



## *City of Rochester, New Hampshire*

### WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

DATE: April 6, 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 April 12, 2021 at 5:30 PM via Microsoft Teams.**

### **AGENDA**

1. Call to order
2. Acceptance of March 8, 2021 Minutes
3. Tabled Appeal
  - 3.1 Don & Hope Silver (tabled until May)  
46 Big Bear Road  
Rochester, NH 03868  
Re: Account #303320
  - 3.2 119 Flagg Rd. Dev. (tabled until May)  
63B Trinity Circle  
Rochester, NH 03867  
Re: Account #220099
4. New Appeals
  - 4.1 Anne Drago (Pages 6-12)  
11 Sidney St.  
Rochester, NH 03867  
Re: Account #141760

- 4.2 Ray & Lani Weeks Reilly (Pages 13-19 )  
80 Church St.  
Rochester, NH 03839  
Re: Account #153620
  
- 4.3 Paul Johnson (Pages 20-26)  
109 Eagle Dr.  
Rochester, NH 03868  
Re: Account #302340
  
- 4.4 Thomas & Linda Buckless (Pages 27-33)  
76 Congress St.  
Rochester, NH 03867  
Re: Account #134420
  
- 4.5 Willowbrook Realty Trust (Pages 34-40)  
1 Willow Brook Dr. (#3)  
Rochester, NH 03867  
Re: Account #091741
  
- 4.6 Maria Bick (previously tabled, Pages 41-48)  
18 Gagne St.  
Rochester, NH 03867  
Re: Account #041730

5. Financials-Water & Sewer Revenue and Expense Reports

6. Adjournment

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

**MEMBERS PRESENT**

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

**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 5:31pm.

**2. Approval of February 8, 2021 Minutes**

Mr. Libby requested a motion or comments on the minutes for the February 8, 2021 meeting. *Mr. Johnson made a motion to accept the February 8, 2021 meeting minutes as presented. The motion was seconded by Mr. Sanders. The motion passed unanimously.*

**3. Tabled Appeals**

**3.1 46 Big Bear Road - Don & Hope Silver**

This appeal remains tabled from January 2021 meeting to establish additional history. This will be heard at May UAB meeting.

**4. Appeals**

**4.1 11 Hillcrest Dr. – Samantha Merchant**

The appellant was not present for the meeting. They requested both a water and sewer abatement. The appeal stated that the above average consumption was due to toilets running. The water did enter the sewer system and it does not meet the criteria for a water abatement based on the Water Sewer Adjustment Policy.

*Mr. Barnes made a motion to deny the appeal stating the water did enter the sewer and the above average consumption does not meet the criteria per the Water Sewer*

*Adjustment Policy. The motion was seconded by Mr. Sanders, motion passed unanimously.*

**4.2 41 Dodge St. – James Ambrose**

The appellant was not present for the meeting. The appeal request is for a sewer abatement. Owner stated water was used for watering new lawn and the water did not enter the sewer system. The board discussed the Covid-19 Pandemic issues for filing and disused making an exception to the filing deadline.

*Mr. Johnson made a motion to abate 39 units of sewer at \$6.75 per unit for a total of \$263.25 plus any accrued interest for a one time only Covid-19 Exception since this appeal was received late. Mr. Barnes seconded the motion, motion passed unanimously.*

**4.3 18 Gagne St. – Maria Bick**

The appellant was not present for the meeting. The appeal requested a water and sewer abatement. The appeal stated that the toilets were running constantly.

*Mr. Libby made a motion to table this appeal to obtain another quarter of owner usage history. Mr. Sanders seconded the motion, motion passed unanimously.*

**4.4 63B Trinity Circle – 119 Flagg Rd. Dev.**

The appellant was not present for the meeting. The appeal requested a sewer abatement. The appeal stated that they were watering the new lawn.

*Mr. Libby made a motion to table this appeal to obtain another quarter of owner usage history. The motion was seconded by Mr. Sanders, the motion passed unanimously.*

**4.5 11 Hillside Dr. – Janice Kane**

The appellant was not present for the meeting. The appeal requested a water and sewer abatement and stated that he 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.

*Mr. Johnson made a motion to abate the October 2020 invoice for 23 units of water at \$5.55 in the amount of \$127.65 and 23 units of sewer at \$6.75 in the amount of \$155.25. The motion was for a total abatement of \$282.90 plus accrued interest. The motion was seconded by Mr. Sanders, the motion passed unanimously.*

**5. Financials**

The board reviewed and discussed financial reports.

**6. Adjournment:**

*Mr. Libby made a motion to adjourn at 5:57pm. The motion was seconded by Mr. Barnes. 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: April 7, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 3/8/21

Customer Name: Anne Drago

Account #141760

Service Address: 11 Sidney 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 of water or sewer on this appeal for December 2020 invoiced amount. The Customer does state hardship.**

The above recommendation is based upon the following findings:

1. The abatement request does not meet the criteria for the Water and Sewer Adjustment Policy.
2. The water was used and did enter the City Sewer System
3. The owner does not dispute the meter reading
4. The following reference information is provided.
  - A. Total usage on disputed invoice 40
  - B. Average usage on previous 3 years is 10
  - C. Estimated use over average for water 30

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

4/7/2021

\_\_\_\_\_  
Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Michele Grant  
DATE: March 29, 2021  
SUBJECT: City of Rochester  
PROPERTY: **11 Sidney 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, owner says toilet was leaking and wasn't able to get a plumber in to fix it.

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

3/8/21  
Office Use Only:  
Received: \_\_\_\_\_

1. Date of Appeal: \_\_\_\_\_
2. Property Owner's Name: ANNE DRAGO Account #: \_\_\_\_\_
3. Billing Address: 11 Sidney St,  
Rochester, NH  
03869
4. Service Location: Same Zip Code 03869
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: 603-332-7669 Cell: \_\_\_\_\_
8. Email Address: adrago@myfairpoint.net

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

11. Explanation of Appeal Request:

I have lived in this house for over 25 years.  
I take pride in keeping up with maintenance of  
plumbing, electrical, roofing, carpentry repairs  
This fall it has been very difficult to  
secure a reputable plumber with many  
appointments made only to have a no show.  
I finally found a plumber that was able to  
fix the toilet and I had them update kitchen  
sink faucet and washing machines as well.  
This was a larger and more costly repair than  
expected but when I received the water bill I  
was stunned by the amount. I appeal to have some

Form continues on back

So generous!  
Thank you!



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

Yes  No  (circle one)

If yes, why?

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

Yes  No (circle one)

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

If yes, has the leak been repaired? Yes \_\_\_\_\_

Who made the repair? \_\_\_\_\_

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

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

Yes, bill is so high I will need assistance.  
The cost of repairs depleted savings account.

**Please note:**

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

Accounts

Account : 141760

03/22/07 - SENT LETTER TO FIX OUTSIDE READER/ FIXED 04/06/07

[2015-01-26 14:27:26 sjuneau]: SHE STOPPED IN - IS GOING TO SHARE FUND TO REQUEST FOR HELP WITH HER JANUARY BILL. I TOLD HER I WOULDNT SHUT HER OFF

[2016-02-19 16:50:01 sjuneau]: PUTTING CHECK IN THE MAIL 2/26.

[2018-06-26 14:32:05 karenb]:CUSTOMER CALLED IN REGARDING HIGH BILL. EXPLAINED HOW TO CHECK METER. SHE DID MENTION THAT A HOSE WAS LEFT ON. SHE WILL CHECK READ ON METER AND CHECK FOR ANY OTHER LEAKS.

[2018-09-14 10:12:37 karenb]:READ 188 ON 9/4/18. USAGE IS BACK TO NORMAL.

[2021-01-20 15:38:32 kimberly.nickerson]: OWNER CALLED ABOUT HIGH USAGE SAID SHE THOUGHT A TOILET MIGHT HAVE BEEN RUNNING, CALLING A PLUMBER MAY BE DOING AN APPEAL IF PROBLEM FOUND

[2021-02-01 09:44:30 kimberly.nickerson]: MAILING VAB APPEAL PAPERWORK

[2021-03-29 10:05:18 michele.grant]: REC'D. VAB APPEAL FOR APRIL MEETING ON 3/8/21.

# City of Rochester

19 Wakefield Street  
Rochester, New Hampshire

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

**CUSTOMER NAME**

DRAGO ANNE MARIE

**SERVICE LOCATION**

11 SIDNEY ST

**BILL NUMBER**

14091732

**BILL DATE**

03/23/2021

**ACCOUNT #**

141760

**DUE DATE**

04/26/2021

**CHARGE DESCRIPTION**

**READ CODE**

**PREVIOUS READ DATE**

**CURRENT READ DATE**

**PREVIOUS READING**

**CURRENT READING**

**USAGE**

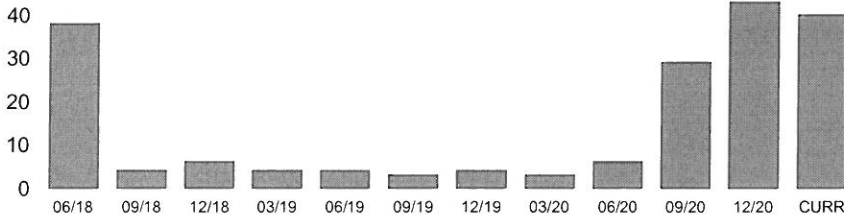
**CHARGE AMOUNT**

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	12/04/2020	03/04/2021	290	330	40	\$229.84
RES SEWER		12/04/2020	03/04/2021				\$289.04

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**

- A = Actual
- E = Estimate
- F = Final

Total Current Billing	\$518.88
Previous Balance	\$528.98
Adjustments	\$0.00
Less Payments Received	\$100.00
<b>Total Amount Due</b>	<b>\$953.22</b>

\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET\*\*  
WATER \$5.83 PER UNIT, MIN \$22.14; SEWER \$7.43 PER UNIT, MIN \$34.31  
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: \_\_\_\_\_

DRAGO ANNE MARIE  
11 SIDNEY ST  
ROCHESTER, NH 03867-3437

**WATER & SEWER BILL**

Remittance Copy  
Return this portion with your payment

Account Number:	141760
Bill Number:	14091732
Pay By:	04/26/2021
<b>Total Due:</b>	<b>953.22</b>

Service Location  
11 SIDNEY ST

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



Account Number	Service	Customer # Name	Mtr Meter Number	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
141760		7057 DRAGO ANNE MARIE					012802540000			11 SIDNEY ST				Active
100	-	1 RES WATER	SENS76166762	A	03/04/2021			14091732	330	40	0	229.84	518.88	
100	-	1 RES WATER	SENS76166762	A	12/04/2020			14083831	290	43	0	238.65	528.90	
100	-	1 RES WATER	SENS76166762	A	09/03/2020			14073221	247	29	0	160.95	356.70	
100	-	1 RES WATER	SENS76166762	A	06/05/2020			14065324	218	6	10	33.30	73.80	
100	-	1 RES WATER	SENS76166762	A	03/11/2020			14057427	212	3	0	21.09	53.37	
100	-	1 RES WATER	SENS76166762	A	12/11/2019			14049635	209	4	0	22.20	54.48	
100	-	1 RES WATER	SENS76166762	A	09/10/2019			14041777	205	4	0	21.09	53.37	
100	-	1 RES WATER	SENS76166762	A	06/17/2019			14033931	202	3	0	22.20	54.48	
100	-	1 RES WATER	SENS76166762	A	03/19/2019			14026133	198	4	0	22.20	54.48	
100	-	1 RES WATER	SENS76166762	A	12/07/2018			14018385	194	6	0	33.30	73.80	
100	-	1 RES WATER	SENS76166762	A	09/17/2018			14010587	188	4	0	22.20	54.48	
100	-	1 RES WATER	SENS76166762	A	06/14/2018			14002782	184	38	0	210.90	467.40	
100	-	1 RES WATER	SENS76166762	A	03/15/2018			13994988	146	4	0	64.96	144.50	
100	-	1 RES WATER	SENS76166762	A	12/15/2017			13987354	134	9	0	47.61	106.29	
100	-	1 RES WATER	SENS76166762	A	09/14/2017			13979680	125	5	0	26.45	59.05	
100	-	1 RES WATER	SENS76166762	A	06/15/2017			13972018	120	10	0	52.90	118.10	
100	-	1 RES WATER	SENS76166762	A	03/15/2017			13964377	110	9	0	47.61	106.29	
100	-	1 RES WATER	SENS76166762	A	12/01/2016			13956888	101	9	0	43.34	99.53	
100	-	1 RES WATER	SENS76166762	A	09/08/2016			13949341	92	22	0	105.82	243.10	
100	-	1 RES WATER	SENS76166762	A	06/08/2016			13941829	70	8	0	38.48	88.40	
100	-	1 RES WATER	SENS76166762	A	03/10/2016			13934289	62	9	0	43.29	99.45	
100	-	1 RES WATER	SENS76166762	A	12/14/2015			13926920	53	11	0	52.49	121.13	
100	-	1 RES WATER	SENS76166762	A	09/03/2015			13919472	42	5	0	23.35	54.55	
100	-	1 RES WATER	SENS76166762	A	06/04/2015			13912029	37	4	0	18.68	48.53	
100	-	1 RES WATER	SENS76166762	A	03/12/2015			13904559	33	6	0	28.02	65.46	
100	-	1 RES WATER	SENS76166762	A	12/05/2014			13897208	27	7	0	32.69	76.37	
100	-	1 RES WATER	SENS76166762	A	09/12/2014			13889802	20	7	0	32.69	76.37	
100	-	1 RES WATER	SENS76166762	A	06/03/2014			13882380	13	5	0	23.35	54.55	
100	-	1 RES WATER	SENS76166762	A	03/04/2014			13874964	8	4	0	18.42	48.27	
100	-	1 RES WATER	SENS76166762	A	12/18/2013			13867681	4	4	0	18.42	48.25	
100	-	1 RES WATER	SENS76166762	I	09/25/2013			0	1,079	0	0	.00	.00	
100	-	1 RES WATER	NEPT29953157	A	09/23/2013			13860287	1,073	5	0	27.60	65.04	
100	-	1 RES WATER	NEPT29953157	A	06/13/2013			13852906	1,073	6	0	23.00	54.20	
100	-	1 RES WATER	NEPT29953157	A	03/14/2013			13845529	1,068	5	0	23.00	54.20	
100	-	1 RES WATER	NEPT29953157	A	12/06/2012			13838239	1,063	9	0	40.48	95.55	
100	-	1 RES WATER	NEPT29953157	A	09/13/2012			13830945	1,054	8	0	35.92	84.80	
100	-	1 RES WATER	NEPT29953157	A	06/14/2012			13823582	1,046	8	0	35.92	84.80	
100	-	1 RES WATER	NEPT29953157	A	03/14/2012			13816212	1,038	5	0	22.45	53.00	
100	-	1 RES WATER	NEPT29953157	A	12/13/2011			13808977	1,033	9	0	40.41	95.40	
100	-	1 RES WATER	NEPT29953157	A	09/16/2011			13801666	1,024	6	0	26.33	62.50	
100	-	1 RES WATER	NEPT29953157	A	06/13/2011			13794369	1,018	6	0	25.74	61.44	
100	-	1 RES WATER	NEPT29953157	A	03/15/2011			13787061	1,012	6	0	25.74	61.44	
100	-	1 RES WATER	NEPT29953157	A	12/13/2010			13779884	1,006	6	0	25.74	61.44	
100	-	1 RES WATER	NEPT29953157	A	09/11/2010			13772625	1,000	6	0	25.59	61.29	
100	-	1 RES WATER	NEPT29953157	A	06/04/2010			13765297	994	5	0	20.95	50.70	
100	-	1 RES WATER	NEPT29953157	A	03/05/2010			13758140	989	6	0	25.14	60.84	
100	-	1 RES WATER	NEPT29953157	A	12/07/2009			13750975	983	6	0	25.14	60.84	
100	-	1 RES WATER	NEPT29953157	A	09/11/2009			13743695	977	7	0	29.04	69.83	
100	-	1 RES WATER	NEPT29953157	A	06/03/2009			13736406	970	5	0	20.20	47.75	
100	-	1 RES WATER	NEPT29953157	A	03/04/2009			13729203	965	6	0	24.24	57.30	
100	-	1 RES WATER	NEPT29953157	A	12/03/2008			13722059	959	9	0	36.36	85.95	



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

Date: April 7, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 3/8/21

Customer Name: Ray & Lani Weeks Reilly

Account # 153620

Service Address: 80 Church 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 an abatement of 71 units of sewer and 41 units of water on the January 2021 invoiced amount.

The above recommendation is based upon the following findings:

1. This appeal does meet the criteria for a water abatement based on the Water / Sewer Adjustment policy.
2. The owner does not dispute the meter reading.
3. The water **did not** enter the sewer system and all sewer is eligible for abatement.
4. The following reference information is provided.

A. Total usage on disputed invoice	104
B. Average usage on previous 3 years is	<u>23</u>
C. Estimated use over average for water	81
½ for Water	41
Minus 10 units already credited with sewer deduct	71

Value of 41 Units of Water at the current water rate of \$5.55 = 227.55

Value of 71 Units of Sewer at the current sewer rate of \$6.75=\$479.25

Total abatement recommended=\$706.80 plus accrued interest.

*Lisa J. Clark*

4/7/2021

Lisa J. Clark, Utility Billing Supervisor 13

Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Michele Grant  
DATE: March 29, 2021  
SUBJECT: City of Rochester  
PROPERTY: **80 Church 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 hot water heater malfunctioned.

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

3/8/21

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

- 1. Date of Appeal: 3/5/21
  - 2. Property Owner's Name: RAY & LANI WIKS REILLY Account #: 153620
  - 3. Billing Address: 80 church st  
GONIC NH  
03839
  - 4. Service Location: 80 church st GONIC Zip Code 03839
  - 5. Owners Representative: \_\_\_\_\_
  - 6. Owners Representative's Signature: \_\_\_\_\_
  - 7. Phone #: 603-335-5256 Cell: \_\_\_\_\_
  - 8. Email Address: lwrind@icloud.com
- (Agendas and Decision Letters will be emailed).
- 9. Billing Period that is being appealed is from 9/30/20 to 1/5/21
  - 10. Abatement is being requested for:

- a. How many units of water \_\_\_\_\_ x 5.83 = \$ \_\_\_\_\_
- b. How many units of sewer \_\_\_\_\_ x 7.43 = \$ \_\_\_\_\_
- c. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

Hot water heater in Basement malfunction  
will leak, not found until receiving bill  
from 9/30/20 reading. got a New HW heater  
installed 12/28/20. the reading of 1/5/21  
should be the last high reading

appeal request for those 2 readings  
to please use our base average of  
water use for those 2 bills, for the  
sewer.

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

Yes No (circle one)

If yes, why?

↓ I am AMAZED how much water leaked, (!) and have to ask is there any possibility high humidity would affect the meter !!! ???

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? ERIC KLIER

Has proof of the repair been attached to this appeal form? NO \*I can get my lones and photo of cancelled receipt

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: check-in a few days

maybe spread out payments ?!

**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 : 153620

CHURCH ST PROJECT PAYMENT ARRANGEMENT - IF SOLD BILL BALANCE ON FINAL  
 12/07 - APPEAL GRANTED IN THE AMOUNT OF \$180.95  
 2/4/08 - CUSTOMER REQUESTED APPEAL PAPERWORK FOR JANUARY BILLING - THIS BILL WAS  
 HIGH DUE TO THE SAME PROBLEM IN THE OCTOBER BILL WHICH HAS NOW BEEN CORRECTED  
 3/18/08 - ABATEMENT GRANTED BY UAB IN THE AMOUNT OF \$128.31 - CREDIT PROCESSED  
 AND APPLIED TO OUTSTANDING BALANCE  
 7/28/08 - LANT CALLED AND FEELS THAT JULY BILL STILL HAS EXCESS USAGE DUE TO  
 LEAK - WANTED TO FILE ANOTHER APPEAL - I SENT HER PAPERWORK AND CONSUMPTION  
 HISTORIES 07/31/09-JULY 09 BILL WAS ESTIMATED BECAUSE TIM G DID NOT GET  
 HERE TO READ METER

[2011-11-30 15:19:10 ann]: OCTOBER 2011 BILL RETURNED WITH NOTE TO ADD WIKS  
 REILLY TO THE ACCOUNT - LETTER SENT

[2016-01-22 08:49:43 karenb]: JANUARY BILL ESTIMATED DUE TO SNOW

[2018-01-16 15:41:15 sjuneau]: GATE BLOCKED BY SNOW - CAN'T ACCESS TOUCHPAD  
 FOR SD METER. LEFT READ SAME AS PRIOR FOR JANUARY BILL RUN.

[2018-04-20 14:46:24 sjuneau]: NO READ ON S/D METER - LEFT READ SAME AS PRIOR  
 FOR APRIL BILL AND SENT LETTER FOR REPAIR WITH SHUT OFF DATE OF 5/8/18

[2018-04-27 15:30:16 karenb]:SHE CALLED AND IS GOING OUT OF TOWN UNTIL 5/7/18,  
 SHE WILL CALL THE WEEK SHE GETS BACK TO SCHEDULE APPOINTMENT.

[2018-05-14 10:17:52 karenb]:TECHNICIAN GOT READ OF 454 ON SEWER DEDUCT. ADDED  
 MXU TO BOTH METERS 5/11/18.

[2020-12-22 12:03:31 michele.grant]: WILL PUT PAST DUE BAL. PYMT. IN THE  
 DROPOBOX THIS WEEK.

[2021-01-08 10:42:46 kimberly.nickerson]: SENT LEAK LETTER

[2021-02-25 11:29:11 michele.grant]: H/O CALLED, THEY HAD A HOT WATER HEATER  
 GO IN THEIR BASEMENT IS SAND SO THEY DIDN'T CATCH IT RIGHT OFF. SHE WILL BE  
 DOING AN APPEAL, SHE WILL PAY THE WATER PORTION OF THE NEW INVOICE & WAIT FOR A  
 CREDIT IF APPEAL IS APPROVED.

[2021-03-08 09:06:51 kimberly.nickerson]: RECEIVED APPEAL PAPERWORK FOR APRIL  
 MEETING

# City of Rochester

19 Wakefield Street  
Rochester, New Hampshire

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

**CUSTOMER NAME**

REILLY LANI WICKS &

**SERVICE LOCATION**

80 CHURCH ST

**BILL NUMBER**

14084555

**BILL DATE**

01/27/2021

**ACCOUNT #**

153620

**DUE DATE**

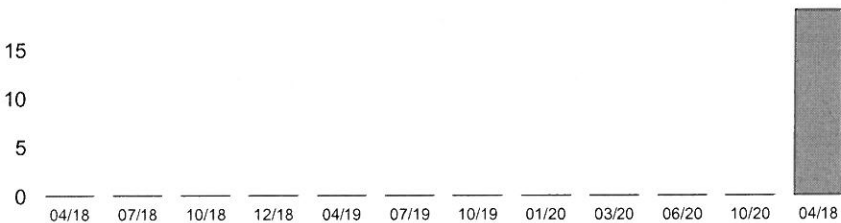
03/02/2021

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	09/30/2020	01/05/2021	1580	1684	104	\$578.70
RES WATER	A	10/01/2020	01/01/2021	555	565	0	\$0.00
RES SEWER		09/30/2020	01/05/2021				\$637.79

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**

- A = Actual
- E = Estimate
- F = Final

Total Current Billing	\$1,216.49
Previous Balance	\$653.43
Adjustments	\$0.00
Less Payments Received	\$1,225.93
<b>Total Amount Due</b>	<b>\$642.97</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET\*\*\*  
WATER \$5.83 UNIT, MINIMUM \$22.14; SEWER \$7.43 UNIT, MINIMUM \$34.31  
MASTERCARD, DISCOVER & AMX PMT 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:	153620
Bill Number:	14084555
Pay By:	03/02/2021
<b>Total Due:</b>	<b>642.97</b>

Service Location  
80 CHURCH ST

REILLY LANI WICKS &  
REILLY RAYMOND J  
80 CHURCH ST  
ROCHESTER, NH 03839-5200



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

Account Number	Service	Customer # Name	Mtr Meter Number	Cd	Read Date Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
153620		48637	REILLY LANI WICKS &			025800050000			80 CHURCH ST				Active
100	-	1 RES WATER	INVE61937739	A	01/05/2021		14084555	1,684	104	0	578.70	1,216.49	
100	-	1 RES WATER	INVE61937739	A	09/30/2020		14076644	1,580	61	0	338.55	649.05	
100	-	1 RES WATER	INVE61937739	A	06/30/2020		14066079	1,519	22	0	122.10	189.60	
100	-	1 RES WATER	INVE61937739	A	03/30/2020		14058123	1,497	16	0	88.80	142.80	
100	-	1 RES WATER	INVE61937739	A	01/02/2020		14050373	1,481	17	0	94.35	148.35	
100	-	1 RES WATER	INVE61937739	A	10/01/2019		14042505	1,464	24	0	133.20	207.45	
100	-	1 RES WATER	INVE61937739	A	07/01/2019		14034676	1,440	20	0	111.00	178.50	
100	-	1 RES WATER	INVE61937739	A	04/01/2019		14026842	1,420	16	0	88.80	142.80	
100	-	1 RES WATER	INVE61937739	A	12/31/2018		14019101	1,404	17	0	94.35	155.10	
100	-	1 RES WATER	INVE61937739	A	10/01/2018		14011314	1,387	21	0	116.55	177.30	
100	-	1 RES WATER	INVE61937739	A	07/02/2018		14003533	1,366	19	0	105.45	105.45	
100	-	1 RES WATER	INVE61937739	A	04/10/2018		13995708	1,347	19	0	103.99	230.95	

\*\* 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: April 7, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 3/8/21

Customer Name: Paul Johnson

Account #302340

Service Address: 109 Eagle 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 February 2021 invoiced amount.**

The above recommendation is based upon the following findings:

1. This does not meet the Water / Sewer Adjustment Policy Criteria.
2. The Water was used and did enter the Sewer System
3. The owner does not dispute the meter reading
4. The following reference information is provided.
  - A. Total usage on disputed invoice 44
  - B. Average usage on previous 3 years is 13
  - C. Estimated use over average for water 31

*Lisa J. Clark*

Lisa J. Clark, Utility Billing Supervisor

4/7/2021

Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Michele Grant  
DATE: March 29, 2021  
SUBJECT: City of Rochester  
PROPERTY: **109 Eagle Dr.**

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 toilet was leaking

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

3/8/21

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

- 1. Date of Appeal: March 4, 2021
- 2. Property Owner's Name: Paul Johnson Account #: 302340
- 3. Billing Address: 109 Eagle Drive  
Rochester, NH  
03868
- 4. Service Location: 109 Eagle Drive Zip Code 03868
- 5. Owners Representative: \_\_\_\_\_
- 6. Owners Representative's Signature: \_\_\_\_\_
- 7. Phone #: \_\_\_\_\_ Cell: 603-767-7996
- 8. Email Address: paul@cbdf.org  
(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/23/2020 to 2/23/2021

10. Abatement is being requested for:
- a. How many units of water 44 x 5.55 = \$ 244.20
  - b. How many units of sewer 44 x 6.75 = \$ 297.00
  - c. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ 541.20

11. Explanation of Appeal Request:  
We had no idea the toilet was  
leaking till just before the warning  
was received and I replaced the  
sealing ring.  
Our last 4 bills ran: \$147.60, \$184.50,  
\$172.20 + \$123.00 respectively.  
This bill of \$565.99 is 4 Xs the usual.  
Any abatement will be deeply  
appreciated.  
My uncontested average bill would be  
\$156.83 check Enclosed

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

Yes  No  (circle one)

If yes, why?

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

Yes  No (circle one)

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

If yes, has the leak been repaired? Yes

Who made the repair? I did personally as a former Licensed Home Inspector.

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 I would not do that.

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**Please note:**

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

## Accounts

Account : 302340

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

[2021-02-25 09:54:40 kimberly.nickerson]: SENT LEAK LETTER

[2021-03-04 09:40:44 kimberly.nickerson]: SENT APPEAL PAPERWORK

[2021-03-08 09:07:32 kimberly.nickerson]: RECEIVED APPEAL PAPERWORK PAID  
PARTIAL PAYMENT



# City of Rochester

19 Wakefield Street  
Rochester, New Hampshire

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
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JOHNSON PAUL & PAULINE FAMILY

109 EAGLE DR

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14089451

02/26/2021

302340

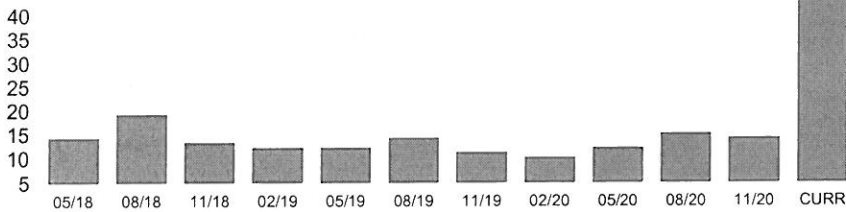
03/30/2021

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	11/23/2020	02/23/2021	697	741	44	\$251.43
RES SEWER		11/23/2020	02/23/2021				\$314.56

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	\$565.99
A = Actual	Previous Balance	\$172.20
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$329.03
<b>Total Amount Due</b>		<b>\$409.16</b>

\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET\*\*  
WATER \$5.83 UNIT, MINIMUM \$22.14; SEWER \$7.43 UNIT, MINIMUM \$34.31  
MASTERCARD, DISCOVER, AMX PMT 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: \_\_\_\_\_

JOHNSON PAUL & PAULINE FAMILY  
REV TRUST% JOHNSON P A & P A )  
109 EAGLE DR  
ROCHESTER, NH 03868-7045



## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	302340
Bill Number:	14089451
Pay By:	03/30/2021
<b>Total Due:</b>	<b>409.16</b>

Service Location  
109 EAGLE DR

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

04/05/2021 15:04  
 michèle.grant

CITY OF ROCHESTER  
 UB Consumption History Report

P 1  
 ubcnsing

Account Number	Service	Customer #	Mtr Meter Number	Name	Cd	Read Date Time	Parcel By	Bill #	Curr Read	Location	Usage Repl	Usage Charge Amt	Billed Amt	Status
302340		49886		JOHNSON PAUL & PAULINE FAMILY		02/23/2021	022403090234			109 EAGLE DR				Active
100	-			SENS57938748	A	02/23/2021		14089451	741	44	0	251.43	565.99	
100	-			SENS57938748	A	11/23/2020		14081556	697	14	0	77.70	172.20	
100	-			SENS57938748	A	08/21/2020		14070942	683	15	0	83.25	184.50	
100	-			SENS57938748	A	05/19/2020		14062969	668	12	0	66.60	147.60	
100	-			SENS57938748	A	02/20/2020		14055188	656	10	0	55.50	123.00	
100	-			SENS57938748	A	11/20/2019		14047360	646	11	0	61.05	135.30	
100	-			SENS57938748	A	08/21/2019		14039508	635	14	0	77.70	172.20	
100	-			SENS57938748	A	05/23/2019		14031619	621	12	0	66.60	147.60	
100	-			SENS57938748	A	02/22/2019		14023887	609	12	0	66.60	147.60	
100	-			SENS57938748	A	11/20/2018		14016128	597	13	0	72.15	159.90	

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



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

Date: April 7, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 3/25/21

Customer Name: Thomas & Linda Buckless Account #134420

Service Address: 76 Congress 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 December 2020 invoiced amount.**

The above recommendation is based upon the following findings:

1. The Request does not meet the criteria for the Water / Sewer Adjustment Policy.
2. The Water was used and did enter the City Sewer System.
3. The owner does not dispute the meter reading
4. The following reference information is provided.
  - A. Total usage on disputed invoice 23
  - B. Average usage on previous 3 years is 14
  - C. Estimated use over average for water 9

*Lisa J. Clark*

Lisa J. Clark, Utility Billing Supervisor

4/7/2021

Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Michele Grant  
DATE: March 29, 2021  
SUBJECT: City of Rochester  
PROPERTY: **76 Congress 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, the owner stated when they were away for the night the toilet ran the whole time.

3/25/21

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

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

- 1. Date of Appeal: 3/24/21
- 2. Property Owner's Name: THOMAS WADT Account #: 13440
- 3. Billing Address: 76 CONGRESS ST  
BUCKEASS  
ROCHESTER
- 4. Service Location: 76 CONGRESS ST Zip Code 03867
- 5. Owners Representative: \_\_\_\_\_
- 6. Owners Representative's Signature: \_\_\_\_\_
- 7. Phone #: 603-335-1482 Cell: 603-534-0656
- 8. Email Address: bck321@yahoo.com

(Agendas and Decision Letters will be emailed).

- 9. Billing Period that is being appealed is from 12/8/20 to 3/8/21
- 10. Abatement is being requested for:

a. How many units of water 5 x 5.83 = \$ 29.15  
 b. How many units of sewer 5 x 7.43 = \$ 37.15  
 C. Water & Sewer Department Fees of: \$ \_\_\_\_\_  
 Total \$ 66.30

11. Explanation of Appeal Request:

We were out of town on Feb 18th  
and when we returned, discovered that a  
toilet had been running steadily for  
over 30 hours. Looking at previous  
bills especially last April's, we are  
asking for an adjustment of \$66.30.  
The toilet has been repaired to  
prevent this sticking in the future.  
Thank you!

[Signature]  
 Sinda Bucklass

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

Yes  No  (circle one)

If yes, why?

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

Yes  No  (circle one)

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

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:

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***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: 134420

[2013-09-11 13:29:00 ann]: HE CALLED - RECEIVED LETTER FROM MBS AND WANTED TO KNOW IF OK - HE WILL CALL THEM AND MAKE APPOINTMENT

[2021-03-02 13:00:02 michele.grant]: OWNER CALLED, THEY WENT AWAY OVER NIGHT AND WHEN THEY GOT BACK THEY REALIZED THE TOILET WAS RUNNING THE WHOLE TIME. THE CHAIN BROKE AND GOT STUCK IN THE FLAPPER AND MADE TOILET RUN. EMAILED THEM THE APPEALS FORM, TOLD THEM THE INVOICE WOULD BE COMING OUT THE END OF THIS MONTH.

[2021-03-29 09:49:41 michele.grant]: REC'D. UAB APPEAL FOR APRIL MEETING ON 3/25/21.

# City of Rochester

19 Wakefield Street  
Rochester, New Hampshire

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

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

BUCKLESS THOS & LINDA

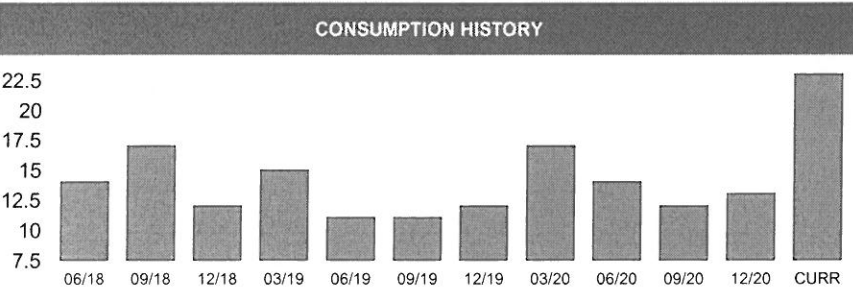
76 CONGRESS ST

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14091609	03/23/2021	134420	04/26/2021

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	12/08/2020	03/08/2021	375	398	23	\$132.45
RES SEWER		12/08/2020	03/08/2021				\$166.89

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	\$299.34
A = Actual	Previous Balance	\$159.90
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$159.90
	<b>Total Amount Due</b>	<b>\$299.34</b>

\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET\*\*  
WATER \$5.83 PER UNIT, MIN \$22.14; SEWER \$7.43 PER UNIT, MIN \$34.31  
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: \_\_\_\_\_

BUCKLESS THOS & LINDA  
76 CONGRESS ST  
ROCHESTER, NH 03867-2911

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	134420
Bill Number:	14091609
Pay By:	04/26/2021
<b>Total Due:</b>	<b>299.34</b>

Service Location  
76 CONGRESS ST

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





Account Number	Service	Customer # Name	Mfr Meter Number	BUCKLESS THOS & LINDA	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
134420		6214						012400260000			76 CONGRESS ST				Active
100	1 RES WATER	SENS76166355			A	03/08/2021			14091609	398	23	0	132.45	299.34	
100	1 RES WATER	SENS76166355			A	12/08/2020			14083713	375	13	0	72.15	159.90	
100	1 RES WATER	SENS76166355			A	09/03/2020			14073099	362	12	0	66.60	147.60	
100	1 RES WATER	SENS76166355			A	06/05/2020			14065201	350	14	0	77.70	172.20	
100	1 RES WATER	SENS76166355			A	03/11/2020			14057304	336	17	0	94.35	209.10	
100	1 RES WATER	SENS76166355			A	12/11/2019			14049514	319	12	0	66.60	147.60	
100	1 RES WATER	SENS76166355			A	09/10/2019			14041656	307	11	0	61.05	135.30	
100	1 RES WATER	SENS76166355			A	06/14/2019			14033811	296	11	0	61.05	135.30	
100	1 RES WATER	SENS76166355			A	03/18/2019			14026013	285	15	0	83.25	184.50	
100	1 RES WATER	SENS76166355			A	12/07/2018			14018265	270	12	0	66.60	147.60	
100	1 RES WATER	SENS76166355			A	09/18/2018			14010471	258	17	0	94.35	209.10	
100	1 RES WATER	SENS76166355			A	06/15/2018			14002664	241	14	0	77.70	172.20	
100	1 RES WATER	SENS76166355			A	03/15/2018			13994868	227	15	0	81.17	180.58	
100	1 RES WATER	SENS76166355			A	12/14/2017			13987233	212	12	0	63.48	141.72	
100	1 RES WATER	SENS76166355			A	09/14/2017			13979560	200	16	0	84.64	188.96	
100	1 RES WATER	SENS76166355			A	06/15/2017			13971897	184	12	0	63.48	141.72	
100	1 RES WATER	SENS76166355			A	03/13/2017			13956767	172	16	0	84.64	188.96	
100	1 RES WATER	SENS76166355			A	12/01/2016			13949223	156	12	0	57.79	132.71	
100	1 RES WATER	SENS76166355			A	09/02/2016			13941712	144	11	0	52.91	121.55	
100	1 RES WATER	SENS76166355			A	06/08/2016			13934170	120	13	0	72.15	143.65	
100	1 RES WATER	SENS76166355			A	03/10/2016			13926801	105	13	0	62.03	143.65	
100	1 RES WATER	SENS76166355			A	12/14/2015			13919351	92	16	0	74.72	174.56	
100	1 RES WATER	SENS76166355			A	09/04/2015			13911908	76	12	0	56.04	130.92	
100	1 RES WATER	SENS76166355			A	03/12/2015			13904438	64	15	0	70.05	163.65	
100	1 RES WATER	SENS76166355			A	12/05/2014			13897086	49	10	0	46.70	109.10	
100	1 RES WATER	SENS76166355			A	09/12/2014			13889682	39	15	0	70.05	163.65	
100	1 RES WATER	SENS76166355			A	06/03/2014			13882260	24	12	0	56.04	130.92	
100	1 RES WATER	SENS76166355			A	03/04/2014			13874844	12	11	0	50.64	119.28	
100	1 RES WATER	SENS76166355			A	12/20/2013			13867562	1	11	0	55.20	130.08	
100	1 RES WATER	NEPT31455706			T	12/09/2013			0	2,613	11	11	.00	.00	
100	1 RES WATER	NEPT31455706			E	09/16/2013			13860166	2,602	13	0	59.80	140.92	
100	1 RES WATER	NEPT31455706			A	06/13/2013			13852785	2,589	12	0	55.20	130.08	
100	1 RES WATER	NEPT31455706			A	03/13/2013			13845409	2,577	16	0	73.60	173.44	
100	1 RES WATER	NEPT31455706			A	12/06/2012			13838119	2,561	11	0	49.47	116.78	
100	1 RES WATER	NEPT31455706			A	09/13/2012			13830824	2,550	14	0	62.86	148.40	
100	1 RES WATER	NEPT31455706			A	06/14/2012			13823460	2,536	13	0	58.37	137.80	
100	1 RES WATER	NEPT31455706			A	03/14/2012			13816091	2,523	14	0	62.86	148.40	
100	1 RES WATER	NEPT31455706			A	12/13/2011			13808856	2,509	12	0	53.88	127.20	
100	1 RES WATER	NEPT31455706			A	09/16/2011			13801544	2,497	15	0	65.81	156.23	
100	1 RES WATER	NEPT31455706			A	06/13/2011			13794250	2,482	14	0	60.06	143.36	
100	1 RES WATER	NEPT31455706			A	03/15/2011			13786939	2,468	13	0	55.77	133.12	
100	1 RES WATER	NEPT31455706			A	12/13/2010			13779764	2,455	15	0	65.81	156.23	
100	1 RES WATER	NEPT31455706			A	09/13/2010			13772504	2,442	14	0	59.72	143.02	
100	1 RES WATER	NEPT31455706			A	06/07/2010			13765176	2,426	14	0	58.66	141.96	
100	1 RES WATER	NEPT31455706			A	03/08/2010			13758019	2,412	14	0	58.66	141.96	
100	1 RES WATER	NEPT31455706			A	12/07/2009			13750852	2,398	12	0	50.28	121.68	
100	1 RES WATER	NEPT31455706			A	09/08/2009			13743573	2,386	14	0	58.08	139.67	
100	1 RES WATER	NEPT31455706			A	06/04/2009			13736286	2,372	13	0	52.52	124.15	
100	1 RES WATER	NEPT31455706			A	03/04/2009			13729082	2,359	16	0	64.64	152.80	
100	1 RES WATER	NEPT31455706			A	12/01/2008			13721937	2,343	11	0	44.44	105.05	



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

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

Date: April 7, 2021  
To: Utility Advisory Board  
From: Lisa J. Clark, Utility Billing Office Supervisor  
Re: Water/Sewer Billing Appeal Application Dated: 3/31/21

Customer Name: Willowbrook Realty Account # 091741  
Service Address: 1 Willow Brook 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 this appeal be tabled until the meter and meter test results are returned. The above recommendation is based upon the following findings:

1. The Customer does dispute the meter readings.
2. The following reference information is provided.
  - A. Total usage on disputed invoice 370
  - B. Average usage on previous 3 years is 169
  - C. Estimated use over average 201

*Lisa J. Clark*

4/7/2021

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

\_\_\_\_\_  
Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Michele Grant  
DATE: April 5, 2021  
SUBJECT: City of Rochester  
**PROPERTY: 1 WillowBrook Dr. (#3)**

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 states this buildings water bills are way higher than the other buildings.

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

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

1. Date of Appeal: 3/25/21 - 4/13/21 meeting
2. Property Owner's Name: Willowbrook Realty Trust Account #: 091741
3. Billing Address: 197 Sawyerhill Rd  
Berlin MA 01503
4. Service Location: 3 Willowbrook dr <sup>but location on bill is Willowbrook dr (incorrect)</sup> Zip Code 03867
5. Owners Representative: Michelle Busconi - I would like to be present at hearing
6. Owners Representative's Signature: Michelle J Busconi
7. Phone #: 978-729-1595 Cell: same
8. Email Address: shellyrealtor@aol.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 12/9/20 to 3/9/21
10. Abatement is being requested for:

a. How many units of water 220 x 5.83 = \$ 1,282.60  
b. How many units of sewer 220 x 7.43 = \$ 1,634.60  
c. Water & Sewer Department Fees of: \$ —  
Total \$ 2917.20

11. Explanation of Appeal Request:

The bills for this apartment building have more than tripled in comparison to this time last year - Also the December 2020 bill more than doubled from 2019. We have not had any turnover of tenants. This building has been inspected by our maintenance man on several occasions and has found no leaks. A licensed plumber is to inspect the 1<sup>st</sup> week of April. A toilet that was leaking has been replaced. There are 16 apartments in this building with a total occupancy of 32. Our building 2 has 27 occupants and that bill was for only 74 units of water.

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

Yes  No (circle one)

If yes, why?

A new meter was installed in January 2021 we feel this may have been a contributing factor in the high bill.

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:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**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: 091741

\*\*\*\*\*BUILDING #3\*\*\*\*\*PARCEL UNDER 1 WILLOW BROOK DR. BUT THIS IS #3

SHELLEY @ 978-729-1595  
AUGUST 2005 - APPEAL DENIED

[2009-12-09 12:44:56 kathy]: SENT "FOR" LETTER \*\*\*\* SCHEDULED FOR 1/28/10

[2010-01-28 15:10:43 kathy]: ROCKY AND TIMMY GREEN WENT OUT TO THE PROPERTY AND FOUND WHERE THEY ARE USING A BY-PASS ON THE METER SO THE METER DOES NOT READ THEY TOLD THEM TO TAKE THE BY-PASS OUT - AT THIS TIME WE NEED TO WATCH THE PROPERTY SEND OUT ANOTHER WORK ORDER OUT IN ONE MONTH. TIM SAID THE APARTMENT BUILDING ONLY HAS ONE VACANCY AT THIS TIME.

[2010-02-09 08:21:47 ann]: NEW MAILING ADDRESS: C/O LEWIS J. BUSCONI, PO BOX 238, HUDSON, MA 01749

MARCH 2010 BILL WAS ESTIMATED AGAIN - I WENT INTO ACCOUNT AFTER BILL WAS GENERATED AND UPDATED PREVIOUS READ TO 2880 WITH A READ DATE OF 3/9/10 - SHOULD BE OK FROM THIS POINT ON (METER WAS NOT READING PREVIOUSLY DUE TO WATER GOING THROUGH BY-PASS)

[2010-08-06 10:33:44 ann]: PENDING APPEAL TO SEPTEMBER 2010 UAB

[2010-08-26 13:54:36 ann]: APPEAL TO SEPTEMBER UAB - APPEAL DENIED

[2010-09-29 13:20:21 ann]: SEPTEMBER BILL RETURNED WITH NEW ADDRESS OF: 197 SAWYER HILL RD., BERLIN, MA 01503-1209 (PO FORWARD)

[2021-03-26 10:11:56 kimberly.nickerson]: SENT APPEAL PAPERWORK, WOULD LIKE TO BE PRESENT FOR THE MEETING

[2021-03-31 08:53:04 michele.grant]: TECH WENT OUT 3/29 TO GET REREAD, READ WAS 9930 SO USED 50 UNITS SINCE 3/9, HE WASN'T ABLE TO GET METER REPORT. TECH TALKED WITH TAMMY THERE & SHE SAID THEY DID HAVE A LEAKING TOILET IN ONE OF THE APARTMENTS BUT THAT WAS FIXED IN JANUARY. THEY WANT METER TESTED, APPT. 4/1 TO CHANGE OUT METER AND TECH WILL SEND METER TO BE TESTED.

[2021-04-05 15:13:50 michele.grant]: REC'D. UAB APPEAL FOR APRIL MEETING ON 3/31/21.

# City of Rochester

19 Wakefield Street  
Rochester, New Hampshire

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

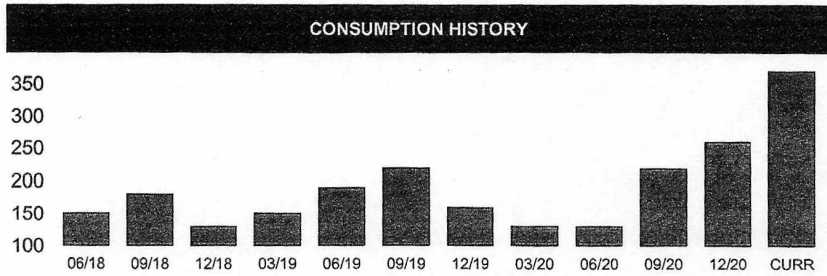
CUSTOMER NAME	SERVICE LOCATION
WILLOWBROOK REALTY TRUST	1 WILLOW BROOK DR

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14090172	03/23/2021	091741	04/26/2021

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	12/09/2020	03/09/2021	9510	9880	370	\$2,131.78
RES SEWER		12/09/2020	03/09/2021				\$2,687.61

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	
A = Actual	Previous Balance	\$3,198.00
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$3,198.00
	<b>Total Amount Due</b>	<b>\$4,819.39</b>

\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET\*\*  
WATER \$5.83 PER UNIT, MIN \$22.14; SEWER \$7.43 PER UNIT, MIN \$34.31  
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:	091741
Bill Number:	14090172
Pay By:	04/26/2021
<b>Total Due:</b>	<b>4,819.39</b>

Service Location  
1 WILLOW BROOK 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

WILLOWBROOK REALTY TRUST  
% LEWIS J BUSCONI  
197 SAWYERHILL RD  
BERLIN, MA 01503-1209



92096042021414090172900004819397

Account Number	Service	Customer #	Mtr Meter Number	WILLowBROOK REALTY TRUST	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
091741		35466		WILLowBROOK REALTY TRUST				012800770000			1 WILLow BROOK DR				Active
100	RES WATER	INVE63246127			A	03/09/2021			14090172	9,880	370	0	2,131.78	4,819.39	
100	RES WATER	INVE63246127			A	12/09/2020			14082284	9,510	260	0	1,443.00	3,198.00	
100	RES WATER	INVE63246127			A	09/09/2020			14071674	9,250	220	0	1,221.00	2,706.00	
100	RES WATER	INVE63246127			A	06/04/2020			14063776	9,030	130	0	721.50	1,599.00	
100	RES WATER	INVE63246127			A	03/17/2020			14055875	8,900	130	0	721.50	1,599.00	
100	RES WATER	INVE63246127			A	12/09/2019			14048085	8,770	160	0	888.00	1,968.00	
100	RES WATER	INVE63246127			A	09/09/2019			14040238	8,610	220	0	1,221.00	2,706.00	
100	RES WATER	INVE63246127			A	06/17/2019			14032389	8,390	190	0	1,054.50	2,337.00	
100	RES WATER	INVE63246127			A	03/19/2019			14024589	8,200	150	0	832.50	1,845.00	
100	RES WATER	INVE63246127			A	12/10/2018			14016844	8,050	130	0	721.50	1,599.00	
100	RES WATER	INVE63246127			A	09/14/2018			14009063	7,920	180	0	999.00	2,214.00	
100	RES WATER	INVE63246127			A	06/06/2018			14001254	7,740	150	0	832.50	1,845.00	
100	RES WATER	INVE63246127			A	03/13/2018			13993454	7,590	110	0	593.86	1,321.64	
100	RES WATER	INVE63246127			A	12/06/2017			13985832	7,480	120	0	634.80	1,417.20	
100	RES WATER	INVE63246127			A	09/07/2017			13978169	7,360	120	0	634.80	1,417.20	
100	RES WATER	INVE63246127			A	06/02/2017			13970499	7,240	120	0	634.80	1,417.20	
100	RES WATER	INVE63246127			A	03/06/2017			13962852	7,120	110	0	581.90	1,299.10	
100	RES WATER	INVE63246127			A	12/13/2016			13955367	7,010	130	0	634.31	1,450.76	
100	RES WATER	INVE63246127			A	09/15/2016			13947826	6,880	140	0	673.40	1,547.00	
100	RES WATER	INVE63246127			A	06/14/2016			13940318	6,740	150	0	721.50	1,657.50	
100	RES WATER	INVE63246127			A	03/08/2016			13932770	6,590	120	0	577.20	1,326.00	
100	RES WATER	INVE63246127			A	12/15/2015			13925401	6,470	150	0	715.70	1,651.70	
100	RES WATER	INVE63246127			A	09/02/2015			13917962	6,320	120	0	560.40	1,309.20	
100	RES WATER	INVE63246127			A	06/11/2015			13910521	6,200	150	0	700.50	1,636.50	
100	RES WATER	INVE63246127			A	03/05/2015			13903050	6,050	160	0	747.20	1,745.60	
100	RES WATER	INVE63246127			A	12/09/2014			13895697	5,890	170	0	653.80	1,409.88	
100	RES WATER	INVE63246127			A	09/08/2014			13888296	5,720	140	0	793.90	1,527.40	
100	RES WATER	INVE63246127			A	06/09/2014			13880875	5,580	150	0	700.50	1,636.50	
100	RES WATER	INVE63246127			A	03/06/2014			13873469	5,430	130	0	598.68	1,409.88	
100	RES WATER	INVE63246127			A	12/16/2013			13866177	5,300	120	0	552.00	1,300.80	
100	RES WATER	INVE63246127			A	09/17/2013			13858794	5,180	150	0	690.00	1,626.00	
100	RES WATER	INVE63246127			A	06/11/2013			13851417	5,030	120	0	552.00	1,300.80	
100	RES WATER	INVE63246127			A	03/18/2013			13844041	4,910	160	0	736.00	1,734.40	
100	RES WATER	INVE63246127			A	12/12/2012			13836755	4,750	140	0	630.61	1,488.39	
100	RES WATER	INVE63246127			A	09/12/2012			13829458	4,610	130	0	583.70	1,378.00	
100	RES WATER	INVE63246127			A	06/13/2012			13822097	4,480	130	0	583.70	1,378.00	
100	RES WATER	INVE63246127			A	12/09/2011			13807506	4,350	130	0	583.70	1,378.00	
100	RES WATER	INVE63246127			A	09/15/2011			13800186	4,220	150	0	658.18	1,562.43	
100	RES WATER	INVE63246127			A	06/14/2011			13792900	3,940	140	0	600.60	1,433.60	
100	RES WATER	INVE63246127			A	03/18/2011			13785586	3,800	150	0	643.50	1,536.00	
100	RES WATER	INVE63246127			A	12/13/2010			13778410	3,650	240	0	1,029.60	2,457.60	
100	RES WATER	INVE63246127			A	09/16/2010			13771158	3,410	300	0	1,280.87	3,065.87	
100	RES WATER	INVE63246127			A	06/11/2010			13763840	3,110	230	0	963.70	2,332.20	
100	RES WATER	INVE63246127			E	03/09/2010			13756678	3,250	120	0	502.80	1,216.80	

\*\* 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: April 7, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 02/03/21

Customer Name: Maria Bick Account # 041730

Service Address: 18 Gagne 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 an abatement of 48 units of water and 48 units of sewer on the November 2020 invoiced amount.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
2. The water did enter the sewer system.
  - A. Total usage on disputed invoice 108
  - B. Average usage on previous 3 years is 12
  - C. Estimated use over average for water 96
  - D. ½ of above average use 48

Value of 48 Units of Water at the current water rate of \$5.55=\$266.40

Value of 48 Units of Sewer at the current sewer rate \$6.75=\$324.00

Total abatement recommended=\$590.40 plus accrued interest.

*Lisa J. Clark*  
Lisa J. Clark, Utility Billing Supervisor

4/7/2021

Date

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WATER/SEWER BILLING MEMORANDUM

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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: 
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 didnt  
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 in <sup>43</sup>December and am 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 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*
4. *Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.*

Accounts

Account: 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]: PTP \$100 1/29, \$100 2/5 AND BALANCE 2/12TH -  
 PHONE: 708-0114  
 [2016-05-03 12:33:24 karenb]: PTP \$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]: PTP \$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]: PTP \$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
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BICK MARIA M

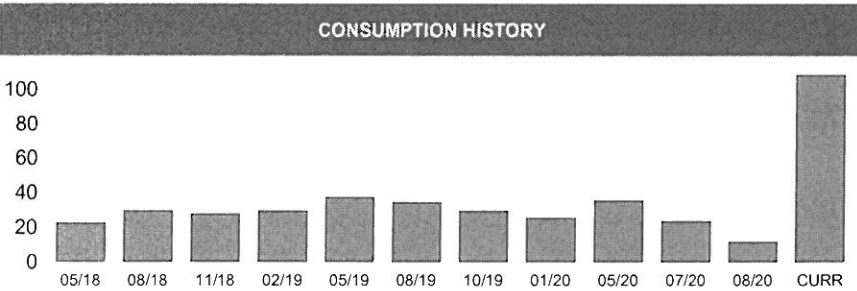
18 GAGNE ST 4

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
<b>Total Amount Due</b>		<b>\$1,203.34</b>

\*\*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
<b>Total Due:</b>	<b>1,203.34</b>

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



Account Number	Service	Customer #	Mtr 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	SENS67081464		A	02/01/2021			14088092	1,362	12		67.78	151.65	
100	-	1	SENS67081464		A	11/02/2020			14080188	1,350	108		599.40	1,328.40	
100	-	1	SENS67081464		A	08/03/2020			14069589	1,242	11	12	61.05	135.30	

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



FOR 2021 13

ACCOUNTS FOR: 5002	SEWER ENTERPRISE FUND	ORIGINAL APPROP	TRANSFRS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
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520001 SEWER WORKS REVENUE

520001	400302	INTEREST INCOME	-5,000	0	-5,000	0	0	100.0%
520001	406105	XFER FROM RET EAR	-3,026,173	-125,000	-3,151,173	0	0	0.0%
520001	406201	MISCELLANEOUS REV	-4,000	0	-4,000	0	93,619.09	2440.5%
520001	406211	EASTERSEAL SRF IO	-16,049	0	-16,049	0	-7,845.08	51.1%
520001	406600	CONSTRUCTION REVE	-10,000	0	-10,000	0	1,850.00	118.5%
520001	406602	USER FEES	-4,700,000	0	-4,700,000	-2,913,643.27	-1,786,356.73	62.0%
520001	406607	INTEREST ON DEL A	-5,000	0	-5,000	-4,428.95	-571.05	88.6%
520001	406701	IMPACT FEES	-20,000	0	-20,000	-24,700.00	4,700.00	123.5%
520001	406703	SEPTIC DISPOSAL P	-125,000	0	-125,000	-113,356.00	-11,644.00	90.7%
520001	406826	INDUSTRIAL PRE-TR	-10,000	0	-10,000	-7,816.88	-2,183.12	78.2%
520001	406826	HOMEOWNER FINANCE	-24,000	0	-24,000	-82,073.63	58,073.63	342.0%
TOTAL SEWER WORKS REVENUE			-7,945,222	-125,000	-8,070,222	-3,268,691.74	-4,801,530.26	40.5%

520002 SEWER WORKS REVENUE

520002	406306	STATE AID GRANT C	-263,590	0	-263,590	0	0	0.0%
520002	406307	STATE AID GRANT C	-7,291	0	-7,291	-7,290.00	-1.00	100.0%
520002	406308	STATE AID GRANT C	-10,472	0	-10,472	0	0	0.0%
520002	406309	STATE AID GRANT C	-41,108	0	-41,108	-41,108.00	0	100.0%
520002	406310	STATE AID GRANT C	-13,607	0	-13,607	0	0	0.0%
520002	406311	STATE AID GRANT C	-29,108	0	-29,108	0	0	0.0%
520002	406312	STATE AID GRANT C	-30,905	0	-30,905	0	0	0.0%
TOTAL SEWER WORKS REVENUE			-396,081	0	-396,081	-48,398.00	-347,683.00	12.2%

52602057 SEWER WORKS EXPENSE

52602057	511001	SALARIES - FULL	473,270	0	473,270	368,969.93	104,300.07	78.0%
52602057	511002	SALARIES - PART	3,890	0	3,890	1,834.22	2,055.78	47.2%
52602057	511099	SALARIES - ADJU	6,735	0	6,735	0	6,735.00	0.0%
52602057	513001	OVERTIME - REGU	8,100	0	8,100	4,293.45	3,806.55	53.0%
52602057	515001	ON CALL	5,058	0	5,058	2,448.00	2,610.00	48.4%
52602057	516000	LONGEVITY	2,077	0	2,077	1,780.85	296.15	85.7%
52602057	519000	TRAVEL ALLOWANC	500	0	500	281.52	218.48	56.3%
52602057	521100	HEALTH INSURANC	101,380	0	101,380	75,055.14	26,324.86	74.0%

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	1,267.00	.00	447.00	73.9%
52602057 521300 LIFE INSURANCE	1,105	0	1,105	821.39	.00	283.61	74.3%
52602057 522000 SOCIAL SECURITY	35,297	0	35,297	27,307.23	.00	989.77	77.4%
52602057 523000 RETIRE CONTRIBU	54,986	0	54,986	42,479.28	.00	1,506.72	77.3%
52602057 526000 WORKERS' COMPEN	10,833	0	10,833	9,271.03	.00	1,561.97	85.6%
52602057 528001 DISABILITY INSU	4,434	0	4,434	3,523.88	.00	910.12	79.5%
52602057 532001 STAFF DEVELOPME	3,100	0	3,100	1,140.35	103.73	1,855.92	40.1%
52602057 533000 OTHER PROF SERV	7,504	0	7,504	6,385.61	475.66	642.73	91.4%
52602057 533001 AUDIT	4,140	0	4,140	4,597.13	175.37	-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	355.34	.00	144.66	71.1%
52602057 533009 21540 BIOSOLIDS	0	0	0	44,322.50	735.00	-45,057.50	100.0%*
52602057 534003 SOFTWARE MAINTN	62,877	0	62,877	47,523.79	1,373.80	13,979.41	77.8%
52602057 542300 CUSTODIAL SERV	2,200	0	2,200	1,534.50	.00	665.50	69.8%
52602057 543000 REPAIR AND MAIN	2,360	0	2,360	.00	.00	2,360.00	.0%
52602057 543001 VEHICLE MAINT &	2,500	0	2,500	263.52	.00	2,236.48	10.5%
52602057 543002 EQUIPMENT MAINT	3,690	0	3,690	1,854.92	.00	1,835.08	50.3%
52602057 544200 RENTAL OF EQUIP	0	0	0	.00	10,250.00	-10,250.00	64.7%*
52602057 544500 LEASE COPIER/DR	2,150	0	2,150	1,502.00	373.00	1,025.00	100.0%*
52602057 552001 FLEET INSURANCE	9,016	0	9,016	2,155.08	.00	-5.08	100.2%*
52602057 552002 PROPERTY INSURA	5,671	0	5,671	10,054.00	.00	-1,038.00	111.5%*
52602057 552003 GENERAL LIABILIT	5,198	0	5,198	6,324.38	.00	-653.38	111.5%*
52602057 553400 POSTAGE FEES	500	0	500	5,790.85	.00	-592.85	111.4%*
52602057 554000 ADVERTISING	800	0	800	35.59	.00	464.41	7.1%
52602057 555000 PRINTING AND BI	1,639	0	1,639	800.00	.00	.00	100.0%
52602057 556000 TRAVEL	3,150	0	3,150	364.08	11.81	1,263.11	22.9%
52602057 561003 OFFICE SUPPLIES	3,456	0	3,456	.00	16.67	3,150.00	.0%
52602057 561005 PUBLICATIONS	60	0	60	1,717.68	174.96	858.33	54.8%
52602057 561008 VEHICLE SUPPLIE	15,000	0	15,000	.00	.00	1,563.36	.0%
52602057 561009 TRAINING MATERI	250	0	250	13,860.54	555.76	60.00	96.1%
52602057 561010 CLOTHING	6,150	0	6,150	210.97	.00	583.70	84.4%
52602057 561015 SAFETY EQUIPME	5,900	0	5,900	2,565.50	368.86	39.03	84.4%
52602057 561022 HOT TOP COLD PA	5,500	0	5,500	3,296.77	1,217.16	3,215.64	77.7%
52602057 561023 SAND AND GRAVEL	1,650	0	1,650	5,500.00	.00	1,386.07	47.0%
52602057 561032 OTHER OPERATION	1,000	0	1,000	1,650.00	.00	.00	100.0%
52602057 561040 EQUIPMENT REPAI	6,000	0	6,000	832.75	.00	167.25	83.3%
52602057 562600 VEHICLE FUEL	41,000	0	41,000	6,000.00	.00	.00	100.0%
52602057 573401 ADMIN EQUIPMENT	1,818	0	1,818	14,589.90	.00	26,410.10	35.6%
52602057 573900 OTHER EQUIPMENT	8,000	0	8,000	1,220.64	596.36	1,100.00	99.9%
52602057 573900 SWIRL OTHER EQUI	0	0	0	3,615.79	3,251.66	1,132.55	85.8%*
52602057 575100 INVENTORY PURCH	12,500	0	12,500	.00	1,000.00	-1,000.00	100.0%*
52602057 581000 DUES AND FEES	1,290	0	1,290	7,799.68	4,595.40	1,04.92	99.2%
				143.34	110.00	1,036.66	19.6%

FOR 2021 13

ACCOUNTS FOR: SEWER ENTERPRISE FUND 5002	ORIGINAL APPROP	TRANSFRS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
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%
52602057 589001 STATE PERMITS &	5,150	0	5,150	4,850.80	127.37	171.83	96.7%*
52602057 589034 ABATEMENTS/OVER	0	0	0	148.50	.00	-148.50	100.0%*
52602057 591000 REDEMPTION OF B	2,392,777	0	2,392,777	2,324,411.59	.00	68,365.41	97.1%
52602057 593002 TRANS TO CAPITAL	185,000	0	185,000	310,000.00	.00	8,333.34	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	4,030,232.07	25,512.57	175,903.36	95.8%
52602074 SEWER TREATMENT PLANT							
52602074 511001 SALARIES - FULL	480,216	0	480,216	369,818.68	.00	110,397.32	77.0%
52602074 513001 OVERTIME - REGU	32,500	0	32,500	29,170.33	.00	3,329.67	89.8%
52602074 515001 ON CALL	33,088	0	33,088	25,168.78	.00	7,919.22	76.1%
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	73,701.50	.00	40,160.50	64.7%
52602074 521200 DENTAL INSURANC	2,603	0	2,603	1,762.46	.00	840.54	67.7%
52602074 521300 LIFE INSURANCE	921	0	921	756.36	.00	164.64	82.1%
52602074 522000 SOCIAL SECURITY	39,199	0	39,199	31,081.29	.00	8,117.71	79.3%
52602074 523000 RETIREMENT CONT	56,463	0	56,463	44,633.68	.00	11,829.32	79.0%
52602074 526000 WORKERS' COMPEN	8,760	0	8,760	7,496.55	.00	1,263.45	85.6%
52602074 528001 DISABILITY INSU	3,528	0	3,528	3,049.95	.00	478.05	86.4%
52602074 532001 STAFF DEVELOPME	3,150	0	3,150	1,158.73	.00	1,991.27	100.0%
52602074 533000 LABORATORY SERV	131,650	0	131,650	8,665.00	59,115.00	63,870.00	51.5%
52602074 534009 INDUSTRIAL PRET	109,258	0	109,258	29,996.75	16,172.30	63,088.95	42.3%
52602074 541901 HVAC SERVICE CO	40,239	0	40,239	7,086.26	3,293.74	29,859.00	25.8%
52602074 543002 EQUIPMENT MAINT	19,389	0	19,389	7,389.00	.00	12,000.00	100.0%
52602074 544500 REPAIR AND MAIN	96,350	0	96,350	7,636.57	7,866.82	80,846.61	16.1%
52602074 543002 EQUIPMENT MAINT	209,158	0	209,158	7,799.07	57,457.31	65,901.62	68.5%
52602074 552002 LEASE COPIER/PR	2,956	0	2,956	798.84	.00	2,157.16	27.0%*
52602074 553000 COMMUNICATION	5,306	0	5,306	5,915.60	.00	-609.60	111.5%*
52602074 559000 MISC PURCHASED	12,945	0	12,945	9,634.16	1,693.45	1,617.39	87.5%
52602074 561001 JANITORIAL SUPP	8,000	0	8,000	7,850.00	.00	150.00	98.1%
52602074 561002 BUILDING MAINT	1,600	0	1,600	1,045.39	39.86	514.75	67.8%
52602074 561003 OFFICE SUPPLIES	5,300	0	5,300	3,905.04	.00	1,394.96	73.7%*
52602074 561010 CLOTHING	9,100	0	9,100	478.50	261.19	2,416.39	100.0%*
52602074 561010 SAFETY EQUIPME	6,200	0	6,200	5,372.14	1,311.47	2,416.39	72.4%
52602074 561031 CHEMICAL	345,616	0	345,616	3,722.10	784.80	1,693.10	72.7%
52602074 561037 LABORATORY SUPP	30,423	0	30,423	49,513.78	21,899.62	274,202.60	20.7%
52602074 561040 EQUIPMENT REPAI	102,465	0	102,465	15,557.87	5,466.92	9,398.21	69.1%
				33,955.65	6,641.13	61,868.22	39.6%

04/06/2021 12:10  
 michèle.grant

CITY OF ROCHESTER  
 YEAR-TO-DATE BUDGET REPORT

P 4  
 gltyrdbud

FOR 2021 13

ACCOUNTS FOR: 5002	SEWER ENTERPRISE FUND	ORIGINAL APPROP	TRANSFERS/ ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
TOTAL SEWER TREATMENT PLANT								
52602470 SEWER REVENUE OFFICE		4,167,052	0	4,167,052	1,186,354.43	281,575.49	2,699,122.08	35.2%
TOTAL SEWER REVENUE OFFICE								
52602470 511001 SALARIES - FULL		34,580	0	34,580	28,852.68	.00	5,727.32	83.4%
52602470 513001 OVERTIME - REGU		0	0	0	45.28	.00	-45.28	100.0%*
52602470 521100 HEALTH INSURANC		13,485	0	13,485	9,435.47	.00	4,049.53	70.0%
52602470 521200 DENTAL INSURANC		127	0	127	97.24	.00	29.76	76.6%
52602470 521300 LIFE INSURANCE		76	0	76	57.22	.00	18.78	75.3%
52602470 522000 SOCIAL SECURITY		2,402	0	2,402	2,081.81	.00	320.19	86.7%
52602470 523000 RETIREMENT CONT		3,864	0	3,864	3,189.31	.00	674.69	82.5%
52602470 526000 WORKERS' COMPEN		61	0	61	52.03	.00	8.97	85.3%
52602470 528001 DISABILITY INSU		376	0	376	282.89	.00	93.11	75.2%
52602470 543000 REPAIR AND MAIN		1,250	0	1,250	1,250.00	.00	.00	100.0%
52602470 544500 LEASE COPIER/PR		544	0	544	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	153.41	.00	146.59	51.1%
TOTAL SEWER REVENUE OFFICE								
TOTAL SEWER ENTERPRISE FUND		67,603	0	67,603	52,501.99	.00	15,101.01	77.7%
TOTAL REVENUES								
TOTAL EXPENSES		-8,341,303	-125,000	-8,466,303	-3,317,089.74	.00	-5,149,213.26	100.0%
TOTAL REVENUES		8,341,303	125,000	8,466,303	5,269,088.49	307,088.06	2,890,126.45	



FOR 2021 13

	ORIGINAL APPROP	TRANSRS/ ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
GRAND TOTAL	0	0	0	1,951,998.75	307,088.06	-2,259,086.81	100.0%

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

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

510001	400302	INTEREST INCOME	-5,000	0	-5,000	-5,000.00	.00	0	100.0%
510001	406105	XFER FROM RET EAR	-2,691,052	-125,000	-2,816,052	-17,619.65	.00	-2,816,052.00	70.5%**
510001	406201	MISCELLANEOUS REV	-25,000	0	-25,000	-51,851.07	.00	-7,380.35	103.7%
510001	406600	CONSTRUCTION REVE	-50,000	0	-50,000	-4,700.43	.00	-1,851.07	64.5%**
510001	406601	USER FEES	-3,900,000	0	-3,900,000	-2,672,890.05	.00	-1,227,109.95	94.0%**
510001	406602	INTEREST ON DEL A	-5,000	0	-5,000	-1,680.00	.00	-299.57	67.0%**
510001	406603	HYDRANT RENTAL FE	-24,000	0	-24,000	-746.00	.00	-22,320.00	100.0%
510001	406605	STUB FEES	0	0	0	-10,909.08	.00	10,909.08	100.0%
510001	406826	HOMEOWNER FINANCE	-10,000	0	-10,000	-6,010.41	.00	-3,989.59	60.1%**
TOTAL WATER WORKS REVENUE			-6,710,052	-125,000	-6,835,052	-2,771,406.69	.00	-4,063,645.31	40.5%

51601057 WATER WORKS EXPENSE

51601057	511001	SALARIES - FULL	686,517	0	686,517	492,784.08	.00	193,732.92	71.8%
51601057	511002	SALARIES - PART	3,890	0	3,890	1,834.22	.00	2,055.78	47.2%
51601057	511099	SALARIES - ADJU	6,870	0	6,870	.00	.00	6,870.00	.0%
51601057	513001	OVERTIME - REGU	43,000	0	43,000	3,258.00	.00	27,163.66	36.8%
51601057	515001	ON CALL	5,058	0	5,058	1,780.83	.00	1,800.00	64.4%
51601057	516000	LONGEVITY	3,119	0	3,119	281.52	.00	1,338.17	57.1%
51601057	519000	TRAVEL ALLOWANC	500	0	500	281.52	.00	218.48	56.3%
51601057	521100	HEALTH INSURANC	173,805	0	173,805	108,673.56	.00	65,131.44	62.5%
51601057	521200	DENTAL INSURANC	3,214	0	3,214	2,171.00	.00	1,043.00	67.5%
51601057	521300	LIFE INSURANCE	1,555	0	1,555	1,076.86	.00	478.14	69.3%
51601057	522000	SOCIAL SECURITY	52,602	0	52,602	36,900.90	.00	15,701.10	70.2%
51601057	523000	RETIRE CONTRIBU	82,844	0	82,844	57,491.09	.00	25,352.91	69.4%
51601057	526000	WORKERS' COMPEN	17,865	0	17,865	15,288.88	.00	2,576.12	85.6%
51601057	528001	DISABILITY INSU	6,596	0	6,596	4,800.51	.00	1,795.49	72.8%
51601057	532000	STAFF DEVELOPME	4,080	0	4,080	1,380.40	.00	2,619.60	35.8%
51601057	533000	OTHER PROF SERV	7,004	0	7,004	6,162.09	.00	80.00	98.3%
51601057	533001	AUDIT	4,140	0	4,140	4,597.12	722.37	175.38	115.3%*
51601057	533002	ENGINEERING SER	7,300	0	7,300	570.21	.00	6,729.79	7.8%
51601057	533004	MEDICAL SERVICE	500	0	500	292.33	.00	207.67	58.5%
51601057	534003	SOFTWARE MAINTN	49,088	0	49,088	25,741.08	1,443.20	546.00	98.9%
51601057	541100	WATER & SEMERAG	31,800	0	31,800	1,534.50	6,058.92	.00	100.0%
51601057	542300	CUSTODIAL SERVI	2,200	0	2,200	263.53	.00	665.50	69.8%
51601057	543001	VEHICLE MAINTN &	1,000	0	1,000	263.53	.00	736.47	26.4%

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ACCOUNTS FOR: WATER ENTERPRISE FUND 5001	ORIGINAL APPROP	TRANSFRS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601057 543002 EQUIPMENT MAINT	1,410	0	1,410	1,406.68	.00	3,32	99.8%
51601057 544200 RENTAL OF EQUIP	3,110	0	3,110	756.00	.00	2,354.00	24.3%
51601057 544500 LEASE COPIER/PR	1,248	0	1,248	936.45	.00	311.55	75.0%
51601057 552001 FLEET INSURANC	3,987	0	3,987	4,447.00	.00	-460.00	111.5%*
51601057 552003 GENERAL LIABILL	5,466	0	5,466	6,098.16	.00	-632.16	111.6%*
51601057 553400 POSTAGE FEES	400	0	400	321.37	.00	78.63	80.3%
51601057 554000 ADVERTISING	1,400	0	1,400	317.56	.00	891.11	36.3%
51601057 555000 PRINTING AND BI	1,000	0	1,000	439.00	.00	549.19	45.1%
51601057 556000 TUITION	3,150	0	3,150	.00	.00	11.81	.0%
51601057 558000 TRAVEL	3,165	0	3,165	.00	.00	16.67	.0%
51601057 561003 OFFICE SUPPLIES	60	0	60	2,109.74	.00	436.16	80.4%
51601057 561005 PUBLICATIONS	11,000	0	11,000	10,163.80	.00	552.16	.0%
51601057 561008 VEHICLE SUPPLIE	7,172	0	7,172	5,244.67	.00	883.95	97.4%
51601057 561010 CLOTHING	5,000	0	5,000	2,575.54	.00	1,043.38	85.5%
51601057 561015 SAFETY EQUIPMEN	5,500	0	5,500	5,500.00	.00	808.92	100.0%
51601057 561022 HOT TOP COLD PA	1,800	0	1,800	1,800.00	.00	.00	100.0%
51601057 561023 SAND AND GRAVEL	1,800	0	1,800	2,026.48	.00	251.97	100.0%
51601057 561032 OTHER OPERATION	3,625	0	3,625	8,150.41	.00	251.97	13,269.59
51601057 562600 VEHICLE FUEL	21,420	0	21,420	2,026.48	.00	251.97	62.9%
51601057 573401 ADMIN EQUIPMENT	2,435	0	2,435	1,150.89	.00	1,149.75	94.5%
51601057 573900 OTHER EQUIPMENT	7,500	0	7,500	3,454.28	.00	1,591.78	57.3%
51601057 575100 INVENTORY PURCH	124,000	0	124,000	52,225.01	.00	19,321.89	57.7%
51601057 581000 DUES AND FEES	5,200	0	5,200	3,751.33	.00	1,448.67	72.1%
51601057 583000 INTEREST EXPENS	485,435	0	485,435	521,001.46	.00	-35,566.46	107.3%*
51601057 584000 CONTINGENCY	20,000	0	20,000	.00	.00	20,000.00	.0%
51601057 589001 STATE PERMITS &	8,750	0	8,750	8,222.58	.00	527.42	100.0%
51601057 591000 LIEN DISCHARGE	600	0	600	111.58	.00	53.32	27.5%
51601057 591000 REDEMPTION OF P	1,638,902	0	1,638,902	1,586,305.39	.00	435.10	96.8%
51601057 592001 DEPRECIATION	1,510,735	0	1,510,735	375,000.00	.00	1,510,735.00	.0%
51601057 593002 TRANS TO CAPITAL	250,000	0	375,000	375,000.00	.00	.00	100.0%
51601057 593008 TRANSFER TO GEN	25,000	0	25,000	16,666.66	.00	8,333.34	66.7%
TOTAL WATER WORKS EXPENSE	5,353,392	125,000	5,478,392	3,449,999.89	35,083.62	1,993,308.49	63.6%
51601073 WATER TREATMENT PLANT							
51601073 511001 SALARIES - FULL	301,457	0	301,457	222,821.85	.00	78,635.15	73.9%
51601073 513001 OVERTIME - REGU	20,000	0	20,000	15,947.14	.00	4,052.86	79.7%
51601073 515001 ON CALL	17,914	0	17,914	13,809.12	.00	4,104.88	77.1%
51601073 516000 LONGEVITY	1,525	0	1,525	725.00	.00	800.00	47.5%
51601073 521100 HEALTH INSURANC	74,995	0	74,995	39,908.20	.00	35,086.80	53.2%
51601073 521200 DENTAL INSURANC	1,550	0	1,550	966.56	.00	583.44	62.4%

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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	461.52	.00	176.48	72.3%
51601073 522000 SOCIAL SECURITY	24,108	0	24,108	18,418.06	.00	5,689.94	76.4%
51601073 523000 RETIREMENT CONT	35,990	0	35,990	26,751.48	.00	9,238.52	74.3%
51601073 526000 WORKERS' COMPEN	5,896	0	5,896	5,045.58	.00	850.42	85.6%
51601073 528001 DISABILITY INSU	3,109	0	3,109	2,288.42	.00	820.58	73.6%
51601073 532001 STAFF DEVELOPME	2,000	0	2,000	1,232.73	.00	607.27	69.6%
51601073 533000 OTHER PROF SERV	11,500	0	11,500	9,202.99	1,200.00	1,097.01	90.5%
51601073 533002 ENGINEERING SER	16,500	0	16,500	7,268.08	5,531.92	3,700.00	77.6%
51601073 533006 LABORATORY SERV	29,310	0	29,310	11,284.24	5,573.86	12,451.90	57.5%
51601073 541901 HVAC SERVICE CO	6,243	0	6,243	6,243.00	.00	.00	100.0%
51601073 543000 REPAIR AND MAINT	81,164	0	81,164	26,968.24	1,466.10	52,729.66	35.0%
51601073 543002 EQUIPMENT MAINT	84,576	0	84,576	57,074.21	9,496.55	18,005.24	78.7%
51601073 544500 LEASE COPPER/BR	718	0	718	1,261.39	.00	-543.39	175.7%*
51601073 552002 PROPERTY INSURA	7,256	0	7,256	8,093.81	.00	-837.81	111.5%*
51601073 553000 COMMUNICATIONS	14,821	0	14,821	11,067.62	1,598.77	2,154.61	89.5%
51601073 553001 JANITORIAL SUPP	1,200	0	1,200	657.48	178.01	364.51	65.6%
51601073 561002 BLDG MAINT SUPP	1,600	0	1,600	1,524.72	.00	75.28	95.3%
51601073 561009 TRAINING MATERI	1,000	0	1,000	210.98	.00	789.02	21.1%
51601073 561010 CLOTHING	6,070	0	6,070	3,982.37	.00	983.86	83.8%
51601073 561015 SAFETY EQUIPME	16,000	0	16,000	7,494.01	1,103.77	8,052.33	49.7%
51601073 561031 CHEMICALS	195,161	0	195,161	120,620.95	19,105.80	55,434.25	71.6%
51601073 561037 LABORATORY SUPP	9,634	0	9,634	9,204.00	430.00	.00	100.0%
51601073 561040 EQUIPMENT REPAR	34,000	0	34,000	8,549.10	13,678.79	11,772.11	65.4%
51601073 562200 ELECTRICITY	180,000	0	180,000	131,563.19	42,243.45	6,193.36	96.6%
51601073 562400 HEATING FUEL	28,000	0	28,000	17,956.08	10,000.00	43.92	99.8%
51601073 573900 OTHER EQUIPMENT	31,624	0	31,624	23,317.91	8,306.09	.00	100.0%
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	853,956.03	120,526.77	313,076.20	75.7%
51601570 WATER REVENUE OFFICE							
51601570 511001 SALARIES - FULL	34,580	0	34,580	28,852.05	.00	5,727.95	83.4%
51601570 513001 OVERTIME - REGU	0	0	0	45.28	.00	-45.28	100.0%*
51601570 521100 HEALTH INSURANC	13,483	0	13,483	9,435.18	.00	4,047.82	70.0%
51601570 521200 DENTAL INSURANC	126	0	126	97.09	.00	28.91	77.1%
51601570 521300 LIFE INSURANCE	76	0	76	56.92	.00	19.08	74.9%
51601570 522000 SOCIAL SECURITY	2,399	0	2,399	2,081.47	.00	317.53	86.8%
51601570 523000 RETIREMENT CONT	3,862	0	3,862	3,189.15	.00	672.85	82.6%
51601570 526000 WORKERS' COMPEN	61	0	61	52.03	.00	8.97	85.3%
51601570 528001 DISABILITY INSU	374	0	374	282.49	.00	91.51	75.5%
51601570 543000 REPAIR AND MAINT	1,250	0	1,250	1,250.00	.00	.00	100.0%





FOR 2021 13

ACCOUNTS FOR: 5001	WATER ENTERPRISE FUND	ORIGINAL APPROP	TRANSFERS/ ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601570	LEASE COPIER/PR	1,080	0	1,080	831.70	.00	248.30	77.0%
51601570	POSTAGE FEES	11,100	0	11,100	6,178.33	.00	4,921.67	55.7%
51601570	PRINTING AND BI	410	0	410	.00	.00	410.00	.0%
51601570	OFFICE SUPPLIES	300	0	300	153.39	.00	146.61	51.1%
TOTAL WATER REVENUE OFFICE		69,101	0	69,101	52,505.08	.00	16,595.92	76.0%
TOTAL WATER ENTERPRISE FUND		0	0	0	1,585,054.31	155,610.39	-1,740,664.70	100.0%
TOTAL REVENUES		-6,710,052	-125,000	-6,835,052	-2,771,406.69	.00	-4,063,645.31	
TOTAL EXPENSES		6,710,052	125,000	6,835,052	4,356,461.00	155,610.39	2,322,980.61	



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ORIGINAL APPROP	TRANSRS/ ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
GRAND TOTAL	0	0	1,585,054.31	155,610.39	-1,740,664.70	100.0%

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