



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: September 30, 2015  
TO: Utility Advisory Board  
FROM: John B. Storer, PE – Director of City Services  
REGARDING: Utility Advisory Board Meeting

There will be a meeting of the Utility Advisory Board on Monday, October 5, 2015 at 5:30 P.M. in the City Hall Council Conference Room.

### AGENDA

1. Call to Order
2. Acceptance of September 14, 2015 Minutes Pages 3-5
3. Appeals
  - 3.1 Gary M. Mohrs (Pages 6-11)  
15 Regency Court Rochester  
NH 03867 RE: 15 Regency  
Court
  - 3.2 Amy Lavoie (Pages 12-19)  
59 Ten Rod Road  
Rochester NH 03867  
RE: 59 Ten Rod Road
  - 3.3 David Gagnon (Pages 20-25)  
20-25 520 Sanborn Hill Road  
Epsom NH 03234  
RE: 16 Dewey Street
  - 3.4 Joseph Doyle (Pages 26-34)  
8 Blair Drive  
Rochester NH 03868  
RE: 8 Blaire Drive
  - 3.5 Jim & Michelle Dumas (Pages 35-42)  
38 Pine Street  
Rochester NH 03867  
RE: 38 Pine Street

- 3.6 Greg Ward (Pages 43-50)  
10 Moose Lane  
Rochester NH 03867  
RE: 10 Moose Lane Tabled from 6/8/15 Meeting
- 3.7 Stephen Patti (Pages 51-56)  
21 Sheridan Avenue  
Rochester NH 03867  
RE: 21 Sheridan Ave
- 3.8 Poulin Realty (Pages 57-65)  
47 Farmington Road  
Rochester NH 03867  
RE: 47 Farmington Road
- 3.9 Louis Ferullo (Pages 66-70)  
19 Dodge Street  
Rochester NH 03867  
RE: 19 Dodge Street
- 3.10 Joseph & Rebecca Stevens (Pages 71-79)  
86 Eastern Avenue  
Rochester NH 03867  
RE: 86 Eastern Avenue - Tabled from 9/14/15 Meeting
- 3.11 Irene Laurion (Pages 80-86)  
8 Elizabeth Street  
Rochester NH 03867  
RE: 8 Elizabeth Street – Tabled from 9/14/15 Meeting
- 4. Water & Sewer Uncollected Accounts Receivable – Finance Department Request  
for a motion to credit off all accounts as presented. Uncollected A/R 1994  
through 2007, with accrued interest. (Pages 87-90)
- 5. Financial Reports (Pages 91-98)
- 6. Other
- 7. Adjournment

Copy to:  
Blaine M.Cox, Deputy City Manager

**UTILITY ADVISORY BOARD MEETING**  
**September 14, 2015**  
**CITY COUNCIL CONFERENCE ROOM**  
**5:30 P.M.**

**MEMBERS PRESENT**

Daniel Peterson, Chairman  
Shawn Libby  
Thomas H. Willis, Jr

**MEMBERS ABSENT**

Arthur Hoffman

**OTHERS PRESENT**

John Storer, PE, Director City Services  
Richard and Sharon Tara  
Susan Frazier  
Joseph and Rebecca Stevens

**MINUTES**

**1. Call to order:**

Chairman Peterson called the meeting to order at 5:30PM. Board member Arthur Hoffman was absent.

**2. Approve Minutes for August 10, 10, 2015.**

Chairman Peterson asked for a recommendation on last month's meeting minutes.

*Mr. Willis made a motion to approve minutes for the August 10, 2015 minutes as submitted. The motion was seconded by Mr. Libby. The motion passed unanimously.*

**3. Appeals**

**3.1 Rebecca & Joseph Stevens, #86 Eastern Avenue**

The appellants were present at the meeting. The board reviewed the appeal which stated they did not find a leak at the residence. The last bill was \$121.96 and the bill in question was \$1,102.35. City Staff recommended no abatement on the invoice amount. Mr. Stevens stated that there house sits on a slab and they would have noticed a leak that was 10 times the normal limit.

*Mr. Willis made a motion to table this appeal for a month so DPW can look into what kind of meter is installed at the residence and to see if it's working correctly. Mr. Libby seconded the motion. The motion passed unanimously.*

**3.2 Jacqueline Goodwin, # 7 Second Street**

The appellant was not present at meeting. The board reviewed the appeal which stated the outside valve was pushed open from the weight of the snow. City Staff recommended abatement for the sewer portion of the 6 units of above average use.

*Mr. Libby made a motion to abate the 6units of sewer valued at \$6.24 each, for a total of \$37.44. Mr. Wills seconded The motion passed unanimously.*

### **3.3 J Bruce Roberts, #15 Norway Plains Road**

The appellant's daughter Susan Frazier was present at meeting, her father Mr. Roberts passed away on June 10, 2015. The board reviewed the appeal which stated there was a constant running toilet that had not been found due to property being vacant after her father passed away in June. She said she was asking for forgiveness, no one used the toilet and she had already paid the \$75.00 invoice.

***Chairman Peterson made a motion to deny the abatement of 16 units of water. The motion was seconded by Mr. Libby. The motion passed unanimously.***

### **3.4 Richard Tara, #23 Alice Lane**

The appellants were present at the meeting. The board reviewed the appeal which stated there were two leaks in the irrigation system. They are looking to get an abatement on 61 Units of water. City staff recommended no abatement on the appeal.

***Mr. Willis made a motion to deny the abatement of 61 units of water due to the fact the water did go through the meter . The motion was seconded by Chairman Peterson. The motion passed unanimously.***

### **3.5 Kenneth Voss, #272 Chesley Hill Road**

The appellants were not present at the meeting. The board reviewed the appeal which stated he was told to keep his water running for 30 minutes after water and sewer work was performed on Chesley Hill Road. City Staff recommended abatement for 1 unit of water and 1 unit of sewer.

***Mr. Willis made a motion to abate 1 unit of water valued at \$4.67 each and 1 unit of sewer valued at \$6.24 each for a total of \$10.91. Chairman Peterson seconded the motion. The motion passed unanimously.***

### **3.6 Alberto & Claudia Ferro, #17 Juniper Street**

The appellants were not present at the meeting. The board reviewed the appeal which stated the customer is appealing the \$30.00 service charge for non-payment of the May bill. The technician went out on July 7, 2015 to turn off the water, at which time the homeowner called in to make arrangements to pay by July 10, 2015. City Staff recommend no abatement for the service charge.

***Mr. Willis made a motion to deny the abatement, stating, "the policy to charge \$30.00 to have the water shut off". The motion was seconded by Chairman Peterson. The motion passed unanimously.***

### **3.7 Diana Fowler, #3 Hickey Street**

The appellant was not present at the meeting. The board reviewed the appeal which stated that she had been billed for a broken water meter, and there was no above average use. City staff recommended no abatement.

***Mr. Willis made a motion to take no action. Mr. Libby said no action was needed. The motion passed unanimously.***

### **3.8 Michael Bean, #3 Janet Street**

The appellant was not present at the meeting. The board reviewed the appeal which stated that the customer is appealing the sewer charges on the June bill stating that a hose was left on for a period of several days while they were away. City Staff recommended an abatement of 34 units of sewer.

*Chairman Peterson made a motion to abate 34 units of sewer valued at \$6.24 each for a total of \$212.16. The motion was seconded by Mr. Libby. The motion passed unanimously.*

### **3.9 Irene Laurion, #8 Elizabeth Street**

The appellant was not present at the meeting. The board reviewed the appeal which states her bills are consistently 4 units of water and she does not have a leak. City staff recommended no abatement.

*Mr. Willis made a motion to table this appeal, to get a sense of the October bill, then maybe put on the November agenda. The motion was seconded by Chairman Peterson. The motion passed unanimously.*

### **3.10 Susan G & Darren Scott, #24 Howe Street**

The appellant was not present at the meeting. The board reviewed the appeal which stated the customer is appealing 22 units of sewer for a pool fill. The customer received her August bill and noticed that the pool credit was not accounted for. City staff recommended an abatement of 22 units of sewer.

*Chairman Peterson made a motion to abate 22 units of sewer valued at \$6.24 each, for a total of \$137.28. Mr. Willis seconded the motion. The motion passed unanimously.*

## **4. Financial Reports**

The board reviewed all financial reports.

## **5. Other**

### **Wastewater Treatment Plant Discussion**

There was a short discussion of the Wastewater Treatment regulatory and treatment operations.

### **Change of Date for October's Meeting-Discussed**

October's Utility Advisory Board Meeting will be held on Monday October 5, 2015, due to Columbus Day that is on October 12, 2015.

### **Adjournment:**

*Mr. Willis made a motion to adjourn at 6:39PM. The motion was seconded by Chairman Peterson. The motion passed unanimously.*

*Minutes respectfully submitted by Laura Miller, Secretary DPW.*



## City of Rochester, New Hampshire

### WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: September 21, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 09/1/15

Customer Name: Gary M Mohr

Account: 060863

Service Address: #15 Regency Ct

Rochester NH 03867

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

### Recommendations

I recommend an abatement of 40 units of sewer on the invoiced amount.


The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The water did not enter the sewer system
3. The appellant is responsible for undetected water leaks on the property.

a. Usage on the current invoice is	56 Units
b. Average usage of previous 4 quarters	<u>16 Units</u>
c. Estimated increase of Usage	40 Units

Value of 40 Units of Sewer at the current sewer rate of \$6.24 = \$249.60

Total abatement = \$249.60 plus accrued interest.

  
John B. Storer, PE  
Director of City Services

9/31/15  
Date

---

**WATER/SEWER BILLING MEMORANDUM**

---

TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 1, 2015  
SUBJECT: **Gary M Mohr**  
PROPERTY: **15 Regency Ct**

Attached please find the Water/Sewer Billing Appeal Application, consumption history and notes for the above location.

The customer is appealing for 43 units of water/sewer for the August bill. His son had left the outside spigot on for an unknown period of time. The owner has since shut the water off in the cellar to prevent this from happening again.

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

Office Use Only:  
Received: 9/1/15

1. Date of Appeal: SEPT. 1, 2015
2. Property Owner's Name: GARY MOHR Account #: 060863
3. Billing Address: 15 REGENCY CT.  
ROCHESTER NH. 03867
4. Service Location: SAME AS ABOVE Zip Code \_\_\_\_\_
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: \_\_\_\_\_ Cell: 603-841-0760
8. Email Address: gmohr81@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5-11-2015 to 8-11-2015

10. Abatement is being requested for:

a. How many units of water 43 x 4.67 = \$ 200.81

b. How many units of sewer 43 x 6.24 = \$ 268.32

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

Total \$ 469.13

11. Explanation of Appeal Request:

My 2 1/2 year old son figured out how to turn the outside spigot on  
when we were not looking. I'm not sure how long it had been running before  
I noticed it when mowing the lawn. A couple of days I think. I now shut  
the water supply off in the cellar until I need it. Problem solved...



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? ABSOLUTELY NOT...

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

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

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

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

YES...

---

---

---

**Please note:**

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*



Account

Account: 060863 Customer: 36916  
 Parcel: 011001090011 MOHR GARY M  
 Location: 15 REGENCY CT Status: Active

Service

Service: 100 001 RES WATER Mfr: SENS Meter #: 69890536  
 1 of 1

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
03/11/2015		13916424	A			363	56	0	92	610.96	251.52
05/11/2015		13908911	A			327	26	0	80	283.66	121.42
02/20/2015		13901555	E			301	13	0	106	141.83	60.71
11/06/2014		13894178	A			288	14	0	92	152.74	65.38
08/06/2014		13886779	A			274	13	0	92	141.83	60.71
05/06/2014		13879278	A			261	12	0	84	130.74	55.86
02/11/2014		13871981	A			249	14	0	89	151.76	64.40
11/14/2013		13864654	A			235	13	0	94	140.92	59.80
08/12/2013		13857278	A			222	13	0	95	140.92	59.80
05/09/2013		13849858	A			209	15	0	91	162.60	69.00
02/07/2013		13842574	A			194	13	0	91	140.14	59.44
11/08/2012		13835264	A			181	11	0	92	116.60	49.39

Navigation controls: Previous, Next, Search, and Page 2 of 2.

Tier History

Replace Hist

Demand Inq

Report Options



Account: 060863

[2011-05-25 08:56:10 ann]: MAY 2011 BILL RETURNED - REMAILED TO: 10 GAGNE ST., UNIT 10, ROCHESTER, NH 03867-2616  
[2012-02-23 16:28:07 kathy]: LETTER SENT FOR EST TWO CYCLES  
[2012-05-30 10:47:21 kathy]: TAGGED DOOR 5/24 FOR EST THREE CYCLES 5/23/12  
[2012-06-05 11:45:04 kathy]: SENT CERTIFIED LETTER FOR NON-COMPLIANCE 6/6/12====ON BOARD FOR 7/5/12 TO BE SHUT OFF FOR NON-COMPLIANCE  
[2012-07-17 08:50:36 ann]: METER WAS REPAIRED - BROKEN WIRE - READ 166  
[2015-02-20 10:42:05 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW  
[2015-08-11 11:47:23 karenb]: SENT LEAK LETTER FOR AUGUST BILL (56 UNITS)  
[2015-08-18 11:44:54 karenb]: GARY CALLED; HIS SON HAD LEFT THE SPIGOT ON FOR DAYS. HE PUT A LOCK ON IT. HE WILL BE FILING AN APPEAL.



## *City of Rochester, New Hampshire*

### WATER & SEWER BILLING

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

Date: September 21, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 09/14/15

Customer Name: Amy Lavoie

Account: 022100

Service Address: #59 Ten Rod Rd

Rochester NH 03867

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

### Recommendations

I recommend no abatement on the invoiced amount.

The above recommendation is based upon the following findings:

1. The appellant is responsible for undetected water leaks on property.
2. The appellant has not provided any justification for increased usage or for loss of water.

John B. Storer, PE  
Director of City Services

9/30/15  
Date

---

**WATER/SEWER BILLING MEMORANDUM**

---

**TO:** Lisa Clark  
**FROM:** Karen Bonneau  
**DATE:** September 14, 2015  
**SUBJECT:** Amy Lavoie  
**PROPERTY:** 59 Ten Rod Rd

Attached please find the Water/Sewer Billing Appeal Application, consumption history and notes for the above location.

The customer is appealing 42 units of water and sewer for the August bill. The customer was watering lawn a few times a week but does not feel that this would account for the increase in units; no leak was found.

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

Office Use Only:  
Received: 9/14/15

1. Date of Appeal: 9/9/2015
2. Property Owner's Name: Amylavie Account #: 022100
3. Billing Address: 59 Ten Red Rd  
Rochester, NH 03867  
W/S
4. Service Location: same as above Zip Code \_\_\_\_\_
5. Owners Representative: Amylavie
6. Owners Representative's Signature: Amylavie
7. Phone #: \_\_\_\_\_ Cell: 603 930 2317
8. Email Address: Ames042@aol.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/4/15 to 8/4/15

10. Abatement is being requested for:

- a. How many units of water 42 x 4.67= \$ 196.14
- b. How many units of sewer 42 x 6.24= \$ 262.08
- C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ 458.22

11. Explanation of Appeal Request:

please see attached

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Form continues on back

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

☒ Yes ☐ No (circle one)

If yes, why?

I am unsure as to why the meter is <sup>reading</sup> wrong exactly  
however going from 12 units to 57 units  
does not make sense to us with little change to our  
usage.

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

Yes ☒ No (circle one)

it is possible but not that we are aware

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:

If appeal is denied it would be very difficult  
for us to pay such an unexpected bill.

**Please note:**

1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.
2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.
3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.

## Addendum to Water/Sewer Billing Appeal Application (Account #022100)

Our last 2 billing cycles have been in the past around 12 units which was about \$140.00. We unexpectedly received the most recent bill which was billing for 57 units and totaling \$621.87. We immediately thought something must be wrong with the meter as this does not seem like it could be right. Going from 12 units to 57 seems outrageous. The technician came to look at the meter and advised that it was running the way it should be. We feel that there has to be another explanation to why the bill is so high. The only difference in water usage from the previous billing cycles would be watering out lawn a few times a week. However I would not think that would cause such a high jump in usage. The current bill shows 57 units, our previous average was 12 for 2 cycles with the additional water for the lawn I would guess maybe 15 units were used. We are asking that you forgive or help us understand how 42 units more could have been used in a cycle period. We appreciate the committees review.





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

# WATER & SEWER BILL

Remit Copy

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

Bill Number	Account Number	Bill Date	Past Due Date	Past Due	Other Current Charges	Current Charges
13915336	022100	08/18/2015	09/21/2015	0.00	.00	621.87
Amount Due						<b>\$621.87</b>

022100  
LAVOIE AMY  
59 TEN ROD RD  
ROCHESTER, NH 03867-4285

Please Note Address Correction Below:

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



92096042016413915336500000621870

✂ Detach and return the above portion with your payment ✂



**City of Rochester**  
Rochester, New Hampshire

# WATER & SEWER BILL

Customer Copy

Keep this portion for your records

Keep this portion for your records

Customer			Service Address			
LAVOIE AMY			59 TEN ROD RD /			
Bill Number	Account Number		Past Due Date		Bill Date	
13915336	022100		09/21/2015		08/18/2015	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	08/04/2015	05/04/2015	98	41	57	266.19
RES SEWER					57	355.68

WATER \$4.67, ELDERLY \$2.02, MINIMUM \$17.74, MINIMUM ELDERLY \$14.21  
SEWER \$6.24, ELDERLY \$4.15, MINIMUM \$29.85, MINIMUM ELDERLY \$23.76  
MASTERCARD, DISCOVER & AMX CARD PMTS IN TAX OFFICE. 2.95% SURCHARGE

**BILL IS DUE UPON PRESENTATION**

Payment is due upon receipt. Interest accrues daily from the past due date at the rate of 12% interest per annum computed to the payment date. Past due bills shall cause water shut off and may become a lien on the property.

*circle*  
*+ = water*

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

*wads. Sept 2 @ 30*

Remit payment to:

City of Rochester  
Tax Collector's Office  
P.O. Box 981096  
Boston MA 02298-1096

For all other correspondence or accounting inquiries:

City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

Phone: 1 (603) 332 - 3110 Billing Office  
1 (603) 330 - 7127 Off Hour Emergencies

Consumption billed in hundreds of cubic feet. Non-receipt of issued bill not deemed excuse for failure to pay. Property owner responsible for protection of meter from loss and damage. Any person other than an employee of the Rochester Water Department who turns water off or on at curb stop, without permission, may be subject to a fine.



Account	022100	Customer	41896
Parcel	022100970000	VERGE AGENCY INC	
Location	59	TEN ROD RD	Status Active

Service 100 002 RES WATER Mfr SENS Meter # 77351940

Service 100 002 RES WATER Mfr SENS Meter # 77351940

1 of 1

### Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
10/15/2014		13890149		F		17	0	72	30.00		.00
08/04/2014		13885691		A		17	17	459	704.69		78.61
05/21/2014			0	I		204	0	459	.00		.00



## *City of Rochester, New Hampshire*

### WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: September 21, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 09/14/15

Customer Name: David Gagnon

Account: 012400

Service Address: #16 Dewey St

Rochester NH 03867

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

### **Recommendations**

I recommend no abatement on the invoiced amount.

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The appellant is responsible for undetected water leaks on property.

John B. Storer, PE  
Director of City Services

9/30/15  
Date

---

**WATER/SEWER BILLING MEMORANDUM**

---

TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 15, 2015  
SUBJECT: **David Gagnon**  
PROPERTY: **16 Dewey St**

Attached please find the Water/Sewer Billing Appeal Application and consumption history for the above location.

The customer is appealing 28 units of sewer due to a toilet running nonstop in a tenant's apartment. The toilet has been removed and water shut off to the unit.



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

Office Use Only:  
Received: 9/14/15

1. Date of Appeal: Sept 12, 2015
2. Property Owner's Name: David Gagnon Account #: 012400
3. Billing Address: 520 Sanborn Hill Rd  
Epsom, NH 03234 W/S
4. Service Location: 16 Dewey St Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: David J. Gagnon
7. Phone #: (603) 736-0441 Cell: (603) 978-8886
8. Email Address: davegags62@hotmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/1/15 to 8/3/15
10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 4.67= \$ \_\_\_\_\_

b. How many units of sewer 28 x 6.24= \$ 174.72

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

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

11. Explanation of Appeal Request:

The latest water bill for my 4 unit apartment building is significantly higher than usual. I had a tenant move out in mid August and I discovered that her toilet had been running non stop and she never informed me about it (this tenant has mental health issues). Now that the tenant is out the toilet has been removed and water shut off to the unit, I am renovating this unit and it will have all new faucets, valves, and toilet. The other 3 units in the building have all been updated in the last 18 months with new plumbing. I have all new tenants and fewer people living there. The average charge of my last 4 water bills is ~ \$270.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? YES

Who made the repair? ME

Has proof of the repair been attached to this appeal form? No, work is still on going

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

No

**Please note:**

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*



## Account

Tier History

Replace Hist

Demand Inq

Report Options

Account

012400

Customer

28675

Parcel

011601370000

GAGNON DAVID J

Location

16

DEWEY ST

Status

Active

## Service

Service

100

001

RES WATER

Mfr

SENS

Meter #

67457798

1 of 1

## Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
08/03/2015		13915021	A		1433	57		0	94	621.87	256.19
05/01/2015		13907500	A		1431	26		0	84	283.66	121.42
02/06/2015		13900144	A		1405	25		0	98	272.75	116.75
10/31/2014		13892771	A		1380	18		0	91	196.38	84.06
08/01/2014		13885376	A		1362	18		0	92	196.38	84.06
05/01/2014		13877880	A		1344	31		0	87	337.57	144.13
02/03/2014		13870578	A		1313	41		0	94	444.44	188.60
11/01/2013		13863265	A		1272	40		0	92	433.60	184.00
08/01/2013		13855892	A		1232	41		0	90	444.44	188.60
05/03/2013		13848468	A		1191	38		0	91	411.92	174.80
02/01/2013		13841186	A		1153	48		0	92	516.60	219.10
11/01/2012		13833878	A		1105	40		0	92	424.00	179.60

K

3 of 4

3 of 4

3 of 4

3 of 4

3 of 4





Account: 012400

NEW OWNER - DAVID GAGNON - MAILING ADDRESS IS 33 PLEASANT ST. SOMERSWORTH, NH 03878

11/2/06 - SENT LEAK LETTER

[2011-05-24 14:37:15 ann]: MAY 2011 BILL MAILED TO FORMER ADDRESS CAME BACK - REMAILED TO NEW MAILING ADDRESS

[2011-11-28 12:49:01 kathy]: CALLED TODAY FOUND VALVE FOR WASHER TENANT LEFT ON BECAUSE HE COULD NOT TURN OFF AND WANTS A RE-READ TO SEE IF EVERYTHING IS REPAIRED FOR THIS HIGH BILL.. LAST BILL HE HAD A TOILET RUNNING AND KNOWS HE WAS RESPONSIBLE FOR PAYING BILL.

WANT TO APPEAL THE VALVE LEFT ON BY TENANT BECAUSE IT WENT INTO THE CELLAR FLOOR. SENT APPEAL PAPER WORK AND HISTORY OF CONSUMPTIONS

[2011-11-29 10:57:38 kathy]: RE-READ IS 969 - 13 UNITS IN ONE MONTH X 3 FOR CYCLE = 39 UNITS - LOOKS LIKE USAGE IS BACK ON TRACK - CALLED DAVE WITH RESULTS HE WAS HAPPY BUT HAS PLUMBER THERE NOW WITH LEAKING WATER HEATER.. WILL SEND IN APPEAL FOR THE HIGH BILL.

[2011-12-15 13:58:59 ann]: APPEAL TO BLAINE FOR THE JANUARY UAB

[2012-01-18 10:48:11 ann]: JANUARY 2012 UAB GRANTED \$659.88 ABATEMENT

[2012-01-25 14:36:16 ann]: GAVE REQUEST TO DOREEN TO HAVE REFUND ISSUED FOR UAB ABATEMENT

[2014-09-02 16:48:23 sjuneau]: BILL RETURNED WITH FORWARDING ADDRESS OF 520 SANBORN HILL ROAD, EPSOM NH 03234-4730

[2015-09-15 10:04:27 karenbj]: SENT APPEAL TO OCTOBER UAB. MAILED IN FORM REGARDING A TOILET RUNNING.



## *City of Rochester, New Hampshire*

### WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: September 21, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 09/16/15

Customer Name: Joseph Doyle

Account: 300339

Service Address: #8 Blair Dr

Rochester NH 03867


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


### Recommendations

I recommend no abatement on the invoiced amount.

The above recommendation is based upon the following findings:

1. The appellant is responsible for undetected water leaks on property.
2. The appellant has not provided any justification for increased usage or for loss of water.

  
John B. Storer, PE  
Director of City Services

  
Date

---

**WATER/SEWER BILLING MEMORANDUM**

---

**TO:** Lisa Clark

**FROM:** Karen Bonneau

**DATE:** September 16, 2015

**SUBJECT:** Joseph Doyle

**PROPERTY:** 8 Blair Dr

Attached please find the Water/Sewer Billing Appeal Application, consumption history and notes for the above location.

The customer is appealing 23.5 units of water and sewer for the August bill. The customer had Tara Estates checked and were unable to find any leaks.

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

Office Use Only:  
Received: 9/15/15

1. Date of Appeal: 10/12/15
2. Property Owner's Name: Joseph Doyle Account #: 300339
3. Billing Address: 8 Blair Dr. W/S  
Rochester NH  
03868
4. Service Location: same Zip Code 03868
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: 603-330-3139 Cell: 360-775-6409
8. Email Address: joeath@gmail.com
- (Agendas and Decision Letters will be emailed).
9. Billing Period that is being appealed is from 5/14/15 to 8/20/15
10. Abatement is being requested for:

- a. How many units of water \_\_\_\_\_ x 4.67= \$ \_\_\_\_\_
- b. How many units of sewer \_\_\_\_\_ x 6.24= \$ \_\_\_\_\_
- C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

---

---

---

---

---

---

---

---

---

---

Form continues on back

pg 1 of 4

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

Yes No (circle one)

If yes, why?

---

---

---

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

Yes No (circle one)

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

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

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

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

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

---

---

---

***Please note:***

- 1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.***
- 2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.***
- 3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.***

100 cu ft= 788 gallons billed for 47 cu ft water + 47 cu ft sewer  
 $788 \times 47 = 37,036$  gallons 12,345 gallons per month

10. Abatement request for: half of billing amount  $47 \times \frac{1}{2} = 23.5$  units

- a] water  $23.5 \times 4.67 = \$109.74$
- b] sewer  $23.5 \times 6.24 = \$146.64$
- c] Water-&-Sewer Dept fees of \$0.00

Total: \$256.38 (half of current amount due, \$512.77)

11. Explanation of Appeal Request:

This a brand new house in TARA ESTATES manufactured home park, there is no swimming pool, automatic or manual sprinkler system. All appliances are new Energy efficiency models [washer/dryer; dishwasher]. We have not put in a new lawn and do not water the existing lawn, we do have some plants and potted flowers that we do water with a soaker hose [not automatic manually turned off/on] or handheld watering pail. My wife and I are the only residents, with an occasional weekend visits from my Son and Daughter-in-law with their infant child.

This is our first quarterly bill for water/sewer, we checked with several of our neighbors to see if their bills were this high, no bill was was even close to ours. Tara Estates checked for water leaks in the house and found none. We suspect a defective water meter, Tara replaced water meter September 11th 2015 and we have been checking the house daily for any water leaks.

12. YES!  
water/sewer billing units appear much too high.

13. NO

14. NO



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

# WATER & SEWER BILL

**Remit Copy**

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

Bill Number	Account Number	Bill Date	Past Due Date	Past Due	Other Current Charges	Current Charges
13917065	300339	08/24/2015	09/28/2015	0.00	.00	512.77
Amount Due						<b>\$512.77</b>

300339  
DOYLE JOSEPH W & CATHY A  
8 BLAIR DR  
ROCHESTER, NH 03868-7060

Please Note Address Correction Below:

Name \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_



92096042016413917065800000512772

✕ Detach and return the above portion with your payment ✕



**City of Rochester**  
Rochester, New Hampshire

# WATER & SEWER BILL

**Customer Copy**

Keep this portion for your records

Customer				Service Address			
DOYLE JOSEPH W & CATHY A				8 BLAIR DR /			
Bill Number	Account Number	Past Due Date		Bill Date			
13917065	300339	09/28/2015		08/24/2015			
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge	
	Current	Previous	Current	Previous			
RES WATER	08/20/2015	05/14/2015	147	100	47	219.49	
RES SEWER					47	293.28	
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due		
174.56	06/03/2015	0.00	.00	512.77	<b>\$512.77</b>		

WATER \$4.67, ELDERLY \$2.02, MINIMUM \$17.74, MINIMUM ELDERLY \$14.21  
SEWER \$6.24, ELDERLY \$4.15, MINIMUM \$29.85, MINIMUM ELDERLY \$23.76

MASTERCARD, DISCOVER & AMS CARD PMTS IN TAX OFFICE. 2.95% SURCHARGE

**BILL IS DUE UPON PRESENTATION**

Payment is due upon receipt. Interest accrues daily from the past due date at the rate of 12% interest per annum computed to the payment date. Past due bills shall cause water shut off and may become a lien on the property.

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

Remit payment to:  
City of Rochester  
Tax Collector's Office  
P.O. Box 981096  
Boston MA 02298-1096

For all other correspondence or accounting inquiries:  
City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

Phone: 1 (603) 332 - 3110 Billing Office  
1 (603) 330 - 7127 Off Hour Emergencies

Consumption billed in hundreds of cubic feet. Non-receipt of issued bill not deemed excuse for failure to pay. Property owner responsible for protection of meter from loss and damage. Any person other than an employee of the Rochester Water Department who turns water off or on at curb stop, without permission, may be subject to a fine.



Account

Account	300339	Customer	42962
Parcel	022403090339	DOYLE JOSEPH W & CATHY A	
Location	8	BLAIR DR	Status Active

Service

Service	100	RES WATER	Mfr	SENS	Meter #	73559500
1 of 1						

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Btl Amt
09/11/2015			0	I		153	6	0	98	.00	.00
08/20/2015		13917065	A			147	47	0	98	512.77	219.49

Tier History

Replace Hist

Demand Inq

Report Options

2 of 2

Navigation buttons: Previous, Next, Search, etc.





Account

Account:  Customer:   
 Parcel:  S & B MOBILE HOME SALES  
 Location:   Status:

Service

Service:   RES WATER Mfr:  Meter #:   
  1 of 1

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
05/14/2015		13909543	A		100	16	0	65	174.56	74.72	
03/10/2015		13902506	A		84	83	0	190	905.53	387.61	

Tier History

Replace Hist

Demand Inq

Report Options

Accounts

File Edit Tools Insert Help

Account: 300339

[2014-10-31 11:43:41 am]: THIS IS UNIT THAT IS OWNED BY THE PARK - THEY INSTALLED METER - DOES NOT EXIST IN ASSESSING RECORDS - WHEN IT IS PURCHASED WE MAY HAVE TO ADJUST INFO

[2015-08-28 09:22:10 karenb]: OWNERS CAME IN 8/27 TO ASK ABOUT HIGH USAGE. THEY DID HAVE TARA CHECK AND COULD NOT FIND ANYTHING LEAKING. EXPLAINED THAT THE USAGE WAS ACTUAL USAGE. TARA WILL BE CHANGING OUT THE METER NEXT WEEK TO APPEASE THE HOMEOWNERS. THEY WERE VERY UPSET BUT IT WAS DEFINITE ACTUAL USAGE. GAVE THEM UAB PAPERWORK IN CASE THEY NEED TO FILE A HARDSHIP.

[2015-09-14 11:29:06 karenb]: RECEIVED NOTIFICATION FROM TARA: CHANGED METER 9/11/15. NEW METER 73559500 MODEL 78673262 BEG READ 0000

[2015-09-16 10:26:04 karenb]: SENT APPEAL FOR OCTOBER UAB

Check Spelling

Display as HTML



## *City of Rochester, New Hampshire*

### WATER & SEWER BILLING

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

Date: September 21, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 09/17/15

Customer Name: Jim & Michelle Dumas

Account: 050180

Service Address: #38 Pine St

Rochester NH 03867

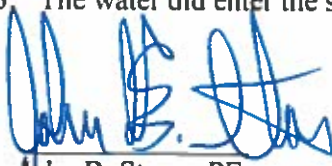
The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

#### Recommendations

I recommend no abatement on the invoiced amount.

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The appellant is responsible for undetected water leaks on property.
3. The water did enter the sewer system.

  
John B. Storer, PE  
Director of City Services

9/30/15  
Date

---

**WATER/SEWER BILLING MEMORANDUM**

---

TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 17, 2015  
SUBJECT: **Jim & Michelle Dumas**  
PROPERTY: **38 Pine St**

Attached please find the Water/Sewer Billing Appeal Application, consumption history, notes and payment receipt for the above location.

The customer is appealing 85 units of water and sewer for the August bill. Tenant failed to notify them of a constant leak in the kitchen. Jim Dumas repaired the leak.

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

Office Use Only:  
Received: 9/17/15

W/S

1. Date of Appeal: 9/14/15
2. Property Owner's Name: Jim & Michelle Dumas Account #: 050180
3. Billing Address: 274 Long Ridge Rd.  
Sanbornville, NH 03872
4. Service Location: 38 Pine St. Rochester Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: Michelle Dumas
7. Phone #: 603-978-0608 (Jim) Cell: 603-978-1537
8. Email Address: mmdumas@comcast.net (michelle)

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/7/15 to 8/7/15

10. Abatement is being requested for:

a. How many units of water 85 x 4.67 = \$ \_\_\_\_\_

b. How many units of sewer 85 x 6.24 = \$ \_\_\_\_\_

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

Total \$ 927.35

11. Explanation of Appeal Request:

We are landlords who bought a property at the height of the market in 2004 and have struggled to hold on while values have plummeted and rents have become more competitive. At best we break even. Usually we lose money. When I first noticed that our water bill was high 2 billing periods ago, all tenants were asked if they had a leak and all denied it. My husband checked the basement and found no leaks. In early August, my husband was at the building doing some maintenance in the basement and realized he heard water running almost constantly from one of the apartments. He knocked and

Form continues on back



asked the tenant if he had water running. Tenant said no. So he was asked if he had a leak, Again the tenant said no. When my husband said he wanted to come in and inspect, the tenant refused, but my husband insisted because it was clear there was a problem somewhere. When he went in, he found a constant leak of hot (!!) water in the kitchen. He immediately repaired it and the tenant was strongly warned that his lease requires he report all leaks or other maintenance issues. Karen Bonneau was nice enough to explain how to check the meter for leaks, and we will definitely do this in the future on a regular basis. I am enclosing a check for the amount of my last bill, but that is all I have budgeted and all I currently can pay. I am respectfully requesting the Utility Advisory Board give us an abatement this one time, due to the circumstances. Thank you!

Michelle Dumas

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? probably

If yes, has the leak been repaired? Yes

Who made the repair? Jim Dumas

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

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

We don't reside in Rochester

---

---

**Please note:**

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*

\*\*\*\*\*  
\*\*\*\*\*  
\*\*\*\*\*

PAYMENT SUMMARY RECEIPT

CITY OF ROCHESTER  
31 WAKEFIELD STREET  
ROCHESTER NH 03867

DATE: 09/17/15 CUSTOMER#: 000027772  
TIME: 12:16 DUMAS JAMES D & MICHELL  
CLERK: amh

RECPT#: 1083256 PREV BAL: 927.35  
TR/YR: 09/2016 AMT PAID: 545.53  
BILL: 13916127 ADJUSTMT: .00  
EFF DT: 09/17/15 BAL DUE: 381.82  
UR Acct #: 050100

-----TOTALS-----

PRINCIPAL PAID: 545.53  
INTEREST PAID: .00  
ADJUSTMENTS: .00  
DISC TAKEN: .00  
AMT TENDERED: 545.53  
AMT APPLIED: 545.53  
CHANGE: .00

PAID BY: DUMAS JAMES D & MICHELL  
PAYMENT METH: CHECK  
PAYMENT REF: 563

TOT PREV BAL DUE: 927.35  
TOT BAL DUE NOW : 381.82





Account

Account: 050180 Customer: 27772  
 Parcel: 012101290000  
 Location: 38 PINE ST Status: Active

Service

Service: 100 001 RES WATER Mfr: SENS Meter #: 69992445  
 1 of 1

Tier History

Replace Hist

Demand Inq

Report Options

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
03/07/2015		13916127	A			800	85	0	92	927.35	396.95
05/07/2015		13908611	A			715	50	0	78	545.50	233.50
02/18/2015		13901259	A			665	50	0	103	545.50	233.50
11/07/2014		13893880	A			615	35	0	94	381.85	163.45
08/05/2014		13886481	A			580	37	0	95	403.67	172.79
05/02/2014		13878979	A			543	31	0	87	337.59	144.15
02/04/2014		13871682	A			512	34	0	90	368.56	156.40
11/06/2013		13864356	A			478	27	0	91	292.68	124.20
08/07/2013		13856981	A			451	29	0	91	314.36	133.40
05/08/2013		13849557	A			422	27	0	91	292.68	124.20
02/06/2013		13842278	A			395	31	0	91	334.10	141.71
11/07/2012		13834965	A			364	4	0	92	47.17	17.96

Accounts

File Edit Tools Insert Help

Account: 050180

[2014-09-02 16:53:53 sjuneau]: AUGUST BILL RETURNED WITH A FORWARDING ADDRESS OF 274 LONG RIDGE ROAD SANBORNVILLE NH 0872-4004

[2015-08-10 11:41:03 karenb]: MAILED LETTER AND TAGGED DOOR FOR POSSIBLE LEAK: 85 UNITS ON AUGUST BILL

Check Spelling

Display as HTML



## City of Rochester, New Hampshire

### WATER & SEWER BILLING

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

Date: September 21, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 05/8/15

Customer Name: Gregory Ward

Account: 310050

Service Address: #10 Moose Ln

Rochester NH 03867

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

#### Recommendations

I recommend an abatement of 14 units of sewer on the invoiced amount.

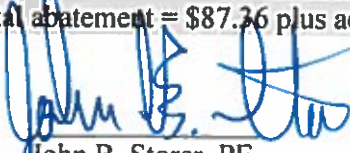
The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The water did not enter the sewer system
3. The appellant is responsible for undetected water leaks on the property.

a. Usage on the March invoice is	26 Units
b. Average usage of previous 2 quarters	<u>12 Units</u>
c. Estimated increase of Usage	14 Units

Value of 14 Units of Sewer at the current sewer rate of \$6.24 = \$87.36

Total abatement = \$87.36 plus accrued interest.

  
John B. Storer, PE  
Director of City Services

9/30/15  
Date



## City of Rochester, New Hampshire

Finance Office

31 Wakefield Street • Rochester, NH 03867-1917  
(603) 335-7609 Fax (603) 335-7589

June 10, 2015

Gregory Ward  
10 Moose Lane  
Rochester NH 03867

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board  
at its meeting held on June 8, 2015

The decision of the Board was to:

<input type="checkbox"/>	Abate the amount of \$ _____
<input type="checkbox"/>	Abate the amount of \$ _____, with the following stipulation:
<input type="checkbox"/>	Deny your appeal.
<input type="checkbox"/>	Tabled your appeal until the _____ UAB meeting
<input type="checkbox"/>	Refer the appeal to the City Manger for further review/discussion
<input checked="" type="checkbox"/>	Other Deny December invoice as appeal not received in time, and to table March appeal pending two more actual readings.

Please contact the Utility Billing Office at 603-335-7501 if you have any questions.

Sincerely,

*Lisa J. Clark*  
Lisa J. Clark  
Office Manager

*June = 15 units*

*Sept. = 9 units*



Account

Account: 310050 Customer: 28669  
 Parcel: 011100840005  
 Location: 10 MOOSE LN Status: Active

Service

Service: 100 RES WATER Mfr: SENS Meter #: 72278851  
 1 of 1

Tier History

Replace Hist

Demand Inq

Report Options

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
09/17/2015		13919749	A			502	9	0	84	58.19	42.03
06/25/2015		13912304	A			493	15	0	90	163.65	70.05
03/27/2015		13904835	A			478	26	0	100	283.66	121.42
12/17/2014		13897487	A			452	20	0	84	218.20	93.40
09/24/2014		13890076	A			432	3	0	98	107.59	17.74
06/18/2014		13882654	A			429	5	0	90	144.55	23.35
03/20/2014		13875236	A			424	16	0	84	173.70	73.86
12/26/2013		13867948	A			408	14	0	94	151.76	64.40
09/23/2013		13860563	A			394	13	0	97	140.92	59.80
06/18/2013		13853177	A			381	14	0	85	151.76	64.40
03/25/2013		13845798	A			367	18	0	95	195.12	82.80
12/20/2012		13838513	A			349	10	0	94	106.51	45.13

---

**WATER/SEWER BILLING MEMORANDUM**

---

**TO:** Lisa Clark  
**FROM:** Karen Bonneau  
**DATE:** May 8, 2015  
**SUBJECT:** Gregory Ward  
**PROPERTY:** 10 Moose Ln

Attached please find the Water/Sewer Billing Appeal Application, consumption history and notes for the above location.

The appeal is for 28 units of sewer for the time period of 12/17/14 to 3/27/15. Owner had a leak under trailer in December and attempted to fix it. Due to high bill in April; he checked the pipe again and there was still a leak. He has replaced all pipe and fittings from meter to trailer inlet on 4/28/15.

**COPY**

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

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

1. Date of Appeal: 5-1-15
2. Property Owner's Name: Robert Gail Account #: 310050
3. Billing Address: 10 Moose Ln  
Rochester NH  
03867
4. Service Location: \_\_\_\_\_ Zip Code 03867
5. Owners Representative: Gregory WARD
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: (603) 235-3768 Cell: SAME
8. Email Address: BlackcherryNT@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 2-17-2014 to 3-27-2015

10. Abatement is being requested for:

a. How many units of water N/A x 4.67 = \$ \_\_\_\_\_

b. How many units of sewer 28 x 6.24 = \$ 174.72

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

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

11. Explanation of Appeal Request:

HAD A Leak under TRailer in December 2014  
OR I Discovered Leak in December, was Leaking  
Under Trailer on to Ground. Fixed Leak or Thought  
I Did Rewrapped & Insulated Pipe Did NOT  
Realize Pipe Had SPLIT again Beyond Fix  
INSULATION & WRAP Hid Leak Got Water Bill  
IN April Saw how much & Looked for  
Leak Unwrapped Pipe & Saw Problem,  
Have since fixed with All new Pipe & Fittings  
from Meter to Trailer Inlet 4-28-15 Date of  
fix. There Is two of us living Here with no  
Kids and we just got A washer so I know Water  
Did NOT Go down Drain.

Form continues on back



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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? Yes 4-28-15

Who made the repair? I Did

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

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

Yes I can NOT Afford A <sup>k</sup>300<sup>00</sup> Water Bill  
with another one on The way for Next quarter

*Please note:*

1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.
2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.
3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.





Account

Account	310050	Customer	28669
Parcel	0111008-0005	GAY ROBERT	
Location	10 MOOSE LN	Status	Active

Service

Service	100	001	RES WATER	Mfr	SENS	Meter #	72278851
<div> <div>1 of 1</div> <div>▶</div> </div>							

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
03/27/2015		13904835	A			478	26	0	100	283.66	121.42
12/17/2014		13897487	A			452	20	0	84	218.20	93.40
09/24/2014		13890076	A			432	3	0	98	107.59	17.74
06/18/2014		13882654	A			429	5	0	90	144.55	23.35
03/20/2014		13875236	A			424	16	0	84	173.70	73.86
12/26/2013		13867948	A			408	14	0	94	151.76	64.40
09/23/2013		13860563	A			394	13	0	97	140.92	59.80
06/18/2013		13853177	A			381	14	0	85	151.76	64.40
03/25/2013		13845798	A			367	18	0	95	195.12	82.80
12/20/2012		13838513	A			349	10	0	94	106.51	45.13
09/17/2012		13828888	A			339	15	0	89	159.00	67.35
06/20/2012		13823861	A			324	21	0	90	222.60	94.29

1 of 1

◀ ▶ 🔍 📄

Tier History

Replace Hist

Demand Inq

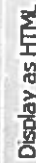
Report Options

Account: 310050

[2012-06-12 11:35:14 kathy]: CAME IN TODAY PAID 1/2 HIS OVERDUE WATER BILL AND WILL PAY BALANCE 6/22  
[2012-09-10 14:01:17 kathy]: CALLED TODAY SAID HIS WALLET WAS STOLEN AND NEEDS PAYMENT PLAN 3 PAYMENTS 9/14 - \$50.00, 9/21 - \$100.00 BALANCE 9/28 \$76.00  
[2012-11-05 10:33:18 kathy]: ONLY PAID ONE PAYMENT VOIDED PAYMENT PLAN  
[2012-11-13 09:17:23 kathy]: PROMISED TO PAY BALANCE 12/16/12 ON BOARD  
[2012-12-18 11:59:19 kathy]: MADE A PLAN PAID \$100.00 TODAY \$100.00 ON 12/28 THEN WILL TAKE BALANCE OF \$100.00 AND NEW BILL TO MAKE NEW PLAN UNTIL PAID  
[2013-04-08 10:01:37 ann]: HE CALLED - JUST GOT NEW JOB - WILL PAY \$200.00 ON 4/12 - I TOLD HIM WHEN HE GETS NEW BILL HE SHOULD MAKE A PAYMENT PLAN TO GET CAUGHT UP  
[2013-04-12 09:12:04 ann]: CAME IN - PAID \$100.00 TODAY AND WILL PAY \$150.00 ON 4/19 - WILL THEN START MAKING REGULAR PAYMENTS  
[2013-06-12 15:13:52 kathy]: PROMISED TO PAY 6/14/13 ON BOARD 6/17/13  
[2013-09-16 09:35:58 ann]: HE CAME IN - WILL PAY PAST DUE BALANCE ON 9/20  
[2013-10-24 10:54:47 ann]: PROMISED TO PAY REMAINDER OF PAST DUE ON 10/1 BUT DID NOT - WILL GO ON NOVEMBER SHUT OFF  
[2014-03-10 15:57:09 ann]: SPOKE WITH HIM AND HE WILL PAY BALANCE OF OLDEST BILL ON 3/14 - THEN NEEDS TO SET UP PAYMENT PLAN AND MUST STICK TO IT OR WILL BE SHUT OFF  
\*\*\*\*\*[2014-03-17 08:39:11 ann]: NEW PAYMENT PLAN \$50.00 EVERY FRIDAY UNTIL CURRENT - WARNED HIM THAT HE MUST MAKE PAYMENTS OR IT WILL BE SHUT OFF\*\*\*\*\*  
[2014-03-24 12:28:24 kathy]: NEED MORE TIME WILL PAY SEPTEMBER BILL OFF AND 1/2 \$75.00 OF DECEMBER BILL 2/28 THEN BALANCE OF DECEMBER AND NEW BILL 4/4/14  
[2014-04-07 12:34:34 kathy]: VOIDED PAYMENT PLAN HAS NOT MADE ANY OF THE SCHEDULED PAYMENTS PUT ON SHUT OFF FOR APRIL 8TH  
[2014-04-09 12:53:33 lisa]: SPOKE WITH ROBERT, HE ADMITS TO THE ABOVE BAD HISTORY, AND STATES THAT WATER BILLING OFFICE STAFF HAS BEEN VERY PROOF AND UNDERSTANDING, NOTHING BUT PRAISE. HE IS BEING GIVEN THIS ONE TIME ONLY CHANCE FOR PAYMENT PROMISE. HE WILL BE INTO PAY \$209 ON OR BEFORE 4/18/14. EXPLAINED THAT THE WATER WILL GO OFF WITH OUT FURTHER NOTICE ON 4/21/14 - ON BOARD FOR 4/21/14  
[2014-04-11 10:16:34 kathy]: TURNED OFF 4/8/14 THEN ON 4/9/14 READ ABOVE  
[2014-06-06 13:39:07 kathy]: TURNED OFF FOR NON-PAYMENT 6/3/14  
[2014-07-01 14:15:48 lisa]: PAYING FULL BALANCE ON 7/18/14 \$323. IF NOT PAID TUN OFF FIRST THING 7/21/14 WITH OUT FURTHER NOTICE. IF ACCOUNT IS TURNED OFF ON 7/21/14 HE WILL NEED TO PAY ALL ON OFF FEES PLUS TOTAL ACCOUNT BALANCE. HE WILL HAVE ACCRUED \$120 IN ON/OFFS BY THEN.  
[2014-07-17 15:27:11 kathy]: TIMOTHY WARD PURCHASED PROPERTY AND PAID \$200.00 ON WATER BILL AND WILL PAY THE BALANCE ON 7/24. NOT PAID WILL GO ON SHUT IN SEPTEMBER  
8/2015-03-06 15:31:46 sjuneau]: WILL PAY BALANCE 3/13.  
[2015-04-28 14:16:50 sjuneau]: WILL PAY BALANCE 5/8  
[2015-05-01 15:58:13 sjuneau]: SPOKE WITH OWNER ABOUT HIS HIGH BILL. HE WILL BE FILING AN APPEAL AS THERE WAS A LEAK UNDER THE TRAILER.



Check Spelling



Display as HTML



## *City of Rochester, New Hampshire*

### WATER & SEWER BILLING

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

Date: September 21, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 09/21/15

Customer Name: Stephen Patti

Account: 140360

Service Address: #21 Sheridan Ave

Rochester NH 03867

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

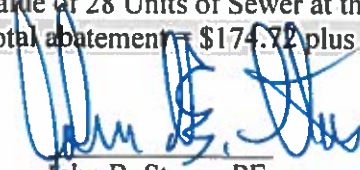
#### **Recommendations**

I recommend an abatement of 28 units of sewer on the invoiced amount.

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The water did not enter the sewer system

Value of 28 Units of Sewer at the current sewer rate of \$6.24 = \$174.72  
Total abatement = \$174.72 plus accrued interest.

  
John B. Storer, PE  
Director of City Services

  
Date

---

**WATER/SEWER BILLING MEMORANDUM**

---

TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 21, 2015  
SUBJECT: **Stephen Patti**  
PROPERTY: **21 Sheridan Ave**

Attached please find the Water/Sewer Billing Appeal Application, and consumption history for the above account.

The customer is appealing 28 units of sewer due to a pool fill. The customer will check the meter in the future before and after pool fills.

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only  
Received: 9/21/15

1. Date of Appeal: 9/20/15
2. Property Owner's Name: Stephen & Bonnie Patti Account #: 140360
3. Billing Address: 21 Sheridan Ave  
Rochester NH, 03867 W/S
4. Service Location: Residence Zip Code 03867
5. Owners Representative: Self Stephen Patti
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-330-1997 Cell: 603-892-6664
8. Email Address: spatti@metrocast.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 6/5/15 to 9/14/15

10. Abatement is being requested for:

- a. How many units of water 0 x 4.67 = \$ 0
- b. How many units of sewer 28 x 6.24 = \$ 174.72
- C. Water & Sewer Department Fees of: \$ 0
- Total \$ 174.72

11. Explanation of Appeal Request:

We have a pool that is 12' x 20' x 4'.  
When I opened the pool this summer, it was empty.  
I had to fill it from empty. I had a leak  
in my liner and had to replace it.  
After repairing the pool and filling it,  
I came home from travel and found it again  
was empty. I had to then do repair work  
on the bottom drain. In filling it, I tested  
overnight after filling it about a foot high.  
After 2 more repairs it finally stopped leaking  
with the normal loss from back washing, use, and  
evaporation, I filled the pool weekly, losing  
6" - 8" per week. To be honest, I called  
the total water used conservatively. I called  
it 21,000 gallons, or roughly 28 units that did not  
go through the sewer. I appreciate your consideration

Form continues on back

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

Yes ☒ No (circle one)

If yes, why?

The meter is accurate it just doesn't consider  
water that does not go through the sewer system.

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

Yes ☒ No (circle one)

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

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

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

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

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

NO, but I should only have to pay for services used.  
I appreciate your consideration.  
Thank you, [Signature]

Please note:

1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.
2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.
3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.

I was contacted by the water & sewer department  
because they saw high usage. I appreciate the  
alert and in the future, I will check the  
meter when filling the pool.

Thank you, [Signature]



## Account

Account	140360	Customer	6569
Parcel	012502450000	PATRICK STEPHEN H & BONNIE S	
Location	21 SHERIDAN AVE	Status	Active

## Service

Service	100	001	RES WATER	Mfr	SENS	Meter #	76166795
---------	-----	-----	-----------	-----	------	---------	----------

1 of 1

55

## Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
09/03/2015		13919400	A			409	106	0	91	1,156.46	495.02
06/04/2015		13911957	A			303	29	0	84	316.39	135.43
03/12/2015		13904487	A			274	35	0	97	381.85	163.45
12/05/2014		13897135	A			239	45	0	84	490.95	210.15
09/12/2014		13889729	A			194	73	0	101	796.43	340.91
06/03/2014		13882309	A			121	53	0	91	578.23	247.51
03/04/2014		13874892	A			68	30	0	77	325.31	138.11
12/17/2013		13867610	A			38	36	0	91	390.24	165.60
09/17/2013		13860214	A			2	2	39	96	444.44	188.60
09/11/2013		0	I			2999	39	0	90	.00	.00
06/13/2013		13852834	A			2960	36	0	92	390.24	165.60
03/13/2013		13845457	A			2924	35	0	97	379.40	161.00

1 of 2



Tier History

Replace Hist

Demand Inq

Report Options



Accounts

File Edit Tools Insert Help

Account: 140360

POOL ADJUSTMENT 7/20/06 15 UNITS (\$4.70) \$70.50 CREDIT

6/25/08 - POOL CREDIT - 4 UNITS - \$20.68

[2010-07-12 09:18:35 kathyj:POOL CREDIT 11 UNITS = 65.45

[2012-06-27 13:43:43 annj: POOL CREDIT - 5 UNITS - \$30.55

[2015-09-04 11:26:15 karenb]: DOOR TAG FOR POSSIBLE LEAK (106 UNITS)

[2015-09-21 15:07:19 karenb]: UAB FORM SENT FOR OCTOBER UAB.

Check Spelling

Display as HTML





## City of Rochester, New Hampshire

### WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: September 25, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 09/25/2015

Customer Name: Poulin Realty

Account: 021111

Service Address: #47 Farmington Rd

Rochester NH 03867

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

### Recommendations

I recommend no abatement on the invoiced amount.

The above recommendation is based upon the following findings:

1. The appellant is responsible for undetected water leaks on property.
2. The sewer deduct meter was changed out 11/19/2014 due to the owner questioning the accuracy of the reading; the readings before this and after do not show indication of a large rise in usage:

8/3/2015	Main: 382 Units	S/D: 294 Units	Main Meter Difference 88 Units
10/31/2014	Main: 461 Units	S/D: 391 Units	Main Meter Difference: 70 Units
8/1/2014	Main: 187 Units	S/D: 113 Units	Main Meter Difference: 74 Units
8/7/2013	Main: 138 Units	S/D: 95 Units	Main Meter Difference: 43 Units
8/2/2012	Main: 99 Units	S/D: 47 Units	Main Meter Difference: 52 Units

  
John B. Storer, PE  
Director of City Services

9/30/15  
Date

---

**WATER/SEWER BILLING MEMORANDUM**

---

**TO:** Lisa Clark  
**FROM:** Karen Bonneau  
**DATE:** September 25, 2015  
**SUBJECT:** Poulin Realty  
**PROPERTY:** 47 Farmington Rd

Attached please find the Water/Sewer Billing Appeal Application, notes and consumption history for the above account.

The customer is appealing 382 units of water and 88 units of sewer for the September bill. After having the system tested, the customer did not find any leaks.

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

Office Use Only:  
Received: 9/25/15

W/S

1. Date of Appeal: 9-25-15
2. Property Owner's Name: POULIN REALTY Account #: 021111
3. Billing Address: 47 FARMINGTON RD.  
SUITE 1  
ROCHESTER N.H.
4. Service Location: SAME AS ABOVE Zip Code 03867
5. Owners Representative: RON POULIN
6. Owners Representative's Signature: Ronald Poulin
7. Phone #: 603-948-1112 Cell: 603-617-0438
8. Email Address: ron@countrytirecenter.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/1/15 to 8/3/15

10. Abatement is being requested for:

a. How many units of water 382 x 4.67 = \$ 1783.94

b. How many units of sewer 99.88 x 6.24 = \$ 549.12

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

Total \$ 2333.01

11. Explanation of Appeal Request:

I BELIEVE THAT WE HAVE A FAULTY METER BECAUSE  
I HAVE HAD THE SYSTEM TESTED AND THERE DO  
NOT APPEAR TO BE ANY LEAKS.

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

☒ Yes ☐ No (circle one)

If yes, why?

SINCE THE CITY REPLACED THE METER SEVERAL MONTHS AGO,  
WATER USAGE HAS GONE UP ASTRONOMICALLY. (I DID NOT  
REQUEST THE METER CHANGE.)

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

Yes ☒ No (circle one)

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

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

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

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

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

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

**Please note:**

1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.
2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.
3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.





Account

Account: 021131 Customer: 29213  
 Parcel: 021600250000  
 Location: 47 FARMINGTON RD  
 Status: Active

Service

Service: 110 001 COMM WATER Mfr: SENS Meter #: 69811323  
 2 of 3

Tier History

Replace Hist

Demand Inq

Report Options

Consumption History

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
03/03/2015		13915241	A		2737	352	94	0	2,333.06	1,783.94	
05/01/2015		13907722	A		2355	74	86	0	807.34	345.58	
02/04/2015		13900366	A		2281	82	96	0	894.62	382.94	
10/31/2014		13892992	A		2199	461	91	0	4,237.03	2,152.87	
08/01/2014		13885595	A		1738	187	92	0	1,335.05	873.29	
05/01/2014		13878099	A		1551	52	77	0	566.57	242.09	
02/13/2014		13870799	A		1499	57	101	0	617.88	262.20	
11/04/2013		13863485	A		1442	214	94	0	1,408.72	984.40	
08/02/2013		13856113	A		1278	138	79	0	903.12	634.80	
05/15/2013		13848690	A		1090	75	100	0	813.00	345.00	
02/04/2013		13841405	A		1015	58	94	0	674.48	264.86	

Navigation controls: Previous, Next, Search, and Page 2 of 2.

main meter p. 1 of 2





Account

Account: 0211111 Customer: 29213  
 Parcel: 021600250000  
 Location: 47 FARMINGTON RD Status: Active

Service

Service: 110 001 COMM WATER Mfr: SENS Meter #: 69811323  
 2 of 3

Consumption History

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
11/04/2013		13863485	A		1442	214	94	0	1,408.72	984.40	
08/02/2013		13856113	A		1228	138	79	0	903.12	634.80	
05/15/2013		13848690	A		1090	75	100	0	813.00	345.00	
02/04/2013		13841405	A		1015	58	94	0	624.48	264.86	
11/02/2012		13834101	A		957	175	92	0	1,195.12	785.75	
08/02/2012		13826746	A		782	99	92	0	762.23	444.51	
05/02/2012		13819366	A		683	59	90	0	625.40	264.91	
02/02/2012		13812106	A		624	51	93	0	540.60	228.99	
11/01/2011		13804818	A		573	371	92	0	3,089.42	1,450.57	
08/01/2011		13797512	A		202	202	81	0	2,069.38	867.08	

2 of 2



main meter

p.2 of 2





Account

Account: 021111 Customer: 29213  
 Parcel: 021600250000  
 Location: 47 FARMINGTON RD Status: Active

Service

Service: 110 002 COMM WATER Mfr: SENS Meter #: 77621248  
 3 of 3

Tier History

Replace Hist

Demand Inq

Report Options

Consumption History

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
03/03/2015		15915241	A			294	294	0	94	2,333.06	.00
05/01/2015		13907722	A			0	0	0	86	807.34	.00
02/04/2015		13900366	A			0	0	0	77	894.62	.00
11/20/2014		0	I			1142	0	0	92	.00	.00
10/31/2014		13892992	A			1142	391	0	91	4,237.03	.00
08/01/2014		13885595	A			751	113	0	92	1,335.05	.00
05/01/2014		13878099	A			638	0	0	77	566.57	.00
02/13/2014		13870799	A			638	0	0	101	617.88	.00
11/04/2013		13863485	A			638	146	0	89	1,408.72	.00
08/07/2013		13856113	A			492	95	0	84	903.12	.00
05/15/2013		13848690	A			397	0	0	100	813.00	.00





Account:

Account:  Customer:   
 Parcel:   
 Location:   Status:

Service:

Service:    Mfr:  Meter #:   
  3 of 3

Tier History

Replace Hist

Demand Inq

Report Options

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
02/13/2014		13870799	A			638	0	101	617.88		.00
11/04/2013		13863485	A			638	146	89	1,408.72		.00
08/07/2013		13856113	A			492	95	84	903.12		.00
05/15/2013		13848690	A			397	0	100	813.00		.00
02/04/2013		13841405	A			397	0	94	624.48		.00
11/02/2012		13834101	A			397	108	92	1,195.12		.00
08/02/2012		13826746	A			289	47	92	762.23		.00
05/02/2012		13819366	A			242	0	90	625.40		.00
02/02/2012		13812106	A			242	0	93	540.60		.00
11/01/2011		13804818	A			242	138	92	3,089.42		.00

2 of 2



Sewer Deduct meter p.2 of 2





Account: 021111

WATER TURNED OFF FOR WINTER... VACANT HOUSE 12/29/05  
[2010-10-04 11:31:51 ann]: APPOINTMENT 10/14/10 TO SHUT OFF AT THE STREET AND PULL THE METER - BUILDING BEING DEMOLISHED  
[2010-10-18 12:27:26 kathy]: TURNED OFF AT STREET AND PULLED METER AND SHUT OFF ACCOUNT  
[2011-05-13 12:18:58 kathy]: TURNED ON AT STREET 05/12/11  
[2011-07-20 10:05:44 ann]: E-MAILED KEN AND LISA - WHY WERE THEY NOT REQUIRED TO HOOK INTO CITY SEWER WHEN THE NEW BUILDING WAS BUILT?  
[2011-07-22 14:25:58 ann]: PER LISA THERE IS SEWER HERE - I ADDED EFFECTIVE 5/12/11  
[2011-09-28 09:43:30 ann]: NEW SEWER DEDUCT ADDED 9/19/11  
[2011-12-06 11:38:01 ann]: BLAINE COX REQUESTED INFORMATION ON THIS ACCOUNT - MR. POULIN HAS BEEN IN CONTACT WITH HIM AND ASKED THAT THE CITY LOOK INTO HIS A/C.  
I TOOK OVER INFORMATION, HISTORY, COPIES OF WORK ORDERS AND NOTES TO HIM.  
[2012-01-18 10:49:11 ann]: JANUARY 2012 UAB TABLED APPEAL UNTIL THE JUNE BILLING CYCLE IN ORDER TO ESTABLISH MORE DEFINITE USAGE DATA  
[2012-07-31 13:19:11 ann]: RON POULIN CALLED - HE CAN'T FIND HE RECEIVED THE PAST DUE BILL - I FAXED HIM A COPY (#671-3773) - HE WILL FAX US CHANGE OF MAILING ADDRESS  
[2012-07-31 14:53:29 kathy]: CHANGE OF ADDRESS IN WRITING PER RON POULIN TO 47 FARMINGTON RD SUITE 1 ROCHESTER, NH 03867  
[2012-10-05 14:35:16 ann]: REFUND REQUEST FROM CUSTOMER - REQUEST TO DOREEN FOR REFUND TO BE ISSUED  
[2014-05-15 12:21:59 sjuneau]: ADDED BACKFLOW DEVICE TO ACCOUNT - MAILING PERMIT ON 5/31/14.  
[2014-11-26 11:18:07 sjuneau]: REPLACED SEWER DEDUCT  
[2015-09-25 11:14:18 karenb]: RECEIVED APPEAL APPLICATION FOR FULL SEPTEMBER BILL. CUSTOMER IS APPEALING, FEELS THAT THE WATER USAGE IS TOO HIGH SINCE METER CHANGEOUT. METER WAS CHANGED OUT LAST FALL WHEN OWNER WAS QUESTIONING THE USAGE. USAGE SEEMS TO BE PRETTY CONSISTANT FOR THIS TIME OF YEAR; LOOKING BACK AT PAST COUPLE YEARS AND BILLING CYCLE BEFORE METER REPLACEMENT. SENT APPEAL FOR OCTOBER UAB.



## *City of Rochester, New Hampshire*

### WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: September 30, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 09/28/15

Customer Name: Louis Ferullo

Account: 073760

Service Address: #19 Dodge St

Rochester NH 03867


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

#### **Recommendations**

I recommend no abatement on the invoiced amount.

The above recommendation is based upon the following findings:

1. The appellant is responsible for undetected water leaks on property.
2. The appellant has not provided any justification for increased usage or for loss of water.

  
John B. Storer, PE  
Director of City Services

  
Date

---

**WATER/SEWER BILLING MEMORANDUM**

---

**TO:** Lisa Clark

**FROM:** Karen Bonneau

**DATE:** September 30, 2015

**SUBJECT:** Louis Ferullo

**PROPERTY:** 19 Dodge St

Attached please find the Water/Sewer Billing Appeal Application, notes and consumption history for the above account.

The customer is appealing 47 units of water and sewer on his August bill due to higher than normal usage. No leak was found.

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

Office Use Only:  
Received: 9/28/15

1. Date of Appeal: 9/28/15
2. Property Owner's Name: Louis Ferullo Account #: 073760 W/S
3. Billing Address: 19 Dodge St  
Rochester NH  
03867
4. Service Location: 19 Dodge Street Zip Code 03867
5. Owners Representative: Louis Ferullo
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-396-4818 Cell: Same
8. Email Address: 1Ferullo22@YAHOO.COM

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/5/15 to 8/5/15

10. Abatement is being requested for:

- a. How many units of water 47 x 4.67 = \$ 219.49
- b. How many units of sewer 47 x 6.24 = \$ 293.28
- c. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ 512.77

11. Explanation of Appeal Request:

we went from \$185.00 - TO  
over \$700.00 OUR BILL HAS NEVER  
Been close to this much:

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

☒ Yes ☐ No (circle one)

If yes, why?

\$185.00 to \$700.00?

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

☒ Yes ☐ No (circle one)

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

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

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

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

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

Yes I CAN NOT AFFORD \$700.00

**Please note:**

1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.
2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.
3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.



## Account

Account	073760	Customer	301758
Parcel	012600710000	FERULLO LOUIS G & KRISTAN L	
Location	19	DODGE ST	Status Active

## Service

Service	100	001	RES WATER	Mfr	SENS	Meter #	69992738
---------	-----	-----	-----------	-----	------	---------	----------

## Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
08/05/2015		13915902	A		545	71	92	0	774.61	351.57	
05/05/2015		13909389	A		474	17	74	0	185.47	79.39	
02/20/2015		13902034	E		457	16	106	0	174.56	74.72	
11/06/2014		13894661	A		441	19	92	0	207.29	88.73	
08/06/2014		13887260	A		422	28	92	0	305.48	130.76	
05/06/2014		13879761	A		394	5	84	0	54.47	23.27	
02/11/2014		13872466	E		389	13	90	0	140.92	59.80	
11/13/2013		13865133	A		376	10	97	0	108.40	46.00	
08/08/2013		13857758	A		366	21	84	0	227.64	96.60	
05/16/2013		13850334	A		345	4	92	0	48.25	18.40	
02/13/2013		13843055	F		341	15	92	0	161.90	68.68	

Tier History

Replace Hist

Demand Inq

Report Options





## *City of Rochester, New Hampshire*

### WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: September 30, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 09/30/15

Customer Name: Rebecca & Joeseeph Stevens

Account: 060560

Service Address: #86 Eastern Avenue

Rochester NH 03867

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

### Recommendations

I recommend no abatement on the invoiced amount.

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The water did pass through the meter and did enter the sewer system.
3. The appellant is responsible for undetected water leaks on property.

John B. Storer, PE  
Director of City Services

9/30/15  
Date



## City of Rochester Dept of Public Works

45 Old Dover Road  
Rochester, NH 03867  
Phone: (603) 332-4096  
Fax: (603) 335-4352

# Memo

**To:** Utility Advisory Board  
**From:** John B. Storer, P.E. Director of City Services  
**CC:** Files  
**Date:** September 28, 2015  
**Re:** 86 Eastern Ave, Acct #060560 – Leak Investigation

---

Rebecca & Joseph Stevens filed a Water/Sewer Billing Appeal for the September 2015 Utility Advisory Board meeting. They requested an abatement of 101 units of both Water and Sewer. Their appeal was carried over to the October 2015 meeting of the UAB to allow for some more investigation.

Recent quarterly use had been running at about 10 to 12 units over the last 2 years. The May 2015 reading noted a high reading of 101 units. The February bill had been estimated at 11 units. So the cumulative 6 month usage was 112 units. The actual read period was from November 13, 2014 through May 7, 2015. This reflected a period of 175 days. The usage over that time would have been 83,776 gallons. This could correlate to a leak of only 1/3 gallon per minute spread out over the entire period.

The August 2015 reading was only 8 units, the lowest quarterly reading recorded looking back to 2012 data. So it appears the readings are back to a normal level.

I inspected the meter on 9/28/15 with Meter Technician George Steele. The house is a slab-on-grade with the incoming service entering up through the slab into a kitchen cabinet. Water use is limited to a kitchen sink, outside sillcock, and bathroom (sink, toilet, shower). The supply line to the toilet looked like it had recently been replaced. Mrs. Stevens was home and indicated the toilet had been replaced.

The meter is a positive-displacement type. It appeared to function properly. We observed it was not registering with the fixtures off, but began recording appropriately as the kitchen sink was turned on.

We found no evidence of a faulty or malfunctioning meter.





**City of Rochester  
Dept of Public Works**

45 Old Dover Road  
Rochester, NH 03867  
Phone: (603) 332-4096  
Fax: (603) 335-4352

# Memo

**To:** Utility Advisory Board  
**From:** John B. Storer, P.E. Director of City Services  
**CC:** Files  
**Date:** September 28, 2015  
**Re:** 86 Eastern Ave, Acct #060560 – Leak Investigation

---

Rebecca & Joseph Stevens filed a Water/Sewer Billing Appeal for the September 2015 Utility Advisory Board meeting. They requested an abatement of 101 units of both Water and Sewer. Their appeal was carried over to the October 2015 meeting of the **AUB** to allow for some more investigation.

Recent quarterly use had been running at about 10 to 12 units over the last 2 years. The May 2015 reading noted a high reading of 101 units. The February bill had been estimated at 11 units. So the cumulative 6 month usage was 112 units. The actual read period was from November 13, 2014 through May 7, 2015. This reflected a period of 175 days. The usage over that time would have been 83,776 gallons. This could correlate to a leak of only 1/3 gallon per minute spread out over the entire period.

The August 2015 reading was only 8 units, the lowest quarterly reading recorded looking back to 2012 data. So it appears the readings are back to a normal level.

I inspected the meter on 9/28/15 with Meter Technician George Steele. The house is a slab-on-grade with the incoming service entering up through the slab into a kitchen cabinet. Water use is limited to a kitchen sink, outside sillcock, and bathroom (sink, toilet, shower). The supply line to the toilet looked like it had recently been replaced. Mrs. Stevens was home and indicated the toilet had been replaced.

The meter is a positive-displacement type. It appeared to function properly. We observed it was not registering with the fixtures off, but began recording appropriately as the kitchen sink was turned on.

We found no evidence of a faulty or malfunctioning meter.



*City of Rochester, New Hampshire*

Finance Office

31 Wakefield Street • Rochester, NH 03867-1917  
(603) 335-7609 Fax (603) 335-7589

September 17, 2015

Rebecca & Joseph Stevens  
86 Eastern Avenue  
Rochester NH 03867

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board  
at its meeting held September 14, 2015

The decision of the Board was to:

<input type="checkbox"/>	Abate the amount of \$ _____
<input type="checkbox"/>	Abate the amount of \$ _____, with the following stipulation:
<input type="checkbox"/>	Deny your appeal.
<input checked="" type="checkbox"/>	Tabled your appeal until the October 5, 2015 UAB meeting
<input type="checkbox"/>	Refer the appeal to the City Manger for further review/discussion
<input checked="" type="checkbox"/>	Other - Please Call the billing office to schedule an appointment for staff to come out and inspect the meter.

Please contact the Utility Billing Office at 603-335-7501 if you have any questions.

Sincerely,

Lisa J. Clark  
Office Manager

---

**WATER/SEWER BILLING MEMORANDUM**

---

**TO:** Lisa Clark  
**FROM:** Karen Bonneau  
**DATE:** August 12, 2015  
**SUBJECT:** Joseph & Rebecca Stevens  
**PROPERTY:** 86 Eastern Ave

Attached please find the Water/Sewer Billing Appeal Application, consumption history and account notes for the above account.

The customer is appealing 101 units of water/sewer for their May bill. They did not find a leak at the residence.

**COPY**

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

Office Use Only:  
Received: 8/5/15

1. Date of Appeal: August 5, 2015
2. Property Owner's Name: Rebecca + Joseph Stevens Account #: 060560
3. Billing Address: 86 Eastern Avenue  
Rochester, NH 03867
4. Service Location: 86 Eastern Avenue Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: 603-534-1344 (c) Cell: \_\_\_\_\_
8. Email Address: becky7490@yahoo.com  
(Agendas and Decision Letters will be emailed).
9. Billing Period that is being appealed is from 02/20/2015 to 05/07/2015
10. Abatement is being requested for:
  - a. How many units of water 101 x 4.67 = \$ 471.67
  - b. How many units of sewer 101 x 6.24 = \$ 630.24
  - C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
  - Total \$ 1,102.35
11. Explanation of Appeal Request:  
Bill was \$1,102.35 when last bill was \$121.96  
there is no leak at the residence.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Form continues on back

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

☒ Yes ☐ No (circle one)

If yes, why?

We had no leaks and it was extremely  
high reading.

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? N/A

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 for which you will seek assistance from the City? If so, explain:

Yes, we are a one income household.

**Please note:**

1. *The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.*
2. *Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*

Accounts

File Edit Tools Insert Help

Account: 060560

1/30/08 - CALLED - WILL BE IN TOMORROW TO PAY BALANCE

6/6/08 - POOL CREDIT - 8 UNITS - \$41.36

NEW PAYMENT ARRANGEMENT WITH TENANT - LISA WAKELAND - 9/29/08

11/24/08 - VOID PAYMENT ARRANGEMENT

NOTICE OF MORTGAGE FORECLOSURE SALE EFFECTIVE

MARCH 31, 2009

09/03/09 - CHARGED SERVICE CALL FOR NON PAYMENT. CLUST. CAME IN AND PAID WITH CHECK = 190

9/23/09 - NEW PAYMENT ARRANGEMENT - VOID

NOTICE OF MORTGAGE FORECLOSURE SALE TO BE EFFECTIVE 10/15/09

[2010-06-24 09:32:03 kathy]: FIELD ASSETS SERVICES MANAGING PROPERTY ADDED COPY TOO. \*\*\*\*\*TAKE FIELD OFF ACCOUNT AS OF APRIL 11, 2011

[2010-08-27 11:30:18 am]: AUGUST 2010 BILL RETURNED - REMAILED TO: PO BOX 582, ROCHESTER, NH 03866-0582 (PO FORWARD)

[2011-07-15 12:22:41 am]: LISA WAKELAND CALLED - DO FINAL BILL - SHE IS MOVING OUT - THEN REMOVE HER FROM ACCOUNT

[2011-10-14 11:43:30 kathy]: TURNED OFF FOR NON-PAYMENT 10/12/11

[2011-11-22 09:40:25 am]: FAXED COPY OF BILL AND HISTORY TO JENNIFER @ #628-6300

[2011-12-16 14:06:48 am]: JENNIFER @ MASIELLO GROUP REQUESTED FINAL AND ADVISED NEW OWNER'S NAME WOULD BE ROBERT PETTIGREW

TURNED ON AT STREET 11/23/11 SEE SERVICE ORDER

[2012-01-25 15:32:10 am]: PER JENNIFER THE SALE FELL THROUGH - WILL BE HANDLED BY MASIELLO GROUP FOR NOW - ADDED THEM TO GET COPIES OF BILLS

[2012-08-09 14:43:45 kathy]: SENT LETTER TO NEW OWNER TO GAIN ACCESS TO READER OR MOVE READER TO OTHER LOCATION\*\*\*MOVED TO RIGHT SIDE OF HOUSE

[2015-02-20 10:39:36 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2015-05-13 10:28:12 karenb]: LEAK LETTER SENT (101 UNITS)

[2015-06-09 15:25:39 karenb]: JOSEPH CALLED DUE TO THE BILL. HE CHECKED AND COULD NOT FIND LEAK/WATER ANYWHERE. I TOLD HIM THAT WE WILL GO AHEAD GET ANOTHER READ TOMORROW TO SEE IF IT IS BACK TO NORMAL. IF SO, HE CAN FILE APPEAL.

[2015-06-10 13:08:01 karenb]: GEORGE GOT A READ TODAY 6/10 OF 376 SO THE METER IS READING NORMALLY NOW. LEFT A MESSAGE FOR JOE EXPLAINING THAT THERE WAS DEFINITELY A HIGH AMOUNT OF WATER USAGE GOING THROUGH THE METER BETWEEN NOV-APRIL. HIS ONLY OPTION IS TO FILE AN APPEAL.

[2015-08-05 12:57:28 sjuneau]: TURNED OFF FOR NON PAYMENT TODAY - THEY CALLED AND HAD WANTED TO FILE AN APPEAL. I ALLOWED THEM TO BE TURNED BACK ON WITH THE ORIGINAL PAYMENT OF THEIR AVERAGE BILLS AND AN APPEAL HAS BEEN FILED FOR SEPTEMBER UAB. ONLY CHARGED A SERVICE CHARGE FOR IT.

Check Spelling

Display as HTML





**Account**

Account: 060560 Customer: 41752

Parcel: 011100040000

Location: 86 EASTERN AVE

Customer: STEVENS JOSEPH & REBECCA

Status: Active

**Service**

Service: 100

Mfr: 001

RES WATER

Meter #: 69890897

1 of 1

Consumption History

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
05/07/2015		13905893	A			378	101	0	76	1,101.91	-71.67
02/20/2015		13901536	E			272	11	0	99	120.01	51.37
11/13/2014		13894159	A			261	10	0	99	109.10	46.70
08/06/2014		13886760	A			251	11	0	92	120.01	51.37
05/06/2014		13879259	A			240	10	0	84	108.95	46.55



## City of Rochester, New Hampshire

### WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: September 30, 2015

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 09/30/15

Customer Name: Irene Laurion

Account: 150520

Service Address: #8 Elizabeth Street

Rochester NH 03868

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

#### Recommendations

I recommend no abatement on the invoiced amount.

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The appellant is responsible for undetected water leaks on property.
3. The appellant has not provided any justification for increased usage or for loss of water.
4. Water usage is back to normal with less than one unit of usage in the past month

John B. Storer, PE  
Director of City Services

9/30/15  
Date



---

**WATER/SEWER BILLING MEMORANDUM**

---

TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 30, 2015  
SUBJECT: Irene Laurion  
PROPERTY: 8 Elizabeth St

Attached please find the Water/Sewer Billing Appeal Application, notes and consumption history for the above account.

The customer's August appeal was tabled until October 5, 2015 meeting.

Accounts

File Edit Tools Insert Help

Account: 150520

ADD ELDERLY EXEMPTION 4/1/08  
4/1/10 - NO LONGER ELDERLY  
[2012-10-18 11:00:11 kathy]: HAS TO ESTIMATE OCTOBER READING HOUSE WAS PAINTED AND SENT LETTER ON 10/3  
[2012-10-31 15:54:04 kathy]: SENT LETTER TO REPAIR METER - NOT READING  
[2013-11-27 14:35:22 kathy]: CAME IN AND CANT UNDERSTAND ABOUT HIGH BILL HAD JOSH GO OVER AND CHECK FOR LEAKS AND GET A READING  
READING 33 ONLY 2 UNITS FORM LAST CYCLE TOLD HER SOMETHING MUST HAVE HAPPEN SHE IS UPSET SHE HAS TO PAY BILL  
[2015-08-21 08:57:34 karenb]: APPEAL SENT FOR SEPTEMBER UAB  
[2015-09-17 15:39:19 karenb]:SPOKE WITH LISA, APPEAL TABLED FOR A MONTH TO SEE USAGE ON OCTOBER BILL. HOMEOWNER IS TO CALL AND SET UP  
AN APPOINTMENT FOR TECH TO GO LOOK AT METER AND SEE IF ANY EVIDENCE OF LEAKS.  
[2015-09-28 15:06:07 sjuneau]: TECHS WENT OUT AGAIN AND LOOKED AT METER, SPOKE WITH HOMEOWNER, CHECKED FOR LEAKS. NOTHING FOUND,  
METER WORKS FINE.

Check Spelling

Display as HTML



## City of Rochester, New Hampshire

Finance Office

31 Wakefield Street • Rochester, NH 03867-1917  
(603) 335-7609 Fax (603) 335-7589

September 17, 2015

Irene Laurion  
8 Elizabeth Street  
Rochester NH 03867

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board  
at its meeting held September 14, 2015

The decision of the Board was to:

<input type="checkbox"/>	Abate the amount of \$ _____
<input type="checkbox"/>	Abate the amount of \$ _____, with the following stipulation:
<input type="checkbox"/>	Deny your appeal.
<input checked="" type="checkbox"/>	Tabled your appeal until the October 5, 2015 UAB meeting
<input type="checkbox"/>	Refer the appeal to the City Manager for further review/discussion
<input checked="" type="checkbox"/>	Other - Please Call the billing office to schedule an appointment for staff to come out and inspect the meter.

Please contact the Utility Billing Office at 603-335-7501 if you have any questions.

Sincerely,

Lisa J. Clark  
Office Manager



Account: 150520 Customer: 31086  
 Parcel: 013000070000  
 Location: 8 ELIZABETH ST Status: Active

Service: 100 RES WATER Mfr: SENS Meter #: 74656580  
 2 of 3

Consumption History

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
07/08/2015		13912515	A			65	10	0	90	109.10	46.70
04/09/2015		13905010	A			55	4	0	93	48.53	18.68
01/06/2015		13897671	A			51	4	0	90	48.53	18.68
10/08/2014		13890266	A			47	4	0	92	48.53	18.68
07/08/2014		13882855	A			43	4	0	96	48.53	18.68
04/03/2014		13875419	A			39	4	0	85	48.36	18.51
01/08/2014		13868123	A			35	4	0	92	48.25	18.40
10/08/2013		13860779	A			31	18	0	99	195.12	82.80
07/01/2013		13853403	A			13	5	0	77	54.20	23.00
04/15/2013		13845979	A			8	6	0	102	65.04	27.60
01/03/2013		13838708	A			7	7	7	85	47.98	18.13

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

Office Use Only  
Received: 8/20/15

1. Date of Appeal: 8-20-15
2. Property Owner's Name: Spene Laurion Account #: 150520
3. Billing Address: 8 Elizabeth St  
Rochester, N. H.
4. Service Location: Rochester, N. H. Zip Code 03867
5. Owners Representative: Spene Laurion
6. Owners Representative's Signature: Spene Laurion
7. Phone #: 603-332-5256 Cell: \_\_\_\_\_
8. Email Address: \_\_\_\_\_

(Agendas and Decision Letters will be emailed)

9. Billing Period that is being appealed is from 4/9/15  
7-23-15 to 7/8/15

10. Abatement is being requested for:

a. How many units of water 6 x 4.67 = \$ 28.02

b. How many units of sewer 6 x 6.24 = \$ 37.44

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

Total \$ 65.46

11. Explanation of Appeal Request:

I want to know why I have such  
a big bill? I have no leak any  
where. I am always trying not to  
use too much water. My last bill  
was \$48.53. The one I appealed for  
is \$109.10 This is the second time I  
have a big bill And again I have  
no leak. Thank you Spene Laurion

Form continues on back

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

☒ Yes ☐ No (circle one)

If yes, why?

Because I have a bigger bill & I  
haven't used any more water.  
I always try to save

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

Yes ☐ No ☐ (circle one)

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

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

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

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

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

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

**Please note:**

1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.
2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.
3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.

Water-Sewer Uncollected AR  
1993-2007

YEAR	ACCOUNT	ACCOUNT NAME & LOCATION	FUND	PRINCIPAL BALANCES	INTEREST BALANCES	GRAND TOTAL	MUNIS NOTES & OTHER NOTES	LIEN	BOOK	PAGE
							<b>9/30/2015</b>			
1993	160160	Tremblay, Gerald 144 Pickering Rd	Water	<u><b>\$235.74</b></u>	<u><b>\$854.71</b></u>	<u><b>\$1,090.45</b></u>	THIS HOUSE DOES NOT HAVE WATER  THIS BALANCE WAS TAKEN FROM A PIECE OF PROPERTY THEY OWNED ACROSS THE STREET. <i>the legality of doing this is questionable, plus the lien is a blanket lien from 1993 covering dozens of accounts Property Sold 2011-MJS</i>	Yes	1705	378
1994	092520	Wass, Robert	Water	\$11.89	\$35.69	\$47.58	WATER WAS TURNED OFF ON 3/9/94.	No		
		Wass, Robert	Sewer	\$11.89	\$35.69	\$47.58	BUILDING IS VACANT.			
		642 Columbus Ave					[2014-06-25 09:14:21 kathy]: BUILDING IS GOING TO BE DEMOLISHED			
				<u><b>\$23.78</b></u>	<u><b>\$71.38</b></u>	<u><b>\$95.16</b></u>	<b>9/30/2015</b>			
2001	110099	Schiavi, John 716 Salmon Falls Rd	Sewer	<u><b>\$20.68</b></u>	<u><b>\$29.90</b></u>	<u><b>\$50.58</b></u>	<b>9/30/2015</b> METER WAS PULLED OUT SUMMER OF 2002	No		
2002	092800	Structural Realty	Water	\$73.16	\$23.33	\$96.49	BUILDING WAS TORN DOWN. LAND ONLY	No		
		10 Wallace St	Sewer	\$6.76	\$11.05	\$17.81				
				<u><b>\$79.92</b></u>	<u><b>\$70.96</b></u>	<u><b>\$114.30</b></u>	<b>9/30/2015</b>			
2003	501208	Perm-A-Drive Paving Co	Sewer	<u><b>\$1.86</b></u>	<u><b>\$2.76</b></u>	<u><b>\$4.62</b></u>	<b>9/30/2015</b>	NA		
2004	041540	Rose Realty LLC	Water	<u><b>-\$0.12</b></u>	<u><b>\$0.00</b></u>	<u><b>-\$0.12</b></u>	<b>9/30/15 balance to be .12 to be moved to misc revenue</b>	No		
		64 River St					BUILDING DEMOLISHED			
2004	184630	Bacon Felt 1 Front St	Water	<u><b>\$0.31</b></u>	<u><b>\$0.44</b></u>	<u><b>\$0.75</b></u>	<b>9/30/2015</b> Home bought in 2003 by Bacon Felt balance remained on act after final	No		

Water-Sewer Uncollected AR  
1993-2007

YEAR	ACCOUNT	ACCOUNT NAME & LOCATION	FUND	PRINCIPAL BALANCES	INTEREST BALANCES	GRAND TOTAL	MUNIS NOTES & OTHER NOTES	LIEN	BOOK	PAGE
2004	501212	DCD Construction Unknown	Water	<u>\$726.10</u>	<u>\$1,018.14</u>	<u>\$1,744.24</u>	9/30/2015 THIS ACCOUNT - BANKRUPT EFFECTIVE 1/18/05	No		
2004	501226	Reliable Plumbing Unknown	Water	<u>\$124.98</u>	<u>\$139.78</u>	<u>\$264.76</u>	<i>Non Sufficient Funds Fee \$25 plus interest</i>	No		
2005	210300	Carlson, Alison 42 Forest Park Dr	Water	<u>\$0.09</u>	<u>\$0.11</u>	<u>\$0.20</u>	<i>Property Sold 2005</i>	No		
2005	501219	RSA Development LLC 60 Farmington Rd	Water	<u>\$0.30</u>	<u>\$0.39</u>	<u>\$0.69</u>	9/30/2015 <i>Account in-active, no billing activity since 2004 no back up for this amount</i>	No No		
2005	501223	Snyder, Robert	Water	\$1.52	\$1.88	\$3.40	9/30/2015 <i>Account inactive, no activity since 2004</i>	No		
2005	501229	Spencer Trucking Unkown	Water	<u>\$22.01</u>	<u>\$29.13</u>	<u>\$51.14</u>	9/30/2015 <i>Account Active-no activity since 2004</i>	No		
2005	501300	Dupere Corp Unknown	Water Sewer	\$700.00 \$700.00	\$921.25 \$921.25	\$1,621.25 \$1,621.25	<i>Water-Sewer line inspection billed to Contractor. 9/30/15 * Bond Never Called- Long since expired-MJS</i>	No		
				<u>\$1,400.00</u>	<u>\$1,842.50</u>	<u>\$3,242.50</u>				
2006	22460	Hannaford 290 North Main	Water	<u>\$0.41</u>	<u>\$0.49</u>	<u>\$0.90</u>	Hydrant Fee- Inactive Account- Payment a few days late. Prorate interest must have occurred 9/30/2015	No		
2006	053010	Sandpaper Hanson LLC 17 Hanson St	Sewer	<u>\$15.90</u>	<u>\$17.78</u>	<u>\$33.68</u>	9/30/2015 <i>Building Demolished-Old Colby's Bar</i>	No		
2006	082380	Schulte, Thomas 10 Villanover Lane	Sewer	<u>\$0.37</u>	<u>\$0.43</u>	<u>\$0.80</u>	9/30/2015 Property Sold -2010, acct not cleared as it was supposed to be	No		



## Water-Sewer Uncollected AR

1993-2007

YEAR	ACCOUNT	ACCOUNT NAME & LOCATION	FUND	PRINCIPAL BALANCES	INTEREST BALANCES	GRAND TOTAL	MUNIS NOTES & OTHER NOTES	LIEN	BOOK	PAGE
2006	211999	Perreault, Mona 3 Flagg Road	Water	<u>\$0.03</u>	<u>\$0.03</u>	<u>\$0.06</u>	<b>9/30/2015</b> PER PHONE CALL 10/19/05 - PROPERTY IS VACANT - BUILDING WILL BE MOVED EVENTUALLY 12/14/05 - WATER TURNED OFF AT STREET AND ACCT INACTIVATED - BUILDING HAS BEEN MOVED	No		
2006	501213	Groen Builders Unknown	Water	<u>\$6.88</u>	<u>\$7.61</u>	<u>\$14.49</u>	<b>9/30/2015</b> no back up to support invoice	No		
2006	501308	Frisbie Memorial Hosp 85 Airport Drive	Water	<u>\$0.46</u>	<u>\$0.55</u>	<u>\$1.01</u>	<b>9/30/2015</b> in active acct, no supporting info	No		
2007	041740	Fownes Mill Develop 15 Gagne St	Water	<u>\$0.18</u>	<u>\$0.19</u>	<u>\$0.37</u>	<b>9/30/2015</b> Property sold building demolished	No		
2007	090553	Rochester Lot 2 Columbus 110 So Main St	Water	<u>\$0.01</u>	<u>\$0.01</u>	<u>\$0.02</u>	Shut off-2007 <b>9/30/2015</b>	No		
2007	152440	Sovereignty Family Inve: 21 Anctil Ct	Water Sewer	\$13.13 \$22.88 <u>\$36.01</u>	\$12.79 \$22.26 <u>\$35.05</u>	\$25.92 \$45.14 <u>\$71.06</u>	Shut off-2007 <b>9/30/2015</b>	No		
2007	174000	Foster, Beverly 93 Old Dover Rd	Water	<u>\$66.76</u>	<u>\$65.57</u>	<u>\$132.33</u>	<b>9/30/2015</b> Shut off-2007 Vacant	No		
2007	501305	Bowen & Son Unknown	Water	<u>\$0.10</u>	<u>\$0.10</u>	<u>\$0.20</u>	<b>9/30/2015</b> Inactive-No Details	No		
2007	501319	Clarks Trucking 102 Knottingham	Water	<u>\$283.80</u>	<u>\$275.98</u>	<u>\$559.78</u>	<b>9/30/2015</b> Water hauler- not allowed to haul anylonger			

Charges Est Accrd int Total

Water-Sewer Uncollected AR  
1993-2007

YEAR	ACCOUNT	ACCOUNT NAME & LOCATION	FUND	PRINCIPAL BALANCES	INTEREST BALANCES	GRAND TOTAL	MUNIS NOTES & OTHER NOTES	LIEN	BOOK	PAGE
		Water				\$5,603.76				
		Sewer				\$1,821.46				
				\$0.00	\$0.00	\$7,425.22				

09/30/2015 12:08  
lisa

CITY OF ROCHESTER  
YEAR-TO-DATE BUDGET REPORT

P 1  
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND									
51601057 WATER WORKS EXPENSE									
51601057	511001	SALARIES - FULL TI	541,316	532,189	138,363.16	.00	.00	393,825.84	26.0%
51601057	511099	SALARIES - ADJUSTM	1,656	1,656	.00	.00	.00	1,656.00	.0%
51601057	513001	OVERTIME - REGULAR	40,000	40,000	3,591.30	.00	.00	36,408.70	9.0%
51601057	515001	ON CALL	4,497	4,497	1,033.40	.00	.00	3,463.60	23.0%
51601057	516000	LONGEVITY	1,203	1,203	183.33	.00	.00	1,019.67	15.2%
51601057	521100	HEALTH INSURANCE	147,150	145,734	39,452.38	.00	.00	106,281.62	27.1%
51601057	521200	DENTAL INSURANCE	2,708	2,684	685.26	.00	.00	1,998.74	25.5%
51601057	521300	LIFE INSURANCE	1,157	1,146	286.62	.00	.00	859.38	25.0%
51601057	522000	SOCIAL SECURITY CO	41,519	41,015	10,519.14	.00	.00	30,495.86	25.6%
51601057	523000	RETIRE CONTRIBUTIO	65,582	64,820	16,115.92	.00	.00	48,704.08	24.9%
51601057	526000	WORKERS' COMPENSAT	24,134	24,134	24,134.00	.00	.00	.00	100.0%
51601057	528001	IPT	5,638	5,579	1,368.04	.00	.00	4,210.96	24.5%
51601057	532001	STAFF DEVELOPMENT	5,794	5,794	1,604.06	.00	9.00	4,180.94	27.8%
51601057	532200	CONTRACTED SERVICE	0	11,903	4,003.43	.00	7,898.95	.62	100.0%
51601057	533000	OTHER PROF SERVICE	9,672	9,672	1,060.52	.00	2,726.82	5,884.66	39.2%
51601057	533001	AUDIT	3,910	3,910	1,437.50	.00	2,645.00	-172.50	104.4%
51601057	533002	ENGINEERING SERVIC	11,800	11,800	1,097.10	.00	5,402.90	5,300.00	55.1%
51601057	533004	MEDICAL SERVICES	500	500	231.00	.00	19.00	250.00	50.0%
51601057	533009	14542 ROCHESTER HIL	0	0	1,387.50	.00	2,612.50	-4,000.00	100.0%
51601057	533010	LABOR NEGOTIATIONS	2,000	2,000	.00	.00	.00	2,000.00	.0%
51601057	534003	SOFTWARE MAINTENAN	18,820	18,820	15,421.99	.00	228.59	3,169.42	83.2%
51601057	541100	WATER & SEWERAGE	4,000	4,000	1,543.92	.00	2,456.08	.00	100.0%
51601057	542300	CUSTODIAL SERVICES	2,100	2,100	396.00	.00	.00	1,704.00	18.9%
51601057	543001	VEHICLE MAINT & RE	1,000	1,000	.00	.00	266.66	733.34	26.7%
51601057	543002	EQUIPMENT MAINTENA	1,135	1,135	1,020.83	.00	.00	114.17	89.9%
51601057	544200	RENTAL OF EQUIPMEN	410	410	.00	.00	.00	410.00	.0%
51601057	544400	RENTAL OF COMP/COM	1,800	1,800	484.77	.00	1,315.23	.00	100.0%
51601057	544500	LEASE COPIER/PRINT	1,656	1,656	1,302.76	.00	.00	353.24	78.7%
51601057	552001	FLEET INSURANCE	2,826	2,826	.00	.00	.00	2,826.00	.0%
51601057	552003	GENERAL LIABILITY	5,543	5,543	.00	.00	.00	5,543.00	.0%
51601057	553400	POSTAGE FEES	400	400	33.32	.00	.00	366.68	8.3%
51601057	554000	ADVERTISING	1,650	1,650	357.39	.00	254.00	1,038.61	37.1%
51601057	555000	PRINTING AND BINDI	1,839	1,839	20.00	.00	.00	1,819.00	1.1%
51601057	556000	TUITION	3,180	3,180	960.00	.00	.00	2,220.00	30.2%
51601057	558000	TRAVEL	825	825	.00	.00	.00	825.00	.0%
51601057	561003	OFFICE SUPPLIES	2,934	2,934	404.97	.00	118.72	2,410.31	17.8%
51601057	561005	PUBLICATIONS	50	50	50.00	.00	.00	.00	100.0%

09/30/2015 12:08  
lisa

CITY OF ROCHESTER  
YEAR-TO-DATE BUDGET REPORT

P 2  
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601057	561008	VEHICLE SUPPLIES	9,000	9,000	1,530.69	.00	935.27	6,534.04	27.4%
51601057	561010	CLOTHING	5,800	5,800	1,057.39	.00	990.09	3,752.52	35.3%
51601057	561015	SAFETY EQUIPMENT &	5,000	5,000	995.12	.00	742.26	3,262.62	34.7%
51601057	561022	HOT TOP COLD PATCH	5,500	5,500	4,070.53	.00	1,429.47	.00	100.0%
51601057	561023	SAND AND GRAVEL	1,800	1,800	.00	.00	500.00	1,300.00	27.8%
51601057	561032	OTHER OPERATIONAL	3,625	3,625	1,149.21	.00	200.00	2,275.79	37.2%
51601057	562600	VEHICLE FUEL	21,420	21,420	2,490.10	.00	.00	18,929.90	11.6%
51601057	573401	ADMIN EQUIPMENT	4,635	4,635	362.71	.00	.00	4,272.29	7.8%
51601057	573900	OTHER EQUIPMENT	8,334	8,334	.00	.00	.00	8,334.00	.0%
51601057	575100	INVENTORY PURCHASE	104,000	104,000	6,907.25	.00	3,246.08	93,846.67	9.8%
51601057	581000	DUES AND FEES	1,020	1,020	200.00	.00	.00	820.00	19.6%
51601057	583000	INTEREST EXPENSE	606,669	606,669	260,015.27	.00	.00	346,653.73	42.9%
51601057	584000	CONTINGENCY	20,000	20,000	.00	.00	.00	20,000.00	.0%
51601057	589001	STATE PERMITS & FE	2,810	2,810	229.00	.00	100.00	2,481.00	11.7%
51601057	589031	LIEN DISCHARGE FEE	600	600	75.00	.00	125.00	400.00	33.3%
51601057	591000	REDEMPTION OF PRIN	1,353,562	1,353,562	208,515.94	.00	37,500.00	1,107,546.06	18.2%
51601057	592001	DEPRECIATION	1,060,790	1,060,790	.00	.00	.00	1,060,790.00	.0%
51601057	593002	TRANS TO CAPITAL P	92,000	157,000	157,000.00	.00	.00	.00	100.0%
51601057	593008	TRANSFER TO GENERA	25,000	25,000	4,166.66	.00	.00	20,833.34	16.7%
51601073 WATER TREATMENT PLANT									
51601073	511001	SALARIES - FULL TI	282,714	282,714	73,359.11	.00	.00	209,354.89	25.9%
51601073	513001	OVERTIME - REGULAR	15,000	15,000	7,035.57	.00	.00	7,964.43	46.9%
51601073	515001	ON CALL	16,340	16,340	4,370.00	.00	.00	11,970.00	26.7%
51601073	521100	HEALTH INSURANCE	87,901	87,901	28,178.05	.00	.00	59,722.95	32.1%
51601073	521200	DENTAL INSURANCE	1,301	1,301	399.38	.00	.00	901.62	30.7%
51601073	521300	LIFE INSURANCE	504	504	130.48	.00	.00	373.52	25.9%
51601073	522000	SOCIAL SECURITY CO	21,990	21,990	6,202.89	.00	.00	15,787.11	28.2%
51601073	523000	RETIREMENT CONTRIB	33,258	33,258	8,980.12	.00	.00	24,277.88	27.0%
51601073	526000	WORKERS' COMPENSAT	5,037	5,037	5,037.00	.00	.00	.00	100.0%
51601073	528001	IPT	3,111	3,111	758.59	.00	.00	2,352.41	24.4%
51601073	533002	ENGINEERING SERVIC	10,000	10,000	.00	.00	5,800.00	4,200.00	58.0%
51601073	533006	LABORATORY SERVICE	15,832	15,832	2,580.12	.00	5,792.53	7,459.35	52.9%
51601073	543000	REPAIR AND MAINTEN	58,178	58,178	374.97	.00	2,472.03	55,331.00	4.9%
51601073	543002	EQUIPMENT MAINTENA	67,399	67,399	6,693.25	.00	6,656.75	54,049.00	19.8%
51601073	544500	LEASE COPIER/PRINT	800	800	396.59	.00	.00	403.41	49.6%
51601073	552002	PROPERTY INSURANCE	6,372	6,372	.00	.00	.00	6,372.00	.0%
51601073	553000	COMMUNICATIONS	9,880	9,880	1,929.35	.00	2,427.52	5,523.13	44.1%
51601073	561001	JANITORIAL SUPPLIE	1,000	1,000	99.90	.00	.00	900.10	10.0%
51601073	561002	BLDG MAINT SUPPLIE	1,600	1,600	.00	.00	.00	1,600.00	.0%
51601073	561010	CLOTHING	5,500	5,500	928.61	.00	1,233.86	3,337.53	39.3%
51601073	561015	SAFETY EQUIPMENT &	4,050	4,050	1,200.30	.00	.00	2,849.70	29.6%

09/30/2015 12:08  
lisa

CITY OF ROCHESTER  
YEAR-TO-DATE BUDGET REPORT

P 3  
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601073	561031	CHEMICALS	187,500	187,500	31,532.48	.00	30,347.42	125,620.10	33.0%
51601073	561037	LABORATORY SUPPLIE	8,000	8,000	2,068.01	.00	2,618.66	3,313.33	58.6%
51601073	561040	EQUIPMENT REPAIR S	30,000	30,000	1,206.61	.00	419.31	28,374.08	5.4%
51601073	562200	ELECTRICITY	126,000	126,000	25,618.48	.00	.00	100,381.52	20.3%
51601073	562400	HEATING FUEL	34,000	34,000	.00	.00	.00	34,000.00	.0%
51601073	573900	OTHER EQUIPMENT	17,400	17,400	599.00	.00	.00	16,801.00	3.4%
51601073	589030	PROP TAX TO OTH CO	3,000	3,000	.00	.00	3,000.00	.00	100.0%
51601570 WATER REVENUE OFFICE									
51601570	511001	SALARIES - FULL TI	30,567	30,567	8,481.77	.00	.00	22,085.23	27.7%
51601570	516000	LONGEVITY	100	100	.00	.00	.00	100.00	.0%
51601570	521100	HEALTH INSURANCE	11,556	11,556	3,122.08	.00	.00	8,433.92	27.0%
51601570	521200	DENTAL INSURANCE	220	220	59.57	.00	.00	160.43	27.1%
51601570	521300	LIFE INSURANCE	58	58	15.04	.00	.00	42.96	25.9%
51601570	522000	SOCIAL SECURITY CO	2,059	2,059	571.29	.00	.00	1,487.71	27.7%
51601570	523000	RETIREMENT CONTRIB	3,446	3,446	950.38	.00	.00	2,495.62	27.6%
51601570	526000	WORKERS' COMPENSAT	62	62	62.00	.00	.00	.00	100.0%
51601570	528001	IPT	361	361	84.56	.00	.00	276.44	23.4%
51601570	543000	REPAIR AND MAINTEN	500	500	500.00	.00	.00	.00	100.0%
51601570	553400	POSTAGE FEES	8,256	8,256	1,816.05	.00	55.00	6,384.95	22.7%
51601570	555000	PRINTING AND BINDI	410	410	.00	.00	.00	410.00	.0%
51601570	561003	OFFICE SUPPLIES	300	300	.00	.00	.00	300.00	.0%
TOTAL WATER ENTERPRISE FUND			5,403,531	5,468,531	1,142,656.08	.00	132,544.70	4,193,330.22	23.3%
TOTAL EXPENSES			5,403,531	5,468,531	1,142,656.08	.00	132,544.70	4,193,330.22	
GRAND TOTAL			5,403,531	5,468,531	1,142,656.08	.00	132,544.70	4,193,330.22	23.3%

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

09/30/2015 12:08  
 lisa

CITY OF ROCHESTER  
 YEAR-TO-DATE BUDGET REPORT

P 4  
 glytdbud

# REPORT OPTIONS

	Field #	Total	Page Break	
Sequence 1	1	Y	N	Year/Period: 2016/13
Sequence 2	9	N	N	Print revenue as credit: Y
Sequence 3	0	N	N	Print totals only: N
Sequence 4	0	N	N	Suppress zero bal accts: Y
				Print full GL account: N
				Double space: N
Report title:				Roll projects to object: N
YEAR-TO-DATE BUDGET REPORT				
				Carry forward code: 1
				Print journal detail: N
Print Full or Short description: F				From Yr/Per: 2003/ 6
Print MTD Version: Y				To Yr/Per: 2003/ 6
Print Revenues-Version headings: N				Include budget entries: Y
Format type: 1				Incl encumb/liq entries: Y
Print revenue budgets as zero: N				Sort by JE # or PO #: J
Include Fund Balance: N				Detail format option: 1
Include requisition amount: Y				
Multiyear view: L				

Find Criteria

Field Name	Field Value
Org	5160*
Object	
Project	
Rollup code	
Account type	
Account status	



09/30/2015 12:09  
lisa

CITY OF ROCHESTER  
YEAR-TO-DATE BUDGET REPORT

P 1  
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
5002 SEWER ENTERPRISE FUND									
52602057 SEWER WORKS EXPENSE									
52602057	511001	SALARIES - FULL TI	357,598	348,471	88,773.71	.00	.00	259,697.29	25.5%
52602057	511099	SALARIES - ADJUSTM	1,656	1,656	.00	.00	.00	1,656.00	.0%
52602057	513001	OVERTIME - REGULAR	8,100	8,100	2,173.82	.00	.00	5,926.18	26.8%
52602057	515001	ON CALL	4,497	4,497	1,033.40	.00	.00	3,463.60	23.0%
52602057	516000	LONGEVITY	1,202	1,202	183.34	.00	.00	1,018.66	15.3%
52602057	521100	HEALTH INSURANCE	89,598	88,182	23,521.38	.00	.00	64,660.62	26.7%
52602057	521200	DENTAL INSURANCE	1,517	1,493	358.76	.00	.00	1,134.24	24.0%
52602057	521300	LIFE INSURANCE	836	825	198.20	.00	.00	626.80	24.0%
52602057	522000	SOCIAL SECURITY CO	26,344	25,840	6,688.76	.00	.00	19,151.24	25.9%
52602057	523000	RETIRE CONTRIBUTIO	41,497	40,735	10,348.90	.00	.00	30,386.10	25.4%
52602057	526000	WORKERS' COMPENSAT	14,463	14,463	14,463.00	.00	.00	.00	100.0%
52602057	528001	IPT	3,705	3,646	845.78	.00	.00	2,800.22	23.2%
52602057	532001	STAFF DEVELOPMENT	6,344	6,344	1,040.04	.00	9.00	5,294.96	16.5%
52602057	532200	CONTRACTED SERVICE	0	11,903	4,003.43	.00	7,898.95	.62	100.0%
52602057	533000	OTHER PROF SERVICE	6,780	6,780	727.98	.00	2,321.34	3,730.68	45.0%
52602057	533001	AUDIT	3,910	3,910	1,437.50	.00	2,645.00	-172.50	104.4%
52602057	533004	MEDICAL SERVICES	500	500	250.00	.00	.00	250.00	50.0%
52602057	533010	LABOR NEGOTIATIONS	2,000	2,000	.00	.00	.00	2,000.00	.0%
52602057	534003	SOFTWARE MAINTENAN	30,048	30,048	15,421.99	.00	228.59	14,397.42	52.1%
52602057	542300	CUSTODIAL SERVICES	2,000	2,000	396.00	.00	.00	1,604.00	19.8%
52602057	543000	REPAIR AND MAINTEN	2,360	2,360	532.50	.00	.00	1,827.50	22.6%
52602057	543001	VEHICLE MAINT & RE	2,500	2,500	.00	.00	1,066.68	1,433.32	42.7%
52602057	543002	EQUIPMENT MAINTENA	3,635	3,635	720.84	.00	.00	2,914.16	19.8%
52602057	544200	RENTAL OF EQUIPMEN	400	400	.00	.00	.00	400.00	.0%
52602057	544400	RENTAL OF COMP/COM	1,800	1,800	484.77	.00	1,315.23	.00	100.0%
52602057	544500	LEASE COPIER/PRINT	1,600	1,600	1,296.12	.00	.00	303.88	81.0%
52602057	552001	FLEET INSURANCE	3,956	3,956	.00	.00	.00	3,956.00	.0%
52602057	552002	PROPERTY INSURANCE	5,002	5,002	.00	.00	.00	5,002.00	.0%
52602057	552003	GENERAL LIABILITY	5,296	5,296	.00	.00	.00	5,296.00	.0%
52602057	553400	POSTAGE FEES	500	500	21.11	.00	.00	478.89	4.2%
52602057	554000	ADVERTISING	735	735	182.21	.00	.00	552.79	24.8%
52602057	555000	PRINTING AND BINDI	1,639	1,639	20.00	.00	.00	1,619.00	1.2%
52602057	556000	TUITION	6,780	6,780	960.00	.00	.00	5,820.00	14.2%
52602057	558000	TRAVEL	875	875	.00	.00	.00	875.00	.0%
52602057	561003	OFFICE SUPPLIES	2,069	2,069	500.66	.00	118.72	1,449.62	29.9%
52602057	561005	PUBLICATIONS	32	32	32.00	.00	.00	.00	100.0%
52602057	561008	VEHICLE SUPPLIES	13,500	13,500	5,706.31	.00	1,550.20	6,243.49	53.8%

09/30/2015 12:09  
lisa

CITY OF ROCHESTER  
YEAR-TO-DATE BUDGET REPORT

P 2  
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602057	561009	TRAINING MATERIALS	250	250	.00	.00	.00	250.00	.0%
52602057	561010	CLOTHING	5,615	5,615	481.50	.00	316.79	4,816.71	14.2%
52602057	561015	SAFETY EQUIPMENT &	5,900	5,900	797.90	.00	742.22	4,359.88	26.1%
52602057	561022	HOT TOP COLD PATCH	5,500	5,500	4,070.52	.00	1,429.48	.00	100.0%
52602057	561023	SAND AND GRAVEL	1,650	1,650	.00	.00	500.00	1,150.00	30.3%
52602057	561032	OTHER OPERATIONAL	600	600	477.13	.00	.00	122.87	79.5%
52602057	561040	EQUIPMENT REPAIR S	6,000	6,000	628.01	.00	930.40	4,441.59	26.0%
52602057	562600	VEHICLE FUEL	41,000	41,000	4,740.86	.00	.00	36,259.14	11.6%
52602057	571000	13551 LAND&IMPROVEM	0	4,275	4,275.00	.00	.00	.00	100.0%
52602057	573401	ADMIN EQUIPMENT	1,635	1,635	362.70	.00	.00	1,272.30	22.2%
52602057	573900	OTHER EQUIPMENT	6,033	6,033	.00	.00	.00	6,033.00	.0%
52602057	575100	INVENTORY PURCHASE	12,500	12,500	.00	.00	5,000.00	7,500.00	40.0%
52602057	581000	DUES AND FEES	1,090	1,090	.00	.00	.00	1,090.00	.0%
52602057	583000	INTEREST EXPENSE	550,877	550,877	259,675.45	.00	.00	291,201.55	47.1%
52602057	584000	CONTINGENCY	15,000	10,725	.00	.00	.00	10,725.00	.0%
52602057	589001	STATE PERMITS & FE	1,650	1,650	100.00	.00	250.00	1,300.00	21.2%
52602057	591000	REDEMPTION OF PRIN	2,013,438	2,013,438	1,307,263.56	.00	.00	706,174.44	64.9%
52602057	593002	TRANS TO CAPITAL P	158,000	158,000	158,000.00	.00	.00	.00	100.0%
52602057	593008	TRANSFER TO GENERA	25,000	25,000	4,166.66	.00	.00	20,833.34	16.7%
52602074 SEWER TREATMENT PLANT									
52602074	511001	SALARIES - FULL TI	421,120	421,120	102,144.78	.00	.00	318,975.22	24.3%
52602074	513001	OVERTIME - REGULAR	32,500	32,500	6,863.77	.00	.00	25,636.23	21.1%
52602074	515001	ON CALL	29,438	29,438	7,880.63	.00	.00	21,557.37	26.8%
52602074	516000	LONGEVITY	600	600	.00	.00	.00	600.00	.0%
52602074	521100	HEALTH INSURANCE	141,410	141,410	27,489.61	.00	.00	113,920.39	19.4%
52602074	521200	DENTAL INSURANCE	1,794	1,794	441.16	.00	.00	1,352.84	24.6%
52602074	521300	LIFE INSURANCE	753	753	178.30	.00	.00	574.70	23.7%
52602074	522000	SOCIAL SECURITY CO	33,794	33,794	8,710.87	.00	.00	25,083.13	25.8%
52602074	523000	RETIREMENT CONTRIB	50,740	50,740	12,078.31	.00	.00	38,661.69	23.8%
52602074	526000	WORKERS' COMPENSAT	4,316	4,316	4,316.00	.00	.00	.00	100.0%
52602074	528001	IPT	3,766	3,766	846.05	.00	.00	2,919.95	22.5%
52602074	533000	OTHER PROF SERVICE	155,000	155,000	.00	.00	49,036.00	105,964.00	31.6%
52602074	533006	LABORATORY SERVICE	116,428	116,428	9,512.82	.00	42,470.50	64,444.68	44.6%
52602074	534009	INDUSTRIAL PRETREA	32,755	32,755	3,275.00	.00	14,545.00	14,935.00	54.4%
52602074	543000	REPAIR AND MAINTEN	65,931	65,931	3,375.27	.00	13,104.80	49,450.93	25.0%
52602074	543002	EQUIPMENT MAINTENA	115,023	115,023	4,721.33	.00	37,739.35	72,562.32	36.9%
52602074	544500	LEASE COPIER/PRINT	1,852	1,852	1,093.93	.00	.00	758.07	59.1%
52602074	552002	PROPERTY INSURANCE	4,523	4,523	.00	.00	.00	4,523.00	.0%
52602074	553000	COMMUNICATION	10,552	10,552	1,694.17	.00	2,567.48	6,290.35	40.4%
52602074	559000	MISC PURCHASED SER	15,500	15,500	15,000.00	.00	.00	500.00	96.8%
52602074	561001	JANITORIAL SUPPLIE	1,500	1,500	345.54	.00	.00	1,154.46	23.0%

09/30/2015 12:09  
lisa

CITY OF ROCHESTER  
YEAR-TO-DATE BUDGET REPORT

P 3  
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602074	561002	BUILDING MAINT SUP	7,450	7,450	333.77	.00	.00	7,116.23	4.5%
52602074	561010	CLOTHING	9,025	9,025	1,162.97	.00	1,077.63	6,784.40	24.8%
52602074	561015	SAFETY EQUIPMENT &	6,200	6,200	.00	.00	.00	6,200.00	.0%
52602074	561031	CHEMICAL	339,448	339,448	8,161.18	.00	23,965.22	307,321.60	9.5%
52602074	561037	LABORATORY SUPPLIE	26,348	26,348	4,033.45	.00	329.30	21,985.25	16.6%
52602074	561040	EQUIPMENT REPAIR S	78,270	78,270	13,441.77	.00	12,765.52	52,062.71	33.5%
52602074	562200	ELECTRICITY	380,000	380,000	94,227.03	.00	.00	285,772.97	24.8%
52602074	562400	HEATING FUEL	38,000	38,000	548.03	.00	.00	37,451.97	1.4%
52602074	573900	OTHER EQUIPMENT	14,843	14,843	1,397.00	.00	400.00	13,046.00	12.1%
52602074	592001	DEPRECIATION	1,124,561	1,124,561	.00	.00	.00	1,124,561.00	.0%
52602470 SEWER REVENUE OFFICE									
52602470	511001	SALARIES - FULL TI	30,567	30,567	8,482.10	.00	.00	22,084.90	27.7%
52602470	516000	LONGEVITY	100	100	.00	.00	.00	100.00	.0%
52602470	521100	HEALTH INSURANCE	8,546	8,546	3,122.23	.00	.00	5,423.77	36.5%
52602470	521200	DENTAL INSURANCE	223	223	59.64	.00	.00	163.36	26.7%
52602470	521300	LIFE INSURANCE	60	60	15.11	.00	.00	44.89	25.2%
52602470	522000	SOCIAL SECURITY CO	2,064	2,064	571.43	.00	.00	1,492.57	27.7%
52602470	523000	RETIREMENT CONTRIB	3,451	3,451	950.43	.00	.00	2,500.57	27.5%
52602470	526000	WORKERS' COMPENSAT	62	62	62.00	.00	.00	.00	100.0%
52602470	528001	IPT	363	363	84.63	.00	.00	278.37	23.3%
52602470	543000	REPAIR AND MAINTEN	600	600	600.00	.00	.00	.00	100.0%
52602470	553400	POSTAGE FEES	8,256	8,256	1,816.05	.00	55.00	6,384.95	22.7%
52602470	555000	PRINTING AND BINDI	350	350	.00	.00	.00	350.00	.0%
52602470	561003	OFFICE SUPPLIES	300	300	.00	.00	.00	300.00	.0%
TOTAL SEWER ENTERPRISE FUND			6,825,394	6,825,394	2,276,398.16	.00	224,378.40	4,324,617.44	36.6%
TOTAL EXPENSES			6,825,394	6,825,394	2,276,398.16	.00	224,378.40	4,324,617.44	
GRAND TOTAL			6,825,394	6,825,394	2,276,398.16	.00	224,378.40	4,324,617.44	36.6%

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

09/30/2015 12:09  
 lisa

CITY OF ROCHESTER  
 YEAR-TO-DATE BUDGET REPORT

P 4  
 glytdbud

# REPORT OPTIONS

	Field #	Total	Page Break	
Sequence 1	1	Y	N	Year/Period: 2016/13
Sequence 2	9	N	N	Print revenue as credit: Y
Sequence 3	0	N	N	Print totals only: N
Sequence 4	0	N	N	Suppress zero bal accts: Y
				Print full GL account: N
				Double space: N
				Roll projects to object: N
Report title:				
YEAR-TO-DATE BUDGET REPORT				
				Carry forward code: 1
				Print journal detail: N
				From Yr/Per: 2003/ 6
				To Yr/Per: 2003/ 6
				Include budget entries: Y
				Incl encumb/liq entries: Y
				Sort by JE # or PO #: J
				Detail format option: 1
Print Full or Short description: F				
Print MTD Version: Y				
Print Revenues-Version headings: N				
Format type: 1				
Print revenue budgets as zero: N				
Include Fund Balance: N				
Include requisition amount: Y				
Multiyear view: L				

Find Criteria

Field Name	Field Value
Org	5260*
Object	
Project	
Rollup code	
Account type	
Account status	