



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: April 29, 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 Monday, May 9 at 5:30 P.M. in the City Hall Council Conference Room.

### AGENDA

1. Call to Order
2. Acceptance of April 13, 2016 Minutes (Page 2)
3. Appeals
  - 3.1 Curtis & Lori Connelly (Page 6)  
5 Weare St  
Rochester, NH 03868  
RE: 5 Weare St
  - 3.2 Andrew Cooley (Page 15)  
4 Sunview Ln  
Rochester, NH 03868  
RE: 4 6 Sunview Ln
  - 3.3 Robert & Judith Godfrey (Page 22)  
13 Allen St  
Rochester, NH 03867  
RE: 13 Allen St
4. Financial Reports (Page 29-35)
5. Abatement Policy (Page 36 -38)
6. Other
7. Adjournment

Copy to:  
Blaine M. Cox, Deputy City Manager

**Utility Advisory Board  
April 13, 2016 5:30 P.M.  
City Hall Council Conference Room**

**MEMBERS PRESENT**

Dan Peterson, Chairman

Shawn Libby

Thomas H. Willis, Jr

**OTHERS PRESENT**

Councilor Peter Lachapelle

John B. Storer, PE Director of City Services

Mary Caplette & Llew Millette, 463 Portland Street

Mr. & Mrs. Peter Edmonds, 26 Lambert Court. Alan Hodgkins, 27 Cross Road

William Sabins, 14 Moose Lane

Brian Burns, 3-5 Walnut Street

**MINUTES**

**1. Call to order:**

Chairman Peterson called the meeting to order at 5:33 PM.

**2. Appeals -**

**2.1 463 Portland Street, Caplette**

The appellant, Mary Caplette was present with her son in-law Llew Millette. Mr. Millette stated that Mrs. Caplette is 90 years old and that she is a long time resident of Rochester that she forgot to pay her water bill. Mrs. Caplette stated that when she got the pink disconnect notice she went and found her invoice and she put it in the mail a few days later. Mrs. Caplette said she had used the envelope supplied and that it had an address for the lockbox payment processing center in Boston, MA. Mrs. Caplette stated she did not realize that it would take longer to process. She said she mailed it on March 4<sup>th</sup> and they came to her house to turn her off on March 8, 2016. She stated if the City processed their own payments here in town the mail would have made it in time. Mr. Peterson empathized with Mrs. Caplette but stated that per ordinance the fee is charged when the technician goes out to the house to shut off the service. Mrs. Caplette stated that the technician was very nice and did not turn the water off.

***Chairman. Peterson made a motion deny the abatement request. Mr. Libby seconded the motion. The motion passed unanimously.***

**2.2 26 Lambert Court – Mr. & Mrs Edmonds**

The appellants Mr. & Mrs. Edmonds were present. Mr. Edmonds summarized the significant difficulties he had in communicating with his tenant. He stated that the tenant had assured him that she had filed an appeal on the November invoice and it wasn't until the February invoice was received that he realize she had not. He stated

when he finally was allowed in, he did find a running toilet and repaired it. Mr. Edmonds stated that he did not believe that was the only cause of such a high bill. He stated that he find where any other leaks or problems had occurred. Mr. Edmonds said that the water department had been very helpful and took additional readings to make sure the usage had gone back to normal. Mr. Willis asked if there was a security deposit that could be used to help offset the costs. Mr. Edmonds stated that this was a difficult situation with much more damage done to the property. Chairman Peterson stated that per the ordinance the November invoice could not be considered for abatement as it was outside the permitted time limits. Chairman Peterson also stated that where the water had been used and that it had entered the sewer system the fees would have to stand. Mr. Libby suggested a long term payment arrangement is available should Mr. Edmunds need it. After discussion the board decided the following.

***Mr. Willis made a motion for a hardship abatement of 25% of the above average sewer costs on the February invoice, 28 units of sewer at \$6.24 each for a total of \$174.72, plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.***

#### **2.3 27 Cross Road – Alan Hodgkins**

The appellant was present for the meeting. He he had a leak leak in his toilet and that the toilet had a strange closed tank system. He was new to the water system and was very surprised when he received his first bill. Mr. Hodgkins stated that he immediately changed out the toilet. Chairman Peterson stated that the Board is unable to abate his invoice as the water was used and it did enter the sewer system..

***Chairman Peterson made a motion to deny the requested abatement. Mr. Libby seconded the motion. The motion passed unanimously.***

Mr. Storer stated that the water department would go out and confirm reasonable usage at 27 Cross Road.

#### **2.4 8 Blair Street – Joseph Doyle**

The appellant was present for the meeting. Chairman Peterson stated that this appeal had been tabled in order to establish a usage history on this new home and mentioned that per the October 2015 meeting minutes it appeared that a soaker hose had been run. Mr. Doyle stated that this was the first time he has ever been on a metered water system and that he was unaware of the implications of using a soaker hose.

***Mr. Willis made a motion to abate the above average sewer costs, 35 units of sewer at \$6.24 each for a total of \$218.40 plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.***

#### **2.5 14 Moose Lane – William Sabins**

The appellant was present for the meeting. Mr. Sabins summarized the appeal. He stated that he had notice that his water use was running higher than he thought it should and then it spiked significantly. He state he had a friend look underneath his

mobile home and they found a leak. They repaired it immediately.

***Chairman Peterson made a motion to abate the above average use, 23.75 units of sewer at \$6.24 each for a total of \$148.20 plus all accrued interest. Mr. Willis seconded the motion. The motion passed unanimously.***

**2.6 3 – 5 Walnut Street – Brian Burns**

The appellant was present for the meeting. Mr. Burns stated that his tenant had a leaking hot water valve and that communication and repair had taken extreme measures including turning off the hot water to the apartment for several weeks. Chairman Peterson stated that the water had been used and that it did enter the sewer system so the board could not credit that costs incurred. Mr. Libby suggested a long term payment arrangement is available should Mr. Burns need it. After discussion the board decided the following.

***Mr. Willis made a motion for a hardship abatement of 25% of the above average sewer costs, 25 units of sewer at \$6.24 each for a total of \$156.00, plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.***

**2.7 3 Church Street – Paul Dumont**

The appellant was not present for the meeting. The Committee reviewed the appeal which was the second appeal for the same issue that continued into a second billing cycle. The Committee reviewed the recommendation from the Director of City Services.

***Mr. Willis made a motion for a hardship abatement of 25% of the above average costs, Total above average costs \$176.80 x 25%, abatement of \$44.20, plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.***

**2.8 29 Park Street – Courtney Morgridge**

The appellant was not present for the meeting. The Committee reviewed the appeal which stated that the furnace had broke and caused a 4” flood in her basement. The appeal also stated that she had just purchased the home. The Committee reviewed the recommendation from the Director of City Services and made the following motion.

***Mr. Willis made a motion to table the appeal until the September 2016 meeting in order to establish a usage history. Chairman Peterson seconded the motion. The motion passed unanimously.***

**2.9 6 Franklin Heights – Denise Cheeseman**

The Appellant was not present. The Committee reviewed the appeal as submitted. The appeal stated that there had been a burst water pipe in the outside area that had flooded the patio of this condominium.

***Mr. Libby made a motion to abate the sewer charges for the above average use, 44 units of sewer at \$6.24 each for a total of \$274.56 plus all accrued interest. Mr. Willis seconded the motion. The motion passed unanimously.***

**3.10        2 Beaudoin Avenue – Akua Sika & Victor Jobarteh**

The appellant was not present for the meeting. The Committee reviewed the submitted appeal which stated that they had pipes freeze and burst in the basement. The appeal stated that the water did not enter the sewer sytem. The Committee reviewed the recommendation from the Director of City Services.

***Mr. Willis made a motion to abate the above average sewer use, 219.5units @ \$6.24 each for a total of \$1,369.68, plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.***

**3. Approval of the February 22, 2016 minutes**

Chairman Peterson requested an action on the minutes from last meeting.

***Mr. Willis made a motion to accept the February 22, 2016 meeting minutes as presented. The motion was seconded by Mr. Libby. The motion passed unanimously.***

**4. Monthly Invoicing**

The board briefly discussed the monthly invoicing issue and all were in agreement that as demonstrated here tonight, monthly billing is optimal, especially in cases of rental properties and necessary leak detection. The Committee members were all in agreement that the costs attributed to monthly billing would be too significant.

**5. Periodic Abatements**

Mr. Storer briefly discussed periodic and one time leak abatements. He referenced the example of Exeter's policy that was included in the packet. Councilor Lachapelle was present and participated in the discussion. It was suggested that Mr. Storer draft a policy for the Public Works Committee to recommend to the Codes and Ordinance Committee. All were in agreement that codifying the rules for abatement would be the best solution.

**6. Adjournment:**

***Chairman Peterson made a motion to adjourn at 7:00PM. 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: May 2, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 1/25/16

Customer Name: Curtis & Lori Connelly

Account: 182980

Service Address: #5 Weare St

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 this account, and as previously decided by the Board the new meter should remain in place at the City's expense even though the discrepancy was lower than industry standards and lower than the ordinance specification of an allowable 2% variance.

The above recommendation is based upon the following findings:

1. The water did pass through the meter
2. No visible leak was identified and water likely entered the sewer system.
3. The appellant is responsible for undetected water leaks on property.
4. Long term payment arrangements are available if needed with the Utility Billing Office.

John B. Storer, PE  
Director of City Services

5/3/16  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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**TO:** Lisa Clark  
**FROM:** Karen Bonneau  
**DATE:** April 20, 2016  
**SUBJECT:** Curtis & Lori Connelly  
**PROPERTY:** 5 Weare St

Please find attached the notes, usage history and appeal that was tabled from February UAB.

The customer is filing an appeal for 18.5 units of water and sewer due to high usage on the January bill. The original meter was pulled for testing. The new meter has 19 units of usage on April bill; this shows high usage has stopped.

**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



# Consumption Inquiry/Report - Munis [CITY OF ROCHESTER]

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## Account

Account	182980	Customer	304811
Parcel	010301640000	CONNELLY CURTIS J & LORI A	
Location	5 WEARE ST	Status	Active

## Service

Service	100	001	RES WATER	Mfr	SENS	Meter #	77611775
<div> <div>◀</div> <div>▶</div> <div>1 of 1</div> </div>							

## Consumption history

Read Date	Read Time	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt
04/12/2016		13936033	A		17	17	2	91	
01/25/2016		0	I		219	2	0		
01/12/2016		13928625	A		217	43	0	102	
10/02/2015		13921235	A		174	20	0	87	
07/07/2015		13913791	A		154	24	0	96	
04/02/2015		13906287	A		130	28	0	87	
01/05/2015		13898939	A		102	26	0	91	
10/06/2014		13891541	A		76	25	0	95	
07/03/2014		13884121	A		51	30	0	91	
04/03/2014		13876677	A		21	21	6	80	
01/29/2014		0	I		1625	6	0		
01/13/2014		13869386	A		1619	27	0	89	

25 units Avg

◀	▶	1 of 1	▶	⏏	Q	🗑️
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Processing: 182980



## METER TEST REPORT

EJP CONCORD, NH  
210 SHEEP DAVIS ROAD  
CONCORD, NH 03301  
Telephone (603) 224-9545  
FAX (603) 224-2690

### Customer

Rochester Water Dept.  
31 Wakefield st.  
Rochester.NH 03867

Website: <http://www.EJPrescott.com>

Meter Location  
MBS Meter Shop

Tech Name: Joe Thompson  
Date: 2/2/2016

### Meter Information

SIZE: 5/8"

Make: Sensus I-pearl

Register Type:  
CF

Serial #: 76167430

Test	Flow Rate (GPM)	Begin Read	End Read	Registered	CF	Accuracy (%)
Low Flow	1/4	21,991.68	21,992.70	101.8	1	101.80%
	2nd test	22006.632	22007.651	101.9		101.90%
Medium Flow	2	21,994.64	21,995.62	9.83	1	98.30%
	2nd test	22007.651	22008.648	99.7		99.70%
High Flow	15	21,995.62	22,005.53	9.911	10	99.11%
	2nd test	22008.648	22018.487	98.39		98.39%

Test performed in accordance with AWWA  
recommendations as found in AWWA Manual M6

Meters over 1 year old standards  
Low Flow 90% - 101%

### New Meter Standards

Low Flow 95% - 101%

Medium flow 98.5% - 101.5%

High Flow 98.5% - 101.5%

Signature: 

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

Office Use Only:  
Received: 1/25/16

1. Date of Appeal: 1/20/16 w/s
2. Property Owner's Name Curtis & Lori Connelly Account #: 182980
3. Billing Address: 5 Weare Street  
Rochester, NH  
03868
4. Service Location: 5 Weare St Zip Code 03868
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: 603-817-6647 Cell: 603-396-2525
8. Email Address: Connelly@metrecast.net  
(Agendas and Decision Letters will be emailed).
9. Billing Period that is being appealed is from 10/2/15 to 1/12/16
10. Abatement is being requested for:
- a. How many units of water 18.5 x 4.81 = \$ 88.99
- b. How many units of sewer 18.5 x 6.24 = \$ 115.44
- C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ 204.43
11. Explanation of Appeal Request:  
Please see attached copy.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

☒ Yes ☐ No (circle one)

If yes, why?

We have checked everything that could have  
leaked and we found nothing wrong. We are  
having our meter pulled on January 25th.

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

Yes ☒ No (circle one)

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

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

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

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

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

No

**Please note:**

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

Dear City of Rochester Appeal Committee,

We are Explaining our situation with the water/sewer bill. On January 18th 2016 we received a letter from the City of Rochester stating that our water bill was higher than normal.

We checked our one outside faucet which is still turned off from the basement of our house. We checked our one bathroom, kitchen sink and washing machine. On January 20<sup>th</sup> we had workers from the City of Rochester come to our house which confirmed our findings. They checked for any signs of leaks. After their visit they found everything to be working properly.

Since we purchased our house in 1997 we have been very consistent, which our bills will prove it, in how we use water and sewer in our house. The only change we have had is that our oldest daughter joined the Navy in late June 2015 and is and will be stationed in San Diego for the next three years. During this time we will go from a four person house hold down to three.

After talking with everyone involved we have no answer on how our bill could have possibly doubled. With no other possible reasons we strongly believe that it has to be a faulty meter. The city is putting in a new meter on January 25<sup>th</sup> and the existing meter will be sent out to a third party to be tested. I hope it will be determined that this bill is incorrect and we will just pay our previous or average payment.

I would like to mention that this procedure was very easy with the help and support of the city of Rochester water/sewer staff. They have been very knowledgeable, helpful and kind.

Thank You,

Curtis and Lori Connelly

5 Weare Street Rochester NH

Account: 182980

4/13/07 - FIX LETTER

[2015-03-26 16:03:17 karenb]: LORI CALLED REGARDING SHUT OFF NOTICE. NEVER RECEIVED BILL. SENDING OUT COPY OF BILL TOMORROW. SHE IS VERY UPSET THAT SHE RECEIVED THIS AS SHE HAS NEVER BEEN LATE FOR A BILL. DOES NOT WANT TO PAY INTEREST; REFERRED HER TO SUPERVISOR.

[2016-01-14 11:51:15 karenb]: HIGH USAGE LETTER MAILED

[2016-01-25 09:30:09 karenb]: CUSTOMER HAD CALLED REGARDING HIGH BILL. CUSTOMER HAD CHECKED EVERYTHING AND FOUND NOTHING TO BE LEAKING. CUSTOMER STATED THAT THEY ARE VERY CAREFUL WITH THEIR WATER USAGE AND THERE ARE ACTUALLY LESS PEOPLE IN HOUSEHOLD NOW. SENT TECHNICIAN ON 1/20/16 TO CHECK USAGE/METER WITH CUSTOMER. METER IS READING NORMAL USAGE NOW; TECHNICIAN HAD THEM TEST DIFFERENT WATER SOURCES AND DID NOT FIND ANYTHING ABNORMAL WITH METER. CUSTOMER DECIDED TO HAVE THE METER TESTED AND TO FILE AN APPEAL. METER WAS PULLED FOR TESTING ON 1/25/16 AND UAB FORM WAS FILLED OUT AND SENT FOR FEBRUARY UAB.

[2016-01-27 16:31:22 karenb]: METER PULLED ON 1/25/16 FOR TESTING. EP PICKED UP 1/26/16.

[2016-02-03 14:00:51 karenb]: RECEIVED METER TEST RESULTS. METER #76167430. METER TEST WAS WITHIN 2% MARGIN PER INDUSTRY STANDARDS, ALTHOUGH LOW FLOW WAS 101.8 AND 101.9; STANDARDS, 90-101%. MEDIUM FLOW 98.3%, STANDARDS 98.5-101.5. WILL KEEP NEW METER ON ACCOUNT.

[2016-02-29 15:20:04 karenb]: UAB TABLED APPEAL UNTIL MAY MEETING. SCHEDULED ANOTHER READ FOR 3/4/16

[2016-03-04 15:06:58 karenb]: GOT A READ TODAY, 8 UNITS SINCE 1/25/16. THIS IS NORMAL USAGE FOR THIS LOCATION.

[2016-04-20 08:11:50 karenb]: READ FOR APRIL. BILL RUN IS 17; THIS MEANS A TOTAL OF 19 UNITS SINCE JANUARY BILL; USAGE IS NO LONGER HIGH. SENT TABLED APPEAL TO MAY 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: May 2, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 4/18/16

Customer Name: Andrew Cooley

Account: 201420

Service Address: #4 Sunview Ln

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. This location is water only and does not have sewer.
4. The appellant is responsible for undetected water leaks on property.
5. Long term payment arrangements are available with the Utility Billing Office.

John B. Storer, PE  
Director of City Services

5/3/16

Date

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**WATER/SEWER BILLING MEMORANDUM**

---

**TO:** Lisa Clark  
**FROM:** Karen Bonneau  
**DATE:** April 20, 2016  
**SUBJECT:** Andrew Cooley  
**PROPERTY:** 4 6 Sunview 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 73 units of water and sewer due to a hot water tank that blew up, causing a leak.



CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:  
Received: 4/18/16

1. Date of Appeal: 4-18-16
2. Property Owner's Name: ANDREW COFFEY Account #: 201420
3. Billing Address: 4 SUNVIEW LANE  
ROCHESTER, NH
4. Service Location: 4 SUNVIEW LANE Zip Code 05868
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: 603-973-6603 Cell: 562-964-8217
8. Email Address: \_\_\_\_\_

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 10/1 to 1/20

10. Abatement is being requested for:

a. How many units of water 73 x 4.67 = \$ 340.91

b. How many units of sewer 73 x 6.24 = \$ 455.52

c. Water & Sewer Department Fees of: \$ 0

Total \$ 796.43

11. Explanation of Appeal Request:

OUR LANDLORD WAS TO PAY THE BILL  
AND DID NOT, ALSO WE HAD A  
HOT WATER HEATER BLOW UP AND HAD  
TO HAVE IT REPLACED. AND HAD  
NO HOT WATER FOR A FEW WEEKS.

4/18

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

☒ Yes ☐ No (circle one)

If yes, why?

BECAUSE THE BILL IS VERY HIGH!

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? PLUMBER

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:

I FEEL THE CITY WILL FIND THAT  
THE HELP IS NEEDED AND WILL DO  
WHAT IS RIGHT.

Please note:

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



Accounts: 201420

TURN OFF/ON - NON-PAYMENT 10/28/04

[2010-04-28 14:57:40 kathy]: APRIL INVOICE RETURNED SENT TO 61 BLUEBERRY LN, GILMANTON NH 03837-4500

[2010-05-12 08:57:52 ann]: RETA HICKEY DECEASED - APRIL 2010 BILL RETURNED WITH NOTICE THAT MARK E. HICKEY HAS BEEN APPOINTED TO ADMINISTER THE ESTATE

[2012-03-08 11:15:16 kathy]: HAD HIGH BILL IN JAN 2012 CALLED OWNER HE CHECKED FOR LEAKS HE REPLACE TOILET GUTS. NOT READING NOW WILL CALL IN APRIL TO GAIN ACCESS FOR READING AND TO CHANGE NEPTUNE.

[2012-04-26 14:34:09 ann]: LETTER TO REPLACE NEPTUNE METER

[2012-08-02 09:17:14 ann]: METER WAS NOT READING - FIXED - READ 0007 - NEXT BILL SHOULD BE CREDIT - OVERESTIMATED

[2013-04-16 09:46:42 stuneau]: METER NOT READING - ONE PRIOR ESTIMATE. SENT LETTER TO FIX

[2013-04-18 10:55:04 stuneau]: APPOINTMENT TO REPAIR 4/24

[2013-04-25 15:35:33 ann]: ACCOUNT WAS OVERESTIMATED - REVISED BILL DONE

[2013-05-08 14:51:52 ann]: DISCOVERED THAT INCORRECT METER WAS ON THIS ACCOUNT - CORRECTED TO METER #739570-48

[2015-04-07 11:11:57 stuneau]: 86 UNITS ON APRIL BILL - SENT LEAK LETTER

[2016-01-04 15:40:39 karenb]: PUTTING CHECK IN MAIL TODAY TO 19 WAKEFIELD ST. ROCHESTER, NH. WILL GIVE IT UNTIL 1/15TH. MARK:603-630-3100

[2016-01-22 09:07:44 karenb]: SENT HIGH USAGE LETTER FOR JANUARY BILL (111 UNITS)

[2016-04-04 10:17:50 stuneau]: TENANT CALLED, HASNT HEARD FROM LANDLORD IN REGARDS TO PAYING PAST DUE - WILL BE IN ON 4/6 TO PAY HALF AND DISCUSS PAYING THE REMAINDER. ON BOARD FOR 4/7

[2016-04-06 14:51:29 stuneau]: SPOKE WITH TENANT AGAIN - THEY HAVE A LOT OF COMMUNICATION ISSUES WITH THE OWNER. I GAVE HIM ANOTHER WEEK TO CONTACT CODE ENFORCEMENT &amp; THE OWNER &amp; THEN TO DISCUSS THE BILL.

[2016-04-13 15:16:00 karenb]: TURNED OFF FOR NON PAYMENT. TENANT CAME IN, CAN ONLY PAY HALF, THEY DID NOT GO TO CODE ENFORCEMENT. SPOKE WITH LISA; WE ARE LEAVING OFF UNTIL FULL PAYMENT IS RECEIVED AND TOLD HIM TO GO TO CODE ENFORCEMENT AGAIN

[2016-04-13 16:55:20 karenb]: TENANT SPOKE WITH LISA. WILL PAY \$265 TODAY. HE STATED THAT HIS HOT WATER TANK BLEW UP. HE HAS TO FILE APPEAL FOR REMAINDER AND BRING FORM BACK BY FRIDAY OR WATER WILL BE TURNED BACK OFF.

[2016-04-18 13:42:00 karenb]: DID NOT BRING APPEAL FROM IN AND NO PAYMENT; TURNED OFF

[2016-04-19 09:46:21 karenb]: APPEAL FROM DROPPED OFF; WATER TURNED BACK ON 4/19/16. APRIL BILL HAS 58 UNITS OF USAGE WHICH IS HIGH. SENT TECH TO GET ANOTHER READ TODAY. IN FOUR DAYS THERE HAS BEEN .25 UNITS OF USAGE; THIS REFLECTS NORMAL USAGE FOR THIS LOCATION AND THAT THE ISSUE HAS BEEN FIXED. SENT TO UAB FOR MAY APPEAL.



Account

Account: 201420 Customer: 87500  
 Parcel: 020507200000 HICKORY MARK E R  
 Location: 4 SUNVIEW LN Status: Active

Service

Service: 100 DOU RES WATER Mfr SENS Meter # 73657048  
 1 of 1

Consumption History

Read Date	Read Time	Est#	P	R	Current	Usage	Repl Use	Use Days	Est Amt	Charge Amt	Adj Est Amt
01/20/2016		13928985	A			366	111	0	111	533.91	533.91
10/01/2015		13921595	A			275	23	0	87	107.45	107.45
07/06/2015		13914148	A			252	27	0	96	126.09	126.09
04/01/2015		13906648	A			225	86	0	89	401.62	401.62
01/02/2015		13899301	A			139	15	0	91	70.05	70.05
10/03/2014		13891906	A			124	19	0	94	88.73	88.73
07/01/2014		13884484	A			105	23	0	90	107.41	107.41
04/02/2014		13877039	A			82	12	0	85	55.52	55.52
01/07/2014		13869749	A			70	15	0	84	69.00	69.00
10/15/2013		13862405	A			55	13	0	96	59.80	59.80
07/11/2013		13855028	A			42	14	0	78	64.40	64.40

38





- Calculate All
- Calc Find Set
- Meter Reads
- Cons/Usage
- Reread
- Estimate
- Define
- History
- Replace Meter
- Adjust Rates
- Get Fuel/Fix
- Update Previous
- Exception Report
- Meter Comments

Account: 201420 Charge code: 100 Seq: 1 RESIDENTIAL WATER  
 Location #: 4 Suffix: 6 Pre-dr: SERVICES - GENERAL  
 Street: SUNVIEW LN Unit/Apt: RENTAL Sfr type: Post-dr: Zip code: Lot: Status: ACTIVE  
 City: Subdivision: Pmt acct: Bill address: 61 BLUEBERRY LN GILMANTON IRON WORKS NEI 03837

Service: BOOK  
 Read/seq: 1420  
 Type: METER TABLE  
 Calc code: 62

Current meter: Read code: A/C ACTUAL READ 15  
 Read Date: 01/20/2016 Actual Read: 386  
 Previous: 04/15/2016 444  
 Read time: Factor: 1.0000  
 Old/Replaced meter: Read Date: Actual Read: Previous: 0 Current: 0  
 Actual Usage: Current: 58 Old/Replaced: 8 Allowance: 8  
 Edited/Factored Usage: 58  
 Written quarter Usage: Previous: 0 Current: 0  
 Flat information: Qty: 0 Usage: 0  
 Charges: Base/Flat amount: .00 Usage amount: 278.98 Add'l amount: .00 Total charge: 278.98  
 Access additional info: Subject to: .00 Rate adjustments: .00 Messages: Special cond: Service orders:



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: May 3, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 4/28/16

Customer Name: Robert & Judith Godfrey

Account: 061400

Service Address: #13 Allen 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 an abatement of 18 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 pass through the meter.
3. The water did not enter the sewer system

Value of 18 Units of Sewer at the current sewer rate of \$6.24 = \$112.32

Total abatement = \$112.32 plus accrued interest.

John B. Storer, PE  
Director of City Services

Date



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**WATER/SEWER BILLING MEMORANDUM**

---

**TO: Lisa Clark**

**FROM: Karen Bonneau**

**DATE: April 29, 2016**

**SUBJECT: Robert Godfrey**

**PROPERTY: 13 Allen St**

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

The customer is filing an appeal for 26 units of water and sewer due to a leak that did not go into the sewer system.

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

Office Use Only:

Received: 4/29/16

WS

1. Date of Appeal: 28 April 2016
2. Property Owner's Name: Robert & Linda Hallgren Account #: 061406
3. Billing Address: 13 Allen St  
Rochester, NH 03867
4. Service Location: same address Zip Code 03867
5. Owners Representative: - Self
6. Owners Representative's Signature: - Robert E Hallgren
7. Phone #: (603) 332-0779 Cell: (603) 833-6222
8. Email Address: regdfrx1123@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from Nov 2015 to April 2016
10. Abatement is being requested for:

a. How many units of water 26 x 4.81 = \$ 125.06

b. How many units of sewer 26 x 6.24 = \$ 162.24

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

Total \$ 287.30

11. Explanation of Appeal Request:

Our home was wintering in Nov 2015. We were planning  
a trip to Houston, TX for around this winter.  
In Jan 2016, neighbors reported water on the outside  
of the house. City Water Dept was notified and asked to  
turn off service. After clean-up and repair, City Water  
Dept was asked to restore water service.  
We returned home on 27 Apr 2016 and have resumed  
occupancy of our home. No one was in residence  
during our absence. We are requesting an abatement  
on our bill for excessive flow and water. No sewage was used  
in this incident.

Robert Hallgren

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?

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

☒ Yes ☐ No (circle one)

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

If yes, has the leak been repaired? YES

Who made the repair? ALL ASSETS LLC.

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

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**Please note:**

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



17 Allen St  
Rochester NH 03867

## All Assets

## Invoice

**Bill To:** The Hartford Ins. Co. Of The Midwest  
13 Allen St Rochester, NH 03867

**Invoice No:** 24  
**Date:** February 7, 2016  
**Due Date:** February 14, 2016

Description	Amount
<ol style="list-style-type: none"> <li>1. Shut down boiler and install portable space heaters throughout house to maintain heat level</li> <li>2. Drain down both upstairs and downstairs zones from boiler</li> <li>3. Cut out and remove visible areas of copper pipe that failed.</li> <li>4. Replace failed areas with new copper piping.</li> <li>5. Isolate garage heat and install caps for use in the future. (Register in garage was leaking water.)</li> <li>6. Perform pressure test on both heat and domestic water pipes</li> <li>7. Turn on water main and open main valve on boiler for purging</li> <li>8. Replace bleeder caps on boiler and re-torque all bolts around seals</li> <li>9. Adjust thermostats to desired temperature and allow house to reach temperature</li> </ol>	\$2,114.00

1. Extensive work was done on the boiler, due to the fact that the boiler needed to be shut down for some time to make the repairs. All seals and valves began leaking due to expansion and contraction. These seals and valves were re-torqued or replaced.  
2. (The price includes removal and disposal of all building debris and trash.)

**Total** \$2,114.00  
**Paid** \$0.00

**Balance Due** **\$2,114.00**

Day Mon Wed Fri Sat Sun



- View History
- Replace Feb
- Demand Inq
- Report Options

Account: 064500 Customer: 4650  
 Period: 01/01/2013-01/01/2014  
 Location: 15 ALLEN ST Status: GODFREY ROBERT E & DAITH K

Service: 000 RES WATER Mf SWS Meter # 67958942

Consumption History

Read Date	Read Time	Read #	P	R	Current	Usage	Repl Use	Use Days	Est. Appt	Charge Amt	Add Bill Amt
02/11/2016		13931343	A		466	26		0	99	347.30	125.06
11/04/2015		13923944	A		440	8		0	90	87.71	37.79
06/08/2015		13921865	A		423	9		0	92	93.59	42.03
05/06/2015		13908979	A		414	8		0	76	98.19	42.03
02/19/2015		13901674	A		406	7		0	101	87.28	37.36
11/10/2014		13894247	A		399	9		0	94	76.57	32.69
08/08/2014		13885847	A		390	10		0	92	98.19	42.03
05/08/2014		13879346	A		380	9		0	86	108.96	46.56
02/11/2014		13872050	A		371	10		0	89	97.56	41.40
11/14/2013		13864723	A		361	9		0	94	108.40	46.00
09/12/2013		13857346	A					0	95	97.56	41.40

Account: 061400

PLUG. 08 BILL WAS ESTIMATED BECAUSE WE WERE UNABLE TO GET A READING. I SENT LETTER TO FDX ON 08/26/08

[2016-01-12 13:05:13 [areb]: TURNED WATER OFF AT STREET. OWNERS ARE IN TX. BROTHER IN MA RECEIVED CALL FROM NEIGHBOR STATING THAT PIPE MUST HAVE BURST, WATER IS COMING OUT OF HOUSE. NEIGHBOR OR BROTHER WILL CHECK INSIDE OF HOUSE.

[2016-01-15 14:49:02 [areb]: WATER TURNED ON. SERVICE MASTER THERE AND NEIGHBOR WILL CHECK HOUSE AFTER. DOES HAVE HEAT.

[2016-03-21 13:48:28 [areb]: HOMEOWNER RECEIVED HIS BILL AND CALLED. THE BILL WAS HIGH DUE TO THE LEAK THAT HAPPENED IN JANUARY. THE HOMEOWNER WILL BE FILING AN APPEAL, HE IS IN TEXAS AND NOT BACK UNTIL THE THIRD WEEK OF APRIL. HE WILL HAVE THE PAPERWORK IN BY APRIL 20TH FOR A MAY APPEAL.

[2016-04-29 11:04:58 [areb]: DROPPED OFF APPEAL FORM. SENT FOR MAY UAB.

 Check Spending

Display as HTML

05/03/2016 10:04  
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	-36,885.40	.00	.00	11,885.40	147.5%
510001	406600	CONSTRUCTION REVENUE	-50,000	-50,000	-55,307.38	.00	.00	5,307.38	110.6%
510001	406601	USER FEES	-3,500,000	-3,500,000	-2,339,216.02	.00	.00	-1,160,783.98	66.8%*
510001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-9,924.62	.00	.00	-2,075.38	82.7%*
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	439,669.46	.00	.00	92,519.54	82.6%
51601057	511099	SALARIES - ADJUSTM	1,656	1,656	.00	.00	.00	1,656.00	.0%
51601057	513001	OVERTIME - REGULAR	40,000	40,000	22,945.34	.00	.00	17,054.66	57.4%
51601057	515001	ON CALL	4,497	4,497	3,546.01	.00	.00	950.99	78.9%
51601057	516000	LONGEVITY	1,203	1,203	1,144.41	.00	.00	58.59	95.1%
51601057	519000	TRAVEL ALLOWANCE	0	0	211.53	.00	.00	-211.53	100.0%*
51601057	521100	HEALTH INSURANCE	147,150	145,734	125,598.47	.00	.00	20,135.53	86.2%
51601057	521200	DENTAL INSURANCE	2,708	2,684	2,152.14	.00	.00	531.86	80.2%
51601057	521300	LIFE INSURANCE	1,157	1,146	903.69	.00	.00	242.31	78.9%
51601057	522000	SOCIAL SECURITY CO	41,519	41,015	34,259.13	.00	.00	6,755.87	83.5%
51601057	523000	RETIRE CONTRIBUTIO	65,582	64,820	52,574.67	.00	.00	12,245.33	81.1%
51601057	526000	WORKERS' COMPENSAT	24,134	24,134	24,134.00	.00	.00	.00	100.0%
51601057	528001	IPT	5,638	5,579	4,415.64	.00	.00	1,163.36	79.1%
51601057	532001	STAFF DEVELOPMENT	5,794	5,794	4,881.63	.00	513.69	398.68	93.1%
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	2,947.99	.00	4,396.35	2,327.66	75.9%
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	66.67	183.33	63.3%
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	467.00	.00	.00	1,533.00	23.4%
51601057	534003	SOFTWARE MAINTENAN	18,820	18,820	16,853.05	.00	.00	1,966.95	89.5%
51601057	541100	WATER & SEWERAGE	4,000	5,750	3,912.51	.00	1,187.49	650.00	88.7%
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%*

05/03/2016 10:04  
lisa

CITY OF ROCHESTER  
YEAR-TO-DATE BUDGET REPORT

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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	781.39	.00	151.60	717.01	56.5%
51601057	555000	PRINTING AND BINDI	1,839	1,839	203.00	.00	.00	1,636.00	11.0%
51601057	556000	TUITION	3,180	1,430	960.00	.00	.00	470.00	67.1%
51601057	558000	TRAVEL	825	825	6.83	.00	29.84	788.33	4.4%
51601057	561003	OFFICE SUPPLIES	2,934	2,934	2,279.21	.00	226.68	428.11	85.4%
51601057	561005	PUBLICATIONS	50	50	50.00	.00	.00	.00	100.0%
51601057	561008	VEHICLE SUPPLIES	9,000	9,000	7,593.71	.00	788.46	617.83	93.1%
51601057	561010	CLOTHING	5,800	5,800	4,775.60	.00	1,024.40	.00	100.0%
51601057	561015	SAFETY EQUIPMENT &	5,000	5,000	4,995.67	.00	4.33	.00	100.0%
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	1,397.59	.00	292.76	109.65	93.9%
51601057	561032	OTHER OPERATIONAL	3,625	3,625	2,434.09	.00	290.09	900.82	75.1%
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	333.58	645.91	86.1%
51601057	573900	OTHER EQUIPMENT	8,334	8,334	4,777.58	.00	3,556.42	.00	100.0%
51601057	575100	INVENTORY PURCHASE	104,000	104,000	82,416.51	.00	21,583.89	-.40	100.0%*
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	20,833.30	.00	.00	4,166.70	83.3%
51601073 WATER TREATMENT PLANT									
51601073	511001	SALARIES - FULL TI	282,714	282,714	231,963.10	.00	.00	50,750.90	82.0%
51601073	513001	OVERTIME - REGULAR	15,000	15,000	16,893.48	.00	.00	-1,893.48	112.6%*
51601073	515001	ON CALL	16,340	16,340	13,779.50	.00	.00	2,560.50	84.3%
51601073	521100	HEALTH INSURANCE	87,901	87,901	90,462.13	.00	.00	-2,561.13	102.9%*
51601073	521200	DENTAL INSURANCE	1,301	1,301	1,245.75	.00	.00	55.25	95.8%
51601073	521300	LIFE INSURANCE	504	504	400.11	.00	.00	103.89	79.4%
51601073	522000	SOCIAL SECURITY CO	21,990	21,990	19,189.54	.00	.00	2,800.46	87.3%
51601073	523000	RETIREMENT CONTRIB	33,258	33,258	27,728.67	.00	.00	5,529.33	83.4%

05/03/2016 10:04  
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	2,359.84	.00	.00	751.16	75.9%
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	9,011.32	.00	4,346.13	2,474.55	84.4%
51601073	543000	REPAIR AND MAINTEN	58,178	58,178	14,211.46	.00	6,577.31	37,389.23	35.7%
51601073	543002	EQUIPMENT MAINTENA	67,399	67,399	22,660.13	.00	14,089.50	30,649.37	54.5%
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	8,082.20	.00	2,130.36	-332.56	103.4%*
51601073	561001	JANITORIAL SUPPLIE	1,000	1,000	966.36	.00	.00	33.64	96.6%
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	4,316.01	.00	1,044.28	139.71	97.5%
51601073	561015	SAFETY EQUIPMENT &	4,050	4,050	4,027.65	.00	19.30	3.05	99.9%
51601073	561031	CHEMICALS	187,500	187,500	91,631.29	.00	23,513.80	72,354.91	61.4%
51601073	561037	LABORATORY SUPPLIE	8,000	8,000	6,422.16	.00	964.52	613.32	92.3%
51601073	561040	EQUIPMENT REPAIR S	30,000	30,000	14,534.91	.00	1,902.59	13,562.50	54.8%
51601073	562200	ELECTRICITY	126,000	126,000	121,955.15	.00	.00	4,044.85	96.8%
51601073	562400	HEATING FUEL	34,000	34,000	16,302.94	.00	.00	17,697.06	47.9%
51601073	573900	OTHER EQUIPMENT	17,400	17,400	6,576.03	.00	7,104.38	3,719.59	78.6%
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	24,331.98	.00	.00	6,235.02	79.6%
51601570	516000	LONGEVITY	100	100	100.00	.00	.00	.00	100.0%
51601570	521100	HEALTH INSURANCE	11,556	11,556	9,545.04	.00	.00	2,010.96	82.6%
51601570	521200	DENTAL INSURANCE	220	220	177.94	.00	.00	42.06	80.9%
51601570	521300	LIFE INSURANCE	58	58	41.69	.00	.00	16.31	71.9%
51601570	522000	SOCIAL SECURITY CO	2,059	2,059	1,630.15	.00	.00	428.85	79.2%
51601570	523000	RETIREMENT CONTRIB	3,446	3,446	2,758.98	.00	.00	687.02	80.1%
51601570	526000	WORKERS' COMPENSAT	62	62	62.00	.00	.00	.00	100.0%
51601570	528001	IPT	361	361	253.32	.00	.00	107.68	70.2%
51601570	543000	REPAIR AND MAINTEN	500	500	500.00	.00	.00	.00	100.0%
51601570	553400	POSTAGE FEES	8,256	8,256	6,710.57	.00	.00	1,545.43	81.3%
51601570	555000	PRINTING AND BINDI	410	410	90.00	.00	.00	320.00	22.0%
51601570	561003	OFFICE SUPPLIES	300	300	254.26	.00	45.74	.00	100.0%
TOTAL WATER ENTERPRISE FUND			0	0	1,240,463.32	.00	140,104.10	-1,380,567.42	100.0%
TOTAL REVENUES			-5,403,531	-5,468,531	-2,445,363.01	.00	.00	-3,023,167.99	
TOTAL EXPENSES			5,403,531	5,468,531	3,685,826.33	.00	140,104.10	1,642,600.57	
GRAND TOTAL			0	0	1,240,463.32	.00	140,104.10	-1,380,567.42	100.0%

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			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	-25,809.73	.00	.00	21,809.73	645.2%
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	-2,830,946.91	.00	.00	-1,669,053.09	62.9%*
520001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-9,385.66	.00	.00	-2,614.34	78.2%*
520001	406607	IMPACT FEES	-14,000	-14,000	-42,520.00	.00	.00	28,520.00	303.7%
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	-79,610.06	.00	.00	-95,389.94	45.5%*
520001	406703	INDUSTRIAL PRE-TREAT	-10,000	-10,000	-8,334.87	.00	.00	-1,665.13	83.3%*
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	291,382.08	.00	.00	57,088.92	83.6%
52602057	511099	SALARIES - ADJUSTM	1,656	1,656	.00	.00	.00	1,656.00	.0%
52602057	513001	OVERTIME - REGULAR	8,100	8,100	4,801.63	.00	.00	3,298.37	59.3%
52602057	515001	ON CALL	4,497	4,497	3,546.01	.00	.00	950.99	78.9%
52602057	516000	LONGEVITY	1,202	1,202	1,144.43	.00	.00	57.57	95.2%
52602057	519000	TRAVEL ALLOWANCE	0	0	211.53	.00	.00	-211.53	100.0%*
52602057	521100	HEALTH INSURANCE	89,598	88,182	77,012.66	.00	.00	11,169.34	87.3%
52602057	521200	DENTAL INSURANCE	1,517	1,493	1,166.49	.00	.00	326.51	78.1%
52602057	521300	LIFE INSURANCE	836	825	641.83	.00	.00	183.17	77.8%
52602057	522000	SOCIAL SECURITY CO	26,344	25,840	21,742.75	.00	.00	4,097.25	84.1%
52602057	523000	RETIRE CONTRIBUTIO	41,497	40,735	33,729.04	.00	.00	7,005.96	82.8%
52602057	526000	WORKERS' COMPENSAT	14,463	14,463	14,463.00	.00	.00	.00	100.0%



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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602057	528001	IPT	3,705	3,646	2,827.97	.00	.00	818.03	77.6%
52602057	532001	STAFF DEVELOPMENT	6,344	6,344	3,327.64	.00	513.72	2,502.64	60.6%
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	66.66	183.34	63.3%
52602057	533010	LABOR NEGOTIATIONS	2,000	2,000	467.00	.00	.00	1,533.00	23.4%
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	2,587.58	.00	692.10	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	45.59	.00	29.82	799.59	8.6%
52602057	561003	OFFICE SUPPLIES	2,069	2,069	2,301.75	.00	35.87	-268.62	113.0%*
52602057	561005	PUBLICATIONS	32	32	32.00	.00	.00	.00	100.0%
52602057	561008	VEHICLE SUPPLIES	13,500	13,500	12,515.85	.00	675.07	309.08	97.7%
52602057	561009	TRAINING MATERIALS	250	250	.00	.00	36.00	214.00	14.4%
52602057	561010	CLOTHING	5,615	5,615	2,563.53	.00	2,170.18	881.29	84.3%
52602057	561015	SAFETY EQUIPMENT &	5,900	5,900	4,703.65	.00	937.44	258.91	95.6%
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	1,397.61	.00	142.75	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	2,343.75	.00	1,706.00	1,950.25	67.5%
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	348.12	.00	100.0%
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	10,841.00	.00	100.0%
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	254.00	364.84	77.9%
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%

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			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	20,833.30	.00	.00	4,166.70	83.3%
52602074 SEWER TREATMENT PLANT									
52602074	511001	SALARIES - FULL TI	421,120	421,120	340,391.51	.00	.00	80,728.49	80.8%
52602074	513001	OVERTIME - REGULAR	32,500	32,500	21,411.21	.00	.00	11,088.79	65.9%
52602074	515001	ON CALL	29,438	29,438	24,796.91	.00	.00	4,641.09	84.2%
52602074	516000	LONGEVITY	600	600	600.00	.00	.00	.00	100.0%
52602074	521100	HEALTH INSURANCE	141,410	141,410	85,011.16	.00	.00	56,398.84	60.1%
52602074	521200	DENTAL INSURANCE	1,794	1,794	1,456.01	.00	.00	337.99	81.2%
52602074	521300	LIFE INSURANCE	753	753	604.15	.00	.00	148.85	80.2%
52602074	522000	SOCIAL SECURITY CO	33,794	33,794	28,973.36	.00	.00	4,820.64	85.7%
52602074	523000	RETIREMENT CONTRIB	50,740	50,740	40,657.58	.00	.00	10,082.42	80.1%
52602074	526000	WORKERS' COMPENSAT	4,316	4,316	4,316.00	.00	.00	.00	100.0%
52602074	528001	IPT	3,766	3,766	2,944.40	.00	.00	821.60	78.2%
52602074	533000	OTHER PROF SERVICE	155,000	155,000	29,974.95	.00	55,015.00	70,010.05	54.8%
52602074	533006	LABORATORY SERVICE	116,428	116,428	35,479.97	.00	16,957.55	63,990.48	45.0%
52602074	534009	INDUSTRIAL PRETREA	32,755	32,755	11,867.35	.00	5,942.40	14,945.25	54.4%
52602074	543000	REPAIR AND MAINTEN	65,931	65,931	30,285.13	.00	10,913.94	24,731.93	62.5%
52602074	543002	EQUIPMENT MAINTENA	115,023	115,023	64,403.60	.00	23,236.62	27,382.78	76.2%
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	7,993.10	.00	1,769.27	789.63	92.5%
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	331.11	399.37	73.4%
52602074	561002	BUILDING MAINT SUP	7,450	7,450	2,371.23	.00	953.04	4,125.73	44.6%
52602074	561010	CLOTHING	9,025	9,025	5,096.26	.00	2,191.42	1,737.32	80.7%
52602074	561015	SAFETY EQUIPMENT &	6,200	6,200	2,041.44	.00	71.90	4,086.66	34.1%
52602074	561031	CHEMICAL	339,448	339,448	57,913.37	.00	38,465.83	243,068.80	28.4%
52602074	561037	LABORATORY SUPPLIE	26,348	26,348	12,597.62	.00	648.30	13,102.08	50.3%
52602074	561040	EQUIPMENT REPAIR S	78,270	78,270	49,551.75	.00	28,086.87	631.38	99.2%
52602074	562200	ELECTRICITY	380,000	380,000	316,954.86	.00	.00	63,045.14	83.4%
52602074	562400	HEATING FUEL	38,000	38,000	17,737.12	.00	.00	20,262.88	46.7%
52602074	573900	OTHER EQUIPMENT	14,843	14,843	14,296.32	.00	423.86	122.82	99.2%
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	24,333.00	.00	.00	6,234.00	79.6%
52602470	516000	LONGEVITY	100	100	100.00	.00	.00	.00	100.0%
52602470	521100	HEALTH INSURANCE	8,546	8,546	9,545.61	.00	.00	-999.61	111.7%*

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	ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602470 521200 DENTAL INSURANCE	223	223	178.17	.00	.00	44.83	79.9%
52602470 521300 LIFE INSURANCE	60	60	41.91	.00	.00	18.09	69.9%
52602470 522000 SOCIAL SECURITY CO	2,064	2,064	1,630.52	.00	.00	433.48	79.0%
52602470 523000 RETIREMENT CONTRIB	3,451	3,451	2,759.15	.00	.00	691.85	80.0%
52602470 526000 WORKERS' COMPENSAT	62	62	62.00	.00	.00	.00	100.0%
52602470 528001 IPT	363	363	253.58	.00	.00	109.42	69.9%
52602470 543000 REPAIR AND MAINTEN	600	600	600.00	.00	.00	.00	100.0%
52602470 553400 POSTAGE FEES	8,256	8,256	6,710.52	.00	.00	1,545.48	81.3%
52602470 555000 PRINTING AND BINDI	350	350	90.00	.00	.00	260.00	25.7%
52602470 561003 OFFICE SUPPLIES	300	300	254.27	.00	45.73	.00	100.0%
TOTAL SEWER ENTERPRISE FUND	0	0	1,433,767.10	.00	205,750.47	-1,639,517.57	100.0%
TOTAL REVENUES	-6,825,394	-6,825,394	-3,099,143.17	.00	.00	-3,726,250.83	
TOTAL EXPENSES	6,825,394	6,825,394	4,532,910.27	.00	205,750.47	2,086,733.26	
GRAND TOTAL	0	0	1,433,767.10	.00	205,750.47	-1,639,517.57	100.0%

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## Utility Advisory Board Meeting May 9, 2016 Agenda Item

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### **Follow up from last month's discussion regarding possible Leak Abatement Policy**

#### **Summary:**

At last month's UAB Meeting there was discussion about drafting a one-time leak abatement policy that mirrored what the Town of Exeter had developed. It was suggested that a draft policy be presented to the Public Works Committee. Recommendations could then be forwarded to the Codes and Ordinances Committee. The Public Works Committee discussed it at their meeting of April 21, 2016 - Minutes are provided below.

A draft policy is attached based on the Town of Exeter's. The City Attorney confirmed that we can implement a Leak Abatement Policy as a stand-alone policy. We would not have to amend the City Ordinances in Chapters 16 and 17, for Sewer and Water, respectively. Both Ordinance Chapters currently have an Appeals Process which indicates that an "aggrieved user" can contest a bill and the claim will be referred to the Utility Advisory Board. The UAB can simply utilize the Leak Abatement Policy for consideration in making any billing adjustments as long as the Policy is applied consistently and equally.

#### **Utility Billing Quarterly Invoicing – Referred from UAB**

*Mr. Storer stated that the issue of monthly billing had been referred to the Utility Advisory Board (UAB) by this Committee. He stated that it had come up at the March Public Works Committee Meeting due to a landlord issue raised by a property owner in Gonic. That owner had a tenant that did not report a leaking fixture. Mr. Storer stated that monthly billing would have alerted the landlord much sooner and would do so for all property owners. He stated that the UAB understood and agrees that monthly billing would be optimal but it is not a cost effective option at this time. Mr. Storer stated that the UAB was in favor of an abatement policy that would provide landlords and other property owners with a onetime credit for these types of issues. Mr. Storer stated that he had found sample abatement policies on line at the Town of Exeter's website and he stated that he found two others. One was in Maine and one in Massachusetts but all were similar. Councilor Keans asked if landlord tenant issues were typically the problem. Mr. Storer stated that those issues did account for many of the abatements, but plumbing leaks, irrigation and other issues do occur and result in many abatements. He cited vacant property issues where plumbing has frozen and caused extremely high bills. Councilor Keans stated that landlords need to be responsible for issues at their properties. Councilor Willis stated that an ordinance that governed the abatement policy would make UAB decisions to deny or abate more uniform. Mr. Fitzpatrick stated that of the few petitions he has heard at his level it is easy to follow the ordinance and the UAB decisions. He stated in rare instances of hardship he has modified the UAB decisions or granted additional hardship abatements. Councilor Varney stated that the example lists negligence as a reason to deny abatements and asked if the UAB would be able to determine negligence. Mr. Storer stated he believed that they would be able to. Councilor Varney suggest that Mr. Storer draft a policy and bring it back to the Committee next month. He said the Committee could then send it to the UAB for review prior to sending it to the Codes and Ordinance Committee.*

## **POLICY ON WATER & SEWER ADJUSTMENTS**

It is the policy of the City of Rochester not to grant adjustments to water & sewer bills unless the problem rests within the City's system. However, the City recognizes that a high bill resulting from accidental, unpreventable water release can present financial hardship to a customer. While most water releases are preventable, there are certain circumstances when an accidental water release cannot be reasonably prevented. The intent of this policy is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release.

### **Adjustment Determination 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 City 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 City can only speculate that the customer has located and repaired or corrected said source. If the customer claims that said source never existed, the City 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 City staff and the Utility Advisory Board, the City 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, 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 City staff or the Board. The City staff and Utility Advisory Board 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 City 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.

**The following example shows how the abatement is calculated based on rates in effect as of 5/1/16:**

**Water Impact** – Rate \$4.81 per 1 unit of consumption

Note: 1 unit of consumption = 100 cu. ft. = 748 gallons

	Consumption	Dollar Amount
Total Usage (1 quarter)	70 units (52,360 gallons)	\$336.70
3 year average (quarterly average)	14 units (10,472 gallons)	\$67.34
Excess above average	56 units (41,888 gallons)	\$269.36
<b>Half of excess abated</b>	<b>28 units (20,944 gallons)</b>	<b>\$134.68</b>
Remaining excess - Customer responsibility	28 units (20,944 gallons)	\$134.68
3 year average (quarterly average)	14 units (10,472 gallons)	\$67.34
<b>Total remaining bill due</b>		<b>\$202.02</b>

**Sewer Impact** – Rate \$6.24 per 1 unit of consumption

Note: 1 unit of consumption = 100 cu. ft. = 748 gallons

	Consumption	Dollar Amount
Total Usage (1 quarter)	70 units (52,360 gallons)	\$436.80
3 year average (quarterly average)	14 units (10,472 gallons)	\$87.36
Excess above average	56 units (41,888 gallons)	\$349.44
<b>Half of excess abated</b>	<b>28 units (20,944 gallons)</b>	<b>\$174.72</b>
Remaining excess - Customer responsibility	28 units (20,944 gallons)	\$174.72
3 year average (quarterly average)	14 units (10,472 gallons)	\$87.36
<b>Total remaining bill due</b>		<b>\$262.08</b>

**The above policy replaces all existing water and sewer adjustment policies.**