



City of Rochester
209 Chestnut Hill Rd.
Rochester, New Hampshire 03867
Phone (603) 332-3110 or (603)335-7501

DATE: February 5, 2024
TO: Utility Advisory Board
FROM: Laura McDormand, Admin. Services & Utility Billing Supervisor
RE: Utility Advisory Board Meeting

There will be a meeting of the Utility Advisory Board on Monday February 12, 2024 at 5:30 PM at New DPW Building, 209 Chestnut Hill Rd., Rochester.

AGENDA

1. Call to order
2. Acceptance of January 8, 2024 Minutes
3. Tabled Appeals
 - 3.1 Mark & Kathleen Nice (Pages 47-54)
37 Bailey Dr.
Sewer – outside watering
Re: Account #110018
4. Appeals
 - 4.1 Roger Houde (Pages 5-11)
51B Whitehall Rd.

Sewer – outside hose

Re: Account #084510

4.2 Richard & Priscilla Leblanc (Pages 12-19)

32 Chamberlain St.

Sewer – broken pipe

Re: Account #100880

4.3 Roland Kimball (Pages 20-28)

13 Patriots Way

Water & Sewer – burst pipe

Re: Account #164060

4.4 Robert Wotton (Pages 29-35)

83 Eastern Ave.

Sewer – new pool liner

Re: Account #060360

4.5 Raymond & Dawn McGill (Pages 36-46)

53-55 River St.

Water & Sewer – meter malfunction

Re: Account #041520

5. Financials – Water & Sewer Revenue and Expense Reports

6. Adjournment

**Utility Advisory Board
January 8, 2023
5:30pm
DPW Conference Room
209 Chestnut Hill Road**

MEMBERS PRESENT

Shawn Libby, Chairman
Brett Johnson
Ralph Sanders

ABSENT

Joe Boudreau
Eli Barnes

OTHERS PRESENT

Lisa Clark, DPW Deputy Director, Operations & Administration
Michele Grant, Utility Billing Administrator

MINUTES

1. Call to order:

Mr. Libby called the meeting to order at 5:30pm.

2. Approval of December 11, 2023 Minutes

Mr. Libby requested a motion or comments on the minutes for the December 11, 2023, meeting. *Mr. Johnson made a motion to accept the December 11, 2023, meeting minutes as presented. The motion was seconded by Mr. Sanders, the motion passed unanimously.*

3. Appeals

3.1 7 Harding St. – David & Marsha Miller

The appellant was not present for the meeting. The appeal request is for a water and sewer abatement for an unknown toilet running continuously.

Mr. Johnson made a motion to deny this appeal for it does not meet qualifications per Water & Sewer Policy, but did make a motion to grant a 25% hardship abatement for a total of \$87.48. Mr. Libby seconded the motion, the motion passed unanimously.

3.2 29 Walnut St. – Apollo Capital LLC

The appellant was not present for the meeting. The appeal is for water and sewer abatement for a leaking toilet.

Mr. Johnson made a motion to abate 69 units of water for a total of \$442.29 and abate 69 units of sewer for a total of \$563.73. This is a 1 in 10-year abatement. Mr. Libby seconded the motion, the motion passed unanimously.

3.3 65 Ida Circle – Jennifer Gullison

The appellant was not present for the meeting. The appeal is for a sewer abatement for outside watering.

Mr. Johnson made a motion to abate 18 units of sewer for a total of \$147.06. Mr. Sanders seconded the motion, the motion passed unanimously.

3.4 33 Bailey Drive – Anthony Coraine

The appellant was not present for the meeting. The appeal is for sewer abatement for outside watering.

Mr. Johnson made a motion to abate 25 units of sewer for a total of \$204.25. Mr. Libby seconded the motion, the motion passed unanimously.

4. Financials – Water & Sewer Revenue and Expense Reports

5. Adjournment:

Mr. Libby made a motion to adjourn at 6:07pm. The motion was seconded by Mr. Johnson, the motion passed unanimously.

Minutes respectfully submitted by Michele Grant, Utility Billing Administrator



City of Rochester
209 Chestnut Hill Rd.
Rochester, New Hampshire 03867
Phone (603) 332-3110 or (603)335-7501

Date: January 25, 2024

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 1/3/24

Customer Name: Roger Houde Account #: 084510

Service Address: 51B Whitehall Rd.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

Recommendations:

I recommend a sewer abatement on the December invoice since the water was used outside and did not enter the sewer system.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
 - a. Total units on Dec. disputed invoice: 59
 - b. Average Usage is: 18
 - c. Estimated use over average: **41**

Value of 41 units of sewer at the current rate of \$8.17 = \$334.97

Laura J. McDormand

Laura J. McDormand
Admin Services & Utility Supervisor

1-26-2024

Date

WATER/SEWER BILLING MEMORANDUM

TO: Laura McDormand

FROM: Michele Grant

DATE: January 8, 2024

SUBJECT: City of Rochester

PROPERTY: 51B Whitehall Rd.

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

This appeal is for outside hose left on.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 1/3/24

- 1. Date of Appeal: 1-3-24
- 2. Property Owner's Name: Roger Houde Account #: 084510
- 3. Billing Address: 51-B Whitehall RD
Rochester N.H.
- 4. Service Location: 51-B Whitehall RD Zip Code 03867
- 5. Owners Representative: Roger Houde
- 6. Owners Representative's Signature: Roger Houde
- 7. Phone #: 603-332-4595 Cell: _____
- 8. Email Address: _____

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(Agendas and Decision Letters will be emailed)

- 9. Billing Period that is being appealed is from 12-21-2023 to 12-21-23 9-21-23 to 12-21-23
- 10. Abatement is being requested for:
 - a. How many units of water _____ x 6.41 = \$ _____
 - b. How many units of sewer _____ x 8.17 = \$ _____
 - C. Water & Sewer Department Fees of: \$ _____
 - Total \$ _____

11. Explanation of Appeal Request:
Not to pay for X-TRA Sewage cost
outside hose was left on

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? YES

Who made the repair? ME - OUTSIDE HOSE WAS LEFT ON

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. *Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.*
2. *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 the DPW 209 Chestnut Hill Road.*
3. *Abatement Appeal Applications must be received by the 27th of the month to be placed on the following month's UAB agenda.*
4. *Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*
5. *Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.*

Mailing Address
Department of Public Works
209 Chestnut Hill Road
Rochester, NH 03867
waterbilling@rochesternh.gov

Accounts

Account: 084510

POOL ADJUSTMENT DONE IN JUNE 61.56

[2023-12-21 16:06:14 darcy.landry]: SENT LEAK LETTER - 59 UNITS

[2024-01-08 16:43:01 michele.grant]: REC'D. APPEAL PAPERWORK 1/3/24.



City of Rochester

209 Chestnut Hill Rd.
Rochester, NH 03867

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
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HOUDE DAWN L & ROGER A

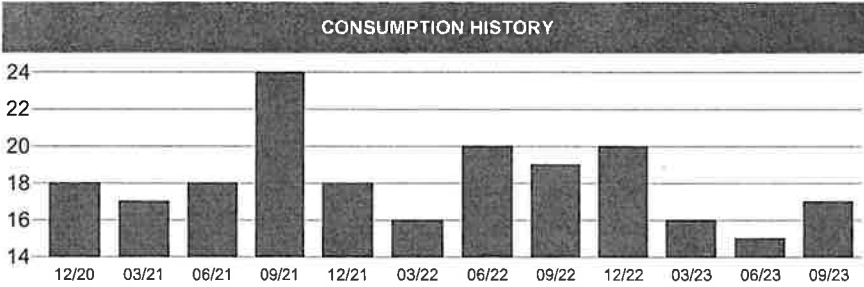
51 B WHITEHALL

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14175896	12/27/2023	084510	01/29/2024

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	09/21/2023	12/21/2023	2902	2961	59	\$378.19
RES SEWER		09/21/2023	12/21/2023				\$482.03

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	Total Current Billing	\$860.22
A = Actual	Previous Balance	\$247.86
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$247.86
Total Amount Due		\$860.22

PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74
MASTERCARD, DISCOVER & AMX PYMTS. WITH TAX OFFICE 2.99% 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:	084510
Bill Number:	14175896
Pay By:	01/29/2024
Total Due:	860.22

HOUDE DAWN L & ROGER A
51B WHITEHALL RD
ROCHESTER, NH 03867-1720

Service Location
51 B WHITEHALL

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



UB Consumption History Report

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	By	Parcel	Bill #	Curr	Read	Usage	Repl	Usage	Charge	Amt	Billed	Amt	Status
084510	48547	HOUDE DAWN L & ROGER A					023900200002				51	WHITEHALL						Active
100	-	1 RES WATER	A	12/21/2023			14175896		2,961		59		0	378.19	860.22			
100	-	1 RES WATER	A	09/21/2023			14167763		2,902		17		0	108.97	247.86			
100	-	1 RES WATER	A	06/16/2023			14159717		2,885		15		0	96.15	218.70			
100	-	1 RES WATER	A	03/22/2023			14151477		2,870		16		0	102.56	233.28			
100	-	1 RES WATER	A	12/28/2022			14143450		2,854		20		0	128.20	291.60			
100	-	1 RES WATER	A	09/19/2022			14135373		2,834		19		0	116.69	265.42			
100	-	1 RES WATER	A	06/18/2022			14127315		2,815		20		0	116.60	265.20			
100	-	1 RES WATER	A	03/17/2022			14119290		2,795		16		0	93.28	212.16			
100	-	1 RES WATER	A	12/21/2021			14111332		2,779		18		0	104.94	238.68			
100	-	1 RES WATER	A	09/20/2021			14106104		2,761		24		0	139.92	318.24			
100	-	1 RES WATER	A	06/10/2021			14098027		2,737		18		0	104.94	238.68			
100	-	1 RES WATER	A	03/09/2021			14090003		2,719		17		0	98.25	222.48			
100	-	1 RES WATER	A	12/16/2020			14082120		2,702		18		0	99.90	221.40			
100	-	1 RES WATER	A	09/15/2020			14071509		2,684		20		0	111.00	246.00			
100	-	1 RES WATER	A	06/16/2020			14063612		2,664		27		0	149.85	332.10			
100	-	1 RES WATER	A	03/05/2020			14055714		2,637		16		0	88.80	196.80			
100	-	1 RES WATER	A	12/13/2019			14047920		2,621		20		0	111.00	246.00			
100	-	1 RES WATER	A	09/06/2019			14040074		2,601		15		0	83.25	184.50			
100	-	1 RES WATER	A	06/19/2019			14032230		2,586		21		0	116.55	258.30			
100	-	1 RES WATER	A	03/07/2019			14024426		2,565		17		0	94.35	209.10			
100	-	1 RES WATER	A	12/05/2018			14016679		2,548		19		0	105.45	233.70			
100	-	1 RES WATER	A	09/06/2018			14008896		2,529		19		0	105.45	233.70			
100	-	1 RES WATER	A	06/05/2018			14001088		2,510		19		0	105.45	233.70			
100	-	1 RES WATER	A	03/05/2018			13993290		2,491		18		0	96.89	215.73			

** END OF REPORT - Generated by Michele Grant **

Handwritten notes: 2,961 (circled), 2,885, 2,870, 2,854, 2,834, 2,815, 2,795, 2,779, 2,761, 2,737, 2,719, 2,702, 2,684, 2,664, 2,637, 2,621, 2,601, 2,586, 2,565, 2,548, 2,529, 2,510, 2,491.



City of Rochester
209 Chestnut Hill Rd.
Rochester, New Hampshire 03867
Phone (603) 332-3110 or (603)335-7501

Date: January 25, 2024

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 1/9/24

Customer Name: Richard & Priscilla LeBlanc Account #: 100880

Service Address: 32 Chamberlain St.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

Recommendations:

I recommend denying this abatement based on the Policy for Water and Sewer adjustments, this does not qualify for a water abatement, does not meet excess consumption and the leak has not been fixed yet.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
 - a. Total units on Dec. disputed invoice: 33
 - b. Average Usage is: 9
 - c. Estimated use over average: 24

Value of 24 units of sewer at the current rate of \$8.17 = \$196.08

Laura J. McDormand
Laura J. McDormand
Admin Services & Utility Supervisor

1-26-2024
Date

WATER/SEWER BILLING MEMORANDUM

TO: Laura McDormand

FROM: Michele Grant

DATE: January 9, 2024

SUBJECT: City of Rochester

PROPERTY: **32 Chamberlain St.**

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

This appeal is for a broken pipe.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 1/9/24

1. Date of Appeal: 1-5-24
2. Property Owner's Name: LEBLANC RICHARD + PAISCILLA Account #: 100880
3. Billing Address: 32 CHAMBERLAIN ST.
ROCHESTER NH 03867-2401
4. Service Location: SAMIE Zip Code: 03867-2401
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 603-332-0145 Cell: 603-520-8404
8. Email Address: LEBLANC RW @ GMAIL.COM

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(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 9-14-23 to 12-15-23
10. Abatement is being requested for:
 - a. How many units of water 24 x 6.41 = \$ 153.84
 - b. How many units of sewer 24 x 8.17 = \$ 196.08
 - c. Water & Sewer Department Fees of: \$ _____
 - Total \$ _____

11. Explanation of Appeal Request:

PLEASE SEE ATTACHED

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? NO, BRANCH ISOLATION VALVE TURNED OFF

Who made the repair? OUTSIDE SPIGOT - TO BE REPAIRED IN THE SPRING.

Has proof of the repair been attached to this appeal form? PLEASE SEE ATTACHED

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 - BUT WE ARE ON A FIXED INCOME

Please note:

1. **Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.**
2. **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 the DPW 209 Chestnut Hill Road.**
3. **Abatement Appeal Applications must be received by the 27th of the month to be placed on the following month's UAB agenda.**
4. **Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
5. **Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.**

The receipt of the latest water/sewer bill (account 100880) indicated a problem with my water system. A pressure gauge indicated I did have a leak. Inspection found a leak in a pipe going to an outside hose spigot. The leak is in a tight crawl space and it is spraying onto the nearby sill. I have turned off the branch isolation valve and intend to replace the defective pipe in the spring. I suspect location of this outside fixture led to this pipe freezing and causing this leak. I plan to reroute the pipe so as to keep it inside the warm basement. The spigot is one of the "Frost proof type"

As all of the leaking water went into the unfinished basement/crawl space floor and not into the city sewer I do not feel I should have to pay that portion of the bill regardless of the outcome of the fresh water part of this dispute.

Thank You

Richard Leblanc

1/5/2024

Accounts

Account: 100880

[2012-09-17 09:07:15 kathy]: TURNED OFF / ON FOR NON-PAYMENT 9/11/12.

[2017-03-01 10:54:08 karenb]: CUSTOMER IS PUTTING PAYMENT IN MAIL TODAY FROM FLORIDA.

[2020-09-03 14:08:51 michele.grant]: RICHARD CALLED, DID A BILL PAY WITH BANK AND THE PAST DUE BAL. S/B PD. AROUND 9/9/20.

[2024-01-09 15:39:57 michele.grant]: REC'D. APPEAL FORM



City of Rochester

209 Chestnut Hill Rd.
Rochester, NH 03867

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
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LEBLANC RICHARD & PRISCILLA

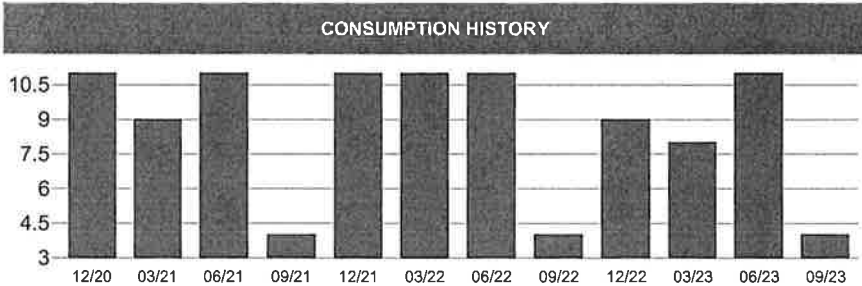
32 CHAMBERLAIN

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14176298	12/27/2023	100880	01/29/2024

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	09/14/2023	12/15/2023	943	976	33	\$211.53
RES SEWER		09/14/2023	12/15/2023				\$269.61

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	Total Current Billing	\$481.14
A = Actual	Previous Balance	\$64.56
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$195.79
	Total Amount Due	\$349.41

PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74
MASTERCARD, DISCOVER & AMX PYMTS. WITH TAX OFFICE 2.99% 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:	100880
Bill Number:	14176298
Pay By:	01/29/2024
Total Due:	349.41

Service Location
32 CHAMBERLAIN

LEBLANC RICHARD & PRISCILLA
32 CHAMBERLAIN ST
ROCHESTER, NH 03867-2401

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



CITY OF ROCHESTER



UB Consumption History Report

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parce	Bill #	Curr	Read	Usage	Repl	Usage	Charge	Amt	Billed	Amt	Status
100880	5005	LEBLANC RICHARD & PRISCILLA				011801120000				32	CHAMBERLAIN						Active
100	1 RES WATER	SENS57000411	A	12/15/2023		14176298	976			33		0	211.53	481.14			
100	1 RES WATER	SENS57000411	A	09/14/2023		14168163	943			4		0	25.64	63.38			
100	1 RES WATER	SENS57000411	A	06/15/2023		14160111	939			11		0	70.51	160.38			
100	1 RES WATER	SENS57000411	A	03/13/2023		14151868	928			8		0	51.28	116.64			
100	1 RES WATER	SENS57000411	A	12/15/2022		14143837	920			9		0	57.69	131.22			
100	1 RES WATER	SENS57000411	A	09/10/2022		14135762	911			4		0	24.36	62.10			
100	1 RES WATER	SENS57000411	A	06/10/2022		14127704	907			11		0	64.13	145.86			
100	1 RES WATER	SENS57000411	A	03/14/2022		14119679	896			11		0	64.13	145.86			
100	1 RES WATER	SENS57000411	A	12/03/2021		14111718	885			11		0	64.13	145.86			
100	1 RES WATER	SENS57000411	A	09/17/2021		14106493	874			4		0	23.32	57.63			
100	1 RES WATER	SENS57000411	A	06/04/2021		14098414	870			11		0	64.13	145.86			
100	1 RES WATER	SENS57000411	A	03/08/2021		14090389	859			9		0	51.87	117.27			
100	1 RES WATER	SENS57000411	A	12/10/2020		14082504	850			11		0	61.05	135.30			
100	1 RES WATER	SENS57000411	A	09/14/2020		14071889	839			1		0	21.09	53.37			
100	1 RES WATER	SENS57000411	A	06/16/2020		14063990	838			11		0	61.05	135.30			
100	1 RES WATER	SENS57000411	A	03/06/2020		14056089	827			11		0	61.05	135.30			
100	1 RES WATER	SENS57000411	A	12/06/2019		14048302	816			6		0	33.30	73.80			
100	1 RES WATER	SENS57000411	A	09/13/2019		14040454	810			4		0	22.20	54.48			
100	1 RES WATER	SENS57000411	A	06/07/2019		14032606	806			4		0	38.85	86.10			
100	1 RES WATER	SENS57000411	A	03/11/2019		14024805	799			4		0	22.20	54.48			
100	1 RES WATER	SENS57000411	A	12/14/2018		14017061	795			11		0	61.05	135.30			
100	1 RES WATER	SENS57000411	A	09/07/2018		14009279	784			1		0	21.09	53.37			
100	1 RES WATER	SENS57000411	A	06/13/2018		14001470	783			12		0	66.60	147.60			
100	1 RES WATER	SENS57000411	A	03/12/2018		13993672	771			12		0	64.77	144.14			
100	1 RES WATER	SENS57000411	A	12/06/2017		13986048	759			10		0	52.90	118.10			
100	1 RES WATER	SENS57000411	A	09/19/2017		13978385	749			8		0	42.32	94.48			
100	1 RES WATER	SENS57000411	A	06/07/2017		13970714	741			10		0	52.90	118.10			
100	1 RES WATER	SENS57000411	A	03/09/2017		13963069	731			4		0	21.16	52.35			
100	1 RES WATER	SENS57000411	A	12/02/2016		13955586	727			10		0	48.21	110.67			
100	1 RES WATER	SENS57000411	A	09/01/2016		13948043	717			6		0	28.86	66.30			
100	1 RES WATER	SENS57000411	A	06/02/2016		13940535	711			7		0	33.67	77.35			
100	1 RES WATER	SENS57000411	A	03/01/2016		13932988	704			4		0	19.24	49.09			
100	1 RES WATER	SENS57000411	A	12/02/2015		13925619	700			10		0	47.73	110.13			
100	1 RES WATER	SENS57000411	A	09/08/2015		13918180	690			8		0	37.36	87.28			
100	1 RES WATER	SENS57000411	A	06/05/2015		13910739	682			13		0	60.71	141.83			
100	1 RES WATER	SENS57000411	A	03/04/2015		13903265	669			11		0	51.37	120.01			
100	1 RES WATER	SENS57000411	A	12/01/2014		13895914	658			10		0	46.70	109.10			
100	1 RES WATER	SENS57000411	A	09/04/2014		13888513	648			7		0	32.69	76.37			
100	1 RES WATER	SENS57000411	A	06/03/2014		13881093	641			10		0	46.70	109.10			
100	1 RES WATER	SENS57000411	A	03/06/2014		13873686	631			10		0	46.05	108.45			
100	1 RES WATER	SENS57000411	A	12/03/2013		13866395	621			12		0	55.20	130.08			
100	1 RES WATER	SENS57000411	A	09/04/2013		13859010	609			19		0	87.40	205.96			
100	1 RES WATER	SENS57000411	A	06/04/2013		13851632	590			17		0	78.20	184.28			
100	1 RES WATER	SENS57000411	A	03/04/2013		13844257	573			14		0	64.40	151.76			
100	1 RES WATER	SENS57000411	A	12/10/2012		13836971	559			15		0	67.52	159.37			
100	1 RES WATER	SENS57000411	A	09/05/2012		13829677	544			8		0	35.92	144.80			
100	1 RES WATER	SENS57000411	A	06/04/2012		13822314	536			14		0	62.86	148.40			
100	1 RES WATER	SENS57000411	A	03/02/2012		13814945	522			10		0	44.90	106.00			
100	1 RES WATER	SENS57000411	A	12/01/2011		13807722	512			11		0	49.39	116.60			
100	1 RES WATER	SENS57000411	A	09/01/2011		13800404	501			9		0	39.23	93.27			
100	1 RES WATER	SENS57000411	A	05/31/2011		13793114	492			10		0	42.90	102.40			

104-12-2-1998
6
Page 1



City of Rochester
209 Chestnut Hill Rd.
Rochester, New Hampshire 03867
Phone (603) 332-3110 or (603)335-7501

Date: January 25, 2024

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 1/10/24

Customer Name: Roland Kimball

Account #: 164060

Service Address: 13 Patriots Way

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

Recommendations:

I recommend denying this appeal as the appeal paperwork was received after the due date. Per Ordinance 260-19A the appellant shall file an appeal to the UB office in writing prior to the payment due date.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system.
 - a. Total units in Oct. disputed invoice: 16
 - b. Average Usage is: 9
 - c. Estimated use over average: 7

Value of 7 units of sewer at the current rate of \$8.17 = \$57.19

Laura J. McDormand

Laura McDormand
Admin. Services & Utility Billing Supervisor

1-26-2024

Date

WATER/SEWER BILLING MEMORANDUM

TO: Laura McDormand

FROM: Michele Grant

DATE: January 10, 2024

SUBJECT: City of Rochester

PROPERTY: 13 Patriots Way

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

This appeal is for a broken pipe in basement.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 1/10/24

1. Date of Appeal: 1/10/24
2. Property Owner's Name: Roland Kimball Account #: 164060
3. Billing Address: 13 Patriots Way
Rochester NH 03839
4. Service Location: SAME Zip Code _____
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 603-617-0836 Cell: same
8. Email Address: 676to@metrocast.net

WTS
③

(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 1/2 x 6.41 = \$ _____
- b. How many units of sewer 7 x 8.17 = \$ _____
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

11. Explanation of Appeal Request:

ON THIS BILL I HAD A SMALL LEAK IN THE
BASEMENT, WHICH EVENTUALLY BURST AND WILL BE
REFLECTED IN MY NEXT BILL. I DIDNT NOTICE THE LEAK
UNTIL IT BURST AND AFFECTED WATER PRESSURE,
AFTER DIAGNOSING THE BURST PIPE WAS IN THE BASEMENT
FLOOR

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? YES

Who made the repair? will include with 2nd Bill

Has proof of the repair been attached to this appeal form? Some us above

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, Right now I am not working (I have diabetic Foot Problems)
and we can barley make the Bills, not to mention all
that was lost in flooded basement + repairs,

Please note:

1. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.
2. 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 the DPW 209 Chestnut Hill Road.
3. Abatement Appeal Applications must be received by the 27th of the month to be placed on the following month's UAB agenda.
4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.
5. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.

Mailing Address
Department of Public Works
209 Chestnut Hill Road
Rochester, NH 03867
waterbilling@rochesternh.gov



Kirchofer Plumbing and Heating
 50 Goldrush Lane
 Rochester, NH 03868
 (603) 490-4295
 kirchoferplumbing@yahoo.com

BILL TO
 Kimball
 13 Patriot Way
 Rochester, NH 03839

INVOICE 582

DATE 11/21/2023 **TERMS** Due on receipt

DUE DATE 11/21/2023

DATE	DESCRIPTION	AMOUNT
	Plumbing Investigate water leak under slab Found main copper line with large hole Repair main water line in basement Run new water main to ceiling	750.00
Thank you for your business.		
	PAYMENT	750.00
	TOTAL DUE	\$0.00

PAID

Accounts

Account: 164060

04/21/2004 TURN OFF/TURN ON FOR NON-PAYMENT.
 09/30/2004 P/U CHECK DUE TO NON-PAYMENT.
 10/28/04 - SERVICE CALL DUE TO NON-PAYMENT
 12/19/04 - VOIDED PAYMENT ARRANGEMENT
 2/7/05 - VOIDED PAYMENT ARRANGEMENT
 11/08/06- SERVICE CALL- ROCKY PICKED UP CHECK
 2/19/08 - ANGELA CALLED - HOUSE IS BEING FORECLOSED AND SHE IS LEAVING AT THE
 END OF THE MONTH
 04/17/08- WATER CURRENTLY OFF AT THIS LOCATION DUE TO NON PAYMENT. PROPERTY HAS
 BEEN FORECLOSED
 5/28/08 - NEW OWNER - CITIFINANCIAL - REPRINTED LAST BILL AND MAILED TO THEM
 10/21/08- SENT LETTER TO FIX OUTSIDE READER - VANGUARD REPLACED METER 3/24/09
 7/29/09 - HE CAME IN UPSET THAT HIS OCTOBER AND JANUARY BILLS WERE SO HIGH AND
 NOW HIS BILLS ARE BACK TO WHAT HE FEELS IS NORMAL. I TRIED TO EXPLAIN THAT
 SOMETHING MUST HAVE HAPPENED DURING THAT PERIOD BUT HE FEELS THAT THE METER WAS
 NOT WORKING PROPERLY. I GAVE HIM APPEAL PAPERWORK.
 [2010-11-01 14:49:09 kathy]: RETURNED CHECK PAID ON 10/18/10 NOT ON SHUT OFF
 SENT LETTER 11/1/10
 [2010-11-18 15:49:43 kathy]: TURNED OFF 11/16 TURNED ON 11/17 PAID CASH
 [2011-06-16 16:07:23 ann]: HE CAME IN AND ADVISED THAT THERE IS A PROBLEM
 WITH HIS SEWER LINE - HE HAD ROTOR ROUTER BUT NOW IT STILL GIVING HIM PROBLEMS -
 I SENT AN E-MAIL TO KEN HENDERSON AND ADVISED.
 [2012-07-12 10:34:53 kathy]: TURNED OFF 7/11/12 THEN ON 7/12/12 FOR
 NON-PAYMENT
 [2012-10-23 14:16:32 ann]: NEW PAYMENT PLAN - \$170.00 A MONTH DUE ON 11/5,
 12/5 AND 1/5/13***COMING IN END OF WEEK 1/11/13****PAID****

 [2013-04-09 16:34:01 sjuneau]: PROMISED TO PAY PAST DUE 4/12. ON BOARD FOR
 4/15. *****PAID*****

 [2014-04-11 10:27:56 kathy]: TURNED OFF FOR NON-PAYMENT 4/9/14.

 [2016-01-08 08:32:58 karenb]: TURNED OFF/ON FOR NON-PAYMENT 1/7/16.

 [2017-04-05 13:36:17 karenb]: SERVICE CHARGE FOR NON-PAYMENT 4/4/17. CAR WAS
 ON SHUT OFF.

 [2017-10-12 08:19:35 karenb]: SERVICE CHARGE FOR NON-PAYMENT 10/11/17. TRUCK
 WAS ON SHUT OFF.

 [2018-01-09 16:50:12 sjuneau]: SERVICE CHARGE FOR NON-PAYMENT.

 [2018-04-05 10:46:41 sjuneau]: TURNED OFF/ON FOR NON-PAYMENT 4/4/18.

 [2019-04-10 14:28:25 karenb]: SERVICE CALL FOR NON-PAYMENT 4/9/19

 [2020-10-14 10:51:08 michele.grant]: SERVICE CHARGE FOR NON-PAYMENT 10/07/20.
 [2021-04-12 10:18:37 kimberly.nickerson]: SERVICE CHARGE FOR NON-PAYMENT
 4/8/21

 [2021-10-22 08:44:42 michele.grant]: \$30 FEE FOR NON-PAYMENT, DOOR TAGGED
 10/21.

 [2022-02-16 13:23:28 kimberly.nickerson]: SERVICE CHARGE FOR NON-PAYMENT 02/10
 [2022-10-13 13:26:24 darcy.landry]: SERVICE CHARGE FOR NON-PAYMENT 10/5

 [2023-02-27 09:52:47 michele.grant]: SERVICE CHARGE FOR NON-PAYMENT, DOOR
 TAGGED 1/5/23.

 [2023-04-18 15:59:16 michele.grant]: SERVICE CHARGE FOR DOOR TAG FOR
 NON-PAYMENT 4/5/23.

[2023-07-17 13:13:42 darcy.landry]: SERVICE CHARGE FOR NON-PAYMENT 7/6.
[2023-10-24 09:58:01 michele.grant]: DOOR TAGGED FOR NON-PAYMENT 10/18/23.
[2024-01-10 10:29:43 darcy.landry]: SENT LEAK LETTER - 126 UNITS
[2024-01-19 14:31:55 michele.grant]: APPEAL PAPERWORK REC'D. 1/10/24 FOR OCT.
BILL.



City of Rochester

209 Chestnut Hill Rd.
Rochester, NH 03867

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

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

KIMBALL ROLAND E

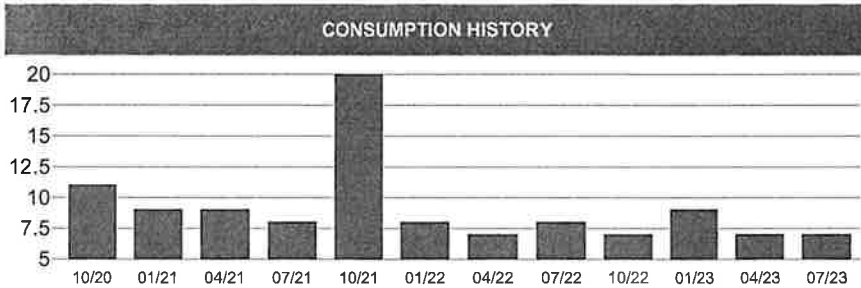
13 PATRIOTS

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14170714	10/26/2023	164060	11/27/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	07/18/2023	10/19/2023	599	615	16	\$102.56
RES SEWER		07/18/2023	10/19/2023				\$130.72
SERV CALL			10/24/2023				\$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	Total Current Billing	\$263.28
A = Actual	Previous Balance	\$133.97
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$298.09
	Total Amount Due	\$98.18

PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV
WATER \$6.41 PER UNIT, MIN. \$24.35, SEWER \$8.17 PER UNIT, MIN. \$37.74
MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE, 2.99% 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:	164060
Bill Number:	14170714
Pay By:	11/27/2023
Total Due:	98.18

Service Location
13 PATRIOTS

KIMBALL ROLAND E
13 PATRIOTS WAY
ROCHESTER, NH 03839-5514

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



CITY OF ROCHESTER



UB Consumption History Report

126

Account Number	Customer # Name	Mfr Meter Number	Cd Read Date	Time	Parcel	Bill #	Curr Read	Location Usage	Usage Rep	Usage Charge	Amt Billed	Status
164060	34066 KIMBALL ROLAND E				013800960000			13 PATRIOTS				Active
100	SENS69891012		A 10/19/2023			14170714	615	16- ¹⁶ reserved		102.56	263.28	
100	SENS69891012		A 07/18/2023			14162601	599			44.87	132.06	
100	SENS69891012		A 04/14/2023			14154407	592			44.87	132.06	
100	SENS69891012		A 01/18/2023			14146362	585			57.69	161.22	
100	SENS69891012		A 10/07/2022			14138296	576			43.84	129.72	
100	SENS69891012		A 07/08/2022			14130268	569			46.64	106.08	
100	SENS69891012		A 04/13/2022			14122161	561			40.81	122.82	
100	SENS69891012		A 01/21/2022			14114222	554			46.64	106.08	
100	SENS69891012		A 10/18/2021			102144	546			116.60	295.20	
100	SENS69891012		A 07/19/2021			14100992	526			46.64	106.08	
100	SENS69891012		A 04/20/2021			14092910	518			52.47	149.34	
100	SENS69891012		A 01/15/2021			14084987	509			50.37	112.13	
100	SENS69891012		A 10/16/2020			14077078	500			61.05	165.30	
100	SENS69891012		A 07/17/2020			14066512	489			66.60	147.60	
100	SENS69891012		A 04/02/2020			14058553	477			49.95	110.70	
100	SENS69891012		A 01/07/2020			14050803	468			49.95	110.70	
100	SENS69891012		A 07/16/2019			14042932	459			49.95	110.70	
100	SENS69891012		A 04/08/2019			14035103	450			61.05	135.30	
100	SENS69891012		A 01/09/2019			14027266	429			55.50	153.00	
100	SENS69891012		A 10/16/2018			14019528	419			49.95	110.70	
100	SENS69891012		A 07/13/2018			14011740	410			61.05	135.30	
100	SENS69891012		A 04/05/2018			14003956	399			82.29	242.69	
100	SENS69891012		A 01/11/2018			13996137	384			58.19	159.91	
100	SENS69891012		A 10/20/2017			13988499	373			58.19	159.91	
100	SENS69891012		A 07/17/2017			13980850	362			63.48	141.72	
100	SENS69891012		A 04/17/2017			13965524	350			58.19	159.91	
100	SENS69891012		A 01/13/2017			14003956	339			95.36	216.24	
100	SENS69891012		A 10/05/2016			13950494	320			57.72	132.60	
100	SENS69891012		A 07/07/2016			13942961	308			81.77	187.85	
100	SENS69891012		A 04/04/2016			13935395	291			52.91	121.55	
100	SENS69891012		A 01/05/2016			13927982	280			43.29	159.45	
100	SENS69891012		A 10/13/2015			13920597	271			42.21	98.37	
100	SENS69891012		A 07/17/2015			13913153	262			46.70	109.10	
100	SENS69891012		A 04/06/2015			13905646	252			42.03	98.19	
100	SENS69891012		A 01/08/2015			13898301	243			42.03	98.19	
100	SENS69891012		A 10/08/2014			13890904	234			46.70	109.10	
100	SENS69891012		A 07/08/2014			13883490	224			46.70	109.10	
100	SENS69891012		A 04/04/2014			13876047	214			41.68	157.84	
100	SENS69891012		A 01/16/2014			13868753	205			55.20	130.08	
100	SENS69891012		A 10/03/2013			13861412	193			41.40	97.56	
100	SENS69891012		A 07/01/2013			13854034	184			41.40	97.56	
100	SENS69891012		A 04/03/2013			13846605	175			41.40	97.56	
100	SENS69891012		A 01/07/2013			13839340	166			49.86	117.63	
100	SENS69891012		A 10/02/2012			13832021	155			58.37	137.80	
100	SENS69891012		A 07/02/2012			13824687	142			130.21	367.40	
100	SENS69891012		A 04/02/2012			13817300	113			44.90	106.00	
100	SENS69891012		A 01/04/2012			13810042	103			35.92	84.80	
100	SENS69891012		A 10/05/2011			13802726	95			66.31	157.13	
100	SENS69891012		A 06/27/2011			13795434	80			38.61	92.16	
100	SENS69891012		A 04/04/2011			13788109	71			38.61	92.16	

110-12-1011
6



City of Rochester
209 Chestnut Hill Rd.
Rochester, New Hampshire 03867
Phone (603) 332-3110 or (603)335-7501

Date: January 25, 2024

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 1/25/24

Customer Name: Robert Wotton

Account #: 060360

Service Address: 83 Eastern Ave.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

Recommendations:

I recommend denying this appeal as the appeal paperwork was received after the due date. Per Ordinance 260-19A the appellant shall file an appeal to the UB office in writing prior to the payment due date.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system.
 - a. Total units in Nov. disputed invoice: 31
 - b. Average Usage is: 10
 - c. Estimated use over average: 21

Value of 21 units of sewer at the current rate of \$8.17 = \$171.57

Laura J. McDormand

Laura McDormand
Admin. Services & Utility Billing Supervisor

1-26-2024

Date

WATER/SEWER BILLING MEMORANDUM

TO: Laura McDormand

FROM: Michele Grant

DATE: January 25, 2024

SUBJECT: City of Rochester

PROPERTY: **83 Eastern Ave.**

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

This appeal is for a pool fill.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 1/25/24

- 1. Date of Appeal: 1/26/2024
- 2. Property Owner's Name: Robert B Wotkin Account #: 060360 (5)
- 3. Billing Address: 83 Eastern ave
Rochester NH 03867
- 4. Service Location: _____ Zip Code 03867
- 5. Owners Representative: _____
- 6. Owners Representative's Signature: _____
- 7. Phone #: 603-817-0959 Cell: Same
- 8. Email Address: None

(Agendas and Decision Letters will be emailed).

- 9. Billing Period that is being appealed is from aug to oct/23
- 10. Abatement is being requested for:
 - a. How many units of water _____ x 6.41 = \$ _____
 - b. How many units of sewer 18,000 x 8.17 = \$ _____
 - c. Water & Sewer Department Fees of: \$ _____
 - Total \$ _____

11. Explanation of Appeal Request:
Put new pool liner in Sept 23

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. *Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.*
2. *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 the DPW 209 Chestnut Hill Road.*
3. *Abatement Appeal Applications must be received by the 27th of the month to be placed on the following month's UAB agenda.*
4. *Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*
5. *Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.*

Mailing Address
Department of Public Works
209 Chestnut Hill Road
Rochester, NH 03867
waterbilling@rochesternh.gov

Accounts

Account: 060360

[2024-01-25 10:42:58 michele.grant]: REC'D. APPEAL FORM TODAY.



City of Rochester

209 Chestnut Hill Rd.
Rochester, NH 03867

WATER & SEWER BILL

Customer Copy

Keep this portion for your records

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

WOTTON R BRUCE

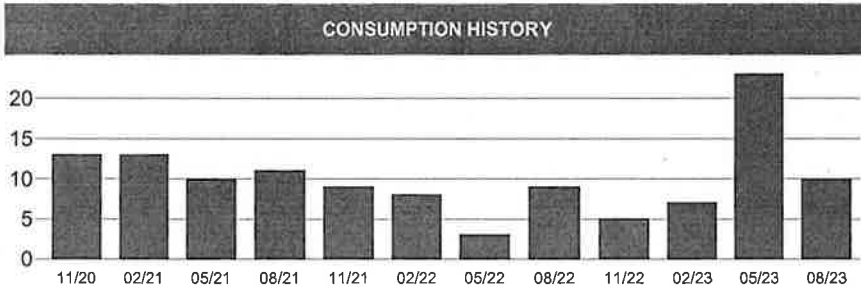
83 EASTERN

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14174416	11/28/2023	060360	01/02/2024

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	08/08/2023	11/21/2023	558	589	31	\$198.71
RES SEWER		08/08/2023	11/21/2023				\$253.27

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	Total Current Billing	\$451.98
A = Actual	Previous Balance	\$145.80
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$147.80
	Total Amount Due	\$452.25

PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74
MASTERCARD, DISCOVER & AMX PYMTS IN TAX OFFICE 2.99% 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:	060360
Bill Number:	14174416
Pay By:	01/02/2024
Total Due:	452.25

Service Location
83 EASTERN

WOTTON R BRUCE
83 EASTERN AVE
ROCHESTER, NH 03867-2005

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

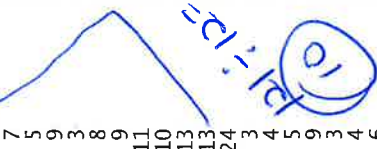


CITY OF ROCHESTER



UB Consumption History Report

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parce/	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Amt	Status
060360	4677	WOTTON R BRUCE				011700490000				83	EASTERN							Active
100	SENS69890844		A	11/21/2023		14174416	589			31	0	0	198.71	451.98				
100	SENS69890844		A	08/08/2023		14166272	558			10	0	0	64.10	145.80				
100	SENS69890844		A	05/19/2023		14158078	548			23	0	0	147.43	335.34				
100	SENS69890844		A	02/17/2023		14150029	525			7	0	0	44.87	102.06				
100	SENS69890844		A	11/21/2022		14141973	518			5	0	0	32.05	72.90				
100	SENS69890844		A	08/08/2022		14133895	513			9	0	0	52.47	119.34				
100	SENS69890844		A	05/05/2022		14125789	504			3	0	0	22.14	56.45				
100	SENS69890844		A	02/23/2022		14117833	501			8	0	0	46.64	106.08				
100	SENS69890844		A	11/18/2021		14109861	493			9	0	0	52.47	119.34				
100	SENS69890844		A	08/05/2021		14104586	484			11	0	0	64.13	145.86				
100	SENS69890844		A	05/16/2021		14096495	473			10	0	0	58.30	132.60				
100	SENS69890844		A	02/17/2021		14088540	463			13	0	0	73.90	165.89				
100	SENS69890844		A	11/09/2020		14080638	450			13	0	0	72.15	159.90				
100	SENS69890844		A	08/17/2020		14070035	437			24	0	0	133.20	295.20				
100	SENS69890844		A	05/07/2020		14062069	413			3	0	0	21.09	53.37				
100	SENS69890844		A	02/18/2020		14054298	410			4	0	0	22.20	54.48				
100	SENS69890844		A	11/08/2019		14046425	406			5	0	0	27.75	61.50				
100	SENS69890844		A	08/19/2019		14038612	401			9	0	0	49.95	110.70				
100	SENS69890844		A	05/07/2019		14030740	392			3	0	0	21.09	53.37				
100	SENS69890844		A	02/15/2019		14022995	389			4	0	0	22.20	54.48				
100	SENS69890844		A	11/19/2018		14015222	385			6	0	0	33.30	73.80				
100	SENS69890844		A	08/08/2018		14007420	379			18	0	0	99.90	221.40				
100	SENS69890844		A	05/04/2018		13999542	361			4	0	0	22.20	54.48				
100	SENS69890844		A	02/13/2018		13991878	357			4	0	0	21.31	52.50				
100	SENS69890844		A	11/16/2017		13984224	353			4	0	0	21.16	52.35				
100	SENS69890844		A	08/15/2017		13976552	349			9	0	0	47.61	106.29				
100	SENS69890844		A	05/12/2017		13968831	340			5	0	0	26.45	59.05				
100	SENS69890844		A	02/08/2017		13961302	335			5	0	0	25.88	58.15				
100	SENS69890844		A	11/09/2016		13953800	330			7	0	0	33.67	77.35				
100	SENS69890844		A	08/11/2016		13946253	323			15	0	0	72.15	165.75				
100	SENS69890844		A	05/13/2016		13938676	308			7	0	0	33.67	77.35				
100	SENS69890844		A	02/11/2016		13931240	301			5	0	0	24.05	55.25				
100	SENS69890844		A	11/04/2015		13923842	296			8	0	0	37.79	87.71				
100	SENS69890844		A	08/06/2015		13916392	288			20	0	0	93.40	218.20				
100	SENS69890844		A	05/07/2015		13908880	268			5	0	0	23.35	54.55				
100	SENS69890844		A	02/19/2015		13901523	263			9	0	0	42.03	98.19				
100	SENS69890844		A	11/06/2014		13894146	254			23	0	0	107.41	250.93				
100	SENS69890844		A	08/06/2014		13886747	231			18	0	0	84.06	196.38				
100	SENS69890844		A	05/06/2014		13879246	213			7	0	0	32.59	76.27				
100	SENS69890844		A	02/11/2014		13871949	206			6	0	0	27.60	65.04				
100	SENS69890844		A	11/14/2013		13864622	200			12	0	0	55.20	130.08				
100	SENS69890844		A	08/12/2013		13857247	188			10	0	0	46.00	108.40				
100	SENS69890844		A	05/09/2013		13849826	178			6	0	0	27.60	65.04				
100	SENS69890844		A	02/07/2013		13842542	172			19	0	0	86.88	204.82				
100	SENS69890844		A	11/08/2012		13835232	153			15	0	0	67.35	159.00				
100	SENS69890844		A	08/08/2012		13827877	138			13	0	0	58.37	137.80				
100	SENS69890844		A	05/08/2012		13820495	125			9	0	0	40.41	95.40				
100	SENS69890844		A	02/08/2012		13813234	116			5	0	0	22.45	53.00				
100	SENS69890844		A	11/08/2011		13805944	111			7	0	0	31.43	74.20				
100	SENS69890844		A	08/09/2011		13798647	104			7	0	0	30.17	71.93				
100	SENS69890844		A	05/06/2011		13791302	97			6	0	0	25.74	61.44				





City of Rochester
209 Chestnut Hill Rd.
Rochester, New Hampshire 03867
Phone (603) 332-3110 or (603)335-7501

Date: January 29, 2024

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 1/26/24

Customer Name: Raymond McGill

Account #: 041520

Service Address: 53-55 River St.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

Recommendations:

I recommend denying this appeal as the appeal paperwork was received after the due date. Per Ordinance 260-19A the appellant shall file an appeal to the UB office in writing prior to the payment due date.

The above recommendation is based upon the following findings:

1. The owner **does** dispute the meter reading
2. The water was not used
3. The water **did not** enter the sewer system.
 - a. Total units in Feb. disputed invoice: 188
 - b. Average Usage is: 41
 - c. Estimated use over average: **147**
 - d. Total units on May disputed invoice: 306
 - e. Average Usage is: 41
 - f. Estimated use over average: **265**

Value of 412 units of water at the current rate or \$6.41 = \$2640.92

Value of 412 units of sewer at the current rate of \$8.17 = \$3366.04

Totaling: \$6006.96

Laura J. McDormand

Laura McDormand
Admin. Services & Utility Billing Supervisor

1-31-2024

Date

WATER/SEWER BILLING MEMORANDUM

TO: Laura McDormand

FROM: Michele Grant

DATE: January 29, 2024

SUBJECT: City of Rochester

PROPERTY: **53-55 River St.**

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

This appeal is for very high usage, possible meter malfunction.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:

Received: 1/26/24

WTS
5

1. Date of Appeal: 01/26/2024
2. Property Owner's Name: Raymond McGill
3. Account #: 041520
4. Billing Address: 86 Wakefield St. Rochester, NH 03867
5. Service Location: 53-55 River Street Rochester, NH 03867
6. Owners Representative: Raymond and Dawn McGill
7. Owners Representative's Signature: N/A
8. Phone #: Dawn (Cell) 603-498-4368, Ray (Cell) 603-498-4020
9. Email Address: Dawn dmkaeseberg@gmail.com Ray raymcgill@yahoo.com

(Agendas and Decision Letters will be emailed).

10. The Billing Period that is being appealed is from Feb 2023 bill and May 2023 bill.
11. Abatement is being requested for:
 - a. How many units of water 494 x 6.41 = \$ 3,166.54
(306+188)
 - b. How many units of sewer 494 x 8.17 = \$ 4,035.98
 - c. Water & Sewer Department Fees of: \$ 0

Total \$ 7,202.52

12. Explanation of Appeal Request:

Requesting the anomaly from Feb 2023 and May 2023 bills corrected to reflect the typical water usage and adjust the abnormal readings from that period due to:

The meter not showing water flowing at all when not in use. (no leak)

The tech's computer reading showing an abnormal meter pattern he hasn't seen before.

The new meter showing regular water usage again after replacement. (confirms no leak)

Attached is the history of this event for your reference.

Form continues on back

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

Yes

The digital meter was faulty. It was checked twice by a plumber, and once by the city. It was verified multiple times that there was no water flowing through the meter during non-use times. This meter was sent to be tested and was lost in transit so is no longer available. New meter shows water usage is back to typical levels.

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

No, there was no leak. Multiple visits by experts to validate no leakage.

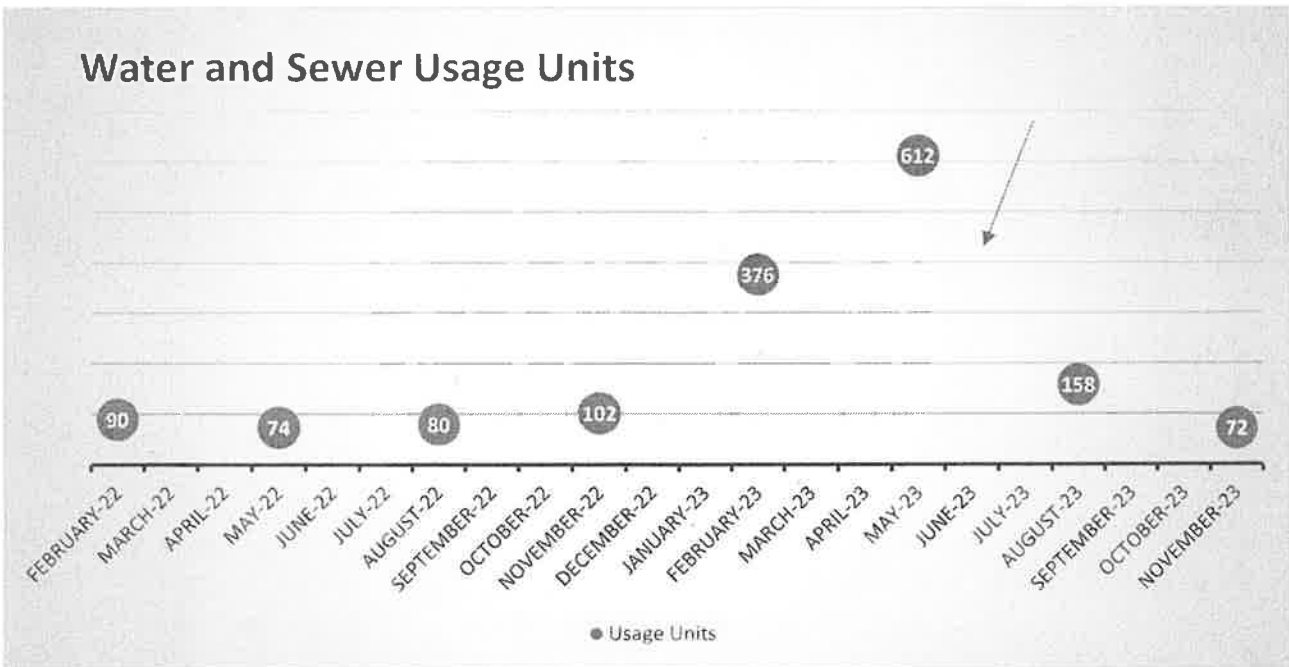
15. If your appeal is denied, will this cause you financial hardship for which you will seek assistance from the City? If so, explain:

Yes, it would cause financial hardship to pay such a bill.

Please note:

- 1. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.**
- 2. 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 the DPW 209 Chestnut Hill Road.**
- 3. Abatement Appeal Applications must be received by the 27th of the month to be placed on the following month's UAB agenda.**
- 4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
- 5. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.**

Mailing Address
Department of Public Works
209 Chestnut Hill Road
Rochester, NH 03867
waterbilling@rochesternh.gov



Below are details of the event for your reference.

We have automatic payments set up to pay the water dept each quarter. Water bills vary some but basically around the same range of \$300 - \$500 a quarter.

March of 2023, I get a call from Michele at the water dept saying we have a \$2000+ water bill from our 4 unit apt and water is going to be shut off without payment. I pay it with a credit card and then have my plumber check the property for leaks. He says there is no leak. I send him back over stating there has to be a leak somewhere and to check again. Again, he states "There is currently no water flowing through the meter therefore there can't be a leak or it would register water flow"

I reported this to the water dept and found out my upcoming water bill is over \$4000+ now. So, they send their technician out. I accompanied him on site and he checked the meter. He also found there was no water flowing through the meter at all. No leak and no usage. This was around 10am when tenants were at work. So, he hooked up his laptop to download the usage history on the meter to give me an idea when the water spikes were occurring. He stated, "This is so strange I've never seen anything like this. It's all over the place. Huge spike at 3am then half that at 10am then a little at 2pm, it's all over the place with no discernible pattern. I've never seen a reading like this and I've been doing this for a while." He said he'll need to take it back to the office to analyze it. And he is going to put in a recommendation to have the meter switched out and tested.

The water department scheduled a meter swap and sent out the old meter for testing. They said they should know in about 10 days after having the new meter read. I'm extremely concerned with already paying \$2k and now \$4k coming up so I followed up with the water department and they said that my water usage is back to my typical usage so everything is pointing to a faulty meter. I asked what's the process and they said I have to wait for the meter to get tested before I can appeal and that they would hold the \$4000 water bill pending meter testing. I continue to pay the regular payment that I've always been paying and they already have \$2000 I paid earlier from the previous bill. I await the results on the meter.

Apartment usage has continued to show normal readings to date. In Oct after not hearing back from them for several months, I checked in. They said the meter is still being tested. After another couple of months pass, I go back to the water dept at the end of December 2023. Michele was out to lunch and they said she would reach out to me when she came back.

Michelle followed up with me and stated they had been trying to locate the meter. It appears the meter has been lost in transit, and they no longer have possession of it. She recommended including this history in the appeal for the adjustment of my water bill.

I am requesting this anomaly from February 2023, and May 2023 bills get corrected to reflect the typical water usage and take the abnormal readings from that period all pointing to meter issues due to:

The meter shows no water flowing when not in use, (no leak) the computer reading, not showing a coherent pattern, and the new meter shows regular water usage again. (confirming no leak existed)

Thank you,
Raymond and Dawn McGill

Accounts

Account: 041520

AUG. 08 BILL WAS ESTIMATED BECAUSE WE COULD NOT GET A READING. SENT LETTER TO FIX OUTSIDE READER ON 08/21/08

TIM WENT HERE 10/8/08 AND GOT READING (0477) BUT DID NOT REPLACE METER - HE SAID IT IS A MESS AND VANGUARD SHOULD REPLACE
I ENTERED THE READ OF 0477 IN THE NOVEMBER 08 BILL RUN - ACCOUNT HAD BEEN ESTIMATED FOR SOME TIME AND WAS OVERESTIMATED BY 50 UNITS
SPOKE TO OWNER 11/21/08 - BALANCE IS CREDIT - OK TO LEAVE CREDIT ON ACCOUNT TO APPLY TO FUTURE BILLINGS

[2010-03-29 14:39:24 kathy]: SENT SECOND LETTER TO GET INTO PROPERTY AND REPAIR READER

[2010-04-23 11:28:29 kathy]: SENT THIRD LETTER FOR NON-COMPLIANCE TO CALL ABOUT REPAIRS SENT CERTIFIED

[2010-04-27 11:07:47 kathy]: CALLED TO MAKE APT TO REPAIR 5/4 @ 11:00

[2015-02-20 08:30:10 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2018-10-16 09:02:10 jeffrey.wiggin]: Final bill Reading 2161

[2019-11-04 09:27:32 karenb]: NO READ ON NOVEMBER INVOICE. ESTIMATED AND SCHEDULED FIX.

[2019-12-11 13:32:31 michele.grant]: TECH REPLACED METER 12/10 (OLD METER COULDN'T READ T/P ANYMORE), END READ 2318. NEW METER #85249043

[2020-04-07 12:15:17 michele.grant]: CHANGED OUT METER TO NEW METER #. FEB. INV. 22 UNITS ON NEW METER AS OF 2/19/20 (STARTED AT 0) & 13 UNITS ON OLD METER (READ 2318 WAS 2305).

[2022-10-26 10:38:26 darcy.landry]: WILL PAY IN FULL 11/5

[2023-02-15 14:04:00 darcy.landry]: SENT LEAK LETTER, 188 UNITS

[2023-05-10 11:28:40 darcy.landry]: SENT LEAK LETTER - 306 UNITS

[2023-06-06 17:21:02 michele.grant]: TECH HAD APPTS. AT THIS LOCATION ON 5/18 & 5/26, VERY HIGH USAGE AND OWNER SAYS THERE ARE NO LEAKS. HAD PLUMBER CHECK PROPERTY 2 TIMES AND THEY IS NOTHING LEAKING. TECH CHECKED AND DOESN'T SEE ANY LEAKS AND WHEN HE DID THE METER REPORT IT IS SHOWING CONSTANT USAGE BUT WHEN HE DID THE METER TEST THE METER DIDN'T MOVE. THINKING METER MAY NOT BE WORKING CORRECTLY. METER WAS REPLACED WITH NEW METER (#92440603) ON 5/26/23, TECH WILL SEND OLD METER OUT FOR TESTING (OLD METER #85249043). OWNER WAS PRESENT WHEN TECH WAS THERE SO SHE IS AWARE OF ISSUE. SENT OWNER EMAIL TODAY WITH APPEAL FORM JUST SO SHE WOULD HAVE IT IF NEEDED AND LET HER KNOW WE ARE DOING A RE-READ ON 6/9.

[2023-06-13 15:54:28 michele.grant]: TECH GOT READ YESTERDAY ON NEW METER, READ WAS 0008 FOR AROUND 17 DAYS SO LOOKS LIKE BACK TO NORMAL BUT WILL BE DOING ANOTHER RE-READ IN A COUPLE WEEKS TO CHECK TO MAKE SURE STILL RUNNING O.K. LET OWNER KNOW THIS TODAY.

[2023-06-27 11:45:47 michele.grant]: MATT GOT RE-READ TODAY (0014). USED 6 UNITS SINCE 6/12/23. STILL NEED OLD METER TESTED, TECH WILL LOOK INTO.

[2023-07-07 14:36:20 michele.grant]: TECH GOT READ YESTERDAY, JUST TO CHECK IT AGAIN. READ WAS 0018.

[2024-01-19 10:36:14 michele.grant]: TALKED WITH SUPERVISOR ABOUT THIS ACCOUNT ON 1/17, THE TECH REMOVED THE METER FOR TESTING ON 5/26/23 BUT HE HAS

BEEN SEARCHING FOR THE METER AND HASN'T BEEN ABLE TO FIND IT AND IT NEVER GOT TESTED. NOT SURE IF WAS LOST IN TRANSIT WITH EJP OR WHAT HAPPENED BUT WE DON'T HAVE THE OLD METER TO TEST. PER SUPERVISOR, HAVE THE OWNERS DO AN APPEAL AND THE BOARD WILL HAVE TO REVIEW IT. I SENT AN EMAIL TO OWNERS WITH APPEAL FORM YESTERDAY.

[2024-01-29 17:16:05 michele.grant]: REC'D. APPEAL PAPERWORK 1/26/24.



City of Rochester

209 Chestnut Hill Rd.
Rochester, NH 03867

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
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MCGILL RAYMOND & DAWN

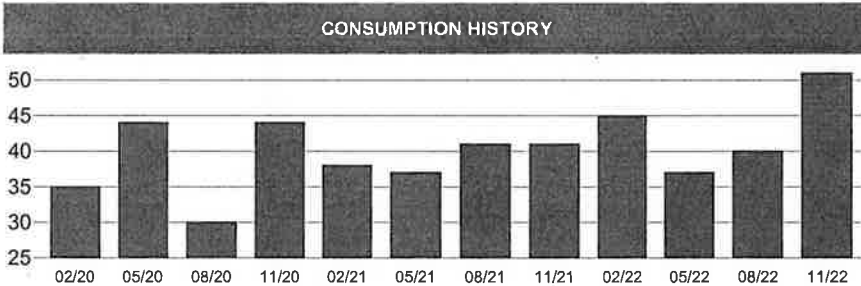
53 55 RIVER

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14149543	02/23/2023	041520	03/28/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	11/05/2022	02/08/2023	448	636	188	\$1,205.08
RES SEWER		11/05/2022	02/08/2023				\$1,535.96

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

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



READ CODE	Description	Amount
	Total Current Billing	\$2,741.04
	Previous Balance	\$2,481.92
	Adjustments	\$0.00
	Less Payments Received	\$4,986.29
	Total Amount Due	\$45.48

PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74
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:	041520
Bill Number:	14149543
Pay By:	03/28/2023
Total Due:	45.48

Service Location
53 55 RIVER

MCGILL RAYMOND & DAWN
86 WAKEFIELD ST
ROCHESTER, NH 03867-1921

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





City of Rochester

209 Chestnut Hill Rd.
Rochester, NH 03867

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

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

MCGILL RAYMOND & DAWN

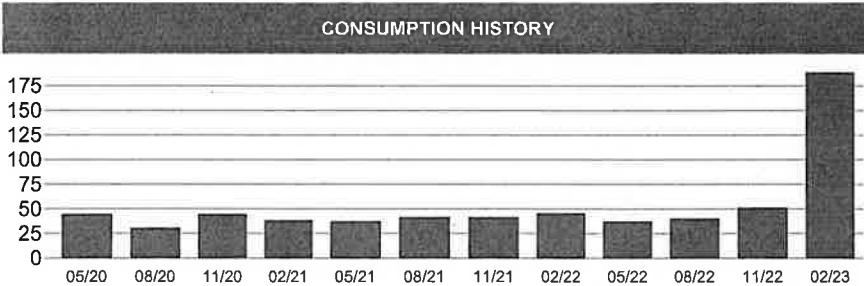
53 55 RIVER

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14157592	05/26/2023	041520	07/03/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	02/08/2023	05/04/2023	636	942	306	\$1,961.46
RES SEWER		02/08/2023	05/04/2023				\$2,500.02

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	Total Current Billing	\$4,461.48
A = Actual	Previous Balance	\$2,920.28
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$4,267.88
	Total Amount Due	\$3,025.91

PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74
[HTTPS://WWW.ROCHESTERNH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF](https://www.rochesternh.gov/site/g/files/vyhlif9211/f/uploads/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF)

✂ 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:	041520
Bill Number:	14157592
Pay By:	07/03/2023
Total Due:	3,025.91

Service Location
53 55 RIVER

MCGILL RAYMOND & DAWN
86 WAKEFIELD ST
ROCHESTER, NH 03867-1921

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





UB Consumption History Report

Account Number	Customer # Name	Mfr Meter Number	Cd Read Date	Time	Parce	Bill #	Curr Read	Usage	Repl	Location	Usage Charge	Amt	Billed Amt	Status
041520	49951	MCGILL RAYMOND & DAWN			012100460000					53 RIVER				Active
100	SENS92440603		A	11/01/2023		14173928	66	36			230.76	524.88	524.88	
100	SENS92440603		A	08/02/2023		14165787	30	30			506.39	1,151.82	1,151.82	
100	SENS85249043		I	05/26/2023		0	991	49			0.00	0.00	0.00	
100	SENS85249043		A	05/04/2023		14157592	942	306			1,961.46	4,461.48	4,461.48	
100	SENS85249043		A	02/08/2023		14149543	636	188			1,205.08	2,741.04	2,741.04	
100	SENS85249043		A	11/05/2022		14141494	448	51			326.91	743.58	743.58	
100	SENS85249043		A	08/02/2022		14133417	397	40			233.20	530.40	530.40	
100	SENS85249043		A	05/10/2022		14125314	357	37			215.71	490.62	490.62	
100	SENS85249043		A	02/04/2022		14117354	320	45			262.35	596.70	596.70	
100	SENS85249043		A	11/02/2021		14109387	275	41			239.03	543.66	543.66	
100	SENS85249043		A	08/04/2021		14104108	234	41			239.03	543.66	543.66	
100	SENS85249043		A	05/04/2021		14096029	193	37			215.71	490.62	490.62	
100	SENS85249043		A	02/05/2021		14088076	156	38			215.30	482.49	482.49	
100	SENS85249043		A	11/10/2020		14080172	118	44			244.20	541.20	541.20	
100	SENS85249043		A	08/03/2020		14069573	74	30			166.50	369.00	369.00	
100	SENS85249043		A	05/05/2020		14061608	44	44			244.20	541.20	541.20	
100	SENS44835769		I	03/01/2020		0	22	0			0.00	0.00	0.00	
100	SENS44835769		O	02/20/2020		14053839	22	35			194.25	430.50	430.50	
100	SENS44835769		E	11/04/2019		14045960	2,305	29			160.95	356.70	356.70	
100	SENS44835769		A	08/05/2019		14038144	2,276	29			160.95	356.70	356.70	
100	SENS44835769		A	05/13/2019		14030278	2,247	26			144.30	319.80	319.80	
100	SENS44835769		A	02/11/2019		14022528	2,221	50			277.50	615.00	615.00	
100	SENS44835769		A	11/07/2018		14014758	2,171	10			55.50	123.00	123.00	

** END OF REPORT - Generated by Michele Grant **

499-12-2
410.75
411



City of Rochester
209 Chestnut Hill Rd.
Rochester, New Hampshire 03867
Phone (603) 332-3110 or (603)335-7501

Date: January 25, 2024

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/10/23

Customer Name: Mark & Kathleen Nice

Account #: 110018

Service Address: 37 Bailey Drive

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

Recommendations:

I recommend a sewer abatement on the June invoice since the water was used outside and did not enter the sewer system.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
 - a. Total units on June disputed invoice: 57
 - b. Average Usage is: 17
 - c. Estimated use over average: **40**

Value of 40 units of sewer at the current rate of \$8.17 = \$326.80

Laura J. McDormand
Laura J. McDormand
Admin Services & Utility Supervisor

1/26/2024
Date

WATER/SEWER BILLING MEMORANDUM

TO: Laura McDormand

FROM: Darcy Landry

DATE: July 21, 2023

SUBJECT: City of Rochester

PROPERTY: **37 Bailey Dr.**

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

This appeal is sewer for a new lawn.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 7/10/23

5

6

1. Date of Appeal: 7-5-23
2. Property Owner's Name: Mark + Kathleen Nice Account #: 110018
3. Billing Address: 37 Bailey Dr
Rochester, NH 03868
4. Service Location: 37 Bailey DRIVE Zip Code 03868
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: _____ Cell: 315-263-9061
8. Email Address: _____

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 3/1/23 to 6/1/23
10. Abatement is being requested for:
 - a. How many units of water _____ x 6.41= \$ _____
 - b. How many units of sewer _____ x 8.17= \$ _____
 - c. Water & Sewer Department Fees of: \$ _____Total \$ _____

11. Explanation of Appeal Request:

Our house is a newly constructed home and our lawn was installed using hydro seed. From the day of installation of the hydro seed we had "no rain" for one to two weeks. Wanting to give our lawn every chance to get established, we watered 2 to 3 times per day during that dry period.

Our home is a two person home thus not having to consume huge volumes of water.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

We are retired and on a fixed income, any help would be appreciated.

Please note:

- 1. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.**
- 2. 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 the DPW 209 Chestnut Hill Road.**
- 3. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.**
- 4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
- 5. 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: 110018

[2022-11-17 10:14:52 michele.grant]: NEW CONSTRUCTION, METER INSTALL APPT. 11/21/22 (WATER & SEWER).

[2023-02-01 11:47:50 michele.grant]: JUST GOT JOB SHEET FROM TECH YESTERDAY FOR THIS INSTALL, WILL BILL BUILDER FOR INSTALL.

[2023-07-18 16:16:18 darcy.landry]: REC'D UAB APPEAL PAPERWORK 7/10

[2023-08-16 12:13:00 darcy.landry]: UAB APPEAL WAS TABLE FOR MORE CONSUMPTION HISTORY



City of Rochester

209 Chestnut Hill Rd.
Rochester, NH 03867

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

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

NICE MARK E & KATHLEEN M

37 BAILEY

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

14160446

06/28/2023

110018

07/31/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	03/01/2023	06/01/2023	5	62	57	\$365.37
RES SEWER		03/01/2023	06/01/2023				\$465.69

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	\$831.06
A = Actual	Previous Balance	\$74.01
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$905.06
Total Amount Due		\$0.00

PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV
WATER \$6.42 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74
HTTPS://WWW.ROCHESTER.NH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF

✂ 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:	110018
Bill Number:	14160446
Pay By:	07/31/2023
Total Due:	0.00

Service Location
37 BAILEY

NICE MARK E & KATHLEEN M
37 BAILEY DR
ROCHESTER, NH 03868-7123

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



CITY OF ROCHESTER



UB Consumption History Report

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
110018	100 - 1 RES WATER SENS93005994	59073	NICE MARK E & KATHLEEN M	022403240036	14152207	5	37 BAILEY	0	32.05	72.90	Active

Due next

** END OF REPORT - Generated by Michele Grant **

CITY OF ROCHESTER



UB Consumption History Report

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Amt	Status
110018	61361	NICE MARK E & KATHLEEN M				022403240036				37	BATLEY							Active
100	-	1 RES WATER SENS93005994	A	12/04/2023		14176639		107		5	13		0	83.33			189.54	
100	-	1 RES WATER SENS93005994	A	09/05/2023		14168506		94		32	32		0	205.12			466.56	
100	-	1 RES WATER SENS93005994	A	06/01/2023		14160446		62		57	57		0	365.37			831.06	

** END OF REPORT - Generated by Michele Grant **

50 ÷ 3 = 16.6
 (17)

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR: 5002 SEWER ENTERPRISE FUND
 ORIGINAL APPROP TRANS/ADJSMTS REVISED BUDGET YTD ACTUAL ENCUMBRANCES AVAILABLE BUDGET % USED

520001 SEWER WORKS REVENUE

520001 400302	-2,500.00	INTEREST INCOME 0.00	-2,500.00	0.00	0.00	-2,500.00	.0%
520001 406105	-5,912,431.00	XFER FROM RET EARNINGS 0.00	-5,912,431.00	0.00	0.00	-5,912,431.00	.0%
520001 406201	-4,000.00	MISCELLANEOUS REVENUES 0.00	-4,000.00	-2,371.25	0.00	-1,628.75	59.3%
520001 406600	-10,000.00	CONSTRUCTION REVENUES 0.00	-10,000.00	0.00	0.00	-10,000.00	.0%
520001 406601	-5,420,000.00	USER FEES 0.00	-5,420,000.00	-2,278,748.77	0.00	-3,141,251.23	42.0%
520001 406602	-6,000.00	INTEREST ON DEL ACCTS 0.00	-6,000.00	-3,935.19	0.00	-2,064.81	65.6%
520001 406607	0.00	IMPACT FEES 0.00	0.00	-31,351.50	0.00	31,351.50	100.0%
520001 406701	-130,000.00	SEPTIC DISPOSAL PERMIT 0.00	-130,000.00	-102,860.00	0.00	-27,140.00	79.1%
520001 406703	-12,000.00	INDUSTRIAL PRE-TREAT 0.00	-12,000.00	-7,638.30	0.00	-4,361.70	63.7%
520001 406826	-60,000.00	HOMEOWNER FINANCE REVENUE 0.00	-60,000.00	-88,000.93	0.00	28,000.93	146.7%
TOTAL SEWER WORKS REVENUE							
	-11,556,931.00	0.00	-11,556,931.00	-2,514,905.94	0.00	-9,042,025.06	21.8%

520002 SEWER WORKS REVENUE

520002 406307	-7,291.00	STATE AID GRANT C-773 0.00	-7,291.00	-7,291.00	0.00	0.00	100.0%
520002 406308	-9,868.00	STATE AID GRANT C-775 0.00	-9,868.00	-906.00	0.00	-8,962.00	9.2%
520002 406309	-39,058.00	STATE AID GRANT C-835 0.00	-39,058.00	-10,247.00	0.00	-28,811.00	26.2%
520002 406310	-13,005.00	STATE AID GRANT C-836 0.00	-13,005.00	-3,009.00	0.00	-9,996.00	23.1%
520002 406311	-27,511.00	STATE AID GRANT C-839 0.00	-27,511.00	-6,985.00	0.00	-20,526.00	25.4%
520002 406312	-28,392.00	STATE AID GRANT C-859 0.00	-28,392.00	0.00	0.00	-28,392.00	.0%

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR: 5002 SEWER ENTERPRISE FUND								
ORIGINAL	APPROP	TRANS/ADJSMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	% USED	
520002	406313	STATE AID GRANT C-891						
	-13,297.00	0.00	-13,297.00	-2,386.00	0.00	-10,911.00	17.9%	
520002	406314	STATE AID GRANT C-898						
	-4,895.00	0.00	-4,895.00	0.00	0.00	-4,895.00	.0%	
520002	406315	STATE AID GRANT C-949						
	-43,965.00	0.00	-43,965.00	-11,087.00	0.00	-32,878.00	25.2%	
TOTAL SEWER WORKS REVENUE								
	-187,282.00	0.00	-187,282.00	-41,911.00	0.00	-145,371.00	22.4%	

52602057 SEWER WORKS EXPENSE

52602057	511001	SALARIES - FULL TIME						
	818,898.00	-7,400.00	811,498.00	431,685.22	0.00	379,812.78	53.2%	
52602057	513001	OVERTIME - REGULAR						
	8,400.00	0.00	8,400.00	11,870.07	0.00	-3,470.07	141.3%	
52602057	515001	ON CALL						
	5,058.00	0.00	5,058.00	1,362.48	0.00	3,695.52	26.9%	
52602057	516000	LONGEVITY						
	1,747.00	0.00	1,747.00	1,626.01	0.00	120.99	93.1%	
52602057	519000	TRAVEL ALLOWANCE						
	1,220.00	0.00	1,220.00	46.92	0.00	1,173.08	3.8%	
52602057	521100	HEALTH INSURANCE						
	174,311.00	0.00	174,311.00	73,489.18	0.00	100,821.82	42.2%	
52602057	521200	DENTAL INSURANCE						
	3,318.00	0.00	3,318.00	1,280.26	0.00	2,037.74	38.6%	
52602057	521300	LIFE INSURANCE						
	1,864.00	0.00	1,864.00	840.87	0.00	1,023.13	45.1%	
52602057	522000	SOCIAL SECURITY CONTRIBUTION						
	61,481.00	0.00	61,481.00	33,065.49	0.00	28,415.51	53.8%	
52602057	523000	RETIRE CONTRIBUTION						
	112,471.00	0.00	112,471.00	58,024.00	0.00	54,447.00	51.6%	
52602057	526000	WORKERS' COMPENSATION						
	8,788.00	0.00	8,788.00	13,817.05	0.00	-5,029.05	157.2%	
52602057	528001	DISABILITY INSURANCE						
	8,561.00	0.00	8,561.00	3,866.50	0.00	4,694.50	45.2%	
52602057	532001	STAFF DEVELOPMENT						
	3,300.00	0.00	3,300.00	3,243.65	75.60	-19.25	100.6%	
52602057	532200	CONTRACTED SERVICES						
	0.00	7,400.00	7,400.00	1,757.50	5,642.50	0.00	100.0%	
52602057	533000	OTHER PROF SERVICES						
	7,700.00	0.00	7,700.00	3,949.94	861.96	2,888.10	62.5%	

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13												
ACCOUNTS FOR: 5002 SEWER ENTERPRISE FUND												
	ORIGINAL	APPROP	TRANS/ADJSMTS	REVISED	BUDGET	YTD	ACTUAL	ENCUMBRANCES	AVAILABLE	BUDGET	%	USED
52602057 533001	4,700.00		AUDIT	0.00	4,700.00	2,875.00		0.00	1,825.00		61.2%	
52602057 533002	1,000.00		ENGINEERING SERVICES	0.00	1,000.00	0.00		0.00	1,000.00		.0%	
52602057 533004	650.00		MEDICAL SERVICES	0.00	650.00	520.35		129.65	0.00		100.0%	
52602057 534003	80,617.00		SOFTWARE MAINTENANCE/LICENSES	0.00	80,617.00	65,004.91		645.32	14,966.77		81.4%	
52602057 543000	2,000.00		REPAIR AND MAINTENANCE SERVICE	0.00	2,000.00	25.00		1,975.00	0.00		100.0%	
52602057 543001	2,500.00		VEHICLE MAINT & REPAIRS	0.00	2,500.00	2,488.33		0.00	11.67		99.5%	
52602057 543002	5,315.00		EQUIPMENT MAINTENANCE & REPAIR	0.00	5,315.00	1,875.00		0.00	3,440.00		35.3%	
52602057 544200	8,500.00		RENTAL OF EQUIPMENT	0.00	8,500.00	1,533.21		0.00	6,966.79		18.0%	
52602057 552001	11,366.00		FLEET INSURANCE	0.00	11,366.00	12,772.29		0.00	-1,406.29		112.4%	
52602057 552002	7,150.00		PROPERTY INSURANCE	0.00	7,150.00	8,034.65		0.00	-884.65		112.4%	
52602057 552003	6,547.00		GENERAL LIABILITY	0.00	6,547.00	7,357.05		0.00	-810.05		112.4%	
52602057 553400	500.00		POSTAGE FEES	0.00	500.00	933.31		0.00	-433.31		186.7%	
52602057 554000	1,000.00		ADVERTISING	0.00	1,000.00	821.96		178.04	0.00		100.0%	
52602057 555000	1,639.00		PRINTING AND BINDING	0.00	1,639.00	1,639.00		0.00	0.00		100.0%	
52602057 556000	3,150.00		TUITION	0.00	3,150.00	431.35		0.00	2,718.65		13.7%	
52602057 558000	875.00		TRAVEL	0.00	875.00	184.56		19.77	670.67		23.4%	
52602057 561003	3,456.00		OFFICE SUPPLIES	0.00	3,456.00	3,105.61		236.14	114.25		96.7%	
52602057 561005	63.00		PUBLICATIONS	0.00	63.00	0.00		0.00	63.00		.0%	
52602057 561008	16,500.00		VEHICLE SUPPLIES	4,000.00	20,500.00	17,130.59		2,945.68	423.73		97.9%	
52602057 561009	250.00		TRAINING MATERIALS & SUPPLIES	0.00	250.00	250.00		0.00	0.00		100.0%	
52602057 561010	6,750.00		CLOTHING	0.00	6,750.00	4,448.67		2,201.71	99.62		98.5%	
52602057 561015	5,900.00		SAFETY EQUIPMENT & TOOLS	0.00	5,900.00	3,960.79		55.00	1,884.21		68.1%	

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR: 5002 SEWER ENTERPRISE FUND		ORIGINAL APPROP	TRANS/ADJSMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	% USED
52602057	561022	6,000.00	HOT TOP COLD PATCH 0.00	6,000.00	6,000.00	0.00	0.00	100.0%
52602057	561023	1,700.00	SAND AND GRAVEL 0.00	1,700.00	1,700.00	0.00	0.00	100.0%
52602057	561032	1,200.00	OTHER OPERATIONAL SUPPLIES 0.00	1,200.00	1,088.16	0.00	111.84	90.7%
52602057	561040	8,000.00	EQUIPMENT REPAIR SUPPLIES 0.00	8,000.00	7,983.17	0.00	16.83	99.8%
52602057	562600	41,000.00	VEHICLE FUEL 0.00	41,000.00	17,154.63	0.00	23,845.37	41.8%
52602057	573401	10,600.00	ADMIN EQUIPMENT 0.00	10,600.00	1,442.00	155.64	9,002.36	15.1%
52602057	573900	32,000.00	OTHER EQUIPMENT 0.00	32,000.00	31,797.28	0.00	202.72	99.4%
52602057	575100	12,500.00	INVENTORY PURCHASES 0.00	12,500.00	3,617.16	6,382.84	2,500.00	80.0%
52602057	581000	1,290.00	DUES AND FEES 0.00	1,290.00	0.00	250.00	1,040.00	19.4%
52602057	583000	1,260,685.00	INTEREST EXPENSE 0.00	1,260,685.00	777,880.42	0.00	482,804.58	61.7%
52602057	584000	15,000.00	CONTINGENCY 0.00	15,000.00	0.00	0.00	15,000.00	.0%
52602057	589001	6,650.00	STATE PERMITS & FEES 0.00	6,650.00	1,329.43	858.66	4,461.91	32.9%
52602057	589034	3,150.00	ABATEMENTS/OVERLAY 0.00	3,150.00	0.00	0.00	3,150.00	.0%
52602057	591000	2,988,693.00	REDEMPTION OF PRINCIPAL 0.00	2,988,693.00	1,869,303.60	0.00	1,119,389.40	62.5%
52602057	593002	1,314,500.00	TRANS TO CAPITAL PROJECTS 0.00	1,314,500.00	1,314,500.00	0.00	0.00	100.0%
52602057	593008	25,000.00	TRANSFER TO GENERAL FUND 0.00	25,000.00	0.00	0.00	25,000.00	.0%
TOTAL SEWER WORKS EXPENSE		7,115,513.00	4,000.00	7,119,513.00	4,809,112.62	22,613.51	2,287,786.87	67.9%

52602074 SEWER TREATMENT PLANT

52602074	511001	516,572.00	SALARIES - FULL TIME 0.00	516,572.00	341,109.79	0.00	175,462.21	66.0%
52602074	513001	39,000.00	OVERTIME - REGULAR 0.00	39,000.00	34,904.32	0.00	4,095.68	89.5%

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13										
ACCOUNTS FOR: 5002 SEWER ENTERPRISE FUND										
	ORIGINAL	APPROP	TRANS/ADJSMTS	REVISED	BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE	BUDGET	% USED
52602074 515001	33,088.00		0.00	33,088.00		21,914.39	0.00	11,173.61		66.2%
		ON CALL								
52602074 516000	1,702.00		0.00	1,702.00		1,950.00	0.00	-248.00		114.6%
		LONGEVITY								
52602074 521100	104,040.00		0.00	104,040.00		63,494.79	0.00	40,545.21		61.0%
		HEALTH INSURANCE								
52602074 521200	2,107.00		0.00	2,107.00		1,223.07	0.00	883.93		58.0%
		DENTAL INSURANCE								
52602074 521300	1,176.00		0.00	1,176.00		696.06	0.00	479.94		59.2%
		LIFE INSURANCE								
52602074 522000	42,950.00		0.00	42,950.00		29,588.83	0.00	13,361.17		68.9%
		SOCIAL SECURITY CONTRIBUTION								
52602074 523000	75,403.00		0.00	75,403.00		51,251.11	0.00	24,151.89		68.0%
		RETIREMENT CONTRIBUTION								
52602074 526000	7,106.00		0.00	7,106.00		11,172.45	0.00	-4,066.45		157.2%
		WORKERS' COMPENSATION								
52602074 528001	4,499.00		0.00	4,499.00		2,952.80	0.00	1,546.20		65.6%
		DISABILITY INSURANCE								
52602074 532001	3,350.00		0.00	3,350.00		1,750.56	338.95	1,260.49		62.4%
		STAFF DEVELOPMENT								
52602074 533000	132,000.00		0.00	132,000.00		8,744.00	4,075.00	119,181.00		9.7%
		OTHER PROF SERVICES								
52602074 533006	110,558.00		0.00	110,558.00		17,992.65	22,155.35	70,410.00		36.3%
		LABORATORY SERVICES								
52602074 534009	36,239.00		0.00	36,239.00		8,439.25	13,560.75	14,239.00		60.7%
		INDUSTRIAL PRETREAT SERVICES								
52602074 541901	21,188.00		0.00	21,188.00		15,890.43	5,297.57	0.00		100.0%
		HVAC SERVICE CONTRACT								
52602074 543000	109,260.00		0.00	109,260.00		22,539.77	26,988.37	59,731.86		45.3%
		REPAIR AND MAINTENANCE SERVICE								
52602074 543002	241,042.00		0.00	241,042.00		76,665.48	54,610.29	109,766.23		54.5%
		EQUIPMENT MAINTENANCE								
52602074 544500	0.00		0.00	0.00		104.70	0.00	-104.70		100.0%
		LEASE COPIER/PRINTERS								
52602074 552002	6,688.00		0.00	6,688.00		7,515.49	0.00	-827.49		112.4%
		PROPERTY INSURANCE								
52602074 553000	12,955.00		0.00	12,955.00		6,229.44	204.30	6,521.26		49.7%
		COMMUNICATION								
52602074 559000	8,500.00		0.00	8,500.00		8,000.00	0.00	500.00		94.1%
		MISC PURCHASED SERVICES								
52602074 561001	1,800.00		0.00	1,800.00		851.37	0.00	948.63		47.3%
		JANITORIAL SUPPLIES								
52602074 561002	7,000.00		0.00	7,000.00		4,721.99	0.00	2,278.01		67.5%
		BUILDING MAINT SUPPLIES								

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR: 5002 SEWER ENTERPRISE FUND		ORIGINAL APPROP	TRANS/ADJSMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	% USED
52602074	561010	9,350.00	CLOTHING 0.00	9,350.00	6,050.73	3,071.51	227.76	97.6%
52602074	561015	11,900.00	SAFETY EQUIPMENT & TOOLS 0.00	11,900.00	2,081.43	0.00	9,818.57	17.5%
52602074	561031	352,516.00	CHEMICAL -4,000.00	348,516.00	42,036.79	63,952.10	242,527.11	30.4%
52602074	561037	33,000.00	LABORATORY SUPPLIES 0.00	33,000.00	14,497.25	4,745.33	13,757.42	58.3%
52602074	561040	107,400.00	EQUIPMENT REPAIR SUPPLIES 0.00	107,400.00	44,398.16	14,117.73	48,884.11	54.5%
52602074	562200	425,000.00	ELECTRICITY 0.00	425,000.00	171,066.68	0.00	253,933.32	40.3%
52602074	562400	45,000.00	HEATING FUEL 0.00	45,000.00	10,973.84	3,506.37	30,519.79	32.2%
52602074	573900	22,000.00	OTHER EQUIPMENT 0.00	22,000.00	10,008.00	11,992.00	0.00	100.0%
52602074	592001	2,023,072.00	DEPRECIATION 0.00	2,023,072.00	0.00	0.00	2,023,072.00	.0%
TOTAL SEWER TREATMENT PLANT		4,547,461.00	-4,000.00	4,543,461.00	1,040,815.62	228,615.62	3,274,029.76	27.9%

52602470 SEWER REVENUE OFFICE

52602470	511001	42,327.00	SALARIES - FULL TIME 0.00	42,327.00	30,639.66	0.00	11,687.34	72.4%
52602470	516000	100.00	LONGEVITY 0.00	100.00	0.00	0.00	100.00	.0%
52602470	521100	12,373.00	HEALTH INSURANCE 0.00	12,373.00	7,217.13	0.00	5,155.87	58.3%
52602470	521200	130.00	DENTAL INSURANCE 0.00	130.00	75.88	0.00	54.12	58.4%
52602470	521300	108.00	LIFE INSURANCE 0.00	108.00	61.40	0.00	46.60	56.9%
52602470	522000	3,249.00	SOCIAL SECURITY CONTRIBUTION 0.00	3,249.00	2,321.14	0.00	927.86	71.4%
52602470	523000	5,742.00	RETIREMENT CONTRIBUTION 0.00	5,742.00	4,155.38	0.00	1,586.62	72.4%
52602470	526000	49.00	WORKERS' COMPENSATION 0.00	49.00	77.54	0.00	-28.54	158.2%
52602470	528001	457.00	DISABILITY INSURANCE 0.00	457.00	300.55	0.00	156.45	65.8%

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13								
ACCOUNTS FOR: 5002 SEWER ENTERPRISE FUND								
	ORIGINAL APPROP	TRANS/ADJSMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	% USED	
52602470 543000	2,916.00	0.00	2,916.00	2,594.00	0.00	322.00	89.0%	
52602470 553400	10,388.00	0.00	10,388.00	5,343.85	2,500.00	2,544.15	75.5%	
52602470 555000	300.00	0.00	300.00	300.00	0.00	0.00	100.0%	
52602470 561003	3,100.00	0.00	3,100.00	3,076.00	0.00	24.00	99.2%	
TOTAL SEWER REVENUE OFFICE	81,239.00	0.00	81,239.00	56,162.53	2,500.00	22,576.47	72.2%	
TOTAL SEWER ENTERPRISE FUND	0.00	0.00	0.00	3,349,273.83	253,729.13	-3,603,002.96	100.0%	
TOTAL REVENUES	-11,744,213.00	0.00	-11,744,213.00	-2,556,816.94	0.00	-9,187,396.06		
TOTAL EXPENSES	11,744,213.00	0.00	11,744,213.00	5,906,090.77	253,729.13	5,584,393.10		

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13							
ORIGINAL APPROP	TRANS/ADJSMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	% USED	
	GRAND TOTAL						
0.00	0.00	0.00	3,349,273.83	253,729.13	-3,603,002.96	100.0%	

** END OF REPORT - Generated by Michele Grant **

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR: 5001 WATER ENTERPRISE FUND
 ORIGINAL APPROP TRANS/ADJSMTS REVISED BUDGET YTD ACTUAL ENCUMBRANCES AVAILABLE BUDGET % USED

510001 WATER WORKS REVENUE

510001 400302		INTEREST INCOME						
	-2,500.00	0.00	-2,500.00	0.00	0.00	-2,500.00	.0%	
510001 406105		XFER FROM RET EARNINGS						
	-2,926,584.00	0.00	-2,926,584.00	0.00	0.00	-2,926,584.00	.0%	
510001 406201		MISCELLANEOUS REVENUES						
	-25,000.00	0.00	-25,000.00	-14,797.31	0.00	-10,202.69	59.2%	
510001 406600		CONSTRUCTION REVENUES						
	-50,000.00	0.00	-50,000.00	-73,286.56	0.00	23,286.56	146.6%	
510001 406601		USER FEES						
	-4,500,000.00	0.00	-4,500,000.00	-2,000,178.29	0.00	-2,499,821.71	44.4%	
510001 406602		INTEREST ON DEL ACCTS						
	-6,000.00	0.00	-6,000.00	-4,454.42	0.00	-1,545.58	74.2%	
510001 406603		HYDRANT RENTAL FEES						
	-24,000.00	0.00	-24,000.00	-1,680.00	0.00	-22,320.00	7.0%	
510001 406607		WATER IMPACT FEES (HIGHFIELDS)						
	0.00	0.00	0.00	-2,727.00	0.00	2,727.00	100.0%	
510001 406826		HOMEOWNER FINANCE REVENUE						
	-10,000.00	0.00	-10,000.00	-41,783.25	0.00	31,783.25	417.8%	
TOTAL WATER WORKS REVENUE								
	-7,544,084.00	0.00	-7,544,084.00	-2,138,906.83	0.00	-5,405,177.17	28.4%	

51601057 WATER WORKS EXPENSE

51601057 511001		SALARIES - FULL TIME					
	823,335.00	-7,400.00	815,935.00	455,947.55	0.00	359,987.45	55.9%
51601057 513001		OVERTIME - REGULAR					
	46,000.00	0.00	46,000.00	29,446.66	0.00	16,553.34	64.0%
51601057 515001		ON CALL					
	5,058.00	0.00	5,058.00	1,362.48	0.00	3,695.52	26.9%
51601057 516000		LONGEVITY					
	2,248.00	0.00	2,248.00	2,384.33	0.00	-136.33	106.1%
51601057 519000		TRAVEL ALLOWANCE					
	1,220.00	0.00	1,220.00	46.92	0.00	1,173.08	3.8%
51601057 521100		HEALTH INSURANCE					
	173,531.00	0.00	173,531.00	79,056.24	0.00	94,474.76	45.6%
51601057 521200		DENTAL INSURANCE					
	3,242.00	0.00	3,242.00	1,400.85	0.00	1,841.15	43.2%

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13									
ACCOUNTS FOR: 5001 WATER ENTERPRISE FUND									
	ORIGINAL	APPROP	TRANS/ADJSMTS	REVISED	BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	% USED
51601057 521300			LIFE INSURANCE						
	1,972.00		0.00	1,972.00	882.57	0.00	1,089.43	44.8%	
51601057 522000			SOCIAL SECURITY CONTRIBUTION						
	64,414.00		0.00	64,414.00	36,123.31	0.00	28,290.69	56.1%	
51601057 523000			RETIRE CONTRIBUTION						
	118,284.00		0.00	118,284.00	63,689.36	0.00	54,594.64	53.8%	
51601057 526000			WORKERS' COMPENSATION						
	14,492.00		0.00	14,492.00	22,785.73	0.00	-8,293.73	157.2%	
51601057 528001			DISABILITY INSURANCE						
	8,716.00		0.00	8,716.00	4,141.18	0.00	4,574.82	47.5%	
51601057 532001			STAFF DEVELOPMENT						
	3,420.00		0.00	3,420.00	1,948.66	466.89	1,004.45	70.6%	
51601057 532200			CONTRACTED SERVICES						
	0.00		7,400.00	7,400.00	1,757.50	5,642.50	0.00	100.0%	
51601057 533000			OTHER PROF SERVICES						
	7,254.00		0.00	7,254.00	3,689.98	285.34	3,278.68	54.8%	
51601057 533001			AUDIT						
	4,700.00		0.00	4,700.00	2,875.00	0.00	1,825.00	61.2%	
51601057 533002			ENGINEERING SERVICES						
	7,300.00		0.00	7,300.00	6,735.25	319.75	245.00	96.6%	
51601057 533004			MEDICAL SERVICES						
	650.00		0.00	650.00	520.32	129.68	0.00	100.0%	
51601057 534003			SOFTWARE MAINTENANCE/LICENSES						
	56,248.00		0.00	56,248.00	55,602.68	645.32	0.00	100.0%	
51601057 541100			WATER & SEWERAGE						
	36,000.00		0.00	36,000.00	19,855.21	11,944.79	4,200.00	88.3%	
51601057 543001			VEHICLE MAINT & REPAIRS						
	1,000.00		0.00	1,000.00	988.33	0.00	11.67	98.8%	
51601057 543002			EQUIPMENT MAINTENANCE						
	765.00		0.00	765.00	680.09	0.00	84.91	88.9%	
51601057 544200			RENTAL OF EQUIPMENT						
	3,110.00		0.00	3,110.00	0.00	0.00	3,110.00	.0%	
51601057 552001			FLEET INSURANCE						
	5,028.00		0.00	5,028.00	5,650.10	0.00	-622.10	112.4%	
51601057 552003			GENERAL LIABILITY						
	6,894.00		0.00	6,894.00	7,746.98	0.00	-852.98	112.4%	
51601057 553400			POSTAGE FEES						
	400.00		0.00	400.00	100.59	0.00	299.41	25.1%	
51601057 554000			ADVERTISING						
	1,600.00		0.00	1,600.00	222.99	342.68	1,034.33	35.4%	
51601057 555000			PRINTING AND BINDING						
	1,000.00		0.00	1,000.00	1,000.00	0.00	0.00	100.0%	
51601057 556000			TUITION						
	3,150.00		0.00	3,150.00	431.34	0.00	2,718.66	13.7%	

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13											
ACCOUNTS FOR: 5001 WATER ENTERPRISE FUND											
	ORIGINAL	APPROP	TRANS/ADJSMTS	REVISED	BUDGET	YTD	ACTUAL	ENCUMBRANCES	AVAILABLE	BUDGET	% USED
51601057 558000		375.00	TRAVEL	0.00	375.00	184.54		19.77	170.69		54.5%
51601057 561003	3,165.00		OFFICE SUPPLIES	0.00	3,165.00	768.00		238.75	2,158.25		31.8%
51601057 561005	63.00		PUBLICATIONS	0.00	63.00	0.00		0.00	63.00		.0%
51601057 561008	13,000.00		VEHICLE SUPPLIES	0.00	13,000.00	11,626.52		820.34	553.14		95.7%
51601057 561010	7,672.00		CLOTHING	0.00	7,672.00	4,818.78		2,724.50	128.72		98.3%
51601057 561015	6,900.00		SAFETY EQUIPMENT & TOOLS	0.00	6,900.00	4,633.99		54.98	2,211.03		68.0%
51601057 561022	6,000.00		HOT TOP COLD PATCH	0.00	6,000.00	6,000.00		0.00	0.00		100.0%
51601057 561023	1,850.00		SAND AND GRAVEL	0.00	1,850.00	1,850.00		0.00	0.00		100.0%
51601057 561032	3,625.00		OTHER OPERATIONAL SUPPLIES	0.00	3,625.00	1,592.57		1,340.05	692.38		80.9%
51601057 562600	22,000.00		VEHICLE FUEL	0.00	22,000.00	10,893.55		0.00	11,106.45		49.5%
51601057 573401	2,435.00		ADMIN EQUIPMENT	0.00	2,435.00	1,227.34		155.60	1,052.06		56.8%
51601057 573900	10,000.00		OTHER EQUIPMENT	0.00	10,000.00	5,278.76		155.25	4,565.99		54.3%
51601057 575100	130,000.00		INVENTORY PURCHASES	0.00	130,000.00	109,235.09		2,258.57	18,506.34		85.8%
51601057 581000	5,655.00		DUES AND FEES	0.00	5,655.00	2,943.00		1,625.00	1,087.00		80.8%
51601057 583000	582,941.00		INTEREST EXPENSE	0.00	582,941.00	365,230.89		0.00	217,710.11		62.7%
51601057 584000	20,000.00		CONTINGENCY	0.00	20,000.00	0.00		0.00	20,000.00		.0%
51601057 589001	4,900.00		STATE PERMITS & FEES	0.00	4,900.00	2,717.41		32.67	2,149.92		56.1%
51601057 589031	600.00		LIEN DISCHARGE FEES	0.00	600.00	158.94		193.17	247.89		58.7%
51601057 591000	1,796,270.00		REDEMPTION OF PRINCIPAL	0.00	1,796,270.00	503,355.10		0.00	1,292,914.90		28.0%
51601057 592001	1,660,336.00		DEPRECIATION	0.00	1,660,336.00	0.00		0.00	1,660,336.00		.0%
51601057 593002	347,500.00		TRANS TO CAPITAL PROJECTS	0.00	347,500.00	347,500.00		0.00	0.00		100.0%
51601057 593008	25,000.00		TRANSFER TO GENERAL FUND	0.00	25,000.00	0.00		0.00	25,000.00		.0%

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR: 5001 WATER ENTERPRISE FUND
 ORIGINAL APPROP TRANS/ADJSMTS REVISED BUDGET YTD ACTUAL ENCUMBRANCES AVAILABLE BUDGET % USED

TOTAL WATER WORKS EXPENSE
 6,051,318.00 0.00 6,051,318.00 2,187,086.68 29,395.60 3,834,835.72 36.6%

51601073 WATER TREATMENT PLANT

51601073 511001	SALARIES - FULL TIME	320,188.00	0.00	320,188.00	186,882.39	0.00	133,305.61	58.4%
51601073 511002	SALARIES - PART TIME	0.00	0.00	0.00	12,101.33	0.00	-12,101.33	100.0%
51601073 513001	OVERTIME - REGULAR	24,500.00	0.00	24,500.00	18,593.78	0.00	5,906.22	75.9%
51601073 515001	ON CALL	17,914.00	0.00	17,914.00	11,940.63	0.00	5,973.37	66.7%
51601073 516000	LONGEVITY	726.00	0.00	726.00	825.00	0.00	-99.00	113.6%
51601073 521100	HEALTH INSURANCE	50,075.00	0.00	50,075.00	29,416.10	0.00	20,658.90	58.7%
51601073 521200	DENTAL INSURANCE	1,300.00	0.00	1,300.00	583.24	0.00	716.76	44.9%
51601073 521300	LIFE INSURANCE	759.00	0.00	759.00	373.41	0.00	385.59	49.2%
51601073 522000	SOCIAL SECURITY CONTRIBUTION	26,701.00	0.00	26,701.00	17,028.45	0.00	9,672.55	63.8%
51601073 523000	RETIREMENT CONTRIBUTION	46,738.00	0.00	46,738.00	27,976.24	0.00	18,761.76	59.9%
51601073 526000	WORKERS' COMPENSATION	4,783.00	0.00	4,783.00	7,519.66	0.00	-2,736.66	157.2%
51601073 528001	DISABILITY INSURANCE	3,455.00	0.00	3,455.00	1,862.01	0.00	1,592.99	53.9%
51601073 532001	STAFF DEVELOPMENT	4,400.00	0.00	4,400.00	658.52	343.57	3,397.91	22.8%
51601073 533000	OTHER PROF SERVICES	11,000.00	0.00	11,000.00	9,327.00	0.00	1,673.00	84.8%
51601073 533002	ENGINEERING SERVICES	17,500.00	0.00	17,500.00	13,650.00	3,850.00	0.00	100.0%
51601073 533006	LABORATORY SERVICES	28,826.00	0.00	28,826.00	10,421.85	1,533.15	16,871.00	41.5%
51601073 541901	HVAC SERVICE CONTRACT	6,822.00	0.00	6,822.00	5,116.34	1,705.66	0.00	100.0%
51601073 543000	REPAIR AND MAINTENANCE SERVICE	82,814.00	0.00	82,814.00	29,217.81	5,395.62	48,200.57	41.8%

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR: 5001 WATER ENTERPRISE FUND
 ORIGINAL APPROP TRANS/ADJSMTS REVISED BUDGET YTD ACTUAL ENCUMBRANCES AVAILABLE BUDGET % USED

51601073 543002	94,309.00	EQUIPMENT MAINTENANCE 0.00	94,309.00	47,818.06	30,659.13	15,831.81	83.2%
51601073 544500	0.00	LEASE COPIER/PRINTERS 0.00	0.00	56.90	0.00	-56.90	100.0%
51601073 552002	9,150.00	PROPERTY INSURANCE 0.00	9,150.00	10,282.11	0.00	-1,132.11	112.4%
51601073 553000	15,041.00	COMMUNICATIONS 0.00	15,041.00	8,438.33	344.49	6,258.18	58.4%
51601073 561001	1,800.00	JANITORIAL SUPPLIES 0.00	1,800.00	1,301.08	0.00	498.92	72.3%
51601073 561002	2,200.00	BLDG MAINT SUPPLIES 0.00	2,200.00	837.60	179.80	1,182.60	46.2%
51601073 561009	750.00	TRAINING MATERIALS & SUPPLIES 0.00	750.00	171.95	0.00	578.05	22.9%
51601073 561010	6,504.00	CLOTHING 0.00	6,504.00	4,578.61	1,895.37	30.02	99.5%
51601073 561015	17,600.00	SAFETY EQUIPMENT & TOOLS 0.00	17,600.00	2,144.03	0.00	15,455.97	12.2%
51601073 561031	248,396.00	CHEMICALS 0.00	248,396.00	147,980.98	15,345.82	85,069.20	65.8%
51601073 561037	13,920.00	LABORATORY SUPPLIES 0.00	13,920.00	9,903.40	2,268.04	1,748.56	87.4%
51601073 561040	38,250.00	EQUIPMENT REPAIR SUPPLIES 0.00	38,250.00	25,480.46	1,712.06	11,057.48	71.1%
51601073 562200	213,000.00	ELECTRICITY 0.00	213,000.00	80,419.40	19,580.60	113,000.00	46.9%
51601073 562400	28,000.00	HEATING FUEL 0.00	28,000.00	18,725.89	1,266.55	8,007.56	71.4%
51601073 573900	31,700.00	OTHER EQUIPMENT 0.00	31,700.00	12,121.58	0.00	19,578.42	38.2%
51601073 589030	43,500.00	PROP TAX TO OTH COMM 0.00	43,500.00	44,983.16	0.00	-1,483.16	103.4%
TOTAL WATER TREATMENT PLANT	1,412,621.00	0.00	1,412,621.00	798,737.30	86,079.86	527,803.84	62.6%

51601570 WATER REVENUE OFFICE

51601570 511001	42,327.00	SALARIES - FULL TIME 0.00	42,327.00	30,639.33	0.00	11,687.67	72.4%
51601570 516000	100.00	LONGEVITY 0.00	100.00	0.00	0.00	100.00	.0%

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13												
ACCOUNTS FOR: 5001 WATER ENTERPRISE FUND												
	ORIGINAL	APPROP	TRANS/ADJSMTS	REVISED	BUDGET	YTD	ACTUAL	ENCUMBRANCES	AVAILABLE	BUDGET	%	USED
51601570 521100	12,372.00		HEALTH INSURANCE	0.00	12,372.00	7,216.87		0.00	5,155.13		58.3%	
51601570 521200	127.00		DENTAL INSURANCE	0.00	127.00	75.74		0.00	51.26		59.6%	
51601570 521300	108.00		LIFE INSURANCE	0.00	108.00	61.36		0.00	46.64		56.8%	
51601570 522000	3,244.00		SOCIAL SECURITY CONTRIBUTION	0.00	3,244.00	2,320.92		0.00	923.08		71.5%	
51601570 523000	5,739.00		RETIREMENT CONTRIBUTION	0.00	5,739.00	4,155.20		0.00	1,583.80		72.4%	
51601570 526000	49.00		WORKERS' COMPENSATION	0.00	49.00	77.54		0.00	-28.54		158.2%	
51601570 528001	453.00		DISABILITY INSURANCE	0.00	453.00	300.35		0.00	152.65		66.3%	
51601570 543000	2,916.00		REPAIR AND MAINTENANCE SERVICE	0.00	2,916.00	2,594.00		0.00	322.00		89.0%	
51601570 553400	12,000.00		POSTAGE FEES	0.00	12,000.00	5,343.42		2,500.00	4,156.58		65.4%	
51601570 555000	410.00		PRINTING AND BINDING	0.00	410.00	410.00		0.00	0.00		100.0%	
51601570 561003	300.00		OFFICE SUPPLIES	0.00	300.00	300.00		0.00	0.00		100.0%	
TOTAL WATER REVENUE OFFICE												
	80,145.00			0.00	80,145.00	53,494.73		2,500.00	24,150.27		69.9%	
TOTAL WATER ENTERPRISE FUND												
	0.00			0.00	0.00	900,411.88		117,975.46	-1,018,387.34		100.0%	
TOTAL REVENUES												
	-7,544,084.00			0.00	-7,544,084.00	-2,138,906.83		0.00	-5,405,177.17			
TOTAL EXPENSES												
	7,544,084.00			0.00	7,544,084.00	3,039,318.71		117,975.46	4,386,789.83			

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13							
ORIGINAL APPROP	TRANS/ADJSMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	% USED	
	GRAND TOTAL						
0.00	0.00	0.00	900,411.88	117,975.46	-1,018,387.34	100.0%	

** END OF REPORT - Generated by Michele Grant **