



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

DATE: March 1, 2021
TO: Utility Advisory Board
FROM: Lisa J. Clark, Utility Billing Office Supervisor

RE: Utility Advisory Board Meeting

There will be a meeting of the Utility Advisory Board on **Monday March 8, 2021 at 5:30 PM via Microsoft Teams.**

AGENDA

1. Call to order
2. Acceptance of February 8, 2021 Minutes
3. Tabled Appeal
 - 3.1 Don & Hope Silver (tabled until May)
46 Big Bear Road
Rochester, NH 03868
4. New Appeals
 - 4.1 Samantha Merchant (Pages 6-14)
11 Hillcrest Dr.
Rochester, NH 03867
Re: Account #083900
 - 4.2 James Ambrose (Pages 15-22)
41 Dodge St.
Rochester, NH 03867
Re: Account #073940

- 4.3 Maria Bick (Pages 23-30)
18 Gagne St.
Rochester, NH 03867
Re: Account #041730

- 4.4 119 Flagg Rd. Dev. (Pages 31-37)
63B Trinity Circle
Rochester, NH 03867
Re: Account #220099

- 4.5 Janice Kane (previously tabled appeal, pages 38-44)
11 Hillside Drive
Rochester, NH 03867
Re: Account #172353

5. Financials-Water & Sewer Revenue and Expense Reports

6. Adjournment

**Utility Advisory Board
February 8, 2021 5:30 P.M.
Virtual Meeting**

MEMBERS PRESENT

Shawn Libby, Chairman
Brett Johnson
Joe Boudreau

OTHERS PRESENT

Lisa Clark, Utility Billing Office Supervisor
Michele Grant, Utility Billing Administrator

MINUTES

1. Call to order:

Mr. Libby called the meeting to order at 5:40pm.

2. Approval of January 11, 2021 Minutes

Mr. Libby requested a motion or comments on the minutes for the January 11, 2021 meeting. *Mr. Johnson made a motion to accept the January 11, 2021 meeting minutes as presented. The motion was seconded by Mr. Libby. The motion passed unanimously.*

3. Tabled Appeals

3.1 11 Hillside Drive – Janice Kane

This appeal remains tabled from the November 2020 meeting pending next bill as to establish a history. This will be heard at March UAB meeting.

3.2 46 Big Bear Road - Don & Hope Silver

This appeal remains tabled from January 2021 meeting pending next bill to establish more history. This will be heard at March UAB meeting.

4. Appeals

4.5 77 Farmington Road – Rochester Hosp. LLC

The appellant, Mr. Raiche was present for the meeting. The appeal requested both water and sewer abatements. The appeal stated there was an outside spigot used and that it was left leaking for an unknown period of time. Ms. Clark noted that the sewer was already credited as they have a sewer deduct meter for outdoor usage.

The board and appellant discussed the usage history, the use of the one year abatement on water only, and the financial hardship that the Covid-19 Pandemic has had on this hotel. Mr. Raiche decided he did not want to use the 1 in 10 year water abatement for this issue.

Mr. Johnson made a motion to approve a hardship credit of 25% of the above average consumption. $432 \text{ units}/4 = 108$. $108 \text{ Units} \times 5.55 = \599.40 . The motion was seconded by Mr. Libby, the motion passed unanimously.

4.1 8 Pine Street – AA2 Management LLC

The appellant was not present for the meeting. The appeal requested both water and sewer abatement. The appeal stated that the above average consumption was due to a pipe leaking in basement. The water was used and does not meet the criteria for a water abatement based on the Water Sewer Adjustment Policy.

Mr. Boudreau made a motion to abate 38 units of sewer at \$6.75 per unit for a total of \$256.50 plus any accrued interest. The motion was seconded by Mr. Libby, motion passed unanimously.

4.2 49 Temple Drive – Nancy Lamarre

The appellant was not present for the meeting. The appeal request is for a sewer abatement. They stated the sewer deduct was not installed correctly and did not deduct water for outside watering.

Mr. Johnson made a motion to abate 17 units of sewer at \$6.75 per unit for a total of \$114.75 plus any accrued interest. Mr. Libby seconded the motion, motion passed unanimously.

4.3 213 Old Dover Road – Kristina Guay

The appellant was not present for the meeting. The appeal requested a water abatement. The appeal stated that snow fell from roof and hit outside spigot and turned it on.

Mr. Boudreau made a motion to deny appeal stating the water was used and the above average consumption did not meet the criteria for the Water Sewer Adjustment Policy. Mr. Johnson seconded the motion, motion passed unanimously.

4.4 7 Beaudoin Ave. – Sandra LaRoche

The appellant was not present for the meeting. The appeal requested both a water and sewer abatement. The appeal stated that the outside faucet was dripping. The board discussed the Water Sewer Adjustment Policy minimum above average consumption requirement. This appeal did not meet that requirement.

Mr. Boudreau made a motion to abate 32 units of sewer at \$6.75 in the amount of \$216.00 plus all accrued interest. The motion was seconded by Mr. Libby, the motion passed unanimously.

5. Financials

The board reviewed and discussed financial reports.

6. Adjournment:

Mr. Libby made a motion to adjourn at 6:30pm. The motion was seconded by Mr. Johnson. The motion passed unanimously.

Minutes respectfully submitted by Michele Grant Utility Billing Administrator



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

Date: March 2, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 1/29/21

Customer Name: Samantha Merchant Account # 083900

Service Address: 11 Hillcrest Dr.

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

Recommendations

****I recommend no abatement on this appeal for December 2020 invoiced amount.**

The above recommendation is based upon the following findings:

1. Per the City of Rochester Water Ordinance #260-19A and Sewer Ordinance 200-26A "the appellant must notify the Business Office in writing before next payment is due"
2. The owner does not dispute the meter reading.
3. The water did enter the sewer system
4. The following information is provided

Total usage on disputed invoice	33
Average usage on previous 3 years	<u>18</u>
Estimated use over average	15

Value of 15 Units of Sewer at the current sewer rate if abated would have been \$6.75=\$101.25

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

3/2/2021

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Michele Grant
DATE: February 24, 2021
SUBJECT: City of Rochester
PROPERTY: **11 Hillcrest Drive**

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

This appeal is for water and sewer, the owner stated the toilets were running and sinks were leaking.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 1/29/21

1. Date of Appeal: 01-25-21
2. Property Owner's Name: Samantha Merchant Account #: 14082085
3. Billing Address: 11 Hillcrest Dr.
Rochester NH
03867
4. Service Location: Same Zip Code _____
5. Owners Representative: _____
6. Owners Representative's Signature: Samantha Merchant
7. Phone #: (603) 973-2520 Cell: _____
8. Email Address: smmerchant913@gmail.com

683900

(1)

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 09/2020 to current period
10. Abatement is being requested for:
- a. How many units of water _____ x 5.55 = \$ _____
- b. How many units of sewer _____ x 6.75 = \$ _____
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

11. Explanation of Appeal Request:

Since we bought our home in August of 2018 we have done several plumbing repairs. When our bill started to skyrocket in June of 2020 we didnt think anything else could possibly be leaking so we cut down on consumption. When we got our most recent water bill, I called and spoke with Kim. We called Hart Plumbing and they came out and fixed our problems. I am asking for consideration for the upcoming bill as well because Kim let me know our consumption had been way up in the beginning of January. Thank you very much for your time.

Form continues on back

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? yes

Who made the repair? Hart's Plumbing - Heating Inc.

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

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

Please note:

- 1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
- 2. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.*
- 3. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*
- 4. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.*



Invoice

P.O. BOX 687 • Portsmouth, NH 03802-0687
 (603) 431-8688

DATE	INVOICE #
1/18/2021	77567

BILL TO
Robert Gee 11 Hillcrest Drive Rochester, NH 03867

JOB DESCRIPTION
Customer recieved notice from Water Department of leaks, repaired toilets and lavatories.

SHIP DATE	TERMS	REP	P.O. NO.	SHIP VIA	FOB	PROJECT
1/13/2021	NET 10*	TW	2020-5-331			

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
1	KOHSTEM	Kohler GP770 Stem	16.66	16.66
1	KOHSTEM	Kohler GP7710 Stem	16.66	16.66
2	KOHFLAPPER	Kohler 8516 Flapper Kits	13.94	27.88
1.5	LABOR3	Labor - per hour (Terry)	125.00	187.50

If you are in need of propane or natural gas heating and air conditioning services, give us a call at (603) 431-8688.

Total	\$248.70
Balance Due	\$248.70

If full payment is not received within 10 days of the date of this invoice, interest will accrue at the rate of 1.5% per month on the unpaid balance. All accounts will be submitted to collections if payment has not been received 60 days following invoice, and customer agrees that they shall be responsible for all costs of collections including, but not limited to, attorney fees and costs.

Accounts

Account: 083900

1/5/09 - DECEMBER BILL RETURNED INDICATING CHANGE OF NAME FROM TRUDEAU TO BODAH
- LETTER SENT

[2018-08-22 14:28:01 karenb]:FINAL BILL PROCESSED

[2021-01-13 09:59:49 kimberly.nickerson]: DID REREAD STILL HIGH 15 UNITS IN 1
MONTH, ADVISED HOMEOWNER TO LOOK FOR LEAKS

[2021-01-28 15:51:55 kimberly.nickerson]: SENDING IN UAB APPEAL FOUND LEAK

[2021-02-22 16:05:51 michele.grant]: REC'D. UAB APPEAL FOR MARCH MEETING ON
1/29/21.

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

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

MERCHANT SAMANTHA A &

11 HILLCREST DR

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

14082085

12/29/2020

083900

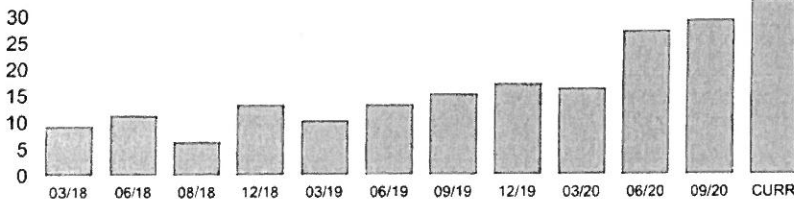
01/31/2021

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	09/14/2020	12/07/2020	648	681	33	\$183.15
RES SEWER		09/14/2020	12/07/2020				\$222.75

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

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

CONSUMPTION HISTORY



READ CODE	Total Current Billing	\$405.90
A = Actual	Previous Balance	\$357.18
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$762.60
Total Amount Due		\$0.00

PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET
WATER USE 1 UNIT MIN. 11.0%, SEWER 1.75 UNIT MIN. \$32.29
MAJOR CREDIT: DISCOVER, & AMEX PMTS IN TAX OFFICE 2.79% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



City of Rochester

P.O. Box 981096
Boston MA 02298-1096

Please Note Address Change Below:

Name: _____

Street: _____

City: _____

State: _____ Zip: _____

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	083900
Bill Number:	14082085
Pay By:	01/31/2021
Total Due:	0.00

Service Location
11 HILLCREST DR

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

MERCHANT SAMANTHA A &
GEE ROBERT M
11 HILLCREST DR
ROCHESTER, NH 03867-3206



92096042021414082085300000000000



Account Number	Service	Customer #	Mfr Meter Number	Parcel	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
083900		49804	MERCHANT SAMANTHA A &	012700140000			11 HILCREST DR				Active
100	1 RES WATER	SENS69992711	A 12/07/2020		14082085	681	33	0	183.15	405.90	
100	1 RES WATER	SENS69992711	A 09/14/2020		14071474	648	29	0	160.95	356.70	
100	1 RES WATER	SENS69992711	A 06/15/2020		14063577	619	27	0	149.85	332.10	
100	1 RES WATER	SENS69992711	A 03/05/2020		14055679	592	16	0	88.80	196.80	
100	1 RES WATER	SENS69992711	A 12/13/2019		14047885	576	17	0	94.35	209.10	
100	1 RES WATER	SENS69992711	A 09/06/2019		14040040	559	15	0	83.25	184.50	
100	1 RES WATER	SENS69992711	A 06/07/2019		14032195	544	13	0	72.15	159.90	
100	1 RES WATER	SENS69992711	A 03/07/2019		14024392	531	10	0	55.50	123.00	
100	1 RES WATER	SENS69992711	A 12/18/2018		14016645	521	13	0	72.15	159.90	

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

AVG 18

Michele Grant

From: Michele Grant
Sent: Wednesday, February 24, 2021 12:47 PM
To: 'Samantha Merchant'
Subject: Re: appeal

Hi,

Thank you so much for your email, sorry I haven't had a chance to call you back yet, I did get your message yesterday but I had to leave a little early. I think the below explanation and answers is all I need, I will include this with your appeal which will be heard on 3/8 and a decision letter will be sent out that week.

Thank you,

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

From: Samantha Merchant <smerchant913@gmail.com>
Sent: Wednesday, February 24, 2021 12:27 PM
To: Michele Grant <michele.grant@rochesternh.net>
Subject: [External] Re: appeal

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

Hi Michele,

The leak was not onto the floor but it was running pretty much constantly. He repaired the toilet and the sinks in both the upstairs and downstairs bathroom were leaking as well. We would like to request both water and sewer please. Let me know if you have further questions. Thank you very much for your time.

Sincerely,
Sam Merchant

Sent from my iPhone

On Feb 22, 2021, at 4:39 PM, Michele Grant <michele.grant@rochesternh.net> wrote:

Hi Samantha,

We have your appeal form for 11 Hillcrest for the March 8th meeting, just a couple questions on this. I see the receipt for the repair and it looks like a toilet was repaired, just need more information on this. Was there a leak that was going onto the floor or what exactly was leaking? Was this the only



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

Date: March 1, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 2/1/21

Customer Name: James Ambrose Account # 073940

Service Address: 41 Dodge St.

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

Recommendations

****I recommend no abatement on this appeal for November 2020 invoiced amount.**

The above recommendation is based upon the following findings:

1. Per the City of Rochester Water Ordinance #260-19A and Sewer Ordinance 200-26A "the appellant must notify the Business Office in writing before next payment is due"
2. The owner does not dispute the meter reading.
 - A. Total usage on disputed invoice 45
 - B. Average usage on previous 3 years 6
 - C. Estimated use over average 39

Value of 39 Units of Sewer at the current sewer rate \$6.75 if abated would have been = \$263.25

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

3/1/2021

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Michele Grant
DATE: February 4, 2021
SUBJECT: City of Rochester
PROPERTY: **41 Dodge St.**

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

This appeal is for sewer only, the owner stated the water was used to water the new lawn.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

2/1/20

Office Use Only:
Received: _____

1. Date of Appeal: 2/1/20
2. Property Owner's Name: JAMES AMBROSE Account #: 073940
3. Billing Address: 41 DODGE ST.

②

4. Service Location: 41 DODGE Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-370-9443 Cell: _____
8. Email Address: _____

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 8/14/20 to 11/12/20
10. Abatement is being requested for:
a. How many units of water 40 x 5.55 = \$ 222.00 \$
b. How many units of sewer 40 x 6.75 = \$ 270.00 ~~302.75~~
c. Water & Sewer Department Fees of: \$ _____
Total \$ _____

11. Explanation of Appeal Request:
WATER WAS USED FOR NEW
HYDROSEEDED LAWN TO ASSURE GROWTH,
NO SEWER WAS USED FOR ALL
THE WATER.
SORRY I DID NOT TAKE CARE OF
THIS EARLIER! - JIM

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

Please note:

- 1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.***
- 2. Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.***
- 3. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.***
- 4. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.***

Accounts

Account: 073940

09/18/07- GOT A CALL FROM SYLVIA TODAY FOLLOWING UP WITH HER COMING INTO THE OFFICE ON 09/07/07 QUESTIONING HER AUGUST BILL SAYING THERE MUST BE A MISTAKE. WE DID A REREAD ON 09/10/07 AND SINCE AUGUST 7TH THERE HAS BEEN 1 UNIT OF WATER USED. I EXPLAINED TO HER THAT THIS PUTS HER BACK ON TRACK TO RECEIVE A "NORMAL " BILL, SO THAT SOMETHING HAPPENED DURING THE LAST BILL CYCLE TO CAUSE THE HIGHER BILL. SHE SAID THAT SHE HAD A SEWER BACKUP AND THAT A&D PLUMBING REPLACED HER ENTIRE TOILET, AND THAT THIS HAD NOTHING TO DO WITH THE INCREASE! SHE CHECKED HER METER FOR LEAKS AND FOUND NOTHING. AFTER GOING BACK AND FORTH, I TOLD HER THE ONLY THING I COULD DO FOR HER IS TO SEND HER AN APPEAL FORM BECAUSE SHE DIDNT LIKE MY ANSWERS. I EXPLAINED THE WHOLE APPEAL PROCESS AND PUT AN APPLICATION IN THE MAIL

2/1/08 - ADD ELDERLY EXEMPTION

8/29/08 - POOL CREDIT - 25 UNITS - \$91.50 (ELDERLY)
11/19/08 - POOL CREDIT- CUST. HAD A PROBLEM WITH HER POOL AND HAD TO DRAIN IT
HALF WAY . 13 UNITS \$47.58 (ELDERLY)
09/22/09- POOL CREDIT DONE- 7 UNITS \$27.65 (ELDERLY)

[2020-09-23 09:15:41 kimberly.nickerson]: REMOVED ELDERLY EXEMPTION 9/17/20

[2021-02-04 11:19:36 michele.grant]: REC'D. APPEAL FORM FOR MARCH UAB MEETING ON 2/1/20.

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

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

BROWN SYLVIA W &

41 DODGE ST

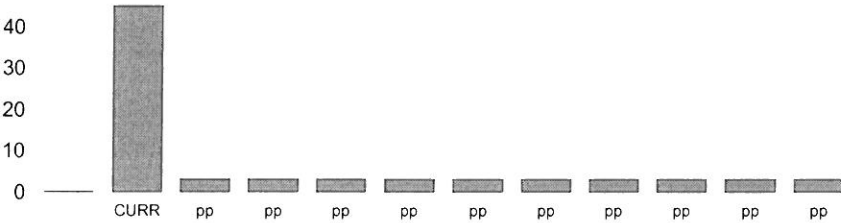
BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14081174	11/20/2020	073940	12/28/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	08/14/2020	11/12/2020	196	241	45	\$249.75
RES SEWER		09/17/2020	11/12/2020				\$303.75

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

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

CONSUMPTION HISTORY



READ CODE	Description	Amount
	Total Current Billing	\$553.50
A = Actual	Previous Balance	\$279.85
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$554.85
Total Amount Due		\$274.43

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

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



City of Rochester

P.O. Box 981096
Boston MA 02298-1096

Please Note Address Change Below:

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

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	073940
Bill Number:	14081174
Pay By:	12/28/2020
Total Due:	274.43

Service Location
41 DODGE ST

BROWN SYLVIA W &
AMBROSE JAMES P
41 DODGE ST
ROCHESTER, NH 03867-3718



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

92096042021414081174600000274431

02/04/2021 11:27
 michela.grant

CITY OF ROCHESTER
 UB Consumption History Report

P 1
 ubcnsing



Account Number	Service	Customer # Name	Mfr Meter Number	BROWN SYLVIA W &	Cd Read Date Time	Parcel By	Bill # Curr Read	Location Usage	41 DODGE ST	Repl Usage	Charge Amt	Billed Amt	Status
073940		48841				012801550000							Active
105	-	1	ELD WATER	SENS69992860	A 08/14/2020		14070566	40	0	0	96.00	275.60	
105	-	1	ELD WATER	SENS69992860	A 05/12/2020		14062602	6	0	0	16.91	43.85	
105	-	1	ELD WATER	SENS69992860	A 02/04/2020		14054835	1	0	0	16.91	42.61	
105	-	1	ELD WATER	SENS69992860	A 11/06/2019		14046961	1	0	0	16.91	42.61	
105	-	1	ELD WATER	SENS69992860	A 08/16/2019		14039139	2	0	0	16.91	42.61	
105	-	1	ELD WATER	SENS69992860	A 05/16/2019		14031274	1	0	0	16.91	42.61	
105	-	1	ELD WATER	SENS69992860	A 02/14/2019		14023533	1	0	0	16.91	42.61	
105	-	1	ELD WATER	SENS69992860	A 11/16/2018		14015757	2	0	0	16.91	42.61	
105	-	1	ELD WATER	SENS69992860	A 08/17/2018		14007956	2	0	0	16.91	42.61	
105	-	1	ELD WATER	SENS69992860	A 05/10/2018		14000074	2	0	0	16.91	42.61	

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

58 = 10
 6

45 - 6 = 39

39 x 6.75 = 263.25

02/04/2021 11:27
michele.grant

CITY OF ROCHESTER
UB Consumption History Report

IP 1
|ubcnsing



Account Number	Customer # Name	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Amt	Status
073940	48841		BROWN SYLVIA W &		012801550000				41 DODGE ST								Active
100	-	2	RES WATER		SENS69992860		A	11/12/2020		14081174		241		249.75		553.50	

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

2



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: March 2, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 2/3/21

Customer Name: Maria Bick Account: 041730

Service Address: 18 Gagne St.
Rochester NH 03867

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

Recommendations

I recommend the UAB Board table this request to obtain another quarter to average new owner usage history.

The above recommendation is based upon the following findings:

- A. The owner is new at this location. Insufficient history to determine average.
- B. This appeal will most likely qualify for the Water & Sewer Adjustment Policy.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

3/1/2021

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Michele Grant
DATE: February 4, 2021
SUBJECT: City of Rochester
PROPERTY: **18 Gagne St.**

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

This appeal is for water and sewer, they stated that their moved into their new home & wasn't aware of the toilets running all the time.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 2/3/21

1. Date of Appeal: 1/29/21
2. Property Owner's Name: Maria Bick Account #: 041730
3. Billing Address: 18 Gagne St
Rochester NH 03867
4. Service Location: 18 Gagne St, Rochester NH Zip Code 03867
5. Owners Representative: Owner
6. Owners Representative's Signature: [Signature]
7. Phone #: 603 686 6936 Cell: 603-686 6936
8. Email Address: Trut3160@yahoo.com

(3)

(Agendas and Decision Letters will be emailed).

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

10. An abatement is being requested for:

- a. How many units of water 70 x 5.55 = \$ 388.50
 - b. How many units of sewer 70 x 6.75 = \$ 472.50
 - c. Water & Sewer Department Fees of: \$ _____
- Total \$ 861

11. Explanation of Appeal Request:

My Name is Maria Bick and I purchased my home at 18 Gagne St July 10, 2020. My husband, myself and my 3 year old son moved in. The toilets are newer with 2 Flush Volume buttons. At first the sounded fine then after a month or so they started making a strange quiet noise my husband and I didn't think anything of it until it got louder and after a several weeks we looked into it and found out that water had been flowing into the over flow valve the whole time meaning the water was running 24/7 that whole time and we weren't aware that was happening. I understand that ignorance overrule the law but this is our first home and we love it here in Rochester but with all that going on in the world my husband was let go from his job due to covid-19 and I had my second son i.25 December and on on maternity leave where I am only getting 60% of my pay so there is no way

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

Yes No (circle one)

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

Yes No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

assistance from the City? If so, explain: Yes, As I stated in my explanation
my husband lost his job due to covid-19 and I am on
maternity leave only making 60% of my salary and living
paycheck to paycheck without enough income to feed my 2 sons.

Please note:

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*
4. *Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.*

Accounts

Account: 041730

ONCE IN TEN YEAR APPEAL 2/13/18

[2010-11-19 12:33:13 kathy]: WILL PAY \$200.00 TODAY AND BALANCE 12/10/10
 CALLED 12/9 LEAVING IN DROP BOX TONIGHT
 [2011-11-10 12:22:45 kathy]: TURNED OFF 11/8/11 THEN ON 11/9/11 FOR
 NON-PAYMENT
 [2012-08-09 12:22:18 kathy]: PROMISED TO PAY BALANCE 8/22/12
 [2013-05-01 10:48:57 sjuneau]: JUST ONE CONDO HERE. WILL PAY BALANCE 5/3
 [2013-11-18 15:08:22 sjuneau]: PROMISED TO PAY BALANCE 11/26 DROP BOX. ON
 BOARD FOR 12/2/2013
 [2013-12-04 16:42:50 sjuneau]: BALANCE PAID
 [2014-02-06 13:38:00 ann]: CALLED - WILL PAY FULL PAST DUE ON 2/19/14
 [2014-10-31 09:37:08 sjuneau]: SHE CALLED - WILL PAY BALANCE ON
 11/14***PAID***
 [2015-01-23 14:24:54 sjuneau]: SHE CALLED - WILL PAY BALANCE BY 2/13.
 [2015-02-12 11:22:14 sjuneau]: SHE CAME IN - PAID \$150 AND WILL PAY THE OTHER
 \$150 ON 2/20.***PAID***
 [2015-04-28 11:45:35 karenb]: 1/2 5-8; BALANCE 5/15 - ON BOARD
 [2015-07-29 15:47:24 karenb]: PTP \$100 7/31 AND BALANCE 8/7TH. ON BOARD.
 [2015-08-06 14:27:43 karenb]: CHANGED PAYMENT PLAN - \$75 8/7THA ND BALANCE
 8/14TH
 [2015-10-21 12:38:01 karenb]: PTP \$100 10/23, \$100 10/30 AND BALANCE 11/13TH.
 ON BOARD.***PAID***
 [2016-01-26 15:06:07 karenb]:PRP \$100 1/29, \$100 2/5 AND BALANCE 2/12TH -
 PHONE: 708-0114
 [2016-05-03 12:33:24 karenb]:PRP \$100 5/6 BALANCE 5/13. ON BOARD.
 [2016-07-26 10:37:08 cristina]:PTP \$130 8/5 BALANCE ON 8/12. ON BOARD
 [2016-11-01 16:52:48 karenb]:PRP \$100 11/4, \$50 11/10 BALANCE 11/18. ON
 BOARD.***PAID***
 [2017-02-06 10:07:27 karenb]:PTP \$100 2/3, 2/10 AND BALANCE 2/17. ON BOARD.
 PUTTING IT IN NIGHT DROP BOX 2/17.***PAID***
 [2017-04-27 12:51:53 sjuneau]: PTP \$100 4/28, \$100 5/5 & BALANCE 5/12 - ON
 BOARD***PAID***
 [2017-07-31 15:13:39 karenb]:PRP \$100 8/4, 8/11 BALANCE 8/18TH. ON
 BOARD.***PAID***
 [2017-10-31 15:43:51 sjuneau]:PTP \$100 11/3, \$100 11/10 & BALANCE
 11/17.***PAID***
 [2017-11-08 12:42:40 sjuneau]: 96 UNITS ON NOVEMBER BILL - SENT HIGH USAGE
 LETTER & DOOR TAGGED
 [2017-11-27 11:52:14 karenb]:CUSTOMER CALLED REGARDING HIGH BILL. SHE STATED
 THAT SHE ISN'T AWARE OF ANYTHING LEAKING OR ANY REASON FOR THE USAGE. EXPLAINED
 TO HER HOW TO CHECK THE METER AND READ THE METER. SHE WILL DO SO AND GET BACK TO
 US.
 [2017-12-07 11:54:33 karenb]:JAMIE CAME IN AND STATED THAT THEY FOUND A CRACK
 IN A PIPE IN THEIR BASEMENT THAT WAS LEAKING. THEY ARE HAVING THE PIPE REPAIRED
 TOMORROW. WILL GRAB FOLLOW UP READS ON 12/12 AND 12/18TH TO VERIFY THAT THE
 USAGE IS NORMAL AFTER THE REPAIRS.
 [2017-12-18 15:41:30 karenb]:READ ON 12/12 927, READ ON 12/18 929.2 UNITS/6
 DAYS = .3/DAY. USAGE IS BACK TO NORMAL. LEFT VOICEMAIL FOR OWNER.

[2018-01-31 11:10:50 karenb]:HOMEOWNER CAME IN WITH UAB FROM AND PROOF OF REPAIR. SHE ALSO HAD TO REPLACE HER HOT WATER TANK ON 1/24/18 AS IT WAS LEAKING. HAD TECHNICIAN GET A READ TODAY WHICH WAS 940. THIS SHOWS THAT THEY DID NOT HAVE A LOT OF USAGE FROM THAT LEAK. STILL AN AVERAGE OF .2/DAY.

[2018-02-02 12:03:43 karenb]:CUSTOMER VERIFIED VIA EMAIL THAT SHE IS AWARE THE APPEAL FOR WATER IS A ONCE IN TEN YEAR APPEAL AND DOES WANT TO USE THE APPEAL AT THIS TIME. SENT FOR FEBRUARY UAB.

[2018-02-13 10:49:10 karenb]: UAB APPROVED ABATEMENT OF \$770.72. PROCESSED ADJUSTMENT FOR NOV AND FEB BILLS. THIS IS A ONCE IN TEN YEAR ABATEMENT.

[2018-03-30 15:21:13 karenb]:LONG TERM PAYMENT ARRANGEMENT FOR BALANCE OF NOVEMBER/FEBRUARY BILL: \$200/MONTH STARTING IN APRIL AND WILL STAY CURRENT ON ANY NEW BILLS.

[2018-11-05 13:04:52 karenb]:\$200 11/6, \$100 11/8 AND BALANCE 11/15. ON BOARD.

[2019-03-08 14:17:28 karenb]:PAYMENT PLAN \$120 3/15, 3/29, 4/12

[2019-03-18 14:33:05 karenb]:COULD ONLY MAKE \$100 PAYMENT 3/15

[2019-07-16 15:53:18 karenb]:\$100 EVERY OTHER FRIDAY STARTING 7/19/19

[2019-08-02 11:26:22 karenb]:8/2ND PAYMENT MOVED TO 8/9TH.

[2019-09-19 11:43:02 karenb]:NO PAYMENT SINCE 8/30TH. MAILED SHUT OFF NOTICE.

[2019-09-25 11:37:09 karenb]:WILL PAY BALANCE OF MAY INVOICE 9/27TH AND THEN EVERY OTHER FRIDAY \$100 FOR AUGUST INVOICE. LAST PAYMENT 11/22ND.

[2019-12-04 11:06:58 michele.grant]: JAMIE WILL BE MAKING WEEKLY PAYMENTS ON THE CURRENT BILL.

[2020-05-21 08:47:03 kimberly.nickerson]:PAYING \$50 5/21 AND \$50 A WEEK TILL PAID

[2020-07-10 15:18:54 michele.grant]: FINAL BILL PROCESSED

[2020-11-09 10:18:22 kimberly.nickerson]: SENT LEAK LETTER

[2021-01-28 14:45:47 kimberly.nickerson]: DROPPING OFF APPEAL PAPERWORK TODAY, HAD LEAKING TOILET, PAYING \$300 BY 2/7

[2021-02-04 11:58:57 michele.grant]: REC'D. APPEAL FOR MARCH MTG. ON 2/3/21.

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

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

BICK MARIA M

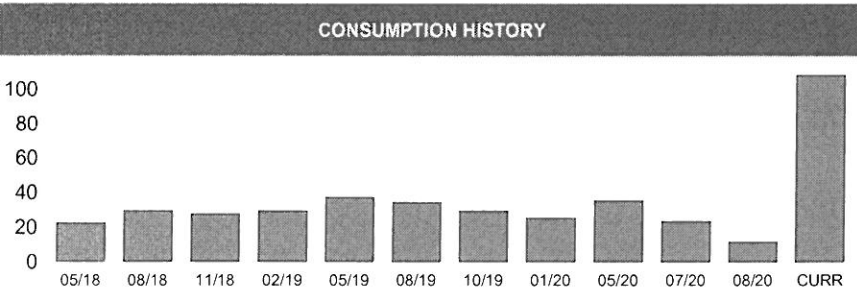
18 GAGNE ST 4

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14080188	11/20/2020	041730	12/28/2020

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	08/03/2020	11/02/2020	1242	1350	108	\$599.40
RES SEWER		08/03/2020	11/02/2020				\$729.00

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

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



READ CODE	Description	Amount
	Total Current Billing	\$1,328.40
A = Actual	Previous Balance	\$135.90
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$270.30
Total Amount Due		\$1,203.34

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

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



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

Please Note Address Change Below:

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

BICK MARIA M
18 GAGNE ST UNIT 4
ROCHESTER, NH 03867-2616

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	041730
Bill Number:	14080188
Pay By:	12/28/2020
Total Due:	1,203.34

Service Location
18 GAGNE ST 4

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



02/04/2021 12:01
 michele.grant

CITY OF ROCHESTER
 UB Consumption History Report

IP 1
 |ubcnsing



Account Number	Service	Customer #	Mfr Meter Number	Name	Cd	Read Date	Time	Parcel	By	Bill #	Curr Read	Location	Usage	Repl	Usage	Charge Amt	Billed Amt	Status
041730		52211		BICK MARIA M				012100320004				18 GAGNE ST 4						Active
100	-	1	RES WATER	SENS67081464	A	11/02/2020				14080188	1,350	108				599.40	1,328.40	
100	-	1	RES WATER	SENS67081464	A	08/03/2020				14069589	1,242	11				61.05	135.30	

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



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: March 1, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 2/17/21

Customer Name: 119 Flagg Rd. Dev.

Account: 220099

Service Address: 63B Trinity Circle
Rochester NH 03867

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

Recommendations

I recommend the UAB Board table this request to obtain another quarter to average new owner usage history.

The above recommendation is based upon the following findings:

- A. The owner is new at this location. Insufficient history to determine average.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

3/1/2021

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Michele Grant
DATE: February 22, 2021
SUBJECT: City of Rochester
PROPERTY: **63B Trinity Circle**

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

This appeal is for sewer only, they said they did a lot of watering of the new lawn.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 2/17/20

1. Date of Appeal: 2/17/2021
2. Property Owner's Name: 119 Flag Rd Dev-KAB Account #: 20099 W/S
3. Billing Address: 35 Third St
Dover NE 03820
4. Service Location: 63 Trinity Circle ^{unit B} Zip Code _____
5. Owners Representative: Michael Fortin
6. Owners Representative's Signature: Michael Fortin
7. Phone #: 603 833 9810 Cell: _____
8. Email Address: Mike Fortin B @ G.imes1.com

(4)

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from July 2020 to Jan 1 2021
10. Abatement is being requested for:

- a. How many units of water _____ x 5.83 = \$ _____
- b. How many units of sewer 17 x 7.43 = \$ 126.31
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 126.31

11. Explanation of Appeal Request:

House was brand new in July
I did alot of water for grass
to grow and was expected to
recive a bill in october which
I never got and had acquired
about.

Customer estimates Avg usage to be 18 Per Quarter

53
- 36
17

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

14. If your appeal is denied, will this cause you financial hardship and are you seeking consideration for hardship assistance from the City? If so, explain:

Yes Because I have two kids and
a wife that just went back to
work because of covid 19.

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 City Hall.**
3. **Abatement / Appeal Applications must be received by 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 or average bill for both water and sewer prior to due date as specified on the invoice.**

Accounts

Account: 220099

UNIT B

[2020-10-15 15:42:27 michele.grant]: METER INSTALLED AND WATER ON 6/22/20.
NEED JOB SHEET FROM TECH.

[2020-10-30 10:40:27 michele.grant]: REC'D. JOB SHEET YESTERDAY, WILL INVOICE
THEM FOR METER INSTALL.

[2021-01-25 11:50:06 kimberly.nickerson]:TENANT CALLED BILL WAS FOR METER
INSTALL

[2021-02-22 09:43:24 michele.grant]: REC'D. UAB APPEAL 2/17/21 FOR MARCH
MEETING.

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your record.

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

119 FLAGG ROAD DEVELOPMENT LLC

63 TRINITY CIR

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

14086558

01/27/2021

220099

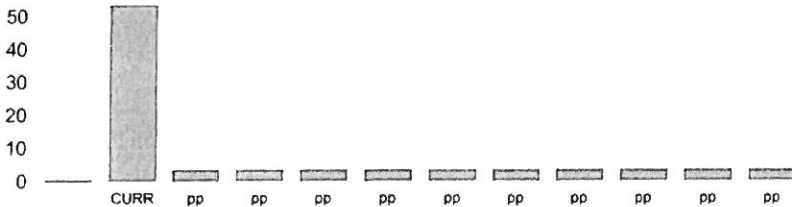
03/02/2021

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	06/22/2020	01/01/2021	0	53	53	\$294.23
RES SEWER		06/22/2020	01/01/2021				\$357.94

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

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

CONSUMPTION HISTORY



READ CODE	Description	Amount
	Total Current Billing	\$652.17
A = Actual	Previous Balance	\$561.83
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$551.56
Total Amount Due		\$654.37

PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET
WATER: 6.33 UNIT, MINIMUM 21.22; SEWER: 37.43 UNIT, MINIMUM 39.51
1.5% SEWER CAPT. DISCOVER & AMX PMT IN TAX OFFICE, 2.75% SUPCHARGE

✂ 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:	220099
Bill Number:	14086558
Pay By:	03/02/2021
Total Due:	654.37

Service Location
63 TRINITY CIR

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

119 FLAGG ROAD DEVELOPMENT LLC
35 THIRD ST
DOVER, NH 03820



92096042021414086558500000654376

02/17/2021 10:42
 Lisa Clark

CITY OF ROCHESTER
 UB Consumption History Report

1 P
 1 ubconsing

Account Number	Service	Customer # Name	Mfr Meter Number	Cd Read Date Time	Parcel	Bill #	Curr Read	Location	Usage	Repl Usage	Charge Amt	Billed Amt	Status
220099		32898	119	FLAGG ROAD DEVELOPMENT LLC	02590360036			63 TRINITY CIR					Active
100	1 RES WATER	SENS82661563		<i>Read Date</i> A 01/01/2021		14086558	53	53	0	294.23	652.17		

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

Six Months
2 quarters



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: March 2, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 11/02/20

Customer Name: Janice Kane

Account: 172353

Service Address: 11 Hillside Drive
Rochester NH 03867

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

Recommendations

I recommend an abatement of 23 units of water and sewer for October 2020 invoiced amount. This is an exception to normal policies. The City is responsible to restore properties to pre-project condition when working on private property.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
2. The water did not enter the sewer system.
 - A. Total usage on disputer invoice 28
 - B. Average usage 5
 - C. Estimated use over average 23

Value of 23 units of water at the current water rate of \$5.55 = \$127.65

Value of 23 units of sewer at the current sewer rate of \$6.75 = \$155.25

Total abatement recommended = \$282.90 plus accrued interest.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

3/2/2021

Date

WATER/SEWER BILLING MEMORANDUM

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

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

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

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 11/2/20

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

(Agendas and Decision Letters will be emailed).

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

10. Abatement is being requested for:

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

11. Explanation of Appeal Request:

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

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

Yes No (circle one)

If yes, why?

1155050
DANICE KANE

1 HILLTOP DRIVE

ROBERTS IN 03807

NAME IN ABOVE

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

Yes No (circle one)

If yes, did the water enter the sewer system?

NO - THE HOSE

If yes, has the leak been repaired?

NO - THE HOSE - DRAIN

Who made the repair?

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

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

Please note:

1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 9:30 P.M. at City Hall.
2. Abatement Appeal Applications must be received by the 20th of the month to be placed on the following month's UAB agenda.
3. Customers seeking abatement are encouraged, but not required, to appeal before the UAB when their abatement appeal is reviewed.
4. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.

Accounts

Account: 172353

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

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

[2020-11-02 15:53:32 kimberly.nickerson]: RECEIVED APPEAL PAPERWORK FOR NOV. MEETING

City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
KANE JANICE	11 HILL SIDE DR

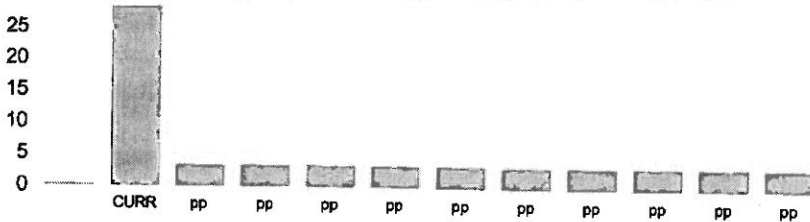
BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14077400	10/28/2020	172353	11/30/2020

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

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

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

CONSUMPTION HISTORY



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

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

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:



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

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

WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

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

Service Location
11 HILL SIDE DR

KANE JANICE
11 HILLSIDE DR
ROCHESTER, NH 03867-5009

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



Account Number	Customer # Name	Cd	Read Date Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
172353	29012 KANE JANICE				013500600000		11 HILLSIDE DR				Active
100	1 RES WATER SENS88783826	A	01/06/2021		14085317	33	5		27.85	408.63	
100	1 RES WATER SENS88783826	A	10/11/2020		14077400	28	28		155.40	696.32	

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

03/01/2021 18:14
 michèle.grant

CITY OF ROCHESTER
 YEAR-TO-DATE BUDGET REPORT

P 1
 gltydbud

FOR 2021 13

ACCOUNTS FOR: SEWER ENTERPRISE FUND
 5002

ORIGINAL APPROP

TRANSFRS/ ADJUSTMTS

REVISED BUDGET

YTD ACTUAL

ENCUMBRANCES

AVAILABLE BUDGET

PCT USED

520001 SEWER WORKS REVENUE

520001	400302	INTEREST INCOME	-5,000	0	-5,000	-5,000.00	.00	.00	100.0%
520001	406105	XFER FROM RET EAR	-3,026,173	-125,000	-3,151,173	.00	.00	-3,151,173.00	100.0%
520001	406201	MISCELLANEOUS REV	-4,000	0	-4,000	-96,831.59	.00	92,831.59	2420.8%
520001	406211	EASTERSEAL SRF IO	-16,049	0	-16,049	-8,203.92	.00	-7,845.08	51.1%
520001	406600	CONSTRUCTION REVE	-10,000	0	-10,000	-11,850.00	.00	1,850.00	118.5%
520001	406601	USER FEES	-4,700,000	0	-4,700,000	-2,507,799.27	.00	-2,192,200.73	53.4%
520001	406602	INTEREST ON DEL A	-5,000	0	-5,000	-3,871.42	.00	-1,128.58	77.4%
520001	406607	IMPACT FEES	-20,000	0	-20,000	-22,900.00	.00	2,900.00	114.5%
520001	406701	SEPTIC DISPOSAL P	-125,000	0	-125,000	-104,540.00	.00	-20,460.00	83.6%
520001	406703	INDUSTRIAL PRE-TR	-10,000	0	-10,000	-7,181.30	.00	-2,818.70	71.8%
520001	406826	HOMEOWNER FINANCE	-24,000	0	-24,000	-70,921.28	.00	46,921.28	295.5%
TOTAL SEWER WORKS REVENUE			-7,945,222	-125,000	-8,070,222	-2,839,098.78	.00	-5,231,123.22	35.2%

520002 SEWER WORKS REVENUE

520002	406306	STATE AID GRANT C	-263,590	0	-263,590	-7,290.00	.00	-263,590.00	.0%
520002	406307	STATE AID GRANT C	-7,291	0	-7,291	.00	.00	-1.00	100.0%
520002	406308	STATE AID GRANT C	-10,472	0	-10,472	.00	.00	-10,472.00	.0%
520002	406309	STATE AID GRANT C	-41,108	0	-41,108	-41,108.00	.00	.00	100.0%
520002	406310	STATE AID GRANT C	-13,607	0	-13,607	.00	.00	-13,607.00	.0%
520002	406311	STATE AID GRANT C	-29,108	0	-29,108	.00	.00	-29,108.00	.0%
520002	406312	STATE AID GRANT C	-30,905	0	-30,905	.00	.00	-30,905.00	.0%
TOTAL SEWER WORKS REVENUE			-396,081	0	-396,081	-48,398.00	.00	-347,683.00	12.2%

52602057 SEWER WORKS EXPENSE

52602057	511001	SALARIES - FULL	473,270	0	473,270	313,485.44	.00	159,784.56	66.2%
52602057	511002	SALARIES - PART	3,890	0	3,890	1,834.22	.00	2,055.78	47.2%
52602057	511099	SALARIES - ADJU	6,735	0	6,735	.00	.00	6,735.00	.0%
52602057	513001	OVERTIME - REGU	8,100	0	8,100	3,224.38	.00	4,875.62	39.8%
52602057	515001	ON CALL	5,058	0	5,058	2,058.00	.00	3,000.00	40.7%
52602057	516000	LONGEVITY	2,077	0	2,077	1,597.51	.00	479.49	76.9%
52602057	519000	TRAVEL ALLOWANC	500	0	500	140.76	.00	359.24	28.2%
52602057	521100	HEALTH INSURANC	101,380	0	101,380	66,481.92	.00	34,898.08	65.6%

FOR 2021 13

ACCOUNTS FOR: SEWER ENTERPRISE FUND 5002	ORIGINAL APPROP	TRANSFRS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
52602057 521200 DENTAL INSURANC	1,714	0	1,714	1,123.49	.00	590.51	65.5%
52602057 521300 LIFE INSURANCE	1,105	0	1,105	726.17	.00	378.83	65.7%
52602057 522000 SOCIAL SECURITY	35,297	0	35,297	23,103.91	.00	12,193.09	65.5%
52602057 523000 RETIRE CONTRIBU	54,986	0	54,986	36,043.72	.00	18,942.28	65.6%
52602057 526000 WORKERS' COMPEN	10,833	0	10,833	.00	.00	10,833.00	.0%
52602057 528001 DISABILITY INSU	4,434	0	4,434	3,118.94	.00	1,315.06	70.3%
52602057 532001 STAFF DEVELOPME	3,100	0	3,100	627.32	249.00	2,223.68	28.3%
52602057 533000 OTHER PROF SERV	7,504	0	7,504	5,830.08	636.74	1,037.18	86.2%
52602057 533001 AUDIT	4,140	0	4,140	4,022.13	750.37	-632.50	115.3%*
52602057 533002 ENGINEERING SER	1,000	0	1,000	.00	.00	1,000.00	.0%
52602057 533004 MEDICAL SERVICE	500	0	500	292.34	207.66	.00	100.0%
52602057 533009 21540 BIOSOLIDS	0	0	0	31,460.00	13,597.50	-45,057.50	100.0%*
52602057 534003 SOFTWARE MAINTN	62,877	0	62,877	43,648.32	3,529.29	15,699.39	75.0%
52602057 542300 CUSTODIAL SERV	2,200	0	2,200	1,361.25	.00	838.75	61.9%
52602057 543000 REPAIR AND MAIN	2,500	0	2,500	.00	.00	2,360.00	.0%
52602057 543001 VEHICLE MAINT &	3,690	0	3,690	263.52	.00	2,236.48	10.5%
52602057 544200 LEASE COPPER/BR	2,900	0	2,900	1,854.92	.00	1,835.08	50.3%
52602057 545200 FLEET INSURANCE	2,150	0	2,150	871.00	1,004.00	1,025.00	64.7%*
52602057 552003 GENERAL LIABILI	9,016	0	9,016	2,155.08	.00	-5.08	100.2%*
52602057 553400 POSTAGE FEES	500	0	500	.00	.00	9,016.00	.0%
52602057 554000 ADVERTISING	800	0	800	602.80	.00	5,671.00	.0%
52602057 555000 PRINTING AND BI	1,639	0	1,639	364.08	.00	5,198.00	.0%
52602057 556000 TUITION	3,150	0	3,150	.00	.00	464.41	7.1%
52602057 558000 TRAVEL	875	0	875	.00	197.20	.00	100.0%
52602057 561003 OFFICE SUPPLIES	3,456	0	3,456	1,509.58	269.99	1,676.43	51.5%
52602057 561005 PUBLICATIONS	60	0	60	.00	.00	60.00	.0%
52602057 561008 VEHICLE SUPPLIE	15,000	0	15,000	13,074.56	598.01	1,327.43	91.2%
52602057 561009 TRAINING MATERI	250	0	250	210.97	.00	39.03	84.4%
52602057 561010 CLOTHING	6,150	0	6,150	2,364.52	269.84	3,515.64	42.8%
52602057 561015 SAFETY EQUIPMEN	5,900	0	5,900	5,500.00	942.31	2,106.34	64.3%
52602057 561022 HOT TOP COLD PA	5,500	0	5,500	5,500.00	.00	.00	100.0%
52602057 561023 SAND AND GRAVEL	1,650	0	1,650	1,650.00	.00	.00	100.0%
52602057 561032 OTHER OPERATION	1,000	0	1,000	832.75	.00	167.25	83.3%
52602057 561040 EQUIPMENT REPAI	6,000	0	6,000	6,000.00	.00	.00	100.0%
52602057 562600 VEHICLE FUEL	41,000	0	41,000	13,033.23	.00	27,966.77	31.8%
52602057 573401 ADMIN EQUIPMENT	1,818	0	1,818	1,122.70	549.11	146.19	92.0%
52602057 573900 OTHER EQUIPMENT	8,000	0	8,000	3,316.29	2,051.16	2,632.55	67.1%
52602057 575100 INVENTORY PURCH	12,500	0	12,500	7,799.68	4,595.40	104.92	99.2%
52602057 581000 DUES AND FEES	1,290	0	1,290	143.34	.00	1,146.66	11.1%
52602057 583000 INTEREST EXPENS	542,998	0	542,998	636,814.40	.00	-93,816.40	117.3%*
52602057 584000 CONTINGENCY	15,000	0	15,000	.00	.00	15,000.00	.0%

FOR 2021 13

ACCOUNTS FOR: SEWER ENTERPRISE FUND 5002	ORIGINAL APPROP	TRANSFRS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
52602057 589001 STATE PERMITS &	5,150	0	5,150	4,647.13	164.13	338.74	93.4%
52602057 589034 ABATEMENTS/OVER	0	0	0	148.50	.00	-148.50	100.0%*
52602057 591000 REDEMPTION OF P	2,392,777	0	2,392,777	2,324,411.59	.00	68,365.41	97.1%
52602057 593002 TRANS TO CAPITAL	185,000	125,000	310,000	310,000.00	.00	.00	100.0%
52602057 593008 TRANSFER TO GEN	25,000	0	25,000	16,666.66	.00	8,333.34	66.7%
TOTAL SEWER WORKS EXPENSE	4,106,648	125,000	4,231,648	3,898,424.14	29,628.38	303,595.48	92.8%
52602074 SEWER TREATMENT PLANT							
52602074 511001 SALARIES - FULL	480,216	0	480,216	317,024.09	.00	163,191.91	66.0%
52602074 513001 OVERTIME - REGU	32,500	0	32,500	26,386.57	.00	6,113.43	81.2%
52602074 515001 ON CALL	33,088	0	33,088	21,412.52	.00	11,675.48	64.7%*
52602074 516000 LONGEVITY	1,700	0	1,700	2,200.00	.00	-500.00	129.4%*
52602074 521100 HEALTH INSURANC	113,862	0	113,862	66,484.16	.00	47,377.84	58.4%
52602074 521300 DENTAL INSURANC	2,603	0	2,603	1,583.30	.00	1,019.70	60.8%
52602074 522000 SOCIAL SECURITY	39,199	0	39,199	26,682.15	.00	12,516.85	68.1%
52602074 523000 RETIREMENT CONT	56,463	0	56,463	38,425.59	.00	18,037.41	68.1%
52602074 526000 WORKERS' COMPEN	8,760	0	8,760	.00	.00	8,760.00	100.0%
52602074 528001 DISABILITY INSU	3,528	0	3,528	2,724.79	.00	803.21	77.2%
52602074 532001 STAFF DEVELOPME	3,150	0	3,150	1,158.73	.00	1,991.27	36.8%
52602074 533000 OTHER PROF SERV	131,650	0	131,650	2,250.00	.00	63,870.00	51.5%
52602074 533006 LABORATORY SERV	109,258	0	109,258	26,230.75	.00	19,938.30	42.3%
52602074 534009 INDUSTRIAL PRET	40,239	0	40,239	7,086.26	.00	3,293.74	25.8%
52602074 541901 HYAC SERVICE CO	19,389	0	19,389	14,541.75	.00	4,847.25	100.0%
52602074 543000 REPAIR AND MAIN	96,350	0	96,350	5,041.76	.00	11,852.64	17.5%
52602074 543002 EQUIPMENT MAINT	209,158	0	209,158	73,224.99	.00	11,942.57	65.6%
52602074 544500 LEASE COPPER/PR	2,956	0	2,956	798.84	.00	63,990.44	21.5%
52602074 552002 PROPERTY INSURA	5,306	0	5,306	.00	.00	5,306.00	100.0%
52602074 553000 COMMUNICATION	12,945	0	12,945	8,172.53	.00	2,837.52	78.1%
52602074 559000 MISC PURCHASED	8,000	0	8,000	7,850.00	.00	150.00	98.1%
52602074 561001 JANITORIAL SUPP	1,600	0	1,600	1,045.39	.00	514.75	67.8%
52602074 561002 BUILDING MAINT	5,300	0	5,300	3,529.04	.00	1,394.96	73.5%
52602074 561010 CLOTHING	9,100	0	9,100	4,906.23	.00	3,048.56	72.7%
52602074 561015 SAFETY EQUIPME	6,200	0	6,200	3,722.10	.00	1,693.10	62.7%
52602074 561031 CHEMICAL	345,616	0	345,616	41,923.78	.00	274,202.60	20.7%
52602074 561037 LABORATORY SUPP	30,423	0	30,423	14,066.57	.00	12,281.49	59.6%
52602074 561040 EQUIPMENT REPAI	102,465	0	102,465	26,963.60	.00	63,994.99	37.5%
52602074 562200 ELECTRICITY	425,000	0	425,000	222,300.28	.00	50,000.00	88.2%
52602074 562400 HEATING FUEL	49,450	0	49,450	11,670.86	.00	31,901.79	35.5%
52602074 573900 OTHER EQUIPMENT	21,500	0	21,500	718.60	.00	20,433.20	5.0%

03/01/2021 18:14
 michèle.grant

CITY OF ROCHESTER
 YEAR-TO-DATE BUDGET REPORT

P 4
 gltydbud

FOR 2021 13

ACCOUNTS FOR: SEWER ENTERPRISE FUND
 5002

ORIGINAL APPROP TRANSFRS/ADJUSTMTS REVISED BUDGET YTD ACTUAL ENCUMBRANCES AVAILABLE BUDGET PCT USED

52602074 592001 DEPRECIATION 1,759,157 0 1,759,157 .00 1,759,157.00 .00 10,037.20 71.0%
 TOTAL SEWER TREATMENT PLANT 4,167,052 0 4,167,052 980,799.87 377,729.43 2,808,522.70 32.6%

52602470 SEWER REVENUE OFFICE

52602470 511001 SALARIES - FULL 34,580 0 34,580 24,542.80 .00 10,037.20 71.0%
 52602470 513001 OVERTIME - REGU 0 0 0 30.16 .00 -30.16 100.0%*
 52602470 521100 HEALTH INSURANC 13,485 0 13,485 8,375.20 .00 5,109.80 62.1%
 52602470 521200 DENTAL INSURANC 127 0 127 86.40 .00 40.60 68.0%
 52602470 521300 LIFE INSURANCE 76 0 76 50.54 .00 25.46 66.5%
 52602470 522000 SOCIAL SECURITY 2,402 0 2,402 1,765.47 .00 636.53 73.5%
 52602470 523000 RETIREMENT CONT 3,864 0 3,864 2,706.19 .00 1,157.81 70.0%
 52602470 526000 WORKERS' COMPEN 61 0 61 .00 .00 61.00 .0%
 52602470 528001 DISABILITY INSU 376 0 376 249.93 .00 126.07 66.5%
 52602470 543000 REPAIR AND MAIN 1,250 0 1,250 1,250.00 .00 .00 100.0%
 52602470 544500 LEASE COPIER/PR 544 0 544 533.13 .00 10.87 98.0%
 52602470 553400 POSTAGE FEES 10,188 0 10,188 6,471.52 .00 3,716.48 63.5%
 52602470 555000 PRINTING AND BI 350 0 350 .00 .00 350.00 .0%
 52602470 561003 OFFICE SUPPLIES 300 0 300 111.94 .00 188.06 37.3%

TOTAL SEWER REVENUE OFFICE 67,603 0 67,603 46,173.28 .00 21,429.72 68.3%
 TOTAL SEWER ENTERPRISE FUND 0 0 0 2,037,900.51 407,357.81 -2,445,258.32 100.0%
 TOTAL REVENUES -8,341,303
 TOTAL EXPENSES 8,341,303 -125,000 8,466,303 -2,887,496.78 407,357.81 -5,578,806.22



FOR 2021 13

	ORIGINAL APPROP	TRANSRS/ ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
GRAND TOTAL	0	0	0	2,037,900.51	407,357.81	-2,445,258.32	100.0%

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

FOR 2021 13

ACCOUNTS FOR: WATER ENTERPRISE FUND ORIGINAL APPROP TRANFRS/ADJUSTMTS REVISED BUDGET YTD ACTUAL ENCUMBRANCES AVAILABLE BUDGET PCT USED

510001 WATER WORKS REVENUE

510001 400302 INTEREST INCOME	-5,000.00	0	-5,000.00	-5,000.00	0.00	0.00	-2,816.05	100.0%
510001 406105 XFER FROM RET EAR	-2,691,052	0	-2,816,052	-15,592.99	0.00	0.00	-9,407.01	62.4%
510001 406201 MISCELLANEOUS REV	-25,000	0	-25,000	-45,450.76	0.00	0.00	-4,549.24	90.9%
510001 406600 CONSTRUCTION REVE	-50,000	0	-50,000	-2,366,478.22	0.00	0.00	-1,533,521.78	60.7%
510001 406601 USER FEES	-3,900,000	0	-3,900,000	-4,171.92	0.00	0.00	-828.08	83.4%
510001 406602 INTEREST ON DEL A	-5,000	0	-5,000	-1,680.00	0.00	0.00	-22,320.00	7.0%
510001 406603 HYDRANT RENTAL FE	-24,000	0	-24,000	-746.00	0.00	0.00	746.00	100.0%
510001 406605 STUB FEES	0	0	0	-5,454.54	0.00	0.00	5,454.54	100.0%
510001 406826 HOMEOWNER FINANCE	-10,000	0	-10,000	-5,606.55	0.00	0.00	-4,393.45	56.1%
TOTAL WATER WORKS REVENUE	-6,710,052	-125,000	-6,835,052	-2,450,180.98	0.00	0.00	-4,384,871.02	35.8%

51601057 WATER WORKS EXPENSE

51601057 511001 SALARIES - FULL	686,517	0	686,517	418,846.97	0.00	0.00	267,670.03	61.0%
51601057 511002 SALARIES - PART	3,890	0	3,890	1,834.22	0.00	0.00	2,055.78	47.2%
51601057 511099 SALARIES - ADJU	6,870	0	6,870	.00	0.00	0.00	6,870.00	.0%
51601057 513001 OVERTIME - REGU	43,000	0	43,000	14,977.02	0.00	0.00	28,022.98	34.8%
51601057 515001 ON CALL	5,058	0	5,058	2,580.00	0.00	0.00	2,478.00	51.0%
51601057 516000 LONGEVITY	3,119	0	3,119	1,597.50	0.00	0.00	1,521.50	51.2%
51601057 519000 TRAVEL ALLOWANC	500	0	500	140.76	0.00	0.00	359.24	28.2%
51601057 521100 HEALTH INSURANC	173,805	0	173,805	96,381.77	0.00	0.00	77,423.23	55.5%
51601057 522000 LIFE INSURANCE	3,214	0	3,214	1,927.31	0.00	0.00	1,286.69	60.0%
51601057 522000 SOCIAL SECURITY	1,555	0	1,555	952.74	0.00	0.00	602.26	61.3%
51601057 523000 RETIRE CONTRIBU	52,602	0	52,602	31,370.61	0.00	0.00	21,231.39	59.6%
51601057 526000 WORKERS' COMPEN	82,844	0	82,844	49,017.80	0.00	0.00	33,826.20	59.2%
51601057 528001 DISABILITY INSU	17,865	0	17,865	.00	0.00	0.00	17,865.00	.0%
51601057 532001 STAFF DEVELOPME	6,596	0	6,596	4,251.56	0.00	0.00	2,344.44	64.5%
51601057 533000 OTHER PROF SERV	4,080	0	4,080	627.34	0.00	0.00	3,203.66	21.5%
51601057 533001 AUDIT	7,004	0	7,004	5,638.09	0.00	0.00	500.00	92.9%
51601057 533002 ENGINEERING SER	4,140	0	4,140	4,022.12	0.00	0.00	-632.50	115.3%*
51601057 533004 MEDICAL SERVICE	7,300	0	7,300	570.21	0.00	0.00	6,729.79	7.8%
51601057 534003 SOFTWARE MAINTN	500	0	500	292.33	0.00	0.00	207.67	100.0%
51601057 541100 WATER & SEMERAG	49,088	0	49,088	43,648.33	0.00	0.00	1,586.69	92.2%
51601057 542300 CUSTODIAL SERVIT	31,800	0	31,800	23,165.68	0.00	0.00	8,634.32	100.0%
51601057 543001 VEHICLE MAINTN &	2,200	0	2,200	1,361.25	0.00	0.00	838.75	61.9%
51601057 543001 VEHICLE MAINTN &	1,000	0	1,000	263.53	0.00	0.00	736.47	26.4%

FOR 2021 13

ACCOUNTS FOR: 5001 WATER	ENTERPRISE FUND	ORIGINAL APPROP	TRANSFRS/ ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601057	543002	EQUIPMENT MAINT	1,410	1,410	1,406.68	.00	3,32	99.8%
51601057	544200	RENTAL OF EQUIP	3,110	3,110	756.00	.00	2,354.00	24.3%
51601057	544500	LEASE COPIER/PR	1,248	1,248	936.45	.00	311.55	75.0%
51601057	552001	FLEET INSURANCE	3,987	3,987	.00	.00	3,987.00	.0%
51601057	552003	GENERAL LIABILLI	5,466	5,466	.00	.00	5,466.00	.0%
51601057	553400	POSTAGE FEES	400	400	321.37	.00	78.63	80.3%
51601057	554000	ADVERTISING	1,400	1,400	292.20	25.36	1,082.44	22.7%
51601057	555000	PRINTING AND BI	1,000	1,000	439.00	.00	561.00	43.9%
51601057	556000	TUITION	3,150	3,150	.00	.00	3,150.00	.0%
51601057	558000	TRAVEL	375	375	.00	16.67	358.33	4.4%
51601057	561003	OFFICE SUPPLIES	3,165	3,165	1,509.87	270.00	1,385.13	56.2%
51601057	561005	PUBLICATIONS	60	60	.00	.00	60.00	.0%
51601057	561008	VEHICLE SUPPLIE	11,000	11,000	9,671.38	453.96	874.66	92.0%
51601057	561010	CLOTHING	7,172	7,172	4,610.39	1,212.42	1,349.19	81.2%
51601057	561015	SAFETY EQUIPMEN	5,000	5,000	2,103.18	.00	1,907.11	61.9%
51601057	561022	HOT TOP COLD PA	5,500	5,500	5,500.00	.00	.00	100.0%
51601057	561023	SAND AND GRAVEL	1,800	1,800	1,800.00	.00	.00	100.0%
51601057	561032	OTHER OPERATION	3,625	3,625	2,011.83	25.99	1,587.18	56.2%
51601057	562600	VEHICLE FUEL	21,420	21,420	7,009.58	.00	14,410.42	32.7%
51601057	573401	ADMIN EQUIPMENT	2,435	2,435	1,122.91	750.12	561.97	76.9%
51601057	573900	OTHER EQUIPMENT	7,500	7,500	3,154.78	1,891.28	2,453.94	67.3%
51601057	575100	INVENTORY PURCH	124,000	124,000	25,753.99	21,611.15	76,634.86	38.2%
51601057	581000	DUES AND FEES	5,200	5,200	3,751.33	.00	1,448.67	72.1%
51601057	583000	INTEREST EXPENS	485,435	485,435	521,001.46	.00	-35,566.46	107.3%*
51601057	584000	CONTINGENCY	20,000	20,000	.00	.00	20,000.00	.0%
51601057	589001	STATE PERMITS &	8,750	8,750	8,220.91	55.33	473.76	94.6%
51601057	591000	LIEN DISCHARGE	600	600	94.03	70.87	435.10	27.5%
51601057	591000	REDEMPTION OF P	1,638,902	1,638,902	1,586,305.39	.00	52,596.61	96.8%
51601057	592001	DEPRECIATION	1,510,735	1,510,735	375,000.00	.00	1,510,735.00	.0%
51601057	593002	TRANS TO CAPITA	250,000	375,000	375,000.00	.00	.00	100.0%
51601057	593008	TRANSFER TO GEN	25,000	25,000	16,666.66	.00	8,333.34	66.7%
TOTAL WATER WORKS EXPENSE		5,353,392	125,000	5,478,392	3,282,906.53	39,666.83	2,155,818.64	60.6%
51601073 WATER TREATMENT PLANT		301,457	0	301,457	188,307.75	.00	113,149.25	62.5%
51601073	511001	SALARIES - FULL	20,000	20,000	14,678.35	.00	5,321.65	73.4%
51601073	513001	OVERTIME - REGU	17,914	17,914	11,742.50	.00	6,171.50	65.5%
51601073	516000	LONGEVITY	1,525	1,525	725.00	.00	800.00	47.5%
51601073	521100	HEALTH INSURANC	74,995	74,995	35,455.13	.00	39,539.87	47.3%
51601073	521200	DENTAL INSURANC	1,550	1,550	858.24	.00	691.76	55.4%

03/01/2021 18:12
 michèle.grant

CITY OF ROCHESTER
 YEAR-TO-DATE BUDGET REPORT

P 3
 g1ytdbud

FOR 2021 13

ACCOUNTS FOR: WATER ENTERPRISE FUND 5001	ORIGINAL APPROP	TRANSFRS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601073 521300 LIFE INSURANCE	638	0	638	407.16	.00	230.84	63.8%
51601073 522000 SOCIAL SECURITY	24,108	0	24,108	15,628.18	.00	8,479.82	64.8%
51601073 523000 RETIREMENT CONT	35,990	0	35,990	22,754.53	.00	13,235.47	63.2%
51601073 526000 WORKERS' COMPEN	5,896	0	5,896	.00	.00	5,896.00	.0%
51601073 528001 DISABILITY INSU	3,109	0	3,109	2,019.22	.00	1,089.78	64.9%
51601073 532001 STAFF DEVELOPME	2,000	0	2,000	1,130.73	.00	767.27	61.6%
51601073 533000 OTHER PROF SERV	11,500	0	11,500	9,202.99	.00	2,297.01	80.0%
51601073 533002 ENGINEERING SER	16,500	0	16,500	4,334.27	8,465.73	3,700.00	77.6%
51601073 533006 LABORATORY SERV	29,310	0	29,310	10,395.04	6,463.06	12,451.90	57.5%
51601073 541901 HVAC SERVICE CO	6,243	0	6,243	4,682.25	1,560.75	805.24	33.7%
51601073 543000 REPAIR AND MAINT	81,164	0	81,164	3,149.33	24,183.85	805.24	77.8%
51601073 544500 LEASE COPIER/PR	84,576	0	84,576	49,034.03	16,736.73	-543.39	175.7%*
51601073 545002 PROPERTY INSURA	7,256	0	7,256	1,261.39	.00	7,256.00	.0%
51601073 552002 COMMUNICATIONS	14,821	0	14,821	9,607.48	1,991.13	3,222.39	78.3%
51601073 553000 JANITORIAL SUPP	1,200	0	1,200	488.60	178.01	533.39	55.6%
51601073 561001 BLDG MAINT SUPP	1,600	0	1,600	1,503.14	.00	96.86	93.9%
51601073 561002 TRAINING WATERI	1,000	0	1,000	210.98	.00	789.02	21.1%
51601073 561010 CLOTHING	6,070	0	6,070	3,601.06	860.00	1,608.94	73.5%
51601073 561015 SAFETY EQUIPME	16,000	0	16,000	6,665.08	.00	9,334.92	41.7%
51601073 561031 LABORATORY SUPP	195,161	0	195,161	117,822.60	11,490.40	65,848.00	66.3%
51601073 561037 LABORATORY SUPP	9,634	0	9,634	8,189.22	.00	1,444.78	85.0%
51601073 561040 EQUIPMENT REPAIR	34,000	0	34,000	7,276.87	8,245.55	18,477.58	45.7%
51601073 562200 ELECTRICITY	180,000	0	180,000	108,620.32	65,186.32	6,193.36	96.6%
51601073 562400 HEATING FUEL	28,000	0	28,000	12,121.97	15,878.00	.00	100.0%
51601073 573900 OTHER EQUIPMENT	31,624	0	31,624	23,317.91	4,862.00	3,444.09	89.1%
51601073 589030 PROP TAX TO OTH	42,000	0	42,000	42,036.00	.00	-36.00	100.1%*
TOTAL WATER TREATMENT PLANT	1,287,559	0	1,287,559	717,227.32	166,203.56	404,128.12	68.6%
51601570 WATER REVENUE OFFICE							
51601570 511001 SALARIES - FULL	34,580	0	34,580	24,542.24	.00	10,037.76	71.0%*
51601570 513001 OVERTIME - REGU	0	0	0	30.16	.00	-30.16	100.0%*
51601570 521100 HEALTH INSURANC	13,483	0	13,483	8,374.95	.00	5,108.05	62.1%
51601570 521200 DENTAL INSURANC	126	0	126	86.27	.00	39.73	68.5%
51601570 521300 LIFE INSURANCE	76	0	76	50.28	.00	25.72	66.2%
51601570 522000 SOCIAL SECURITY	2,399	0	2,399	1,765.19	.00	633.81	73.6%
51601570 523000 RETIREMENT CONT	3,862	0	3,862	2,706.07	.00	1,155.93	70.1%
51601570 526000 WORKERS' COMPEN	61	0	61	.00	.00	61.00	.0%
51601570 528001 DISABILITY INSU	374	0	374	249.61	.00	124.39	66.7%
51601570 543000 REPAIR AND MAINT	1,250	0	1,250	1,250.00	.00	.00	100.0%

03/01/2021 18:12
michèle.grant

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

P 4
gltydbud

FOR 2021 13

ACCOUNTS FOR:	WATER ENTERPRISE FUND	ORIGINAL APPROP	TRANSFRS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601570	544500 LEASE COPIER/PR	1,080	0	1,080	831.70	.00	248.30	77.0%
51601570	553400 POSTAGE FEES	11,100	0	11,100	6,178.33	.00	4,921.67	55.7%
51601570	555000 PRINTING AND BI	410	0	410	.00	.00	410.00	.0%
51601570	561003 OFFICE SUPPLIES	300	0	300	111.92	.00	188.08	37.3%
	TOTAL WATER REVENUE OFFICE	69,101	0	69,101	46,176.72	.00	22,924.28	66.8%
	TOTAL WATER ENTERPRISE FUND	0	0	0	1,596,129.59	205,870.39	-1,801,999.98	100.0%
	TOTAL REVENUES	-6,710,052	-125,000	-6,835,052	-2,450,180.98	.00	-4,384,871.02	
	TOTAL EXPENSES	6,710,052	125,000	6,835,052	4,046,310.57	205,870.39	2,582,871.04	



FOR 2021 13

	ORIGINAL APPROP	TRANSRS/ ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
GRAND TOTAL	0	0	0	1,596,129.59	205,870.39	-1,801,999.98	100.0%

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