE

51601057 511001 SALARIES - FULL	686,517	0	686,517	170,860.27	.00	515,656.73	24.9%
51601057 511002 SALARIES - PART	3,890	0	3,890	1,084.73	.00	2,805.27	27.9%
51601057 511099 SALARIES - ADJU	6,870	0	6,870	.00	.00	6,870.00	.0%
51601057 513001 OVERTIME - REGU	43,000	0	43,000	3,222.26	.00	39,777.74	7.5%
51601057 515001 ON CALL	5,058	0	5,058	1,110.00	.00	3,948.00	21.9%
51601057 516000 LONGEVITY	3,119	0	3,119	492.50	.00	2,626.50	15.8%
51601057 519000 TRAVEL ALLOWANC	500	0	500	.00	.00	500.00	.0%
51601057 521100 HEALTH INSURANC	173,805	0	173,805	35,239.36	.00	138,565.64	20.3%
51601057 521200 DENTAL INSURANC	3,214	0	3,214	705.40	.00	2,508.60	21.9%
51601057 521300 LIFE INSURANCE	1,555	0	1,555	350.79	.00	1,204.21	22.6%
51601057 523000 RETIRE CONTRIBU	52,602	0	52,602	12,722.19	.00	39,879.81	24.2%
51601057 526000 WORKERS' COMPEN	82,844	0	82,844	19,703.39	.00	63,140.61	23.8%
51601057 528001 DISABILITY INSU	17,865	0	17,865	.00	.00	17,865.00	.0%
51601057 532001 STAFF DEVELOPME	4,080	0	4,080	1,569.06	.00	5,026.94	23.8%
51601057 533000 OTHER PROF SERV	7,004	0	7,004	80.44	50.00	3,949.56	3.2%
51601057 533001 AUDIT	4,140	0	4,140	779.59	1,760.42	4,463.99	36.3%
51601057 533002 ENGINEERING SER	7,300	0	7,300	690.00	4,082.50	-632.50	115.3%*
51601057 533004 MEDICAL SERVICE	500	0	500	199.33	300.67	7,300.00	.0%
51601057 534003 SOFTWARE MAINT	49,088	0	49,088	42,930.88	1,784.74	4,372.38	91.1%
51601057 541100 WATER & SEWERAG	31,800	0	31,800	10,499.28	21,300.72	1,779.25	100.0%
51601057 542300 CUSTODIAL SERVI	2,200	0	2,200	420.75	.00	1,800.00	20.0%
51601057 543001 VEHICLE MAINT &	1,000	0	1,000	200.00	.00	800.00	20.0%
51601057 543002 EQUIPMENT MAINT	1,410	0	1,410	1,290.00	16.67	103.33	92.7%
51601057 544200 RENTAL OF EQUIP	3,110	0	3,110	.00	.00	3,110.00	.0%



FOR 2021 13

ACCOUNTS FOR:	ORIGINAL APPROP	TRANFRS/ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND							
51601057 544500 LEASE COPIER/PR	1,248	0	1,248	847.46	.00	400.54	67.9%
51601057 552001 FLEET INSURANCE	3,987	0	3,987	.00	.00	3,987.00	0.0%
51601057 552003 GENERAL LIABILI	5,466	0	5,466	.00	.00	5,466.00	0.0%
51601057 553400 POSTAGE FEES	400	0	400	41.10	.00	358.90	10.3%
51601057 554000 ADVERTISING	1,400	0	1,400	143.80	148.40	1,107.80	20.9%
51601057 555000 PRINTING AND BI	1,000	0	1,000	.00	.00	1,000.00	0.0%
51601057 556000 TUITION	3,150	0	3,150	.00	.00	3,150.00	0.0%
51601057 558000 TRAVEL	3,375	0	3,375	.00	16.67	3,358.33	4.4%
51601057 561003 OFFICE SUPPLIES	3,165	0	3,165	689.79	86.74	2,388.47	24.5%
51601057 561005 PUBLICATIONS	60	0	60	.00	.00	60.00	0.0%
51601057 561008 VEHICLE SUPPLIE	11,000	0	11,000	3,356.41	2,046.99	5,596.60	49.1%
51601057 561010 CLOTHING	7,172	0	7,172	1,202.63	1,855.26	4,114.11	42.6%
51601057 561015 SAFETY EQUIPMEN	5,000	0	5,000	453.69	35.63	4,510.68	9.8%
51601057 561022 HOT TOP COLD PA	5,500	0	5,500	5,500.00	.00	.00	100.0%
51601057 561023 SAND AND GRAVEL	1,800	0	1,800	1,138.21	661.79	.00	100.0%
51601057 561032 OTHER OPERATION	3,625	0	3,625	1,182.36	409.82	2,032.82	43.9%
51601057 562600 VEHICLE FUEL	21,420	0	21,420	2,402.11	.00	19,017.89	11.2%
51601057 573401 ADMIN EQUIPMENT	2,435	0	2,435	172.75	524.10	1,738.15	28.6%
51601057 573900 OTHER EQUIPMENT	7,500	0	7,500	967.93	.00	6,532.07	12.9%
51601057 575100 INVENTORY PURCH	124,000	0	124,000	200.00	12,950.00	110,850.00	10.6%
51601057 581000 DUES AND FEES	5,200	0	5,200	2,174.33	.00	3,025.67	41.8%
51601057 583000 INTEREST EXPENS	485,435	0	485,435	242,496.18	.00	242,938.82	50.0%
51601057 584000 CONTINGENCY	20,000	0	20,000	.00	.00	20,000.00	0.0%
51601057 589001 STATE PERMITS &	8,750	0	8,750	6,262.00	1,960.00	528.00	94.0%
51601057 589031 LIEN DISCHARGE	600	0	600	78.98	121.02	400.00	33.3%
51601057 591000 REDEMPTION OF P	1,638,902	0	1,638,902	209,743.21	.00	1,429,158.79	12.8%
51601057 592001 DEPRECIATION	1,510,735	0	1,510,735	.00	.00	1,510,735.00	0.0%
51601057 593002 TRANS TO CAPITA	250,000	0	250,000	250,000.00	.00	.00	100.0%
51601057 593008 TRANSFER TO GEN	25,000	0	25,000	6,250.00	.00	18,750.00	25.0%
TOTAL WATER WORKS EXPENSE	5,353,392	0	5,353,392	1,039,453.16	50,112.14	4,263,826.70	20.4%
51601073 WATER TREATMENT PLANT							
51601073 511001 SALARIES - FULL	301,457	0	301,457	73,315.52	.00	228,141.48	24.3%
51601073 513001 OVERTIME - REGU	20,000	0	20,000	5,075.55	.00	14,924.45	25.4%
51601073 515001 ON CALL	17,914	0	17,914	4,807.00	.00	13,107.00	26.8%
51601073 516000 LONGEVITY	1,525	0	1,525	325.00	.00	1,200.00	21.3%
51601073 521100 HEALTH INSURANC	74,995	0	74,995	13,189.78	.00	61,805.22	17.6%
51601073 521200 DENTAL INSURANC	1,550	0	1,550	316.64	.00	1,233.36	20.4%
51601073 521300 LIFE INSURANCE	638	0	638	142.56	.00	495.44	22.3%
51601073 522000 SOCIAL SECURITY	24,108	0	24,108	6,059.60	.00	18,048.40	25.1%



FOR 2021 13

ACCOUNTS FOR:	ORIGINAL APPROP	TRANFRS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND							
51601073 523000 RETIREMENT CONT	35,990	0	35,990	8,792.60	.00	27,197.40	24.4%
51601073 526000 WORKERS' COMPEN	5,896	0	5,896	.00	.00	5,896.00	0%
51601073 528001 DISABILITY INSU	3,109	0	3,109	707.32	.00	2,401.68	22.8%
51601073 528001 STAFF DEVELOPME	2,000	0	2,000	420.00	102.00	1,478.00	26.1%
51601073 533000 OTHER PROF SERV	11,500	0	11,500	925.00	7,850.00	2,725.00	76.3%
51601073 533002 ENGINEERING SER	16,500	0	16,500	.00	12,800.00	3,700.00	77.6%
51601073 533006 LABORATORY SER	29,310	0	29,310	3,931.54	12,549.46	12,829.00	56.2%
51601073 541901 HVAC SERVICE CO	6,243	0	6,243	3,121.50	3,121.50	.00	100.0%
51601073 543000 REPAIR AND MAIN	81,164	0	81,164	546.63	3,566.50	77,050.87	5.1%
51601073 543002 EQUIPMENT MAINT	84,576	0	84,576	11,809.43	14,058.00	58,708.57	30.6%
51601073 544500 LEASE COPIER/PR	7,256	0	7,256	1,159.93	.00	-441.93	161.6%*
51601073 552002 COMMUNICATIONS	14,821	0	14,821	4,684.71	3,259.83	7,256.00	0%
51601073 561001 JANITORIAL SUPP	1,200	0	1,200	190.40	93.45	6,876.46	53.6%
51601073 561002 BLDG MAINT SUPP	1,600	0	1,600	801.45	133.95	916.15	23.7%
51601073 561009 TRAINING MATERI	1,000	0	1,000	210.98	.00	664.60	58.5%
51601073 561010 CLOTHING	6,070	0	6,070	881.17	3,135.87	789.02	21.1%
51601073 561015 SAFETY EQUIPMEN	16,000	0	16,000	1,755.44	247.90	2,052.96	66.2%
51601073 561031 CHEMICALS	195,161	0	195,161	40,809.13	13,994.58	13,996.66	12.5%
51601073 561037 LABORATORY SUPP	9,634	0	9,634	3,131.03	.00	140,357.29	28.1%
51601073 561040 EQUIPMENT REPAI	34,000	0	34,000	2,325.68	1,763.95	6,502.97	32.5%
51601073 562200 ELECTRICITY	180,000	0	180,000	16,559.77	70,950.23	29,910.37	12.0%
51601073 562400 HEATING FUEL	28,000	0	28,000	.00	12,000.00	92,490.00	48.6%
51601073 573900 OTHER EQUIPMENT	31,624	0	31,624	171.00	24,220.99	16,000.00	42.9%
51601073 589030 PROP TAX TO OTH	42,000	0	42,000	.00	37.00	7,403.01	76.6%
TOTAL WATER TREATMENT PLANT	1,287,559	0	1,287,559	206,166.36	183,885.21	897,507.43	30.3%
51601570 WATER REVENUE OFFICE							
51601570 511001 SALARIES - FULL	34,580	0	34,580	10,012.85	.00	24,567.15	29.0%
51601570 521100 HEALTH INSURANC	13,483	0	13,483	3,180.72	.00	10,302.28	23.6%
51601570 521200 DENTAL INSURANC	126	0	126	32.46	.00	93.54	25.8%
51601570 521300 LIFE INSURANCE	76	0	76	18.85	.00	57.15	24.8%
51601570 522000 SOCIAL SECURITY	2,399	0	2,399	722.30	.00	1,676.70	30.1%
51601570 523000 RETIREMENT CONT	3,862	0	3,862	1,118.41	.00	2,743.59	29.0%
51601570 526000 WORKERS' COMPEN	61	0	61	.00	.00	61.00	0%
51601570 528001 DISABILITY INSU	374	0	374	93.49	.00	280.51	25.0%
51601570 543000 REPAIR AND MAIN	1,250	0	1,250	1,250.00	.00	.00	100.0%
51601570 544500 LEASE COPIER/PR	1,080	0	1,080	591.64	.00	488.36	54.8%
51601570 553400 POSTAGE FEES	11,100	0	11,100	2,192.69	.00	8,907.31	19.8%
51601570 555000 PRINTING AND BI	410	0	410	.00	.00	410.00	0%

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

10/01/2020 08:24
kimberly.nickerson

FOR 2021 13

ACCOUNTS FOR:	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND							
<u>51601570 561003 OFFICE SUPPLIES</u>	300	0	300	49.97	.00	250.03	16.7%
TOTAL WATER REVENUE OFFICE	69,101	0	69,101	19,263.38	.00	49,837.62	27.9%
TOTAL WATER ENTERPRISE FUND	0	0	0	-123,613.61	233,997.35	-110,383.74	100.0%
TOTAL REVENUES	-6,710,052	0	-6,710,052	-1,388,496.51	.00	-5,321,555.49	
TOTAL EXPENSES	6,710,052	0	6,710,052	1,264,882.90	233,997.35	5,211,171.75	

FOR 2021 13

ORIGINAL APPROP	TRANSFRS/ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
0	0	0	-123,613.61	233,997.35	-110,383.74	100.0%
GRAND TOTAL						

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