



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

**DATE:** November 6, 2023  
**TO:** Utility Advisory Board  
**FROM:** Laura McDormand, Admin. Services & Utility Billing Supervisor  
**RE:** Utility Advisory Board Meeting

**There will be a meeting of the Utility Advisory Board on Monday November 13, 2023 at 5:30 PM at New DPW Building, 209 Chestnut Hill Rd., Rochester.**

## **AGENDA**

1. Call to order
2. Acceptance of October 16, 2023 Minutes
3. Appeals
  - 3.1 Cleo & Sandra Fleury (Pages 7-13)  
164 Eagle Dr.  
Water & Sewer – unidentified leak  
Re: Account #301690

- 3.2 Nancy Gowell (Pages 14-20)  
10 Smoke St.  
Sewer – lawn irrigation  
Re: Account #110062
- 3.3 Norman & Joanne Beaulieu (Pages 21-27)  
9 Nature Ln.  
Sewer – hydroseeded lawn  
Re: Account #084070
- 3.4 Suzanne Snyder (Pages 28-35)  
14 Kendall St.  
Sewer – running hose  
Re: Account #032880
- 3.5 Grace Youngren (Pages 36-43)  
117 Old Dover Rd.  
Sewer – broken irrigation pipe  
Re: Account #170760
- 3.6 Christopher Lachance (Pages 44-54)  
5 Fieldstone Ln.  
Water & Sewer – running toilet  
Re: Account #060600

- 3.7 Jennifer Gullison (Pages 56-62)  
65 Ida Circle  
Sewer – new lawn  
Re: Account #060600
- 3.8 Janice Cotter (Pages 63-72)  
39 Kinsale Dr.  
Water & Sewer – leaking water heater  
Re: Account #111244
- 3.9 Carol Carbonneau (Pages 73-87)  
3 Abbott St.  
Water & Sewer – running toilet  
Re: Account #181280
- 3.10 Cathy Brown (Pages 88-95)  
50 52 Flat Rock Bridge Rd.  
Water & Sewer – running toilet  
Re: Account #194180
- 3.11 Kurt & Christina Dumond (Pages 96-102)  
42 Ida Circle  
Sewer – new lawn  
Re: Account #110025

4. Financials – Water & Sewer Revenue and Expense Reports
5. Adjournment

**Utility Advisory Board**  
**October 16, 2023**  
**5:30pm**  
**DPW Conference Room**  
**209 Chestnut Hill Road**

**MEMBERS PRESENT**

Joe Boudreau  
Eli Barnes  
Shawn Libby, Chairman  
Brett Johnson

**OTHERS PRESENT**

Lisa Clark, DPW Deputy Director, Operations & Administration  
Darcy Landry, Utility Billing Administrator

**MINUTES**

**1. Call to order:**

Mr. Libby called the meeting to order at 5:31pm.

**2. Approval of September 11, 2023 Minutes**

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

**3. Appeals**

**3.1 6 Murray Dr. – Norman Brown**

The appellant was not present for the meeting. The appeal request is for a sewer abatement for outside leaking hose.

*Mr. Johnson made a motion to abate 13 units of sewer at \$8.17 for a total of \$106.21. Mr. Boudreau seconded the motion, the motion passed unanimously.*

**3.2 29 Lupine Ln. – William Burke**

The appellant was present for the meeting. The appeal is for water and sewer abatement for a leaking meter in a pit.

*Mr. Barnes made a motion to abate 70 units of water and sewer for a total of \$962.52. Mr. Johnson seconded the motion, the motion passed unanimously.*

**3.3 13 15 Spring St. – William Copp**

The appellant was not present for the meeting. The appeal is for sewer abatement for filling a pool.

*Mr. Johnson made a motion to deny the appeal Per Ordinance 260-19A the appellant shall file an appeal to the UB office in writing prior to the payment due date. Mr. Barnes seconded the motion, the motion passed unanimously.*

**3.4 9 Lincoln St. – Jessica Marion**

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

*Mr. Johnson made a motion to table this appeal for more consumption history. Mr. Barnes seconded the motion, the motion passed unanimously.*

**3.5 391 Portland St. – Kenneth Turgeon**

The appellant was not present for the meeting. The appeal is for a sewer abatement for a lawn being hydroseeded.

*Mr. Johnson made a motion to abate 21 units of sewer at \$8.17 for a total of \$171.57. Mr. Barnes seconded the motion, the motion passed unanimously.*

**3.6 16 Brenda Ln. – Arthur Smaldone Jr.**

The appellant was not present for the meeting. The appeal is for water and sewer for a leak.

*Mr. Barnes made a motion to grant a 25% hardship abatement for a total of \$1971.95. Mr. Boudreau seconded the motion, the motion passed unanimously.*

**4. Financials – Water & Sewer Revenue and Expense Reports**

**5. Adjournment:**

*Mr. Libby made a motion to adjourn at 6:44 pm. The motion was seconded by Mr. Boudreau, the motion passed unanimously.*

*Minutes respectfully submitted by Darcy Landry, Utility Billing Administrator*



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

Date: November 1, 2023

To: Utility Advisory Board

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

Re: Water/Sewer Billing Appeal Application

Dated: 9/29/23

Customer Name: Cleo & Sandra Fleury

Account #: 301690

Service Address: 164 Eagle Dr.

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

**Recommendations:**

I recommend to deny this appeal, no leak was found. Usage is back to normal.

The above recommendation is based upon the following findings:

1. The owner **does** dispute the meter reading
2. The water was used
3. The water **may have** enter the sewer system
  - a. Total units on Aug. disputed invoice: 31
  - b. Average Usage is: 7
  - c. Estimated use over average: 24

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

*Laura J. McDormand*

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

11/02/2023

\_\_\_\_\_  
Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Laura McDormand

FROM: Darcy Landry

DATE: October 24, 2023

SUBJECT: City of Rochester

PROPERTY: **164 Eagle Dr.**

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

This appeal is for an unidentified leak.



SEP 28 2023

5rW

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only  
Received: 9/29/23

1

- 1. Date of Appeal: 8/28/23
- 2. Property Owner's Name: Cleo + Sandra Fleury Account #: 301690
- 3. Billing Address: 164 Cagle Dr.  
Rock, N. H.  
03868
- 4. Service Location: 164 Cagle Dr Rock. NH Zip Code 03868
- 5. Owners Representative: none
- 6. Owners Representative's Signature: " "
- 7. Phone #: 603-923-1817 Cell: N/A
- 8. Email Address: N/A

(Agendas and Decision Letters will be emailed).

- 9. Billing Period that is being appealed is from 8/29/23 to 10/02/23
- 10. Abatement is being requested for:

a. How many units of water 24 x 6.41 = \$ 153.84  
 b. How many units of sewer 24 x 8.17 = \$ 196.08  
 C. Water & Sewer Department Fees of: \$ 349.92  
 Total \$ 349.92

11. Explanation of Appeal Request:

Current usage much higher than normal reading, no reason for higher usage. Under mobile home checked for leaks by plumer no leaks found, no leaks in outdoor faucets, toilet not leaking. Could not find any reason for water usage!  
We did notice a high rise in a bill on 8/21 which was before we owned the property? Sincerely hope this can be resolved.

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

No (circle one)

If yes, why?

Usage too high compared to average passed readings

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? unknown

If yes, has the leak been repaired? N/A

Who made the repair? N/A

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

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 the 27<sup>th</sup> of each 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.

Mailing Address  
 Department of Public Works  
 209 Chestnut Hill Road  
 Rochester, NH 03867  
[waterbilling@rochesternh.gov](mailto:waterbilling@rochesternh.gov)

## Accounts

Account: 301690

[2013-01-14 09:58:12 ann]: WATER IS OFF AT THE STREET PER MARK - READ 0240

[2014-05-20 10:35:44 ann]: SPOKE TO MARK TODAY - WATER IS ON

[2016-01-13 12:41:26 karenb]: PER TARA WATER IS OFF AT STREET 1/12/16 - READ 0301

[2016-01-20 11:49:29 cristina]: PER TARA, WATER IS NOW ON AT THE STREET

[2016-03-04 09:57:24 karenb]: PER TARA WATER IS OFF AT THE STREET FOR VACATION - READ 0304

[2016-03-11 11:15:08 karenb]: PER TARA WATER IS BACK ON AT THE STREET - READ 0304

[2017-02-09 09:07:51 karenb]: PER TARA WATER IS OFF AT THE STREET - READ 0324

[2021-02-05 09:45:53 michele.grant]: PER TARA EFF. 2/3 WATER IS OFF AT CURB FOR 10 DAYS, OWNER IS GOING TO FL & WANTED WATER OFF. READ ON 2/3/21 0394.

[2023-09-20 09:15:44 darcy.landry]: CUSTOMER CALLED ON HIGH USAGE, DID A REREAD 9/8 0498 (8/24 READ 0497) SEEMS TO BE BACK TO NORMAL. SENT UAB APPEAL PAPERWORK 9/18. WILL DO ANOTHER REREAD IN A COUPLE WEEKS.

[2023-09-29 08:20:34 darcy.landry]: REREAD LOOKS LIKE USAGE IS BACK TO NORMAL.

[2023-09-29 08:21:39 darcy.landry]: REC'D UAB APPEAL PAPERWORK



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
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FLEURY CLEO & SANDRA

164 EAGLE

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14167109

08/28/2023

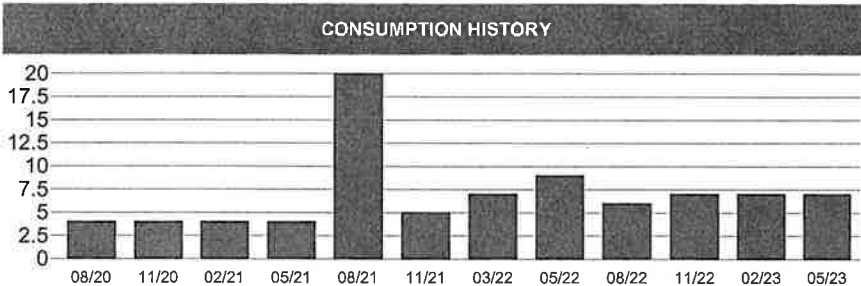
301690

10/02/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/30/2023	08/24/2023	466	497	31	\$198.71
RES SEWER		05/30/2023	08/24/2023				\$253.27

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

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



READ CODE	Total Current Billing	\$451.98
A = Actual	Previous Balance	\$102.06
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$554.04
<b>Total Amount Due</b>		<b>\$0.00</b>

PER 260-14: CUSTOMER IS RESPONSIBLE FOR PROVIDING ACCESS TO OUTSIDE READER. CUSTOMER SHALL REMOVE ANY HAZARDS/NUISANCES SUCH AS SNOW, ICE, VEGETATION & DOGS FROM AREA WHERE READER IS LOCATED.

✂ 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: 301690

Bill Number: 14167109

Pay By: 10/02/2023

**Total Due: 0.00**

Service Location  
164 EAGLE

FLEURY CLEO & SANDRA  
164 EAGLE DR  
ROCHESTER, NH 03868

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



UB Consumption History Report

Account Number	Customer #	Name	Parcel	Location	Status					
Service	Mfr	Meter Number	By	Usage	Repl	Usage	Charge Amt	Billed Amt		
301690	56759	FLEURY CLEO & SANDRA	022403090169	164 EAGLE	Active					
100	-	1 RES WATER	SENS57938826	A 08/24/2023	14167109	497	31 ✕	0	198.71	451.98
100	-	1 RES WATER	SENS57938826	A 05/30/2023	14158904	466	7	0	44.87	102.06
100	-	1 RES WATER	SENS57938826	A 02/27/2023	14150856	459	7	0	44.87	102.06
100	-	1 RES WATER	SENS57938826	A 11/29/2022	14142804	452	7	0	44.87	102.06
100	-	1 RES WATER	SENS57938826	A 08/23/2022	14134728	445	6	0	34.98	79.56
100	-	1 RES WATER	SENS57938826	A 05/31/2022	14126613	439	9	0	52.47	119.34
100	-	1 RES WATER	SENS57938826	A 03/01/2022	14118647	430	7	0	40.81	92.82
100	-	1 RES WATER	SENS57938826	A 11/22/2021	14110697	423	5	0	29.15	66.30

\*\* END OF REPORT - Generated by Darcy Landry \*\*

48 ÷ 7 = 7



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

Date: October 25, 2023

To: Utility Advisory Board

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

Re: Water/Sewer Billing Appeal Application

Dated: 10/6/23

Customer Name: Nancy Gowell

Account #: 110062

Service Address: 10 Smoke St.

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

**Recommendations:**

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

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on Sept. disputed invoice: 30
  - b. Average Usage is: 11
  - c. Estimated use over average: 19

Value of 19 units of sewer at the current rate of \$8.17 = \$155.23

*Laura J. McDormand*

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

11/2/2023

Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: October 23, 2023

SUBJECT: City of Rochester

PROPERTY: **10 Smoke St.**

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

This appeal is for outside watering.

5

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only  
Received: 10/6/23

(2)

- 1. Date of Appeal: 10/06/23
- 2. Property Owner's Name: Nancy Gowell Account #: 110062
- 3. Billing Address: 10 Smoke St  
Rochester NH  
03868
- 4. Service Location: 10 Smoke St Zip Code 03868
- 5. Owners Representative: self
- 6. Owners Representative's Signature: N. Gowell
- 7. Phone #: \_\_\_\_\_ Cell: 603 674 6402
- 8. Email Address: Nancy.gowell@gmail.com  
**(Agendas and Decision Letters will be emailed).**
- 9. Billing Period that is being appealed is from 6/1/23 to 9/5/23
- 10. Abatement is being requested for:

- a. How many units of water \_\_\_\_\_ x 6.41= \$ \_\_\_\_\_
- b. How many units of sewer \_\_\_\_\_ x 8.17= \$ \_\_\_\_\_
- C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

lawn irrigation; requesting  
adjustment of sewer charge \$ 245.10

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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 the 27<sup>th</sup> of each 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.*

**Mailing Address**  
**Department of Public Works**  
**209 Chestnut Hill Road**  
**Rochester, NH 03867**  
[waterbilling@rochesternh.gov](mailto:waterbilling@rochesternh.gov)

## Accounts

Account: 110062

[2021-08-12 08:51:38 michele.grant]: NEW CONSTRUCTION, WATER & SEWER, APPT. TODAY TO INSTALL METER.

[2021-11-24 15:40:53 kimberly.nickerson]: FINAL BILL PROCESSED

[2022-09-29 14:23:53 darcy.landry]: APPEAL RECEIVED TODAY

[2022-10-17 13:50:37 michele.grant]: APPEAL WAS TABLED FOR MORE CONSUMPTION HISTORY.

[2023-10-06 14:56:20 darcy.landry]: REC'D UAB APPEAL PAPERWORK



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy

Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
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GOWELL PETER & NANCY

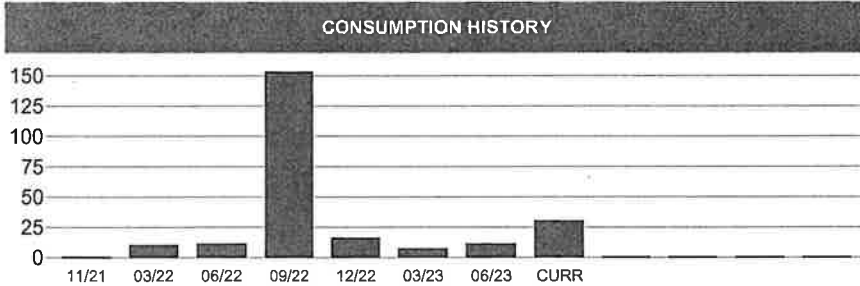
10 SMOKE

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14168546	09/26/2023	110062	10/31/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	06/01/2023	09/05/2023	208	238	30	\$192.30
RES SEWER		06/01/2023	09/05/2023				\$245.10

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	\$437.40
A = Actual	Previous Balance	\$160.38
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$352.68
	<b>Total Amount Due</b>	<b>\$245.10</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35, SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE, 2.99% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:



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

Name: \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_

## WATER & SEWER BILL

Remittance Copy

Return this portion with your payment

Account Number:	110062
Bill Number:	14168546
Pay By:	10/31/2023
<b>Total Due:</b>	<b>245.10</b>

Service Location  
**10 SMOKE**

GOWELL PETER & NANCY  
10 SMOKE ST  
ROCHESTER, NH 03868

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



UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Repl Usage Charge Amt Billed Amt	
110062	57189 GOWELL PETER & NANCY	022403240001	10 SMOKE	Active
100 - 1 RES WATER	SENS89728507	A 09/05/2023 14168546 238	30 ✖ 0 192.30	437.40
100 - 1 RES WATER	SENS89728507	A 06/01/2023 14160487 208	11 0 70.51	160.38
100 - 1 RES WATER	SENS89728507	A 03/01/2023 14152248 197	7 0 44.87	102.06
100 - 1 RES WATER	SENS89728507	A 12/02/2022 14144210 190	16 0 102.56	233.28
100 - 1 RES WATER	SENS89728507	A 09/08/2022 14136130 174	153 ✖ 0 927.67	2,109.99
100 - 1 RES WATER	SENS89728507	A 06/03/2022 14128073 21	11 0 64.13	145.86
100 - 1 RES WATER	SENS89728507	A 03/04/2022 14120040 10	10 0 58.30	132.60

\*\* END OF REPORT - Generated by Darcy Landry \*\*

55 ÷ 5 = 11



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

Date: October 25, 2023

To: Utility Advisory Board

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

Re: Water/Sewer Billing Appeal Application Dated: 10/6/23

Customer Name: Norman & Joanne Beaulieu Account #: 084070

Service Address: 9 Nature Ln.

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

**Recommendations:**

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

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on Sept. disputed invoice: 21
  - b. Average Usage is: 8
  - c. Estimated use over average: 13

Value of 13 units of sewer at the current rate of \$8.17 = \$106.21

*Laura J. McDormand*

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

11/2/2023

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

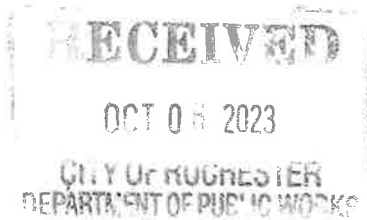
DATE: October 23, 2023

SUBJECT: City of Rochester

PROPERTY: **9 Nature Ln.**

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

This appeal is for hydroseeding a lawn.



5

**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:  
Received: 10/6/23

3

9/3/23

1. Date of Appeal: NORMANVILLE Joanne Beaulieu
2. Property Owner's Name: REV TRUST Account #: 4467736 084070
3. Billing Address: 9 NATURE LAKE  
Rochester NH
4. Service Location: same Zip Code 03867
5. Owners Representative: Self
6. Owners Representative's Signature: Joanne Beaulieu
7. Phone #: 603-403-4686 Cell: 603-833-9973
8. Email Address: jbeaulieu49@gmail.com

**(Agendas and Decision Letters will be emailed).**

9. Billing Period that is being appealed is from 5-31-23 to 9-6-23
10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 6.41= \$ \_\_\_\_\_

b. How many units of sewer \_\_\_\_\_ x 8.17= \$ \_\_\_\_\_

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

Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:  
Hydro seeded + used water  
for lawn

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

Yes No (circle one)

If yes, why?

Used it for watering lawn  
Hydro seeded

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:

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 the 27<sup>th</sup> of each 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.*

**Mailing Address**  
**Department of Public Works**  
**209 Chestnut Hill Road**  
**Rochester, NH 03867**  
[waterbilling@rochesternh.gov](mailto:waterbilling@rochesternh.gov)



## Accounts

Account: 084070

[2021-02-24 14:35:12 michele.grant]: NEW CONSTRUCTION, APPT. TO INSTALL METER 2/25/21. WATER & SEWER

[2021-05-21 08:45:42 michele.grant]: METER ACTUALLY INSTALLED 3/5/21 (HAD TO RESCHEDULE), REC'D. JOB SHEET 5/20/21, WILL BILL CUSTOMER.

[2021-09-08 15:07:28 kimberly.nickerson]: SENT LEAK LETTER

[2021-10-05 11:56:32 michele.grant]: REC'D. APPEAL PAPERWORK YESTERDAY FOR OCT. MEETING.

[2022-01-13 11:52:54 michele.grant]: UAB APPROVED \$267.48 FOR SEWER PLUS ANY ACCRUED INTEREST.

[2023-05-18 15:44:22 darcy.landry]: SENT UAB APPEAL FORM, THEY ARE PUTTING IN A NEW LAWN

[2023-10-06 14:57:16 darcy.landry]: REC'D UAB APPEAL PAPERWORK



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

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

BEAULIEU NORMAN L & JOANNE A )

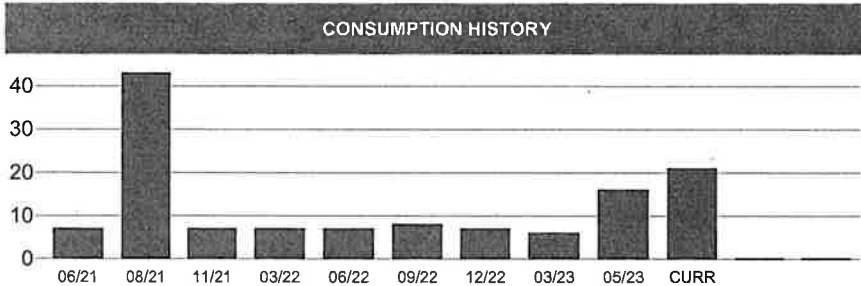
9 NATURE

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14167736	09/26/2023	084070	10/31/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/31/2023	09/06/2023	108	129	21	\$134.61
RES SEWER		05/31/2023	09/06/2023				\$171.57

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	\$306.18
A = Actual	Previous Balance	\$233.28
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$539.46
	<b>Total Amount Due</b>	<b>\$0.00</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35, SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE, 2.99% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:



## City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Name: \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	084070
Bill Number:	14167736
Pay By:	10/31/2023
<b>Total Due:</b>	<b>0.00</b>

BEAULIEU NORMAN L & JOANNE A )  
FAMILY REV LIV TRUST %  
9 NATURE LN  
ROCHESTER, NH 03867

Service Location  
9 NATURE

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



UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By	Usage	Billed Amt
084070	51864	BEAULIEU NORMAN L & JOANNE A )012600400001	9 NATURE	Active
100 - 1 RES WATER	SENS85115899	A 09/06/2023	129	306.18
100 - 1 RES WATER	SENS85115899	A 05/31/2023	108	233.28
100 - 1 RES WATER	SENS85115899	A 03/02/2023	92	87.48
100 - 1 RES WATER	SENS85115899	A 12/05/2022	86	102.06
100 - 1 RES WATER	SENS85115899	A 09/08/2022	79	110.28
100 - 1 RES WATER	SENS85115899	A 06/02/2022	71	92.82
100 - 1 RES WATER	SENS85115899	A 03/04/2022	64	92.82
100 - 1 RES WATER	SENS85115899	A 11/27/2021	57	92.82
100 - 1 RES WATER	SENS85115899	A 08/31/2021	50	570.18
100 - 1 RES WATER	SENS85115899	A 06/01/2021	7	92.82

\*\* END OF REPORT - Generated by Darcy Landry \*\*

65 ÷ 8 = 8



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

Date: October 25, 2023

To: Utility Advisory Board

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

Re: Water/Sewer Billing Appeal Application

Dated: 10/10/23

Customer Name: Suzanne Snyder

Account #: 032880

Service Address: 14 Kendall St.

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

**Recommendations:**

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

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on Aug. disputed invoice: 23
  - b. Average Usage is: 12
  - c. Estimated use over average: 11

Value of 11 units of sewer at the current rate of \$8.17 = \$89.87

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

11/2/2023  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: October 23, 2023

SUBJECT: City of Rochester

PROPERTY: **14 Kendall St.**

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

This appeal is for leaving a hose going over night.

**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:  
Received: 10/10/23

- 1. Date of Appeal: 10/10/2023
- 2. Property Owner's Name: Suzanne Snyder Account #: 032880
- 3. Billing Address: 14 Kendall Street  
Rochester, NH  
03867
- 4. Service Location: Same Zip Code 03867
- 5. Owners Representative: Suzanne Snyder trust
- 6. Owners Representative's Signature: Suzanne Snyder
- 7. Phone #: 603-293-3808 Cell: Same
- 8. Email Address: Suz.Stacey@gmail.com

(4)

**(Agendas and Decision Letters will be emailed).**

- 9. Billing Period that is being appealed is from 5/11/2023 to 8/17/2023

10. Abatement is being requested for:

- a. How many units of water \_\_\_\_\_ x 6.41 = \$ 100 *left hose on over night accidentally*
- b. How many units of sewer \_\_\_\_\_ x 8.17 = \$ 130. *water went into ground*
- c. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ 230. *I appreciate it.*

11. Explanation of Appeal Request:

You can see by my bill that my charges are approximately \$200 more than usual.  
I have no gardens and I don't water grass.  
My daughter gave me a Rhododendron, that I she spent a lot on, for Mother's Day. Anyway,  
I watered it to make sure it lived.  
Unfortunately, one Friday eve, I forgot to turn the water off. I discovered it the next morning.

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

Yes No (circle one)

If yes, why?

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

forgot to turn off"

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? brain leak - ✓ yes

Who made the repair? Puzzle books?

Has proof of the repair been attached to this appeal form? I do not leave watering unattended

14. If your appeal is denied, will this cause you financial hardship and are you seeking any more.

consideration for hardship assistance from the City? If so, explain:

Yes, I lost my job this year and it took awhile to get another. Not earning as much.

**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 the 27<sup>th</sup> of each 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.**

**Mailing Address**  
**Department of Public Works**  
**209 Chestnut Hill Road**  
**Rochester, NH 03867**  
[waterbilling@rochesternh.gov](mailto:waterbilling@rochesternh.gov)

Also, I asked about the appeal at the water office. They did not say anything about before "bill due" to me. Also on the bill itself it doesn't say anything about that. I hope my appeal can still be considered.



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your record

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

SNYDER SUZANNE LIVING TRUST

14 KENDALL

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14165459

08/25/2023

032880

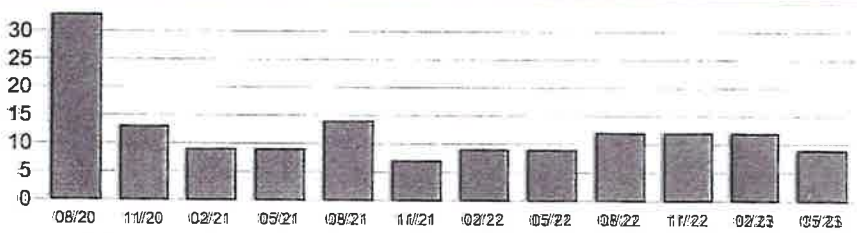
09/28/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/11/2023	08/17/2023	1636	1659	23	\$147.43
RES SEWER		05/11/2023	08/17/2023				\$187.91

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	\$335.3
A = Actual	Previous Balance	\$131.9
E = Estimate	Adjustments	\$0.01
F = Final	Less Payments Received	\$131.0
<b>Total Amount Due</b>		<b>\$335.5</b>

PER 260-14: CUSTOMER IS RESPONSIBLE FOR PROVIDING ACCESS TO OUTSIDE READER. CUSTOMER SHALL REMOVE ANY HAZARDS/NUISANCES SUCH AS SNOW, ICE, VEGETATION & DOGS FROM AREA WHERE READER IS LOCATED.

✂ 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:	032880
Bill Number:	14165459
Pay By:	09/28/2023
<b>Total Due:</b>	<b>\$335.5</b>

Service Location  
14 KENDALL

SNYDER SUZANNE LIVING TRUST  
SNYDER SUZANNE ELIZABETH  
14 KENDALL ST  
ROCHESTER, NH 03867

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





## Accounts

Account: 032880

06/22/07- CAROL CALLED AND SAID SHE WOULD BE IN ON 07/19 TO PAY FULL ACCT.  
BALANCE OF \$114.10

07/30/07- CAROL CALLED AND SAID THAT SHE IS SELLING PROPERTY ON AUG. 10TH. I  
SCHEDULED A FINAL. SHE IS MOVING INTO WINDSWEPT ACRES- 116 DAFFODILL HILL LN. I  
EXPLAINED TO HER THAT WE BILL THE PARK, AND THEY IN TURN BILL THE INDIVIDUAL  
OWNERS

[2013-01-18 12:15:08 kathy]: NEEDED MORE TIME TO PAY WATER BILL \*\* 160.00 X 2  
ON 2/15 & 3/15 HOPE TO PAY NEW BILL ON TIME WITH 3/15 PMT

[2014-06-05 10:40:42 ann]: ROB WENT TO SHUT OFF AND NEIGHBOR SHOUTED THAT HE  
COULD NOT SHUT OFF BECAUSE OWNER DID NOT OWE AND HAD \$60.00 CREDIT. HE DID'T  
SHUT OFF AND LEFT. MRS. SBRIZZA CALLED AND SCREAMED AT ME OVER AND OVER THAT  
WATER MUST BE TURNED BACK ON BECAUSE SHE DID NOT OWE. SHE CALLED ME  
INCOMPENTENT AND SAID SHE WILL GET LAWYER AND GO TO THE TOP. I CALLED HER BACK  
TO EXPLAIN THAT HE DID NOT SHUT OFF AND SHE CONTINUED TO DECLARE THAT SHE DID  
NOT OWE ANY PAST DUE. I WROTE HER LETTER TODAY AND EXPLAINED THAT THE \$60.00  
CREDIT HAS BEEN DEDUCTED FROM HER FEBRUARY BILL AND WHEN SHE PAID SHE DEDUCTED  
IT AGAIN. SHE DOES OWE THE BALANCE AND WILL GO ON THE NEXT SHUT OFF. COPY OF  
THAT LETTER IN MY PENDING ITEMS FILE.

[2016-02-11 14:37:45 karenb]: SERVICE CHARGE FOR NON-PAYMENT. TECH DOOR  
TAGGED.

[2016-05-11 09:42:36 karenb]: SERVICE CHARGE FOR NON-PAYMENT

[2016-08-10 08:49:33 karenb]: SERVICE CHARGE FOR NON-PAYMENT 8/9/16

[2016-11-09 14:30:41 karenb]: TURNED OFF/ON FOR NON-PAYMENT

[2017-02-08 13:49:27 karenb]: SERVICE CALL FOR NON-PAYMENT 2/7/17.

[2017-07-14 14:35:34 karenb]: OWNER CAME IN, SHE IS SELLING AND KNOWS THE NEW  
OWNER. SHE IS MOVING OUT ON THE 21ST AND THE NEW OWNER IS MOVING IN ON THE 24TH  
HOWEVER CLOSING WILL NOT BE FOR A WHILE AFTER THAT. SCHEDULED FINAL BILL FOR THE  
21ST.

[2017-07-21 10:11:48 karenb]: FINAL BILL PROCESSED.

[2021-05-10 13:45:43 kimberly.nickerson]: TURNED OFF FOR NON-PAYMENT 5/6,  
TURNED ON 5/7

[2022-01-28 14:45:04 michele.grant]: SENT CK. FOR \$93.30 TO REVENUE TODAY

[2023-02-17 11:27:53 michele.grant]: \$30 SERVICE CHARGE FOR NONPAYMENT, DOOR  
TAGGED 2/8/23.

[2023-10-04 14:44:19 michele.grant]: EMAILED APPEAL FORM TO OWNER.

[2023-10-11 10:11:38 darcy.landry]REC'D UAB APPEAL PAPERWORK 10/10/23

UB Consumption History Report

Account Number	Customer #	Name	Parcel	Location	Status					
Service	Mfr	Meter Number	By	Usage	Repl					
			Bill #	Usage	Charge Amt					
			Curr Read	Usage	Charge Amt					
				Usage	Billed Amt					
032880	59902	SNYDER SUZANNE LIVING TRUST	012301070000	14 KENDALL	Active					
100	-	1 RES WATER	INVE52512222	A 08/17/2023	14165459	1,659	23 <del>X</del>	0	147.43	335.34
100	-	1 RES WATER	INVE52512222	A 05/11/2023	14157269	1,636	9 <sup>~</sup>	0	57.69	131.22
100	-	1 RES WATER	INVE52512222	A 02/16/2023	14149218	1,627	12	0	76.92	204.96
100	-	1 RES WATER	INVE52512222	A 11/04/2022	14141178	1,615	12	0	76.92	174.96

\*\* END OF REPORT - Generated by Darcy Landry \*\*

148 - 12 = 12



UB Consumption History Report

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curt	Read	Location	Usage	Rep	Usage	Charge	Amt	Billed	Amt	Status
032880	47536	SNYDER SUZANNE E				012301070000				14	KENDALL							Active
100	1 RES WATER	INVE52512222	A	08/04/2022			14133092		1,603	12			0	69.96	159.12			159.12
100	1 RES WATER	INVE52512222	A	05/06/2022			14124992		1,591	9			0	52.47	119.34			119.34
100	1 RES WATER	INVE52512222	A	02/08/2022			14117031		1,582	9			0	52.47	119.34			119.34
100	1 RES WATER	INVE52512222	A	11/04/2021			14109078		1,573	7			0	40.81	92.82			92.82
100	1 RES WATER	INVE52512222	A	08/10/2021			14103796		1,566	14			0	81.62	185.64			185.64
100	1 RES WATER	INVE52512222	A	05/07/2021			14095714		1,552	9			0	52.47	179.34			179.34
100	1 RES WATER	INVE52512222	A	02/03/2021			14087768		1,543	9			0	50.96	114.16			114.16
100	1 RES WATER	INVE52512222	A	11/10/2020			14079863		1,534	13			0	72.15	159.90			159.90
100	1 RES WATER	INVE52512222	A	08/17/2020			14069269		1,521	33			0	183.15	405.90			405.90
100	1 RES WATER	INVE52512222	A	05/15/2020			14061303		1,488	13			0	72.15	159.90			159.90
100	1 RES WATER	INVE52512222	A	02/12/2020			14053533		1,475	12			0	66.60	147.60			147.60
100	1 RES WATER	INVE52512222	A	11/06/2019			14045656		1,463	9			0	49.95	110.70			110.70
100	1 RES WATER	INVE52512222	A	08/15/2019			14037842		1,454	22			0	122.10	270.60			270.60
100	1 RES WATER	INVE52512222	A	05/14/2019			14029978		1,432	9			0	49.95	110.70			110.70
100	1 RES WATER	INVE52512222	A	02/08/2019			14022230		1,423	9			0	49.95	110.70			110.70
100	1 RES WATER	INVE52512222	A	11/14/2018			14014464		1,414	12			0	66.60	147.60			147.60
100	1 RES WATER	INVE52512222	A	08/15/2018			14006663		1,402	14			0	77.70	172.20			172.20
100	1 RES WATER	INVE52512222	A	05/11/2018			13998789		1,388	10			0	55.50	123.00			123.00
100	1 RES WATER	INVE52512222	A	02/07/2018			13991127		1,378	17			0	89.93	201.07			201.07
100	1 RES WATER	INVE52512222	A	11/08/2017			13983484		1,361	12			0	63.48	141.72			141.72

\*\* END OF REPORT - Generated by Darcy Landry \*\*



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

Date: November 1, 2023

To: Utility Advisory Board

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

Re: Water/Sewer Billing Appeal Application

Dated: 10/13/23

Customer Name: Grace Youngren

Account #170760

Service Address: 117 Old Dover Rd.

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

**Recommendations:**

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

The above recommendation is based upon the following findings:

1. The owner does **not** dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on July disputed invoice: 32
  - b. Average Usage is: 15
  - c. Estimated use over average: 17

Value of 17 units of sewer at the current rate of \$8.17 = \$138.89

*Laura J. McDormand*

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

11/02/2023

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: October 23, 2023

SUBJECT: City of Rochester

**PROPERTY: 117 Old Dover Rd.**

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

This appeal is for a broken irrigation pipe.

OCT 13 2023

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:  
Received: 10/13/23

3  
5

- 1. Date of Appeal: 10/9/2023
- 2. Property Owner's Name: Younger Email Account #: 170760
- 3. Billing Address: Younger James A Rev. Trust  
117 Old Dover Rd.  
Rochester, NH 03867
- 4. Service Location: same Zip Code 03867
- 5. Owners Representative: Steve Beaudoin
- 6. Owners Representative's Signature: [Signature]
- 7. Phone #: \_\_\_\_\_ Cell: 603-312-5111
- 8. Email Address: 1steve.beaudoin@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 4/20/2023 to 7/21/2023

10. Abatement is being requested for:

- a. How many units of water 27 x 6.41 = \$ 173.07
- b. How many units of sewer 27 x 8.17 = \$ 220.59
- c. Water & Sewer Department Fees of: \$ 2.46 interest
- Total \$ 396.12

11. Explanation of Appeal Request:

During installation of the new sewer lines  
servicing Colonial Pines, part of the irrigation  
system was compromised by SUR Construction  
Since the broken line was buried, the  
leak was not apparent. It wasn't until  
the next water meter reading was made  
that a problem was discovered. The broken  
pipe has now been repaired

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? no

If yes, has the leak been repaired? yes

Who made the repair? ET's Lawn Care

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

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

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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 the 27<sup>th</sup> of each 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.**

**Mailing Address**  
**Department of Public Works**  
**209 Chestnut Hill Road**  
**Rochester, NH 03867**  
[waterbilling@rochesternh.gov](mailto:waterbilling@rochesternh.gov)

## Accounts

Account: 170760

[2023-02-10 15:15:13 darcy.landry]: FINAL BILL PROCESSED. PART OF COLONIAL PINES PROJECT

[2023-02-14 08:54:52 darcy.landry]: SEWER ADDED 2/10/23 - PART OF COLONIAL PINES PROJECT. ADDED SEWER SERVICES ONTO ACCOUNT TODAY

[2023-02-22 15:53:49 michele.grant]: WANTS TO PAY SEWER CONNECTION FEES IN FULL, MAILING INVOICE TO H/O TODAY FOR \$4080.

[2023-08-02 15:15:40 darcy.landry]: SPOKE WITH GRACE ON HIGH WATER BILL. EXPLAINED HOW SHE COULD CHECK HER TOILETS FOR A LEAK. SHE MENTIONED THEY HAD OUTSIDE IRRIGATION. I TOLD HER I WOULD SEND HER THE APPEAL PAPERWORK.

[2023-09-25 15:11:18 darcy.landry]: SPOKE WITH GRACE ON THE SHUT OFF NOTICE. SHE DOES NOT HAVE ANY LEAKS AND IT IS FROM THE DIGGING WE DID PUTTING IN SEWER. SHE HAS JUST REPAVED HER DRIVEWAY AND DOES NOT WANT TO DIG IT UP, TRIED TO EXPLAIN TO HER THE LEAK IS IN THE HOUSE OR IRRIGATION. SHE SAID SHE DID NOT GET THE APPEAL THAT WAS MAILED TO HER. I WAS UNABLE TO GET HER TO UNDERSTAND THAT THE WATER WENT THROUGH THE METER SO IT HAD NOTHING TO DO WITH THE INSTALLATION OF SEWER. I MADE AN APPOINTMENT FOR THE TECH TO CHECK THE METER AND GET A NEW READ. I SENT ANOTHER APPEAL FORM

[2023-09-26 13:33:10 darcy.landry]: SPOKE WITH GRACE ABOUT HER HIGH BILL, SHE WILL PAY A PARTIAL PAYMENT AND LOOK FOR A LEAK. SHE WAS MUCH CALMER TODAY AND UNDERSTANDS THAT THE METER MEASURES WATER THAT COMES INTO HER HOUSE.

[2023-09-28 14:43:16 darcy.landry]: TECH WENT OUT AND CHECKED METER AND FOUND NO LEAKS BUT IRRIGATION HAD BEEN TURNED OFF 8/13/23. ACCORDING TO GRACE THE STATE REMOVED 2 SPRINKLER HEADS THAT WERE ON STATE PROPERTY AND LEFT TWO PIPES UP IN THE LAWN, SHE PULLED THEM. WE THINK THE STATE DID NOT CAP THEM AND THEY ARE HER LEAK. WILL REREAD AGAIN IN 2 WEEKS TO SEE IF BACK TO NORMAL.

[2023-10-12 16:49:35 darcy.landry]: SPOKE WITH GRACE TO LET HER KNOW THAT THE REREAD (0724) LOOKS LIKE SHE IS BACK TO NORMAL USAGE. THE LEAK IS IN THE IRRIGATION, SHE IS FILING AN APPEAL.

[2023-10-16 08:19:13 darcy.landry]: REC'D UAB APPEAL 10/13/23





# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

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

YOUNGREN GRACE L REV TRUST

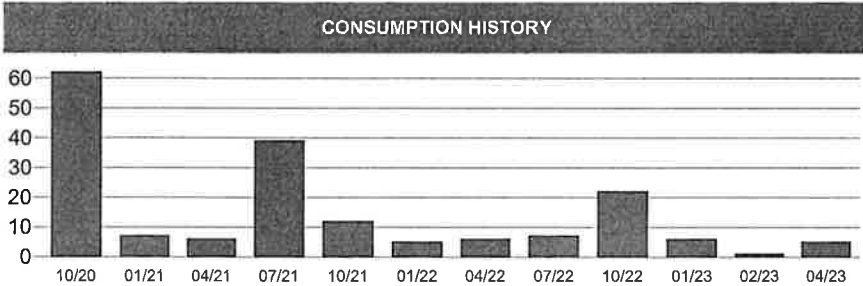
117 OLD DOVER

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14162858	07/25/2023	170760	08/28/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	04/20/2023	07/21/2023	681	713	32	\$205.12
RES SEWER		04/20/2023	07/21/2023				\$261.44

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	\$466.56
A = Actual	Previous Balance	\$76.48
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$142.22
	<b>Total Amount Due</b>	<b>\$398.46</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
HTTPS://WWW.ROCHESTERNH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022  
CCR\_ROCHESTER\_2001010\_FINAL-MERGED.PDF

✂ 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: \_\_\_\_\_

YOUNGREN GRACE L REV TRUST  
YOUNGREN JAMES A REV TRUST %  
117 OLD DOVER RD  
ROCHESTER, NH 03867-4546



# WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	170760
Bill Number:	14162858
Pay By:	08/28/2023
<b>Total Due:</b>	<b>398.46</b>

Service Location  
117 OLD DOVER

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

UB Consumption History Report

Account Number	Customer #	Name	Parcel	Location	Status					
Service	Mfr	Meter Number	By	Usage	Rep	Usage	Charge Amt	Billed Amt		
170760	53953	YOUNGREN GRACE L REV TRUST	014000860000	117 OLD DOVER	Active					
100	-	1 RES WATER	SENS76167240	A 07/21/2023	14162858	713	32 <sup>X</sup>	0	205.12	466.56
100	-	1 RES WATER	SENS76167240	A 04/20/2023	14154661	681	5 <sup>-</sup>	0	32.05	72.90
100	-	1 RES WATER	SENS76167240	F 02/10/2023	14148336	676	1	0	6.41	6.41
100	-	1 RES WATER	SENS76167240	A 01/17/2023	14146615	675	6	0	38.46	38.46
100	-	1 RES WATER	SENS76167240	A 10/14/2022	14138545	669	22	0	137.93	137.93
100	-	1 RES WATER	SENS76167240	A 07/07/2022	14130511	647	7	0	40.81	40.81
100	-	1 RES WATER	SENS76167240	A 04/12/2022	14122406	640	6	0	34.98	34.98
100	-	1 RES WATER	SENS76167240	A 01/20/2022	14114468	634	5	0	29.15	29.15
100	-	1 RES WATER	SENS76167240	A 10/20/2021	102378	629	12	0	69.96	69.96
100	-	1 RES WATER	SENS76167240	A 07/16/2021	14101224	617	39	0	227.37	227.37

\*\* END OF REPORT - Generated by Darcy Landry \*\*

178 - 12 = 15

# CITY OF ROCHESTER



## UB Consumption History Report

Account Number	Customer # Name	Cd	Read Date	Time	By	Parce	Bill #	Curr	Read	Usage	Rep	Usage	Charge	Amnt	Billed	Amnt	Status
Service	Mfr Meter Number																
170760	33140	YOUNGREN GRACE L REV TRUST &	014000860000							117	OLD DOVER						Active
100	SENS76167240	A	04/06/2021				14093140		578	6		0	34.98	34.98		34.98	34.98
100	SENS76167240	A	01/20/2021				14085211		572	7		0	39.29	39.29		39.29	39.29
100	SENS76167240	A	10/22/2020				14077298		565	62		0	344.10	344.10		344.10	344.10
100	SENS76167240	A	07/15/2020				14066729		503	37		0	205.35	205.35		205.35	205.35
100	SENS76167240	A	04/14/2020				14058769		466	8		0	44.40	44.40		44.40	44.40
100	SENS76167240	A	01/21/2020				14051018		458	8		0	44.40	44.40		44.40	44.40
100	SENS76167240	A	10/09/2019				14043141		450	17		0	94.35	94.35		94.35	94.35
100	SENS76167240	A	07/15/2019				14035315		433	25		0	138.75	138.75		138.75	138.75
100	SENS76167240	A	04/09/2019				14027474		408	9		0	49.95	49.95		49.95	49.95
100	SENS76167240	A	01/16/2019				14019736		399	7		0	38.85	38.85		38.85	38.85
100	SENS76167240	A	10/16/2018				14011944		392	31		0	172.05	172.05		172.05	172.05
100	SENS76167240	A	07/11/2018				14004158		361	38		0	210.90	210.90		210.90	210.90
100	SENS76167240	A	04/09/2018				13996333		323	6		0	32.91	32.91		32.91	32.91
100	SENS76167240	A	01/09/2018				139881038		317	7		0	37.03	37.03		37.03	37.03
100	SENS76167240	A	10/16/2017				13981038		310	32		0	169.28	169.28		169.28	169.28
100	SENS76167240	A	07/12/2017				13973389		278	18		0	95.22	95.22		95.22	95.22
100	SENS76167240	A	04/11/2017				13965710		260	6		0	31.74	31.74		31.74	31.74
100	SENS76167240	A	01/20/2017				13958200		254	7		0	35.45	35.45		35.45	35.45
100	SENS76167240	A	10/17/2016				13950680		247	49		0	235.69	235.69		235.69	235.69
100	SENS76167240	A	07/05/2016				13943146		198	31		0	149.11	149.11		149.11	149.11
100	SENS76167240	A	04/07/2016				13935577		167	7		0	33.67	33.67		33.67	33.67
100	SENS76167240	A	01/07/2016				13928166		160	9		0	43.29	43.29		43.29	43.29
100	SENS76167240	A	10/05/2015				13920779		151	20		0	93.57	93.57		93.57	93.57
100	SENS76167240	A	07/13/2015				13913334		131	55		0	256.85	256.85		256.85	256.85
100	SENS76167240	A	04/09/2015				13905827		76	8		0	37.36	37.36		37.36	37.36
100	SENS76167240	A	01/08/2015				13898482		68	10		0	46.70	46.70		46.70	46.70
100	SENS76167240	A	10/01/2014				13891082		58	21		0	98.07	98.07		98.07	98.07
100	SENS76167240	A	07/02/2014				13883666		37	21		0	98.07	98.07		98.07	98.07
100	SENS76167240	A	04/08/2014				13876222		16	10		0	46.32	46.32		46.32	46.32
100	SENS76167240	A	01/15/2014				13868928		6	6		2	36.80	36.80		36.80	36.80
100	SENS76167240	I	11/07/2013				0		2,265	2		0	0.00	0.00		0.00	0.00
100	NEPT31356944	A	10/21/2013				13861585		2,263	57		0	262.20	262.20		262.20	262.20
100	NEPT31356944	A	07/08/2013				13854205		2,206	29		0	133.40	133.40		133.40	133.40
100	NEPT31356944	A	04/12/2013				13846777		2,177	9		0	41.40	41.40		41.40	41.40
100	NEPT31356944	A	01/15/2013				13839510		2,168	8		0	36.33	36.33		36.33	36.33
100	NEPT31356944	A	10/09/2012				13832193		2,160	42		0	188.58	188.58		188.58	188.58
100	NEPT31356944	A	07/09/2012				13824858		2,118	22		0	98.78	98.78		98.78	98.78
100	NEPT31356944	A	04/05/2012				13817472		2,096	7		0	31.43	31.43		31.43	31.43
100	NEPT31356944	A	01/09/2012				13810213		2,089	8		0	35.92	35.92		35.92	35.92
100	NEPT31356944	A	10/13/2011				13802896		2,081	45		0	199.64	199.64		199.64	199.64
100	NEPT31356944	A	07/05/2011				13795605		2,036	30		0	128.70	128.70		128.70	128.70
100	NEPT31356944	A	04/11/2011				13788280		2,006	9		0	38.61	38.61		38.61	38.61
100	NEPT31356944	A	01/06/2011				13781108		1,997	9		0	38.61	38.61		38.61	38.61
100	NEPT31356944	A	10/13/2010				13773859		1,988	50		0	214.50	214.50		214.50	214.50
100	NEPT31356944	A	07/13/2010				13766612		1,938	37		0	155.53	155.53		155.53	155.53
100	NEPT31356944	A	04/09/2010				13759326		1,901	8		0	33.52	33.52		33.52	33.52
100	NEPT31356944	A	01/14/2010				13752188		1,893	8		0	33.52	33.52		33.52	33.52
100	NEPT31356944	A	10/08/2009				13744963		1,885	32		0	134.08	134.08		134.08	134.08
100	NEPT31356944	A	07/14/2009				13737673		1,853	38		0	154.38	154.38		154.38	154.38
100	NEPT31356944	A	04/14/2009				13730430		1,815	8		0	32.32	32.32		32.32	32.32
100	NEPT31356944	A	01/14/2009				13723299		1,807	9		0	36.36	36.36		36.36	36.36



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

Date: November 1, 2023

To: Utility Advisory Board

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

Re: Water/Sewer Billing Appeal Application

Dated: 10/19/23

Customer Name: Christopher Lachance

Account #: 060600

Service Address: 5 Fieldstone Ln.

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

**Recommendations:**

I recommend we deny the appeal due to water and sewer policy per section 3, in the event the source or cause of the abnormally high consumption is relate to a leak due to customer negligence such as the failure to maintain internal (private) plumbing fixtures in good repair and/or protect plumbing from freezing, the customer shall be held responsible for the entire bill.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did** enter the sewer system
  - a. Total units on Dec. disputed invoice: 31
  - b. Average usage is: 12
  - c. Estimated use over average: 19

Laura J. McDormand

Laura J. McDormand  
Admin Services & Utility Supervisor

11/2/2023

Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: October 23, 2023

SUBJECT: City of Rochester

PROPERTY: **5 Fieldstone Ln.**

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

This appeal is for a running toilet.

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:  
Received: 10/19/23

542

6

1. Date of Appeal: 10/18/2023
2. Property Owner's Name: Christopher Lachance Account #: 060600
3. Billing Address: 5 Fieldstone In  
Rochester NH 03867
4. Service Location: Same Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: \_\_\_\_\_ Cell: 6032852451
8. Email Address: Clach02@gmail.com

**(Agendas and Decision Letters will be emailed).**

9. Billing Period that is being appealed is from May to August
10. Abatement is being requested for:

a. How many units of water 21 x 6.41 = \$ \$134.61  
b. How many units of sewer 21 x 8.17 = \$ \$171.57  
C. Water & Sewer Department Fees of: \$ \_\_\_\_\_  
Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

Please consider this request as there was a  
toilet that had an issue. It was believed that we  
were out of town and a family member was  
periodically checking in and on the dog and  
she used the toilet and was unaware to lift the  
handle. The internals of the toilet have been  
replaced thus preventing this issue from  
happening again

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?

No (circle one)

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

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

Who made the repair? Home owner

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:

We do not need any special assistance. We do believe we have done what is correct to fix the problem

***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 the 27<sup>th</sup> of each 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.***



How doers  
get more done.

280 NORTH MAIN ST. ROCHESTER NH 03867

NOW HIRING HOMEDEPOT.COM/CAREERS

3489 00052 38746 10/18/23 07:15 PM  
SALE SELF CHECKOUT

039961031815 2PCREPAIRKIT <A> 17.48N  
PERFORMAX 2PC TOILET REPAIR KIT  
039961031822 400CAR3P5 <A> 20.98N  
PERFORMAX WITH 3" ADJUSTABLE FLAPPER

SUBTOTAL 38.46  
SALES TAX 0.00  
TOTAL \$38.46

XXXXXXXXXXXX2681 DEBIT

USD\$ 38.46

AUTH CODE 001247

Chip Read

Verified By PIN

AID A0000000980840

US DEBIT

3489 10/18/23 07:15 PM

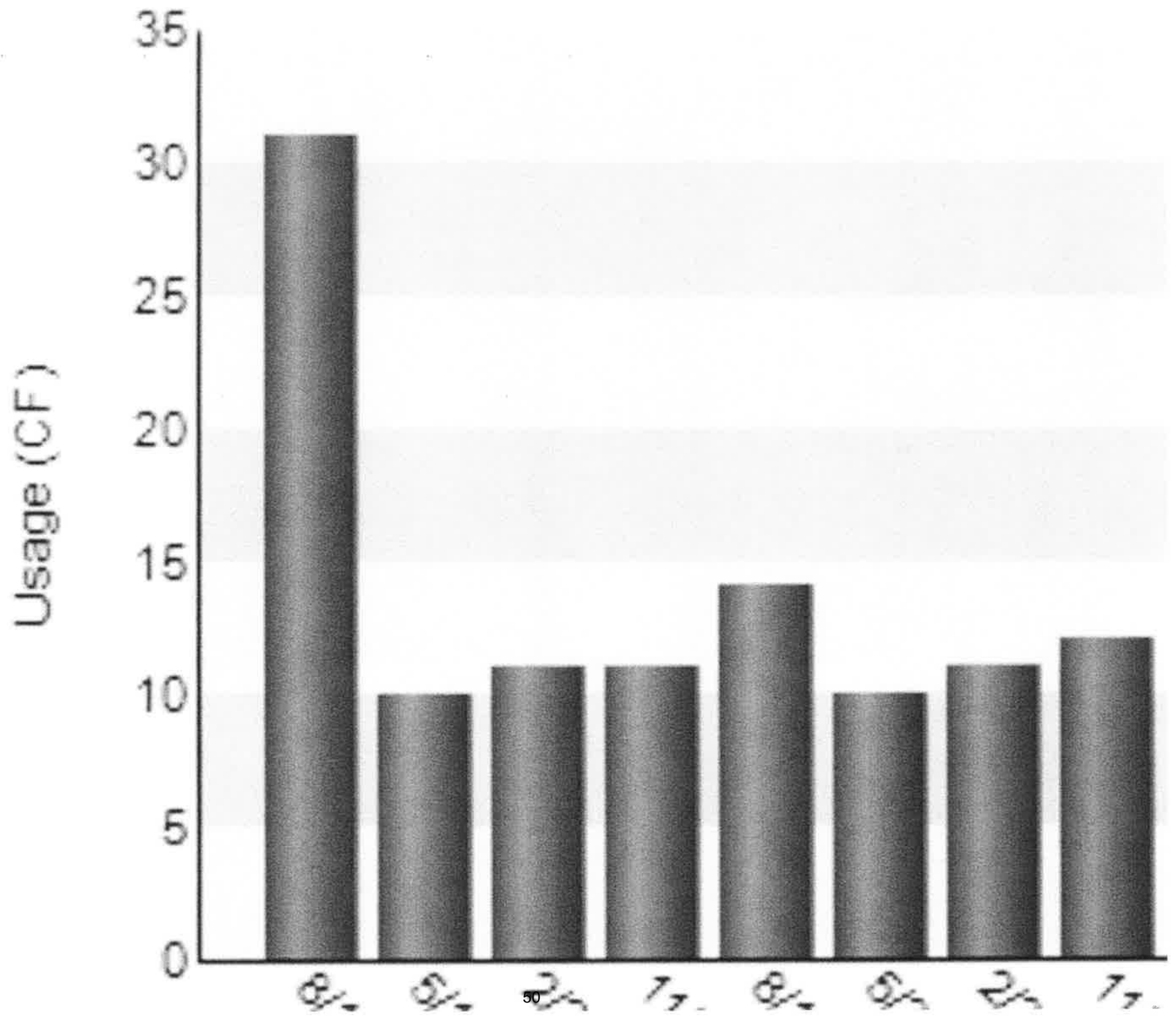




**STEP 4: INSTALL NEW FLAPPER**  
 1. Remove the old flapper from the flush valve.  
 2. Attach the new flapper to the flush valve.  
 3. Adjust the chain length so the flapper drops into the bowl and seals the hole.

**STEP 5: ADJUST HEIGHT OF ANTI-FILL VALVE**  
 A. Turn the fill valve to adjust the height of the water level in the tank.  
 B. Turn the float valve to adjust the height of the water level in the tank.

**ADJUST CHAIN**  
 1. Check the chain length.  
 2. Adjust the chain so the flapper drops into the bowl and seals the hole.  
 3. Turn the chain off of the hook.



## Accounts

Account: 060600

\*\*\*CURB STOP IN MIDDLE OF YARD ON EASTERN SIDE\*\*\*

12/03/07- SENT LETTER TO FIX-WONT READ T/P

[2011-02-18 09:24:48 ann]: 35 UNITS ON FEBRUARY 2011 BILL - LEAK LETTER SENT

[2015-02-20 10:40:16 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2015-11-05 16:06:38 sjuneau]: WATER TURNED OFF 11/5/15 FOR NON PAYMENT.

[2016-04-19 11:25:51 karenb]: NOTICE OF MORTGAGEE FORECLOSURE SALE 6/1/16

[2016-12-01 15:15:33 karenb]: BILL SOMERSET CALLED; SOMEONE CHECKED ON PROPERTY AND WATER WAS GUSHING INTO THE BASEMENT. TECHNICIAN WENT TO CHECK ON AND THE SUMP PUMP WAS OVERFLOWING. WATER IS STILL OFF AT THE STREET.

[2017-04-26 11:01:21 karenb]: WATER TURNED ON 4/24/17. READ 1050.

[2019-11-08 16:01:01 michele]: NO READ ON NOV. INV., METER KICKING OUT ?, ESTIMATED &amp; MAILED LETTER.

[2020-04-30 16:08:07 michele.grant]: METER READING ?, NEW METER (#86902111) INSTALLED 11/21/19. CAN'T GET END READ BECAUSE THE HEAD ON METER GOT SMASHED IN STORAGE ROOM AT CB.

[2020-05-20 11:49:23 michele.grant]: NO READ FOR MAY BILL, NOT ON NO READ LIST SO HAD TO ESTIMATE BILL. DOING SERVICE ORDER FOR 5/28 TO SEE IF MXU IS READING.

[2020-05-26 17:42:30 michele.grant]: ESTIMATED LETTER MAILED OUT

[2020-05-29 13:15:01 michele.grant]: HAD TECH CK. TO SEE IF COULD GET READ, AND MXU READ FINE SO NO NEED FOR APPT. CALLED OWNER &amp; LET HIM KNOW TO DISREGARD LETTER SENT. READ 0025 ON 5/28.

[2023-10-19 08:26:25 darcy.landry]: REC'D UAB APPEAL PAPERWORK



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy

Keep this portion for your records

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

LACHANCE CHRISTOPHER L

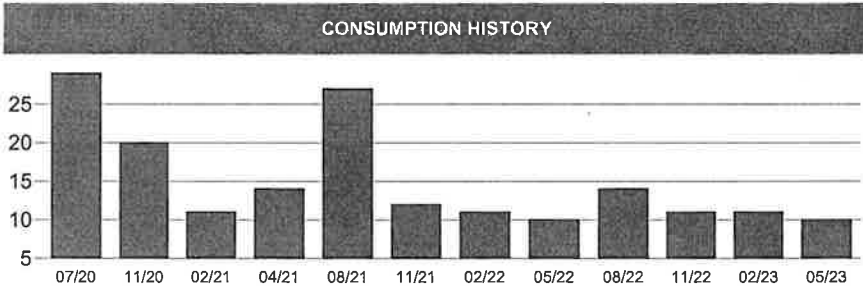
5 FIELDSTONE

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14166289	08/25/2023	060600	09/28/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	05/01/2023	08/01/2023	194	225	31	\$198.71
RES SEWER		05/01/2023	08/01/2023				\$253.27

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

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



READ CODE	Total Current Billing	\$451.98
A = Actual	Previous Balance	\$146.48
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$145.80
	<b>Total Amount Due</b>	<b>\$454.06</b>

PER 260-14: CUSTOMER IS RESPONSIBLE FOR PROVIDING ACCESS TO OUTSIDE READER. CUSTOMER SHALL REMOVE ANY HAZARDS/NUISANCES SUCH AS SNOW, ICE, VEGETATION & DOGS FROM AREA WHERE READER IS LOCATED.

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:



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

Name: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_

## WATER & SEWER BILL

Remittance Copy

Return this portion with your payment

Account Number:	060600
Bill Number:	14166289
Pay By:	09/28/2023
<b>Total Due:</b>	<b>454.06</b>

Service Location  
**5 FIELDSTONE**

LACHANCE CHRISTOPHER L  
LACHANCE TIFFANY E  
5 FIELDSTONE LN  
ROCHESTER, NH 03867-2054



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

UB Consumption History Report

Account Number	Customer #	Name	Parcel	Location	Status					
Service	Mfr	Meter Number	By	Usage	Rep					
			Bill #	Usage	Charge Amt					
			Curr Read	Usage	Billed Amt					
060600	54242	LACHANCE CHRISTOPHER L	011200180000	5 FIELDSTONE	Active					
100	-	1 RES WATER	SENS86902111	A 08/01/2023	14166289	225	31 <del>X</del>	0	198.71	451.98
100	-	1 RES WATER	SENS86902111	A 05/01/2023	14158095	194	10	0	64.10	145.80
100	-	1 RES WATER	SENS86902111	A 02/02/2023	14150046	184	11	0	70.51	160.38
100	-	1 RES WATER	SENS86902111	A 11/01/2022	14141990	173	11	0	70.51	160.38
100	-	1 RES WATER	SENS86902111	A 08/01/2022	14133912	162	14	0	81.62	185.64
100	-	1 RES WATER	SENS86902111	A 05/03/2022	14125806	148	10	0	58.30	132.60
100	-	1 RES WATER	SENS86902111	A 02/03/2022	14117850	138	11	0	64.13	145.86
100	-	1 RES WATER	SENS86902111	A 11/02/2021	14109878	127	12	0	69.96	159.12
100	-	1 RES WATER	SENS86902111	A 08/03/2021	14104603	115	27	0	157.41	358.02

\*\* END OF REPORT - Generated by Darcy Landry \*\*

*180 ÷ 12 = 15*

UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Repl Usage Charge Amt Billed Amt	
060600	47000 LACHANCE CHRISTOPHER L &	011200180000	5 FIELDSTONE	Active
100 - 1 RES WATER	SENS86902111	A 04/30/2021 14096512 88	14 0 81.62	185.64
100 - 1 RES WATER	SENS86902111	A 02/01/2021 14088557 74	11 0 62.13	139.01
100 - 1 RES WATER	SENS86902111	A 11/02/2020 14080655 63	20 0 111.00	246.00
100 - 1 RES WATER	SENS86902111	A 07/30/2020 14070052 43	29 0 160.95	356.70
100 - 1 RES WATER	SENS86902111	E 05/19/2020 14062086 14	14 0 77.70	172.20
100 - 1 RES WATER	SENS55120688	I 02/20/2020 0 13	0 0 .00	.00
100 - 1 RES WATER	SENS55120688	O 02/19/2020 14054315 13	13 0 72.15	159.90
100 - 1 RES WATER	SENS55120688	E 11/08/2019 14046442 1,191	16 0 88.80	196.80
100 - 1 RES WATER	SENS55120688	A 08/19/2019 14038629 1,175	17 0 94.35	209.10
100 - 1 RES WATER	SENS55120688	A 05/07/2019 14030757 1,158	9 0 49.95	110.70
100 - 1 RES WATER	SENS55120688	A 02/15/2019 14023012 1,149	15 0 83.25	184.50
100 - 1 RES WATER	SENS55120688	A 11/19/2018 14015238 1,134	24 0 133.20	295.20
100 - 1 RES WATER	SENS55120688	A 08/08/2018 14007437 1,110	12 0 66.60	147.60
100 - 1 RES WATER	SENS55120688	A 05/04/2018 13999559 1,098	8 0 44.40	98.40
100 - 1 RES WATER	SENS55120688	A 02/13/2018 13991894 1,090	10 0 53.27	118.80
100 - 1 RES WATER	SENS55120688	A 11/15/2017 13984241 1,080	15 0 79.35	177.15
100 - 1 RES WATER	SENS55120688	A 08/15/2017 13976569 1,065	14 0 74.06	195.34
100 - 1 RES WATER	SENS55120688	A 05/12/2017 13968846 1,051	1 0 20.09	51.28

\*\* END OF REPORT - Generated by Darcy Landry \*\*



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

Date: November 1, 2023

To: Utility Advisory Board

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

Re: Water/Sewer Billing Appeal Application

Dated: 10/19/23

Customer Name: Jennifer Gullison

Account #: 110027

Service Address: 65 Ida Circle

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

**Recommendations:**

I recommend we table this appeal for more consumption history, only two cycles for new owner.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on Sept. disputed invoice: 31

*Laura J. McDormand*

\_\_\_\_\_  
Laura McDormand  
Admin. Services & Utility Billing Supervisor

11/2/2023

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: October 23, 2023

SUBJECT: City of Rochester

PROPERTY: **65 Ida Circle**

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

This appeal is for a new lawn.



CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:  
Received: 10/19/23

1

- 1. Date of Appeal: 10/17/23
- 2. Property Owner's Name: Jennifer Gullison Account #: 110027
- 3. Billing Address: 65 Ida Circle  
Rochester NH 03868
- 4. Service Location: same as above Zip Code 03868
- 5. Owners Representative: self
- 6. Owners Representative's Signature: [Signature]
- 7. Phone #: 603-973-6325 Cell: 603 973-6325
- 8. Email Address: gullison1441@gmail.com

(Agendas and Decision Letters will be emailed).

- 9. Billing Period that is being appealed is from 6/07/23 to 09/05/23

10. Abatement is being requested for:

- a. How many units of water \_\_\_\_\_ x 6.41 = \$ \_\_\_\_\_
- b. How many units of sewer \_\_\_\_\_ x 8.17 = \$ \_\_\_\_\_
- C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

6/17/23 | seeded for a new lawn on 6/17/23 and began watering twice daily thru 8/13/23  
9/24/23 - seeded + watered lawn once daily thru  
10/1/23 - Filled up 330 gallon hot tub 10/13/23

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 for which you will seek 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 the DPW 209 Chestnut Hill Road.***
- 3. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.***
- 4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.***
- 5. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.***



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

COPY

## WATER & SEWER BILL

Customer Copy

Keep this portion for your records

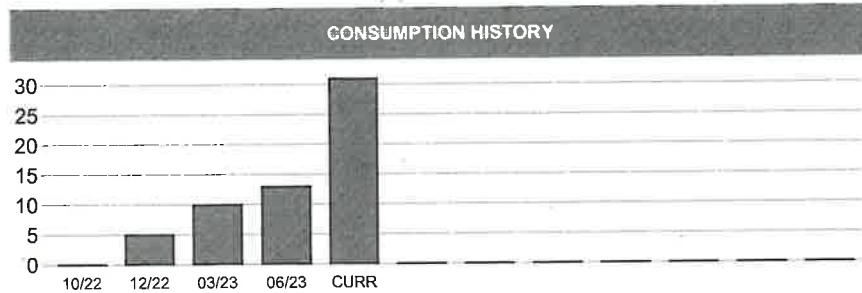
CUSTOMER NAME	SERVICE LOCATION
GULLISON JENNIFER	65 IDA

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14168515	09/26/2023	110027	10/31/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	06/01/2023	09/05/2023	28	59	31	\$198.71
RES SEWER		06/01/2023	09/05/2023				\$253.27

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

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



READ CODE	Description	Amount
	Total Current Billing	\$451.98
A = Actual	Previous Balance	\$189.54
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$189.54
	<b>Total Amount Due</b>	<b>\$451.98</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35, SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE, 2.99% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Name: \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_

## WATER & SEWER BILL

Remittance Copy

Return this portion with your payment

Account Number:	110027
Bill Number:	14168515
Pay By:	10/31/2023
<b>Total Due:</b>	<b>451.98</b>

Service Location  
65 IDA

GULLISON JENNIFER  
65 IDA CIR  
ROCHESTER, NH 03867

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



## Accounts

Account: 110027

[2022-07-28 10:02:24 michele.grant]: NEW CONSTRUCTION (WATER & SEWER), APPT.  
TO INSTALL METER 7/29/22.

[2022-10-18 10:10:06 darcy.landry]: FINAL BILL PROCESSED.

[2023-10-19 14:54:06 darcy.landry]: REC'D UAB APPEAL PAPERWORK



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

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

GULLISON JENNIFER

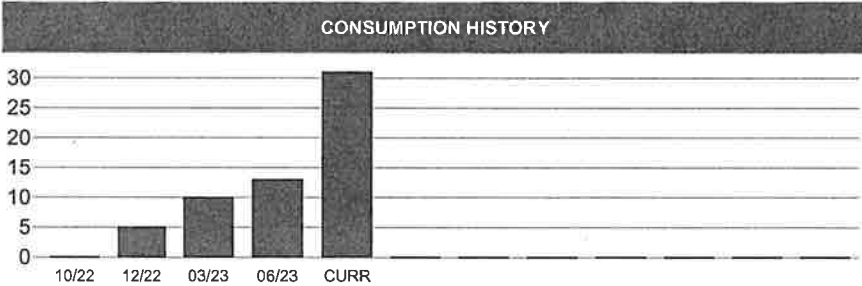
65 IDA

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14168515	09/26/2023	110027	10/31/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	06/01/2023	09/05/2023	28	59	31	\$198.71
RES SEWER		06/01/2023	09/05/2023				\$253.27

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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.



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\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*\*  
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MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE, 2.99% SURCHARGE

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**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:	110027
Bill Number:	14168515
Pay By:	10/31/2023
<b>Total Due:</b>	<b>451.98</b>

Service Location  
65 IDA

GULLISON JENNIFER  
65 IDA CIR  
ROCHESTER, NH 03867

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



UB Consumption History Report

Account Number	Customer #	Name	Parcel	Location	Status				
Service	Mfr	Meter Number	By	Usage	Rep				
			Bill #	Usage	Charge Amt				
			Curr Read	Usage	Billed Amt				
110027	60459	GULLISON JENNIFER	022403100012	65 IDA	Active				
100 - 1	RES WATER	SENS89728545	A 09/05/2023	14168515	59	31	0	198.71	451.98
100 - 1	RES WATER	SENS89728545	A 06/01/2023	14160455	28	13	0	83.33	189.54
100 - 1	RES WATER	SENS89728545	A 03/01/2023	14152216	15	10	0	64.10	145.80

\*\* END OF REPORT - Generated by Darcy Landry \*\*

*2 cycles*



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

Date: November 1, 2023

To: Utility Advisory Board

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

Re: Water/Sewer Billing Appeal Application

Dated: 10/20/23

Customer Name: Janice Cotter

Account #111244

Service Address: 39 Kinsale Dr.

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

**Recommendations:**

I recommend a water and sewer abatement on the September invoice per Water and Sewer Adjustment Policy, a once in ten-year water abatement.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on June disputed invoice: 95
  - b. Average Usage is: 19
  - c. Estimated use over average: 76
  - d. **½ of over average use: 38**

Value of 38 units of water at the current rate of \$6.41 = \$243.58

Value of 76 units of sewer at the current rate of \$8.17 = \$620.92

*Laura J. McDormand*

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

11/02/2023

\_\_\_\_\_  
Date



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

Date: November 1, 2023

To: Utility Advisory Board

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

Re: Water/Sewer Billing Appeal Application

Dated: 10/20/23

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Account #111244

Service Address: 39 Kinsale Dr.

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*Laura J. McDormand*

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

11/2/2023

Date



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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: October 23, 2023

SUBJECT: City of Rochester

PROPERTY: **39 Kinsale Dr.**

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

This appeal is for a leaking water heater.

5th

RECEIVED

OCT 20 2023

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:  
Received: 10/20/23

8

1. Date of Appeal: 10/13/23

2. Property Owner's Name: Janice Cotter Account #: 111244

3. Billing Address: 39 Kinsale Dr  
Rochester, NH 03868

4. Service Location: 39 Kinsale Dr Zip Code 03868

5. Owners Representative: \_\_\_\_\_

6. Owners Representative's Signature: \_\_\_\_\_

7. Phone #: 603-866-2249 Cell: \_\_\_\_\_

8. Email Address: jmcotters50@hotmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 6/28/23 to 10/13/23

10. Abatement is being requested for:

a. How many units of water 78 x 6.41 = \$ 499.98

b. How many units of sewer 78 x 8.17 = \$ 637.26

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

Total \$ 1137.24

11. Explanation of Appeal Request:

We noticed our first quarter water bill was a little higher than usual. Then we received our second quarter bill and it was \$1300.00. We called a plumber and he found the leak. Our water heater was all rusted and leaking. We had large amounts of black mold growing in the space where the water heater was kept.

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? no

If yes, has the leak been repaired? yes

Who made the repair? Mr Rooter

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:

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



Mr. Rooter Plumbing & Heating  
 Home Office Address:  
 7 Tallwood Drive Unit #3  
 Bow, New Hampshire 03304  
 (800) 340-7080  
 Billing Email: csr2@mrooternh.com

Invoice 92497219  
 Invoice Date 10/10/2023  
 Completed Date 10/10/2023  
 Technicians Adam Godbout  
 Charlie Haase

Customer PO  
 Payment Term Due Upon Receipt  
 Due Date 10/10/2023

Billing Address  
 Mike Griffin  
 39 Kinsale Drive  
 Rochester, NH 03868 USA

Job Address  
 Mike Griffin  
 39 Kinsale Drive  
 Rochester, NH 03868 USA

**Description of Work**

On arrival customer informed technicians of high water bill. Found that water heater was leaking down below house from rusted inside. Old water heat was 2003 rheem. Installed new water heater with code updates. Customer chose to dispose of old tank themselves. Tested new water heater by pressurizing system and turning power on. Water heater was firing up and getting warm before leaving. No leaks at present time.  
 1 year parts and labor warranty on water heater, limited 6 year tank manufacturers warranty on shell, and 6 month warranty on mixing valve.

Alexandergriffing@gmail.com  
 Paid visa 6504

Task #	Description	Quantity	Standard Price	Your Price	Your Total
H6210 1	40 Gallon Electric Water Heater - 6 Year Tank Warranty	1.00	\$1,756.35	\$1,668.98	\$1,668.98
D2005	Repair 3/4" exposed copper water line, up to 2'	1.00	\$488.43	\$435.33	\$435.33
H6394	Install 1/2"-3/4" Mixing Valve	1.00	\$568.31	\$568.31	\$568.31
D2275	Install ST-5 thermal expansion tank	1.00	\$450.30	\$450.30	\$450.30
B20	Advantage Plan Membership - 5 Years	1.00	\$99.00	\$99.00	\$99.00

Paid On	Type	Memo	Amount
10/10/2023	Visa		\$3,221.92

Member Savings	\$140.47
Sub-Total	\$3,221.92
Tax	\$0.00
<b>Total Due</b>	<b>\$3,221.92</b>
Payment	\$3,221.92
<b>Balance Due</b>	<b>\$0.00</b>

Thank you for your business

**IMPORTANT NOTICE:** You and your service professional are responsible for meeting the Terms and Conditions of this contract. If you sign this contract and you fail to meet the terms and conditions of this contract, you may lose legal ownership rights to your home. I agree that initial price quoted prior to the start of work does not include any additional or unforeseen tasks, nor materials which may be found to be necessary to complete repairs or replacements. I also agree to hold Mr. Rooter Plumbing® or its assigns harmless for parts deemed corroded, unusable or unreliable for completion of stated work to be done. I hereby authorize Mr. Rooter Plumbing® to perform proposed work and agree to all agreement conditions as displayed and further acknowledge that this invoice is due upon receipt. Independently owned and operated franchise.  
 Amount to Authorize: \$3,221.92

*Jamie Cotter*

10/10/2023

Acceptance of work performed: I find the service and materials performed & installed have been completed in accordance with this agreement. I agree to pay reasonable attorney fees, collection fees and court costs in the event of legal action pursuant to collection of amount due. Total Due: \$3,221.92

## Accounts

Account: 111244

GALLON METER INSTALLED IN ERROR - REPLACED 6/24/04

[2010-07-06 16:02:52 kathy]: TURN OFF/ON FOR NON-PAYMENT

[2011-01-10 10:33:34 ann]: CHECK #2043 RETURNED FOR NSF - LETTER SENT - W/O  
CREATED TO SHUT OFF 1/24/11

[2016-06-17 14:06:12 sjuneau]: WATER TURNED OFF/ON FOR CHECK RETURNED NSF.

[2016-12-07 15:59:52 karenb]: SERVICE CALL FOR NON PAYMENT

[2021-06-11 11:38:29 kimberly.nickerson]: SERVICE CHARGE FOR NON PAYMENT 6/10

[2023-03-20 10:34:02 darcy.landry]: DOOR TAG FOR NON-PAYMENT 3/9/23

[2023-09-22 11:36:22 darcy.landry]: SENT LEAK LETTER - 95 UNITS

[2023-10-23 08:17:14 darcy.landry]: REC'D UAB APPEAL PAPERWORK 10/20/23

[2023-11-01 13:10:03 darcy.landry]: SPOKE WITH JANICE ABOUT THE POSSIBILITY OF  
A 1 IN 10 YEAR ABATEMENT AND SHE WOULD BE HAPPY WITH ANY ABATEMENT THE BOARD MAY  
GRANT.



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

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

GRIFFIN MICHAEL K

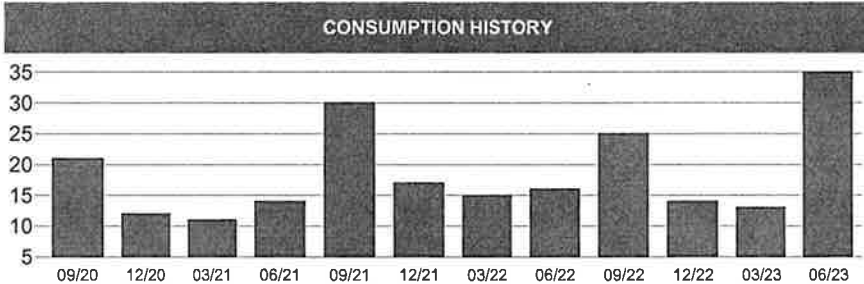
39 KINSALE

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14168736	09/26/2023	111244	10/31/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	06/05/2023	09/21/2023	1166	1261	95	\$608.95
RES SEWER		06/05/2023	09/21/2023				\$776.15

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	<b>\$1,385.10</b>
A = Actual	Previous Balance	<b>\$514.44</b>
E = Estimate	Adjustments	<b>\$0.00</b>
F = Final	Less Payments Received	<b>\$510.30</b>
	<b>Total Amount Due</b>	<b>\$1,385.10</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35, SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE, 2.99% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



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

Please Note Address Change Below:

Name: \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_

# WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	<b>111244</b>
Bill Number:	<b>14168736</b>
Pay By:	<b>10/31/2023</b>
<b>Total Due:</b>	<b>1,385.10</b>

Service Location

**39 KINSALE**

GRIFFIN MICHAEL K  
COTTER JANICE  
39 KINSALE DR  
ROCHESTER, NH 03868-8542



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

UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Repl Usage Charge Amt Billed Amt	
111244	54561 GRIFFIN MICHAEL K	010600120004	39 KINSALE	Active
100 - 1 RES WATER	INVE61193065	A 09/21/2023	14168736 1,261 95 <sup>X</sup>	0 608.95 1,385.10
100 - 1 RES WATER	INVE61193065	A 06/05/2023	14160676 1,166 35 <sup>-</sup>	0 224.35 510.30
100 - 1 RES WATER	INVE61193065	A 03/20/2023	14152438 1,131 13	0 83.33 219.54
100 - 1 RES WATER	INVE61193065	A 12/22/2022	14144399 1,118 14	0 89.74 204.12
100 - 1 RES WATER	INVE61193065	A 09/13/2022	14136319 1,104 25	0 152.26 346.32
100 - 1 RES WATER	INVE61193065	A 06/07/2022	14128261 1,079 16	0 93.28 212.16
100 - 1 RES WATER	INVE61193065	A 03/17/2022	14120227 1,063 15	0 87.45 198.90
100 - 1 RES WATER	INVE61193065	A 12/09/2021	14112257 1,048 17	0 99.11 225.42
100 - 1 RES WATER	INVE61193065	A 09/02/2021	14107026 1,031 30	0 174.90 397.80

\*\* END OF REPORT - Generated by Darcy Landry \*\*

*223 ÷ 12 = 19*

UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	Cd Read Date Time	Usage Repl Usage Charge Amt Billed Amt	Active
111244	34747 GRIFFIN MICHAEL K &	010600120004	39 KINSALE	Active
100 - 1 RES WATER	INVE61193065	A 06/05/2021	14098937 1,001	14 0 81.62 215.64
100 - 1 RES WATER	INVE61193065	A 03/10/2021	14090915 987	11 0 63.44 143.49
100 - 1 RES WATER	INVE61193065	A 12/11/2020	14083031 976	12 0 66.60 147.60
100 - 1 RES WATER	INVE61193065	A 09/09/2020	14072413 964	21 0 116.55 258.30
100 - 1 RES WATER	INVE61193065	A 06/03/2020	14064516 943	11 0 61.05 135.30
100 - 1 RES WATER	INVE61193065	A 03/06/2020	14056612 932	7 0 38.85 86.10
100 - 1 RES WATER	INVE61193065	A 12/16/2019	14048826 925	12 0 66.60 147.60
100 - 1 RES WATER	INVE61193065	A 09/11/2019	14040969 913	10 0 55.50 123.00
100 - 1 RES WATER	INVE61193065	A 06/12/2019	14033123 903	10 0 55.50 123.00
100 - 1 RES WATER	INVE61193065	A 03/06/2019	14025326 893	8 0 44.40 98.40
100 - 1 RES WATER	INVE61193065	A 12/11/2018	14017574 885	9 0 49.95 110.70
100 - 1 RES WATER	INVE61193065	A 09/10/2018	14009788 876	14 0 77.70 172.20
100 - 1 RES WATER	INVE61193065	A 06/05/2018	14001978 862	12 0 66.60 147.60
100 - 1 RES WATER	INVE61193065	A 03/02/2018	13994179 850	11 0 59.16 131.74
100 - 1 RES WATER	INVE61193065	A 12/05/2017	13986553 839	15 0 79.35 177.15
100 - 1 RES WATER	INVE61193065	A 09/13/2017	13978882 824	21 0 111.09 248.01
100 - 1 RES WATER	INVE61193065	A 06/12/2017	13971210 803	11 0 58.19 129.91
100 - 1 RES WATER	INVE61193065	A 03/10/2017	13963569 792	8 0 42.32 94.48
100 - 1 RES WATER	INVE61193065	A 12/16/2016	13956079 784	14 0 68.50 186.53
100 - 1 RES WATER	INVE61193065	A 09/15/2016	13948536 770	22 0 105.82 243.10
100 - 1 RES WATER	INVE61193065	A 06/06/2016	13941022 748	32 0 153.92 413.60
100 - 1 RES WATER	INVE61193065	A 03/02/2016	13933480 716	14 0 67.34 154.70
100 - 1 RES WATER	INVE61193065	A 12/08/2015	13926112 702	21 0 100.20 231.24
100 - 1 RES WATER	INVE61193065	A 09/04/2015	13918666 681	22 0 102.74 240.02
100 - 1 RES WATER	INVE61193065	A 06/02/2015	13911226 659	14 0 65.38 152.74
100 - 1 RES WATER	INVE61193065	A 03/02/2015	13903755 645	11 0 51.37 120.01
100 - 1 RES WATER	INVE61193065	A 12/11/2014	13896400 634	12 0 56.04 130.92
100 - 1 RES WATER	INVE61193065	A 09/05/2014	13888995 622	13 0 60.71 141.83
100 - 1 RES WATER	INVE61193065	A 06/04/2014	13881577 609	11 0 51.37 120.01
100 - 1 RES WATER	INVE61193065	A 03/07/2014	13874161 598	10 0 46.06 108.46
100 - 1 RES WATER	INVE61193065	A 12/11/2013	13866876 588	15 0 69.00 162.60
100 - 1 RES WATER	INVE61193065	A 09/05/2013	13859480 573	20 0 92.00 216.80
100 - 1 RES WATER	INVE61193065	A 06/03/2013	13852097 553	11 0 50.60 119.24
100 - 1 RES WATER	INVE61193065	A 03/07/2013	13844722 542	9 0 41.40 97.56
100 - 1 RES WATER	INVE61193065	A 12/13/2012	13837434 533	13 0 58.56 138.21
100 - 1 RES WATER	INVE61193065	A 09/04/2012	13830136 520	13 0 58.37 137.80
100 - 1 RES WATER	INVE61193065	A 06/01/2012	13822771 507	11 0 49.39 116.60
100 - 1 RES WATER	INVE61193065	A 03/05/2012	13815403 496	10 0 44.90 106.00
100 - 1 RES WATER	INVE61193065	A 12/05/2011	13808173 486	9 0 40.41 95.40
100 - 1 RES WATER	INVE61193065	A 09/12/2011	13800857 477	17 0 74.45 176.81
100 - 1 RES WATER	INVE61193065	A 06/09/2011	13793566 460	15 0 64.35 153.60
100 - 1 RES WATER	INVE61193065	A 03/08/2011	13786252 445	14 0 60.06 143.36
100 - 1 RES WATER	INVE61193065	A 12/03/2010	13779077 431	12 0 51.48 122.88
100 - 1 RES WATER	INVE61193065	A 09/07/2010	13771816 419	34 0 144.91 407.21
100 - 1 RES WATER	INVE61193065	A 06/04/2010	13764493 385	13 0 54.47 131.82
100 - 1 RES WATER	INVE61193065	A 03/08/2010	13757339 372	14 0 58.66 141.96
100 - 1 RES WATER	INVE61193065	A 12/03/2009	13750170 358	11 0 46.09 111.54
100 - 1 RES WATER	INVE61193065	A 09/11/2009	13742887 347	17 0 70.68 170.22
100 - 1 RES WATER	INVE61193065	A 06/11/2009	13735594 330	7 0 28.28 66.85

\*\* END OF REPORT - Generated by Darcy Landry \*\*





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

Date: November 1, 2023

To: Utility Advisory Board

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

Re: Water/Sewer Billing Appeal Application

Dated: 3/30/23 & 6/30/23

Customer Name: Carol Carbonneau

Account #181280

Service Address: 3 Abbott St.

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

**Recommendations:**

I recommend to deny this abatement based on the Policy for Water and Sewer Adjustments, section 3 regarding negligence.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did** enter the sewer system
 

a. Total units on Jan. disputed invoice:	24	March invoice:	13
b. Average Usage is:	11		11
c. Estimated use over average:	13		2

*Laura J. McDormand*  
\_\_\_\_\_  
Laura J. McDormand  
Admin Services & Utility Supervisor

11/2/2023  
\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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**TO:** Laura McDormand

**FROM:** Darcy Landry

**DATE:** November 1, 2023

**SUBJECT:** City of Rochester

**PROPERTY:** 3 Abbott St.

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

This appeal is water and sewer, owner had a frozen pipe that caused dishwasher to back up and a running toilet.

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:  
Received: 6/30/23

4

9

1. Date of Appeal: 6/30/23
2. Property Owner's Name: Carol Carbonneau Account #: 181280
3. Billing Address: 3 Abbott Street  
Rochester NH
4. Service Location: 3 Abbott Street Zip Code 03868
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: \_\_\_\_\_ Cell: (603) 702-8162
8. Email Address: carolcarbonneau@aol.com

**(Agendas and Decision Letters will be emailed).**

9. Billing Period that is being appealed is from 10/26/22 to 3/28/23
10. Abatement is being requested for:
  - a. How many units of water \_\_\_\_\_ x 6.41 = \$ \_\_\_\_\_
  - b. How many units of sewer \_\_\_\_\_ x 8.17 = \$ \_\_\_\_\_
  - C. Water & Sewer Department Fees of: \$ \_\_\_\_\_Total \$ 227.00

11. Explanation of Appeal Request:

I filed previous abatement but more history was needed. My toilet kept running. The chair was replaced two times and flapper replaced end of March. I think my average urine should be approximately \$122.00

Also kitchen pipe froze and dishwasher backed up and flooded kitchen

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? I dont know

If yes, has the leak been repaired? yes

Who made the repair? X husband and Jeff Drainz

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

14. If your appeal is denied, will this cause you financial hardship for which you will seek 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 the DPW 209 Chestnut Hill Road.**
3. **Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.**
4. **Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
5. **Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.**



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

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

CARBONNEAU CAROL DALE

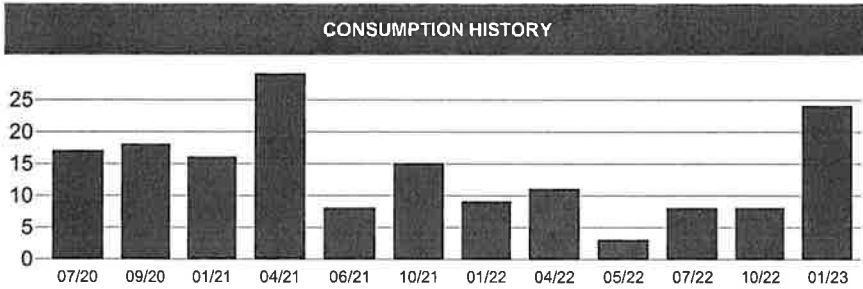
3 ABBOTT

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14155040	04/26/2023	181280	05/29/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	01/04/2023	03/28/2023	1459	1472	13	\$83.33
RES SEWER		01/04/2023	03/28/2023				\$106.21

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	\$189.54
A = Actual	Previous Balance	\$361.80
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$368.12
<b>Total Amount Due</b>		<b>\$176.11</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PYMTS IN TAX OFFICE 2.79% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:



## City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Name: \_\_\_\_\_  
 Street: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_

# WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	181280
Bill Number:	14155040
Pay By:	05/29/2023
<b>Total Due:</b>	<b>176.11</b>

Service Location  
3 ABBOTT

CARBONNEAU CAROL DALE  
3 ABBOTT ST  
ROCHESTER, NH 03868

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



**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:  
 Received: 3/30/23

W+S



1. Date of Appeal: 3/29/23
2. Property Owner's Name: Carol Carbonneau Account #: 181280
3. Billing Address: 3 Abbott Street

4. Service Location: 3 Abbott Street Zip Code 03868

5. Owners Representative: \_\_\_\_\_

6. Owners Representative's Signature: \_\_\_\_\_

7. Phone #: \_\_\_\_\_ Cell: (603) 702-8162

8. Email Address: carolcarbonneau@aol.com

**(Agendas and Decision Letters will be emailed).**

9. Billing Period that is being appealed is from 10/26/22 to 1/4/23 ? Last Period

10. Abatement is being requested for: last Invoice 349.92

a. How many units of water \_\_\_\_\_ x 6.41 = \$ \_\_\_\_\_ Average 122.16

b. How many units of sewer \_\_\_\_\_ x 8.17 = \$ \_\_\_\_\_

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

Total \$ \_\_\_\_\_ Abatement requested \$227.76

See USAEP Page

11. Explanation of Appeal Request:

My downstairs toilet (I believe had issues. The  
chain was replaced two times and flapper  
replaced end of March. I saw toilet start to  
run then stop on several occasions.  
Also, kitchen pipe froze and dishwasher  
back up and flooded kitchen.  
My average invoice is \$122.16 I'm requesting  
an abatement of \$227.76

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

Yes No (circle one) ?

If yes, why?

Not sure

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? I don't know

If yes, has the leak been repaired? Toilet running on it's own

Who made the repair? X husband + Jeff Drainz

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. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.
2. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at the DPW 209 Chestnut Hill Road.
3. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.
4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.
5. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.



How doers  
get more done.

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

3489 00062 93724 03/17/23 06:29 PM  
SALE SELF CHECKOUT

039961005021 FLUSH FLAPPR <A> 6.58N  
ADJUST-A-FLUSH TOILET FLAPPER

SUBTOTAL 6.58  
SALES TAX 0.00  
TOTAL \$6.58

XXXXXXXXXXXX2747 HOME DEPOT USD\$ 6.58  
TA

AUTH CODE 017474/6622389  
Chip Read THD PLCC CON  
AID A0000000049999D8400303

3489 03/17/23 06:29 PM



3489 62 93724 03/17/2023 1127

RETURN POLICY DEFINITIONS  
POLICY ID DAYS POLICY EXPIRES ON  
A 11 365 03/16/2024

\*\*\*\*\*  
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](http://www.homedepot.com/survey)

User ID: H8B 191226 187799  
PASSWORD: 23167 187737

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.





JeffDrainz.com  
 JeffsDrainz@gmail.com  
 978-857-3862

Camera Inspection  
 Electric Power Snaking  
 Hi-Pressure Water Jetting  
 and much more for all drainage needs

OWNER'S NAME: Carol Carbonneau	HOME:
ADDRESS: 3 ABBOTTS+	DATE: 2/4/23
CITY, STATE, ZIP: Rochester NH	

DESCRIPTION OF WORK
kitchen sink snaked from clamp under sink. Grease, Food, and corrosion cleared from pipe

SUGGESTIONS
Check # 250

TRUCK #	INVOICE #	PO #
2	2092043	

Jeff's Drainz intentions are to unclog drains to allow to flow by electric snaking/jetting of lines. Camera inspection of lines after snaking helps to assure pipe is clear from debris or objects, fatigue, scale, cans, toys, etc. which can cause damage with future back ups that Jeff's Drains is not responsible for.

Void  No Guarantee on Camera or Pipe Locator Services

I hereby authorize the work described above and agree to the terms and conditions as stated on this form. I recognize that aged and deteriorated plumbing fixtures and piping and appurtenances may no longer be serviceable, and I agree to hold Jeff's Drains blameless for any damage or destruction to these items as a result of these conventional repair efforts. I agree to pay for all work, goods, and services received. I hereby agree to pay interest at 1 1/2 percent per month (18% per annum) on charges that go beyond 30 days past due on all balances.

Signature \_\_\_\_\_  Pre-priced  Resigned

**PLEASE PAY FROM THIS INVOICE • NO STATEMENT RENDERED**

I hereby acknowledge the satisfactory completion of the above described work and am in receipt of my copy.

Signature \_\_\_\_\_

Date \_\_\_\_\_

TOTAL JOB	
AMOUNT DUE	\$230



# Utility Billing Consumption History

[Return to Account Summary](#)

## RESIDENTIAL WATER

Read Date	Days	Usage (CF)
1/4/2023	71	24
10/25/2022	110	8
7/7/2022	45	8
5/23/2022	49	3
4/4/2022	87	11
1/7/2022	86	9
10/13/2021	106	15
6/29/2021	89	8
4/1/2021	80	29
1/11/2021	103	16
9/30/2020	91	18
7/1/2020	92	17
3/31/2020	85	9
1/6/2020	90	12
10/8/2019	99	12
7/1/2019	91	22
4/1/2019	91	24
12/31/2018	91	30
10/1/2018	90	24
7/3/2018	92	19

Increase

CARBON DILEAU

PREVIOUS  
OWNER



# Utility Billing Account Summary

[Manage Bills](#)

## Billing Account

**Service Address** 3 ABBOTT

**Account Number** 181280

## Your Current Balance

**Amount Due Now** \$221.69 [Pay Now](#)

**Payment Due Date** 3/6/2023

## About Your Payments

Bill	Last Posted	Sum of Payments	View Details
14146987	3/29/2023	\$130.00	<a href="#">details</a>
14138919	11/16/2022	\$114.34	<a href="#">details</a>
14130886	8/13/2022	\$106.07	<a href="#">details</a>
14122783	5/31/2022	\$146.05	<a href="#">details</a>
14124160	5/31/2022	\$69.79	<a href="#">details</a>

*Handwritten notes: "Paid toward large bill" (pointing to 14146987), "Previous Invoices" (pointing to 14138919, 14130886, 14122783, 14124160)*

*Showing the 5 most recent payments only.*

## Customer Information

**Name** CARBONNEAU CAROL DALE

**Address** 3 ABBOTT ST  
ROCHESTER, NH 03868

**Customer ID** 58634

## Services

Service	Code	Start Date	Stop Date	Status	Consumption History
RESIDENTIAL WATER	100	1/5/1987		ACTIVE	<a href="#">View Consumption</a>
RESIDENTIAL SEWER	200	1/5/1987		ACTIVE	None

Did not receive invoice

Received 3/22/23



### City of Rochester

Water and Sewer Billing  
209 Chestnut Hill Rd.  
Rochester, NH 03867

150 Wakefield St  
Suite 271  
603-332-1136

NOTICE DATE: 03/16/2023

CARBONNEAU CAROL DALE  
3 ABBOTT ST  
ROCHESTER, NH 03868

PO Box 531 03866

~~scribbled out~~?

LOCATION: ..... 3 ABBOTT

ACCOUNT # ..... 181280

PAST DUE - ..... \$ 349.92

INTEREST DUE - \$ ..... 77

TOTAL ..... \$ 350.69

pd 130  
363  
-----  
133.63

### WATER SHUT OFF NOTICE

This is to inform you that as a result of your water and/or sewer account being overdue, **we will be terminating service beginning April 3rd, 2023** if the total past due, plus accrued interest has not been received. As required by city ordinances, a service charge of \$30.00 is payable for each service call. If service is terminated, a \$60.00 charge is to be paid in addition to the total due before service can be restored. **In the event of a return check for payment after receipt of this notice, services will be terminated next business day.** Please call us with payment details if you recently paid or dropped off in Dropbox.

For questions regarding this notice, or to set up a payment arrangement, please call 603-332-3110 or 603-335-7501.

Make checks payable to – City of Rochester  
Remit to – Tax Collector  
150 Wakefield St., Suite 271, Rochester, NH 03867

**\*Checks mailed to Boston address take approximately 1 week to process. Please be sure to send payment to above address, deliver to the tax office or pay online at [www.rochesternh.gov](http://www.rochesternh.gov)\***

## Accounts

Account: 181280

\*\*\*\*NEW RELAY SERVICE BEING BILLED IN 20 QUARTERS - IF PROPERTY IS SOLD NEED TO BILL ENTIRE AMOUNT AND INCLUDE IN FINAL - TOTAL \$685.31\*\*\*\*

\*\*\*\*EAST ROCHESTER PROJECT - NEW SEWER LINE - \$2,375.00 PAYABLE IN 20 PAYMENTS - IF PROPERTY IS SOLD BALANCE NEEDS TO BE PAID IN FULL\*\*\*\*

07/06/06- POOL CREDIT DONE- 17 UNITS \$72.93

CALLED 1/19/10 - WILL PAY 1/2 OF PAST DUE BALANCE 1/29 AND BALANCE OF PAST DUE 2/15/10

[2010-06-21 16:48:21 kathy]: PAID PAY PLAN 6/18

[2010-10-15 13:52:31 ann]: SHE CALLED - WILL PAY \$200.00 10/22/10 AND THEN MAKE TWO PAYMENTS IN NOVEMBER TO PAY BALANCE OFF

[2010-11-29 09:09:44 kathy]: DIANE CALLED TODAY SHE WILL PAY OVERDUE BALANCE \$205.00 ON FRIDAY 12/3

[2011-01-20 09:33:34 kathy]: MADE PAYMENT PLAN TODAY \$86.00 BI -WEEKLY 1/28 & 2/11 & 2/25 - ARRANGMENT PAID

[2011-04-22 09:03:03 kathy]: PAYMENT OF \$50.00 TODAY THEN \$80.00 ON MAY 6TH THEN BALANCE \$120.00 ON 5/20

[2011-07-06 13:45:26 KATHY]: 2 \$90 PAYMENTS 8TH & 15 AND 2 \$100.00 PAYMENTS JULY 29 & AUG. 12 - SENT PAYMENT ARRANGEMENT

[2011-08-25 12:18:20 kathy]: VOIDED PAYMENT PLAN DID NOT MAKE LAST PAYMENT FOR AUG 12

[2011-10-11 13:04:02 ann]: SHE CALLED - WILL PUT BALANCE OF PAST DUE IN DROP BOX TONIGHT

[2012-07-12 11:04:10 kathy]: TURNED OFF / ON FOR NON-PAYMENT 7/10/12

[2012-10-04 14:04:56 ann]: SHE CALLED - WILL PAY \$150.00 10/5 AND BALANCE OF PAST DUE ON 10/19

[2012-10-24 09:31:36 kathy]: 10/22/12 TURNED OFF / ON FOR PROMISED TO PAY

[2013-09-25 12:44:46 kathy]: MADE PAYMENT PLAN WILL PAY \$164.00 ON 10/4 THEN BALANCE 10/18

[2013-10-24 11:43:00 ann]: SHE FAILED TO MAKE PAYMENT - OFF 10/22 / ON 10/23 AFTER PAYMENT RECEIVED

[2014-01-10 13:17:11 sjuneau]: MADE PLAN TO PAY 1/2 ON 1/17 AND THE BALANCE ON 1/24

[2015-07-08 15:57:51 sjuneau]: TURNED OFF/ON FOR NON PAYMENT 7/7

[2022-05-23 12:34:12 kimberly.nickerson]:FINAL BILL PROCESSED

[2022-10-28 12:18:51 michele.grant]: OCT. BILL ESTIMATED, LETTER SENT

[2022-11-01 15:10:36 michele.grant]: TECH HAD APPT. & FIXED BROKEN WIRE ON 10/28/22 BUT WILL NEED TO GO BACK TO FIX BATTERY. THEY WILL CALL TO RESCHEDULE.

[2022-12-27 11:08:37 michele.grant]: TECH WENT OUT ON 11/17/22, ADDED MXU #57528230.

[2023-03-23 09:58:30 darcy.landry]: SPOKE WITH OWNER ABOUT HIGH BILL, HAD A LEAKING DISHWASHER AND A TOILET THAT RAN OCCASIONALLY. SENT UAB APPEAL PAPERWORK

[2023-03-30 11:11:18 darcy.landry]: REC'D UAB APPEAL PAPERWORK.



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
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CARBONNEAU CAROL DALE

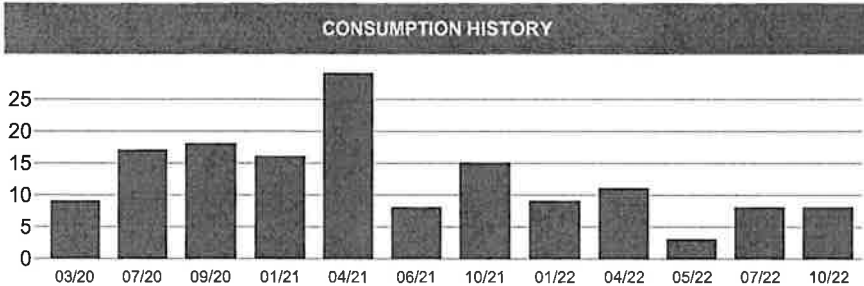
3 ABBOTT

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14146987	01/27/2023	181280	03/06/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	10/25/2022	01/04/2023	1435	1459	24	\$153.84
RES SEWER		10/25/2022	01/04/2023				\$196.08

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	\$349.92
A = Actual	Previous Balance	\$116.11
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$242.57
	<b>Total Amount Due</b>	<b>\$221.74</b>

\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PYMTS IN TAX OFFICE, 2.79% 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:	181280
Bill Number:	14146987
Pay By:	03/06/2023
<b>Total Due:</b>	<b>221.74</b>

Service Location  
3 ABBOTT

CARBONNEAU CAROL DALE  
3 ABBOTT ST  
ROCHESTER, NH 03868

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



UB Consumption History Report

Account Number	Customer #	Name	Parcel	Location	Status			
Service	Mfr	Meter Number	By	Usage	Repl	Usage	Charge Amt	Billed Amt
181280	58634	CARBONNEAU CAROL DALE	010300790000	3 ABBOTT	Active			
100 - 1 RES WATER	SENS66058771	A 10/02/2023	14171352	1,500	13 ✓	0	83.33	189.54
100 - 1 RES WATER	SENS66058771	A 07/10/2023	14163237	1,487	15 ✓	0	96.15	218.70
100 - 1 RES WATER	SENS66058771	A 03/28/2023	14155040	1,472	13 X	0	83.33	189.54
100 - 1 RES WATER	SENS66058771	A 01/04/2023	14146987	1,459	24 X	0	153.84	349.92
100 - 1 RES WATER	SENS66058771	E 10/25/2022	14138919	1,435	8 ✓	0	50.27	114.34
100 - 1 RES WATER	SENS66058771	A 07/07/2022	14130886	1,427	8 ✓	0	46.64	106.08

\*\* END OF REPORT - Generated by Darcy Landry \*\*

44 ÷ 4 = 11





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

Date: November 1, 2023

To: Utility Advisory Board

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

Re: Water/Sewer Billing Appeal Application Dated: 6/7/23

Customer Name: Cathy Brown Account #194180

Service Address: 50 52 Flat Rock Bridge Rd.

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

**Recommendations:**

I recommend a water and sewer abatement on the April invoice per Water and Sewer Adjustment Policy, a once in ten-year water abatement.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did** enter the sewer system
  - a. Total units on Apr. disputed invoice: 221
  - b. Average Usage is: 20
  - c. Estimated use over average: 201
  - d. **½ of over average use: 101**

Value of 101 units of water at the current rate of \$6.41 = \$647.41

Value of 101 units of sewer at the current rate of \$8.17 = \$825.17

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

11/2/2023  
Date



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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: June 12, 2023

SUBJECT: City of Rochester

PROPERTY: **50 52 Flat Rock Bridge Rd.**

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

This appeal is sewer for a running toilet.

JUN 01 2023

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:  
Received: 6-9-23

- 1. Date of Appeal: 5-25-23
- 2. Property Owner's Name: Cathy G Brown Account #: 194180
- 3. Billing Address: 32 DAVIS LN  
Lebanon ME 04027
- 4. Service Location: 50-52 Flat Rock Bridge Rd Zip Code 03867
- 5. Owners Representative: Cathy G Brown
- 6. Owners Representative's Signature: Cathy G Brown
- 7. Phone #: \_\_\_\_\_ Cell: 603 781 4828
- 8. Email Address: Cathybrown713@gmail.com

(2)  
w

(Agendas and Decision Letters will be emailed).

- 9. Billing Period that is being appealed is from 1-19-23 to 4-6-23
- 10. Abatement is being requested for:
  - a. How many units of water 221 x 6.41 = \$ 1416.61
  - b. How many units of sewer 0 x 8.17 = \$ \_\_\_\_\_
  - c. Water & Sewer Department Fees of: \$ \_\_\_\_\_
  - Total \$ 1416.61

11. Explanation of Appeal Request:

I just purchased property in July of 22

Tenant notified me toilet WAS running &  
I called Costello Home improvement who  
Went out & changed.  
I was not notified by tenant until April.

My tenant is a single mom with 2 children,  
I have kept the rent low (2 bedrooms) to try  
to assist her. This bill is more than her  
rent. 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? no, Private Septic

If yes, has the leak been repaired? YES

Who made the repair? Costello Home Improvement

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:

NO I will not seek Assistance from City

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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 the DPW 209 Chestnut Hill Road.**
3. **Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.**
4. **Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
5. **Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.**

428988

# Castello Home Improvement

CUSTOMER'S ORDER NO.	DEPARTMENT	DATE
	207-432-8139	4-21-23
NAME <i>Cathy Brown</i>		
ADDRESS <i>32 63 Davis Rd (50-52 Flat Rock</i>		
CITY, STATE, ZIP <i>Lebanon ME Bridge Rd)</i>		
SOLD BY	CASH	C.O.D.
CHARGE	ON. ACCT.	MDSE. RETD.
PAID OUT		

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1			
2			
3			
4	<i>PAID CASH</i>		<i>300.00</i>
5	<i>4/21/23</i>		
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19	<i>Thanks You</i>		<i>300.00</i>
20	<i>John Castello</i>		

A-5605  
T-43320/48360

**KEEP THIS SLIP FOR REFERENCE**

01-11

## Accounts

Account: 194180

[2014-03-20 09:24:28 ann]: JANUARY 2014 BILL RETURNED "UNABLE TO FORWARD" - SAME ADDRESS THAT HAS BEEN ON BILLS FOR YEARS - PUT IN ENVELOPE AND REMAILED

[2016-05-10 11:31:41 karenb]: BILL RETURNED WITH CHANGE OF ADDRESS TO PO BOX 627 ROCHESTER, NH 03866-0627. REMAILED AND GAVE TO ASSESSING.

[2022-09-28 09:55:51 darcy.landry]: SENT DEAD METER LETTER, SAME READ FOR AWHILE

[2022-12-27 09:37:32 michele.grant]: TECH HAD APPT. 10/17/22, HAD TO REPLACE METER, IT WAS STUCK (END READ 1458). NEW METER #93005988

[2023-02-09 15:00:54 michele.grant]: TECH WENT OUT TO CHECK READ TODAY BECAUSE ON JAN. BR THE READ CAME IN AS 0123 AND WE THOUGHT IT WAS PROGRAMMED WRONG (THOUGHT READ WAS 0012 NOT 0123). HE CHECKED AND IT IS NOT PROGRAMMED WRONG, READ TODAY WAS 0153 AND THERE IS AN ALARM FOR CONTINUOUS FLOW. THIS USUALLY MEANS THERE IS A LEAK, SENDING LEAK LETTER TO OWNERS TODAY.

[2023-04-13 12:43:24 darcy.landry]: SENT LEAK LETTER - 221 UNITS

[2023-05-23 13:27:51 darcy.landry]: SPOKE WITH CATHY (OWNER) SHE WAS UNAWARE OF THE LEAK LETTER UNTIL NOW, SHE WAS OUT OF TOWN. WE WILL DO A REREAD BUT I SUGGESTED SHE CONTACT TENANTS ABOUT LEAK AND MAYBE A PLUMBER.

[2023-05-31 16:38:42 michele.grant]: EMAIL UAB APPEAL FORM TO OWNER. TECH DID METER REPORT ON 5/25, SHOWED CONSTANT USAGE FROM 4/13 - 4/18 (REPORT ONLY WENT BACK TO 4/13, PROB. CONSTANT USAGE PRIOR TO THAT TOO), LOOKS LIKE CONSTANT USAGE STOPPED 4/18. READ ON 5/25 WAS 0255, LAST READ 0233 ON 4/6 SO USED 22 UNITS IN 49 DAYS SO SHOULD BE NORMAL NOW.

[2023-06-07 16:05:31 darcy.landry]: REC'D UAB APPEAL PAPERWORK



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
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BROWN CATHY G

50 52 FLAT ROCK BRIDGE

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14155465

04/26/2023

194180

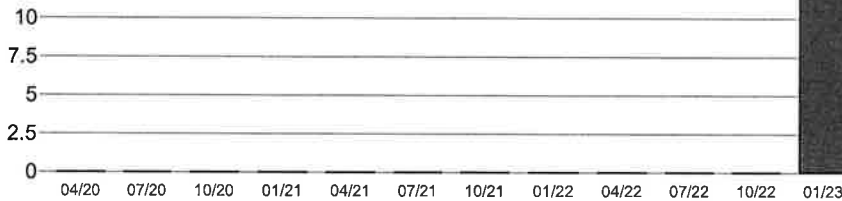
05/29/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	01/19/2023	04/06/2023	12	233	221	\$1,416.61

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.

### CONSUMPTION HISTORY



READ CODE	Total Current Billing	\$1,416.61
A = Actual	Previous Balance	\$76.97
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$76.97
<b>Total Amount Due</b>		<b>\$1,422.20</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PYMTS IN TAX OFFICE 2.79% 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:	194180
Bill Number:	14155465
Pay By:	05/29/2023
<b>Total Due:</b>	<b>1,422.20</b>

Service Location  
50 52 FLAT ROCK BRIDGE

BROWN CATHY G  
32 DAVIS LN  
LEBANON, ME 04027

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



UB Consumption History Report

Account Number	Customer #	Name	Parcel	Location	Status		
Service	Mfr Meter Number	Cd	Read Date Time	Usage	Repl Usage	Charge Amt	Billed Amt
194180	59429	BROWN CATHY G	021001390000	50 FLAT ROCK BRIDGE	Active		
100 - 1 RES WATER	SENS93005988	A	10/18/2023	16	0	102.56	102.56
100 - 1 RES WATER	SENS93005988	A	07/21/2023	33	0	211.53	211.53
100 - 1 RES WATER	SENS93005988	A	04/06/2023	221 X	0	1,416.61	1,416.61
100 - 1 RES WATER	SENS93005988	A	01/19/2023	12	0	76.92	76.92
100 - 1 RES WATER		I	10/17/2022	0	0	.00	.00
100 - 1 RES WATER	INVE58466507	A	10/13/2022	0	0	24.35	24.35

\*\* END OF REPORT - Generated by Darcy Landry \*\*

*61 - 3 = 20*



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

Date: November 1, 2023

To: Utility Advisory Board

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

Re: Water/Sewer Billing Appeal Application Dated: 7/14/23

Customer Name: Kurt & Christina Dumond Account #: 110025

Service Address: 42 Ida Circle

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

**Recommendations:**

I recommend a sewer abatement on the June invoice since the water was used to water a new lawn.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on May disputed invoice: 30
  - b. Average Usage is: 14
  - c. Estimated use over average: 16

Value of 16 units of sewer at the current rate of \$8.17 = \$130.72

*Laura J. McDormand*  
\_\_\_\_\_  
Laura J. McDormand  
Admin Services & Utility Supervisor

11/2/2023  
Date



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WATER/SEWER BILLING MEMORANDUM

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TO: Laura McDormand

FROM: Darcy Landry

DATE: July 21, 2023

SUBJECT: City of Rochester

PROPERTY: **42 Ida Circle**

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

This appeal is sewer for a new lawn.

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:  
Received: 7/14/23

5  
~~9~~  
11

- 1. Date of Appeal: 7/14/23
- 2. Property Owner's Name: Kurt & Christina Dimond Account #: 110025
- 3. Billing Address: 42 Ida Circle  
Rochester NH 03868
- 4. Service Location: Same as above Zip Code \_\_\_\_\_
- 5. Owners Representative: \_\_\_\_\_
- 6. Owners Representative's Signature: \_\_\_\_\_
- 7. Phone #: 207-521-4104 Cell: \_\_\_\_\_
- 8. Email Address: Cmn262@gmail.com

(Agendas and Decision Letters will be emailed).

- 9. Billing Period that is being appealed is from 3/24/23 to 6/28/23
- 10. Abatement is being requested for:
  - a. How many units of water 30 x 6.41 = \$ 192.30
  - b. How many units of sewer 30 x 8.17 = \$ 245.10
  - c. Water & Sewer Department Fees of: \$ \_\_\_\_\_
  - Total \$ 437.40

11. Explanation of Appeal Request:  
We have a new construction home and we were having problems with grass not growing. The builder came and reseeded our yard and told us to "water, water water" in April. So we bought 3 sprinkler tripods and watered every day. Some times 2x day. We are requesting to have our water bill discounted to remove/produce the seeded portion since we were watering our yard (.58 acres) and it wasn't going into sewer.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

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

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

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

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

*Not that we have to ask the city for assistance but we do have 3 children at home and even though this is new construction, we have already needed to "fix" things done improperly by the builder so we are financially strained at the moment.*

- Please note:
1. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.
  2. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at the DPW 209 Chestnut Hill Road.
  3. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.
  4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.
  5. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.



Christina Diamond  
7/14/23

## Accounts

Account: 110025

[2022-08-02 08:30:47 michele.grant]: NEW CONSTRUCTION, WATER & SEWER, APPT.  
TO INSTALL METER 8/3/22.

[2022-08-29 16:19:51 darcy.landry]: FINAL BILL PROCESSED.

[2023-07-18 16:37:04 darcy.landry]: REC'D UAB APPEAL PAPERWORK 7/14



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
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DUMOND KURT

42 IDA

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14160453

06/28/2023

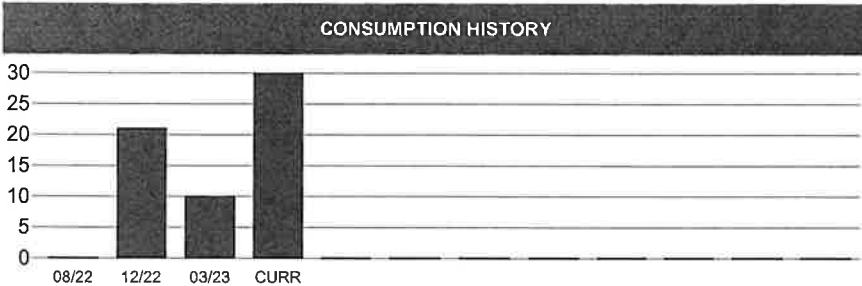
110025

07/31/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	03/01/2023	06/01/2023	31	61	30	\$192.30
RES SEWER		03/01/2023	06/01/2023				\$245.10

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	\$437.40
A = Actual	Previous Balance	\$145.80
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$145.80
	<b>Total Amount Due</b>	<b>\$437.40</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*\*  
WATER \$6.42 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
HTTPS://WWW.ROCHESTERNH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022\_CCR\_ROCHESTER\_2001010\_FINAL-MERGED.PDF

✂ 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:	110025
Bill Number:	14160453
Pay By:	07/31/2023
<b>Total Due:</b>	<b>437.40</b>

Service Location  
42 IDA

DUMOND KURT  
HALL CHRISTINA  
42 IDA CIR  
ROCHESTER, NH 03868



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

UB Consumption History Report

Account Number	Customer #	Name	Parcel	Location	Status						
Service	Mfr	Meter Number	By	Usage	Repl Usage	Charge Amt	Billed Amt				
110025	59709	DUMOND KURT	022403100023	42 IDA	Active						
100	-	1 RES WATER	SENS91207928	A	09/05/2023	14168513	72	11	0	70.51	160.38
100	-	1 RES WATER	SENS91207928	A	06/01/2023	14160453	61	30	0	192.30	437.40
100	-	1 RES WATER	SENS91207928	A	03/01/2023	14152214	31	10	0	64.10	145.80
100	-	1 RES WATER	SENS91207928	A	12/30/2022	14144177	21	21	0	134.61	306.18

\*\* END OF REPORT - Generated by Darcy Landry \*\*

*42 ÷ 3 = 14*

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED			AVAILABLE	PCT
5002 SEWER ENTERPRISE FUND	APPROP	ADJSTMTS	BUDGET	YTD ACTUAL	ENCUMBRANCES	BUDGET	USE/COL

520001 SEWER WORKS REVENUE

520001 400302 INTEREST INCOME	-2,500	0	-2,500	.00	.00	-2,500.00	.0%*
520001 406105 XFER FROM RET EAR	-5,912,431	0	-5,912,431	.00	.00	-5,912,431.00	.0%*
520001 406201 MISCELLANEOUS REV	-4,000	0	-4,000	-923.92	.00	-3,076.08	23.1%*
520001 406600 CONSTRUCTION REVE	-10,000	0	-10,000	.00	.00	-10,000.00	.0%*
520001 406601 USER FEES	-5,420,000	0	-5,420,000	-915,485.05	.00	-4,504,514.95	16.9%*
520001 406602 INTEREST ON DEL A	-6,000	0	-6,000	-2,206.81	.00	-3,793.19	36.8%*
520001 406607 IMPACT FEES	0	0	0	-11,536.50	.00	11,536.50	100.0%*
520001 406701 SEPTIC DISPOSAL P	-130,000	0	-130,000	-62,534.00	.00	-67,466.00	48.1%*
520001 406703 INDUSTRIAL PRE-TR	-12,000	0	-12,000	-3,780.14	.00	-8,219.86	31.5%*
520001 406826 HOMEOWNER FINANCE	-60,000	0	-60,000	-61,990.32	.00	1,990.32	103.3%*
<b>TOTAL SEWER WORKS REVENUE</b>	<b>-11,556,931</b>	<b>0</b>	<b>-11,556,931</b>	<b>-1,058,456.74</b>	<b>.00</b>	<b>-10,498,474.26</b>	<b>9.2%</b>

520002 SEWER WORKS REVENUE

520002 406307 STATE AID GRANT C	-7,291	0	-7,291	-7,291.00	.00	.00	100.0%*
520002 406308 STATE AID GRANT C	-9,868	0	-9,868	-906.00	.00	-8,962.00	9.2%*
520002 406309 STATE AID GRANT C	-39,058	0	-39,058	.00	.00	-39,058.00	.0%*
520002 406310 STATE AID GRANT C	-13,005	0	-13,005	-3,009.00	.00	-9,996.00	23.1%*
520002 406311 STATE AID GRANT C	-27,511	0	-27,511	-6,985.00	.00	-20,526.00	25.4%*
520002 406312 STATE AID GRANT C	-28,392	0	-28,392	.00	.00	-28,392.00	.0%*
520002 406313 STATE AID GRANT C	-13,297	0	-13,297	-2,386.00	.00	-10,911.00	17.9%*
520002 406314 STATE AID GRANT C	-4,895	0	-4,895	.00	.00	-4,895.00	.0%*
520002 406315 STATE AID GRANT C	-43,965	0	-43,965	-11,087.00	.00	-32,878.00	25.2%*
<b>TOTAL SEWER WORKS REVENUE</b>	<b>-187,282</b>	<b>0</b>	<b>-187,282</b>	<b>-31,664.00</b>	<b>.00</b>	<b>-155,618.00</b>	<b>16.9%</b>

52602057 SEWER WORKS EXPENSE

52602057 511001 SALARIES - FULL	818,898	-7,400	811,498	231,451.94	.00	580,046.06	28.5%
52602057 513001 OVERTIME - REGU	8,400	0	8,400	8,760.20	.00	-360.20	104.3%*
52602057 515001 ON CALL	5,058	0	5,058	942.48	.00	4,115.52	18.6%
52602057 516000 LONGEVITY	1,747	0	1,747	464.34	.00	1,282.66	26.6%
52602057 519000 TRAVEL ALLOWANC	1,220	0	1,220	46.92	.00	1,173.08	3.8%
52602057 521100 HEALTH INSURANC	174,311	0	174,311	41,377.95	.00	132,933.05	23.7%
52602057 521200 DENTAL INSURANC	3,318	0	3,318	715.81	.00	2,602.19	21.6%

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED	YTD	ENCUMBRANCES	AVAILABLE	PCT
5002 SEWER ENTERPRISE FUND	APPROP	ADJSTMTS	BUDGET	ACTUAL		BUDGET	USE/COL
52602057 521300 LIFE INSURANCE	1,864	0	1,864	467.06	.00	1,396.94	25.1%
52602057 522000 SOCIAL SECURITY	61,481	0	61,481	17,876.15	.00	43,604.85	29.1%
52602057 523000 RETIRE CONTRIBU	112,471	0	112,471	31,571.10	.00	80,899.90	28.1%
52602057 526000 WORKERS' COMPEN	8,788	0	8,788	13,817.05	.00	-5,029.05	157.2%*
52602057 528001 DISABILITY INSU	8,561	0	8,561	2,094.18	.00	6,466.82	24.5%
52602057 532001 STAFF DEVELOPME	3,300	0	3,300	335.24	2,451.71	513.05	84.5%
52602057 532200 CONTRACTED SERV	0	7,400	7,400	339.16	7,060.84	.00	100.0%
52602057 533000 OTHER PROF SERV	7,700	0	7,700	2,431.70	1,612.85	3,655.45	52.5%
52602057 533001 AUDIT	4,700	0	4,700	575.00	.00	4,125.00	12.2%
52602057 533002 ENGINEERING SER	1,000	0	1,000	.00	.00	1,000.00	.0%
52602057 533004 MEDICAL SERVICE	650	0	650	266.01	383.99	.00	100.0%
52602057 534003 SOFTWARE MAINT	80,617	0	80,617	60,982.73	3,067.48	16,566.79	79.5%
52602057 543000 REPAIR AND MAIN	2,000	0	2,000	25.00	.00	1,975.00	1.3%
52602057 543001 VEHICLE MAINT &	2,500	0	2,500	2,188.70	311.30	.00	100.0%
52602057 543002 EQUIPMENT MAINT	5,315	0	5,315	525.00	.00	4,790.00	9.9%
52602057 544200 RENTAL OF EQUIP	8,500	0	8,500	1,382.12	1,152.12	5,965.76	29.8%
52602057 552001 FLEET INSURANCE	11,366	0	11,366	12,772.29	.00	-1,406.29	112.4%*
52602057 552002 PROPERTY INSURA	7,150	0	7,150	8,034.65	.00	-884.65	112.4%*
52602057 552003 GENERAL LIABIL	6,547	0	6,547	7,357.05	.00	-810.05	112.4%*
52602057 553400 POSTAGE FEES	500	0	500	477.15	.00	22.85	95.4%
52602057 554000 ADVERTISING	1,000	0	1,000	821.96	.00	178.04	82.2%
52602057 555000 PRINTING AND BI	1,639	0	1,639	1,551.54	87.46	.00	100.0%
52602057 556000 TUITION	3,150	0	3,150	266.85	164.50	2,718.65	13.7%
52602057 558000 TRAVEL	875	0	875	158.07	5.93	711.00	18.7%
52602057 561003 OFFICE SUPPLIES	3,456	0	3,456	622.43	129.63	2,703.94	21.8%
52602057 561005 PUBLICATIONS	63	0	63	.00	.00	63.00	.0%
52602057 561008 VEHICLE SUPPLIE	16,500	0	16,500	14,283.96	1,943.12	272.92	98.3%
52602057 561009 TRAINING MATERI	250	0	250	250.00	.00	.00	100.0%
52602057 561010 CLOTHING	6,750	0	6,750	2,679.17	2,244.17	1,826.66	72.9%
52602057 561015 SAFETY EQUIPMEN	5,900	0	5,900	1,602.71	1,158.87	3,138.42	46.8%
52602057 561022 HOT TOP COLD PA	6,000	0	6,000	3,353.17	2,646.83	.00	100.0%
52602057 561023 SAND AND GRAVEL	1,700	0	1,700	1,700.00	.00	.00	100.0%
52602057 561032 OTHER OPERATION	1,200	0	1,200	428.50	771.50	.00	100.0%
52602057 561040 EQUIPMENT REPAI	8,000	0	8,000	2,933.07	4,040.98	1,025.95	87.2%
52602057 562600 VEHICLE FUEL	41,000	0	41,000	8,983.75	.00	32,016.25	21.9%
52602057 573401 ADMIN EQUIPMENT	10,600	0	10,600	565.18	717.45	9,317.37	12.1%
52602057 573900 OTHER EQUIPMENT	32,000	0	32,000	31,239.40	664.94	95.66	99.7%
52602057 575100 INVENTORY PURCH	12,500	0	12,500	3,617.16	6,382.84	2,500.00	80.0%
52602057 581000 DUES AND FEES	1,290	0	1,290	.00	.00	1,290.00	.0%
52602057 583000 INTEREST EXPENS	1,260,685	0	1,260,685	561,151.29	.00	699,533.71	44.5%
52602057 584000 CONTINGENCY	15,000	0	15,000	.00	.00	15,000.00	.0%
52602057 589001 STATE PERMITS &	6,650	0	6,650	151.92	1,638.75	4,859.33	26.9%
52602057 589034 ABATEMENTS/OVER	3,150	0	3,150	.00	.00	3,150.00	.0%
52602057 591000 REDEMPTION OF P	2,988,693	0	2,988,693	1,180,727.73	.00	1,807,965.27	39.5%



YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED	YTD	ENCUMBRANCES	AVAILABLE	PCT
5002 SEWER ENTERPRISE FUND	APPROP	ADJSTMTS	BUDGET	ACTUAL		BUDGET	USE/COL
52602057 593002 TRANS TO CAPITA	1,314,500	0	1,314,500	1,314,500.00	.00	.00	100.0%
52602057 593008 TRANSFER TO GEN	25,000	0	25,000	.00	.00	25,000.00	.0%
TOTAL SEWER WORKS EXPENSE	7,115,513	0	7,115,513	3,578,864.84	38,637.26	3,498,010.90	50.8%

52602074 SEWER TREATMENT PLANT

52602074 511001 SALARIES - FULL	516,572	0	516,572	192,727.05	.00	323,844.95	37.3%
52602074 513001 OVERTIME - REGU	39,000	0	39,000	21,205.40	.00	17,794.60	54.4%
52602074 515001 ON CALL	33,088	0	33,088	12,148.39	.00	20,939.61	36.7%
52602074 516000 LONGEVITY	1,702	0	1,702	.00	.00	1,702.00	.0%
52602074 521100 HEALTH INSURANC	104,040	0	104,040	36,658.94	.00	67,381.06	35.2%
52602074 521200 DENTAL INSURANC	2,107	0	2,107	703.28	.00	1,403.72	33.4%
52602074 521300 LIFE INSURANCE	1,176	0	1,176	393.66	.00	782.34	33.5%
52602074 522000 SOCIAL SECURITY	42,950	0	42,950	16,730.35	.00	26,219.65	39.0%
52602074 523000 RETIREMENT CONT	75,403	0	75,403	29,057.62	.00	46,345.38	38.5%
52602074 526000 WORKERS' COMPEN	7,106	0	7,106	11,172.45	.00	-4,066.45	157.2%*
52602074 528001 DISABILITY INSU	4,499	0	4,499	1,731.36	.00	2,767.64	38.5%
52602074 532001 STAFF DEVELOPME	3,350	0	3,350	1,275.00	22.46	2,052.54	38.7%
52602074 533000 OTHER PROF SERV	132,000	0	132,000	8,144.00	5,425.00	118,431.00	10.3%
52602074 533006 LABORATORY SERV	110,558	0	110,558	9,931.20	19,216.80	81,410.00	26.4%
52602074 534009 INDUSTRIAL PRET	36,239	0	36,239	5,720.25	16,279.75	14,239.00	60.7%
52602074 541901 HVAC SERVICE CO	21,188	0	21,188	.00	21,188.00	.00	100.0%
52602074 543000 REPAIR AND MAIN	109,260	0	109,260	16,111.66	35,067.52	58,080.82	46.8%
52602074 543002 EQUIPMENT MAINT	241,042	0	241,042	50,082.40	53,480.75	137,478.85	43.0%
52602074 552002 PROPERTY INSURA	6,688	0	6,688	7,515.49	.00	-827.49	112.4%*
52602074 553000 COMMUNICATION	12,955	0	12,955	3,093.78	339.36	9,521.86	26.5%
52602074 559000 MISC PURCHASED	8,500	0	8,500	.00	8,000.00	500.00	94.1%
52602074 561001 JANITORIAL SUPP	1,800	0	1,800	142.45	.00	1,657.55	7.9%
52602074 561002 BUILDING MAINT	7,000	0	7,000	1,679.03	2,610.74	2,710.23	61.3%
52602074 561010 CLOTHING	9,350	0	9,350	4,294.82	2,077.02	2,978.16	68.1%
52602074 561015 SAFETY EQUIPMEN	11,900	0	11,900	1,524.33	657.10	9,718.57	18.3%
52602074 561031 CHEMICAL	352,516	0	352,516	16,081.37	52,006.20	284,428.43	19.3%
52602074 561037 LABORATORY SUPP	33,000	0	33,000	11,016.44	2,600.24	19,383.32	41.3%
52602074 561040 EQUIPMENT REPAI	107,400	0	107,400	24,718.22	8,757.32	73,924.46	31.2%
52602074 562200 ELECTRICITY	425,000	0	425,000	100,395.13	.00	324,604.87	23.6%
52602074 562400 HEATING FUEL	45,000	0	45,000	1,143.19	1,700.59	42,156.22	6.3%
52602074 573900 OTHER EQUIPMENT	22,000	0	22,000	10,008.00	11,992.00	.00	100.0%
52602074 592001 DEPRECIATION	2,023,072	0	2,023,072	.00	.00	2,023,072.00	.0%
TOTAL SEWER TREATMENT PLANT	4,547,461	0	4,547,461	595,405.26	241,420.85	3,710,634.89	18.4%

52602470 SEWER REVENUE OFFICE

52602470 511001 SALARIES - FULL	42,327	0	42,327	17,240.12	.00	25,086.88	40.7%
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YEAR-TO-DATE BUDGET REPORT

FOR 2024 13									
ACCOUNTS FOR:	5002	SEWER ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
52602470	516000	LONGEVITY	100	0	100	.00	.00	100.00	.0%
52602470	521100	HEALTH INSURANC	12,373	0	12,373	4,124.07	.00	8,248.93	33.3%
52602470	521200	DENTAL INSURANC	130	0	130	43.36	.00	86.64	33.4%
52602470	521300	LIFE INSURANCE	108	0	108	34.94	.00	73.06	32.4%
52602470	522000	SOCIAL SECURITY	3,249	0	3,249	1,305.87	.00	1,943.13	40.2%
52602470	523000	RETIREMENT CONT	5,742	0	5,742	2,342.40	.00	3,399.60	40.8%
52602470	526000	WORKERS' COMPEN	49	0	49	77.54	.00	-28.54	158.2%*
52602470	528001	DISABILITY INSU	457	0	457	169.33	.00	287.67	37.1%
52602470	543000	REPAIR AND MAIN	2,916	0	2,916	2,594.00	.00	322.00	89.0%
52602470	553400	POSTAGE FEES	10,388	0	10,388	2,638.88	2,500.00	5,249.12	49.5%
52602470	555000	PRINTING AND BI	300	0	300	240.60	59.40	.00	100.0%
52602470	561003	OFFICE SUPPLIES	3,100	0	3,100	3,040.00	36.00	24.00	99.2%
TOTAL SEWER REVENUE OFFICE			81,239	0	81,239	33,851.11	2,595.40	44,792.49	44.9%
TOTAL SEWER ENTERPRISE FUND			0	0	0	3,118,000.47	282,653.51	-3,400,653.98	100.0%
TOTAL REVENUES			-11,744,213	0	-11,744,213	-1,090,120.74	.00	-10,654,092.26	
TOTAL EXPENSES			11,744,213	0	11,744,213	4,208,121.21	282,653.51	7,253,438.28	

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
GRAND TOTAL	0	0	0	3,118,000.47	282,653.51	-3,400,653.98	100.0%

\*\* END OF REPORT - Generated by Darcy Landry \*\*

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED			AVAILABLE	PCT
5001 WATER ENTERPRISE FUND	APPROP	ADJSTMNTS	BUDGET	YTD ACTUAL	ENCUMBRANCES	BUDGET	USE/COL

510001 WATER WORKS REVENUE

510001 400302 INTEREST INCOME	-2,500	0	-2,500	.00	.00	-2,500.00	.0%*
510001 406105 XFER FROM RET EAR	-2,926,584	0	-2,926,584	.00	.00	-2,926,584.00	.0%*
510001 406201 MISCELLANEOUS REV	-25,000	0	-25,000	-10,349.00	.00	-14,651.00	41.4%*
510001 406600 CONSTRUCTION REVE	-50,000	0	-50,000	-28,633.14	.00	-21,366.86	57.3%*
510001 406601 USER FEES	-4,500,000	0	-4,500,000	-836,325.81	.00	-3,663,674.19	18.6%*
510001 406602 INTEREST ON DEL A	-6,000	0	-6,000	-2,463.19	.00	-3,536.81	41.1%*
510001 406603 HYDRANT RENTAL FE	-24,000	0	-24,000	.00	.00	-24,000.00	.0%*
510001 406826 HOMEOWNER FINANCE	-10,000	0	-10,000	-20,733.92	.00	10,733.92	207.3%
TOTAL WATER WORKS REVENUE	-7,544,084	0	-7,544,084	-898,505.06	.00	-6,645,578.94	11.9%

51601057 WATER WORKS EXPENSE

51601057 511001 SALARIES - FULL	823,335	-7,400	815,935	254,642.68	.00	561,292.32	31.2%
51601057 513001 OVERTIME - REGU	46,000	0	46,000	23,136.60	.00	22,863.40	50.3%
51601057 515001 ON CALL	5,058	0	5,058	942.48	.00	4,115.52	18.6%
51601057 516000 LONGEVITY	2,248	0	2,248	1,164.33	.00	1,083.67	51.8%
51601057 519000 TRAVEL ALLOWANC	1,220	0	1,220	46.92	.00	1,173.08	3.8%
51601057 521100 HEALTH INSURANC	173,531	0	173,531	46,322.15	.00	127,208.85	26.7%
51601057 521200 DENTAL INSURANC	3,242	0	3,242	817.50	.00	2,424.50	25.2%
51601057 521300 LIFE INSURANCE	1,972	0	1,972	501.74	.00	1,470.26	25.4%
51601057 522000 SOCIAL SECURITY	64,414	0	64,414	20,641.20	.00	43,772.80	32.0%
51601057 523000 RETIRE CONTRIBU	118,284	0	118,284	36,770.37	.00	81,513.63	31.1%
51601057 526000 WORKERS' COMPEN	14,492	0	14,492	22,785.73	.00	-8,293.73	157.2%*
51601057 528001 DISABILITY INSU	8,716	0	8,716	2,328.84	.00	6,387.16	26.7%
51601057 532001 STAFF DEVELOPME	3,420	0	3,420	304.24	276.71	2,839.05	17.0%
51601057 532200 CONTRACTED SERV	0	7,400	7,400	339.17	7,060.83	.00	100.0%
51601057 533000 OTHER PROF SERV	7,254	0	7,254	2,327.88	1,635.25	3,290.87	54.6%
51601057 533001 AUDIT	4,700	0	4,700	575.00	.00	4,125.00	12.2%
51601057 533002 ENGINEERING SER	7,300	0	7,300	3,409.99	6,700.01	-2,810.00	138.5%*
51601057 533004 MEDICAL SERVICE	650	0	650	265.99	384.01	.00	100.0%
51601057 534003 SOFTWARE MAINT	56,248	0	56,248	55,280.02	967.98	.00	100.0%
51601057 541100 WATER & SEWERAG	36,000	0	36,000	12,202.40	19,597.60	4,200.00	88.3%
51601057 543001 VEHICLE MAINT &	1,000	0	1,000	975.17	24.83	.00	100.0%
51601057 543002 EQUIPMENT MAINT	765	0	765	525.00	.00	240.00	68.6%
51601057 544200 RENTAL OF EQUIP	3,110	0	3,110	.00	.00	3,110.00	.0%
51601057 552001 FLEET INSURANCE	5,028	0	5,028	5,650.10	.00	-622.10	112.4%*
51601057 552003 GENERAL LIABILI	6,894	0	6,894	7,746.98	.00	-852.98	112.4%*

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED			AVAILABLE	PCT
5001 WATER ENTERPRISE FUND	APPROP	ADJSTMTS	BUDGET	YTD ACTUAL	ENCUMBRANCES	BUDGET	USE/COL
51601057 553400 POSTAGE FEES	400	0	400	58.35	.00	341.65	14.6%
51601057 554000 ADVERTISING	1,600	0	1,600	78.44	144.55	1,377.01	13.9%
51601057 555000 PRINTING AND BI	1,000	0	1,000	462.30	537.70	.00	100.0%
51601057 556000 TUITION	3,150	0	3,150	266.84	164.50	2,718.66	13.7%
51601057 558000 TRAVEL	375	0	375	158.04	5.94	211.02	43.7%
51601057 561003 OFFICE SUPPLIES	3,165	0	3,165	470.98	102.22	2,591.80	18.1%
51601057 561005 PUBLICATIONS	63	0	63	.00	.00	63.00	.0%
51601057 561008 VEHICLE SUPPLIE	13,000	0	13,000	10,226.89	706.87	2,066.24	84.1%
51601057 561010 CLOTHING	7,672	0	7,672	2,453.27	2,970.18	2,248.55	70.7%
51601057 561015 SAFETY EQUIPMEN	6,900	0	6,900	1,622.85	1,758.86	3,518.29	49.0%
51601057 561022 HOT TOP COLD PA	6,000	0	6,000	3,353.17	2,646.83	.00	100.0%
51601057 561023 SAND AND GRAVEL	1,850	0	1,850	1,850.00	.00	.00	100.0%
51601057 561032 OTHER OPERATION	3,625	0	3,625	2,445.82	916.00	2,263.18	37.6%
51601057 562600 VEHICLE FUEL	22,000	0	22,000	5,705.52	.00	16,294.48	25.9%
51601057 573401 ADMIN EQUIPMENT	2,435	0	2,435	350.53	717.43	1,367.04	43.9%
51601057 573900 OTHER EQUIPMENT	10,000	0	10,000	1,879.65	2,772.71	5,347.64	46.5%
51601057 575100 INVENTORY PURCH	130,000	0	130,000	48,770.24	46,229.76	35,000.00	73.1%
51601057 581000 DUES AND FEES	5,655	0	5,655	2,428.00	.00	3,227.00	42.9%
51601057 583000 INTEREST EXPENS	582,941	0	582,941	309,955.14	.00	272,985.86	53.2%
51601057 584000 CONTINGENCY	20,000	0	20,000	.00	.00	20,000.00	.0%
51601057 589001 STATE PERMITS &	4,900	0	4,900	239.92	1,937.74	2,722.34	44.4%
51601057 589031 LIEN DISCHARGE	600	0	600	211.92	228.49	159.59	73.4%
51601057 591000 REDEMPTION OF P	1,796,270	0	1,796,270	303,560.43	.00	1,492,709.57	16.9%
51601057 592001 DEPRECIATION	1,660,336	0	1,660,336	.00	.00	1,660,336.00	.0%
51601057 593002 TRANS TO CAPITA	347,500	0	347,500	347,500.00	.00	.00	100.0%
51601057 593008 TRANSFER TO GEN	25,000	0	25,000	.00	.00	25,000.00	.0%
TOTAL WATER WORKS EXPENSE	6,051,318	0	6,051,318	1,541,750.78	98,487.00	4,411,080.22	27.1%

51601073 WATER TREATMENT PLANT

51601073 511001 SALARIES - FULL	320,188	0	320,188	104,559.81	.00	215,628.19	32.7%
51601073 511002 SALARIES - PART	0	0	0	6,730.32	.00	-6,730.32	100.0%*
51601073 513001 OVERTIME - REGU	24,500	0	24,500	10,874.90	.00	13,625.10	44.4%
51601073 515001 ON CALL	17,914	0	17,914	6,621.63	.00	11,292.37	37.0%
51601073 516000 LONGEVITY	726	0	726	575.00	.00	151.00	79.2%
51601073 521100 HEALTH INSURANC	50,075	0	50,075	16,809.20	.00	33,265.80	33.6%
51601073 521200 DENTAL INSURANC	1,300	0	1,300	333.28	.00	966.72	25.6%
51601073 521300 LIFE INSURANCE	759	0	759	208.71	.00	550.29	27.5%
51601073 522000 SOCIAL SECURITY	26,701	0	26,701	9,557.41	.00	17,143.59	35.8%
51601073 523000 RETIREMENT CONT	46,738	0	46,738	15,759.83	.00	30,978.17	33.7%
51601073 526000 WORKERS' COMPEN	4,783	0	4,783	7,519.66	.00	-2,736.66	157.2%*

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13

ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED			AVAILABLE	PCT
5001 WATER ENTERPRISE FUND	APPROP	ADJSTMTS	BUDGET	YTD ACTUAL	ENCUMBRANCES	BUDGET	USE/COL
51601073 528001 DISABILITY INSU	3,455	0	3,455	1,041.93	.00	2,413.07	30.2%
51601073 532001 STAFF DEVELOPME	4,400	0	4,400	.00	342.45	4,057.55	7.8%
51601073 533000 OTHER PROF SERV	11,000	0	11,000	1,327.00	8,000.00	1,673.00	84.8%
51601073 533002 ENGINEERING SER	17,500	0	17,500	5,008.26	17,191.74	-4,700.00	126.9%*
51601073 533006 LABORATORY SERV	28,826	0	28,826	3,614.45	3,240.55	21,971.00	23.8%
51601073 541901 HVAC SERVICE CO	6,822	0	6,822	.00	6,822.00	.00	100.0%
51601073 543000 REPAIR AND MAIN	82,814	0	82,814	17,081.70	17,349.13	48,383.17	41.6%
51601073 543002 EQUIPMENT MAINT	94,309	0	94,309	6,151.99	33,935.86	54,221.15	42.5%
51601073 552002 PROPERTY INSURA	9,150	0	9,150	10,282.11	.00	-1,132.11	112.4%*
51601073 553000 COMMUNICATIONS	15,041	0	15,041	5,292.43	783.39	8,965.18	40.4%
51601073 561001 JANITORIAL SUPP	1,800	0	1,800	.00	.00	1,800.00	.0%
51601073 561002 BLDG MAINT SUPP	2,200	0	2,200	745.63	.00	1,454.37	33.9%
51601073 561009 TRAINING MATERI	750	0	750	171.95	.00	578.05	22.9%
51601073 561010 CLOTHING	6,504	0	6,504	2,820.00	1,576.81	2,107.19	67.6%
51601073 561015 SAFETY EQUIPMEN	17,600	0	17,600	2,144.03	.00	15,455.97	12.2%
51601073 561031 CHEMICALS	248,396	0	248,396	106,759.67	24,055.87	117,580.46	52.7%
51601073 561037 LABORATORY SUPP	13,920	0	13,920	6,942.32	1,399.16	5,578.52	59.9%
51601073 561040 EQUIPMENT REPAI	38,250	0	38,250	17,643.49	127.99	20,478.52	46.5%
51601073 562200 ELECTRICITY	213,000	0	213,000	35,739.37	14,260.63	163,000.00	23.5%
51601073 562400 HEATING FUEL	28,000	0	28,000	.00	2,100.00	25,900.00	7.5%
51601073 573900 OTHER EQUIPMENT	31,700	0	31,700	1,625.94	1,682.90	28,391.16	10.4%
51601073 589030 PROP TAX TO OTH	43,500	0	43,500	.00	93.16	43,406.84	.2%
TOTAL WATER TREATMENT PLANT	1,412,621	0	1,412,621	403,942.02	132,961.64	875,717.34	38.0%

51601570 WATER REVENUE OFFICE

51601570 511001 SALARIES - FULL	42,327	0	42,327	17,239.94	.00	25,087.06	40.7%
51601570 516000 LONGEVITY	100	0	100	.00	.00	100.00	.0%
51601570 521100 HEALTH INSURANC	12,372	0	12,372	4,123.93	.00	8,248.07	33.3%
51601570 521200 DENTAL INSURANC	127	0	127	43.28	.00	83.72	34.1%
51601570 521300 LIFE INSURANCE	108	0	108	34.90	.00	73.10	32.3%
51601570 522000 SOCIAL SECURITY	3,244	0	3,244	1,305.71	.00	1,938.29	40.3%
51601570 523000 RETIREMENT CONT	5,739	0	5,739	2,342.28	.00	3,396.72	40.8%
51601570 526000 WORKERS' COMPEN	49	0	49	77.54	.00	-28.54	158.2%*
51601570 528001 DISABILITY INSU	453	0	453	169.19	.00	283.81	37.3%
51601570 543000 REPAIR AND MAIN	2,916	0	2,916	2,594.00	.00	322.00	89.0%
51601570 553400 POSTAGE FEES	12,000	0	12,000	2,638.86	2,500.00	6,861.14	42.8%
51601570 555000 PRINTING AND BI	410	0	410	267.27	142.73	.00	100.0%
51601570 561003 OFFICE SUPPLIES	300	0	300	205.00	95.00	.00	100.0%
TOTAL WATER REVENUE OFFICE	80,145	0	80,145	31,041.90	2,737.73	46,365.37	42.1%

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13								
ACCOUNTS FOR:		ORIGINAL	TRANFRS/	REVISED			AVAILABLE	PCT
5001	WATER ENTERPRISE FUND	APPROP	ADJSTMTS	BUDGET	YTD ACTUAL	ENCUMBRANCES	BUDGET	USE/COL
	TOTAL WATER ENTERPRISE FUND	0	0	0	1,078,229.64	234,186.37	-1,312,416.01	100.0%
	TOTAL REVENUES	-7,544,084	0	-7,544,084	-898,505.06	.00	-6,645,578.94	
	TOTAL EXPENSES	7,544,084	0	7,544,084	1,976,734.70	234,186.37	5,333,162.93	

YEAR-TO-DATE BUDGET REPORT

FOR 2024 13								
	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL	
GRAND TOTAL	0	0	0	1,078,229.64	234,186.37	-1,312,416.01	100.0%	

\*\* END OF REPORT - Generated by Darcy Landry \*\*