



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

DATE: November 2, 2020
TO: Utility Advisory Board
FROM: Lisa J. Clark, Utility Billing Office Supervisor

RE: Utility Advisory Board Meeting

There will be a meeting of the Utility Advisory Board on **Monday November 9, 2020 at 5:30 PM in Cocheco Conference Room located in the City Hall Annex.**

AGENDA

1. Call to order
2. Acceptance of October 14, 2020 Minutes.
3. Appeals
 - 3.1 James Staples (Pages 9-14)
4 Vinewood Lane
Rochester, NH 03867
Re: Account # 171540
 - 3.2 Gloria Snowman (Pages 15-22)
24 Blair Drive
Rochester, NH 03868
Re: Account # 303438
 - 3.3 John & Roberta Barry (Pages 23-29)
43 Blair Drive
Rochester, NH 03868
Re: Account #303258

- 3.4 John Reckmeyer (Pages 30-36)
24 Hampshire Ave
Rochester, NH 03867
Re: Account # 113020

- 3.5 Douglas Colwell (Pages 37-42)
12 Gagne Street
Rochester, NH 03867
Re: Account # 041746

- 3.6 Ibrahim Murad (Pages 43-48)
301 Oakridge Condo
Rochester, NH 03867
Re: Account # 142769

- 3.7 Laura & Scott Gibson (Pages 49-54)
30 Tingley Street
Rochester, NH 03867
Re: Account # 171110

- 3.8 Lisa Descoteaux (Pages 55-63)
32 Murray Drive
Rochester, NH 03868
Re: Account # 300860

- 3.9 Janice Kane (Pages 64-70)
11 Hillside Drive
Rochester, NH 03867
Re: Account #172353

- 3.10 Joe Boudreau (Pages 71-77)
20 Pierce Drive
Rochester, NH 03867
Re: Account #033150

4. Financials-Water & Sewer Revenue and Expense Reports

5. Adjournment

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

MEMBERS PRESENT

Shawn Libby, Chairman
Ralph Sanders
Joe Boudreau
Brett Johnson
Eli Barnes

OTHERS PRESENT

Lisa Clark, Utility Billing Office Supervisor
Kimberly Nickerson, Utility Billing Administrator
Jamie Winn, 44 Meadow Lane

MINUTES

1. Call to order:

Mr. Libby called the meeting to order at 5:30 PM. This meeting was held in the Cocheco Conference Room of the City Hall Annex Building.

2. Approval of September 14, 2020 Minutes

Mr. Libby requested a motion or comments on the Minutes for the September 14, 2020 meeting.

Mr. Boudreau made a motion to accept the September 14, 2020 meeting minutes as presented. The motion was seconded by Mr. Johnson. The motion passed unanimously.

3. Appeals

3.18 44 Meadow Lane – Jamie Winn

The appellant was present for the meeting. The appeal requested a water abatement and stated that she had a leak in her underground irrigation system.

Mr. Johnson made a motion to abate the September 2020 invoice for 92 units of water, plus any accrued interest. He stated this motion is based on the Water & Sewer Adjustment Policy, and an additional 25% of the above average usage due to stated hardship. Mr. Johnson requested notes to include this is to be applied to the next invoices as well if there is above average use and that this is a once in 10 year adjustment. The motion was seconded by Mr. Barnes. The motion passed unanimously.

3.1 97 Millers Farm Drive – Rachel Johnson

This appeal request was for a sewer abatement due to watering a new lawn which needed frequent watering. Mr. Johnson recused himself from the discussion and vote.

Mr. Barnes made a motion to abate the July 2020 invoice for 9 units of Sewer at \$6.75 in the amount of \$60.75. The motion was for a total abatement of \$60.75 plus accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

3.2 38 Eastern Avenue – Chris & Mary Ballard

The appellant was not present for the meeting. The appeal was for a sewer abatement. The owner stated she had a new lawn which required frequent watering.

Mr. Barnes made a motion to abate the August 2020 invoice for 10 units of sewer at \$6.75 in the amount of \$67.50. The motion was for a total abatement of \$67.50 plus any accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

3.3 31 Prospect Street– Julio & Michelle Perez

The appellant not present for the meeting. The appeal was for a water and sewer abatement. The owner stated they had a toilet running which is now shut off.

Mr. Boudreau made a motion deny the abatement of water and sewer as the water was used and did enter the sewer system. The motion was seconded by Mr. Johnson. The motion passed unanimously.

3.4 117 Gear Road– Connor McGowan

The appellant was not present for the meeting. The appeal was for a sewer abatement. The owner stated he had a new lawn due which required frequent watering.

Mr. Barnes made a motion to abate the August 2020 invoice for 11 units of sewer at \$6.75 in the amount of \$74.25. The motion was for a total abatement of \$74.25 plus any accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

3.5 119 Fillmore Blvd– Rene Gingras

The appellant was not present for the meeting. The appeal request is for a sewer abatement. The owner stated that a connection broke in his irrigation system.

Mr. Libby made a motion to abate the August 2020 invoice for 25 units of Sewer at \$6.75 in the amount of \$168.75. The motion was for a total abatement of \$168.75 plus accrued interest. The motion was seconded by Mr. Johnson. The motion passed unanimously.

3.6 32 Eagle Drive – Linda Cogdill

The appellant was not present for the meeting. The appeal request was for a sewer abatement. The owner stated that she had a new lawn hydro-seeded which required frequent watering.

Mr. Barnes made a motion to abate the August 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 accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

3.7 76 Fillmore Blvd – Kenneth McMorris

The appellant was not present for the meeting. The appeal request was for a sewer abatement. The owner stated that she had a new lawn and landscaping which required frequent watering.

Mr. Barnes made a motion to abate the August 2020 invoice for 65 units of Sewer at \$6.75 in the amount of \$438.75. The motion was for a total abatement of \$438.75 plus accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

3.8 22 Regency Court – Donald Avery

The appellant was not present for the meeting. The appeal request was for a sewer abatement. The owner stated that she had a new lawn which required frequent watering.

Mr. Barnes made a motion to abate the August 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 accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

3.9 12 Cleveland Street – Sandra Legendre

The appellant was not present for the meeting. The appeal requested was for a water and sewer abatement. The owner stated that she had a leaking faucet in the basement which a plumber discovered and repaired. The appeal paper work stated that there is hardship involved and requests relief.

Mr. Johnson made a motion to deny the requested abatement but to grant a hardship credit of 25% above average use. The 25% is equal to 10 units of water at \$5.55. is \$55.50 and 10 units of Sewer at \$6. is \$67.50. The motion was for a total abatement of \$123.00 plus accrued interest. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

3.10 7 Jan Court – Robert Lyness

The appellant was not present for the meeting. The appeal request was for a sewer abatement. The owner stated that he had a sewer deduct meter that was not connected properly by Tara Estates.

Mr. Barnes made a motion to abate the August 2020 invoice of 13 units of Sewer at \$6.75 in the amount of \$87.75. The motion was for a total abatement of \$87.75 plus accrued interest. The motion was seconded by Mr. Johnson. The motion passed unanimously.

3.11 93 Fillmore Blvd – Leandro Bueno

The appellant was not present for the meeting. The appeal request was for a sewer abatement. The owner stated that she had the lawn hydro-seeded which required frequent watering.

Mr. Barnes made a motion to abate the August 2020 invoice for 42 units of Sewer at \$6.75 in the amount of \$283.50. The motion was for a total abatement of \$283.50 plus accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

3.12 3 Lyons Street – Anna Lavertu

The appellant was not present for the meeting. The appeal request was for a sewer abatement. The owner stated that she was renovating the house and the plumbing was not connected to the sewer and she was watering a new lawn.

Mr. Johnson made a motion to abate the August 2020 invoice for 39 units of Sewer at \$6.75 in the amount of \$263.25. The motion was for a total abatement of \$263.25 plus accrued interest. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

3.13 11 Fairway Avenue – Sharon Reed-Erickson

The appellant was not present for the meeting. The appeal request was for a sewer abatement. The owner stated that she reseeded her lawn which required frequent watering.

Mr. Barnes made a motion to abate the August 2020 invoice for 40 units of Sewer at \$6.75 in the amount of \$270.00. The motion was for a total abatement of \$270.00 plus accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

3.14 21 Farmington Road– 21 Farmington Road LLC

The appellant not present for the meeting. The appeal was for a sewer abatement. The owner stated they had a toilet running which is now repaired

Mr. Johnson made a motion to deny the abatement of sewer as the water was used and did enter the sewer system. The motion was seconded by Mr. Sanders. The motion passed unanimously.

3.15 19 Rochester Hill Road – Denise Seminara

The appellant was not present for the meeting. The appeal was for a sewer abatement. The owner stated she had a new lawn which required frequent watering.

Mr. Barnes made a motion to abate the August 2020 invoice for 9 units of sewer at \$6.75 in the amount of \$60.75. The motion was for a total abatement of \$60.75 plus any accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

3.16 101 Fillmore Blvd – Andrea & Scott Prieto

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

Mr. Barnes made a motion to abate the July 2020 invoice for 19 units of sewer at \$6.75 in the amount of \$128.25. The motion was for a total abatement of \$128.25 plus any accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

3.17 15 Broad Street– Jill Rzasa

The appellant was not present for the meeting. The appeal was for a sewer abatement. The owner stated she had a water softener system that malfunctioned and leaked.

Mr. Boudreau made a motion to abate the September 2020 invoice for 33 units of sewer at \$6.75 in the amount of \$222.75. The motion was for a total abatement of \$222.75 plus any accrued interest. The motion was seconded by Mr. Johnson. The motion passed unanimously.

4. Additional Appeal

4.1 12 Blair Drive—Joanne Houston

The appellant was not present for the meeting. The appeal was for water and sewer abatement. The owner stated she had a leak in her irrigation system.

Mr. Barnes made a motion to abate the August 2020 invoice for 39 of water at \$5.55 in the amount of \$216.45 and 77 units of sewer at \$6.75 in the amount of \$519.75. Mr. Johnson’s motion stated that the account and decision letter should note that is a once in 10 year abatement per Water and Sewer adjustment policy and that this abatement may carry into the next cycle. The motion was for a total abatement of \$736.20 plus any accrued interest. The motion was seconded by Mr. Johnson. The motion passed unanimously.

5. Financials

The board reviewed and discussed financial reports.

6. Adjournment:

Mr. Libby made a motion to adjourn at 6:09 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: November 2, 2020
 To: Utility Advisory Board
 From: Lisa J. Clark, Utility Billing Office Supervisor
 Re: Water/Sewer Billing Appeal Application Dated: 10/02/2020

Customer Name: James Staples Account # 171540
 Service Address: 4 Vinewood Lane

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 20 units of water and 13 units of sewer 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 26
 - B. Average usage on previous 3 years is 6
 - C. Estimated use over average for water 20
 - D. Minus pool credit received 7
 - E. Total above average use sewer 13

Value of 20 Units of Water at the current water rate of \$5.55=\$111.00

Value of 13 Units of Sewer at the current sewer rate of \$6.75 = \$87.75

Total abatement recommended=\$198.75 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

11/2/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: October 20, 2020
SUBJECT: City of Rochester
PROPERTY: 4 Vinewood Lane

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 owners stated that they had above average consumption due to lawn repairs that needed to be done due to sewer tie in as part of the Colonial Pines project.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only: Received: <u>10/2/20</u>
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1. Date of Appeal: September 29, 2020
2. Property Owner's Name: James Staples Account #: 171540
3. Billing Address: 4 Vinewood Lane
Rochester, NH 03867
4. Service Location: 4 Vinewood Lane Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 6033355804 Cell: _____
8. Email Address: jimstaplesnh@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 04/27/20 to 07/27/20
10. Abatement is being requested for:
 - a. How many units of water 12 x 5.29= \$ 63.48
 - b. How many units of sewer 12 x 6.52= \$ 78.24
 - c. Water & Sewer Department Fees of: \$ _____

Total \$ 141.72

11. Explanation of Appeal Request:

When sewer was installed and the drainage project was completed in Colonial Pines,
our lawn was reseeded and it was necessary to water more than we normally would.

Accounts

Account: 171540

[2019-12-23 08:17:50 michele.grant]: FINAL BILL PROCESSED 12/20 WATER ONLY,
COL. PINES PROJECT.

[2020-02-27 10:30:16 kimberly.nickerson]: BILL ADJUSTMENT COL PINES BILLED
MINIMUM THEN ADJUSTED TO ACTUAL USAGE

[2020-06-09 10:31:11 kimberly.nickerson]: POOL CREDIT 7 UNITS=\$47.25

[2020-10-02 15:05:46 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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STAPLES JAMES C & KIMBERLEY A

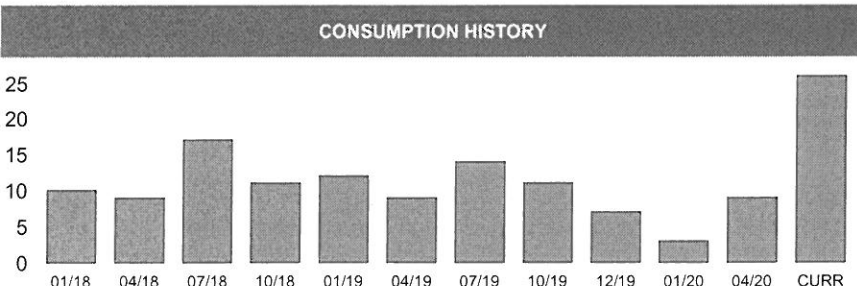
4 VINEWOOD LN

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14066770	07/27/2020	171540	08/27/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	04/14/2020	07/15/2020	301	327	26	\$144.30
RES SEWER		04/14/2020	07/15/2020				\$175.50
POOL ADJ			06/19/2020				-\$47.25
HOMEOWNER			06/19/2020				\$180.75

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	\$453.30
A = Actual	Previous Balance	\$291.55
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$744.85
	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: _____

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	171540
Bill Number:	14066770
Pay By:	08/27/2020
Total Due:	0.00

Service Location
4 VINEWOOD LN

STAPLES JAMES C & KIMBERLEY A
4 VINEWOOD LN
ROCHESTER, NH 03867-5043

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



26-6-20
-7 units pool credit



10/20/2020 10:14
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1P
|ubcnsing

13
13X5.55 = \$72.15
13X6.75 = \$87.75

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Usage	Repl	Usage	Charge	Amnt	Billed	Amnt	Status
171540	7689	STAPLES JAMES C & KIMBERLEY A	013500970000									4	VINEWOOD LN				Active
100	1 RES WATER	SENS76167350	A	07/15/2020			14066770	327		26			144.30			453.30	
100	1 RES WATER	SENS76167350	A	04/14/2020			14058813	301		9			49.95			291.45	
100	1 RES WATER	SENS76167350	A	01/16/2020			14051061	292		7			16.65			234.12	
100	1 RES WATER	SENS76167350	F	12/20/2019			14049912	289		7			38.85			38.85	
100	1 RES WATER	SENS76167350	A	10/09/2019			14043185	282		11			61.05			61.05	
100	1 RES WATER	SENS76167350	A	07/15/2019			14033559	271		14			77.70			77.70	
100	1 RES WATER	SENS76167350	A	04/09/2019			14027518	257		9			49.95			49.95	
100	1 RES WATER	SENS76167350	A	01/16/2019			14019780	248		12			66.60			66.60	
100	1 RES WATER	SENS76167350	A	10/15/2018			14011987	236		11			61.05			61.05	
100	1 RES WATER	SENS76167350	A	07/11/2018			14004200	225		17			94.35			94.35	
100	1 RES WATER	SENS76167350	A	04/09/2018			13996376	208		9			49.36			49.36	
100	1 RES WATER	SENS76167350	A	01/09/2018			13988738	199		10			52.90			52.90	
100	1 RES WATER	SENS76167350	A	10/16/2017			13981082	189		13			68.77			68.77	
100	1 RES WATER	SENS76167350	A	07/12/2017			13973433	176		14			74.06			74.06	
100	1 RES WATER	SENS76167350	A	04/11/2017			13965754	162		11			58.19			58.19	
100	1 RES WATER	SENS76167350	A	01/09/2017			13958244	151		10			50.28			50.28	
100	1 RES WATER	SENS76167350	A	10/14/2016			13950724	141		15			72.15			72.15	
100	1 RES WATER	SENS76167350	A	07/11/2016			13943189	126		24			115.44			115.44	
100	1 RES WATER	SENS76167350	A	04/08/2016			13935621	102		8			38.48			38.48	
100	1 RES WATER	SENS76167350	A	01/15/2016			13928210	94		10			48.10			48.10	
100	1 RES WATER	SENS76167350	A	10/06/2015			13920823	84		12			56.15			56.15	
100	1 RES WATER	SENS76167350	A	07/08/2015			13913378	72		15			70.05			70.05	
100	1 RES WATER	SENS76167350	A	04/13/2015			13903871	57		8			37.36			37.36	
100	1 RES WATER	SENS76167350	A	01/14/2015			13898527	49		8			37.36			37.36	
100	1 RES WATER	SENS76167350	A	10/15/2014			13891127	41		12			56.04			56.04	
100	1 RES WATER	SENS76167350	A	07/09/2014			13883711	29		16			74.72			74.72	
100	1 RES WATER	SENS76167350	A	04/09/2014			13876267	13		8			37.06			37.06	
100	1 RES WATER	SENS76167350	A	01/15/2014			13868973	5		5			36.80			36.80	
100	1 RES WATER	NEPT31379314	I	11/25/2013			0	2,008		3			0.00			0.00	
100	1 RES WATER	NEPT31379314	A	10/21/2013			13861630	2,005		11			50.60			50.60	
100	1 RES WATER	NEPT31379314	A	07/09/2013			13854249	1,994		17			78.20			78.20	
100	1 RES WATER	NEPT31379314	A	04/05/2013			13846822	1,977		9			41.40			41.40	
100	1 RES WATER	NEPT31379314	A	01/14/2013			13839555	1,968		11			49.95			49.95	
100	1 RES WATER	NEPT31379314	A	10/09/2012			13832338	1,957		11			49.39			49.39	
100	1 RES WATER	NEPT31379314	A	07/11/2012			13824903	1,946		19			85.31			85.31	
100	1 RES WATER	NEPT31379314	A	04/06/2012			13817517	1,927		8			35.92			35.92	
100	1 RES WATER	NEPT31379314	A	01/11/2012			13810258	1,919		11			49.39			49.39	
100	1 RES WATER	NEPT31379314	A	10/13/2011			13802941	1,908		14			62.14			62.14	
100	1 RES WATER	NEPT31379314	A	07/06/2011			13795650	1,894		15			64.35			64.35	
100	1 RES WATER	NEPT31379314	A	04/12/2011			13788325	1,879		9			38.61			38.61	
100	1 RES WATER	NEPT31379314	A	01/07/2011			13781152	1,870		11			47.19			47.19	
100	1 RES WATER	NEPT31379314	A	10/13/2010			13773904	1,859		27			115.83			115.83	
100	1 RES WATER	NEPT31379314	A	07/09/2010			13766657	1,832		22			117.59			117.59	
100	1 RES WATER	NEPT31379314	A	04/08/2010			13759371	1,804		15			50.28			50.28	
100	1 RES WATER	NEPT31379314	E	10/15/2010			13752233	1,792		15			62.85			62.85	
100	1 RES WATER	NEPT31379314	A	10/09/2009			13745007	1,777		15			62.82			62.82	
100	1 RES WATER	NEPT31379314	A	06/30/2009			13737718	1,762		18			72.72			72.72	
100	1 RES WATER	NEPT31379314	A	04/14/2009			13730475	1,744		13			52.52			52.52	
100	1 RES WATER	NEPT31379314	A	01/15/2009			13723344	1,731		14			56.56			56.56	
100	1 RES WATER	NEPT31379314	A	10/14/2008			13716106	1,717		14			56.56			56.56	
100	1 RES WATER	NEPT31379314	A	07/15/2008			13708902	1,703		15			55.47			55.47	

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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: November 2, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 10/20/20

Customer Name: Gloria Snowman Account # 303438
Service Address: 24 Blair 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 112 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	133
B. Average usage on previous 3 years is	<u>21</u>
C. Estimated use over average	112

Value of 112 Units of Sewer at the current sewer rate of \$6.75 = \$756.00.

Total abatement recommended=\$756.00 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

11/2/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: October 20, 2020
SUBJECT: City of Rochester
PROPERTY: **24 Blair 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 she had a leak in her irrigation system that was discovered when replacing the system.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 10/20/20

- 1. Date of Appeal: 10/20/20
- 2. Property Owner's Name: Gloria Snowman Account #: 303438
- 3. Billing Address: 24 Blair Dr.
Rochester NH.
- 4. Service Location: Same Zip Code 03868
- 5. Owners Representative: N/A
- 6. Owners Representative's Signature: N/A
- 7. Phone #: _____ Cell: 603-380-8063
- 8. Email Address: gsnowman@comcast.net

(Agendas and Decision Letters will be emailed).

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

10. An abatement is being requested for:

- a. How many units of water 8 x 5.55= \$ _____
- b. How many units of sewer 112 x 6.75= \$ 756.00
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 756.00

11. Explanation of Appeal Request:

Deduct meter that was serviced in
the Spring when the irrigation system
was turned ON stopped working early
ON and we were not aware. In Sept.
when it was replaced a leak in the
line was discovered + water had
pooled beneath the house.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

If yes, did the water enter the sewer system? NO - garden + lawn

If yes, has the leak been repaired? yes

Who made the repair? Tara Estates

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:

yes I am mostly retired + on a fixed income. My husband works but he makes a low salary

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: 303438

[2018-04-26 10:52:50 karenb]:NEW HOME PER TARA 4/10/18. READ 0000
[2018-05-16 14:03:04 karenb]:FINAL BILL PROCESSED
[2018-07-18 09:44:58 karenb]:SEWER DEDUCT ADDED 7/17/18 PER TARA
[2019-10-08 10:31:46 karenb]:SEWER DEDUCT REMOVED FOR WINTER PER TARA. READ
0095. LET THEM KNOW NO USAGE SINCE 11/2018
[2020-03-13 12:17:50 kimberly.nickerson]: TURNED ON AND OFF 3/11 FOR NO
PAYMENT
[2020-09-23 14:56:40 michele.grant]: HOMEOWNER CALLED, SEWER DEDUCT IS NOT
READING ANY WATER USAGE, REFERRED THEM TO THE TARA OFFICE AND TOLD THEM TO HAVE
TARA LET ME KNOW.
[2020-10-19 15:13:17 kimberly.nickerson]: SENT UAB APPEAL PAPERWORK
[2020-10-20 11:46:45 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
---------------	------------------

SNOWMAN GLORIA & ROBERT

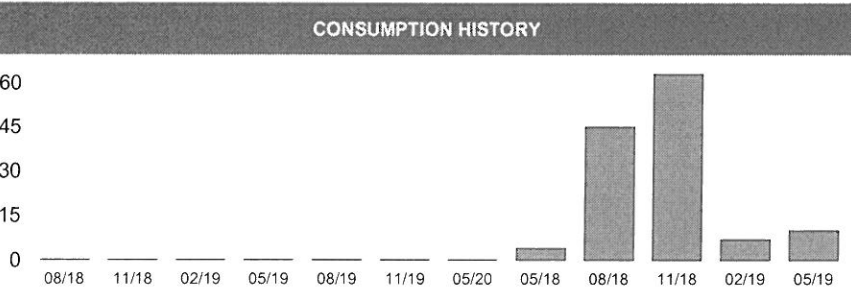
24 BLAIR DR

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14070994	08/31/2020	303438	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	195	328	133	\$738.15
RES WATER	A	05/19/2020	08/21/2020	95	95	0	\$0.00
RES SEWER		05/19/2020	08/21/2020				\$897.75

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	\$1,635.90
A = Actual	Previous Balance	\$201.82
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$665.68
Total Amount Due		\$1,165.52

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: _____

SNOWMAN GLORIA & ROBERT
24 BLAIR DR
ROCHESTER, NH 03868-7061

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	303438
Bill Number:	14070994
Pay By:	09/30/2020
Total Due:	1,165.52

Service Location
24 BLAIR 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





10/19/2020 15:06
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1
P
|ubcnsinq

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge Amt	Billed Amt	Status
303438	49370	SNOWMAN GLORIA & ROBERT				02240309346A				24	BLAIR DR					Active
100	1	RES WATER	A	08/21/2020		14070994	328			133				738.15	1,635.90	1,635.90
100	1	RES WATER	A	05/19/2020		14063021	195			11				61.05	195.30	195.30
100	1	RES WATER	A	02/20/2020		14055239	184			11				61.05	135.30	135.30
100	1	RES WATER	A	11/20/2019		14047412	173			16				88.80	196.80	196.80
100	1	RES WATER	A	08/21/2019		14039561	157			28				155.40	344.40	344.40
100	1	RES WATER	A	05/22/2019		14031671	129			10				55.50	123.00	123.00
100	1	RES WATER	A	02/21/2019		14023940	119			17				38.85	86.10	86.10
100	1	RES WATER	A	11/20/2018		14016181	112			63				349.65	390.15	390.15
100	1	RES WATER	A	08/22/2018		14008385	49			45				249.75	297.00	297.00

328
195
184
173
157
129
119
112
49

133-21=112
112 x 6.75 = \$756.00

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



10/19/2020 15:06
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1
ubcnsing

Account Number	Customer # Name	Cd Read Date Time	Parcel	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
303438	40550 S & B MOBILE HOME SALES		02240309346A			24 BLAIR DR				Active
100 - 1 RES WATER	SENS89670939	A 05/16/2018		13997970	4	4	0	22.20	49.20	

** 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: November 2, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 10/07/20

Customer Name: John & Roberta Barry Account # 303528
Service Address: 43 Blair 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 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.

A. Total usage on disputed invoice	53
B. Average usage on previous 3 years is	13
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

11/2/2020

Lisa J. Clark, Utility Billing Supervisor

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: October 20, 2020
SUBJECT: City of Rochester
PROPERTY: **43 Blair 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 they had a sewer deduct meter that was not working connected properly by Tara Estates.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 10-7-20

1. Date of Appeal: 9/23/2020
2. Property Owner's Name: John + Roberta Barry Account #: 303528
3. Billing Address: 43 Blair Dr.
Tara Estates
Rochester, N.H. 03868
4. Service Location: 43 Blair Dr. Zip Code _____
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 603-499-0090 \longleftrightarrow Cell: 603-403-1481
8. Email Address: barry_roberta@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/19/2020 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 _____ x 6.75= \$ _____

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

Total \$ 651.90

11. Explanation of Appeal Request:

We were under the impression that there is a working deduct meter working with our water system. We do have an automatic irrigation system that is programmed to activate for 10 minutes at 1:30 AM daily only. However, I do hand water plants and a very small garden with the hose. That system was put in this year. In answer to 10 b look at the bar graph on the bill for 5/19 and 8/19, and compare them with 5/20 and curv. Little hard to do without numbers. We have paid the bill, but you can adjust the next one.

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

Yes No (circle one)

If yes, why?

We have a deduct meter, but there is no reading showing on the bill, and it doesn't seem to change on the meter. It was

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.*

suggested I turn on the water and watch the meter to see it change. I did (to both faucets and no change in the readings. Ran it for at least 5 minutes each. The tara reader says he'd read it 3 times - didn't tell me the readings. ?

Accounts

Account: 303528

[2018-05-22 14:57:30 karenb]:NEW HOME PER TARA 5/16/18. METER# 89670954 READ
00000770

[2018-06-11 11:17:25 karenb]:FINAL BILL PROCESSED. READ 00014508.

[2020-10-20 12:48:36 kimberly.nickerson]:UAB APPEAL RECEIVED FOR NOVEMBER

Michele Grant
 332-3110

CUSTOMER NAME **SERVICE LOCATION**

BARRY FAMILY REV TRUST %

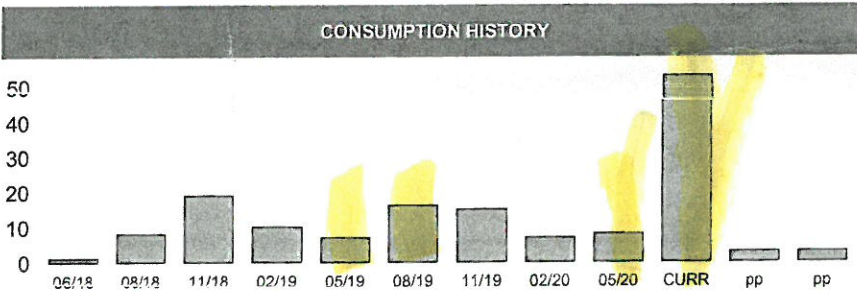
43 BLAIR DR

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14070998	08/31/2020	202528	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	91	144	53	\$294.15
RES SEWER		05/19/2020	08/21/2020				\$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	\$98.40
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$98.40
	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

used to pay bill



10/20/2020 12:49
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	Bill #	Curr	Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
303528	49489	BARRY FAMILY REV TRUST %				022403090359				43 BLAIR DR				Active
100	1 RES WATER	SENS89670954	A	08/21/2020		14070998				53	0	294.15	651.90	
100	1 RES WATER	SENS89670954	A	05/19/2020		14063024				8	0	44.40	98.40	
100	1 RES WATER	SENS89670954	A	02/20/2020		14055243				7	0	38.85	86.10	
100	1 RES WATER	SENS89670954	A	11/20/2019		14047416				15	0	83.25	184.50	
100	1 RES WATER	SENS89670954	A	08/21/2019		14039565				16	0	88.80	196.80	
100	1 RES WATER	SENS89670954	A	05/22/2019		14031674				17	0	38.85	86.10	
100	1 RES WATER	SENS89670954	A	02/21/2019		14023944				10	0	55.50	123.00	
100	1 RES WATER	SENS89670954	A	11/20/2018		14016185				19	0	105.45	233.70	
100	1 RES WATER	SENS89670954	A	08/22/2018		14008388				8	0	44.40	98.40	

AVG
IP

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

53-13=40
40 x 6.75 = \$270



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: November 2, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 10/20/2020

Customer Name: John Reckmeyer Account # 113020
Service Address: 24 Hampshire 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 36 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	54
B. Average usage on previous 3 years is	<u>18</u>
C. Estimated use over average	36

Value of 36 Units of Sewer at the current sewer rate of \$6.75 = \$243.00. Total abatement recommended=\$243.00 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

11/2/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: October 20, 2020
SUBJECT: City of Rochester
PROPERTY: 24 Hampshire 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 installed a new lawn which required frequent watering.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 10/20/20

- 1. Date of Appeal: 10/20/20
- 2. Property Owner's Name: John Reckmeyer Account #: 113020
- 3. Billing Address: 24 Hampshire Ave
- 4. Service Location: 24 Hampshire Ave Zip Code
- 5. Owners Representative:
- 6. Owners Representative's Signature: [Signature]
- 7. Phone #: 603-335-2677 Cell: -
- 8. Email Address: JReckmeyer@MSM.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 6-12-20 to 9-15-20

10. Abatement is being requested for:

- a. How many units of water X x 5.55= \$ X
- b. How many units of sewer 37 x 6.75= \$ 249.75
- c. Water & Sewer Department Fees of: \$
- Total \$

11. Explanation of Appeal Request:

Installed new lawn, watering, water did not enter sewer!
Previous average usage units 17

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: 113020

DEC. 07 BILL WAS ESTIMATED BECAUSE SNOW MACHINE WAS IN WAY OF READER

[2020-10-20 12:56:58 kimberly.nickerson]: UAB APPEAL RECEIVED FOR NOVEMBER

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME

WENTWORTH JENNIFER L &

SERVICE LOCATION

24 HAMPSHIRE AVE

BILL NUMBER

14072525

BILL DATE

09/24/2020

ACCOUNT #

113020

DUE DATE

10/27/2020

CHARGE DESCRIPTION

READ CODE

PREVIOUS READ DATE

CURRENT READ DATE

PREVIOUS READING

CURRENT READING

USAGE

CHARGE AMOUNT

RES WATER

A

06/12/2020

09/18/2020

919

973

54

\$299.70

RES SEWER

06/12/2020

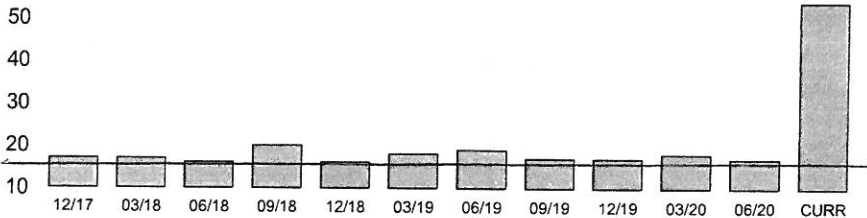
09/18/2020

\$364.50

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	\$664.20
A = Actual	Previous Balance	\$209.10
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$209.10
Total Amount Due		\$664.20

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:

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: 113020

Bill Number: 14072525

Pay By: 10/27/2020

Total Due: 664.20

Service Location
24 HAMPSHIRE AVE

WENTWORTH JENNIFER L &
RECKMEYER JOHN D
24 HAMPSHIRE AVE
ROCHESTER, NH 03867-2011





10/20/2020 12:57
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

54-18=36
36 x 4.75 = \$243.00

1
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| ubensing

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
113020	3602	WENTWORTH JENNIFER L &				010600450000			24 HAMPSHIRE AVE				Active
100	RES WATER	SENS69992056	A	09/18/2020			14072525	973	54	0	299.70	664.20	664.20
100	RES WATER	SENS69992056	A	06/12/2020			14064627	919	17	0	94.35	209.10	209.10
100	RES WATER	SENS69992056	A	03/16/2020			14056727	902	18	0	99.90	221.40	221.40
100	RES WATER	SENS69992056	A	12/12/2019			14048940	884	17	0	94.35	209.10	209.10
100	RES WATER	SENS69992056	A	09/16/2019			14041082	867	17	0	94.35	209.10	209.10
100	RES WATER	SENS69992056	A	06/13/2019			14033237	850	19	0	105.45	233.70	233.70
100	RES WATER	SENS69992056	A	03/15/2019			14025440	831	18	0	99.90	221.40	221.40
100	RES WATER	SENS69992056	A	12/11/2018			14017689	813	16	0	88.80	196.80	196.80
100	RES WATER	SENS69992056	A	09/19/2018			14009899	797	20	0	111.00	246.00	246.00
100	RES WATER	SENS69992056	A	06/08/2018			14002093	777	16	0	88.80	196.80	196.80
100	RES WATER	SENS69992056	A	03/07/2018			13994294	761	17	0	91.65	204.01	204.01
100	RES WATER	SENS69992056	A	12/08/2017			13986667	744	17	0	89.93	200.77	200.77
100	RES WATER	SENS69992056	A	09/13/2017			13978992	727	19	0	100.51	224.39	224.39
100	RES WATER	SENS69992056	A	06/13/2017			13971323	708	19	0	100.51	224.39	224.39
100	RES WATER	SENS69992056	A	03/10/2017			13963682	689	16	0	84.64	188.96	188.96
100	RES WATER	SENS69992056	A	12/08/2016			13956194	673	17	0	82.51	189.03	189.03
100	RES WATER	SENS69992056	A	09/12/2016			13948651	656	21	0	101.01	232.05	232.05
100	RES WATER	SENS69992056	A	06/03/2016			13941137	635	17	0	81.77	187.85	187.85
100	RES WATER	SENS69992056	A	03/03/2016			13933595	618	16	0	76.96	176.80	176.80
100	RES WATER	SENS69992056	A	12/03/2015			13926227	602	16	0	76.38	176.22	176.22
100	RES WATER	SENS69992056	A	09/09/2015			13918781	586	17	0	79.39	185.47	185.47
100	RES WATER	SENS69992056	A	06/05/2015			13911340	569	17	0	79.39	185.47	185.47
100	RES WATER	SENS69992056	A	03/11/2015			13903870	552	20	0	93.40	218.20	218.20
100	RES WATER	SENS69992056	A	12/01/2014			13896514	532	16	0	74.72	174.56	174.56
100	RES WATER	SENS69992056	A	09/12/2014			13889110	516	23	0	107.41	250.93	250.93
100	RES WATER	SENS69992056	A	06/03/2014			13881691	493	19	0	88.73	207.29	207.29
100	RES WATER	SENS69992056	A	03/05/2014			13874276	474	20	0	92.08	216.88	216.88
100	RES WATER	SENS69992056	A	12/09/2013			13866990	454	23	0	105.80	249.32	249.32
100	RES WATER	SENS69992056	A	09/06/2013			13859593	431	27	0	124.20	292.68	292.68
100	RES WATER	SENS69992056	A	06/05/2013			13852210	404	26	0	119.60	281.84	281.84
100	RES WATER	SENS69992056	A	12/14/2012			13844837	378	22	0	101.20	238.48	238.48
100	RES WATER	SENS69992056	A	09/06/2012			13837550	356	27	0	121.65	287.11	287.11
100	RES WATER	SENS69992056	A	06/05/2012			13830250	329	21	0	94.29	222.60	222.60
100	RES WATER	SENS69992056	A	03/06/2012			13822883	308	23	0	103.27	243.80	243.80
100	RES WATER	SENS69992056	A	12/02/2011			13815517	285	24	0	107.76	254.40	254.40
100	RES WATER	SENS69992056	A	09/08/2011			13808286	261	22	0	98.78	233.20	233.20
100	RES WATER	SENS69992056	A	06/01/2011			13800971	239	29	0	126.67	301.03	301.03
100	RES WATER	SENS69992056	A	03/04/2011			13793680	210	24	0	102.96	245.76	245.76
100	RES WATER	SENS69992056	A	12/03/2010			13786367	186	28	0	120.12	286.72	286.72
100	RES WATER	SENS69992056	A	09/02/2010			13779192	158	25	0	107.25	256.00	256.00
100	RES WATER	SENS69992056	A	06/02/2010			13764605	101	32	0	136.29	326.69	326.69
100	RES WATER	SENS69992056	A	03/08/2010			13757453	81	20	0	83.80	202.80	202.80
100	RES WATER	SENS69992056	A	12/03/2009			13750285	59	22	0	71.23	172.38	172.38
100	RES WATER	SENS69992056	A	09/11/2009			13743002	42	19	0	78.95	190.07	190.07
100	RES WATER	SENS69992056	A	06/09/2009			13735709	23	17	0	68.68	162.35	162.35
100	RES WATER	SENS69992056	I	02/16/2009			13728506	6	17	17	92.92	219.65	219.65
100	RES WATER	NEPT31357103	A	12/09/2008			0	1,528	17	0	.00	.00	.00
100	RES WATER	NEPT31357103	A	09/12/2008			13721359	1,511	19	0	76.76	181.45	181.45
100	RES WATER	NEPT31357103	A	06/10/2008			13714136	1,492	24	0	94.78	225.21	225.21
100	RES WATER	NEPT31357103	A	06/10/2008			13706860	1,468	21	0	76.23	184.80	184.80

AVG
18



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: November 2, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 10/01/2020
Customer Name: Douglas Colwell Account # 041746
Service Address: 12 Gagne Street Unit 7
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 a denial for water & sewer department fees. Per Chapter 17 Water Ordinance unpaid bills of over thirty (30) days shall constitute cause for water shutoff. If on the day of the shutoff, the customer pays the outstanding water bill after City personnel arrive at the customer's service to execute the shutoff, the customer will be assessed a minimum service charge. This charge is as listed in Section 17.33 Water Rate and Fee.

The above recommendation is based upon the following findings:

1. The technician did go to the property for shut-off due to past due account and left the notice on the door.

The minimum Service charge fee is \$30.00 which is charged when turned off and again after payment has been made. Total \$60.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

11/2/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: October 20, 2020
SUBJECT: City of Rochester
PROPERTY: **12 Gagne 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 department fees, the owner stated he was told he would not be charged a service charge.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:			
Received:	10	11	20

1. Date of Appeal: 10/1/20
2. Property Owner's Name: Douglas Colwell Account #: _____
3. Billing Address: 12 Gagne St
Rochester NH 03867
4. Service Location: _____ Zip Code _____
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 603-969-1631 Cell: _____
8. Email Address: dmetornadoes1@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from April to June

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: \$ 30
- Total \$ _____

11. Explanation of Appeal Request:

A partial payment of \$60 was paid towards our bill on 7/28/20. On 8/8/20 we received a notice of non-payment on our door. I called and spoke to Kim who said I could avoid fees if payment was made in full that day. I paid remainder of 100. plus processing fee. I called to let them know it was paid and was told we were all set when our new bill came out we were assessed a \$30 fee. I've escalated this to Kim's manager, the city manager. Our check was held until 8/8 when our remaining balance was paid. I was told if I had gotten permission to make payments a fee would not have been assessed.

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 last day of the month to be placed on the following month's UAB agenda.***
- 3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.***

Accounts

Account: 041746

[2015-03-11 15:14:43 karenb]: FILED APRIL APPEAL
 [2015-05-15 13:41:13 karenb]: APPEAL SENT TO UAB FOR JUNE
 [2015-06-15 11:48:34 sjuneau]: APRIL APPEAL WAS DENIED AND HE WAS ALSO DENIED
 FOR JUNE AS YOU CANNOT REAPPLY.
 [2015-06-18 12:26:09 karenb]: DOUG WILL BE GOING TO THE CITY MANAGER TO APPEAL
 HIS DENIAL
 [2015-06-29 11:16:21 sjuneau]: APPEAL GRANTED BY CITY MANAGER FOR HALF THE
 AMOUNT OF HIS APPEAL.
 [2020-08-05 10:41:42 michele.grant]: THIS IS JUST 12 GAGNE, WAS NUMBERED AS
 #7 BUT IT'S JUST 12 GAGNE.
 [2020-08-24 09:53:00 michele.grant]: SERVICE CHARGE FOR NON PAYMENT 8/5/20.
 [2020-09-03 14:53:40 kimberly.nickerson]: CURB STOP FOUND BROKEN ON 8/5/20,
 THOUGH WAS OFF HOMEOWNER INFORMED US STILL HAD WATER
 [2020-09-03 14:54:19 kimberly.nickerson]: OWNER CALLED REQUESTING REFUND FOR
 SERVICE CHARGE
 [2020-09-03 14:54:42 kimberly.nickerson]: OWNER WAS MAILED APPEAL PAPERWORK
 [2020-10-02 15:09:39 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

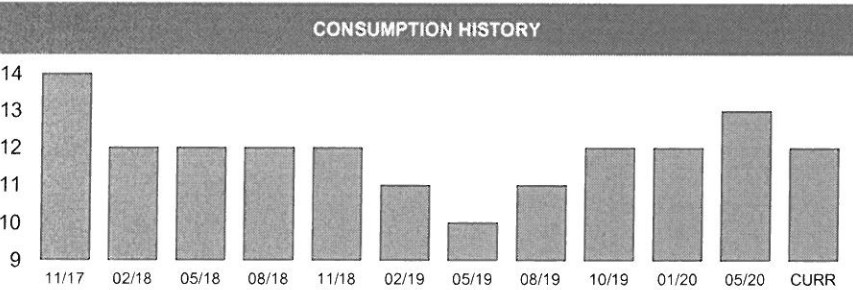
CUSTOMER NAME	SERVICE LOCATION
COLWELL DOUGLAS M	12 GAGNE ST 7

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14069592	08/27/2020	041746	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	08/03/2020	535	547	12	\$66.60
RES SEWER		05/05/2020	08/03/2020				\$81.00
SERV CALL			08/21/2020				\$30.00

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

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



READ CODE	Description	Amount
	Total Current Billing	\$177.60
A = Actual	Previous Balance	\$160.32
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$307.38
	Total Amount Due	\$30.35

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:	041746
Bill Number:	14069592
Pay By:	10/01/2020
Total Due:	30.35

Service Location
12 GAGNE ST 7

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

COLWELL DOUGLAS M
12 GAGNE ST UNIT 7
ROCHESTER, NH 03867





City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: November 2, 2020

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 10/2/20

Customer Name: Ibrahim Murad

Account: 142769

Service Address: 30 Old Dover Road Unit 301

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	42
B. Average usage on previous 3 years	<u>7</u>
C. Estimated use over average	35
D. ½ of above average use	18

The current water rate of \$5.55

The current sewer rate of \$6.75

Lisa J. Clark

Lisa J. Clark

11/2/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: October 20, 2020
SUBJECT: City of Rochester
PROPERTY: 301 Oakridge Condo

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

This appeal is for water and sewer, the owner stated he installed a toilet and during installation did not remove a rubber mechanism that should have been removed and caused the toilet to have a slight leak.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 10/2/20

- 1. Date of Appeal: 9/29/2020
- 2. Property Owner's Name: Ibrahim Murad Account #: 142769
- 3. Billing Address: 30 Old Dover Road
Unit 301 Rochester, NH
03867
- 4. Service Location: 301 Oak Ridge condo Zip Code 03867
- 5. Owners Representative: Ibrahim Murad
- 6. Owners Representative's Signature: Ibrahim
- 7. Phone #: _____ @ Cell: 540-553-6850
- 8. Email Address: Ibrahim Murad 41@gmail.com

(Agendas and Decision Letters will be emailed).

- 9. Billing Period that is being appealed is from June to September 2020

10.A batement is being requested for:

- a. How many units of water 18 x 5.55= \$ 99.90
- b. How many units of sewer 18 x 6.75= \$ 121.50
- C. Water & Sewer Department Fees of: \$ ~~221.40~~
- Total \$ 221.40

11. Explanation of Appeal Request:

Installed a new toilet in my condo as the old one was not
functioning the best and it was to low to the floor. Unfor-
tunately, there was a rubber mechanism in the back that
was supposed to be removed and it was not. It is unnoticable,
but makes a slight leak. I had someone come look at it
right after receiving this bill and I hope I can get a
reduction due to this. I am going to do yearly maintenance
checks from now on.

Form continues on back

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy

Keep this portion for your records

295.20

ATTENTION KIRK

November 4th

CUSTOMER NAME	SERVICE LOCATION
MURAD IBRAHIM	301 OAKRIDGE CONDO 301

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14073277	09/24/2020	142769	10/27/2020

RES WATER	A	06/10/2020	09/04/2020	384	426	42		\$233.10
RES SEWER		06/10/2020	09/04/2020					\$283.50

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



PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET
WATER \$5.55 PER UNIT, MIN. \$21.00, SEWER \$6.75 PER UNIT, MIN. \$22.25
MASTERCARD, DISCOVER & AMX PYMTS IN TAX OFFICE 2.75% SURCHARGE

READ CODE	Total Current Billing	\$516.60
A = Actual	Previous Balance	\$135.30
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$135.30
Total Amount Due		\$516.60

✂ 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:	142769
Bill Number:	14073277
Pay By:	10/27/2020
Total Due:	516.60

Service Location
301 OAKRIDGE CONDO 301

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

MURAD IBRAHIM
30 OLD DOVER RD UNIT 301
ROCHESTER, NH 03867-3457



92096042021414073277700000516609



09/29/2020 11:15
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1
| P
| ubcnsinq

Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
142769		48537	MURAD IBRAHIM		013200310009					301 OAKRIDGE CONDO	301			Active
100	-	1 RES WATER	SENS69992382	A	09/04/2020			14073277	426	42	0	233.10	516.60	
100	-	1 RES WATER	SENS69992382	A	06/10/2020			14065381	384	11	0	61.05	135.30	
100	-	1 RES WATER	SENS69992382	A	03/14/2020			14057484	373	7	0	38.85	86.10	
100	-	1 RES WATER	SENS69992382	A	12/06/2019			14049692	366	7	0	38.85	86.10	
100	-	1 RES WATER	SENS69992382	A	09/09/2019			14041833	359	8	0	44.40	98.40	
100	-	1 RES WATER	SENS69992382	A	06/12/2019			14033987	351	9	0	49.95	110.70	
100	-	1 RES WATER	SENS69992382	A	03/11/2019			14026190	342	8	0	44.40	98.40	
100	-	1 RES WATER	SENS69992382	A	12/06/2018			14018441	334	10	0	55.50	123.00	
100	-	1 RES WATER	SENS69992382	A	09/06/2018			14010642	324	8	0	44.40	98.40	
100	-	1 RES WATER	SENS69992382	A	06/01/2018			14002839	316	8	0	44.40	98.40	
100	-	1 RES WATER	SENS69992382	A	03/02/2018			13995045	308	2	0	20.09	51.28	

Avg
7

42-7=35

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



09/29/2020 11:16
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

IP 1
|ubcnsng

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
142769	34993	SMITH SHAWN RICHARD				013200310009			301 OAKRIDGE CONDO		301				Active
100	1	RES WATER	A	01/23/2018			13987739	306	0	0	0	0	0	30.00	30.00
100	1	RES WATER	A	12/14/2017			13987411	306	0	0	0	37.03	37.03	82.67	82.67
100	1	RES WATER	A	09/15/2017			13979735	299	0	0	0	63.48	63.48	141.72	141.72
100	1	RES WATER	A	06/05/2017			13972076	287	0	0	0	68.77	68.77	153.53	153.53
100	1	RES WATER	A	03/06/2017			13964435	274	0	0	0	68.77	68.77	153.53	153.53
100	1	RES WATER	A	12/01/2016			13956945	261	0	0	0	52.98	52.98	121.65	121.65
100	1	RES WATER	A	09/07/2016			13949399	250	0	0	0	52.91	52.91	121.55	121.55
100	1	RES WATER	A	06/07/2016			13941886	239	0	0	0	52.91	52.91	121.55	121.55
100	1	RES WATER	A	03/09/2016			13934347	228	0	0	0	52.91	52.91	121.55	121.55
100	1	RES WATER	A	12/14/2015			13926978	217	0	0	0	57.25	57.25	132.13	132.13
100	1	RES WATER	A	09/02/2015			13919530	205	0	0	0	42.03	42.03	98.19	98.19
100	1	RES WATER	A	06/04/2015			13912086	196	0	0	0	37.36	37.36	87.28	87.28
100	1	RES WATER	A	03/05/2015			13904616	188	0	0	0	42.03	42.03	98.19	98.19
100	1	RES WATER	A	12/09/2014			13897265	179	0	0	0	42.03	42.03	98.19	98.19
100	1	RES WATER	A	09/08/2014			13889859	171	0	0	0	42.03	42.03	98.19	98.19
100	1	RES WATER	A	06/09/2014			13882438	162	0	0	0	42.03	42.03	98.19	98.19
100	1	RES WATER	A	03/04/2014			13875021	153	0	0	0	23.02	23.02	54.22	54.22
100	1	RES WATER	A	12/17/2013			13867739	148	0	0	0	18.40	18.40	48.25	48.25
100	1	RES WATER	A	09/09/2013			13860345	144	0	0	0	36.80	36.80	86.72	86.72
100	1	RES WATER	A	06/12/2013			13852963	136	0	0	0	36.80	36.80	86.72	86.72
100	1	RES WATER	A	03/18/2013			13845587	128	0	0	0	36.80	36.80	86.72	86.72
100	1	RES WATER	A	12/06/2012			13838297	120	0	0	0	31.43	31.43	74.32	74.32
100	1	RES WATER	A	09/10/2012			13831003	113	0	0	0	17.96	17.96	47.17	47.17
100	1	RES WATER	A	06/13/2012			13823640	106	0	0	0	26.94	26.94	63.60	63.60
100	1	RES WATER	A	03/13/2012			13816270	102	0	0	0	22.45	22.45	53.00	53.00
100	1	RES WATER	A	12/14/2011			13809035	96	0	0	0	17.50	17.50	46.71	46.71
100	1	RES WATER	A	09/07/2011			13801724	91	0	0	0	21.45	21.45	51.20	51.20
100	1	RES WATER	A	06/13/2011			13794427	87	0	0	0	17.16	17.16	45.60	45.60
100	1	RES WATER	A	03/11/2011			13787119	82	0	0	0	17.16	17.16	45.60	45.60
100	1	RES WATER	A	12/14/2010			13779942	78	0	0	0	21.36	21.36	51.11	51.11
100	1	RES WATER	A	09/15/2010			13772682	74	0	0	0	20.95	20.95	50.70	50.70
100	1	RES WATER	A	06/14/2010			13765353	69	0	0	0	29.33	29.33	70.98	70.98
100	1	RES WATER	A	03/05/2010			13758197	64	0	0	0	67.04	67.04	162.24	162.24
100	1	RES WATER	A	12/07/2009			13751032	57	0	0	0				

** 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: November 2, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 10/26/20

Customer Name: Laura & Scott Gibson Account # 171110
Service Address: 30 Tingley 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 43 units of sewer only on the October 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	58
B. Average usage on previous 3 years is	15
C. Estimated use over average	43

Value of 43 Units of Sewer at the current sewer rate of \$6.75 = \$290.25. Total abatement recommended=\$290.25 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

11/2/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: October 27, 2020
SUBJECT: City of Rochester
PROPERTY: 30 Tingley 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 her re-seeded and planted some new trees which required frequent watering.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 10/26/20

1. Date of Appeal: October 26, 2020
2. Property Owner's Name: Laura & Scott Gibson Account #: 171110
3. Billing Address: 30 Tingley Street
Rochester, NH 03867
4. Service Location: same as billing address Zip Code 03867
5. Owners Representative: Laura Gibson
6. Owners Representative's Signature: Laura M. Gibson
7. Phone #: 603-330-9877 Cell: 781-354-4348
8. Email Address: LHenry79@hotmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from July 2020 to September 2020

10. An abatement is being requested for:

a. How many units of water	<u>—</u>	x 5.55= \$	<u>—</u>
b. How many units of sewer	<u>43</u>	x 6.75= \$	<u>290.25</u>
C. Water & Sewer Department Fees of:		\$	<u>—</u>
	Total	\$	<u>290.25</u>

11. Explanation of Appeal Request:

We would like a credit on the sewer portion of our water bill since the excess water we used this billing period was to water parts of our yard, so it did not end up entering the sewer system. We had a big portion of our lawn redone and reseeded and so it required daily watering and new trees planted which required frequent watering as well.

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: 171110

- [2013-07-15 15:42:27 ann]: LEAK LETTER SENT - 56 UNITS ON JULY BILLING
- [2020-01-23 08:44:34 kimberly.nickerson]: FINAL BILL PROCESSED- COLONIAL PINES PROJECT
- [2020-02-03 11:44:53 michele.grant]: CREDITED OFF INV. #14051039, WAS DOUBLE BILLED IN FINAL BILL
- [2020-02-06 13:55:49 michele.grant]: DID BILLING ADJ. TO REMOVE SEWER CHARGE OF \$108 ON BILL #14050038, SHE WAS JUST CONNECTED TO SEWER ON 1/21 & THIS READ WAS ON 1/22.
- [2020-02-14 11:05:59 michele.grant]: OWNER WANTS TO PAY THE SEWER CONNECTION CHARGES IN FULL, MAILED INV. TO THEM TODAY.
- [2020-10-21 15:04:18 kimberly.nickerson]: SENT LEAK LETTER
- [2020-10-26 12:36:02 kimberly.nickerson]: SENT UAB APPEAL PAPERWORK
- [2020-10-27 11:58:24 kimberly.nickerson]: RECEIVED UAB PAPERWORK FOR NOVEMBER



10/26/2020 12:33
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

43X 6.75 = \$290.25

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
171110	35315	GIBSON SCOTT M & LAURA M				013500560000				30 TINGLEY ST				Active
100	1	RES WATER	A	07/20/2020			14066750		1,162	21	0	116.55	258.30	
100	1	RES WATER	A	04/15/2020			14058790		1,141	13	0	72.15	159.90	
100	1	RES WATER	F	01/22/2020			14050038		1,129	16	0	88.80	196.80	
100	1	RES WATER	A	01/16/2020			14051039		1,128	15	0	88.80	83.25	
100	1	RES WATER	A	10/18/2019			14043162		1,113	16	0	88.80	88.80	
100	1	RES WATER	A	07/15/2019			14035336		1,097	14	0	77.70	77.70	
100	1	RES WATER	A	04/09/2019			14027495		1,083	13	0	72.15	72.15	
100	1	RES WATER	A	01/16/2019			14019757		1,070	16	0	88.80	88.80	
100	1	RES WATER	A	10/16/2018			14011964		1,054	15	0	83.25	83.25	
100	1	RES WATER	A	07/11/2018			14004177		1,039	15	0	83.25	83.25	
100	1	RES WATER	A	04/09/2018			13996354		1,024	16	0	87.75	87.75	
100	1	RES WATER	A	01/09/2018			13888715		1,008	15	0	79.35	79.35	
100	1	RES WATER	A	10/17/2017			13981059		975	13	0	95.22	95.22	
100	1	RES WATER	A	07/12/2017			13973410		962	13	0	68.77	68.77	
100	1	RES WATER	A	04/11/2017			13965731		949	13	0	68.77	68.77	
100	1	RES WATER	A	01/11/2017			13958221		949	15	0	75.63	75.63	
100	1	RES WATER	A	10/17/2016			13950701		934	20	0	96.20	96.20	
100	1	RES WATER	A	07/11/2016			13943167		914	19	0	91.39	91.39	
100	1	RES WATER	A	04/08/2016			13935598		895	13	0	62.53	62.53	
100	1	RES WATER	A	10/15/2015			13928187		882	25	0	120.25	120.25	
100	1	RES WATER	A	07/06/2015			13920800		857	42	0	196.52	196.52	
100	1	RES WATER	A	10/08/2015			13913355		815	18	0	84.06	84.06	
100	1	RES WATER	A	04/13/2015			13905848		797	13	0	60.71	60.71	
100	1	RES WATER	A	01/14/2015			13898504		784	15	0	70.05	70.05	
100	1	RES WATER	A	10/15/2014			13891104		769	13	0	60.71	60.71	
100	1	RES WATER	A	07/09/2014			13883688		756	14	0	65.38	65.38	
100	1	RES WATER	A	04/08/2014			13876244		742	11	0	50.96	50.96	
100	1	RES WATER	A	01/15/2014			13868950		731	11	0	55.20	55.20	
100	1	RES WATER	A	10/09/2013			13861607		719	31	0	142.60	142.60	
100	1	RES WATER	A	07/09/2013			13854227		688	56	0	257.60	257.60	
100	1	RES WATER	A	04/09/2013			13846799		632	9	0	41.40	41.40	
100	1	RES WATER	A	01/14/2013			13839532		623	14	0	63.56	63.56	
100	1	RES WATER	A	10/09/2012			13832215		609	11	0	49.39	49.39	
100	1	RES WATER	A	07/09/2012			13824880		598	8	0	35.92	35.92	
100	1	RES WATER	A	04/06/2012			13817494		590	10	0	44.90	44.90	
100	1	RES WATER	A	01/11/2012			13810235		580	20	0	89.80	89.80	
100	1	RES WATER	A	10/17/2011			13802918		560	14	0	62.17	62.17	
100	1	RES WATER	A	07/06/2011			13795627		546	16	0	68.64	68.64	
100	1	RES WATER	A	04/12/2011			13788302		530	9	0	38.61	38.61	
100	1	RES WATER	A	01/07/2011			13781129		521	9	0	38.61	38.61	
100	1	RES WATER	A	10/14/2010			13773881		512	11	0	47.19	47.19	
100	1	RES WATER	A	07/09/2010			13766634		501	9	0	37.80	37.80	
100	1	RES WATER	A	04/08/2010			13759348		492	8	0	33.52	33.52	
100	1	RES WATER	A	01/15/2010			13752210		484	6	0	25.14	25.14	

Avg 15

** 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: November 2, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 10/28/20

Customer Name: Lisa Descoteaux Account # 300860
Service Address: 32 Murray 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 36 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	46
B. Average usage on previous 3 years is	<u>10</u>
C. Estimated use over average	36

Value of 36 Units of Sewer at the current sewer rate of \$6.75 = \$243.00. Total abatement recommended=\$243.00 plus accrued interest.

Lisa J Clark

Lisa J. Clark, Utility Billing Supervisor

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: October 29, 2020
SUBJECT: City of Rochester
PROPERTY: **32 Murray 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 she had watered her garden frequently and had a leaking hose.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:

Received: 10/28/20

1. Date of Appeal: 10/24/2020
2. Property Owner's Name: Lise Marie C. Descoiteaux Account #: 300 860
3. Billing Address: 32 Murrey Dr
Rochester NH 03868
4. Service Location: same Zip Code 03868
5. Owners Representative: self
6. Owners Representative's Signature: Lise Marie C. Descoiteaux
7. Phone #: _____ Cell: 603 527 8586
8. Email Address: lmdescoto@gmail.com

(Agendas and Decision Letters will be emailed).

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

10. Abatement is being requested for:

- a. How many units of water _____ x 5.29 = \$ 0 ??? see below
 - b. How many units of sewer 42.2 x 6.35 = \$ 268.31 (2) (1)
 - c. Water & Sewer Department Fees of: \$ 0
- Total \$ 268.31

11. Explanation of Appeal Request:

I do not understand how I could have used so much water!!! In the summer months I did water my flower garden each day for a short while. I do recall coming home late one night in July and found one of my hoses had exploded and there was water gushing out. But that alone doesn't represent such an increase.

(1) Is it possible to get a credit for what seems to be an exponentially large increase in water usage.

2. Using an average of the sewer usage for the non summer months I propose a credit for the sewer as I watered outdoor plants

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

Yes No (circle one)

If yes, why?

I just don't understand how the usage can be so high

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 Outdoor watering

If yes, has the leak been repaired? yes A hose exploded while

Who made the repair? I did (replaced the hose) I was not home

Has proof of the repair been attached to this appeal form? and don't know when it let go

14. If your appeal is denied, will this cause you financial hardship for which you will seek

assistance from the City? If so, explain:

this is a financial hardship as I am disabled and have only my SSDI income.

Please note:

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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.

Water & Sewer Usage Analysis

	Total Invoice	Metered Usage	Rate	Water	Rate	Sewer	Average Sewer Use (Non Summer Months)	Sewer Usage for 8/1/2020 Invoice	Proposed Sewer Adjustment	Proposed Invoice Amount Due
8/31/2020 14070777	\$ 565.80	46	\$5.55	\$ 255.30	\$ 6.75	\$ 310.50	6.25	\$ 42.19	\$ (268.31)	\$ 297.49
5/22/2020 14062813	\$ 110.73	9	\$5.55	\$ 49.95	\$ 6.75	\$ 60.75	9.00			
5/26/2020 14055034	\$ 61.50	5	\$5.55	\$ 27.75	\$ 6.75	\$ 33.75	5.00			
11/22/2019 14047197	\$ 73.80	6	\$5.55	\$ 33.30	\$ 6.75	\$ 40.50	6.00			
8/23/2019 14039343	\$ 356.70	29	\$5.55	\$ 160.95	\$ 6.75	\$ 195.75	5.00			
2/25/2019 14037333	\$ 61.50	5	\$5.55	\$ 27.75	\$ 6.75	\$ 33.75	25.00			
							Average Usage		6.25	

Accounts

Account: 300860

12/19/08 - REC'D REQUEST TO CHANGE ADDRESS TO 4265 SUGGS ST., APT. 113, LORIS, SC 29569-3185

01/27/09- WATER IS OFF AT THIS PROPERTY. METER FROZE AND HAS BEEN PULLED. HOUSE WILL EVENTUALLY BE PUT ON THE MARKET

RECEIVED NOTICE OF CHAPTER 7 BANKRUPTCY EFFECTIVE 1/26/09 - BILLING IS CURRENT - DISCHARGE OF DEBTOR RECEIVED DATED 7/23/09

MARK @ TARA CALLED 6/11/09 - PROPERTY HAS BEEN FORECLOSED AND BANK IS REQUESTING WATER BE TURNED BACK ON. THE PRIOR METER WAS REMOVED (END READ 58) DUE TO FREEZING. HE WILL INSTALL A NEW METER AND FORWARD METER INFO. 8/21/09 - PER MARK AT TARA THEY DIDN'T REPLACE THE METER - THEY REPLACED THE BOTTOM PLATE

[2017-07-18 11:09:14 karenb]:FINAL BILL PROCESSED.

[2019-08-08 09:10:42 karenb]:SERVICE CALL FOR NON PAYMENT 8/7/19

[2019-09-10 12:25:23 karenb]:HOMEOWNER CALLED REGARDING HIGH USAGE. SHE EXPLAINED THAT SHE DID ADD MORE FLOWERS OUTSIDE AND ASKED IF ANYTHING CAN BE DONE ABOUT INVOICE. MAILED HER UAB FORM AND SUGGESTED SHE CONTACT TARA REGARDING A SEWER DEDUCT METER FOR FUTURE SUMMERS.

[2019-09-24 11:41:02 karenb]: UAB FORM RECEIVED 9/19/19 AND SENT FOR OCTOBER UAB

[2019-10-16 10:34:09 karenb]:UAB APPROVED ABATEMENT OF 21 UNITS OF SEWER FOR \$141.75 ON THE AUGUST 19 INVOICE. PROCESSED ADJUSTMENT.

[2020-03-13 12:15:57 kimberly.nickerson]: TURNED OFF AND ON 3/11 FOR NON PAYMENT

[2020-10-29 08:29:49 kimberly.nickerson]: RECEIVED UAB APPEAL FOR NOVEMBER

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

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

ZANGHETTI LISE MARIE C

32 MURRAY DR

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

14070777

08/31/2020

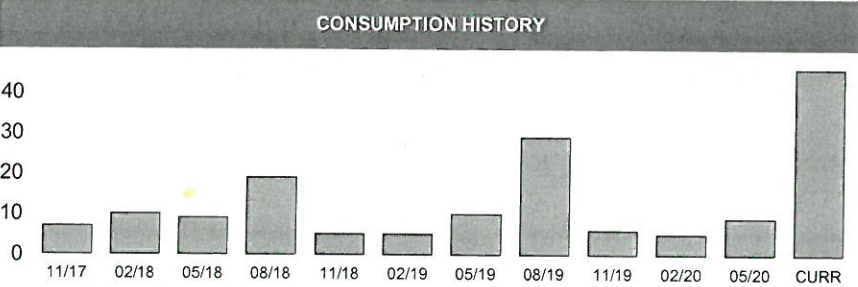
300860

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	08/20/2020	471	517	46	\$255.30
RES SEWER		05/20/2020	08/20/2020				\$310.50

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	\$565.80
A = Actual	Previous Balance	\$170.70
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$170.70
	Total Amount Due	\$565.80

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: _____

ZANGHETTI LISE MARIE C
32 MURRAY DR
ROCHESTER, NH 03867-7097

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	300860
Bill Number:	14070777
Pay By:	09/30/2020
Total Due:	565.80

Service Location
32 MURRAY 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



92096042021414070777900000565804

08/29/20
 14070777
 300860



10/29/2020 08:49
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

1P
|ubcnsing

Account Number	Customer # Name	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Amt	Status
300860	47581 ZANGHETTI LISE MARIE C				022403090086				32 MURRAY DR								Active
100	1 RES WATER	A	08/20/2020			14070777		517	46				255.30			565.80	
100	1 RES WATER	A	05/20/2020			14062813		471	9				49.95			170.70	
100	1 RES WATER	A	02/20/2020			14055034		462	5				27.75			61.50	
100	1 RES WATER	A	11/20/2019			14047197		457	6				33.30			103.80	
100	1 RES WATER	A	08/21/2019			14039343		451	29				160.95			356.70	
100	1 RES WATER	A	05/23/2019			14031467		422	10				55.50			123.00	
100	1 RES WATER	A	02/22/2019			14023733		412	5				27.75			61.50	
100	1 RES WATER	A	11/21/2018			14015963		407	5				27.75			61.50	
100	1 RES WATER	A	08/22/2018			14008166		402	19				105.45			233.70	
100	1 RES WATER	A	05/17/2018			14000278		383	19				49.95			110.70	
100	1 RES WATER	A	02/21/2018			13992607		374	10				53.49			119.21	
100	1 RES WATER	A	11/21/2017			13984955		364	7				37.03			82.67	

AG
10

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

46-10=36
36 x 6.75 = \$243.00



10/29/2020 08:51
kimberly.nickerson

CITY OF ROCHESTER
UB Consumption History Report

Account Number
Service

Account Number	Customer # Name	Mfr Meter Number	THORP DAVID M	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
300860	10423	SENS57938819	F	07/18/2017			022403090086	13972432	357	32	0	10.58	23.62	Active
100	SENS57938819	A	05/18/2017				13969546	355		2	0	42.32	94.48	
100	SENS57938819	A	02/23/2017				13962013	347		8	0	52.39	117.29	
100	SENS57938819	A	11/21/2016				13954506	337		10	0	28.86	66.30	
100	SENS57938819	A	08/25/2016				13946982	331		6	0	19.24	49.09	
100	SENS57938819	A	05/26/2016				13939392	327		4	0	52.91	121.55	
100	SENS57938819	A	02/23/2016				13931957	316		11	0	43.29	99.45	
100	SENS57938819	A	11/23/2015				13924562	307		9	0	52.23	120.87	
100	SENS57938819	A	08/20/2015				13917111	296		10	0	46.70	109.10	
100	SENS57938819	A	05/14/2015				13909589	286		8	0	37.36	87.28	
100	SENS57938819	A	02/25/2015				13902240	278		10	0	46.70	109.10	
100	SENS57938819	A	11/19/2014				13894861	268		16	0	74.72	174.56	
100	SENS57938819	A	08/18/2014				13887458	252		11	0	51.37	120.01	
100	SENS57938819	A	05/14/2014				13879958	241		9	0	41.99	98.15	
100	SENS57938819	A	02/24/2014				13872668	232		10	0	46.00	108.40	
100	SENS57938819	A	11/22/2013				13865335	222		16	0	73.60	173.44	
100	SENS57938819	A	08/19/2013				13857957	206		16	0	73.60	173.44	
100	SENS57938819	A	05/21/2013				13850537	190		13	0	59.80	140.92	
100	SENS57938819	A	02/22/2013				13843248	177		8	0	36.69	86.48	
100	SENS57938819	A	11/19/2012				13835936	169		9	0	40.41	95.40	
100	SENS57938819	A	08/22/2012				13828596	160		10	0	44.90	106.00	
100	SENS57938819	A	05/18/2012				13821206	150		8	0	35.92	84.80	
100	SENS57938819	A	02/22/2012				13813931	142		10	0	44.90	106.00	
100	SENS57938819	A	11/21/2011				13806660	132		10	0	44.90	106.00	
100	SENS57938819	A	08/24/2011				13799369	122		16	0	69.42	165.25	
100	SENS57938819	A	05/19/2011				13792009	106		10	0	42.90	102.40	
100	SENS57938819	A	02/22/2011				13784813	96		10	0	42.90	102.40	
100	SENS57938819	A	11/19/2010				13777599	86		9	0	38.61	92.16	
100	SENS57938819	A	08/23/2010				13770338	77		10	0	42.46	101.96	
100	SENS57938819	A	05/20/2010				13763030	67		3	0	15.91	44.35	
100	SENS57938819	A	02/22/2010				13755901	64		3	0	15.91	44.35	
100	SENS57938819	A	11/17/2009				13748684	61		3	0	15.91	44.35	

** 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: November 3, 2020

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 11/02/20

Customer Name: Janice Kane

Account: 172353

Service Address: 11 Hillside 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 the UAB Board table this request to obtain another quarter to average new owner usage history. This is a new water and sewer customer.

The above recommendation is based upon the following findings:

- A. The owner tied into city water and sewer in July 2020. Insufficient history to determine average.

Lisa J. Clark

11/3/2020

Lisa J. Clark
Utility Billing Office Supervisor

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: November 1, 2020
SUBJECT: City of Rochester
PROPERTY: **11 Hillside Drive**

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

This appeal is for water and sewer, the owners stated that they had above average consumption due to lawn repairs that needed to be done due to sewer tie in as part of the Colonial Pines project.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 11/2/20

- 1. Date of Appeal: 11/2/2020
- 2. Property Owner's Name: JANICE KANE Account #: _____
- 3. Billing Address: 11 HILLSIDE DRIVE
ROCHESTER NH 03867
- 4. Service Location: SAME AS ABOVE Zip Code _____
- 5. Owners Representative: _____
- 6. Owners Representative's Signature: _____
- 7. Phone #: 603-770-4062 Cell: 4
- 8. Email Address: janice.pets@yahoo.com
(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from _____ to _____

10. Abatement is being requested for:

- a. How many units of water _____ x 5.29 = \$ _____
- b. How many units of sewer _____ x 6.52 = \$ _____
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

11. Explanation of Appeal Request:

COLONIAL PINES SEWER/WATER PROJECT.
TOWN WATER AND SEWER WERE HOOKED UP WHICH
REQUIRED DIGGING UP MY FRONT, SIDE, AND PART
OF MY BACK YARD. AFTER SEEDING I HAD TO WATER
FROM AUGUST THRU THE END OF SEPT IN ORDER TO
GET THE GRASS TO GROW. THIS REQUIRED AT LEAST
80 min OF WATERING (MOVEMENT OF SPRINKLERS
FOUR TIMES), TWICE EACH DAY.

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

Yes No (circle one)

If yes, why?

11/5/2020
DANICE KANE
1 HILLTOP DRIVE

ROBERTA M. HARRISON

NAME OF A LEAK

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 - THE HOSE

If yes, has the leak been repaired?

NO - THE HOSE

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 9:30 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. Customers seeking abatement are encouraged, but not required, to appeal 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: 172353

[2020-07-23 10:36:08 michele.grant]: HOOKED UP TO CITY WATER & SEWER 7/23/20 (TECH INSTALLED METER ON 7/22 BUT DPW USING 7/23 AS EFFECTIVE DATE).

[2020-08-13 14:21:33 michele.grant]: INSTALLMENTS ADDED ONTO ACCT. FOR WATER & SEWER CONNECTION (WATER \$7860, SEWER \$6216.95)

[2020-11-02 15:53:32 kimberly.nickerson]: RECEIVED APPEAL PAPERWORK FOR NOV. 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
KANE JANICE	11 HILL SIDE DR

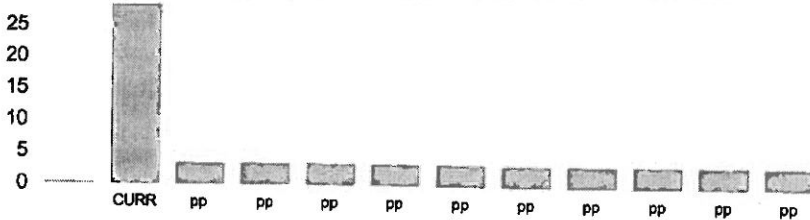
BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14077400	10/28/2020	172353	11/30/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	07/23/2020	10/11/2020	0	28	28	\$155.40
RES SEWER		07/23/2020	10/11/2020				\$189.00
HOMEOWNER			09/17/2020				\$155.42
HOMEOWNER			09/17/2020				\$196.50

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	\$896.32
A = Actual	Previous Balance	\$0.00
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$0.00
Total Amount Due		\$896.32

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

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

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:	172353
Bill Number:	14077400
Pay By:	11/30/2020
Total Due:	896.32

Service Location
11 HILL SIDE DR

KANE JANICE
11 HILLSIDE DR
ROCHESTER, NH 03867-5009

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





11/02/2020 15:54
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	Am	Billed	Am	Status
172353	29012	KANE JANICE				013500600000					11 HILLSIDE DR								Active
100	-	1 RES WATER	SENS88783826	A	10/11/2020			14077400		28		28		0		155.40			696.32

** 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: November 3, 2020
To: Utility Advisory Board
From: Lisa J. Clark, Utility Billing Office Supervisor
Re: Water/Sewer Billing Appeal Application Dated: 11/02/2020

Customer Name: Joe Boudreau Account # 033150
Service Address: 20 Pierce 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 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 13
 - 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

11/3/2020

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Kimberly Nickerson
DATE: November 3, 2020
SUBJECT: City of Rochester
PROPERTY: **20 Pierce 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 reseeded his lawn which required frequent watering.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 10/2/2020

1. Date of Appeal: 10/02/2020
2. Property Owner's Name: JOE BONDREAL Account #: 033150
3. Billing Address: 20 PIERCE DRIVE
ROCHESTER NH
4. Service Location: 20 PIERCE DRIVE Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 603-828-4465 Cell: _____
8. Email Address: ptbondreal@hotmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 05/01/2020 to 07/31/2020
10. Abatement is being requested for:
- a. How many units of water _____ x 5.55 = \$ _____
- b. How many units of sewer 13 x 6.75 = \$ 87.75
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 87.75

11. Explanation of Appeal Request:

WATERING FOR RESEEDING: NONE OF THE
EXCESS WENT INTO 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 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: 033150

[2014-08-05 10:02:53 ann]: LISA DISCOVERED THAT WATER ONLY WAS ON THIS ACCOUNT. ADDED SEWER CHARGES TO AUGUST BILLING

[2020-11-03 09:18:50 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

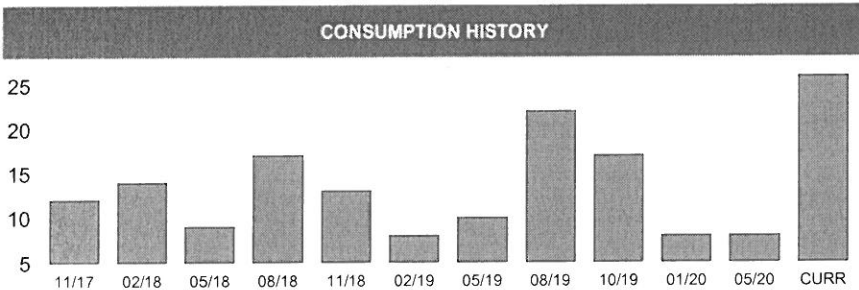
CUSTOMER NAME	SERVICE LOCATION
BOUDREAU JOSEPH ALPHONSE &	20 PIERCE DR

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14069305	08/27/2020	033150	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	318	344	26	\$144.30
RES SEWER		05/01/2020	07/31/2020				\$175.50

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	\$319.80
A = Actual	Previous Balance	\$98.40
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$417.40
	Total Amount Due	\$0.81

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:	033150
Bill Number:	14069305
Pay By:	10/01/2020
Total Due:	0.81

Service Location
20 PIERCE DR

BOUDREAU JOSEPH ALPHONSE &
BOUDREAU PHYLLIS THERESE
20 PIERCE DR
ROCHESTER, NH 03867-4495



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



11/03/2020 09:19
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
033150	40422	BOUDREAU JOSEPH ALPHONSE &				023700030150					20 PIERCE DR				Active
100	1 RES WATER	SENS74656590	A	07/31/2020				140693005	344		26		144.30	319.80	
100	1 RES WATER	SENS74656590	A	05/01/2020				140613339	318		8		44.40	98.40	
100	1 RES WATER	SENS74656590	A	01/31/2020				140535668	310		8		44.40	98.40	
100	1 RES WATER	SENS74656590	A	10/29/2019				140456917	302		17		94.35	209.10	
100	1 RES WATER	SENS74656590	A	08/01/2019				140378777	285		22		122.10	270.60	
100	1 RES WATER	SENS74656590	A	05/02/2019				140300111	263		10		55.50	123.00	
100	1 RES WATER	SENS74656590	A	02/04/2019				140222611	253		8		44.40	98.40	
100	1 RES WATER	SENS74656590	A	11/06/2018				140144966	245		13		72.15	159.90	
100	1 RES WATER	SENS74656590	A	08/07/2018				140066995	232		17		94.35	209.10	
100	1 RES WATER	SENS74656590	A	05/01/2018				139988211	235		19		49.95	110.70	
100	1 RES WATER	SENS74656590	A	02/02/2018				139911588	206		14		74.06	165.41	
100	1 RES WATER	SENS74656590	A	11/01/2017				139835166	192		12		63.48	141.72	
100	1 RES WATER	SENS74656590	A	07/31/2017				139758477	180		12		63.48	141.72	
100	1 RES WATER	SENS74656590	A	05/04/2017				139681266	168		10		52.90	118.10	
100	1 RES WATER	SENS74656590	A	02/07/2017				139605988	158		7		36.03	81.09	
100	1 RES WATER	SENS74656590	A	11/02/2016				139530977	151		9		43.29	99.45	
100	1 RES WATER	SENS74656590	A	08/01/2016				139455550	142		13		62.53	143.65	
100	1 RES WATER	SENS74656590	A	05/09/2016				139379788	129		6		28.86	66.30	
100	1 RES WATER	SENS74656590	A	02/10/2016				139305388	123		11		52.91	121.55	
100	1 RES WATER	SENS74656590	A	11/05/2015				139231441	112		9		42.51	98.67	
100	1 RES WATER	SENS74656590	A	08/04/2015				139157000	103		12		56.04	130.92	
100	1 RES WATER	SENS74656590	A	05/04/2015				139081811	91		7		32.69	76.37	
100	1 RES WATER	SENS74656590	A	02/12/2015				139008277	84		9		42.03	98.19	
100	1 RES WATER	SENS74656590	A	11/05/2014				138934511	75		10		46.70	109.10	
100	1 RES WATER	SENS74656590	A	08/07/2014				138860488	65		16		74.72	174.56	
100	1 RES WATER	SENS74656590	A	05/02/2014				138785448	49		7		32.58	32.58	
100	1 RES WATER	SENS74656590	A	02/12/2014				138712477	42		8		36.80	36.80	
100	1 RES WATER	SENS74656590	A	11/12/2013				138639244	34		9		41.40	41.40	
100	1 RES WATER	SENS74656590	A	08/06/2013				138565511	25		12		55.20	55.20	
100	1 RES WATER	SENS74656590	A	05/14/2013				138491255	13		6		27.60	27.60	
100	1 RES WATER	SENS74656590	A	02/19/2013				138418411	7		7		32.11	32.11	

AVG
B

26-13 = 13
13 x 6.75 = \$87.75

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



FOR 2021 13

ACCOUNTS FOR:	ORIGINAL APPROP	TRANSFRS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND							
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	-125,000	-2,816,052	.00	.00	-2,816,052.00	.0%
510001 406201 MISCELLANEOUS REV	-25,000	0	-25,000	-6,508.00	.00	-18,492.00	26.0%
510001 406600 CONSTRUCTION REVE	-50,000	0	-50,000	-24,400.32	.00	-25,599.68	48.8%
510001 406601 USER FEES	-3,900,000	0	-3,900,000	-964,182.58	.00	-2,935,817.42	24.7%
510001 406602 INTEREST ON DEL A	-5,000	0	-5,000	-1,397.68	.00	-3,602.32	28.0%
510001 406603 HYDRANT RENTAL FE	-24,000	0	-24,000	.00	.00	-24,000.00	.0%
510001 406826 HOMEOWNER FINANCE	-10,000	0	-10,000	-3,261.37	.00	-6,738.63	32.6%
TOTAL WATER WORKS REVENUE	-6,710,052	-125,000	-6,835,052	-999,749.95	.00	-5,835,302.05	14.6%
51601057 WATER WORKS EXPENSE							
51601057 511001 SALARIES - FULL	686,517	0	686,517	219,044.55	.00	467,472.45	31.9%
51601057 511002 SALARIES - PART	3,890	0	3,890	1,375.11	.00	2,514.89	35.3%
51601057 511099 SALARIES - ADJU	6,870	0	6,870	.00	.00	6,870.00	.0%
51601057 513001 OVERTIME - REGU	43,000	0	43,000	11,921.08	.00	31,078.92	27.7%
51601057 515001 ON CALL	5,058	0	5,058	1,500.00	.00	3,558.00	29.7%
51601057 516000 LONGEVITY	3,119	0	3,119	850.83	.00	2,268.17	27.3%
51601057 519000 TRAVEL ALLOWANC	500	0	500	.00	.00	500.00	.0%
51601057 521100 HEALTH INSURANC	173,805	0	173,805	46,975.51	.00	126,829.49	27.0%
51601057 521200 DENTAL INSURANC	3,214	0	3,214	939.94	.00	2,274.06	29.2%
51601057 521300 LIFE INSURANCE	1,555	0	1,555	465.98	.00	1,089.02	30.0%
51601057 523000 RETIRE CONTRIBU	52,602	0	52,602	16,875.17	.00	35,726.83	32.1%
51601057 526000 WORKERS' COMPEN	82,844	0	82,844	26,155.47	.00	56,688.53	31.6%
51601057 528001 DISABILITY INSU	17,865	0	17,865	.00	.00	17,865.00	.0%
51601057 532001 STAFF DEVELOPME	6,596	0	6,596	2,089.28	.00	4,506.72	31.7%
51601057 533000 OTHER PROF SERV	4,080	0	4,080	1,128.47	80.00	3,871.53	5.1%
51601057 533001 AUDIT	7,004	0	7,004	1,363.34	1,865.01	3,775.65	46.1%
51601057 533002 ENGINEERING SER	4,140	0	4,140	690.00	4,082.50	-632.50	115.3%*
51601057 533004 MEDICAL SERVICE	7,300	0	7,300	.00	.00	7,300.00	.0%
51601057 541100 WATER & SEWERAG	500	0	500	199.33	300.67	.00	100.0%
51601057 542300 CUSTODIAL SERVI	49,088	0	49,088	42,930.88	1,784.74	4,372.38	91.1%
51601057 543001 VEHICLE MAINT &	31,800	0	31,800	12,972.08	18,827.92	.00	100.0%
51601057 543002 EQUIPMENT MAINT	2,200	0	2,200	767.25	.00	1,432.75	34.9%
51601057 544200 RENTAL OF EQUIP	1,000	0	1,000	263.53	.00	736.47	26.4%
51601057 544202 RENTAL OF EQUIP	1,410	0	1,410	1,301.67	103.33	5.00	99.6%
51601057 544200 RENTAL OF EQUIP	3,110	0	3,110	.00	756.00	2,354.00	24.3%

FOR 2021 13

ACCOUNTS FOR:	ORIGINAL APPROP	TRANFRS/ADJUSTMTS	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%
51601057 552003 GENERAL LIABILI	5,466	0	5,466	.00	.00	5,466.00	0%
51601057 553400 POSTAGE FEES	400	0	400	60.60	.00	339.40	15.2%
51601057 554000 ADVERTISING	1,400	0	1,400	292.20	.00	1,107.80	20.9%
51601057 555000 PRINTING AND BI	1,000	0	1,000	.00	74.95	925.05	7.5%
51601057 556000 TUITION	3,150	0	3,150	.00	.00	3,150.00	0%
51601057 558000 TRAVEL	3,375	0	3,375	.00	16.67	358.33	4.4%
51601057 561003 OFFICE SUPPLIES	3,165	0	3,165	742.09	60.21	2,362.70	25.3%
51601057 561005 PUBLICATIONS	60	0	60	.00	.00	60.00	0%
51601057 561008 VEHICLE SUPPLIE	11,000	0	11,000	4,926.21	1,198.95	4,874.84	55.7%
51601057 561010 CLOTHING	7,172	0	7,172	2,093.78	2,154.26	2,923.96	59.2%
51601057 561015 SAFETY EQUIPMEN	5,000	0	5,000	500.63	333.46	4,165.91	16.7%
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	1,429.61	370.39	.00	100.0%
51601057 561032 OTHER OPERATION	3,625	0	3,625	1,441.89	430.34	.00	100.0%
51601057 562600 VEHICLE FUEL	21,420	0	21,420	3,404.31	.00	1,752.77	51.6%
51601057 573401 ADMIN EQUIPMENT	2,435	0	2,435	696.85	8.66	18,015.69	15.9%
51601057 573900 OTHER EQUIPMENT	7,500	0	7,500	1,187.68	536.00	1,729.49	29.0%
51601057 575100 INVENTORY PURCH	124,000	0	124,000	15,441.98	6,593.14	5,776.32	23.0%
51601057 581000 DUES AND FEES	5,200	0	5,200	2,174.33	.00	101,964.88	17.8%
51601057 583000 INTEREST EXPENS	485,435	0	485,435	261,128.37	.00	3,025.67	41.8%
51601057 584000 CONTINGENCY	20,000	0	20,000	.00	.00	224,306.63	53.8%
51601057 589001 STATE PERMITS &	8,750	0	8,750	6,314.08	1,950.00	20,000.00	0%
51601057 589031 LIEN DISCHARGE	600	0	600	78.98	121.02	485.92	94.4%
51601057 591000 REDEMPTION OF P	1,638,902	0	1,638,902	235,242.68	.00	400.00	33.3%
51601057 592001 DEPRECIATION	1,510,735	0	1,510,735	.00	.00	1,403,659.32	14.4%
51601057 593002 TRANS TO CAPITA	250,000	125,000	375,000	375,000.00	.00	1,510,735.00	0%
51601057 593008 TRANSFER TO GEN	25,000	0	25,000	8,333.33	.00	16,666.67	100.0%
TOTAL WATER WORKS EXPENSE	5,353,392	125,000	5,478,392	1,315,646.53	41,648.22	4,121,097.25	24.8%
51601073 WATER TREATMENT PLANT							
51601073 511001 SALARIES - FULL	301,457	0	301,457	96,314.96	.00	205,142.04	31.9%
51601073 513001 OVERTIME - REGU	20,000	0	20,000	9,136.58	.00	10,863.42	45.7%
51601073 515001 ON CALL	17,914	0	17,914	6,187.50	.00	11,726.50	34.5%
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	17,642.85	.00	57,352.15	23.5%
51601073 521200 DENTAL INSURANC	1,550	0	1,550	424.96	.00	1,125.04	27.4%
51601073 521300 LIFE INSURANCE	1,638	0	1,638	195.12	.00	442.88	30.6%
51601073 522000 SOCIAL SECURITY	24,108	0	24,108	8,129.83	.00	15,978.17	33.7%



CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

11/02/2020 15:36
kimberly.nickerson

FOR 2021 13

ACCOUNTS FOR:	ORIGINAL APPROP	TRANSFERS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND							
51601073 523000 RETIREMENT CONT	35,990	0	35,990	11,815.23	.00	24,174.77	32.8%
51601073 526000 WORKERS' COMPEN	5,896	0	5,896	.00	.00	5,896.00	0%
51601073 528001 DISABILITY INSU	3,109	0	3,109	968.00	.00	2,141.00	31.1%
51601073 528001 STAFF DEVELOPME	2,000	0	2,000	607.00	.00	1,393.00	30.4%
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	6,013.64	10,844.46	12,451.90	57.5%
51601073 541901 HVAC SERVICE CO	6,243	0	6,243	3,121.50	3,121.50	0.00	100.0%
51601073 543000 REPAIR AND MAIN	81,164	0	81,164	2,349.44	1,116.12	77,698.44	4.3%
51601073 543002 EQUIPMENT MAINT	84,576	0	84,576	12,249.43	13,618.00	58,708.57	30.6%
51601073 544500 LEASE COPIER/PR	718	0	718	1,159.93	.00	-441.93	161.6%*
51601073 552002 PROPERTY INSURA	7,256	0	7,256	.00	.00	7,256.00	0%
51601073 553000 COMMUNICATIONS	14,821	0	14,821	5,601.09	3,064.34	6,155.57	58.5%
51601073 561001 JANITORIAL SUPP	1,200	0	1,200	190.40	93.45	916.15	23.7%
51601073 561002 BLDG MAINT SUPP	1,600	0	1,600	801.45	.00	798.55	50.1%
51601073 561009 TRAINING MATERI	1,000	0	1,000	210.98	.00	789.02	21.1%
51601073 561010 CLOTHING	6,070	0	6,070	1,940.81	1,720.69	2,408.50	60.3%
51601073 561015 SAFETY EQUIPMEN	16,000	0	16,000	1,755.44	1,954.32	12,290.24	23.2%
51601073 561031 CHEMICALS	195,161	0	195,161	53,770.41	12,703.38	128,687.21	34.1%
51601073 561037 LABORATORY SUPP	9,634	0	9,634	3,131.03	1,877.90	4,625.07	52.0%
51601073 561040 EQUIPMENT REPAI	34,000	0	34,000	3,435.35	1,664.62	28,900.03	15.0%
51601073 562200 ELECTRICITY	180,000	0	180,000	28,786.36	58,723.64	92,490.00	48.6%
51601073 562400 HEATING FUEL	28,000	0	28,000	2.32	11,997.68	16,000.00	42.9%
51601073 573900 OTHER EQUIPMENT	31,624	0	31,624	6,199.00	17,511.52	7,913.48	75.0%
51601073 589030 PROP TAX TO OTH	42,000	0	42,000	171.00	37.00	41,792.00	.5%
TOTAL WATER TREATMENT PLANT	1,287,559	0	1,287,559	283,561.61	160,698.62	843,298.77	34.5%
51601570 WATER REVENUE OFFICE							
51601570 511001 SALARIES - FULL	34,580	0	34,580	12,853.23	.00	21,726.77	37.2%
51601570 521100 HEALTH INSURANC	13,483	0	13,483	4,240.95	.00	9,242.05	31.5%
51601570 521200 DENTAL INSURANC	126	0	126	43.28	.00	82.72	34.3%
51601570 521300 LIFE INSURANCE	76	0	76	25.13	.00	50.87	33.1%
51601570 522000 SOCIAL SECURITY	2,399	0	2,399	925.03	.00	1,473.97	38.6%
51601570 523000 RETIREMENT CONT	3,862	0	3,862	1,435.67	.00	2,426.33	37.2%
51601570 526000 WORKERS' COMPEN	61	0	61	.00	.00	61.00	0%
51601570 528001 DISABILITY INSU	374	0	374	124.65	.00	249.35	33.3%
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	3,043.99	.00	8,056.01	27.4%
51601570 555000 PRINTING AND BI	410	0	410	.00	.00	410.00	0%

FOR 2021 13

ACCOUNTS FOR:	ORIGINAL APPROP	TRANFRS/ ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND							
51601570 561003 OFFICE SUPPLIES	300	0	300	49.97	.00	250.03	16.7%
TOTAL WATER REVENUE OFFICE	69,101	0	69,101	24,583.54	.00	44,517.46	35.6%
TOTAL WATER ENTERPRISE FUND	0	0	0	624,041.73	202,346.84	-826,388.57	100.0%
TOTAL REVENUES	-6,710,052	-125,000	-6,835,052	-999,749.95	.00	-5,835,302.05	
TOTAL EXPENSES	6,710,052	125,000	6,835,052	1,623,791.68	202,346.84	5,008,913.48	

FOR 2021 13

ORIGINAL APPROP	TRANSFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
0	0	0	624,041.73	202,346.84	-826,388.57	100.0%

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



CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

11/02/2020 15:48
kimberly.nickerson

FOR 2021 13

ACCOUNTS FOR:
5002 SEWER ENTERPRISE FUND

	ORIGINAL APPROP	TRANFRS/ADJSTMTS	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	-125,000	-3,151,173	.00	.00	-3,151,173.00	.0%
520001 406201 MISCELLANEOUS REV	-4,000	0	-4,000	-92,357.74	.00	88,357.74	2308.9%
520001 406211 EASTERSEAL SRF IO	-16,049	0	-16,049	-4,101.96	.00	-11,947.04	25.6%
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	-852,501.08	.00	-3,847,498.92	18.1%
520001 406602 INTEREST ON DEL A	-5,000	0	-5,000	-1,141.70	.00	-3,858.30	22.8%
520001 406607 IMPACT FEES	-20,000	0	-20,000	-7,800.00	.00	-12,200.00	39.0%
520001 406701 SEPTIC DISPOSAL P	-125,000	0	-125,000	-56,000.00	.00	-69,000.00	44.8%
520001 406703 INDUSTRIAL PRE-TR	-10,000	0	-10,000	-1,361.29	.00	-8,638.71	13.6%
520001 406826 HOMEOWNER FINANCE	-24,000	0	-24,000	-43,240.90	.00	19,240.90	180.2%
TOTAL SEWER WORKS REVENUE	-7,945,222	-125,000	-8,070,222	-1,070,354.67	.00	-6,999,867.33	13.3%
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	163,735.30	.00	309,534.70	34.6%
52602057 511002 SALARIES - PART	3,890	0	3,890	1,375.11	.00	2,514.89	35.3%
52602057 511099 SALARIES - ADJU	6,735	0	6,735	.00	.00	6,735.00	.0%
52602057 513001 OVERTIME - REGU	8,100	0	8,100	959.77	.00	7,140.23	11.8%
52602057 515001 ON CALL	5,058	0	5,058	1,284.00	.00	3,774.00	25.4%
52602057 516000 LONGEVITY	2,077	0	2,077	850.84	.00	1,226.16	41.0%
52602057 519000 TRAVEL ALLOWANC	500	0	500	.00	.00	500.00	.0%
52602057 521100 HEALTH INSURANC	101,380	0	101,380	32,101.33	.00	69,278.67	31.7%

ACCOUNTS FOR:
5002 SEWER ENTERPRISE FUND

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	539.35	.00	1,174.65	31.5%
52602057 521300 LIFE INSURANCE	1,105	0	1,105	353.02	.00	751.98	31.9%
52602057 522000 SOCIAL SECURITY	35,297	0	35,297	12,155.54	.00	23,141.46	34.4%
52602057 523000 RETIRE CONTRIBU	54,986	0	54,986	18,753.07	.00	36,232.93	34.1%
52602057 526000 WORKERS' COMPEN	10,833	0	10,833	.00	.00	10,833.00	0%
52602057 528001 DISABILITY INSU	4,434	0	4,434	1,527.11	.00	2,906.89	34.4%
52602057 532001 STAFF DEVELOPME	3,100	0	3,100	128.47	80.00	2,891.53	6.7%
52602057 533000 OTHER PROF SERV	7,504	0	7,504	1,167.29	2,131.01	4,205.70	44.0%
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	6,240.00	13,760.00	-20,000.00	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	767.25	.00	1,432.75	34.9%
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	263.52	.00	2,236.48	10.5%
52602057 543002 EQUIPMENT MAINT	3,690	0	3,690	1,301.66	196.67	2,191.67	40.6%
52602057 544200 RENTAL OF EQUIP	2,900	0	2,900	.00	756.00	2,144.00	26.1%
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 552003 GENERAL LIABIL	5,198	0	5,198	.00	.00	5,198.00	0%
52602057 553400 POSTAGE FEES	500	0	500	28.05	.00	471.95	5.6%
52602057 554000 ADVERTISING	800	0	800	292.20	310.60	197.20	75.4%
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	741.83	16.67	858.33	1.9%
52602057 561003 OFFICE SUPPLIES	3,456	0	3,456	.00	60.21	2,653.96	23.2%
52602057 561005 PUBLICATIONS	60	0	60	.00	.00	60.00	0%
52602057 561008 VEHICLE SUPPLIE	15,000	0	15,000	8,359.04	566.99	6,073.97	59.5%
52602057 561009 TRAINING MATERI	250	0	250	210.97	.00	39.03	84.4%
52602057 561010 CLOTHING	6,150	0	6,150	893.28	1,014.26	4,242.46	31.0%
52602057 561015 SAFETY EQUIPMEN	5,900	0	5,900	1,440.43	333.46	4,126.11	30.1%
52602057 561022 HOT TOP COLD PA	5,500	0	5,500	5,500.00	.00	.00	100.0%
52602057 561032 SAND AND GRAVEL	1,650	0	1,650	1,429.59	220.41	.00	100.0%
52602057 561032 OTHER OPERATION	1,000	0	1,000	685.81	.00	.00	100.0%
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	6,125.23	.00	34,874.77	14.9%
52602057 573401 ADMIN EQUIPMENT	1,818	0	1,818	696.64	8.66	1,112.70	38.8%
52602057 573900 OTHER EQUIPMENT	8,000	0	8,000	29.76	536.00	7,434.24	7.1%
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	388,400.75	.00	154,597.25	71.5%
52602057 584000 CONTINGENCY	15,000	0	15,000	.00	.00	15,000.00	0%

FOR 2021 13

ACCOUNTS FOR: 5002 SEWER ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
52602057 589001 STATE PERMITS &	5,150	0	5,150	3,312.09	1,249.99	587.92	88.6%
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	1,392,299.68	.00	1,000,477.32	58.2%
52602057 593002 TRANS TO CAPITA	185,000	125,000	310,000	310,000.00	.00	.00	100.0%
52602057 593008 TRANSFER TO GEN	25,000	0	25,000	8,333.33	.00	16,666.67	33.3%
TOTAL SEWER WORKS EXPENSE	4,106,648	125,000	4,231,648	2,421,834.35	31,000.83	1,778,812.82	58.0%
52602074 SEWER TREATMENT PLANT							
52602074 511001 SALARIES - FULL	480,216	0	480,216	170,181.60	.00	310,034.40	35.4%
52602074 513001 OVERTIME -- REGU	32,500	0	32,500	14,405.05	.00	18,094.95	44.3%
52602074 515001 ON CALL	33,088	0	33,088	11,292.06	.00	21,795.94	34.1%
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	34,696.82	.00	79,165.18	30.5%
52602074 521200 DENTAL INSURANC	2,603	0	2,603	816.64	.00	1,786.36	31.4%
52602074 521300 LIFE INSURANCE	921	0	921	342.72	.00	578.28	37.2%
52602074 522000 SOCIAL SECURITY	39,199	0	39,199	14,268.32	.00	24,930.68	36.4%
52602074 523000 RETIREMENT CONT	56,463	0	56,463	20,674.20	.00	35,788.80	36.6%
52602074 526000 WORKERS' COMPEN	8,760	0	8,760	.00	.00	8,760.00	0%
52602074 528001 DISABILITY INSU	3,528	0	3,528	1,390.56	.00	2,137.44	39.4%
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 533006 LABORATORY SERV	109,258	0	109,258	8,880.22	34,089.83	66,287.95	39.3%
52602074 534009 INDUSTRIAL PRET	40,239	0	40,239	1,684.63	8,695.37	29,859.00	25.8%
52602074 541901 HVAC SERVICE CO	19,389	0	19,389	9,694.50	9,694.50	.00	100.0%
52602074 543000 REPAIR AND MAIN	96,350	0	96,350	2,182.87	6,282.76	87,884.37	8.8%
52602074 544500 EQUIPMENT MAINT	209,158	0	209,158	45,110.73	64,055.35	99,991.92	52.2%
52602074 545000 LEASE COPIER/PR	2,956	0	2,956	769.72	.00	2,186.28	26.0%
52602074 552002 PROPERTY INSURA	5,306	0	5,306	.00	.00	5,306.00	0%
52602074 553000 COMMUNICATION	12,945	0	12,945	4,299.20	2,270.53	6,375.27	50.8%
52602074 559000 MISC PURCHASED	8,000	0	8,000	.00	7,850.00	150.00	98.1%
52602074 561001 JANITORIAL SUPP	1,600	0	1,600	271.28	79.75	1,248.97	21.9%
52602074 561002 BUILDING MAINT	5,300	0	5,300	1,469.90	1,044.58	2,785.52	47.4%
52602074 561010 CLOTHING	9,100	0	9,100	2,516.24	2,529.67	4,054.09	55.4%
52602074 561015 SAFETY EQUIPMEN	6,200	0	6,200	1,701.85	1,964.70	2,533.45	59.1%
52602074 561031 CHEMICAL	345,616	0	345,616	8,393.62	25,609.58	311,612.80	9.8%
52602074 561037 LABORATORY SUPP	30,423	0	30,423	8,094.60	2,027.45	20,300.95	33.3%
52602074 561040 EQUIPMENT REPAI	102,465	0	102,465	7,373.47	10,943.13	84,148.40	17.9%
52602074 562200 ELECTRICITY	425,000	0	425,000	77,634.98	109,865.02	237,500.00	44.1%
52602074 562400 HEATING FUEL	49,450	0	49,450	1,142.98	13,057.02	35,250.00	28.7%
52602074 573900 OTHER EQUIPMENT	21,500	0	21,500	.00	1,066.80	20,433.20	5.0%



FOR 2021 13

ACCOUNTS FOR:	ORIGINAL APPROP	TRANFRS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
5002 SEWER ENTERPRISE FUND							
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	449,788.76	306,036.04	3,411,227.20	18.1%
52602470 SEWER REVENUE OFFICE							
52602470 511001 SALARIES - FULL	34,580	0	34,580	12,853.43	.00	21,726.57	37.2%
52602470 521100 HEALTH INSURANC	13,485	0	13,485	4,241.06	.00	9,243.94	31.5%
52602470 521200 DENTAL INSURANC	127	0	127	43.36	.00	83.64	34.1%
52602470 521300 LIFE INSURANCE	76	0	76	25.27	.00	50.73	33.3%
52602470 522000 SOCIAL SECURITY	2,402	0	2,402	925.20	.00	1,476.80	38.5%
52602470 523000 RETIREMENT CONT	3,864	0	3,864	1,435.74	.00	2,428.26	37.2%
52602470 526000 WORKERS' COMPEN	61	0	61	.00	.00	61.00	.0%
52602470 528001 DISABILITY INSU	376	0	376	124.79	.00	251.21	33.2%
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	3,044.00	.00	7,144.00	29.9%
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	24,480.52	.00	43,122.48	36.2%
TOTAL SEWER ENTERPRISE FUND	0	0	0	1,825,748.96	337,036.87	-2,162,785.83	100.0%
TOTAL REVENUES	-8,341,303	-125,000	-8,466,303	-1,070,354.67	.00	-7,395,948.33	
TOTAL EXPENSES	8,341,303	125,000	8,466,303	2,896,103.63	337,036.87	5,233,162.50	

FOR 2021 13

ORIGINAL APPROP	TRANSFRS/ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
0	0	0	1,825,748.96	337,036.87	-2,162,785.83	100.0%

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