



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

DATE: May 4, 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 May 10, 2021 at 5:30 PM in Cocheco Conference Room located in the City Hall Annex.**

AGENDA

1. Call to order
2. Acceptance of April 12, 2021 Minutes
3. Tabled Appeal

3.1 Willowbrook Realty Trust
1 Willow Brook Dr. (#3)
Rochester, NH 03867
Re: Account #091741

3.2 Don & Hope Silver
46 Big Bear Rd.
Rochester, NH 03868
Re: Account #303320

4. New Appeals

- 4.1 John & Angela Breen (Pages 6-12)
2 Dartmouth Ln.
Rochester, NH 03867
Re: Account #084260

- 4.2 Nancy Kierstead (Pages 13-23)
52 Stillings Ct.
Rochester, NH 03867
Re: Account #061720

- 4.3 Andy Yau (Pages 24-33)
1 Western Ave.
Rochester, NH 03867
Re: Account #131160

- 4.4 Roy Roberts (Pages 34-41)
96 Big Bear Rd.
Rochester, NH 03868
Re: Account #304190

- 4.5 119 Flagg Rd. Dev. (previously tabled, Pages 42-48)
63B Trinity Circle
Rochester, NH 03839
Re: Account #220099

5. Financials-Water & Sewer Revenue and Expense Reports

6. Adjournment

**Utility Advisory Board
April 12, 2021 5:30 P.M.
Virtual Meeting**

MEMBERS PRESENT

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

OTHERS PRESENT

Michele Grant, Utility Billing Administrator

MINUTES

1. Call to order:

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

2. Approval of March 8, 2021 Minutes

Mr. Libby requested a motion or comments on the minutes for the March 8, 2021 meeting. *Mr. Johnson made a motion to accept the March 8, 2021 meeting minutes as presented. The motion was seconded by Mr. Boudreau. 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 the May UAB meeting.

3.2 63B Trinity Circle – 119 Flagg Rd. Dev.

This appeal remains table from the February 2021 meeting to establish additional history. This will be heard at the May UAB meeting.

4. Appeals

4.1 11 Sidney St. – Anne Drago

The appellant was not present for the meeting. The appellant requested both a water and sewer abatement. The appeal stated that the above average consumption was due to toilet needing repair. 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. Owner did state this would cause hardship.

Mr. Johnson made a motion to approve a hardship credit of 25% of the invoiced amount. The motion was seconded by Mr. Barnes, motion passed unanimously.

4.2 80 Church St. – Ray & Lani Weeks Reilly

The appellant was not present for the meeting. The appeal request is for a water and sewer abatement. Owner stated the water overage was due to a faulty hot water heater which they have now replaced.

Mr. Barnes made a motion to abate 41 units of water at \$5.55 per unit for a total of \$227.55 and abate 71 units of sewer at \$6.75 per unit for a total of \$479.25 plus any accrued interest for a total of \$706.80. Mr. Johnson seconded the motion, motion passed unanimously.

4.3 109 Eagle Dr. – Paul Johnson

The appellant was not present for the meeting. The appeal request is for a water and sewer abatement. The appeal stated that the toilet was leaking. The water was used and did enter the sewer system. The appeal states they do not dispute the reading and no hardship was noted.

Mr. Johnson made a motion to deny this appeal because it does not meet water/sewer adjustment policy criteria. Mr. Barnes seconded the motion, motion passed unanimously.

4.4 76 Congress St. – Thomas & Linda Buckless

The appellant was not present for the meeting. The appeal requested a water and sewer abatement. The appeal stated that the toilet was stuck running when they were away. The water was used and did enter the sewer system. The appeal states they do not dispute the reading and no hardship was noted.

Mr. Barnes made a motion to deny this appeal because it does not meet water/sewer adjustment policy criteria. The motion was seconded by Mr. Johnson, the motion passed unanimously.

4.5 1 Willow Brook Dr. – Willowbrook Realty Trust

The appellant was not present for the meeting. The appeal requested a water and sewer abatement. The appeal stated the new bill has tripled in price and the meter reading is disputed

Mr. Johnson made a motion to table this appeal until we receive meter tests results. The motion was seconded by Mr. Barnes, the motion passed unanimously.

4.6 18 Gagne St. – Maria Bick

The appellant was not present for the meeting. The appeal request is for water and sewer abatement. The appeal stated the overage was due to toilets running constantly. This appeal does meet the criteria for the Water and Sewer Adjustment Policy and does qualify for a once in 10 year abatement. *Mr. Barnes made a motion to abate 48 units of water at \$5.55 per unit for a total of \$266.40 and abate 48 units of sewer at \$6.75 per unit for a total of \$324.00 plus any accrued interest for a total of \$590.40.*

4.7 8 Burr Ct. – Russell & Cheryl Perry

The appellant was not present for the meeting. This is a continuation from their January appeal that spilled over into their current bill from a leak that has been repaired.

Mr. Johnson made a motion to abate 25 units of sewer at \$7.43 for a total of \$185.75 plus any accrued interest. The motion was seconded by Mr. Barnes, the motion passed unanimously.

5. Financials

The board reviewed and discussed financial reports.

6. Adjournment:

Mr. Barnes made a motion to adjourn at 6:05pm. The motion was seconded by Mr. Sanders. 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: May 4, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 4/1/21

Customer Name: John & Angela Breen

Account # 084260

Service Address: 2 Dartmouth Ln.

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 31 units of sewer on the March 2021 invoiced amount.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
2. The water was used and does not meet the criteria for the Water & Sewer Adjustment Policy
3. The water **did not** enter the sewer system.

A. Total usage on disputed invoice	57
B. Average usage on previous 3 years is	<u>26</u>
C. Estimated use over average for water	31

Value of 31 Units of Sewer at the current sewer rate \$7.43 = \$230.33

Total abatement recommended=\$230.33 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

5/4/2021

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Michele Grant
DATE: April 2, 2021
SUBJECT: City of Rochester
PROPERTY: 2 Dartmouth Ln.

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 snow fell from roof and turned on outside spigot and it flooded the cellar.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 4/1/21

1. Date of Appeal: 3/31/21
2. Property Owner's Name: John + Angela Breen Account #: 084260
3. Billing Address: 2 Dartmouth Ln.
Rochester NH 03867

①

4. Service Location: Same Zip Code 03867

5. Owners Representative: John + Angela Breen

6. Owners Representative's Signature: [Signature]

7. Phone #: 518 466 4133 Cell: 515 955-2808

8. Email Address: ang@bb

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 2/27/21 to 3/1/21

10. Abatement is being requested for:

a. How many units of water 17 x 5.83 = \$ 99.11

b. How many units of sewer 27 x 7.43 = \$ 200.61

c. Water & Sewer Department Fees of: \$
Total \$299.72

This is an estimate. Please look at the days to see the increase of water.

11. Explanation of Appeal Request:

We had a huge chunk of ice fall off the roof around 2/27/21. It smashed the cover in front of the cellar window and hit the water spicket. It turned on the spicket and filled our cellar full of water. It lasted about 3 days before my husband found our cellar full of water because our pump didn't come on. The estimation of the water being on for three days is because my daughter said she heard him outside but didn't think anything

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) NO leak but spicked on for 3 Days

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: 084260

1/19/05 - REPAIRS TO LINE - METER WAS RUNNING BACKWARDS - CHANGED OUT HEAD TO
CORRECT READING
[2013-03-13 10:38:09 ann]: SHE CALLED - WILL PAY PAST DUE BALANCE ON 3/15/13
[2013-06-07 09:46:19 ann]: SHE CALLED - WILL PAY PAST DUE BALANCE ON
6/14/13**ON BOARD **6/17/13 ***PAID***
[2014-09-05 11:17:13 sjuneau]: SHE STOPPED IN - WILL PAY PAST DUE ON 9/12.
INFORMED HER THAT FOR FUTURE REFERENCE HALF DOWN WAS NEEDED BY SHUT OFF DAY THEN
AN AGREEMENT COULD BE MADE WITH THE REST. **ON BOARD** **PAID**
[2015-06-02 07:57:40 karenb]: BALANCE 6/12. ON BOARD. **PAID**
[2015-11-25 10:26:34 lisa]: CUSTOMER PAYING \$150 AND REMAINDER ON
12/11/15. ***PAID***
[2016-03-04 10:42:55 karenb]: \$100 3/4TH AND BALANCE 3/11. ON BOARD. ***PAID***
[2016-06-03 11:55:55 sjuneau]: SHE GAME IN & PAID \$60 - WILL PAY BALANCE 6/17
[2016-09-02 11:19:19 karenb]: PAYING HALF TODAY AND BALANCE 9/16. ON
BOARD. ***PAID***
[2016-12-02 11:31:38 karenb]: PTP 1/2 12/2 AND BALANCE 12/16. ON
BOARD. ***PAID***
[2017-03-03 16:56:34 sjuneau]: BALANCE 3/10 - ON BOARD
[2017-06-05 11:45:53 karenb]: 1/2 6/5 AND BALANCE 6/16TH. ON BOARD. ***PAID***
[2017-09-01 12:31:25 karenb]: 1/2 TODAY AND THE BALANCE ON THE 15TH. ON
BOARD. ***PAID***
[2017-12-01 11:38:20 karenb]: \$150 TODAY AND BALANCE 12/15. ON BOARD. ***PAID***
[2018-06-01 12:53:34 sjuneau]: PAID HALF - WILL PAY BALANCE 6/8. ON
BOARD. ***PAID***
[2021-04-02 15:05:03 michèle.grant]: REC'D. UAB APPEAL BACK FROM H/O 4/1,
THIS IS FOR MAY UAB MEETING.



City of Rochester
 19 Wakefield Street
 Rochester, New Hampshire

WATER & SEWER BILL
 Customer Copy
 Keep this portion for your records

CUSTOMER NAME: BREEN JOHN C & ANGELA A SERVICE LOCATION: 2 DARTMOUTH LN

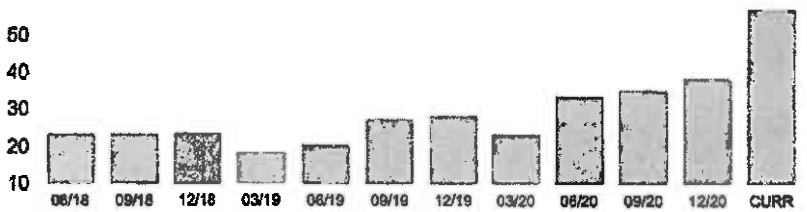
BILL NUMBER: 14089986 BILL DATE: 03/23/2021 ACCOUNT #: 084260 DUE DATE: 04/26/2021

CHARGE DESCRIPTION	READ CODE	PREVIOUS READING DATE	CURRENT READING DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	12/07/2020	03/09/2021	981	1038	57	\$328.15
RES SEWER		12/07/2020	03/09/2021				\$413.40

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

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

CONSUMPTION HISTORY



PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET
 WATER \$5.83 PER UNIT, MIN \$22.14, SEWER \$7.43 PER UNIT, MIN \$34.31
 MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE, 2.79% SURCHARGE

READ CODE	Total Current Billing	\$741.55
A = Actual	Previous Balance	\$468.44
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$467.40
Total Amount Due		\$742.20

✂ 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: 084260
 Bill Number: 14089986
 Pay By: 04/26/2021
Total Due: 742.20

Service Location
 2 DARTMOUTH LN

BREEN JOHN C & ANGELA A
 2 DARTMOUTH LN
 ROCHESTER, NH 03867-3201

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



92096042021414089986500000742205

04/02/2021 15:08
michele.grant

CITY OF ROCHESTER
| UB Consumption History Report

1 P
| ubcnsing

Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location	Usage	Repl	Usage	Charge Amt	Billed Amt	Status
084260		45613	BRENN JOHN C & ANGELA A	A	03/09/2021		012600420000			2 DARTMOUTH LN						Active
100	RES WATER	SENS699992714		A	12/07/2020			140899986	1090	57	0	0	0	328.15	741.55	
100	RES WATER	SENS699992714		A	09/11/2020			14082103	981	38	0	0	0	210.90	467.40	
100	RES WATER	SENS699992714		A	06/15/2020			14071492	943	35	0	0	0	194.25	430.50	
100	RES WATER	SENS699992714		A	03/05/2020			14063595	908	33	0	0	0	183.15	405.90	
100	RES WATER	SENS699992714		A	12/13/2019			14055697	875	23	0	0	0	127.65	282.90	
100	RES WATER	SENS699992714		A	09/06/2019			14047903	852	28	0	0	0	135.40	344.40	
100	RES WATER	SENS699992714		A	06/07/2019			14040057	824	27	0	0	0	149.85	332.10	
100	RES WATER	SENS699992714		A	03/07/2019			14032213	797	20	0	0	0	111.00	246.00	
100	RES WATER	SENS699992714		A	12/14/2018			14024410	777	18	0	0	0	99.90	221.40	
100	RES WATER	SENS699992714		A	09/13/2018			14016662	759	23	0	0	0	127.65	282.90	
100	RES WATER	SENS699992714		A	06/06/2018			14008879	736	23	0	0	0	127.65	282.90	
100	RES WATER	SENS699992714		A	03/05/2018			14001071	713	23	0	0	0	127.65	282.90	
100	RES WATER	SENS699992714		A	12/04/2017			13993273	690	21	0	0	0	113.05	251.71	
100	RES WATER	SENS699992714		A	09/06/2017			13985648	669	19	0	0	0	100.51	224.39	
100	RES WATER	SENS699992714		A	06/01/2017			13977991	650	23	0	0	0	121.67	271.63	
100	RES WATER	SENS699992714		A	03/02/2017			13962675	627	23	0	0	0	121.67	271.63	
100	RES WATER	SENS699992714		A	12/06/2016			13955185	604	20	0	0	0	105.80	236.20	
100	RES WATER	SENS699992714		A	09/14/2016			13947644	584	25	0	0	0	121.10	277.60	
100	RES WATER	SENS699992714		A	06/17/2016			13940135	559	18	0	0	0	86.58	198.90	
100	RES WATER	SENS699992714		A	03/08/2016			13932589	513	28	0	0	0	134.68	309.40	
100	RES WATER	SENS699992714		A						24	0	0	0	115.44	265.20	

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

3/2 = 1/2 = 20





City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

Date: May 4, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 4/15/21

Customer Name: Nancy Kierstead Account # 061720

Service Address: 52 Stillings Ct.

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

Recommendations

I recommend an abatement of 6 units of sewer on the February 2021 invoiced amount.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
2. The water was used and does not meet the criteria for the Water & Sewer Adjustment Policy
3. The water **did not** enter the sewer system.

A. Total usage on disputed invoice	15
B. Average usage on previous 3 years is	9
C. Estimated use over average for water	6

Value of 6 Units of Sewer at the current sewer rate $\$7.43 = \44.58

Total abatement recommended= $\$44.58$ plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

5/4/2021

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Michele Grant
DATE: April 21, 2021
SUBJECT: City of Rochester
PROPERTY: 52 Stillings Court

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

This appeal is for sewer only, the owner stated the water heater leaked

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 2/4/15/21

1. Date of Appeal: 2-26-2021
2. Property Owner's Name: Nancy Kierstead Account #: 061720
3. Billing Address: 52 Stillings Court
4. Service Location: 52 Stillings Court Zip Code 03867
5. Owners Representative: self
6. Owners Representative's Signature: [Signature]
7. Phone #: - Cell: 603-973-4055
8. Email Address: duck pond 673 @ gmail.com

(2)

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 12/20 to 2/21

10. Abatement is being requested for:

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

b. How many units of sewer 10 x 6.75 = \$ 67.50

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

Total \$ 67.50

11. Explanation of Appeal Request:

The base of the water intake @ the top of the water heater rusted through + water went into the unit and the shot out the side from behind a face plate* (warmed water! Gah!) Water out the side shot away from the unit ~diameter of a pencil, some other water dripped down the front. Discovered the problem w/ a significantly high electric bill.

Through 2019 there were 3 people living in my house, by Dec. 2020 it was just me. Feb and Nov. bills are reflective of my water usage, summer months were watering my gardens - the whole front + side lawns. I believe ~5 units is what I normally use, I use very little water day to day. I should not have to pay sewer for water that seeped into my dirt floor cellar. Thank you.

Form continues on back

*I believe water went blw the water chamber + the outer casing, it was squirting out of the outer casing.

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? Yes. New water heater.

Who made the repair? Myself and handyman.

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

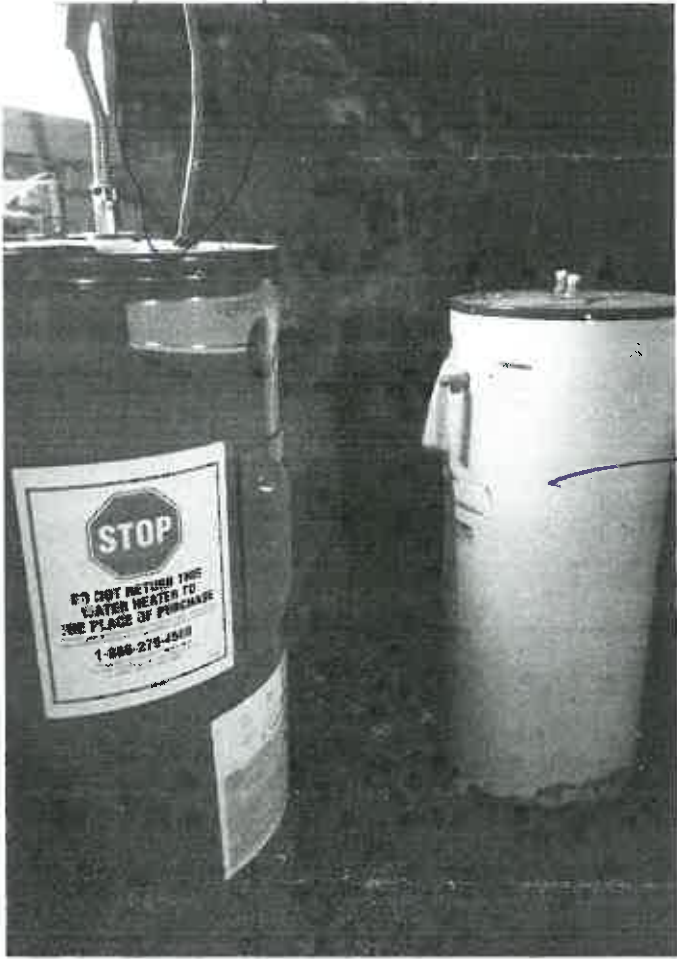
14. If your appeal is denied, will this cause you financial hardship for which you will seek assistance from the City? If so, explain:

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 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.**

installed

new →

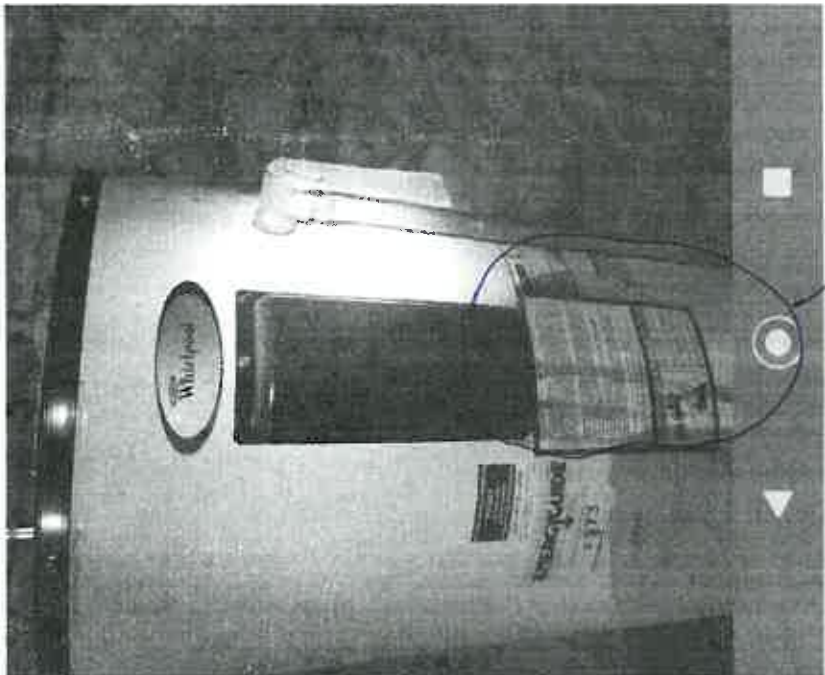


leaky piece o' crap

Since ~~we~~ we all that the Internet holds only truths, here's proof that a water heater sprouted a leak (LOL)

Nancy Kierstead
Dec 15, 2020

Well... Now I know why the electric bill I received this afternoon was \$157 more than I thought it should be! Water bill will probably be crazy too, can't quite see it in the picture but there's a pretty good stream coming out of the top panel on my water heater.
Stupid water heater.



water staining



40 gal. electric water heater
\$349.

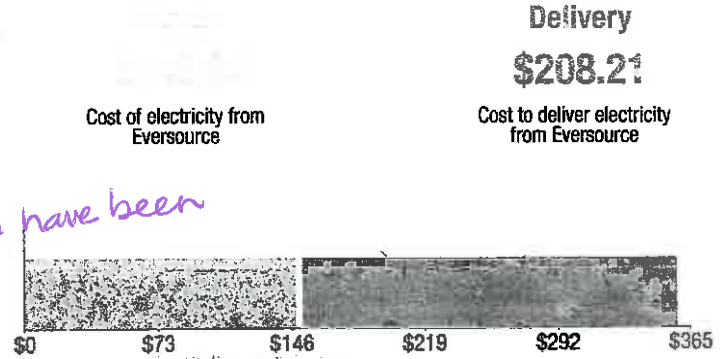
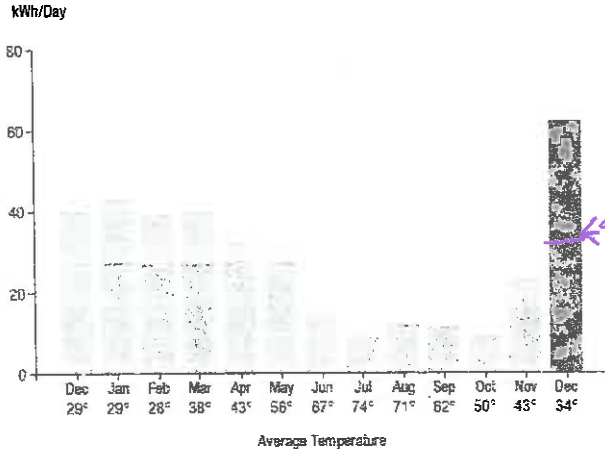
EVERSOURCE

Account Number:
 Statement Date: 12/10/20
 Service Provided To:
 NANCY A KIERSTEAD

Total Amount Due
 by 01/04/21

\$356.85

Amount Due On 12/01/20 \$120.81
 Last Payment Received On 11/16/20 -\$120.81
 Balance Forward \$0.00
 Total Current Charges \$356.85

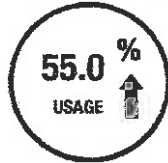


Delivery
\$208.21

Your electric supplier is
 Eversource
 PO Box 330
 Manchester, NH 03105-0330

This month your average daily electric use was

This month you used **55.0% more** than at the same time last year



News For You

Please be wary of unsolicited calls, texts or emails that threaten to disconnect your utility service and demand payment by unusual means. Eversource will never ask for your personal information over the phone and does not accept payments via gift cards. More info on scams at Eversource.com

Remit Payment To: Eversource, PO Box 56003, Boston, MA 02205-6003

NH_201210PROD.TXT-86059-000007306

EVERSOURCE

Account Number:
 Statement Date: 12/10/20

Total Amount Due
 by 01/04/21

\$356.85

Amount Enclosed

043030 000007306



NANCY A KIERSTEAD
 52 STILLINGS CT
 ROCHESTER NH 03867-1416



Eversource
 PO Box 56003
 Boston, MA 02205-6003



2 45678

Accounts

Account: 061720

NOV 08 BILL REMAILED TO 3 MAY ST., ROCHESTER, NH 03867-3402 (FORWARD ADDRESS FROM PO)
 APPEAL TO APRIL 2009 UAB - APPEAL DENIED
 CUSTOMER FILED CONSUMER COMPLAINT TO ATTORNEY GENERAL'S OFFICE - COPY OF CITY REPLY IN APRIL 2009 UAB FILE ATTACHED TO ORIGINAL APPEAL.
 NEIGHBOR CAME IN AND ADVISED THAT SHUT OFF IS OPEN HOLE AND SHUT OFF IS EXPOSED - I E-MAILED KEN AND ADVISED 2/26/10
 [2011-08-23 10:47:44 ann]: SHE CALLED QUESTIONING THE BILL - TURN'S OUT THEY DO WATER OUTSIDE
 [2012-09-13 11:08:54 kathy]: WILL PAY \$80.00 TODAY THEN BAINAGE IN 2 WEEKS
 [2013-05-15 12:00:24 sjuneau]: SHUT OFF AT STREET FOR NONPAYMENT
 [2013-05-17 08:01:58 sjuneau]: TIM & ROB NEVER SHUT OFF, THEY COULDN'T GET ON. THEY TAGGED THE DOOR AND LEFT. CHARGED A SERVICE CALL, NOT A TURN OFF
 [2013-05-31 09:51:04 kathy]: PROPERTY OWNER IS DECEASED WIFE CALLED SAID TENANTS MOVED OUT AND WILL NOT PAY ANY BILLS TOLD HER THE PROPERTY WILL BE SHUT OFF
 [2013-06-04 10:34:41 ann]: BILL TO TENANT RETURNED WITH FORWARDING ADDRESS OF 19 ROYAL CREST, ROCHESTER, NH 03867-4525 - SENT HER BILL AND REMOVED HER FROM ACCOUNT [2013-06-14 11:45:31 kathy]: TURNED OFF FOR NON-PAYMENT 6/11/13
 [2013-09-10 10:54:31 ann]: NOTICE OF MORTGAGE SALE TO BE EFFECTIVE 11/25/2013
 [2014-02-11 16:19:35 ann]: FAXED COPY OF BILL AND PAYMENT HISTORY TO DONNA @ #866-497-3791 (SERVICE LINK) (THEIR CASE #3239506)
 [2014-02-14 10:04:13 kathy]: OLD TENANT CAME IN AND MADE PAYMENT PLAN \$150.00 2/12 THEN BALANCE 2/26 OF \$161.98 - PAID IN FULL -
 [2014-04-02 10:22:12 ann]: WATER IS ON AT THE STREET 3/28/14
 [2015-01-20 08:14:56 ann]: SHE CALLED MONDAY (1/19 - WE WERE CLOSED) AND LEFT MESSAGE. HAD PIPE BURST IN BASEMENT AND WATER WENT INTO DIRT BASEMENT. SHE WANTED TO KNOW IF THERE IS ANY WAY SHE WILL NOT HAVE TO PAY FOR SEWER PORTION OF THE LEAK. I RETURNED HER CALL TODAY AND HAD TO LEAVE HER A MESSAGE. BRIEFLY EXPLAINED THAT SHE WILL HAVE TO GO THROUGH THE APPEAL PROCESS. TOLD HER TO CALL AND WE WOULD EXPLAIN.
 [2015-02-20 10:56:55 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW
 [2015-05-22 16:26:08 sjuneau]: SHE JUST GOT THE HIGH BILL FOR HER BURST PIPE FOR MAY AS HER FEBRUARY BILL WAS ESTIMATED. GAVE HER THE APPEAL PAPERWORK AND SHE WILL BE IN THE JULY APPEAL
 [2015-06-23 09:25:16 karenb]: SENT APPEAL FOR JULY UAB TO LISA
 [2015-07-16 10:40:19 sjuneau]: UAB APPEAL GRANTED
 [2021-02-26 11:28:21 kimberly.nickerson]: UAB APPEAL PAPERWORK, MAKING PARTIAL PAYMENT
 [2021-04-16 16:00:45 michele.grant]: RECEIVED UAB APPEAL PAPERWORK 4/15/21 FOR MAY UAB MEETING.



City of Rochester

19 Wakefield Street
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

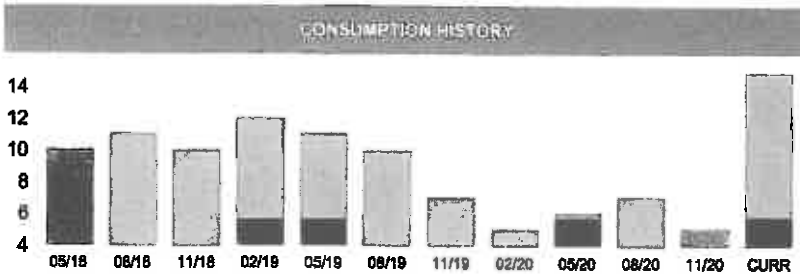
CUSTOMER NAME	SERVICE LOCATION
KIERSTEAD NANCY A	52 STILLINGS CT

BILL NUMBER	BILL DATE	ACCOUNT#	DUE DATE
14088664	02/23/2021	061720	03/29/2021

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	DIFFERENCE	CHARGE AMOUNT
RES WATER	A	11/17/2020	02/03/2021	446	461	15	\$85.08
RES SEWER		11/17/2020	02/03/2021				\$105.70

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	\$190.78
A = Actual	Previous Balance	\$61.96
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$184.32
Total Amount Due		\$68.27

PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET
WATER 55.83 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: _____

KIERSTEAD NANCY A
52 STILLINGS CT
ROCHESTER, NH 03867-1416



WATER & SEWER BILL

Remittance Copy
Return this portion with your payment

Account Number:	061720
Bill Number:	14088664
Pay By:	03/29/2021
Total Due:	68.27

Service Location
52 STILLINGS CT

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

92096042021414088664900000068270



Account Number	Service	Customer #	Mfr Meter Name	Number	Cd	Read Date	Time	Parcel	By	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Status	Amt
061720		41754	KIERSTAD	NANCY A	A	02/03/2021		011700190000					52 STILLINGS CT							Active	
100	RES WATER	SENS69992351			A	11/11/2020				140886664	461		13	0			85.08		190.78		
100	RES WATER	SENS69992351			A	08/13/2020				14070159	446		5	0			27.75		61.50		
100	RES WATER	SENS69992351			A	05/14/2020				14062193	434		6	0			38.85		86.10		
100	RES WATER	SENS69992351			A	02/13/2020				14054422	423		7	0			33.30		73.80		
100	RES WATER	SENS69992351			A	11/06/2019				14046548	423		5	0			27.75		61.50		
100	RES WATER	SENS69992351			A	08/14/2019				14038734	416		7	0			38.85		86.10		
100	RES WATER	SENS69992351			A	05/03/2019				14030862	406		10	0			55.50		123.00		
100	RES WATER	SENS69992351			A	02/07/2019				14023119	395		11	0			61.05		135.30		
100	RES WATER	SENS69992351			A	11/06/2018				14015343	383		11	0			66.60		147.60		
100	RES WATER	SENS69992351			A	08/13/2018				14007542	373		12	0			55.50		123.00		
100	RES WATER	SENS69992351			A	05/04/2018				13992000	362		10	0			61.05		135.30		
100	RES WATER	SENS69992351			A	02/13/2018				13992000	352		11	0			55.50		123.00		
100	RES WATER	SENS69992351			A	11/15/2017				13984346	344		8	0			42.32		95.04		
100	RES WATER	SENS69992351			A	08/10/2017				13976673	336		9	0			47.61		106.29		
100	RES WATER	SENS69992351			A	05/12/2017				13968952	327		13	0			68.77		153.53		
100	RES WATER	SENS69992351			A	02/08/2017				13961422	314		11	0			57.16		128.28		
100	RES WATER	SENS69992351			A	11/14/2016				13953921	303		9	0			43.29		99.45		
100	RES WATER	SENS69992351			A	08/11/2016				13946371	294		11	0			52.91		121.55		
100	RES WATER	SENS69992351			A	05/16/2016				13938791	283		9	0			43.29		99.45		
100	RES WATER	SENS69992351			A	02/11/2016				13931359	274		10	0			48.10		110.50		
100	RES WATER	SENS69992351			A	11/04/2015				13923960	264		11	0			51.96		120.60		
100	RES WATER	SENS69992351			A	08/06/2015				13916509	253		12	0			56.04		130.92		
100	RES WATER	SENS69992351			A	05/06/2015				13908995	241		51	0			238.17		556.41		
100	RES WATER	SENS69992351			E	02/20/2015				13901640	190		2	0			17.74		47.59		
100	RES WATER	SENS69992351			A	11/10/2014				13894263	188		6	0			28.02		65.46		
100	RES WATER	SENS69992351			A	08/08/2014				13886862	179		3	0			17.74		47.59		
100	RES WATER	SENS69992351			A	05/08/2014				13879361	179		0	0			17.74		77.59		

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

1001-21-11-8.5
 (9)



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

Date: May 4, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 04/15/21

Customer Name: Andy Yau Account # 131160

Service Address: 1 Western Ave.

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

Recommendations

I recommend a 25% hardship abatement on total overage for the water and sewer on the March 2020 invoiced amount.

The above recommendation is based upon the following findings:

1. The owner does dispute the meter reading.
2. The water did enter the sewer system.
 - A. Total usage on disputed invoice 335
 - B. Average usage on previous 3 years is 53
 - C. Estimated use over average for water 282

Value of 282 Units of Water at the current water rate of \$5.83=\$1644.06

Value of 282 Units of Sewer at the current sewer rate \$7.43=\$2095.26

Total abatement recommended (25% of overage)=\$934.83 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

5/4/2021

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Michele Grant
DATE: April 21, 2021
SUBJECT: City of Rochester
PROPERTY: 1 Western Ave. Unit A

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

This appeal is for water and sewer, the owner stated he believes a flapper in one of the units was not working correctly.

4/15/21

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 4-15-21

- 1. Date of Appeal: 03/29/2021
- 2. Property Owner's Name: Andy Yau, Xin Yu Chen Account #: 131160
- 3. Billing Address: 1 Western Ave, Unit A
Rochester, NH, 03867
- 4. Service Location: 1 Western Ave, Unit A, Rochester, NH Zip Code 03867
- 5. Owners Representative: Andy Yau
- 6. Owners Representative's Signature: *Andy Yau*
- 7. Phone #: 646.525.1672 Cell: 646.525.1672
- 8. Email Address: andycyau@gmail.com

(3)

(Agendas and Decision Letters will be emailed).

- 9. Billing Period that is being appealed is from 12/09/2020 to 04/05/21

3/5

10. Abatement is being requested for:

a. How many units of water	433	x 5.83=	\$ 2524.39
b. How many units of sewer	433	x 7.43=	\$ 3217.19
C. Water & Sewer Department Fees of:			\$ 0
Total			\$ 5,741.58

11. Explanation of Appeal Request:

When receiving the water bill, i reached out to my tenants immediately explaining to them the high water/sewer bill usage. They told me that they were conservative with water usage, and that they did not have any leaks of any kind.

However, i couldn't take my tenants word seriously so i decided to reach out to multiple plumbers to conduct a plumbing inspection. Multiple plumbers came through the home, and none of them could pinpoint the exact reasoning on why the water/sewer bill was so high. The first plumber, mentioned it could've been the spigot. I told him the spigot was turned off through the winter. The second and third plumber could not pinpoint the issue as well. The fourth plumber

who came out mentioned that he saw a damp spot under the home, which could've indicated a leak in the plumbing from the ground. However, it has come to my attention that he was wrong as well, as i learned to read the water meter.

The water meter currently is running normally, and so there are no active leaks of any sort.

From my understanding, after telling my tenants of the issue, i believe the tenant upstairs, had the help of the neighbor, to fix the flapper on the toilet, which was probably the main cause of the leak. I also had my water tank replaced in the process as it was showing signs of rust.

- Close a spigot Jan/Feb
 - Fixed toilet fill valve - unit #C - Jan / Feb (DYI)
 - Fixed kitchen leak - Unit #B - Feb (Neighbor)
 - Replaced water tanks March April

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

Yes No (circle one)

If yes, why?

It did not seem that the water usage was in any way accurate

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? Most likely

If yes, has the leak been repaired? It seem to have stopped

Who made the repair? My suspicions, is that after, revealing the issues to the tenants, the tenant upstairs had our neighbor come by and repair the running toilet. However he has not mentioned a word in regards to it.

Has proof of the repair been attached to this appeal form? I will attach an email invoice by the plumber who had it inspected.

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, this water bill is over 5 times my mortgage. My home is in dire need of repairs, including the roof, windows, and interior updates. Money is needed to be saved to contribute to these upcoming large expenses.

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.*

Cochecho P&HH
39 Gerrish Rd.
Dover, NH
03820

Andy Yau
Jordan Chen
1 Western Ave
Unit A
Rochester, NH
03867

Service call to figure out why water/ sewer bill was so high.

Looked at all plumbing fixtures in home. Units A, B & C.

Checked all toilets sinks, showers for any dripping. Found none.

Toilets did not seem to be overflowing or leaking.

Looked at basement. Checked all piping. All piping looks to be leak free.

Inspected water line to the back unit (Unit c) Water line runs in 3/4" black poly pipe through the back foundation.

The line travels under a back porch and through the yard. It enters on the right hand side of the back unit and up into the bathroom.

We pulled off the skirting under the porch.

Looked underneath.

The underside of the porch looks like it is very dry. There however is one area about 5 feet in diameter that is wet.

I can only imagine that this is from a leak in a pipe under the soil.

That is the only logical explanation I can come up with.

I recommend you find a excavation company to dig underneath the porch and find the section that is leaking.

Consult fee...\$160.00

[Excavating, Trucking in Rochester - We Dig It Excavating and Trucking](#)

Kevin Coppinger
Cochecho P&HH
NH master # 3522
Gas Lic# GFE0804416
Website... www.cphh.us
Call # and Text ... 603.861.6908



DATE	INVOICE #
4/9/2021	78759

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

BILL TO
Andy Yau 1 Western Ave #A Rochester, NH 03867

JOB DESCRIPTION
Work at: Unit #B Billing for mixing valve and expansion tank for Unitil hot water heater install 4/2/21.

SHIP DATE	TERMS	REP	P.O. NO.	SHIP VIA	FOB	PROJECT
4/2/2021	NET 10*	TH	2021-1-326			1 Western Ave., Un...

QTY	ITEM	DESCRIPTION	RATE	AMOUNT
1	QUOTED	Mixing Valve and Expansion Tank for Unitil install <i>2 New water heaters</i>	250.00	250.00

If you are in need of propane or natural gas heating and air conditioning services, give us a call at (603) 431-8688.	Total	\$250.00
	Balance Due	\$250.00

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.



**How doers
get more done.**

280 NORTH MAIN ST. ROCHESTER NH 03867
NOW HIRING HOMEDEPOT.COM/CARLERS

3489 00002 76964 02/13/21 12:18 PM
SALE CASHIER CHELSEA

041193461087 J BEND <A>
J BEND SINK 1-1/2" 3.54N

80 XXXXXXXX6271
CARD BALANCE 8.76

TA

3489 02/13/21 12:18 PM



3489 02 76964 02/13/2021 1660

RETURN POLICY DEFINITIONS
POLICY ID DAYS POLICY EXPIRES ON
A 1 180 08/12/2021

Due to COVID-19, we have extended our
returns policy for most items.
Please see homedepot.com for details.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
DID WE NAIL IT?

Take a short survey for a chance TO WIN
A \$5,000 HOME DEPOT GIFT CARD

Opine en español

www.homedepot.com/survey

User ID: HTL 157706 154219
PASSWORD: 21113 154217

Entries must be completed within 14 days
of purchase. Entrants must be 18 or
older to enter. See complete rules on
website. No purchase necessary.



**How doers
get more done.**

280 NORTH MAIN ST. ROCHESTER NH 03867
NOW HIRING HOMEDEPOT.COM/CAREERS

3489 00002 79711 02/14/21 10:27 AM
SALE CASHIER NICK

041193460578 RPR TRAP <A>
1-1/2 REPAIR TRAP PLASTIC 4.85N

XXXXXXX6271
CARD BALANCE 3.91

TA

3489 02/14/21 10:27 AM



3489 02 79711 02/14/2021 8057

RETURN POLICY DEFINITIONS
POLICY ID DAYS POLICY EXPIRES ON
A 1 180 08/13/2021

Due to COVID-19, we have extended our
returns policy for most items.
Please see homedepot.com for details.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
DID WE NAIL IT?

Take a short survey for a chance TO WIN
A \$5,000 HOME DEPOT GIFT CARD

Opine en español

www.homedepot.com/survey

User ID: HTL 163200 159713
PASSWORD: 21114 159711

Entries must be completed within 14 days
of purchase. Entrants must be 18 or
older to enter. See complete rules on
website. No purchase necessary.

Hello Andy

Had to Replace Kitchen Sink
Pipes, no Biggy Here's the Receipts
I needed for TAX Purposes

Accounts

Account: 131160

9/05 - SHUT OFF LETTER RETURNED - REMAILED TO 3 ALDERWOOD DR., STRATHAM, NH
 03885-4200 - CORRECT MAILING ADDRESS
 09/24/07- CUST. CALLED AND SAID HE WOULD MAIL SHUTOFF AMT. OF \$256.97 TODAY
 [2012-01-26 10:56:38 ann]: DOOR TAGGED 1/24/12 FOR PRIOR ESTIMATE AND NEPTUNE
 REPLACEMENT
 [2012-01-30 11:02:19 kathy]: SENT LETTER TO GAIN ACCESS TO REPLACE METER NOT
 READING
 [2013-03-15 10:15:11 ann]: HE GOT MESSAGE THAT BILL IS GOING TO BE HIGH FOR
 MARCH - HE CALLED BACK AND EXPLAINED THAT HE HAD A PIPE BURST - I EXPLAINED
 APPEAL PROCESS - HE WILL FILL OUT AND BRING IN AFTER HE GETS HIS BILL
 [2013-12-03 14:38:48 sjuneau]: OWNER HAD A LEAK, JOSH WENT TO SHUT WATER OFF
 AND FOUND LEA IN METER. REPLACED METER
 [2014-06-05 13:53:37 ann]: 100 UNITS ON JUNE BILL - CALLED #834-3241 AND LEFT
 MESSAGE - ALSO SENT LETTER
 [2015-09-09 16:48:47 sjuneau]: WATER TURNED OFF/ON FOR NON PAYMENT 9/9/15
 [2015-12-10 11:38:47 karenb]: TURNED OFF/ON FOR NON PAYMENT 12/9/15
 [2020-07-07 14:01:38 kimberly.nickerson]: FINAL BILL PROCESSED
 [2021-03-24 12:04:12 michele.grant]: OWNER (ANDY) CALLED, HUGE WATER BILL.
 ADVISED HOW TO CHECK FOR LEAKS OR TO CALL A PLUMBER, LOOKS LIKE THERE IS A MAJOR
 LEAK SOME PLACE.
 [2021-04-07 12:35:05 michele.grant]: ANDY CALLED AGAIN, SAID HE HAD PLUMBERS
 OUT TO CHECK THINGS AND DIDN'T REALLY GET AN ANSWER BUT HE BELIEVE THE TENANT
 HAD A TOILET FLAPPER THAT WASN'T STICKING SO HE THINKS THAT WAS A BIG PART OF
 THE HIGH USAGE. HE WOULD LIKE A REREAD TO SEE IF USAGE IS BACK TO NORMAL NOW.
 [2021-04-13 11:23:47 michele.grant]: TECH GOT READ OF 1508 ON 4/9, LAST READ
 WAS 1410 ON 3/5/21, SO HAVE USED 98 UNITS IN 35 DAYS. I CALLED ANDY & EXPLAINED
 THIS, HE SAID HE DOES KNOW HOW TO READ THE METER NOW AND HAS BEEN CHECKING IT
 AND IT DOES SEEM BETTER. HE BELIEVES A TOILET WAS THE MAIN REASON FOR THE HUGE
 BILL, HE WILL GO ONLINE AND GET AN APPEAL FORM AND COMPLETE IT AND SEND IN TO US
 AS SOON AS HE CAN.
 [2021-04-16 15:55:47 michele.grant]: RECEIVED APPEAL FORM FOR MAY UAB MEETING
 4/15/21.
 [2021-05-04 15:26:28 michele.grant]: HAD TECH GET ANOTHER READ, READ IS 1513
 TODAY SO DOES SEEM TO BE BACK TO NORMAL (LAST READ 4/9 WAS 1508).

04/16/2021 15:57
 michela.grant

CITY OF ROCHESTER
 UB Consumption History Report

IP
 |ubcnstng 1

Account Number	Service	Customer # Name	Mfr Meter Number	YAU ANDY #	Cd	Read Date Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
131160		52168		YAU ANDY #			012001660000			1 WESTERN AVE				Active
100	-	1 RES WATER	SENS75898613		A	03/05/2021		14091455	1,410	335		0	1,929.06	4,359.84
100	-	1 RES WATER	SENS75898613		A	12/09/2020		14083565	1,075	41	705	0	227.55	504.30
100	-	1 RES WATER	SENS75898613		A	09/08/2020		14072948	1,034	64		0	355.20	787.20

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

105:2=52.5
 53



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street □ Rochester, NH 03867

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

Date: May 4, 2021

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application Dated: 4/26/21

Customer Name: Roy Roberts Account # 304190

Service Address: 96 Big Bear Rd.

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 3 units of sewer on the February 2021 invoiced amount.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
2. The water was used and does not meet the criteria for the Water & Sewer Adjustment Policy
3. The water **did not** enter the sewer system.

A. Total usage on disputed invoice	12
B. Average usage on previous 3 years is	<u>9</u>
C. Estimated use over average for water	<u>3</u>

Value of 3 Units of Sewer at the current sewer rate \$7.43 = \$22.29

Total abatement recommended=\$22.29 plus accrued interest.

Lisa J. Clark

Lisa J. Clark, Utility Billing Supervisor

5/4/2021

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Michele Grant
DATE: April 26, 2021
SUBJECT: City of Rochester
PROPERTY: 96 Big Bear Rd.

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 water pipe under home was broken.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 4/21/21

1. Date of Appeal: 4/21/2021
2. Property Owner's Name: Roy Roberts Account #: 304190
3. Billing Address: 96 Big Bear Road
Rochester N.H. 03868
4. Service Location: SAME AS ABOVE Zip Code 03868
5. Owners Representative: Roy Roberts
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-948-1822 Cell: 978-423-9884
8. Email Address: RRobertsMSIP@gmail.com

4

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/23/20 to 2/23/2021
10. Abatement is being requested for:

a. How many units of water 12 x 5.83 = \$ 69.96

b. How many units of sewer 11.5 x 7.43 = \$ 85.79

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

Total \$ 154.37

11. Explanation of Appeal Request:

We had a broken water pipe under our home with no knowledge that it happened. The insulation and vapor barrier contained most of the water. Our best estimate was it broke in late January 2021 and was found in late February. This break was a hot water line that forced the hot water heater to run 24/7 for over a month. When replacing the water heater that's when the leak was found.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? yes

Who made the repair? Kevin Drake

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

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:

NO

Please note:

- 1. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.**
- 2. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at 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.**

Kevin Drake
P.O.Box 354
Union, NH 03887

No.

DATE 02-26-21
ORDER NO.

NAME Roy Roberts
ADDRESS 96 Big Bear road
CITY, STATE, ZIP

SOLD BY

D

CASH

C.O.D.

PAID OUT

CHARGE

MERCHANDISE RETURNED

QUANTITY

DESCRIPTION

PRICE

AMOUNT

Locate water leak - remove
Vapor barrier and insulation to Access

50.

Repair leak @ $\frac{1}{2}$ " Pex pipe

150.

slice Vapor barrier @ Various locations
to allow water to drain

50.

approx. 30' x 8' of possible
insulation Damage.

Total \$ 250.

SIGNATURE

NC2881

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL.

01-11

Accounts

Account: 304190
[2013-11-22 13:19:33 sjuneau]: FINAL BILL DONE 11/18
[2015-02-26 11:08:56 sjuneau]: FEBRUARY BILL ESTIMATED DUE TO SNOW.
[2021-04-20 14:45:34 kimberly.nickerson]: SENDING APPEAL PAPERWORK
[2021-04-26 15:28:54 michele.grant]: REC'D. VAB APPEAL FOR MAY MEETING.

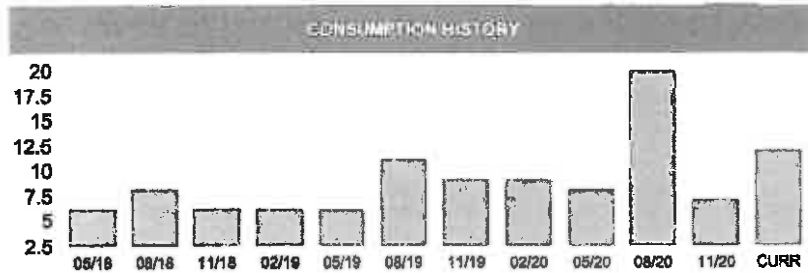
City of Rochester
 19 Wakefield Street
 Rochester, New Hampshire

WATER & SEWER BILL
 Customer Copy
 Keep this portion for your records

CUSTOMER NAME		SERVICE LOCATION					
ROBERTS ROY E & SUSAN L		96 BIG BEAR RD					
BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE				
14089543	02/26/2021	304190	03/30/2021				
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	UNITS	CHARGE AMOUNT
RES WATER	A	11/23/2020	02/23/2021	424	436	12	\$68.58
RES SEWER		11/23/2020	02/23/2021				\$85.79

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.



READ CODE	Total Current Billing	\$154.37
A = Actual	Previous Balance	\$87.25
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$240.47
Total Amount Due		\$0.00

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: 304190
 Bill Number: 14089543
 Pay By: 03/30/2021
Total Due: 0.00

ROBERTS ROY E & SUSAN L
96 BIG BEAR RD
ROCHESTER, NH 03868-7023

Service Location
96 BIG BEAR RD

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



92096042021414089543400000000000

04/26/2021 15:39
michele.grant

CITY OF ROCHESTER
UB Consumption History Report

P 1
ubcnsing

Account Number Service Customer # Name Mfr Meter Number Cd Read Date Time Parcel Bill # Curr Read Location Usage Repl Usage Charge Amt Billed Status

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
304190		41615	ROBERTS ROY E & SUSAN L					022403090419			96 BIG BEAR RD					Active
100	RES WATER	SENS56431418			A	02/23/2021			140895543	436	12	0	0	68.58	154.37	
100	RES WATER	SENS56431418			A	11/23/2020			14081648	424	7	0	0	38.85	86.10	
100	RES WATER	SENS56431418			A	08/20/2020			14071031	417	20	0	0	111.00	246.00	
100	RES WATER	SENS56431418			A	05/20/2020			14063056	397	8	0	0	44.40	98.40	
100	RES WATER	SENS56431418			A	02/20/2020			14055274	389	9	0	0	49.95	110.70	
100	RES WATER	SENS56431418			A	11/20/2019			14047448	380	9	0	0	49.95	110.70	
100	RES WATER	SENS56431418			A	08/21/2019			14039596	371	11	0	0	61.05	135.30	
100	RES WATER	SENS56431418			A	05/22/2019			14031701	360	6	0	0	33.30	73.80	
100	RES WATER	SENS56431418			A	02/21/2019			14023971	354	6	0	0	33.30	73.80	
100	RES WATER	SENS56431418			A	11/20/2018			14016211	348	6	0	0	33.30	73.80	
100	RES WATER	SENS56431418			A	08/22/2018			14008411	342	6	0	0	44.40	98.40	
100	RES WATER	SENS56431418			A	05/17/2018			14000514	334	8	0	0	33.30	73.80	
100	RES WATER	SENS56431418			A	02/20/2018			13992838	328	6	0	0	32.08	71.50	
100	RES WATER	SENS56431418			A	11/21/2017			13985191	322	9	0	0	47.61	106.29	
100	RES WATER	SENS56431418			A	08/21/2017			13977516	313	11	0	0	58.19	129.91	
100	RES WATER	SENS56431418			A	05/18/2017			13969776	302	6	0	0	31.74	70.86	
100	RES WATER	SENS56431418			A	02/23/2017			13962241	296	8	0	0	41.91	93.84	
100	RES WATER	SENS56431418			A	11/21/2016			13954742	288	7	0	0	33.67	77.35	
100	RES WATER	SENS56431418			A	08/25/2016			13947211	281	10	0	0	46.10	110.50	
100	RES WATER	SENS56431418			A	05/26/2016			13939620	271	7	0	0	43.29	99.45	
100	RES WATER	SENS56431418			A	02/24/2016			13932177	264	9	0	0	42.74	98.90	
100	RES WATER	SENS56431418			A	11/23/2015			13924787	255	9	0	0	60.71	141.83	
100	RES WATER	SENS56431418			A	08/20/2015			13917333	246	13	0	0	32.69	76.37	
100	RES WATER	SENS56431418			A	05/14/2015			13909811	233	8	0	0	37.36	87.28	
100	RES WATER	SENS56431418			E	02/25/2015			13902454	226	8	0	0	37.36	87.28	
100	RES WATER	SENS56431418			A	11/19/2014			13895086	218	8	0	0	28.00	65.44	
100	RES WATER	SENS56431418			A	08/18/2014			13887677	202	6	0	0	28.00	65.44	
100	RES WATER	SENS56431418			A	05/14/2014			13880176	202	6	0	0	36.80	86.72	
100	RES WATER	SENS56431418			A	02/24/2014			13872872	196	8	0	0			

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

102-12-11
8.5
9 average





City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: May 4, 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 03839

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

Recommendations

I recommend an abatement of 7 units of sewer on the January 2021 invoiced amount and a 25% hardship credit for total above average of water and sewer.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
2. The water was used and does not meet the criteria for the Water & Sewer Adjustment Policy
3. The water **did not** enter the sewer system.

A. Total usage on disputed invoice	27
B. Average usage	20
C. Estimated use over average	7

Value of 7 Units of Sewer at the current sewer rate \$6.75=\$47.25

25% hardship credit of \$21.53

Total abatement recommended=\$68.78 plus accrued interest.

Lisa J. Clark

5/4/2021

Lisa J. Clark
Utility Billing Office Supervisor

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 NH 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

(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
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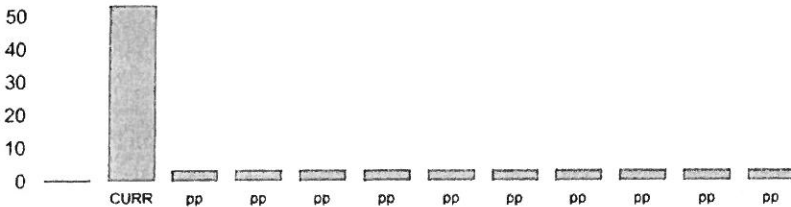
RES WATER	A	06/22/2020	01/01/2021	0	53	53	\$294.23
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RES SEWER		06/22/2020	01/01/2021				\$357.94
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100 CU FT. = 748 Gallons
Rate per 100 cubic feet

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	\$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 \$22.15; SEWER: 37.43 UNIT, MINIMUM \$34.51
1.5% SFT (CITY); 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

05/04/2021 09:42
 michèle.grant

CITY OF ROCHESTER
 UB Consumption History Report

P 1
 ubcnsing



Account Number	Customer #	Name	Cd	Read Date Time	Parcel By	Bill #	Curr Read	Location	Usage	Repl Usage	Charge Amt	Billed Amt	Status
220099	32898	119 FLAGG ROAD DEVELOPMENT LLC025900360036						63 TRINITY CIR					Active
100	-	1 RES WATER SENS82661563	A	03/31/2021		14094489	73	20		0	116.60	265.20	
100	-	1 RES WATER SENS82661563	A	01/01/2021		14086558	53	53		0	294.23	652.17	
** END OF REPORT - Generated by Michèle Grant **													
Average										20			

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	.0%
520001	406201	MISCELLANEOUS REV	-4,000	0	-4,000	-98,513.20	.00	94,513.20	2462.8%
520001	406211	FASTERSEAL SRP 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	-3,267,049.92	.00	-1,432,950.08	69.5%
520001	406602	INTEREST ON DEL A	-5,000	0	-5,000	-4,845.72	.00	-154.28	96.9%
520001	406607	IMPACT FEES	-20,000	0	-20,000	-25,600.00	.00	5,600.00	128.0%
520001	406701	SEPTIC DISPOSAL P	-125,000	0	-125,000	-123,822.00	.00	-1,178.00	99.1%
520001	406703	INDUSTRIAL PRE-TR	-10,000	0	-10,000	-9,902.28	.00	-97.72	99.0%
520001	406826	HOMEOWNER FINANCE	-24,000	0	-24,000	-106,280.76	.00	82,280.76	442.8%
TOTAL SEWER WORKS REVENUE			-7,945,222	-125,000	-8,070,222	-3,661,067.80	.00	-4,409,154.20	45.4%

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	406,559.82	.00	66,710.18	85.9%
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	5,023.89	.00	3,076.11	62.0%
52602057	515001	ON CALL	5,058	0	5,058	2,544.00	.00	2,514.00	50.3%
52602057	516000	LONGEVITY	2,077	0	2,077	1,780.85	.00	296.15	85.7%
52602057	519000	TRAVEL ALLOWANC	500	0	500	375.36	.00	124.64	75.1%
52602057	521100	HEALTH INSURANC	101,380	0	101,380	83,729.90	.00	17,650.10	82.6%

FOR 2021 13

ACCOUNTS FOR: SEWER ENTERPRISE FUND	ORIGINAL APPROP	TRANSFRS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
52602057 521200	DENTAL INSURANC	1,714	1,714	1,415.41	.00	298.59	82.6%
52602057 521300	LIFE INSURANCE	1,105	1,105	918.67	.00	186.33	83.1%
52602057 522000	SOCIAL SECURITY	35,297	35,297	30,075.39	.00	5,221.61	85.2%
52602057 523000	RETIRE CONTRIBU	54,986	54,986	46,825.02	.00	8,160.98	85.2%
52602057 526000	WORKERS' COMPEN	10,833	10,833	9,271.03	.00	1,561.97	85.6%
52602057 528001	DISABILITY INSU	4,434	4,434	3,938.71	.00	495.29	88.8%
52602057 532001	STAFF DEVELOPME	3,100	3,100	1,279.81	322.86	1,497.33	51.7%
52602057 533000	OTHER PROF SERV	7,504	7,504	6,658.81	682.96	162.23	97.8%
52602057 533001	AUDIT	4,140	4,140	4,597.13	175.37	-632.50	115.3%*
52602057 533002	ENGINEERING SER	1,000	1,000	.00	.00	1,000.00	.0%
52602057 533004	MEDICAL SERVICE	500	500	355.34	144.66	.00	100.0%
52602057 533009	21540 BIOSOLIDS	0	0	44,322.50	2,002.50	-46,325.00	100.0%*
52602057 534003	SOFTWARE MAINTN	62,877	62,877	47,667.28	1,230.31	13,979.41	77.8%
52602057 542300	CUSTODIAL SERV	2,200	2,200	1,757.25	.00	442.75	79.9%
52602057 543000	REPAIR AND MAIN	2,360	2,360	.00	.00	2,360.00	.0%
52602057 543001	VEHICLE MAINT &	2,500	2,500	263.52	.00	2,236.48	10.5%
52602057 543002	EQUIPMENT MAINT	3,690	3,690	1,854.92	.00	1,835.08	50.3%
52602057 544200	RENTAL OF EQUIP	0	10,250	.00	10,250.00	.00	100.0%
52602057 544500	LEASE COPPER/DR	2,150	2,150	1,617.00	258.00	1,025.00	64.7%
52602057 552001	FLEET INSURANCE	9,016	9,016	2,155.08	.00	-5.08	100.2%*
52602057 552002	PROPERTY INSURA	5,671	5,671	10,054.00	.00	-1,038.00	111.5%*
52602057 552003	GENERAL LIABILIT	5,198	5,198	6,324.38	.00	-653.38	111.5%*
52602057 553400	POSTAGE FEES	500	500	5,790.85	.00	-592.85	111.4%*
52602057 554000	ADVERTISING	800	800	35.59	.00	464.41	7.1%
52602057 555000	PRINTING AND BI	1,639	1,639	800.00	.00	.00	100.0%
52602057 556000	TUITION	3,150	3,150	375.89	.00	1,263.11	22.9%
52602057 558000	TRAVEL	875	875	.00	16.67	858.33	1.9%
52602057 561003	OFFICE SUPPLIES	3,456	3,456	1,755.68	360.98	1,339.34	61.2%
52602057 561005	PUBLICATIONS	60	60	.00	.00	60.00	.0%
52602057 561008	VEHICLE SUPPLIE	15,000	15,000	14,396.78	603.22	.00	100.0%
52602057 561009	TRAINING MATERI	250	250	210.97	.00	39.03	84.4%
52602057 561010	CLOTHING	6,150	6,150	2,742.19	1,067.83	2,339.98	62.0%
52602057 561015	SAFETY EQUIPME	5,900	5,900	3,847.49	1,093.31	959.20	83.7%
52602057 561022	HOT TOP COLD PA	5,500	5,500	5,500.00	.00	.00	100.0%
52602057 561023	SAND AND GRAVEL	1,650	1,650	1,650.00	.00	.00	100.0%
52602057 561032	OTHER OPERATION	1,000	1,000	864.81	105.00	30.19	97.0%
52602057 561040	EQUIPMENT REPAI	6,000	6,000	6,000.00	.00	.00	100.0%
52602057 562600	VEHICLE FUEL	41,000	41,000	14,589.90	.00	26,410.10	35.6%
52602057 573401	ADMIN EQUIPMENT	1,818	1,818	1,220.64	596.36	1.00	99.9%
52602057 573900	OTHER EQUIPMENT	8,000	8,000	3,615.79	2,791.66	1,592.55	80.1%*
52602057 575100	SMIRI OTHER EQUI	0	0	.00	1,000.00	-1,000.00	100.0%*
52602057 581000	INVENTORY PURCH	12,500	12,500	7,799.68	4,595.40	104.92	99.2%
52602057 581000	DUES AND FEES	1,290	1,290	143.34	.00	1,146.66	11.1%

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	769,601.90	.00	-226,603.90	141.7%*
52602057 584000 CONTINGENCY	15,000	0	15,000	.00	.00	15,000.00	.0%
52602057 589001 STATE PERMITS &	5,150	0	5,150	4,903.28	246.72	.00	100.0%*
52602057 591000 ABATEMENTS/OVER	0	0	0	148.50	.00	-148.50	100.0%*
52602057 591000 REDEMPTION OF B	2,392,777	0	2,392,777	2,779,411.59	.00	-386,634.59	116.2%*
52602057 593002 TRANS TO CAPITALA	185,000	0	185,000	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	135,250	4,241,898	4,675,270.82	27,543.81	-460,916.63	110.9%
52602074 SEWER TREATMENT PLANT							
52602074 511001 SALARIES - FULL	480,216	0	480,216	407,468.81	.00	72,747.19	84.9%
52602074 513001 OVERTIME - REGU	32,500	0	32,500	31,118.31	.00	1,381.69	95.7%
52602074 515001 ON CALL	33,088	0	33,088	27,651.09	.00	5,436.91	83.6%
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	81,458.94	.00	32,403.06	71.5%
52602074 521200 DENTAL INSURANC	2,603	0	2,603	1,966.62	.00	636.38	75.6%
52602074 522000 LIFE INSURANCE	921	0	921	845.10	.00	75.90	97.1%
52602074 523000 RETIREMENT CONT	39,199	0	39,199	34,142.43	.00	5,056.57	87.1%
52602074 526000 WORKERS' COMPEN	56,463	0	56,463	49,056.77	.00	7,406.23	86.9%
52602074 528001 DISABILITY INSU	8,760	0	8,760	7,496.55	.00	1,263.45	85.6%
52602074 532001 STAFF DEVELOPME	3,528	0	3,528	3,409.59	.00	118.41	96.6%
52602074 533000 LABORATORY SERV	131,650	0	131,650	2,583.73	566.27	.00	100.0%
52602074 534009 INDUSTRIAL PRET	109,258	0	109,258	19,076.25	57,468.95	55,104.80	58.1%
52602074 541901 HVAC SERVICE CO	19,389	0	19,389	30,329.75	15,839.30	63,088.95	42.3%
52602074 543002 EQUIPMENT MAINT	40,239	0	40,239	7,086.26	3,293.74	29,859.00	25.8%
52602074 544500 LEASE COPIER/PR	96,350	0	96,350	19,389.00	.00	.00	100.0%
52602074 552002 PROPERTY INSURA	209,158	0	209,158	10,911.39	14,634.00	70,804.61	26.5%
52602074 553000 COMMUNICATION	2,956	0	2,956	798.84	36,685.24	59,482.41	71.6%
52602074 559000 MISC PURCHASED	12,945	0	12,945	5,915.60	.00	2,157.16	27.0%*
52602074 561001 JANITORIAL SUPP	8,000	0	8,000	10,020.22	1,652.34	-609.60	90.2%*
52602074 561002 BUILDING MAINT	1,600	0	1,600	7,850.00	.00	150.00	98.1%
52602074 561003 OFFICE SUPPLIES	5,300	0	5,300	1,045.39	188.96	365.65	77.1%
52602074 561010 CLOTHING	9,100	0	9,100	4,016.29	.00	1,283.71	75.8%*
52602074 561010 SAFETY EQUIPME	6,200	0	6,200	739.69	.00	-739.69	100.0%*
52602074 561031 CHEMICAL	345,616	0	345,616	6,297.46	1,247.63	1,554.91	82.9%
52602074 561037 LABORATORY SUPP	30,423	0	30,423	3,722.10	784.80	1,693.10	72.7%
52602074 561040 EQUIPMENT REPAI	102,465	0	102,465	58,462.23	46,954.37	240,199.40	30.5%
		0		17,647.47	5,113.15	7,662.38	74.8%
		0		38,380.16	9,455.31	54,629.53	46.7%

FOR 2021 13

ACCOUNTS FOR: SEWER ENTERPRISE FUND 5002	ORIGINAL APPROP	TRANSFERS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
52602074 562200 ELECTRICITY	425,000	0	425,000	286,435.44	88,564.56	50,000.00	88.2%
52602074 562400 HEATING FUEL	49,450	0	49,450	18,165.57	3,382.64	27,901.79	43.6%
52602074 573900 OTHER EQUIPMENT	21,500	0	21,500	718.60	348.20	20,433.20	5.0%
52602074 592001 DEPRECIATION	1,759,157	0	1,759,157	.00	.00	1,759,157.00	.0%
TOTAL SEWER TREATMENT PLANT	4,167,052	0	4,167,052	1,309,396.00	286,179.46	2,571,476.54	38.3%
52602470 SEWER REVENUE OFFICE							

52602470 511001 SALARIES - FULL	34,580	0	34,580	31,756.45	.00	2,823.55	91.8%*
52602470 513001 OVERTIME - REGU	0	0	0	123.15	.00	-123.15	100.0%*
52602470 521100 HEALTH INSURANC	13,485	0	13,485	10,495.73	.00	2,989.27	77.8%
52602470 521200 DENTAL INSURANC	127	0	127	108.08	.00	18.92	85.1%
52602470 521300 LIFE INSURANCE	76	0	76	63.90	.00	12.10	84.1%
52602470 522000 SOCIAL SECURITY	2,402	0	2,402	2,295.37	.00	106.63	95.6%
52602470 523000 RETIREMENT CONT	3,864	0	3,864	3,522.36	.00	341.64	91.2%
52602470 526000 WORKERS' COMPEN	61	0	61	52.03	.00	8.97	85.3%
52602470 528001 DISABILITY INSU	376	0	376	315.85	.00	60.15	84.0%
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	7,046.52	.00	3,141.48	69.2%
52602470 555000 PRINTING AND BI	350	0	350	.00	.00	350.00	.0%
52602470 561003 OFFICE SUPPLIES	300	0	300	153.41	70.24	76.35	74.6%
TOTAL SEWER REVENUE OFFICE	67,603	0	67,603	57,715.98	70.24	9,816.78	85.5%
TOTAL SEWER ENTERPRISE FUND	0	10,250	10,250	2,332,917.00	313,793.51	-2,636,460.51	*****%
TOTAL REVENUES	-8,341,303	-125,000	-8,466,303	-3,709,465.80	.00	-4,756,837.20	
TOTAL EXPENSES	8,341,303	135,250	8,476,553	6,042,382.80	313,793.51	2,120,376.69	



FOR 2021 13

ORIGINAL APPROP	TRANSRS/ ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
GRAND TOTAL	0	10,250	10,250	2,332,917.00	313,793.51	-2,636,460.51*****%

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

FOR 2021 13

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	.00	100.0%
510001	406105	XFER FROM RET EAR	-2,691,052	-125,000	-2,816,052	-19,828.75	.00	-2,816,052.00	79.3%*
510001	406201	MISCELLANEOUS REV	-25,000	0	-25,000	-19,828.75	.00	-5,171.25	79.3%*
510001	406600	CONSTRUCTION REVE	-50,000	0	-50,000	-53,108.85	.00	3,108.85	106.2%*
510001	406601	USER FEES	-3,900,000	0	-3,900,000	-3,003,658.63	.00	-896,341.37	77.0%*
510001	406602	INTEREST ON DEL A	-5,000	0	-5,000	-5,087.19	.00	87.19	101.7%*
510001	406603	HYDRANT RENTAL FE	-24,000	0	-24,000	-1,680.00	.00	-22,320.00	7.0%*
510001	406605	STUB FEES	0	0	0	-746.00	.00	746.00	100.0%
510001	406607	WATER IMPACT FEES	0	0	0	-10,909.08	.00	10,909.08	100.0%
510001	406826	HOMEOWNER FINANCE	-10,000	0	-10,000	-10,363.61	.00	363.61	103.6%
TOTAL WATER WORKS REVENUE			-6,710,052	-125,000	-6,835,052	-3,110,382.11	.00	-3,724,669.89	45.5%

51601057 WATER WORKS EXPENSE

51601057	511001	SALARIES - FULL	686,517	0	686,517	542,675.76	.00	143,841.24	79.0%
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	16,856.97	.00	26,143.03	39.2%
51601057	515001	ON CALL	5,058	0	5,058	3,354.00	.00	1,704.00	66.3%
51601057	516000	LONGEVITY	3,119	0	3,119	1,780.83	.00	1,338.17	57.1%
51601057	519000	TRAVEL ALLOWANC	500	0	500	375.36	.00	124.64	75.1%
51601057	521100	HEALTH INSURANC	173,805	0	173,805	121,066.84	.00	52,738.16	69.7%
51601057	521200	DENTAL INSURANC	3,214	0	3,214	2,419.56	.00	794.44	75.3%
51601057	521300	LIFE INSURANCE	1,555	0	1,555	1,203.04	.00	351.96	77.4%
51601057	522000	SOCIAL SECURITY	52,602	0	52,602	40,541.35	.00	12,060.65	77.1%
51601057	523000	RETIRE CONTRIBU	82,844	0	82,844	63,243.38	.00	19,600.62	76.3%
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	5,359.35	.00	1,236.65	81.3%
51601057	532000	STAFF DEVELOPME	4,080	0	4,080	1,561.73	.00	2,518.27	56.9%
51601057	533000	OTHER PROF SERV	7,004	0	7,004	6,426.53	.00	576.93	100.0%
51601057	533001	AUDIT	4,140	0	4,140	4,597.12	175.38	-632.50	115.3%*
51601057	533002	ENGINEERING SER	7,300	0	7,300	570.21	4,400.00	2,329.79	68.1%
51601057	533004	MEDICAL SERVICE	500	0	500	292.33	207.67	.00	100.0%
51601057	534003	SOFTWARE MAINTN	49,088	0	49,088	47,311.79	1,230.31	545.90	98.9%
51601057	541100	WATER & SEMERAG	31,800	0	31,800	28,797.08	3,002.92	.00	100.0%
51601057	542300	CUSTODIAL SERVI	2,200	0	2,200	1,757.25	.00	442.75	79.9%
51601057	543001	VEHICLE MAINTN &	1,000	0	1,000	263.53	48.07	688.40	31.2%

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ACCOUNTS FOR: 5001 WATER	ENTERPRISE FUND	ORIGINAL APPROP	TRANSFERS/ 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	PLEET INSURANC	3,987	3,987	4,447.00	.00	-460.00	111.5%*
51601057	552003	GENERAL LIABILL	5,466	5,466	6,098.16	.00	-632.16	111.6%*
51601057	553400	POSTAGE FEES	400	400	321.37	.00	78.63	80.3%
51601057	554000	ADVERTISING	1,400	1,400	317.56	1,082.44	.00	100.0%
51601057	555000	PRINTING AND BI	1,000	1,000	450.81	.00	549.19	45.1%
51601057	556000	TUITION	3,150	3,150	.00	.00	3,150.00	4.4%
51601057	558000	TRAVEL	375	375	.00	16.67	358.33	4.0%
51601057	561003	OFFICE SUPPLIES	3,165	3,165	2,397.06	252.23	515.71	83.7%
51601057	561005	PUBLICATIONS	60	60	.00	.00	60.00	.0%
51601057	561008	VEHICLE SUPPLIE	11,000	11,000	10,592.62	250.79	156.59	98.6%
51601057	561010	CLOTHING	7,172	7,172	5,512.82	1,791.46	-132.28	101.8%*
51601057	561015	SAFETY EQUIPME	5,000	5,000	3,126.26	1,491.70	382.04	92.4%
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	2,076.48	922.85	.00	82.7%
51601057	562600	VEHICLE FUEL	21,420	21,420	8,150.41	.00	13,269.59	38.1%
51601057	573401	ADMIN EQUIPMENT	2,435	2,435	1,150.89	1,149.75	134.36	94.5%
51601057	573900	OTHER EQUIPMENT	7,500	7,500	3,454.28	1,591.78	2,453.94	67.3%
51601057	575100	INVENTORY PURCH	124,000	124,000	59,831.29	31,715.61	32,453.10	73.8%
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	582,101.46	.00	-96,666.46	119.9%*
51601057	584000	CONTINGENCY	20,000	20,000	.00	.00	20,000.00	.0%
51601057	589001	STATE PERMITS &	8,750	8,750	8,690.00	60.00	.00	100.0%
51601057	591000	LIEN DISCHARGE	600	600	120.36	44.54	435.10	27.5%*
51601057	591000	REDEMPTION OF P	1,638,902	1,638,902	1,751,305.39	.00	-112,403.39	106.9%*
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	5,478,392	3,763,538.45	50,771.23	1,664,082.32	69.6%
51601073 WATER TREATMENT PLANT								
51601073	511001	SALARIES - FULL	301,457	301,457	244,996.43	.00	56,460.57	81.3%
51601073	513001	OVERTIME - REGU	20,000	20,000	16,792.20	.00	3,207.80	84.0%
51601073	515001	ON CALL	17,914	17,914	15,173.12	.00	2,740.88	84.7%
51601073	516000	LONGEVITY	1,525	1,525	725.00	.00	800.00	47.5%
51601073	521100	HEALTH INSURANC	74,995	74,995	44,361.27	.00	30,633.73	59.2%
51601073	521200	DENTAL INSURANC	1,550	1,550	1,074.88	.00	475.12	69.3%

FOR 2021 13

ACCOUNTS FOR: WATER ENTERPRISE FUND	ORIGINAL APPROP	TRANSFRS/ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601073 521300 LIFE INSURANCE	638	0	638	515.88	.00	122.12	80.9%
51601073 522000 SOCIAL SECURITY	24,108	0	24,108	20,177.82	.00	3,930.18	83.7%
51601073 523000 RETIREMENT CONT	35,990	0	35,990	29,322.79	.00	6,667.21	81.5%
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	2,557.62	.00	551.38	82.3%
51601073 532001 STAFF DEVELOPME	2,000	0	2,000	1,392.73	.00	432.27	78.4%
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	9,231.92	.00	100.0%
51601073 533006 LABORATORY SERV	29,310	0	29,310	12,198.64	4,659.46	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	27,077.08	1,657.26	52,429.66	35.4%
51601073 543002 EQUIPMENT MAINT	84,576	0	84,576	59,547.81	3,396.25	21,631.94	74.4%
51601073 544500 LEASE COPIER/DR	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	11,453.68	1,557.66	1,809.66	87.8%
51601073 553001 JANITORIAL SUPP	1,200	0	1,200	657.48	178.01	364.51	69.6%
51601073 561002 BLDG MAINT SUPP	1,600	0	1,600	1,524.72	.00	75.28	95.3%
51601073 561009 TRAINING WATERI	1,000	0	1,000	210.98	.00	789.02	21.1%
51601073 561010 CLOTHING	6,070	0	6,070	4,156.88	1,889.26	23.86	99.6%
51601073 561015 SAFETY EQUIPME	16,000	0	16,000	7,741.91	1,195.26	7,062.83	55.9%
51601073 561031 CHEMICALS	195,161	0	195,161	131,170.60	21,170.60	42,650.11	78.1%*
51601073 561037 LABORATORY SUPP	9,634	0	9,634	9,549.13	94.04	-9.17	100.1%*
51601073 561040 EQUIPMENT REPAIR	34,000	0	34,000	12,961.38	12,521.51	8,517.11	74.9%
51601073 562200 ELECTRICITY	180,000	0	180,000	153,417.89	20,388.75	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	929,352.45	97,621.07	260,585.48	79.8%
51601570 WATER REVENUE OFFICE							
51601570 511001 SALARIES - FULL	34,580	0	34,580	31,755.75	.00	2,824.25	91.8%
51601570 513001 OVERTIME - REGU	0	0	0	123.15	.00	-123.15	100.0%*
51601570 521100 HEALTH INSURANC	13,483	0	13,483	10,495.42	.00	2,987.58	77.8%
51601570 521200 DENTAL INSURANC	126	0	126	107.91	.00	18.09	85.6%
51601570 521300 LIFE INSURANCE	76	0	76	63.56	.00	12.44	83.6%
51601570 522000 SOCIAL SECURITY	2,399	0	2,399	2,294.99	.00	104.01	95.7%
51601570 523000 RETIREMENT CONT	3,862	0	3,862	3,522.19	.00	339.81	91.2%
51601570 526000 WORKERS' COMPEN	61	0	61	52.03	.00	8.97	85.3%
51601570 528001 DISABILITY INSU	374	0	374	315.37	.00	58.63	84.3%
51601570 543000 REPAIR AND MAINT	1,250	0	1,250	1,250.00	.00	.00	100.0%



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	6,753.33	.00	4,346.67	60.8%
51601570	555000 PRINTING AND BI	410	0	410	.00	.00	410.00	.0%
51601570	561003 OFFICE SUPPLIES	300	0	300	153.39	146.61	.00	100.0%
	TOTAL WATER REVENUE OFFICE	69,101	0	69,101	57,718.79	146.61	11,235.60	83.7%
	TOTAL WATER ENTERPRISE FUND	0	0	0	1,640,227.58	148,538.91	-1,788,766.49	100.0%
	TOTAL REVENUES	-6,710,052	-125,000	-6,835,052	-3,110,382.11	.00	-3,724,669.89	
	TOTAL EXPENSES	6,710,052	125,000	6,835,052	4,750,609.69	148,538.91	1,935,903.40	



FOR 2021 13

	ORIGINAL APPROP	TRANSRS/ ADJUSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
GRAND TOTAL	0	0	0	1,640,227.58	148,538.91	-1,788,766.49	100.0%

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