



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: April 7, 2016
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 Wednesday April 13 at 5:30 P.M. in the City Hall Council Conference Room.

AGENDA

1. Call to Order
2. Acceptance of February 22, 2016 Minutes (Page 3)
3. Appeals
 - 3.1 Paul Dumont (Page 6)
3 Church St
Rochester, NH 03839
RE: 3A/3B Church St
 - 3.2 Allan Hodgkins (Page 13)
27 Cross Rd
Rochester, NH 03868
RE: 27 Cross Rd
 - 3.3 Joseph Doyle (Page 19)
8 Blair Dr
Rochester, NH 03868-7060
RE: 8 Blair Dr
 - 3.4 Courtney Morgridge (Page 29)
29 Park St
Rochester, NH 03867
RE: 29 Park St
 - 3.5 William Sabins (Page 46)
14 Moose Ln
Rochester, NH 03867
RE: 14 Moose Ln

- 3.6 Christopher Edmunds (Page 52)
140 Merrymeeting Lakes Rd
New Durham, NH 03855
RE: 26 Lambert Ct
- 3.7 Brian Burns (Page 59)
PO Box 8019
Lynn, MA 01904
RE: 3 5 Walnut St
- 3.8 Llew Millette for Mary Caplette (Page 69)
463 Portland St
Rochester, NH 038673
RE: 463 Portland St
- 3.9 Denise Cheeseman (Page 74)
1424 Travelers Palm Dr
Edgewater, FL 32132
RE: 6 Franklin Heights
- 3.10 Akua Sika & Victor Jobarteh (Page 80)
20 Columbus Ave Unit 204
Rochester, NH 03867-2783
RE: 2 Beaudoin Ave
- 4. Discussion Monthly vs. Quarterly Billing (Page 91)
- 5. Discussion RE: Periodic Abatements
- 6. Financial Reports (Page 98)
- 7. Other
- 8. Adjournment

Copy to:
Blaine M.Cox, Deputy City Manager

**Utility Advisory Board
February 22, 2016 5:30 P.M.
City Hall Council Conference Room**

MEMBERS PRESENT

Dan Peterson, Chairman

Shawn Libby

Thomas H. Willis, Jr

OTHERS PRESENT

Curtis and Lori Connelly, 5 Weare Street.

Terri and Robert Hippern, 19 Cider Hill Rd

John B. Storer, P.E., Director of City Services

MINUTES

1. Call to order:

Chairman Peterson called the meeting to order at 5:30 PM.

2. Appeals -

2.1 5 Weare Street

The appellants, Mr. & Mrs. Connelly, were present for the meeting. Mrs. Connelly stated she had received a letter from the Utility Billing Office stating that their meter reading was significantly higher than their normal use. She stated that she and her husband immediately started looking for leaking faucets and fixtures. She stated that they found nothing. Mrs. Connelly stated that she contacted Karen in the billing office and that she scheduled the change out and testing of the meter at her request. Mr. Connelly stated that the technicians also looked around and did not find any leaks. The results of the meter test showed slightly high when tested at low flow and slightly low when tested at high flow. There was nothing to justify the increased usage. The Connelly's stated that the technician came out and took another reading and that the usage appeared to be returning to normal.

Mr. Peterson made a motion to table the abatement until the May UAB meeting, stating they would then verify the return to normal usage. Mr. Libby seconded the motion. The motion passed unanimously.

The Connelly's requested an additional meter reading to assure them that the meter is reflecting normal usage. Mr. Storer stated that he would have the technicians accommodate that.

2.2 19 Cider Hill Road – Hippern

The appellants Mr. & Mrs. Hippern were present. Mrs. Hippern stated that she had received a letter stating that the reading for her December invoice showed above

average use for her location. She stated that she immediately started checking for leaking fixtures and found none. She also stated that she and her family were away for two weeks and if anything, her bill should have been slightly lower. There was a discussion about other possibilities including a faucet being left on while they were away.

Mr. Libby made a motion to abate 55 units of sewer at \$6.24 each for a total of \$343.20, plus all accrued interest. Mr. Willis seconded the motion. The motion passed unanimously.

2.3 11 Sheridan Avenue – Sheridan Shores LLC

The appellant was not present for the meeting. The Committee reviewed the appeal submitted and the recommendation from the Director of City Services.

Mr. Willis made a motion to abate 42 units of sewer at \$6.24 each for a total of \$262.08, plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

2.4 19 Dodge Street – Ferullo

The appellant was not present for the meeting. The Committee reviewed the appeal submitted and the recommendation from the Director of City Services.

Mr. Willis made a motion to abate 47 units of sewer at \$6.24 each for a total of \$293.28 plus all accrued interest.. Mr. Libby seconded the motion. The motion passed unanimously.

2.5 696 Portland Street – Birch

The appellant was not present for the meeting. The Committee reviewed the appeal submitted and the recommendation from the Director of City Services.

Mr. Libby made a motion to abate 60 units of sewer at \$6.24 each for a total of \$374.40 plus all accrued interest. Mr. Willis seconded the motion. The motion passed unanimously.

2.6 79 Rochester Hill Road - Drouin

The appellant was not present for the meeting. The Committee reviewed the appeal submitted and the recommendation from the Director of City Services.

Mr. Willis made a motion to abate 11 units of sewer at \$6.24 each for a total of 68.64 plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

2.7 81 Rochester Hill Road - Gerrish

The appellant was not present for the meeting. The Committee reviewed the appeal submitted and the recommendation from the Director of City Services.

Mr. Willis made a motion to abate 12 units of sewer at \$6.24 for at total of \$74.88 plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

3. Approval of the January 11, 2016 minutes

Chairman Peterson made a motion to accept the January 11, 2016 meeting minutes as presented. The motion was seconded by Mr. Willis. The motion passed unanimously.

4. Financial Reports

The board reviewed all financial reports

5. Adjournment:

Chairman Peterson made a motion to adjourn at 6:42PM. The motion was seconded by Mr. Willis. The motion passed unanimously.

Minutes respectfully submitted by Lisa Clark, City of Rochester Office Manager.



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: April 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 02/10/16

Customer Name: Paul & Charlotte Dumont

Account: 154740

Service Address: 3A/3B Church St

Rochester NH 03839

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

Recommendations

I recommend an abatement of \$44.20, which is 25% of the above average usage.

The above recommendation is based upon the following findings:

1. 25% Hardship credit granted for previous billing cycle, this is a continuation of same leak.
2. The appellant does not dispute the meter readings.
3. The appellant is responsible for undetected water leaks on property.
 - a. Usage on the current invoice is 35 Units
 - b. Average usage of four cycles:
10/14/14, 1/6/15, 4/8/15 and 7/9/15 19 Units
 - c. Estimated increase of Usage 16 Units

The value of 16 units of water at \$4.81 each is equal to \$76.96

The value of 16 units of sewer at \$6.24 each is equal to \$99.84

Total cost for above average is \$176.80 of which \$44.20 is 25%

John B. Storer, PE
Director of City Services

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: February 10, 2016

SUBJECT: **Paul Dumont**

PROPERTY: **3A/3B Church St**

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

Due to the reported leak running into the current bill cycle, the customer is requesting an extension of the December UAB abatement granted, which is 25% of the above average use.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 2/10/16

W/S

1. Date of Appeal: 2/10/2016
2. Property Owner's Name: Paul Dumont Account #: 154740
3. Billing Address: 1 Church St
Rochester
4. Service Location: 3A+3B Church St Zip Code 03839
5. Owners Representative: Paul Dumont
6. Owners Representative's Signature: _____
7. Phone #: 332-4040 Cell: _____
8. Email Address: PDumont@metrocast.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 10/13/15 to 1/5/16

10. Abatement is being requested for:

a. How many units of water 25% of 116 x 4.81 = \$ 19.24

b. How many units of sewer 25% of 116 x 6.24 = \$ 24.96

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

Total \$ 44.20

11. Explanation of Appeal Request:

The leak reported in December UAB, extended
into current billing cycle. Requesting an
extension of abatement granted during the
December UAB, which is 25% of the above
average use

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? YES

Who made the repair? Brian Boucher

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

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

NO

Please note:

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

Account: 154740

DUPLICATE: 3A AND 3B

10/22/08-PAUL CALLED QUESTIONING HIS HIGH BILL I TOLD HIM THAT WE SENT HIM LEAK LETTERS IN JAN. AND APRIL OF THIS YEAR, BUT THE JULY BILL WENT WAY DOWN, AND NOW ITS BACK UP. WE HAD PREVIOUSLY SHOWED HIM HOW TO CHECK FOR LEAKS, AND THE DIAL IS NOT SPINNING AT ALL. HE GAVE ME THE READING OFF THE HEAD OF HIS METER TODAY AND IT WAS 095170. THE READ WE GOT ON 09/30/08 WAS 0949, SO I EXPLAINED TO PAUL THAT ONLY 2 UNITS OF WATER HAVE BEEN USED IN 3 WEEKS AND THAT READING PUTS HIM BACK ON TRACK TO RECEIVE A BILL LIKE NORMAL. HE WAS VERY UPSET AND INSISTED SOMETHING WAS WRONG WITH THE METER. HE ASKED IF HE COULD TALK TO THE CITY MANAGER AND I TOLD HIM THAT THE CITY MANAGER COULD DO NOTHING. I TOLD HIM THAT HE COULD PUT IN AN APPEAL IF HE WAS UNHAPPY WITH WHAT I WAS TELLING HIM, BUT HE HAD TO HAVE SOME SORT OF BASIS FOR DOING SO, AND I ALSO TOLD HIM THAT WE COULD SEND TIM OVER TO CHECK THE METER TO MAKE SURE IT IS WORKING PROPERLY, AND HE SAID I DIDNT UNDERSTAND AND HUNG UP IMMEDIATELY AFTER SAYING GOODBYE

[2015-10-16 10:37:21 karenb]: DOOR TAG FOR POSSIBLE LEAK (110 UNITS)

[2015-10-26 15:03:29 karenb]: CUSTOMER CALLED REGARDING HIGH BILL. GOING TO HAVE TECH GET ANOTHER READ ON WEDNESDAY TO SEE HOW IT IS READING RIGHT NOW. HE DOES HAVE A PLUMBER COMING TO FIX A SMALL LEAK IN A FAUCET. HE CANNOT AFFORD THIS HIGH BILL AND WAS WANTING TO KNOW WHAT HE COULD DO. ON WEDNESDAY WILL CALL HIM WITH METER READING.

[2015-10-29 08:25:36 karenb]: LEFT A VOICEMAIL FOR PAUL. TECH GOT READ AND USED 21 UNITS IN 16 DAYS. ADVISED HIM TO CALL US AFTER PLUMBER HAS COME TO FIX LEAK AND WE CAN GET ANOTHER READ TO MAKE SURE IT IS BACK TO NORMAL.

[2015-10-29 09:43:17 karenb]: PAUL CALLED BACK. HIS PLUMBER FIXED LEAKS ON TUESDAY. HIS TENANT WAS NERVOUS TO TELL HIM ABOUT A LEAK IN THE SHOWER. PAUL STATED THAT THIS IS GOING TO BE A HANDSHIP TO PAY THIS BILL. SENT HIM UAB PAPERWORK IN MAIL.

[2015-11-17 08:16:15 karenb]: RECEIVED APPEAL PAPERWORK. SENT FOR DECEMBER UAB.

[2015-12-23 09:06:19 karenb]: UAB GRANTED ABATEMENT OF 25% OF THE ABOVE AVERAGE USAGE. \$248.20 PLUS ACCRUED INTEREST. PROCESSED BILL ADJUSTMENT AND MAILED LETTER.

[2016-02-10 12:39:12 karenb]:MR. DUMONT WOULD LIKE TO APPEAL THE JANUARY BILL. THE USAGE PERIOD FOR THE JANUARY BILL STARTED BEFORE THE LEAK WAS REPAIRED. EXPLAINED TO MR. DUMONT THAT WE WILL PUT IN ANOTHER APPEAL, REQUESTING THE 25% OF THE ABOVE AVERAGE USE AS DECIDED IN HIS DECEMBER APPEAL. SENT FOR MARCH UAB.



Check Spelling

Display as HTML



Account

Account: 154740 Customer: 7892
 Parcel: 013800380000
 Location: 1 CHURCH ST Status: Active

Service

Service: 100 RES WATER Mfr: SENS Meter #: 76166330
 1 of 2

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
01/05/2016		13927536	A			260	35	0	84	336.75	168.35
10/13/2015		13920251	A			225	110	0	96	1,202.16	409.52
07/09/2015		13912809	A			115	16	0	92	174.56	74.72
04/08/2015		13905301	A			99	17	0	92	185.47	79.39
01/06/2015		13897957	A			82	16	0	84	174.56	74.72
10/14/2014		13890559	A			66	27	0	99	294.57	126.09
07/07/2014		13883148	A			39	21	0	94	229.11	98.07
04/04/2014		13875707	A			18	16	0	77	173.95	74.11
01/06/2014		0	I			1207	9	0	93	.00	.00
10/21/2013		13861071	A			1198	15	0	111	162.60	69.00
07/02/2013		13853694	A			1183	11	0	97	119.24	50.60

(DSP)
Branch 01

* INVOICE *

Page 1/1

WIT - WAY SUPPLY, INC.

54 ALLEN STREET
P.O. BOX 69
ROCHESTER, NH 03866-0069

Phone 603-332-5506
Fax 603-332-5494

Sold To
CASH - PLUMBER

Ship To
CASH - PLUMBER

Tel

Customer	Order Dte	Order #	Batch #	Customer P/O #	Ship Via	Slmn
CASHPLB	10/26/15	203483	01-96		PICK UP	H
Invoice #	Inv Date	Ship Dte	Freight	Job Number	Terms	
P75146	10/26/15	10/26/15	PREPAID		C.O.D.	

Ln	Qty	Qty	Qty	Qty	Bin	Product	Description	Uom	Net	Extension
	Ord	Shp	B/o	Pck	Loc	Number			Price	
1	1	1		/	Q	GE97020	GERBER 97-020 LOOP HANDLE ONLY SAFETEMP VALVE (49-700 SERIES)	Ea	30.0542	\$30.05
2	1	1		/	QB03	GE97014	GERBER 97-014 COMP SAFETEMP ASSY, (721/731) 2 YEAR WARRANTY ONLY	Ea	66.1569	\$66.16

Prior Payments Received . 0.00
Prior Shipments . 0.00
Open Sales Order . 96.21

Cash Available . 0.00
Cash Balance . 0.00
Order Balance . 0.00

Paid by CCV \$96.21

Merchandise Amount . 96.21
Freight . 0.00
Misc Charge .

Sub-Total . 96.21
Taxable Amount . 96.21
Tax NH 0.000% . 0.00

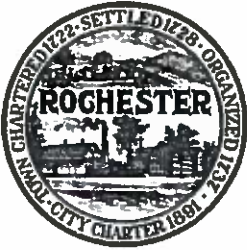
Invoice Total . \$96.21

Picked _____ Chckd _____ Packed _____ Truck Check _____ Delvrd _____ Date Ship ____/____/____

THANK YOU FOR YOUR BUSINESS !

PRODUCTS PURCHASED WHICH MAY CARRY A MANUFACTURERS
WARRANTY ARE WARRANTED BY THE MANUFACTURER ONLY.
NO CREDIT WILL BE GIVEN TO THE PURCHASER UNTIL THE
MANUFACTURER APPROVES THE WARRANTY STATUS.

(P.O.S. Copy) 15:45:15 26 OCT 2015 Customer Signature X: _____



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: April 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 2/11/16

Customer Name: Alan Hodgkins

Account: 202865

Service Address: #27 Cross Rd

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 water did pass through the meter.
3. The appellant is responsible for undetected water leaks on property.
4. Long term payment arrangements are available with the Utility Billing Office.

John B. Storer, PE
Director of City Services

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: February 11, 2016
SUBJECT: Allan Hodgkins
PROPERTY: **27 Cross Rd**

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

The customer is filing a hardship appeal for his first water bill. The customer tied into the City water in October 2015 and did not know that he had a toilet leaking.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:

Received: 2/10/16

WOM

1. Date of Appeal: 2-10-16
2. Property Owner's Name: DONNA LESSARD
KAREN + DANA Hodgkins Account #: 202865
3. Billing Address: 27 CROSS RD
ROCHESTER, N.H.
4. Service Location: 27 CROSS RD ROCH Zip Code 03868
5. Owners Representative: ALLAN W. Hodgkins
6. Owners Representative's Signature: Allan W. Hodgkins
7. Phone #: 603-332-4735 Cell:
8. Email Address: NONE

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 10-2-15 to 1-21-16

10. Abatement is being requested for:

a. How many units of water UNKNOWN x 4.81 = \$ ITS A NEW SERVICE

b. How many units of sewer NO SEWER x 6.24 = \$ NONE

C. Water & Sewer Department Fees of: \$ 692.64

Total \$ 692.64

11. Explanation of Appeal Request:

THE TOILET TANK WAS A DIFFERENT
TYPE. ALL WATER WENT INTO A SPECIAL TANK
INSIDE THE MAIN TANK, YOU COULD SEE
NO WATER. I CAN EXPLAIN IF ASKED at Hodgkins

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?

No (circle one)

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

If yes, has the leak been repaired? YES - REPLACED TOILET

Who made the repair? ALLAN HODGKINS

Has proof of the repair been attached to this appeal form? No

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

No. I'm RETIRED AND THAT AMOUNT WILL BE
HARD TO MAKE UP THE TOTAL

Please note:

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

Accounts

File Edit Tools Insert Help

Account: 202865

[2015-09-30 10:54:39 sjuneau]: STUB FEE & METER FEE RECEIVED AND PAID BY OWNER. NO APPLICATIONS RECEIVED SO FAR.

[2015-09-30 14:53:15 sjuneau]: WATER SERVICE APPLICATION RECEIVED.

[2015-10-02 16:00:03 sjuneau]: INSPECTION RECEIVED - OK TO INSTALL

[2015-10-08 09:00:54 karenb]: METER INSTALLED/TURNED ON 10/2/15

[2016-02-08 14:39:49 karenb]:CUSTOMER CAME IN REGARDING BILL. THERE WAS 144 UNITS OF USAGE. TECH WENT OUT TODAY AND FOUND A VERY BAD LEAK IN HIS TOILET. CUSTOMER WILL BE CALLING PLUMBER TO FIX.

[2016-02-11 15:09:03 karenb]:CUSTOMER STATED THAT THIS WILL BE HARD FOR HIM TO PAY. FILED APPEAL FOR MARCH UAB.

Check Spelling

Display as HTML



Account

Account	202865	Customer	28197
Parcel	020500910000	HODGKINS DANA A & KAREN M &	
Location	27	CROSS RD	Status Active

Service

Service	100	001	RES WATER	Mfr	SENS	Meter #	76166294
<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
01/21/2016		13929067	A			144	144	0	111	692.64	692.64

Tier History

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Report Options

1 of 1

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City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: April 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 2/25/16

Customer Name: Joseph Doyle

Account: 300339

Service Address: #8 Blair Dr

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 an abatement of 35 units of sewer on the invoiced amount.

The above recommendation is based upon the following findings:

1. The original appeal was discussed at the October 2015 UAB Meeting and a soaker hose was the likely cause of the above average use and if that was the cause the water did not enter the sewer system.
2. Average use has been established
 - a. Usage on the disputed invoice is 47 Units
 - b. Average usage of 2 billing cycles following the August bill (11/23/15, 2/23/16) 12 Units
 - c. Estimated increase of Usage 35 Units

Value of 35 Units of Sewer at the current sewer rate of \$6.24 = \$218.40

Total Abatement = \$218.40 plus accrued interest.

John B. Storer, PE
Director of City Services

4/7/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: February 25, 2016
SUBJECT: Joseph Doyle
PROPERTY: 8 Blair Dr

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

This appeal was tabled from the October 2015 meeting. They are requesting that 23.5 units of water/sewer be abated for the August bill.

2.3 David Gagnon, #16 Dewey Street

The appellant was present at the meeting. He stated that he had a problem with a tenant that did not report a leaking toilet. He stated that he had repaired the toilet and he was seeking a water and sewer credit on the above average use. Mr. Peterson empathized with Mr. Gagnon and stated that unfortunately the water was used and it did get sent to the sewer system for treatment so the charges must stand.

Mr. Willis made a motion to deny the abatement request. Chairman Peterson seconded the motion. The motion passed unanimously.

2.4 Mr. & Mrs Doyle, #8 Blair

The appellants were present at the meeting. Mr. & Mrs. Doyle explained that they are only 2 people and the invoice received was for 47 units. Mrs. Doyle did say that she used a soaker hose for her gardens around the house but that she had limited the use and does not believe they could have used 47 units. This property is a new home and there is no history establishing normal usage. They have requested an abatement of 23.5 of the 47 units used.

Mr. Willis made a motion to table the appeal until the March 2016 UAB meeting. He stated that this would allow for two more cycles in order to establish normal use. Chairman Libby seconded the motion. The motion passed unanimously.

2.5 Mr. & Mrs. Louis Ferullo, #19 Dodge Street

The appellants were present at the meeting. Mr. Ferullo stated that he had filled his pool and received a pool credit of 7 units. He went on to say that he had done some watering of his lawn but he did not believe that he would have used more than 40 additional units of water. He also stated that he had checked for leaks and that the meter appeared to be working properly as nothing was spinning when the water was turned off. Mr. Ferullo's request is to abate 47 units of water & sewer.

Mr. Willis made a motion to table the appeal until November 2015 UAB meeting in order to see that the usage had dropped back to normal. Chairman Libby seconded the motion. The motion passed unanimously.

2.6 Jim & Michel Dumas, #38 Pine Street

The appellant was not present at the meeting. The appeal stated that they had a problem with a tenant that did not report faucet leaking. It also stated that they had repaired it immediately and that they are seeking a water and sewer credit on the above average use. Mr. Willis stated that unfortunately the water was used and it did get sent to the sewer system for treatment so the charges must stand.

Mr. Willis made a motion to deny the abatement request. Chairman Peterson seconded the motion. The motion passed unanimously.



Account

Account: 800539 Customer: 42962
 Parcel: 072403090339
 Location: 8 BLAIR DR Status: Active

Service

Service: 100 001 RES WATER Mtr # 7359500

Ther History

Replace Hist

Demand Inq

Report Options

Consumption History

Read Date	Read Time	Bill #	Current	Usage	Repl Use	Use Days	Est Amt	Charge Amt	Adj Est Amt
02/23/2015		15831910	A	7	7/13	0	52	121.55	52.51
11/23/2015		13924514	A	153	6/13	6	95	142.85	61.73
09/11/2015		0	I	147	47	0	98	512.77	219.49
08/20/2015		13917065	A			0			

Accounts

File Edit Tools Insert Help

Accounts: 300339

[2014-10-31 11:43:41 and]: 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 HARSHIP.

[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

[2016-01-12 15:02:42 karenb]:OCTOBER APPEAL TABLED UNTIL AFTER FEBRUARY INVOICE. WILL BE MARCH UAB.

[2016-02-25 08:23:51 karenb]: UPDATED USAGE: 13 UNITS ON NOVEMBER BILL AND 11 UNITS ON FEBRUARY BILL. SENT TO MARCH UAB AND CALLED TO LET HOMEOWNER KNOW IF MEETING DATE/TIME.

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

October 7, 2015

Joseph Doyle
8 Blair Street
Rochester NH 03867

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board
at its meeting held October 5, 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 after the Feb Invoice- March 2016 UAB
<input type="checkbox"/>	Refer the appeal to the City Manager for further review/discussion
<input 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

Please Call us in Feb. to Confirm Date of meeting. --APC

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: <u>9/15/15</u>
--

1. Date of Appeal: 10/12/15
2. Property Owner's Name: Joseph Doyle Account #: 360339
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 20th 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 x 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 is 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 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, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: April 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 03/01/16

Customer Name: Courtney Morgridge

Account: 012570

Service Address: #29 Park 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" subsections 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

Recommendations

I recommend tabling this appeal for two billing cycles to establish accurate usage and re-evaluate at the September UAB meeting.

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 purchased the home 11/13/15; this is the homeowner's first billing cycle. We would like to establish her usage history so an accurate recommendation can be made.

John B. Storer, PE
Director of City Services

4/7/16

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: March 8, 2016
SUBJECT: Courtney Morgridge
PROPERTY: 29 Park St

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

The customer is filing an appeal for water usage due to the furnace breaking, causing the basement to flood. The furnace has since been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 3/1/16

W/S

1. Date of Appeal: 3/1/16
2. Property Owner's Name: Courtney Morgridge Account #: 012570
3. Billing Address: 29 Park St.
Rochester NH 03867
4. Service Location: Rochester, NH Zip Code 03867
5. Owners Representative: Courtney Morgridge
6. Owners Representative's Signature: Courtney Morgridge
7. Phone #: _____ Cell: 603-973-2821
8. Email Address: CJMorgridge@yahoo.com
(Agendas and Decision Letters will be emailed).
9. Billing Period that is being appealed is from 11/1/15 to 2/1/16
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 \$ _____

This is my
first water
bill.

11. Explanation of Appeal Request:

My furnace broke on 1/25/16 which
caused my basement to flood. I had
to Sump pump about 4 in ^{of water} out of my basement.
Looking to appeal the water charged on that
day. My furnace has since been repaired
to fix the issue and I did file an
insurance claim on my homeowners insurance
to cover the damages that it caused.

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? Joseph Lintcau

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

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

NO

Please note:

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

Customer: COURTNEY
 Property: 29 PARK ST
 ROCHESTER, NH 03867
 Home: 29 PARK ST
 ROCHESTER, NH 03867

MORGRIDGE

Business: (800) 936-7700
 Cell: (603) 973-2821

Claim Rep.: James Turco
 Company: THE TRAVELERS HOME AND MARINE INSURANCE COMPANY
 Business: 44 Bedford St.
 Middleboro, MA 02344

Business: (207) 217-4735
 E-mail: JTURCO@travelers.com

Claim Number: HXV9152001H

Policy Number: 0CLY79994995481633 1

Type of Loss: WATER DAMAGE - NON-WEATHER RELATED

Date of Loss: 1/25/2016

Date Completed: 1/26/2016 4:13 PM

Price List: NHMA8X_JAN16

Coverage	Deductible	Policy Limit
Dwelling	\$1,000.00	\$154,000.00
Other Structures	\$0.00	\$15,400.00
Contents	\$0.00	\$107,800.00

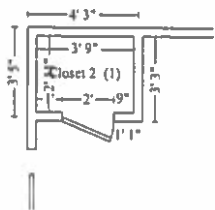
Dear COURTNEY

MORGRIDGE:

We have prepared an estimate of damages which will serve as the basis for our determination of benefits. Therefore, you and/or your contractor should review this estimate carefully and let us know immediately if you have any questions prior to beginning any work. A letter with an explanation of benefits and coverage will be provided to you separately.

Thank you for allowing us to be of service, and thank you for choosing THE TRAVELERS HOME AND MARINE INSURANCE COMPANY for your insurance needs. If you have any questions regarding this estimate or any aspect of your claim, please contact James Turco at (207) 217-4735.

For more information about how the claim process works and where to find services to help you recover, visit travelers.com/claim.



Subroom: Closet 2 (1)

Height: 7' 3"

96.67 SF Walls	10.94 SF Ceiling
107.60 SF Walls & Ceiling	10.94 SF Floor
1.22 SY Flooring	13.33 LF Floor Perimeter
13.33 LF Ceil. Perimeter	

Door

2' X 6' 8"

Opens into FINISHED_BAS

DESCRIPTION	QTY	UNIT PRICE	TAX	RCV	DEPREC.	ACV
-------------	-----	------------	-----	-----	---------	-----

DWELLING

MITIGATION

REBUILD

16. (Install) Baseboard - 3 1/4"	95.33	LF	1.42	0.00	135.37	(4.51)	130.86
17. Stain & finish baseboard	95.33	LF	1.53	0.00	145.85	(48.62)	97.23
18. (Install) Interior door - - slab only	1.00	EA	47.67	0.00	47.67	(2.38)	45.29
19. Final cleaning - construction - Residential	303.83	SF	0.17	0.00	51.65	(0.00)	51.65

MITIGATION

1. Content Manipulation charge - per hour	4.00	HR	30.49	0.00	121.96	(0.00)	121.96
2 WORKERS FOR 2 HOURS DUE TO SIZE OF FURNITURE.							
2. Bifold door set - (4 slabs only) - Double Detach & reset	1.00	EA	26.06	0.00	26.06	(0.00)	26.06
3. Interior door slab only - Detach	1.00	EA	4.34	0.00	4.34	(0.00)	4.34
ONE STANDARD DOOR AND 1 BIFOLD DOOR, TWO PIECES FOR 3 TOTAL.							
4. Baseboard - Detach	95.33	LF	0.81	0.00	77.22	(0.00)	77.22
5. Water extraction from carpeted floor - Heavy	303.83	SF	0.53	0.00	161.03	(0.00)	161.03
6. Lift carpet for drying	303.83	SF	0.27	0.00	82.03	(0.00)	82.03
7. Tear out wet carpet pad and bag for disposal	303.83	SF	0.40	0.00	121.53	(0.00)	121.53
8. Air mover (per 24 hour period) - No monitoring	24.00	EA	24.95	0.00	598.80	(0.00)	598.80
1 AIR MOVER PER CLOSET AREA =2, THEN 3 ON TOP OF CARPETING AND 3 BELOW.							
9. Dehumidifier (per 24 hour period) - No monitoring	3.00	EA	51.31	0.00	153.93	(0.00)	153.93
10. Equipment setup, take down, and monitoring (hourly charge)	4.00	HR	40.59	0.00	162.36	(0.00)	162.36
1.5 SET UP, 1.5 BREAKDOWN AND .5 TOMONITOR FOR 2 DAYS.							
INCLUDES THE AIR MOVERS AND DEHU IN THE UNFINISHED AREA.							
11. Apply anti-microbial agent	303.83	SF	0.19	0.00	57.73	(0.00)	57.73
12. Carpet pad	303.83	SF	0.58	0.00	176.22	(88.11)	88.11
13. Lay existing carpet - Labor only	303.83	SF	0.55	0.00	167.11	(83.56)	83.55
14. Clean and deodorize carpet	327.83	SF	0.32	0.00	104.91	(0.00)	104.91
ADDED FOR THE STAIRS.							
15. Haul debris - per pickup truck load - including dump fees	0.50	EA	161.42	0.00	80.71	(0.00)	80.71
FOR CARPET PADDING.							

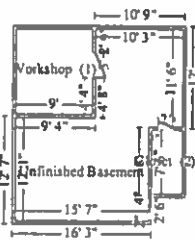
Dwelling Totals:			0.00	380.54	(55.51)	325.03
Mitigation Totals:			0.00	2,095.94	(171.67)	1,924.27
Totals: Finished Basement			0.00	2,476.48	227.18	2,249.30

1/26/2016

Page: 3

Contents

DESCRIPTION	QTY	UNIT PRICE	TAX	RCV	DEPREC.	ACV
CONTENTS						
20. Chair	1.00	EA	200.00	0.00	200.00	(100.00) 100.00
PRICE IS PER OWNER.						
21. Sofa / Couch sleeper / Hide-a-Bed - Microfiber - Std grade	1.00	EA	420.00	0.00	420.00	(210.00) 210.00
Contents Totals:			0.00	620.00	(310.00)	310.00
Totals: Contents			0.00	620.00	310.00	310.00



Unfinished Basement

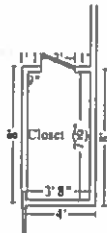
Height: 7' 3"

610.21 SF Walls	299.40 SF Ceiling
909.61 SF Walls & Ceiling	299.40 SF Floor
33.27 SY Flooring	84.17 LF Floor Perimeter
84.17 LF Ceil. Perimeter	

Door

2' 6" X 6' 8"

Opens into Exterior



Subroom: Closet (2)

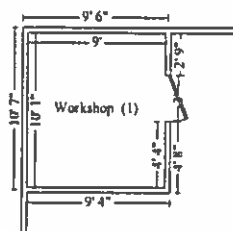
Height: 7' 3"

161.92 SF Walls	27.50 SF Ceiling
189.42 SF Walls & Ceiling	27.50 SF Floor
3.06 SY Flooring	22.33 LF Floor Perimeter
22.33 LF Ceil. Perimeter	

Door

2' X 6' 6"

Opens into UNFINISHED_B



Subroom: Workshop (1)

Height: 7' 3"

276.71 SF Walls	90.75 SF Ceiling
367.46 SF Walls & Ceiling	90.75 SF Floor
10.08 SY Flooring	38.17 LF Floor Perimeter
38.17 LF Ceil. Perimeter	

Door

3' X 7'

Opens into UNFINISHED_B

DESCRIPTION	QTY	UNIT PRICE	TAX	RCV	DEPREC.	ACV
-------------	-----	------------	-----	-----	---------	-----

DWELLING

CONTINUED - Unfinished Basement

DESCRIPTION	QTY	UNIT	PRICE	TAX	RCV	DEPREC.	ACV
MITIGATION							
REBUILD							
28. (Material Only) 1/2" drywall - hung & fire taped only	94.16	SF	0.46	0.00	43.31	(1.44)	41.87
29. Drywall Installer / Finisher - per hour	4.00	HR	54.85	0.00	219.40	(7.31)	212.09
30. Batt insulation - 4" - R15 - paper faced	94.16	SF	0.98	0.00	92.28	(3.08)	89.20
31. R&R Linoleum floor covering (sheet goods)	8.85	SF	8.33	0.00	73.72	(13.49)	60.23
32. R&R Interior door - - slab only	1.00	EA	99.36	0.00	99.36	(4.65)	94.71
CLOSET UNDER STAIRS.							
33. Final cleaning - construction - Residential	417.65	SF	0.17	0.00	71.00	(0.00)	71.00
34. Haul debris - per pickup truck load - including dump fees	0.25	EA	161.42	0.00	40.36	(0.00)	40.36
FOR MINIMAL SCRAP DRYWALL.							
MITIGATION							
22. Content Manipulation charge - per hour	6.00	HR	30.49	0.00	182.94	(0.00)	182.94
2 WORKERS FOR TWO HOURS.							
23. Tear out wet drywall, cleanup, bag, per LF - up to 2' tall	47.08	LF	2.52	0.00	118.64	(0.00)	118.64
FOR THE CLOSET UNDER THE STAIRS, WALL AGAINST FINISHED WALL AND THE WORKSHOP AREA.							
24. Tear out and bag wet insulation	94.16	SF	0.56	0.00	52.73	(0.00)	52.73
25. Air mover (per 24 hour period) - No monitoring	12.00	EA	24.95	0.00	299.40	(0.00)	299.40
2 AIR MOVER IN THE WORKSHOP, 1 IN THE CLOSET UNDER THE STAIRS AND 1 ON THE WALL NEAR THE FURNACE							
26. Dehumidifier (per 24 hour period) - Large - No monitoring	3.00	EA	71.00	0.00	213.00	(0.00)	213.00
27. Apply anti-microbial agent	417.65	SF	0.19	0.00	79.35	(0.00)	79.35
Dwelling Totals:				0.00	639.43	(29.97)	609.46
Mitigation Totals:				0.00	946.06		946.06
Totals: Unfinished Basement				0.00	1,585.49	29.97	1,555.52
Area Dwelling Total:				0.00	1,019.97	(85.48)	934.49
Area Contents Total:				0.00	620.00	(310.00)	310.00
Area Mitigation Total:				0.00	3,042.00	(171.67)	2,870.33
Totals: Main Level				0.00	4,681.97	567.15	4,114.82

Labor Minimums Applied

DESCRIPTION	QTY	UNIT PRICE	TAX	RCV	DEPREC.	ACV
<u>DWELLING</u>						
35. Painting labor minimum	1.00	EA 91.78	0.00	91.78	(0.00)	91.78

CONTINUED - Labor Minimums Applied

DESCRIPTION	QTY	UNIT PRICE	TAX	RCV	DEPREC.	ACV
Dwelling Totals:			0.00	91.78		91.78
Totals: Labor Minimums Applied			0.00	91.78	0.00	91.78
Area Dwelling Total:			0.00	1,111.75	(85.48)	1,026.27
Area Contents Total:			0.00	620.00	(310.00)	310.00
Area Mitigation Total:			0.00	3,042.00	(171.67)	2,870.33
Line Item Totals: COURTNEY			0.00	4,773.75	567.15	4,206.60

Grand Total Areas:

1,747.00 SF Walls	721.48 SF Ceiling	2,468.48 SF Walls and Ceiling
721.48 SF Floor	80.16 SY Flooring	240.00 LF Floor Perimeter
0.00 SF Long Wall	0.00 SF Short Wall	252.00 LF Ceil. Perimeter
721.48 Floor Area	790.84 Total Area	1,747.00 Interior Wall Area
1,332.38 Exterior Wall Area	161.50 Exterior Perimeter of Walls	
0.00 Surface Area	0.00 Number of Squares	0.00 Total Perimeter Length
0.00 Total Ridge Length	0.00 Total Hip Length	

Coverage	Item Total	%	ACV Total	%
Dwelling	1,111.75	23.29%	1,026.27	24.40%
Other Structures	0.00	0.00%	0.00	0.00%
Contents	620.00	12.99%	310.00	7.37%
Mitigation	3,042.00	63.72%	2,870.33	68.23%
Total	4,773.75	100.00%	4,206.60	100.00%

Summary for Dwelling

Line Item Total	1,111.75
Replacement Cost Value	\$1,111.75
Less Depreciation	(85.48)
Actual Cash Value	\$1,026.27
Less Deductible	(1,000.00)
Net Claim	\$26.27
Total Recoverable Depreciation	85.48
Net Claim if Depreciation is Recovered	\$111.75

James Turco

Summary for Contents

Line Item Total	620.00
Replacement Cost Value	\$620.00
Less Depreciation	(310.00)
Actual Cash Value	\$310.00
Net Claim	\$310.00
Total Recoverable Depreciation	310.00
Net Claim If Depreciation is Recovered	\$620.00

James Turco

Summary for Mitigation

Line Item Total	3,042.00
Replacement Cost Value	<u>\$3,042.00</u>
Less Depreciation	<u>(171.67)</u>
Actual Cash Value	<u>\$2,870.33</u>
Net Claim	<u>\$2,870.33</u>
Total Recoverable Depreciation	<u>171.67</u>
Net Claim if Depreciation is Recovered	<u>\$3,042.00</u>

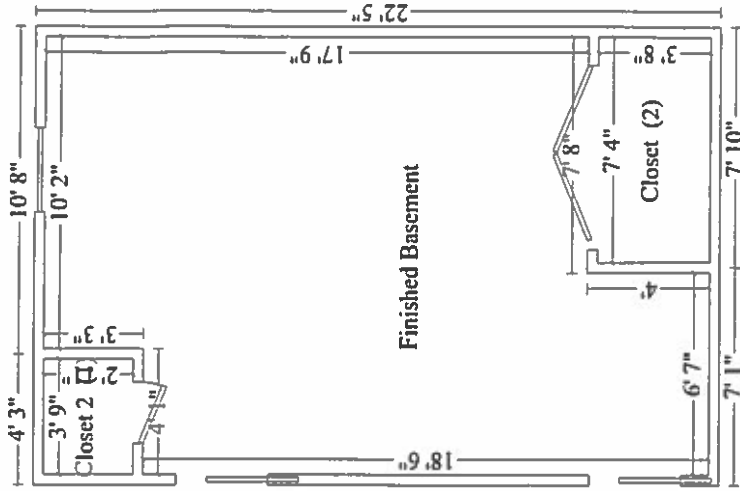
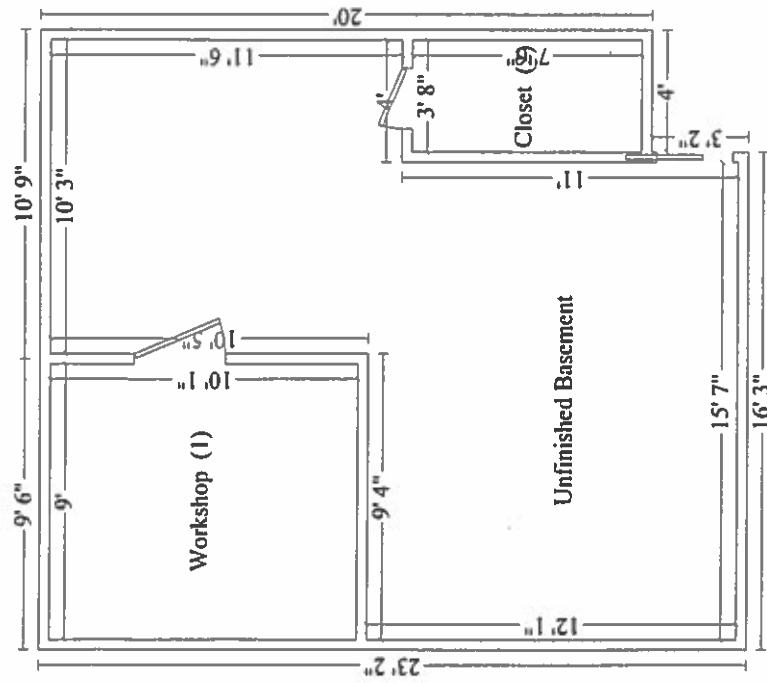
James Turco

Recap by Room

Estimate: COURTNEY_____

Area: Main Level

Finished Basement		2,476.48	51.88%
Coverage: Dwelling	15.37% =	380.54	
Coverage: Mitigation	84.63% =	2,095.94	
Contents		620.00	12.99%
Coverage: Contents	100.00% =	620.00	
Unfinished Basement		1,585.49	33.21%
Coverage: Dwelling	40.33% =	639.43	
Coverage: Mitigation	59.67% =	946.06	
<hr/>		<hr/>	
Area Subtotal: Main Level		4,681.97	98.08%
Coverage: Dwelling	21.79% =	1,019.97	
Coverage: Contents	13.24% =	620.00	
Coverage: Mitigation	64.97% =	3,042.00	
Labor Minimums Applied		91.78	1.92%
Coverage: Dwelling	100.00% =	91.78	
<hr/>		<hr/>	
Subtotal of Areas		4,773.75	100.00%
Coverage: Dwelling	23.29% =	1,111.75	
Coverage: Contents	12.99% =	620.00	
Coverage: Mitigation	63.72% =	3,042.00	
<hr/>		<hr/>	
Total		4,773.75	100.00%



Main Level

Ship From
The Granite Group BR 5
412 Gonic Road
Rochester, NH 03839
(603)332-0550

PICK TICKET

Order #	8703410-00
Page #	1
Ship Point	The Granite Group BR 5
Via	PICK UP
Terms	Cash
Entered	02/04/16
Promised	02/04/16
Picked	02/04/16
Shipped	02/04/16
Request	02/04/16
Printed	02/04/16 07:29 mjh

Bill To: 80005
CASH NH 08- TRADE CUSTOMER

Ship To
CASH NH 08- TRADE CUSTOMER

Journey Morgridge

Entered By	mjh	Sales in	mjh	Sales out	99	Placed by		Customer P/O	joe	Instructions	ASK FOR JOB NAMES!
Staging											

Line #	Product And Description	Bin Location	Quantity Ordered	Quantity B.O.	Quantity Shipped	Qty UOM	Unit Price	# Cartons	Amount (Net)
1	***ALL RETURNS MUST BE ACCOMPANIED BY AN ORIGINAL INV#** TAC4004 400-4 1/8" 145PSI HYVENT	AA/01/020/005	1.00	0.00	1.00	EACH	7.88		7.88
2	honi4006a1678 L4006A-1678 AQUASTAT L/WEILL	AA/01/021/006 AA/02/020/003	1.00	0.00	1.00	EACH	73.54		73.54
3	CON1040805 1040805 3/4" FXF RELIEF VALVE	AA/02/016/003	1.00	0.00	1.00	EACH	12.50		12.51
4	AMTEX30 EX-30 EXTROL EXPANSION TANK	BB/03/016/003	1.00	0.00	1.00	EACH	25.71		25.71

Total 119.64
INVOICE TOTAL 119.64

Cash
10

THIS CONTRACT IS GOVERNED BY AND SUBJECT TO THE GRANITE GROUP WHOLESALERS, LLC'S STANDARD 'TERMS AND CONDITIONS', LOCATED AT WWW.THEGRANITEGROUP.COM/TERMSANDCONDITIONS. THE 'TERMS AND CONDITIONS' LOCATED AT WWW.THEGRANITEGROUP.COM/TERMSANDCONDITIONS ARE HEREBY INCORPORATED BY REFERENCE INTO THIS DOCUMENT. BY PURCHASING GOODS FROM THE GRANITE GROUP WHOLESALERS, LLC, YOU ACKNOWLEDGE YOU HAVE READ THE 'TERMS AND CONDITIONS' AND AGREE TO AND INTEND TO BE BOUND BY THE 'TERMS AND CONDITIONS' LOCATED AT WWW.THEGRANITEGROUP.COM/TERMSANDCONDITIONS. BOTH PARTIES AGREE THAT THESE 'TERMS AND CONDITIONS' ARE SUBJECT TO CHANGE.

4 Lines Total	# of Lines Not Printed 0	Qty Shipped Total 4.00	Total 119.64
Picked By:	Packed By:	Checked By:	Cube: 0.00005 Weight: 3.33000 Freight Charges:
			Pallets Cartons Bundles Reels



Account

Account	012570	Customer	45400
Parcel	011601280000		MORGRIDGE COURTNEY J
Location	29	PARK ST	Status Active

Service

Service	100	001	RES WATER	Mfr	SENS	Meter #	69890482
	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
02/01/2015		13929857	A		360	15	87	0	165.75	72.15	

Tier History

Replace Hist

Demand Inq

Report Options

Accounts

File Edit Tools Insert Help

Accounts 012570

[2015-11-06 12:57:17 sjuneau]: FINAL BILL PROCESSED

[2016-03-01 12:52:38 sjuneau]: FURNACE BROKE AND FLOODED BASEMENT. THIS IS OWNERS FIRST BILL AT THE HOME SO SHE IS UNSURE OF THE AMOUNT TO APPEAL, BUT SHE FILED AN APPEAL FOR THE APRIL 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: April 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 03/08/16

Customer Name: William Sabins

Account: 310070

Service Address: #14 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 23.75 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 23.75 Units of Sewer at the current sewer rate of \$6.24 = \$148.20

Total abatement = \$148.20 plus accrued interest.

John B. Storer, PE
Director of City Services

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: March 9, 2016
SUBJECT: William Sabins
PROPERTY: 14 Moose Ln

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

The customer is filing an appeal for 23.75 units of water usage due to a pipe leaking under the home.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 3/8/16

1. Date of Appeal: 3/8/16
2. Property Owner's Name: William Sabins Account #: 310070
3. Billing Address: 14 Moose Ln
Rochester NH 03867
4. Service Location: Same Zip Code _____
5. Owners Representative: William T. Sabins Jr.
6. Owners Representative's Signature: _____
7. Phone #: 767-7803 Cell: _____
8. Email Address: _____

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 9/17/15 to 12/28/15
10. Abatement is being requested for:
- a. How many units of water 23.75 x 4.81 = \$ 114.24
- b. How many units of sewer 23.75 x 6.24 = \$ 148.20
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 262.44

11. Explanation of Appeal Request:

Pipe was leaking in joint, water was
leaking under trailer. Put compound in
and plugged leak

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?

No 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? A friend

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, Can not afford

Please note:

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



Account

Account: 310070 Customer: 32951
Parcel: 010100840007
Location: 14 MOOSE LN Status: Active

Service

Service: 100 001 RES WATER Mfr: SENS Meter #: 72278853
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
12/28/2015			14	A		310	40	0	102	441.24	191.64
09/17/2015		13919751	A		270		21	0	84	229.11	98.07
06/25/2015		13912306	A		249		16	0	90	174.56	74.72
03/27/2015		13904837	A		233		16	0	100	174.56	74.72
12/17/2014		13897489	A		217		12	0	84	130.92	56.04
09/24/2014		13890078	A		205		10	0	98	109.10	46.70
06/18/2014		13882656	A		195		24	0	90	261.84	112.08
03/20/2014		13875238	A		171		18	0	84	195.42	83.10
12/26/2013		13867950	A		153		13	0	94	140.92	59.80
09/23/2013		13860565	A		140		10	0	97	138.40	46.00
06/18/2013		13853179	A		130		14	0	85	151.76	64.40



Account: 310070

[2012-06-08 12:43:19 kathy]: MADE PAYMENT PLAN \$50.00 6/11 THEN \$50.00 ON 6/20 THEN ADD BALANCE OF \$72.17 AND NEW BILL AND MAKE NEW PAYMENT PLAN

[2012-07-25 08:05:29 am]: paid \$50.00 7/24/12

[2012-09-05 10:26:47 am]: HE CAME IN - WILL PAY \$50.00 9/17 AND THEN SET UP NEW PAYMENT PLAN WITH NEW BILL

[2012-09-19 11:31:58 am]: NEW PAYMENT PLAN - \$50.00 BI-WEEKLY FOR APPROXIMATELY 6 PAYMENTS *****VOIDED PLAN ONLY MADE 2 PAYMENTS*****

[2013-06-17 12:51:13 kathy]: TURNED OFF FOR NON-PAYMENT 6/11/13 *****TURNED ON MADE PAYMENT PLAN *****

[2013-06-21 15:50:06 am]: **NEW PAYMENT PLAN - \$58.00 DUE THE 20TH OF JUNE, JULY, AUGUST & SEPTEMBER **PAID**

[2014-06-03 10:56:13 am]: HE WILL PAY \$50.00 TODAY AND SET UP NEW PAYMENT PLAN WITH NEW BILL AND REMAINDER OF PAST DUE.

[2014-06-24 15:23:42 am]: NEW PAYMENT PLAN \$50.00 PER MONTH AND ANOTHER ARRANGEMENT WHEN HIS SEPTEMBER BILL COMES OUT

[2016-03-07 16:01:02 sjuneau]: SPOKE WITH OWNER ABOUT HIS HIGH BILL IN DECEMBER. HE IS ELDERLY & SAYS HE HAD SOMEONE COME LOOK AT HIS HOUSE & THEY REPAIRED A LEAK UNDER THE TRAILER BUT HES NOT SURE IF IT IS STILL LEAKING. SENT ROB OUT TO GET A READING AND IT IS BACK TO NORMAL. I CALLED HIM AND ASKED HIM TO COME GET AN APPEAL FORM & I WILL HELP HIM FILL IT OUT FOR THE LEAK.

[2016-03-08 15:49:33 karenb]: OWNER CAME IN AND FILLED OUT AN APPEAL FORM. SENT FOR APRIL UAB.



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: April 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 3/7/16

Customer Name: Christopher Edmunds

Account: 071300

Service Address: #26 Lambert 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 no abatement on the invoiced amount.

The above recommendation is based upon the following findings:

1. The appeal for the November bill was not received in time per ordinance. Ordinance 17.20 (a) Notification. The aggrieved user shall notify the Business Office in writing that said bill is contested before the next payment is due for water service. The notification shall explain why the bill is contested and provide the information necessary to determine the validity of the claim. The Finance Director may require the use of forms to expedite the appeals process.
2. The appellant does not dispute the meter readings.
3. The water did pass through the meter and into the sewer system.
4. Follow up reads on 2/17/16 and 3/14/16 show that the water usage is back to normal.
5. The appellant is responsible for undetected water leaks on property.

John B. Storer, PE
Director of City Services

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: March 14, 2016
SUBJECT: Christopher Edmunds
PROPERTY: 26 Lambert Ct

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

The customer is filing an appeal for very high water usage on his November and February bills.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 3/7/16

1. Date of Appeal: 3/7/16
2. Property Owner's Name: CHRIS EDMUNDS Account #: 071300
3. Billing Address: 140 MERRYMEETING ROAD
NEW DURHAM NH 03855
4. Service Location: 26 LAMBEAT CT Zip Code 03867
5. Owners Representative: NONE
6. Owners Representative's Signature: N/A
7. Phone #: 534-0159 Cell: SAME
8. Email Address: BRENDA_EDMUNDS@YAHOO.COM

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 8/5 to 10/4

10. Abatement is being requested for:

a. How many units of water 324 x 4.81^{67} = \$ 1,573.08

b. How many units of sewer 324 x 6.24 = \$ 2,021.76

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

Total \$ 3,594.84

11. Explanation of Appeal Request:

FOUND NO LEAK

TENANT DID HAVE A TOILET RUNNING &
+ HAD A SMALL KIDNIE POOL
COULD NOT GET IN BLD,

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: _____

1. Date of Appeal: _____
2. Property Owner's Name: EDMONDS Account #: _____
3. Billing Address: _____

4. Service Location: _____ Zip Code _____
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: _____ Cell: _____
8. Email Address: _____

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/4 to 2/9

10. Abatement is being requested for:

a. How many units of water 89 x 4.81 = \$ 428.09

b. How many units of sewer 89 x 6.24 = \$ 555.36

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

Total \$ 983.45

11. Explanation of Appeal Request:

Form continues on back

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? YES

Who made the repair? WE 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:

WE WOULD HAVE TO SET UP A PAYMENT PLAN
WE DO NOT ACCEPT GOV. HANDOUTS

Please note:

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



Account

Account	071300	Customer	2050
Parcel	012501420000	EDMUNDS CHRISTOPHER H & BRENDA	
Location	26	LAMBERT CT	Status Active

Service

Service	100	001	RES WATER	Mif	SENS	Meter #	57141682
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
02/09/2016		13931620	A		1857	113	97	0	1,243.65	543.53	
11/04/2015		13924219	A		1744	348	91	0	3,815.21	1,643.69	
08/05/2015		13916766	A		1396	22	92	0	240.02	102.74	
05/05/2015		13909251	A		1374	-9	74	0	.00	-42.03	
02/20/2015		13901894	E		1383	26	106	0	283.66	121.42	
11/06/2014		13894522	A		1357	19	93	0	207.29	88.73	
08/05/2014		13887121	A		1338	26	91	0	373.66	121.42	
05/06/2014		13879622	A		1312	29	88	0	345.89	134.93	
02/07/2014		13872327	A		1283	30	84	0	350.20	138.00	
11/15/2013		13864996	A		1253	34	100	0	368.56	156.40	
08/17/2013		13857622	A		1219	26	85	0	341.84	119.60	

22 units

Tier History

Replace Hist

Demand Inq

Report Options



Account: 071300

[2014-10-09 08:26:00 am]: SHE CALLED - HAS BEEN PUT ON FURLOUGH BUT WILL BE IN TODAY TO MAKE PARTIAL PAYMENT

[2014-11-14 10:53:33 am]: SHUT OFF NOTICE FOR TENANT RETURNED AT "RETURN TO SENDER" - REMOVED HER FROM ACCOUNT

[2015-02-23 09:07:31 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2015-09-22 10:52:42 karenb]: WILL PUT \$50 ON BILL TODAY AND PAY BALANCE FOLLOWING WEEK (10/2)

[2015-10-27 15:18:37 karenb]: WILL PAY BALANCE 10/29

[2015-11-06 09:31:00 karenb]: DOOR TAGGED FOR POSSIBLE LEAK (348 UNITS) ON NOVEMBER BILL

[2016-02-09 13:23:07 karenb]: TENANT LEFT MESSAGE. SO FAR I AM UNABLE TO CONNECT WITH HER ON THE PHONE. SHE STATED THAT SHE HAD A KIDDIE POOL THAT SHE CONTINUALLY DUMPED/REFILLED THIS SUMMER. SHE WANTED TO MAKE A PAYMENT PLAN. LEFT HER A MESSAGE TO CONTACT ME SO WE CAN DISCUSS CHECKING METER AND UAB PROCESS.

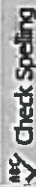
[2016-02-09 15:07:11 karenb]: READ FOR THE FEBRUARY BILL RUN SHOWS 1857, THIS IS 113 UNITS OF USAGE. TENANT IS GOING TO CHECK METER AND CALL PLUMBER TO FIGURE OUT WHAT IS GOING ON. SHE HAD NOT RECEIVED BILL, ADDED HER ON TO GET COPIES. SHE WILL MAKE \$300 PAYMENT BY 2/12TH.

[2016-02-17 10:24:32 karenb]: TALKED WITH THE OWNER, CHRIS ON 2/16. HE INQUIRED ABOUT THE BILLS. HE STATED THAT HIS TENANT HAD TOLD HIM THAT WE FORGAVE THE SEWER PORTION AND IT WAS TAKEN CARE OF. I EXPLAINED THAT THIS WAS NOT THE CASE. I HAVE NOT HEARD BACK FROM HER SINCE SUGGESTING SHE CHECK THE METER FOR LEAKS AND CALL PLUMBER. CHRIS STATED THAT HE DID FIND A TOILET RUNNING AFTER THE HIGH NOVEMBER BILL, WHICH HE HAD FIXED. EXPLAINED THE APPEAL PROCESS AND HE WILL BE FILING AN APPEAL FOR THE NOVEMBER AND FEBRUARY BILL. TECH GOT A READ TODAY, WHICH WAS 1857, THIS IS 2 UNITS AND ALONG THE NORMAL USAGE FOR THIS LOCATION BEFORE THE HIGH BILLS.

[2016-03-02 10:54:48 sjuneau]: WE WILL LET THIS ACCOUNT GO FOR THE MARCH SHUT OFF, BUT IF WE DO NOT RECEIVE AN APPEAL BY THE TIME WE PRINT SHUT OFFS FOR APRIL, WE WILL SEND LETTER AND PUT ON LIST.

[2016-03-09 11:26:49 karenb]: OWNER CAME IN, SENT APPEAL FORM FOR APRIL UAB

[2016-03-15 08:37:54 karenb]: TECH GOT ANOTHER READ ON 3/14/16 TO CHECK USAGE FOR OWNER. READ WAS 1867, WHICH IS 10 UNITS IN 34 DAYS. THIS IS STILL SHOWING THAT THEY ARE BACK TO THEIR REGULAR USAGE.



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: March 18, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 3/18/16

Customer Name: Brian Burns

Account: 024620

Service Address: #3 5 Walnut 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 water did pass through the meter and likely into the sewer.
3. The appellant is responsible for undetected water leaks on property.

John B. Storer, PE
Director of City Services

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: March 18, 2016

SUBJECT: Brian Burns

PROPERTY: 3 5 Walnut St

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

The customer is filing an appeal for 100 units of water and sewer due to a bathtub faucet leak, which has been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 3/15/16

W/S

1. Date of Appeal: March 1, 2016
2. Property Owner's Name: Brian Burns Account #: 024620
3. Billing Address: P.O. Box 8019
Lynn, MA 01904
4. Service Location: 3-5 Walnut St. Rochester Zip Code 03867
5. Owners Representative: Brian Burns
6. Owners Representative's Signature: Brian Burns
7. Phone #: 888-212-1451 Cell: 617-922-5635
8. Email Address: brian.burns.21@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/3/15 to 2/3/16

10. Abatement is being requested for:

a. How many units of water 100 x 4.81 = \$ 481

b. How many units of sewer 100 x 6.24 = \$ 624

c. Water & Sewer Department Fees of: \$

Total \$ 1105

11. Explanation of Appeal Request:

One of the tenants in the building had a
leaking faucet stem in the bathtub and did not tell
me and would not respond to communications about
possible water issues. He would not answer his door and
I finally tracked him down walking down the street and
was able to talk to him and find out information.

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?

No (circle one)

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

If yes, has the leak been repaired? Yes

Who made the repair? Ocean Stone Associates - ME

Has proof of the repair been attached to this appeal form? Yes - Home Dept Receipt

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



CITY OF ROCHESTER, NH
WATER & SEWER BILLING
19 Wakefield Street
Rochester, New Hampshire 03867-1917
Phone (603) 332-3110
Fax (603) 335-7580

February 4, 2016

Brian C. Burns
PO Box 8019
Lynn, MA 01904-8019

RE: Water/Sewer Account No. 024620
LOCATION: 3-5 Walnut Street

Dear Customer:

While processing your water bill we have discovered that the usage is higher than normal (158). While it is possible that you used more water during the billing period, it is also possible that you have a leak at this property.

You should check the property to see if there are any leaks. If you call this office we can tell you how to read the meter and check the flow indicator to see if anything inside the building is calling for water.

Please do not hesitate to contact this office with any questions or concerns.

Sincerely,

WATER & SEWER BILLING

brass meter dial / triangle

Karen Bonneau
Utility Billing Administrator



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
13930337	024620	02/23/2016	03/28/2016	0.00	.00	1,745.90
Amount Due						\$1,745.90

024620
BURNS BRIAN C
P O BOX 8019
LYNN, MA 01904-8019

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042016413930337400001745900

✂ 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			
BURNS BRIAN C			3 5 WALNUT ST /			
Bill Number	Account Number		Past Due Date		Bill Date	
13930337	024620		03/28/2016		02/23/2016	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	02/03/2016	11/03/2015	3525	3367	158	759.98
RES SEWER					158	985.92
Last Payment Amt		Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due
1,063.28		12/21/2015	0.00	.00	1,745.90	\$1,745.90

WATER \$4.81, ELDERLY \$2.08, MINIMUM \$18.27, MINIMUM ELDERLY \$14.64
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.

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

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

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.



Brian Burns <brian.burns.21@gmail.com>

The Home Depot Order Confirmation for W460361909

HomeDepot@homedepot.com <HomeDepot@homedepot.com>

Sat, Mar 5, 2016 at 12:24 PM

To: brian.burns.21@gmail.com

Please keep this email for your records.

Please add OnlineCustomerCare@homedepot.com to your address book. [Learn how.](#)

More saving. More doing.

Order Confirmation

APPLIANCES

BATH

LIGHTING

FANS

FLOORING

OUTDOORS

TOOLS & HARDWARE



FREE SHIPPING*

+



FREE IN STORE PICK UP

+



FREE RETURNS**

Order Number: W460361909

Order Date: Mar 05, 2016 12:24:38 PM EST

Dear Brian Burns,

Thank you for shopping with homedepot.com. Please review your order details below and retain this email for your records. You will receive a shipping confirmation email once your order has shipped.

Product Description	Unit Price	Qty	Item Total
---------------------	------------	-----	------------



2-Handle Claw Foot Tub Faucet without Handshower with Riser and Plastic Showerhead in Polished Chrome
Model # 100481375

\$82.97

1

\$82.97

Est. Arrival Date: MAR 15

Shipping Address: Brian Burns 64 Gardner St. PEABODY MA 01960 US

Shipping Method: Priority Ground Shipping

65

Subtotal	\$82.97
Promotional Discounts	\$0.00
Shipping	\$0.00
Estimated Sales Tax	\$5.19

Order Total: \$88.16

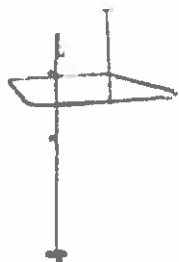
Billing Address: Brian Burns
P.O. Box 8019
LYNN MA 01904 US

Check your order status online at any time. Thank you again for visiting homedepot.com.

Sincerely,
Online Customer Support

P.S. If you have questions about your order, please contact us [online](#), or call homedepot.com Online Customer Support at 1-800-430-3376, 7 days a week, from 6 AM to 2 AM ET.

ADDITIONAL ITEMS THAT MAY INTEREST YOU



\$92.20 WAS \$102

Sioux Chief Faucet-Type 58
in. high Portable Add On...

★★★★☆ (37)

[Shop Now >](#)



\$113.00

Pegasus Diverter Tub Spout
with Riser and...

★★★★☆ (23)

[Shop Now >](#)



\$299.00 WAS \$399

Amana 2.5 cu. ft. High-
Efficiency Top Load
Washer...

★★★★☆ (1027)

[Shop Now >](#)



\$299.00 WAS \$399

Amana 6.5 cu. ft. Electric
Dryer in White

★★★★☆ (745)

[Shop Now >](#)

**CLICK TO VIEW YOUR
WEEKLY AD >**

Get Top
Values &
Savings for
Your Local
Store



**SPECIAL
FINANCING
AVAILABLE**

Subject to credit approval.
See store associate for details.

[Learn More >](#)

**TODAY
ONLY
SAVINGS!**

Exclusively Online
While Supplies Last

[SHOP NOW >](#)

**SPECIAL
BUY
OF THE DAY**

Accounts

File Edit Tools Insert Help

Account: 024620

[2016-02-04 10:36:27 karenb]:HIGH USAGE LETTER SENT

[2016-02-16 11:33:04 karenb]: BRIAN CALLED AND IS GOING TO BE CHECKING THE METER AND TRYING TO GET INTO APARTMENTS TO CHECK FOR ANY LEAKS

[2016-02-29 13:25:28 karenb]: BRIAN WAS ABLE TO NARROW THE WATER USAGE DOWN TO ONE APARTMENT. HE CANNOT GET IN TOUCH WITH HIS TENANT. HE SHUT THE HOT WATER OFF TO THAT APARTMENT AND STILL HAS NOT HEARD FROM TENANT. HE IS GOING TO GO BACK AND TRY TO GET IN TOUCH WITH TENANT. EMAILED HIM A COPY OF UAB FORM. HE WILL MAKE PARTIAL PAYMENT BY DUE DATE AND CONTACT US AS SOON AS HE FINDS OUT EXACTLY WHAT IS HAPPENING IN THAT APARTMENT.

[2016-03-18 13:29:37 karenb]: RECEIVED UAB FORM IN MAIL. OWNER FOUND FAUCET SYSTEM IN TUB LEAKING. SENT FOR APRIL UAB.

Check Spelling

Display as HTML



Account

Account: 024620 Customer: 25408
 Parcel: 012103050000
 Location: 3 WALNUT ST Status: Active

Tier History

Replace Hist

Demand Inq

Report Options

Service

Service: 100 001 RES WATER Mfr: SENS Meter #: 57000384
 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
02/03/2016		13930337	A			3525	158	0	92	1,745.90	759.98
11/03/2015		13922942	A			3367	97	0	91	1,063.28	458.00
08/04/2015		13915505	A			3270	55	0	92	600.05	256.85
05/04/2015		13907984	A			3215	40	0	76	436.40	186.80
02/17/2015		13900629	A			3175	67	0	104	730.97	312.89
11/05/2014		13893252	A			3108	32	0	93	349.12	149.44
08/04/2014		13885852	A			3076	61	0	91	665.51	284.87
05/05/2014		13878351	A			3015	84	0	83	915.18	391.02
02/11/2014		13871051	E			2931	50	0	98	542.00	230.00
11/05/2013		13863731	A			2881	50	0	92	542.00	230.00
08/05/2013		13856361	A			2831	43	0	91	466.12	197.80



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: April 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 3/18/16

Customer Name: Mary Caplette

Account: 102160

Service Address: #463 Portland 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

Per Section 17.21 (b) Unpaid bills of over thirty (30) days shall constitute cause for water shutoff. If on the day of the shutoff, the customer pays the outstanding bill after City personnel arrive at the customer's service to execute the shutoff, the customer will be assessed a minimum service charge. This charge is listed in Section 17.34 Water Rate and Fee Schedule.

John B. Storer, PE
Director of City Services

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: March 18, 2016
SUBJECT: Mary Caplette
PROPERTY: 463 Portland St

Please find attached the Water Billing Appeal Application and account notes for the above location.

The customer is appealing the \$30 service charge for non-payment.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 3/18/16

1. Date of Appeal: 3/18/16
2. Property Owner's Name: Mary Caplette Account #: 102160
3. Billing Address: 463 Portland St
Rochester NH 03867
4. Service Location: Rochester Zip Code 03867
5. Owners Representative: Llew Millette
6. Owners Representative's Signature: Llew M. Millette
7. Phone #: 332-6760 Cell: 781-4244
8. Email Address: brillo@metrocast.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 12/22/15 to _____
10. Abatement is being requested for:

a. How many units of water _____ x 4.81 = \$ _____

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

C. Water & Sewer Department Fees of: \$ 30.-

Total \$ 30.-

11. Explanation of Appeal Request:

Mary is 90 years old. She does not
understand a lot of things now a day.
She has always paid her water/sewer
bill on time. The last late payment
was likely due to memory issues.

Mary has very little money these days
& every penny counts. Please wave
the \$30.- service call charge.

Llew Millette

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:

yes. Mary has very little money now a day, so every penny counts.

Please note:

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

Accounts

File Edit Tools Insert Help

Account: 102160

[2013-03-11 15:56:51 sjuneau]: DEAD METER LETTER SENT 3/11/13.

[2013-03-13 15:57:23 sjuneau]: MARY CALLED TO INFORM THAT NO ONE HAS BEEN LIVING AT RESIDENCE FOR 6 MONTHS. METER IS NOT DEAD. DOES NOT WANT IT SHUT OFF.

[2016-03-08 16:48:06 sjuneau]: SERVICE CHARGE FOR NON PAYMENT 3/8/16. OWNER SHOWED ROB CHECK WHEN HE WENT.

[2016-03-18 14:18:24 karenb]: LLEW MILLETTE CAME IN WITH OWNERS BILL. LLEW HELPS HER WITH HER BILLS. HE WAS QUESTIONING THE \$30 SERVICE CHARGE. I EXPLAINED THE ORDINANCE AND THAT IT IS A \$30 FEE FOR NON PAYMENT DUE TO THE TECHNICIAN GOING OUT ON 3/8/16. HE DID NOT KNOW ABOUT THE OVERDUE BILL, HE HAS BEEN ADDED TO THE ACCOUNT TO GET COPIES OF NOTICES FROM HERE ON OUT. MARY IS ON A FIXED INCOME SO HE IS FILING A HARDSHIP APPEAL FOR THE SERVICE FEE. SENT TO APRIL 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: April 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 3/21/16

Customer Name: Denise Cheeseman

Account: 102660

Service Address: #6 Franklin Heights

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

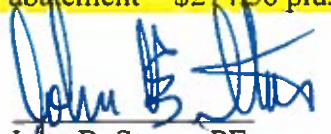
I recommend an abatement of 44 units of sewer on the invoiced amount.

The above recommendation is based upon the following findings:

1. Usage has returned to normal since the repair
2. The water did not enter the sewer system
 - a. Usage on the current invoice is 51 Units
 - b. Average usage of 3 billing cycles:
(12/1/15, 9/3/15, 9/3/14) 7 Units
 - c. Estimated increase of Usage 44 Units

Value of 44 Units of Sewer at the current sewer rate of \$6.24 = \$274.56

Total abatement = \$274.56 plus accrued interest.


John B. Storer, PE
Director of City Services

4/7/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: March 22, 2016
SUBJECT: Denise Cheeseman
PROPERTY: 6 Franklin Heights

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

The customer is filing an appeal for 47 units of water/sewer due to a broken pipe that flooded the patio area.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 3/21/16

W/S

1. Date of Appeal: 3-21-16
2. Property Owner's Name: Denise Cheesemall Account #: 102660
3. Billing Address: 1424 Travelers Palm Dr.
Edgewater, FL
32132
4. Service Location: 6 Franklin Heights Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 386-428-1985 Cell: 386-689-5757
8. Email Address: bigchezz1@aol.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 12-2-15 to 3-8-16
10. Abatement is being requested for:

a. How many units of water 47 x 4.81 = \$ 196.46
b. How many units of sewer 47 x 6.24 = \$ 293.28
C. Water & Sewer Department Fees of: \$ 0
Total \$ 489.74

11. Explanation of Appeal Request:

Exterior water pipe burst on 2-18-16
Son-in-law Bradie Reilly who lives in 26
Franklin Heights noticed that water was
flooding patio area, shut off water inside
storage area and repaired broken pipe.

IF you look at our consumption history
You will see we average less than \$50.00 per QTR
The high usage in quarter 6-4-15 to 9-3-15 was
because we had large number of family member
living with us showering & laundry everyday.

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

Who made the repair? Brodie Reilly (Son-in-law)

Has proof of the repair been attached to this appeal form? No

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

Please note:

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



Account

Account: Customer:
 Parcel:
 Location: Status:

Service

Service: Mfr: Meter #:
 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
03/08/2016		13933083		A	334	51		0	98	563.55	245.31
12/01/2015		13925714		A	283	4		0	89	48.91	19.06
09/03/2015		13918274		A	279	12		0	92	130.92	56.04
06/03/2015		13910834		A	267	0		0	83	47.59	17.74
03/12/2015		13903360		A	267	0		0	98	47.59	17.74
12/04/2014		13896007		A	267	0		0	92	47.59	17.74
09/03/2014		13886607		A	257	4		0	84	73.64	18.68

5 of 6





Account: 102660

[10/04 - CUSTOMER COMPLAINING RE HIGH BILL - COMPARED TO NEIGHBORS
ROCKY CHECK FOR LEAKS - OK - REPLACED METER NEPTUNE OLD
CALLED 12/27/2004. BILL STILL TOO HIGH. SHE WANTS TO GET TO THE BOTTOM OF IT. ADVISED OF ANYTHING I COULD THINK OF & SHE SAYS
SOMETHING HAS TO BE WRONG. SHE WILL CALL BACK WHEN SHE HAS MORE TIME.

[2014-01-31 14:35:42 am]: NOTICE OF MORTGAGE SALE TO BE EFFECTIVE 2/27/14

[2014-02-04 10:29:02 am]: DECEMBER 2013 BILL RETURNED "UNABLE TO FORWARD" - REMAILED TO NEW ADDRESS: 129 WILLIAM DR.,
MOUNTAIN HOME, AK 72653-7093

[2014-05-09 13:24:57 am]: ROB WENT TO SHUT OFF FOR NON-PAYMENT BUT NEEDS TO BE BLOWN OUT - HE SHUT OFF AT METER INSIDE
SHED

[2014-06-23 08:12:58 am]: WATER IS BACK ON AT THE STREET

[2014-11-25 10:20:40 am]: MAIL WAS RETURNED "RETURN TO SENDER" - I SPOKE TO OWNER AND HE ADVISED CORRECT ADDRESS: 1424
TRAVELERS PALM DR., EDGEWATER, FL 32132 - REMAILED BILL AND ADVISED HIM TO NOTE CORRECT ADDRESS ON BILL WHEN HE SENDS IN
PAYMENT

[2014-12-04 15:39:55 am]: BILL RETURNED WITH NEW ADDRESS ABOVE - GAVE TO ASSESSING

[2015-06-04 13:40:33 karenb]: METER READING ZERO - SENT LETTER.

[2015-06-16 09:41:22 sjuneau]: THEY GO TO FLORIDA IN THE WINTER.

[2016-03-21 09:30:22 karenb]: ROBERT CALLED DUE TO A HIGH BILL. HE IS IN FLORIDA. HIS SON-IN-LAW HAD FOUND A PIPE THAT BURST
OUTSIDE AND HAD REPAIRED IT. ROBERT REQUESTED APPEAL PAPERWORK. EMAILED ROBERT THE APPEAL PAPERWORK AND HE WILL GET IT
BACK TO ME WITH PROOF OF REPAIR

[2016-03-22 13:12:45 karenb]: ROBERT EMAILED UAB PAPERWORK. GOT A READ TODAY AND THERE HAS BEEN 1 UNIT OF USAGE IN 14 DAYS;
THIS IS SHOWING THAT THE REPAIR WORKED. HE IS MAILING IN PAYMENT OF \$73.81, WHICH HE FEELS IS THEIR AVERAGE PAYMENT. SENT
PAPERWORK FOR APRIL 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: April 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 3/16/16

Customer Name: Akua Sika & Victor Jobarteh

Account: 134280

Service Address: #2 Beaudoin Ave

Rochester NH 03867-2902

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 219.5 units of sewer on the invoiced amount.

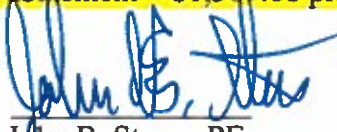
The above recommendation is based upon the following findings:

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	231.0 Units
b. Average usage of previous 4 quarters	<u>11.5 Units</u>
c. Estimated increase of Usage	219.5 Units

Value of 219.5 Units of Sewer at the current sewer rate of \$6.24 = \$1,369.68

Total abatement = \$1,369.68 plus accrued interest.


John B. Storer, PE
Director of City Services

4/7/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: March 29, 2016
SUBJECT: Akua Sika & Victor Jobarteh
PROPERTY: **2 Beaudoin Ave**

Please find attached the Water Billing Appeal Application, account notes, consumption history, invoices and water bill for the above location.

The customer is filing an appeal for 219.5 units of water and sewer due to a leak in the basement caused by pipes that froze and broke, which have since been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:

Received: 3/29/16

1. Date of Appeal: 3/16/2016
2. Property Owner's Name: Akua Sika Joharteh Account #: 134280
3. Billing Address: 2 Beaudoin Ct
Rochester NH 03867
4. Service Location: 20 Columbus Av Unit 24 Zip Code 03867
5. Owners Representative: owner / Akua Sika Joharteh
6. Owners Representative's Signature: [Signature]
7. Phone #: 603 866 1663 Cell: _____
8. Email Address: daisyhoudege@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 12/14/2016 to 3/03/2016
10. Abatement is being requested for:

a. How many units of water 219.5 x 4.81 = \$ 1055.79

b. How many units of sewer 219.5 x 6.24 = \$ 1369.68

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

Total \$ 2425.47

11. Explanation of Appeal Request:

On the weekend of february 12-13 we experienced several pipes that froze and broke. I (Akua Sika Joharteh) was staying in Dover at the time and was alerted of the issue Saturday morning 2/13/2016. I can provide you with all utility bills showing my house was heated and the electricity was on. Repairs have been made to all of the pipes. I was in a transitional phase of cleaning out my house from past tenants I had living there and they had moved out in December. The house was full of clutter and I spent most of my time in Dover while I tried rehabilitating the house for it to be adequate for my family

Form continues on back

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

Yes ☒ No (circle one)

If yes, why?

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

☒ Yes ☐ No (circle one)

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

If yes, has the leak been repaired? yes

Who made the repair? AD Archambault Plumbing and Heating Inc

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 will need assistance

Please note:

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

Accounts

File Edit Tools Insert Help

Account: 134280

[2014-03-14 09:54:46 kathy]: MAILED DEAD LETTER NO USAGE IN MARCH 2014

[2015-09-21 12:47:50 sjuneau]: SEPTEMBER BILL RETURNED WITH FORWARDING ADDRESS TO 20 COLUMBUS AVE, UNIT 204 , ROCHESTER NH 03867 - SENT TO ASSESSING

[2016-03-03 14:43:42 sjuneau]: TOM FOLEY FROM METLIFE CALLED REGARDING THIS ACCOUNT STATING THAT THERE WAS A LEAK CAUSING THE BASEMENT TO FLOOD & HE WANTED TO KNOW THE SIGNIFICANCE OF IT. HAD GEORGE GET A READ AND IT AMOUNTED TO 231 UNITS, OR \$2500.00. LET TOM KNOW THE AMOUNT IN A VOICEMAIL.

[2016-03-29 14:10:06 karenb]: RECEIVED UAB PAPERWORK. TECHNICIAN GOT A READ TODAY TO CHECK USAGE AND READ WAS 961 SHOWING THAT REPAIRS WORKED AND EVERYTHING IS BACK TO NORMAL. SENT APPEAL PAPERWORK FOR APRIL UAB.

Check Spelling

Display as HTML



Account

Account: 134280 Customer: 37400
 Parcel: 012400280000
 Location: 2 BEAUDOIN AVE Status: Active

Service

Service: 100 RES WATER Mfr: INVE Meter #: 59480103
 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
03/03/2016		13934163	A		961	231		0	80	2,552.55	1,111.11
12/14/2015		13926794	A		730	13		0	102	143.15	62.03
09/03/2015		13919344	A		717	15		0	91	163.65	70.05
06/04/2015		13911901	A		702	8		0	84	87.28	37.36
03/12/2015		13904431	A		694	10		0	97	109.10	46.70
12/05/2014		13897079	A		684	9		0	84	98.19	42.03
09/12/2014		13889675	A		675	12		0	101	130.92	56.04
06/03/2014		13882253	A		663	3		0	91	47.59	17.74
03/04/2014		13874837	A		660	0		0	77	47.59	17.74
12/17/2013		13867555	A		660	6		0	91	65.04	27.60
09/17/2013		13860159	A		654	11		0	96	119.24	50.60



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
13934163	134280	03/22/2016	04/22/2016	0.00	.00	2,552.55
Amount Due						\$2,552.55

134280
JOBARTEH AKUA SIKI D &
JOBARTEH VICTOR D
20 COLUMBUS AVE UNIT 204
ROCHESTER, NH 03867-2783



Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____

92096042016413934163000002552552

✕ 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			
JOBARTEH AKUA SIKI D &			2 BEAUDOIN AVE /			
Bill Number	Account Number		Past Due Date		Bill Date	
13934163	134280		04/22/2016		03/22/2016	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	03/03/2016	12/14/2015	961	730	231	1,111.11
RES SEWER					231	1,441.44
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
143.15	01/12/2016	0.00	.00	2,552.55	\$2,552.55	

WATER \$4.81, ELDERLY \$2.08, MINIMUM \$18.27, MINIMUM ELDERLY \$14.64
SEWER \$6.24, ELDERLY \$4.15, MINIMUM \$29.85, MINIMUM ELDERLY \$23.76
THE CITY'S WATER QUALITY REPORT IS AVAILABLE AT:
WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS

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.

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

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

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.

Invoice

A-D Archambault Plumbing and Heating, Inc.

61 Allen Street

Rochester, NH 03867

Phone 603-335-1800 Fax 603-335-7889

www.adplumbing.com

February 23, 2016

Summary: SERVICE

Invoice #: 10244-50394

Tech: ROD

Due Date: 3/1/2016

Job Date: 2/18/2016

Bill To:

Akua Sika Jobarteh

29 Augusta Way

Dover, NH 03820

Job Name:

2 Beaudoin Court

Rochester, NH

Item Code	Description	Hrs/Qty	Price	Amount
Repairs made to frozen home. Flooded basement with boiler under water.				
OB10	Delay Oil Valve			259.00
OB13	Ignition Transformer Beckett/Carlin			248.00
GB09	Relay Assembly			298.00
OB12	Burner Motor			289.00
OB14	Cad Cell Eye			187.00
OB18	Primary Control Assembly for Burner			285.00
PP-P0466	Performed Leak Search			179.00
PP-P0545A	Installed Purge Tee, Drain Off & 3/4" Ball Valve on Main Water Line			230.00
PP-PO564A	Pressure Tested Domestic Water Lines to Locate Splits/Bursts/Breaks			89.00
FP-W1020A	Pressure Tested Heat Loops to Locate Splits/Bursts/Breaks			89.00

PAID FEB - 6 2016

FP-W1011	Repair Multiple Splits/Bursts/Breaks & Blown Out Joints	655.00
HWB43A	Purged Heat Zone & Water Piping	159.00

Subtotal

Total

2967.00

\$2,967.00

All materials are warranted by the manufacturers' written warranty only. All labor performed by the above named company is warranted for 1 year or as otherwise indicated in writing. All work to be completed in a professional manner according to standard practices. Payment is due upon receipt. A \$3.00 processing fee and a finance charge of 2% per month (24% per annum) will be charged on unpaid balances. Purchaser agrees to pay all costs of collection, including attorney's fees. Returned checks are processed electronically for amount & state allowed fees. 1-800-430-2370 www.checkvelocity.com

**THANK YOU. WE ACCEPT VISA, MASTERCARD, AMERICAN EXPRESS &
DISCOVER.**

A D ARCHAMBAULT PLUMBING & HEA
61 ALLEN ST
ROCHESTER NH 03866
603-335-1800

Terminal ID: 01117111 3240
2/26/16 9:12 AM

MASTERCARD - MANUAL
ACCT #: *****4845
CREDIT SALE
UID: 605714673233 REF #: 0561
BATCH #: 228 AUTH #: 950178

AMOUNT \$2800.00

TIP \$

TOTAL \$

APPROVED

CUSTOMER COPY

A D ARCHAMBAULT PLUMBING & HEA
61 ALLEN ST
ROCHESTER NH 03866
603-335-1800

Terminal ID: 01117111 3240
2/26/16 9:12 AM

VISA - MANUAL
ACCT #: *****5947
CREDIT SALE
UID: 605737506040 REF #: 0562
BATCH #: 228 AUTH #: 07754A

AMOUNT

TIP \$167.00

TOTAL \$

APPROVED

CUSTOMER COPY

RAY BEAUDOIN & SONS, INC.
 26 CONGRESS STREET
 ROCHESTER, NH 03867
 (603) 332-1328

Account # 9403-1

BILL TO

AKUA-SIKA & VICTOR JOBARTEH
 2 BEAUDOIN CT
 ROCHESTER, NH 03867

SITE

AKUA-SIKA & VICTOR JOBARTEH
 2 BEAUDOIN CT
 ROCHESTER, NH 03867

DATE	TRANS #	REF	DESCRIPTION	COMMENTS	AMOUNT	BALANCE
			PREVIOUS BALANCE		\$0.00	\$0.00
02-23-16	369506	R 114580	#2 HEATING	159.00 @ 1.799	\$286.04	\$286.04
02-23-16		R 114580	#2 HEATING Disc	159.00 @ .10	(\$15.90)	\$270.14
02-24-16	369508	R	CREDIT CARD	04045A	(\$270.14)	\$0.00

Public Works and Buildings Committee

March 17, 2016

Council Chambers

7PM

MEMBERS PRESENT

Councilor Ralph Torr – Chairman

Councilor Ray Varney- Vice Chairman

Councilor Donald Hamann

Councilor Thomas Willis

MEBERS ABSENT

Councilor Sandy Keans

OTHERS PRESENT

Councilor James Gray

Dan Fitzpatrick, City Manager

John B. Storer, Director of City Services

MINUTES

Chairman Torr called the Public Works and Buildings Committee to order at 7:00 PM.

1. Approve minutes from February 18, 2016 meeting -

The Chairman requested a recommendation on last month's minutes.

Councilor Varney made a motion to accept minutes as presented for the February 18, 2016 Meeting. The motion was seconded by Councilor Hamann. The Motion passed unanimously.

2. Public Input

None

3. Utility Billing

Mr. Storer stated that Mr. Paul Dumont from Church Street in Gonic had brought up the issue of monthly billing because of a water leak at his rental property. He stated that Mr. Dumont had filed an appeal with the Utility Advisory Board (UAB) and that he and Mr. Cox, from the Finance Department, had gone out to Mr. Dumont's house to meet with him regarding the issue. Mr. Storer stated that a significant leak had occurred at one of Mr. Dumont's rental properties, and that it had gone unreported for a period of time. Mr. Storer stated that the leak was found to be in a fixture. As the water had been used and that the water had gone into the sewer system, Mr. Storer stated that the UAB had given Mr. Dumont a 25% hardship credit which is consistent with past practices. He stated that Mr. Dumont was advocating for monthly invoicing as it would help property owners find leaks sooner. Councilor Varney asked Councilor Willis approximately how many appeals the UAB hears on a monthly basis. Councilor Willis stated six to ten appeals are usually heard. Councilor Varney asked how many of those appeals are in the thousands of dollar range. Mr. Willis said they have heard several yearly but the average is much

less, typically a couple of hundred dollars. Dan Fitzpatrick stated that appellants that are unhappy with the UAB decision can appeal to the City Manager. He stated he believes that happens less than 5 times per year. Mr. Fitzpatrick noted that he has found that UAB has made fair decisions and he has made few changes to those decisions. Mr. Storer stated that he has looked into the additional costs of monthly invoicing. He stated that he had looked at other local communities and some had gone to radio read, which would allow for monthly invoices, but would still raise the City's monthly fees for invoicing. He stated that he estimated those charges to be about sixty-two cent per invoice. He stated and that the current system being used would require the hiring of an additional meter reader and significant additional mailing charges. He also stated to purchase the radio reading equipment would cost about 1.5 million dollars and then additional staff would not be needed. Mr. Storer stated that some communities allow for abatements. He cited that Exeter was the only Community locally that seemed to be doing this. The abatement is given one time in a ten year period for an accidental release of water. Councilor Varney stated that the Council had decided previously that it would not be cost effective to go to monthly invoicing and they had decided not to invest in the radio read equipment. Councilor Varney suggested that UAB discuss the periodic abatement idea at their next meeting. Mr. Storer stated that staff will continue to encourage and educate property owners on how to read their own meters, as they can do this between invoices.

4. Irrigation Pond on City Property in East Rochester

Mr. Storer stated that the Planning Board had referred the issue of a non-permitted pond on the recently acquired City property at 828 Portland Street in East Rochester. He stated that an abutting property owner is applying for a subdivision permit and is attempting to address his drainage concerns on the property. Councilor Willis explained that the property in question had been used for horticultural purposes by the previous occupant. He stated that it is believed that they created a pond for irrigation purposes in a wetland area. Mr. Storer agreed with the assessment and stated that although he had not yet consulted with the Highway Supervisor, he believed that the city staff could drain and fill in the pond and create a drainage swale in its place. Councilor Willis suggested having the water tested for contaminants prior to draining and disbursing water elsewhere. Councilor Willis also suggested that prior to permitting the new subdivision that the City staff needed to address the drainage to make sure that both of the properties in question have a drainage plan that will work as a whole for the area.

5. City Hall Annex

Mr. Storer stated that Oak Point Associates will deliver 100% design plans on April 8th. He stated that the City could then go out to bid and would likely start renovations in June. Mr. Storer stated that the design process had gone well with each department's and the City Council's questions being address along the way. He asked if the Committee needed to see the plans again prior to bidding. Councilor Willis asked about the overhead walkway to City Hall. Mr. Storer stated that it would be removed and possibly some of



Public Works & Buildings Committee March 17, 2016 Agenda Item

Agenda Item #3 – Utility Billing – Quarterly Billing Inquiry

Summary:

Resident Paul Dumont believes the City should institute monthly billing for water and sewer utility service. Mr. Dumont submitted an editorial letter to Fosters on February 16 (copy attached) and assume he has reached out to City Councilors as well.

Background:

Mr. Dumont has a residence and two rental properties on Church Street. One of the rental properties experienced an internal water leak and the tenant apparently did not report the issue in a timely fashion. Over a 3-month billing cycle the leak resulted in a high water and sewer bill in excess of \$1,000. Mr. Dumont made an appeal to the Utility Advisory Board. The Board was sympathetic to the issue, but the water passed through the meter and the customer is responsible for monitoring use. The UAB did grant a 25% hardship waiver to Mr. Dumont's high bill.

As a follow-up, Blaine Cox and I met with Mr. Dumont at his residence. Discussion focused on the current City policies and billing practices. Mr. Dumont was very cordial, but expressed frustration that water and sewer bills should be read monthly.

Due to the cost and impact to staff – I would not recommend monthly billing at this time. However, if quarterly billing continues, some consideration could be given to instituting a Leak Abatement Policy. During periods of heavy snow in the winter it is not uncommon to conduct an "estimated" read. Meter reading staff might be tied up plowing, or are unable to access the meter register on a home. The result is that a customer could go 6 months, or 2 billing cycles, before getting a read based on actual consumption. If a leak occurs, it is possible that it could go undetected for 6 months.

Rochester has not invested in radio-read meters, so staff must walk up to each home individually and use a read device to physically touch a transmitter on the side of the house. It normally takes our meter reader up to 3 weeks to complete a read cycle. Some utilities have moved to monthly billing, but only after implementing radio-read technology. In the community that I came from all the water meters, in a City of similar size to Rochester, could be read within a 3 hour period using radio-read equipment. The elected body I used to report to considered moving to monthly reads, but bills were outsourced to a 3rd party vendor for processing, printing and mailing. The cost per bill was \$0.62. No one wanted to move from quarterly billing costs of 4 times per year at \$2.48 total per customer, to monthly billing costs of 12 times per year at \$7.44 total. Consideration also needs to be given to staff demands in the billing office for processing 3 times as many bills. We have slightly more than 7,000 metered accounts. With quarterly billing we process just under 30,000 bills annually. With monthly billing this would jump to about 85,000 bills.

If a switch was made to monthly billing, it is likely we would need additional help to read all meters monthly and part-time help in the billing office to process all the bills.

Perhaps as a concession to remaining on quarterly billing, some water utilities do allow for consideration of leak abatements. Attached is copy of the Town of Exeter's policy as an example.

Back in Maine I had conducted a brief telephone survey to inquire what some of the larger Cities were doing for consideration of leak abatement requests. A summary is provided below:

Bangor – No abatements, charged for whatever goes through meter

KKW – 1 abatement every 10 years, bill cut in half for portion over normal use

Augusta – 1 abatement every 3 years, bill cut in half for portion over normal use

Kennebec – each abatement request to Trustees, there was only one ever granted

Portland - 1 abatement every 5 years, bill cut in half for portion over normal use

Brunswick-Topsham – 1 abatement, no time limit, bill cut in half above normal use

In all situations the Abatement Policies held customers liable for maintaining adequate plumbing. Most of their policies had language to the effect, *"If the source of high demand is a leak due to customer negligence, such as failure to maintain plumbing and fixtures in good repair or to protect from freezing, the customer shall be held responsible for the entire bill"*

Residents can monitor their own water use by simply checking the water meter register on a regular basis. If residents have inquired, we have instructed them how to read the register and how to monitor if water is passing through the meter. The water meters have a register much like an analog odometer in a car. There is also a rotating pin that only spins when water is being used. These type of inquiries are rare, but they do occur.

Unfair water billing policy

Feb. 16 - To the Editor:

An open letter to the mayor and city council of Rochester:

First said is the quality of water is great and the rates for water and the disposal of it are fair. The council of the past set up an enterprise fund to make sure that these dollars were not mixed with municipal funds. This is working very well.

Then why am I complaining about the billing procedure?

My last billing cycle before Christmas was for \$1202 when normally it runs around \$175 and needless to say it took away my Christmas spirit. After checking the meter, I did find that the meter was correct and found the unknown leak and had it repaired that very same day.

The only time that I knew I was using that much water is when I received the bill. I called the water department about the bill and they said that I could appeal it and I did.

The appeal was held on Dec. 14 and many things were discussed especially about a monthly bill versus a 3-month billing cycle. The minutes of this meeting are posted on the advisory utility results. The members were very polite and very sympathetic about my problems but were unable to do what I wanted, but they did give me some relief by deducting \$248 and leaving a balance of \$992, the most that they could do under city policy. I questioned why they don't bill monthly and they said it was too expensive to do this. I paid the entire amount with the understanding that I would seek to change the billing process.

My argument is that electric, telephone, cable bills come in on a monthly level, and I believe that water bills should be the same as the others. If any monthly bills come in out of the ordinary, then something can be done to rectify the problem before it becomes a bigger dollar amount. I can see why a 3-month cycle was established by past councils and that is because water and sewer rates were very inexpensive, but over the years, because of EPA and other sources, the cost of these services have really mounted up and can no longer be acceptable as a token bill.

I would respectfully ask the mayor and council to adopt this kind of policy and let the utility advisory committee deal with such an issue.

If the city continues to maintain the 3-month billing practice, then the city should allow this.

When an owner appeals a big unusual bill that comes in because of an unknown water leak, then that bill should be divided into three parts: the first part should be one third of the full amount of the bill and the other 2 parts should be rated on the regular usage. This is a fair way of doing this. I don't like to waste water or money. I sincerely hope that you go on a monthly billing cycle or the above plan.

Paul J. Dumont
Rochester

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[Town of Exeter Home](#) » [Boards and Committees Home](#) » [About Our Boards](#) » [Water/Sewer Advisory Committee](#) » **[Water/Sewer Abatement Policy/Procedure](#)**

Water/Sewer Abatement Policy/Procedure



unpreventable water release.

Policy/Procedure:

1. All customer requests to abate any portion of a metered water bill that is unusually high due to unpreventable leakage shall be reviewed by Town staff on a case-by-case basis. In order to qualify for abatement, a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption. The customer must also prove that the deficiency responsible for leakage has been repaired or corrected. This policy only applies to leaks that have occurred within the previous six (6) months of the date of the abatement request.
2. In the event that a customer cannot determine the source or cause of the abnormally high consumption, the customer is required to hire a private licensed plumber to assist the customer in trying to determine said source or cause. If the plumber is unable to determine the source or cause of the abnormally high consumption, the Town can only speculate that the customer has located and repaired or corrected said source. If the customer claims that said source never existed, the Town shall test the meter and make an adjustment to the bill in accordance with NHPUC requirements for meters found to be over-recording. If the meter test reveals an accurate or under-recording meter, the customer shall be held responsible for the entire bill plus the cost of meter testing and shipping/handling.
3. In the event the source or cause of the abnormally high consumption is related to a leak due to customer negligence such as the failure to maintain internal (private) plumbing fixtures in good repair and/or protect plumbing from freezing, the customer shall be held responsible for the entire bill.
4. In the event the abnormally high consumption has occurred due to "unpredictable leakage" not caused by customer negligence, ignorance or unfortunate circumstances, as determined by Town staff and the Water & Sewer Advisory Committee, the Town shall consider granting a one-time abatement, per account, during any ten-year period, up to half of the water consumption above normal consumption. The abatement calculation may consider compensation from any other sources, including insurance policy claims,

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Form](#)[Zoning Board of Adjustment](#)[Volunteer Committee Openings](#)[Appointment Application](#)[Agendas/Minutes](#)[Master Plan](#)

etc. Normal consumption will be the average of at least the previous three years' consumption history, for similar billing periods, unless deemed otherwise by the Town staff or Committee. The Town staff and Committee reserve the right to grant adjustments on water use or sewer use or both.

5. The customer may be required to submit a written statement from their homeowner's insurance policy provider stating what portion, if any, of the leak is covered by insurance.

6. The Town shall not disconnect service (for abnormally high consumption) provided the customer pays the entire amount due within the normal payment period or enters into payment arrangements for the excessive amount and is in good standing on all current billings.

7. Landlords will be responsible for tenant bills in accordance with this policy. Failure by a tenant to pay water and sewer charges will not excuse the landlord of any outstanding obligations.

Procedures:

The following example shows how the abatement is calculated based on rates in effect on 1/1/08:

	Consumption	Dollar Amount
Total Usage	75,000 gal	\$405.75
3 year average	30,000 gal	\$162.30
Excess above average	45,000 gal	\$243.45
Half of excess abated	(22,500 gal)	(\$121.72)
Remaining excess Customer responsibility	22,500 gal	\$121.72
3 year average	30,000 gal	\$162.30
Total remaining bill due		\$284.02

Severability:

To the extent this policy is in conflict with State law, State law will prevail.

Supporting Documents

 Water Sewer Policy

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Contact

10 Front Street
Exeter, NH 03833
603-778-0591

To reach all members of the Board of Selectmen

- Selectmen@exeternh.gov

Nancy Belanger - nbelanger@exeternh.gov

Dan Chartrand - dchartrand@exeternh.gov

Don Clement -
dclement@exeternh.gov

Julie Gilman -
jgilman@exeternh.gov

Anne Surman -
asurman@exeternh.gov

[Full Contact Details...](#)

Upcoming Events

Healthy Lawns - Clean Water
Education Committee
Wed, Mar 16th 8:30am - 11:30am

Historic District Commission
Thu, Mar 17th 7:00pm - 10:00pm

Planning Board
Thu, Mar 24th 7:00pm - 10:00pm

Exeter Arts Committee
Mon, Mar 28th 6:30pm

Board of Selectmen
Mon, Mar 28th 7:00pm

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lisa

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

P 1
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND									
510001 WATER WORKS REVENUE									
510001	400302	INTEREST INCOME	-2,500	-2,500	-2,500.00	.00	.00	.00	100.0%
510001	406105	XFER FROM RET EARNIN	-1,790,031	-1,855,031	.00	.00	.00	-1,855,031.00	.0%*
510001	406201	MISCELLANEOUS REVENU	-25,000	-25,000	-34,910.40	.00	.00	9,910.40	139.6%
510001	406600	CONSTRUCTION REVENUE	-50,000	-50,000	-47,289.60	.00	.00	-2,710.40	94.6%*
510001	406601	USER FEES	-3,500,000	-3,500,000	-2,074,097.12	.00	.00	-1,425,902.88	59.3%*
510001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-9,635.23	.00	.00	-2,364.77	80.3%*
510001	406603	HYDRANT RENTAL FEES	-24,000	-24,000	-1,529.59	.00	.00	-22,470.41	6.4%*
51601057 WATER WORKS EXPENSE									
51601057	511001	SALARIES - FULL TI	541,316	532,189	418,987.29	.00	.00	113,201.71	78.7%
51601057	511099	SALARIES - ADJUSTM	1,656	1,656	.00	.00	.00	1,656.00	.0%
51601057	513001	OVERTIME - REGULAR	40,000	40,000	22,679.42	.00	.00	17,320.58	56.7%
51601057	515001	ON CALL	4,497	4,497	3,375.35	.00	.00	1,121.65	75.1%
51601057	516000	LONGEVITY	1,203	1,203	1,144.41	.00	.00	58.59	95.1%
51601057	519000	TRAVEL ALLOWANCE	0	0	192.30	.00	.00	-192.30	100.0%*
51601057	521100	HEALTH INSURANCE	147,150	145,734	120,058.89	.00	.00	25,675.11	82.4%
51601057	521200	DENTAL INSURANCE	2,708	2,684	2,057.17	.00	.00	626.83	76.6%
51601057	521300	LIFE INSURANCE	1,157	1,146	861.16	.00	.00	284.84	75.1%
51601057	522000	SOCIAL SECURITY CO	41,519	41,015	32,702.27	.00	.00	8,312.73	79.7%
51601057	523000	RETIRE CONTRIBUTIO	65,582	64,820	50,210.72	.00	.00	14,609.28	77.5%
51601057	526000	WORKERS' COMPENSAT	24,134	24,134	24,134.00	.00	.00	.00	100.0%
51601057	528001	IPT	5,638	5,579	4,206.93	.00	.00	1,372.07	75.4%
51601057	532001	STAFF DEVELOPMENT	5,794	5,794	4,709.08	.00	116.00	968.92	83.3%
51601057	532200	CONTRACTED SERVICE	0	11,903	10,506.71	.00	.00	1,396.29	88.3%
51601057	533000	OTHER PROF SERVICE	9,672	9,672	2,847.21	.00	2,422.13	4,402.66	54.5%
51601057	533001	AUDIT	3,910	3,910	3,655.36	.00	.00	254.64	93.5%
51601057	533002	ENGINEERING SERVIC	11,800	11,800	3,756.34	.00	2,743.66	5,300.00	55.1%
51601057	533004	MEDICAL SERVICES	500	500	250.00	.00	.00	250.00	50.0%
51601057	533009	14542 ROCHESTER HIL	0	0	4,462.22	.00	1,537.78	-6,000.00	100.0%*
51601057	533010	LABOR NEGOTIATIONS	2,000	2,000	265.00	.00	.00	1,735.00	13.3%
51601057	534003	SOFTWARE MAINTENAN	18,820	18,820	16,734.15	.00	118.90	1,966.95	89.5%
51601057	541100	WATER & SEWERAGE	4,000	4,000	3,912.51	.00	87.49	.00	100.0%
51601057	542300	CUSTODIAL SERVICES	2,100	2,100	1,707.75	.00	.00	392.25	81.3%
51601057	543001	VEHICLE MAINT & RE	1,000	1,000	591.29	.00	.00	408.71	59.1%
51601057	543002	EQUIPMENT MAINTENA	1,135	1,135	1,311.33	.00	.00	-176.33	115.5%*

04/06/2016 12:45
lisa

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

P 2
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601057	544200	RENTAL OF EQUIPMEN	410	410	.00	.00	.00	410.00	.0%
51601057	544400	RENTAL OF COMP/COM	1,800	1,800	1,417.19	.00	382.81	.00	100.0%
51601057	544500	LEASE COPIER/PRINT	1,656	1,656	1,539.00	.00	.00	117.00	92.9%
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	309.06	.00	.00	90.94	77.3%
51601057	554000	ADVERTISING	1,650	1,650	611.39	.00	170.00	868.61	47.4%
51601057	555000	PRINTING AND BINDI	1,839	1,839	203.00	.00	.00	1,636.00	11.0%
51601057	556000	TUITION	3,180	3,180	960.00	.00	.00	2,220.00	30.2%
51601057	558000	TRAVEL	825	825	2.83	.00	13.84	808.33	2.0%
51601057	561003	OFFICE SUPPLIES	2,934	2,934	1,353.24	.00	905.92	674.84	77.0%
51601057	561005	PUBLICATIONS	50	50	50.00	.00	.00	.00	100.0%
51601057	561008	VEHICLE SUPPLIES	9,000	9,000	7,278.99	.00	668.90	1,052.11	88.3%
51601057	561010	CLOTHING	5,800	5,800	4,388.40	.00	1,411.60	.00	100.0%
51601057	561015	SAFETY EQUIPMENT &	5,000	5,000	4,995.67	.00	.00	4.33	99.9%
51601057	561022	HOT TOP COLD PATCH	5,500	5,500	5,500.00	.00	.00	.00	100.0%
51601057	561023	SAND AND GRAVEL	1,800	1,800	1,271.05	.00	419.30	109.65	93.9%
51601057	561032	OTHER OPERATIONAL	3,625	3,625	1,542.32	.00	833.12	1,249.56	65.5%
51601057	562600	VEHICLE FUEL	21,420	21,420	8,554.49	.00	.00	12,865.51	39.9%
51601057	573401	ADMIN EQUIPMENT	4,635	4,635	3,655.51	.00	.00	979.49	78.9%
51601057	573900	OTHER EQUIPMENT	8,334	8,334	4,777.58	.00	.00	3,556.42	57.3%
51601057	575100	INVENTORY PURCHASE	104,000	104,000	66,562.85	.00	18,693.82	18,743.33	82.0%
51601057	581000	DUES AND FEES	1,020	1,020	714.99	.00	.00	305.01	70.1%
51601057	583000	INTEREST EXPENSE	606,669	606,669	529,306.01	.00	.00	77,362.99	87.2%
51601057	584000	CONTINGENCY	20,000	19,065	.00	.00	.00	19,065.00	.0%
51601057	589001	STATE PERMITS & FE	2,810	2,810	2,705.67	.00	100.00	4.33	99.8%
51601057	589031	LIEN DISCHARGE FEE	600	600	205.98	.00	194.02	200.00	66.7%
51601057	589034	ABATEMENTS/OVERLAY	0	0	713.23	.00	.00	-713.23	100.0%*
51601057	591000	REDEMPTION OF PRIN	1,353,562	1,353,562	1,287,811.07	.00	37,500.00	28,250.93	97.9%
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	18,749.97	.00	.00	6,250.03	75.0%
51601073 WATER TREATMENT PLANT									
51601073	511001	SALARIES - FULL TI	282,714	282,714	221,473.15	.00	.00	61,240.85	78.3%
51601073	513001	OVERTIME - REGULAR	15,000	15,000	16,473.75	.00	.00	-1,473.75	109.8%*
51601073	515001	ON CALL	16,340	16,340	13,159.50	.00	.00	3,180.50	80.5%
51601073	521100	HEALTH INSURANCE	87,901	87,901	86,286.51	.00	.00	1,614.49	98.2%
51601073	521200	DENTAL INSURANCE	1,301	1,301	1,189.51	.00	.00	111.49	91.4%
51601073	521300	LIFE INSURANCE	504	504	381.55	.00	.00	122.45	75.7%
51601073	522000	SOCIAL SECURITY CO	21,990	21,990	18,350.27	.00	.00	3,639.73	83.4%
51601073	523000	RETIREMENT CONTRIB	33,258	33,258	26,510.06	.00	.00	6,747.94	79.7%

04/06/2016 12:45
lisa

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

P 3
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601073	526000	WORKERS' COMPENSAT	5,037	5,037	5,037.00	.00	.00	.00	100.0%
51601073	528001	IPT	3,111	3,111	2,250.88	.00	.00	860.12	72.4%
51601073	533002	ENGINEERING SERVIC	10,000	10,000	4,350.00	.00	1,450.00	4,200.00	58.0%
51601073	533006	LABORATORY SERVICE	15,832	15,832	8,689.62	.00	1,656.83	5,485.55	65.4%
51601073	543000	REPAIR AND MAINTEN	58,178	58,178	14,073.66	.00	1,445.11	42,659.23	26.7%
51601073	543002	EQUIPMENT MAINTENA	67,399	67,399	21,540.13	.00	3,581.75	42,277.12	37.3%
51601073	544500	LEASE COPIER/PRINT	800	800	431.63	.00	.00	368.37	54.0%
51601073	552002	PROPERTY INSURANCE	6,372	6,372	.00	.00	.00	6,372.00	.0%
51601073	553000	COMMUNICATIONS	9,880	9,880	7,390.14	.00	1,994.44	495.42	95.0%
51601073	561001	JANITORIAL SUPPLIE	1,000	1,000	734.34	.00	.00	265.66	73.4%
51601073	561002	BLDG MAINT SUPPLIE	1,600	1,600	1,588.33	.00	11.67	.00	100.0%
51601073	561010	CLOTHING	5,500	5,500	3,761.91	.00	1,598.38	139.71	97.5%
51601073	561015	SAFETY EQUIPMENT &	4,050	4,050	3,520.64	.00	526.31	3.05	99.9%
51601073	561031	CHEMICALS	187,500	187,500	83,000.98	.00	24,600.60	79,898.42	57.4%
51601073	561037	LABORATORY SUPPLIE	8,000	8,000	5,955.17	.00	1,431.51	613.32	92.3%
51601073	561040	EQUIPMENT REPAIR S	30,000	30,000	13,871.84	.00	857.00	15,271.16	49.1%
51601073	562200	ELECTRICITY	126,000	126,000	102,565.50	.00	.00	23,434.50	81.4%
51601073	562400	HEATING FUEL	34,000	34,000	15,922.94	.00	.00	18,077.06	46.8%
51601073	573900	OTHER EQUIPMENT	17,400	17,400	6,576.03	.00	6,215.00	4,608.97	73.5%
51601073	589030	PROP TAX TO OTH CO	3,000	3,935	3,449.36	.00	.00	485.64	87.7%
51601570 WATER REVENUE OFFICE									
51601570	511001	SALARIES - FULL TI	30,567	30,567	23,107.97	.00	.00	7,459.03	75.6%
51601570	516000	LONGEVITY	100	100	100.00	.00	.00	.00	100.0%
51601570	521100	HEALTH INSURANCE	11,556	11,556	9,081.15	.00	.00	2,474.85	78.6%
51601570	521200	DENTAL INSURANCE	220	220	169.43	.00	.00	50.57	77.0%
51601570	521300	LIFE INSURANCE	58	58	39.55	.00	.00	18.45	68.2%
51601570	522000	SOCIAL SECURITY CO	2,059	2,059	1,547.60	.00	.00	511.40	75.2%
51601570	523000	RETIREMENT CONTRIB	3,446	3,446	2,622.26	.00	.00	823.74	76.1%
51601570	526000	WORKERS' COMPENSAT	62	62	62.00	.00	.00	.00	100.0%
51601570	528001	IPT	361	361	240.49	.00	.00	120.51	66.6%
51601570	543000	REPAIR AND MAINTEN	500	500	500.00	.00	.00	.00	100.0%
51601570	553400	POSTAGE FEES	8,256	8,256	6,119.70	.00	.00	2,136.30	74.1%
51601570	555000	PRINTING AND BINDI	410	410	90.00	.00	.00	320.00	22.0%
51601570	561003	OFFICE SUPPLIES	300	300	198.02	.00	62.23	39.75	86.8%
TOTAL WATER ENTERPRISE FUND			0	0	1,409,948.98	.00	113,750.12	-1,523,699.10	100.0%
TOTAL REVENUES			-5,403,531	-5,468,531	-2,169,961.94	.00	.00	-3,298,569.06	
TOTAL EXPENSES			5,403,531	5,468,531	3,579,910.92	.00	113,750.12	1,774,869.96	
GRAND TOTAL			0	0	1,409,948.98	.00	113,750.12	-1,523,699.10	100.0%

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04/06/2016 12:39
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CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

P 1
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
5002 SEWER ENTERPRISE FUND									
520001 SEWER WORKS REVENUE									
520001	400302	INTEREST INCOME	-2,500	-2,500	-2,500.00	.00	.00	.00	100.0%
520001	406105	XFER FROM RET EARNIN	-1,611,293	-1,611,293	.00	.00	.00	-1,611,293.00	.0%*
520001	406201	MISCELLANEOUS REVENU	-4,000	-4,000	-24,779.73	.00	.00	20,779.73	619.5%
520001	406211	HOMEMAKERS SRF LOAN	-16,049	-16,049	.00	.00	.00	-16,049.00	.0%*
520001	406600	CONSTRUCTION REVENUE	-10,000	-10,000	-657.94	.00	.00	-9,342.06	6.6%*
520001	406601	USER FEES	-4,500,000	-4,500,000	-2,526,330.66	.00	.00	-1,973,669.34	56.1%*
520001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-8,971.57	.00	.00	-3,028.43	74.8%*
520001	406607	IMPACT FEES	-14,000	-14,000	-34,800.00	.00	.00	20,800.00	248.6%
520001	406608	WATER & SEWER HOOKUP	0	0	-8,850.00	.00	.00	8,850.00	100.0%
520001	406701	SEPTIC DISPOSAL PERM	-175,000	-175,000	-72,698.06	.00	.00	-102,301.94	41.5%*
520001	406703	INDUSTRIAL PRE-TREAT	-10,000	-10,000	-7,990.41	.00	.00	-2,009.59	79.9%*
520002 SEWER WORKS REVENUE									
520002	406306	STATE AID GRANT C-52	-357,337	-357,337	-43,479.00	.00	.00	-313,858.00	12.2%*
520002	406307	STATE AID GRANT C-77	-7,290	-7,290	-7,290.00	.00	.00	.00	100.0%
520002	406308	STATE AID GRANT C-77	-11,983	-11,983	-3,323.00	.00	.00	-8,660.00	27.7%*
520002	406309	STATE AID GRANT C-83	-46,230	-46,230	-18,445.00	.00	.00	-27,785.00	39.9%*
520002	406310	STATE AID GRANT C-83	-15,112	-15,112	-5,417.00	.00	.00	-9,695.00	35.8%*
520002	406311	STATE AID GRANT C-83	-32,600	-32,600	-12,574.00	.00	.00	-20,026.00	38.6%*
52602057 SEWER WORKS EXPENSE									
52602057	511001	SALARIES - FULL TI	357,598	348,471	277,734.89	.00	.00	70,736.11	79.7%
52602057	511099	SALARIES - ADJUSTM	1,656	1,656	.00	.00	.00	1,656.00	.0%
52602057	513001	OVERTIME - REGULAR	8,100	8,100	4,626.33	.00	.00	3,473.67	57.1%
52602057	515001	ON CALL	4,497	4,497	3,375.35	.00	.00	1,121.65	75.1%
52602057	516000	LONGEVITY	1,202	1,202	1,144.43	.00	.00	57.57	95.2%
52602057	519000	TRAVEL ALLOWANCE	0	0	192.30	.00	.00	-192.30	100.0%*
52602057	521100	HEALTH INSURANCE	89,598	88,182	73,447.73	.00	.00	14,734.27	83.3%
52602057	521200	DENTAL INSURANCE	1,517	1,493	1,111.86	.00	.00	381.14	74.5%
52602057	521300	LIFE INSURANCE	836	825	611.88	.00	.00	213.12	74.2%
52602057	522000	SOCIAL SECURITY CO	26,344	25,840	20,724.55	.00	.00	5,115.45	80.2%
52602057	523000	RETIRE CONTRIBUTIO	41,497	40,735	32,161.02	.00	.00	8,573.98	79.0%
52602057	526000	WORKERS' COMPENSAT	14,463	14,463	14,463.00	.00	.00	.00	100.0%

04/06/2016 12:39
lisa

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

P 2
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602057	528001	IPT	3,705	3,646	2,693.12	.00	.00	952.88	73.9%
52602057	532001	STAFF DEVELOPMENT	6,344	6,344	3,215.09	.00	116.00	3,012.91	52.5%
52602057	532200	CONTRACTED SERVICE	0	11,903	10,506.70	.00	.00	1,396.30	88.3%
52602057	533000	OTHER PROF SERVICE	6,780	11,630	9,795.19	.00	1,834.81	.00	100.0%
52602057	533001	AUDIT	3,910	3,910	3,655.36	.00	.00	254.64	93.5%
52602057	533004	MEDICAL SERVICES	500	500	250.00	.00	.00	250.00	50.0%
52602057	533010	LABOR NEGOTIATIONS	2,000	2,000	265.00	.00	.00	1,735.00	13.3%
52602057	534003	SOFTWARE MAINTENAN	30,048	30,048	29,955.03	.00	.00	92.97	99.7%
52602057	542300	CUSTODIAL SERVICES	2,000	2,000	1,707.75	.00	.00	292.25	85.4%
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	2,500.00	.00	.00	.00	100.0%
52602057	543002	EQUIPMENT MAINTENA	3,635	3,635	2,486.82	.00	792.86	355.32	90.2%
52602057	544200	RENTAL OF EQUIPMEN	400	400	.00	.00	.00	400.00	.0%
52602057	544400	RENTAL OF COMP/COM	1,800	1,800	1,417.18	.00	382.82	.00	100.0%
52602057	544500	LEASE COPIER/PRINT	1,600	1,600	1,525.69	.00	.00	74.31	95.4%
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	263.42	.00	.00	236.58	52.7%
52602057	554000	ADVERTISING	735	735	716.21	.00	.00	18.79	97.4%
52602057	555000	PRINTING AND BINDI	1,639	1,639	203.00	.00	.00	1,436.00	12.4%
52602057	556000	TUITION	6,780	6,780	960.00	.00	.00	5,820.00	14.2%
52602057	558000	TRAVEL	875	875	41.59	.00	13.82	819.59	6.3%
52602057	561003	OFFICE SUPPLIES	2,069	2,069	1,375.81	.00	905.90	-212.71	110.3%*
52602057	561005	PUBLICATIONS	32	32	32.00	.00	.00	.00	100.0%
52602057	561008	VEHICLE SUPPLIES	13,500	13,500	12,321.39	.00	694.42	484.19	96.4%
52602057	561009	TRAINING MATERIALS	250	250	.00	.00	36.00	214.00	14.4%
52602057	561010	CLOTHING	5,615	5,615	2,262.44	.00	2,489.03	863.53	84.6%
52602057	561015	SAFETY EQUIPMENT &	5,900	5,900	4,380.01	.00	330.21	1,189.78	79.8%
52602057	561022	HOT TOP COLD PATCH	5,500	5,500	5,500.00	.00	.00	.00	100.0%
52602057	561023	SAND AND GRAVEL	1,650	1,650	1,271.07	.00	269.29	109.64	93.4%
52602057	561032	OTHER OPERATIONAL	600	600	568.73	.00	31.27	.00	100.0%
52602057	561040	EQUIPMENT REPAIR S	6,000	6,000	1,916.82	.00	.00	4,083.18	31.9%
52602057	562600	VEHICLE FUEL	41,000	41,000	16,421.16	.00	.00	24,578.84	40.1%
52602057	571000	13551 LAND&IMPROVEM	0	4,275	4,285.00	.00	.00	-10.00	100.2%*
52602057	573401	ADMIN EQUIPMENT	1,635	2,135	1,786.88	.00	.00	348.12	83.7%
52602057	573900	OTHER EQUIPMENT	6,033	5,533	4,732.76	.00	.00	800.24	85.5%
52602057	575100	INVENTORY PURCHASE	12,500	12,500	1,659.00	.00	3,341.00	7,500.00	40.0%
52602057	581000	DUES AND FEES	1,090	1,090	346.01	.00	.00	743.99	31.7%
52602057	583000	INTEREST EXPENSE	550,877	550,877	505,472.82	.00	.00	45,404.18	91.8%
52602057	584000	CONTINGENCY	15,000	5,875	.00	.00	.00	5,875.00	.0%
52602057	589001	STATE PERMITS & FE	1,650	1,650	1,031.16	.00	250.00	368.84	77.6%
52602057	589034	ABATEMENTS/OVERLAY	0	0	960.18	.00	.00	-960.18	100.0%*
52602057	591000	REDEMPTION OF PRIN	2,013,438	2,013,438	1,989,103.93	.00	.00	24,334.07	98.8%

04/06/2016 12:39
lisa

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

P 3
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
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	18,749.97	.00	.00	6,250.03	75.0%
52602074 SEWER TREATMENT PLANT									
52602074	511001	SALARIES - FULL TI	421,120	421,120	324,122.30	.00	.00	96,997.70	77.0%
52602074	513001	OVERTIME - REGULAR	32,500	32,500	20,581.56	.00	.00	11,918.44	63.3%
52602074	515001	ON CALL	29,438	29,438	23,677.41	.00	.00	5,760.59	80.4%
52602074	516000	LONGEVITY	600	600	600.00	.00	.00	.00	100.0%
52602074	521100	HEALTH INSURANCE	141,410	141,410	80,932.09	.00	.00	60,477.91	57.2%
52602074	521200	DENTAL INSURANCE	1,794	1,794	1,384.47	.00	.00	409.53	77.2%
52602074	521300	LIFE INSURANCE	753	753	574.84	.00	.00	178.16	76.3%
52602074	522000	SOCIAL SECURITY CO	33,794	33,794	27,610.04	.00	.00	6,183.96	81.7%
52602074	523000	RETIREMENT CONTRIB	50,740	50,740	38,747.64	.00	.00	11,992.36	76.4%
52602074	526000	WORKERS' COMPENSAT	4,316	4,316	4,316.00	.00	.00	.00	100.0%
52602074	528001	IPT	3,766	3,766	2,799.24	.00	.00	966.76	74.3%
52602074	533000	OTHER PROF SERVICE	155,000	155,000	28,986.25	.00	56,015.00	69,998.75	54.8%
52602074	533006	LABORATORY SERVICE	116,428	116,428	32,953.47	.00	19,156.25	64,318.28	44.8%
52602074	534009	INDUSTRIAL PRETREA	32,755	32,755	9,193.80	.00	8,626.20	14,935.00	54.4%
52602074	543000	REPAIR AND MAINTEN	65,931	65,931	29,603.88	.00	5,642.35	30,684.77	53.5%
52602074	543002	EQUIPMENT MAINTENA	115,023	115,023	59,555.39	.00	20,541.62	34,925.99	69.6%
52602074	544500	LEASE COPIER/PRINT	1,852	1,852	1,211.33	.00	.00	640.67	65.4%
52602074	552002	PROPERTY INSURANCE	4,523	4,523	.00	.00	.00	4,523.00	.0%
52602074	553000	COMMUNICATION	10,552	10,552	7,265.67	.00	1,594.45	1,691.88	84.0%
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	769.52	.00	.00	730.48	51.3%
52602074	561002	BUILDING MAINT SUP	7,450	7,450	2,159.13	.00	953.04	4,337.83	41.8%
52602074	561010	CLOTHING	9,025	9,025	4,417.96	.00	2,864.72	1,742.32	80.7%
52602074	561015	SAFETY EQUIPMENT &	6,200	6,200	1,042.07	.00	999.37	4,158.56	32.9%
52602074	561031	CHEMICAL	339,448	339,448	49,452.25	.00	46,926.95	243,068.80	28.4%
52602074	561037	LABORATORY SUPPLIE	26,348	26,348	10,933.10	.00	1,743.76	13,671.14	48.1%
52602074	561040	EQUIPMENT REPAIR S	78,270	78,270	48,890.58	.00	27,203.15	2,176.27	97.2%
52602074	562200	ELECTRICITY	380,000	380,000	282,253.55	.00	.00	97,746.45	74.3%
52602074	562400	HEATING FUEL	38,000	38,000	17,039.28	.00	.00	20,960.72	44.8%
52602074	573900	OTHER EQUIPMENT	14,843	14,843	6,033.49	.00	8,270.04	539.47	96.4%
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	23,108.93	.00	.00	7,458.07	75.6%
52602470	516000	LONGEVITY	100	100	100.00	.00	.00	.00	100.0%
52602470	521100	HEALTH INSURANCE	8,546	8,546	9,081.68	.00	.00	-535.68	106.3%*

04/06/2016 12:39
lisa

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

P 4
glytdbud

FOR 2016 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602470	521200	DENTAL INSURANCE	223	223	169.65	.00	.00	53.35	76.1%
52602470	521300	LIFE INSURANCE	60	60	39.76	.00	.00	20.24	66.3%
52602470	522000	SOCIAL SECURITY CO	2,064	2,064	1,547.93	.00	.00	516.07	75.0%
52602470	523000	RETIREMENT CONTRIB	3,451	3,451	2,622.42	.00	.00	828.58	76.0%
52602470	526000	WORKERS' COMPENSAT	62	62	62.00	.00	.00	.00	100.0%
52602470	528001	IPT	363	363	240.73	.00	.00	122.27	66.3%
52602470	543000	REPAIR AND MAINTEN	600	600	600.00	.00	.00	.00	100.0%
52602470	553400	POSTAGE FEES	8,256	8,256	6,119.65	.00	.00	2,136.35	74.1%
52602470	555000	PRINTING AND BINDI	350	350	90.00	.00	.00	260.00	25.7%
52602470	561003	OFFICE SUPPLIES	300	300	198.03	.00	62.23	39.74	86.8%
TOTAL SEWER ENTERPRISE FUND			0	0	1,632,440.85	.00	212,086.56	-1,844,527.41	100.0%
TOTAL REVENUES			-6,825,394	-6,825,394	-2,778,106.37	.00	.00	-4,047,287.63	
TOTAL EXPENSES			6,825,394	6,825,394	4,410,547.22	.00	212,086.56	2,202,760.22	
GRAND TOTAL			0	0	1,632,440.85	.00	212,086.56	-1,844,527.41	100.0%

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