



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: October 4, 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 Tuesday, October 11, 2016 at 5:30 P.M. in the City Hall Council Conference Room.

AGENDA

1. Call to Order
2. Fieldstone Village Account #060591 Flat Rate W&S (Memo Page 3)
3. Acceptance of September 12, 2016 Minutes (Page 8)
4. Appeals
 - 4.1 Cheng Kam Chu (Page 11)
8 Fortier Dr
Rochester, NH 03867
RE: 13 Moores Ct
 - 4.2 Dorothy Osgood (Page 5)
3 Gloria St
Rochester, NH 03867-1807
RE: 3 Gloria St
 - 4.3 Roman Catholic Bishop (Page 34)
d/b/a Holy Rosary Parish
189 No Main St
Rochester, NH 03867
RE: 83 Brock St
 - 4.4 Susan Hussey Page 44)
4 Westview Dr
Rochester, NH 03867-5010
RE: 4 Westview Dr
 - 4.5 Jean Glidden (Page 52)
84 Flagg Rd

Rochester, NH 03839-4919
RE: 84 Flagg Rd

4.6 Peter Burell (Page 63)
776 B Salmon Falls Rd
Rochester, NH 03868-5910
RE: 776 B Salmon Falls Rd

4.7 Amy Lavoie (Page 69)
59 Ten Rod Rd
Rochester, NH 03867-4285
RE: 59 Ten Rod Rd

4.8 Benjamin Shaw (Page 77)
312 Salmon Falls Rd
Rochester, NH 03868-8504
RE: 312 Salmon Falls Rd

4.9 Paul & Judith Miller (Page 85)
325 Salmon Falls Rd
Rochester, NH 03868
RE: 325 Salmon Falls Rd

4.10 Nicholas & Jenna Pray (Page 92)
364 Salmon Falls Rd
Rochester, NH 03868-8504
RE: 364 Salmon Falls Rd

4.11 First United Methodist Church (Page 99)
34 So Main St
Rochester, NH 03867-2702
RE: 36 So Main St

4.12 James & Barbara Graham (Page 110)
17 Brookfield Dr
Rochester, NH 03867-3707
RE: 17 Brookfield Dr

4. Finances (Water Page 118 & Sewer Page

5. ~~Adjournment~~

Copy to:
Blaine M.Cox, Deputy City Manager

To: Utility Advisory Board
From : Fieldstone Village Cooperative, Inc
10/11/2016

Water Metering of Fieldstone Village Cooperative, Inc.

On April 26, 2006 Fieldstone Village Cooperative, Inc. received correspondence from the City of Rochester regarding a shortage of payment regarding water and sewer expenses in the amount of \$18,969.72 from April of 2002 through April of 2006. Negotiations ensued and payment was made in the amount of \$9,995.70. No reasoning was ever given for the shortage and the bill continued to increase dramatically over the years.

During a City Council meeting in the summer of 2011, members of the City Council indicated that Fieldstone Village Cooperative, Inc. should not be provided with water and sewer services as the park was not metered and the Council members who spoke indicated that Fieldstone Village Cooperative Inc. was not paying a fair share of water and sewer costs.

Members of Fieldstone Village Cooperative, Inc. attended the next month's City Council meeting and advised the City Counsel that they were, in fact, paying more than there fair share of water and sewers costs in the amount of approximately \$10,000 per month (\$120,000.00 per year).

Fieldstone Village Cooperative, Inc. and the members of the Public Works Dept met on numerous occasions to address these issues, including the water flow, ownership of the properties and master metering the park.

In the spring of 2014, Fieldstone Village Cooperative, Inc. was advised by the Public Works Dept that the master meter project had been included in the City's Budget. On June 6, 2014, Fieldstone Village Cooperative, Inc. inquired as to the status of the City's Budget. Fieldstone Village Cooperative, Inc. was advised that the budget had passed and on July 7, 2014 a representative from the Public Works Dept indicated that the budget had passed.

From July 7, 2014 until today we have been in touch with the Public Works Dept in order to complete this project and we are still no further in the process of metering Fieldstone Village Cooperative, Inc.

The current water bill is \$10,817.00 per month (\$129,804 per year in water/sewer bills are being paid to the City of Rochester). The water and sewer rate is based on an average of 300 living in the park, estimated at a flat rate. There are 100 homes in the park, so each home is paying approximately \$108.17 per month in water and sewer bills at the flat rate.

A review of numerous homeowners in and around the City of Rochester indicate that the average water bill is **substantially** lower that what is being charged to Fieldstone Village Cooperative.



City of Rochester Dept of Public Works

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

Memo

To: Utility Advisory Board
From: John B. Storer, P.E. Director of City Services
CC: Dan Fitzpatrick, City Manager
Date: October 4, 2016
Re: Fieldstone Village – Utility Billing Acct# 060591

Representatives from Fieldstone Village will attend the next UAB Meeting to discuss a possible bill abatement on their Water and Sewer bills, as they are frustrated that installation of a City-funded master water meter has not occurred yet. Fieldstone Village has about 100 units, does not have any water meters, and is billed on a flat-rate basis which totals \$10,817.33 per month (Water = \$4162.33, Sewer = \$6655.00).

Fieldstone Village is the last remaining multi-unit flat-water customer. For the sake of comparison, we reviewed the metered use of 4 similar customers: Briar Ridge, Windswept Acres, Hideaway Village Co-op, and Moose Lane. We went back over 3 years of bills and determined that the average use was 4.5 units of water, per building, per month. Applying this baseline to Fieldstone's total units would generate a monthly, combined water and sewer metered bill of about \$4,973.

Based on current scheduling, installation of a dedicated water main and new master meter probably won't occur until May 2017. We hoped to have construction underway this fall, but there were 2 easement issues that need to be addressed, and the City's on-call contractor (S.U.R. Construction) has a backlog of work extending into the winter.

In reviewing the history of the pending project, NH DES issued the City a letter on January 11, 2013, requesting the development of a plan to meter water use at Fieldstone Village. The City subsequently retained Underwood Engineers to explore options for consideration. Based on the City's desire not to individually meter mobile homes, the recommended approach was to install a parallel water transmission main that would allow for the installation of a single master meter to serve the entire complex. Individual metering would not track any leaks within the private piping system that serves the park.

The City Council appropriated money in both the FY15 (\$150,000) & FY16 (\$300,000) budgets for a total of \$450,000 to install a new, parallel water transmission main that will run across Fieldstone

Lane. The new water main will allow the entire Fieldstone Village community to be served by one large master meter.

To provide more background information, excerpts from the Minutes of the Public Works & Building Committee are cut & pasted below where discussion of Fieldstone occurred.

July 21, 2011 - Flat Rate Water Customers-Fieldstone Village

Chairman Torr asked the Commissioner how many flat rate residential customers were on the City's water system. Commissioner Esterberg stated that this like a mobile home park or a condominium association as it considered one entity; however she further stated that there are not any single family homes on flat rate water and sewer. Chairman Torr also asked if the entire park was on the sewer system. Ms. Crawford, the park association president, stated that although several of the homes were on a pump line that pumps up to the city's line, all of the homes have city sewer. Chairman Torr asked the Commissioner to give him the average cost for water and sewer per home in this park. The Commissioner explained that the park is billed \$10,517 per month X 3 quarters = \$31,551 divided by 100 homes, would be \$315.51 per quarter per home. Chairman Torr asked the Commissioner if this would be considered a high amount. The Commissioner explained that the average four person home uses approximately twenty-four units per quarter that would be approximately \$250 per month. Ms. Crawford stated that many of these homes only have two person households. The Commissioner stated that some may have more than four as well. Chairman Torr asked why there is not a master meter as is the case in the many other mobile home parks and condominium associations in town. The Commissioner stated that the ten inch water main that runs through this park is looped to the Milton Road line and that the water runs in two directions. Your standard meter only measures one directional flow. The Commissioner stated that some of these homes are tied directly into the main line and some are tied off from smaller six and eight inch lines running down the individual streets. The Commissioner stated that there is not a practical way to put in a master meter. She further stated that the only way that the each home could be billed for actual usage was to install individual meters. The Commissioner stated that this option would not pick up the water loss that might be occurring under ground. Mayor Jean stated that we are not currently accounting for that now. Chairman Torr asked how much the individual meters would cost per home. The Commissioner stated that at a minimum it would be three hundred dollars per home for parts and installation. The Commissioner stated that they would also have to install individual shut offs in order to facilitate turning off a service for non-payment. Chairman Torr asked if there were existing shut offs. Ms. Crawford state that some homes have them and some do not. She also stated that some were not operational. Mayor Jean asked the Commissioner if it would be possible to put in a single line for this park to tie into. The Commissioner stated that it would be possible but very costly. Councilor Walker stated that a solution that would allow the individual homes to be metered and one that would account for any losses in the streets would be the best solution. He further stated that it is an idea worth exploring. Ms. Crawford stated that she has several plans that might be helpful to the City as far as determining the size of the lines with in the park. Chairman Torr suggested she get them to the people at public works. Ms Crawford stated that she would.

August 18, 2011 - Flat Rate Water Customers-Fieldstone Village

Commissioner Esterberg stated she and the City Engineer had met with Fieldstone Village's association president, Joanne Crawford. They had a lengthy discussion regarding the options that the Fieldstone community would have in regards to metering the water consumption instead of the current flat fees that they are being charged. The options discussed included putting in new water mains, mag meters and the cost of individual meters and individual water shut offs. Mrs. Crawford had stated in a prior conversation that she would bring plans depicting the water line location to the meeting. She was unable to obtain those drawings and would like to meet at a later date to further

discuss the issue. Commissioner Esterberg stated that when we hear back from Ms. Crawford then the staff would continue to assist them in finding a solution.

September 19, 2013 - Fieldstone Village Water / Metering

Mr. Nourse stated that some time ago the City had received a letter from the State of NH Department of Environmental Services (NHDES) regarding the lack of metering on this mobile home park. The letter stated the NHDES preference for meter water services. Councilor Labranche asked what the states interest is. Mr. Nourse stated that these residents are billed a flat rate which is not necessarily equitable amongst the users and conservation and leak identification as the NHDES concern. Councilors Keans and Walker suggested that the park owners are responsible to install their own meters. Councilor Varney also stated that this should not be a City expense. Mr. Nourse stated that there is conflicting information as to water mains with in the park. He said that it is not known if the water supply is just from the two directional main that flows through there then goes cross country to the Lilac Mall, or if they also are fed from an 8" line that goes directly to their system from Eastern Ave. Mr. Nourse stated that he had recently met with the new President of the Board, Jim Collins, for this co-op park. He stated that Mr. Collins is trying to come up with a plan to get the system metered. Mr. Nourse suggested that the first thing this park needs to do is establish what is underground by having a survey completed. Mr. Nourse stated that he believed that Mr. Collins is going to suggest that action to be completed to his Board and homeowners. Mr. Nourse stated that we will wait to hear back from Fieldstone Village or the state.

January 15, 2015 - Fieldstone Village Meters

Mr. Nourse stated that Underwood Engineers had been asked to look into the metering situation at Fieldstone Village. He stated this is a privately owned cooperative mobile home park off from Eastern Avenue. He stated that the State of NH had sent a letter to the City a few years back stating that the City is required to meter this Mobil home park. Councilor Torr asked how many homes were in the park. Mr. Nourse stated approximately 100 homes and that this association is paying flat rate water and sewer for each of them. He stated that it is likely when the park is metered properly we will find that they have been paying significantly more than what they would have if they had been metered. He believes that the City will be receiving as much at 30 to 50 thousand dollars less annually. He then introduced Underwood Engineers, Keith Pratt and Michael Unger. Mr. Pratt stated that he is the president of the company and he has come along to meet the Committee but he will have Mr. Unger the project manager discuss their findings. Mr. Unger stated that with help from the City staff they had done extensive investigation into the area and that they believe that all of the streets and approximately 12 to 16 homes on Village Lane are all tied into the two directional 10 inch main that flows from Eastern Avenue through the park and cross country to the Lilac Mall. Mr. Unger stated that there is an 8 inch main that comes in from Eastern Ave but it appears to terminate just inside the park. Councilor Keans asked how can they be sure that nothing is tied into that line. Mr. Unger stated that the City staff turned the gate off a few months ago and nobody had any problems with low pressure or lack of water. Mr. Unger stated that he has looked at several options for metering the water. One option was to put in a master meter at each street entrance (4) and each of the homes that are tied directly to the main (14) and then they would receive 18 invoices each month, or one totaling all meters. He further stated that an option also explored putting in a meter at each individual home, but that wouldn't solve the issue of metering for leaks which is the State of NH's concern. Mr. Unger stated that they had also looked into the installation for a mag meter that would measure two directional flows on that 10 inch main, but stated it was ruled out as the margin of error with these meters could result in significant over charges and undercharges. Mr. Unger stated that the option they would recommend would be to install a new parallel water main from Eastern Avenue through the park and tie it into the cross country line. He suggested that the section that has all of the streets and homes tied into it could then be isolated and a master meter could be installed that would meter

the parks consumption. Councilor Varney asked the cost of this option. Mr. Unger stated that costs could run from \$287,000 to \$367,000. Mr. Nourse stated that he had discussed the project with a local contractor and if done as a design build project it might be completed for \$275,000. There was discussion of how Fieldstone Village might participate in the cost of the water main project. Mr. Nourse stated that with the fees they are currently paying they are unable to fund much of this. Mr. Nourse stated that he has remaining funds and he has put the project into the proposed FY2016 CIP. Councilor Varney liked the idea of having the Co-op fund some of the cost with the monthly savings for a time period to be determined and set up in advance with a written agreement. He suggested that the City attempt to negotiate something with the park.

January 21, 2016 - Fieldstone Village Meter Project.

Councilor Varney asked about the status. Mr. Storer stated that he would look into the status and get back to the Committee.

February 18, 2016 - Fieldstone Village

Mr. Storer stated that since the mention of this project at last month's committee meeting he has met with staff and reviewed the consultant reports to determine the scope of the project. He stated that he has also been discussing the project with Mr. Creteau from SUR Construction. Mr. Storer stated that the department would like to do the project as a design build with SUR using the pricing in the Construction Contracted Services bid to save the City the expense of drawing up bid documents and going out to formal bid. Mr. Storer stated that the project basically entails running a parallel line down Village Lane to tie in the existing lines and services to that main. He stated that we would have a master meter for billing and determining leaks within the private piping servicing the cooperative. This would meet the Co-ops expectations and the State of NH expectations.

March 17, 2016 - Fieldstone Village Water Meter

Mr. Storer stated that he had met with the City contracted service vendor in regards to the project. He stated that they had come up with a plan that is well within the limits of the current funding. He stated he had also met with the Co-Op Officers regarding their ability to participate in cost sharing. He stated that it was not likely they would be able to contribute financially and thought he should let the Committee know.

**Utility Advisory Board
September 12, 2016 5:30 P.M.
City Hall Council Conference Room**

MEMBERS PRESENT

Dan Peterson, Chairman

Shawn Libby

Thomas H. Willis, Jr

OTHERS PRESENT

John B. Storer, PE Director of City Services

Robert Lemoine, 504 Oakridge Condo

Norbert Hamann, 189 North Main St.

MINUTES

1. Call to order:

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

2. Appeals -

2.1 504 Oakridge Condo - Robert Lemoine

The appellant, Robert Lemoine was present. Mr. Lemoine stated that he had no additional documents to provide as requested at last month's meeting and has no explanation for the usage. The meter test came back normal. New tenants moved in on 2/1/2016 and the property had set vacant for a couple of months before that. Mr. Lemoine stated they did not see any leaks. After a discussion on the new Water & Sewer Adjustment policy, the board made the following motions.

Mr. Willis made a motion to abate 50% of the above average water & sewer use per the new policy. The motion stipulated that the water abatement is \$420.88 (87.5 units). The sewer abatement is \$546.00 (87.5. The motion also stipulated the abatement of all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

2.2 83 Brock Street, Holy Rosary Cemetery – Norby Haman

The appellant Mr. Hamann was present. Mr. Hamann explained that there are two meters on the cemetery property, one for outside watering and one for a locked bathroom for two employees only. The high usage was in the bathroom meter. Mr. Hamann stated that the meter has been pulled to be tested by the city.

Chairman Peterson made a motion to table the appeal until the meter test result comes back. Mr. Willis seconded the motion. The motion passed unanimously.

2.3 665 Portland Street – Matthew Cheney

The appellant was not present for the meeting. This appeal was tabled last month to allow further information to be given by the homeowner. Mr. Cheney informed the Billing Office Staff that he found a toilet running intermittently in his home and that it was repaired. The board discussed the abatement request. The water was used, it did enter the sewer system, and the usage does not meet the criteria for new Water and Sewer Adjustment policy. The following motions were made.

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

2.4 29 Park Street – Courtney Morgridge

The appellant was not present for the meeting. Director John Storer explained that he was unable to establish an average use due to fluctuations in new owners meter readings so he determined an abatement amount based on the dimensions of the foundation and assumed the 4 inches of standing water as indicated on Ms. Morgridge's appeal.

Chairman Peterson made a motion to abate 3 units of sewer at \$6.24 each for a total of \$18.72 plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

2.5 30-32 Common Street – Kenneth Powers

The appellant was not present for the meeting. The abatement requested was for \$60 for on/off charges for non-payment. Mr. Libby referenced the pertaining City Ordinances and the Board made the following motions.

Mr. Libby made a motion to deny the requested abatement. Mr. Willis seconded the motion. The motion passed unanimously.

2.6 13 Jacobs Drive – Robert Roper

The appellant was not present for the meeting. The board discussed the appeal which noted that both toilets at the property were leaking and were repaired by a plumber.

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

3. Approval of the July 18, 2016 Minutes

Mr. Willis made a motion to accept the July 18, 2016 meeting minutes as presented. The motion was seconded by Mr. Libby. The motion passed unanimously.

4. New Water and Sewer Adjustment Policy

The Board had a brief discussion regarding this policy. The Board noted the one time

in a ten year period for adjustment. They stressed that property owners will need to be made clear on that portion of the policy.

5. **October 2016 Meeting Date**

The Board discussed availability for October's meeting as the next scheduled meeting falls on Columbus Day. The Board agreed on a new date of Tuesday, October 11th, 2016 at 5:30PM pending availability of the City Council Conference Room.

6. **Resignation**

Chairman Peterson gave his resignation beginning January 2017. The board wished him well.

7. **Adjournment:**

Chairman Peterson made a motion to adjourn at 6:17PM. The motion was seconded by Mr. Willis. The motion passed unanimously.

*Minutes respectfully submitted by Samantha Juneau,
City of Rochester Utility Billing Administrator*



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: October 4, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 5/27/16

Customer Name: Cheng Kam Chu

Account: 042600

Service Address: #13 Moores Ct

Rochester NH 03867

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

Recommendations

I recommend an abatement of 74 units of water and sewer on the invoiced amount.

The above recommendation is based upon the following findings:

1. Per City Ordinance 17.20 Appeals: 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.
2. May 2016 bill was high due to leaking toilet that has been repaired.
 - a. Usage on the disputed 5/25/16 invoice is 181 Units
 - b. Average 3 year use prior to leak 33.25 Units
 - c. Estimated Usage over 3 year average 147.75 Units
 - d. Half of Excess Abated 74 Units

Value of 74 Units of Water at the current water rate of \$4.81 = \$355.94.

Value of 74 Units of Sewer at the current sewer rate of \$6.24 = \$461.76.

Total abatement = \$817.70 plus accrued interest.


John B. Storer, PE
Director of City Services

10/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: September 21, 2016
SUBJECT: Cheng Kam Chu
PROPERTY: 13 Moores Ct

Please find attached the original Appeal from the July UAB and updated consumption history for the above account.

The customer is filing an appeal for water usage due to a leaking toilet, which has been repaired.



City of Rochester, New Hampshire

Utility Billing Office

19 Wakefield Street Rochester, NH 03867
(603) 332-3110 or Fax (603) 335-7501

July 21, 2016

Kam Chu Cheng
8 Fortier Dr
Rochester, NH 03867-1105

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board
at its meeting held **July 18, 2016.**

The decision of the Board was to:

<input type="checkbox"/>	Abate the amount of \$ _____ and any accrued interest charges if applicable
<input type="checkbox"/>	Abate the amount of \$ _____, with the following stipulation:
<input type="checkbox"/>	Deny your appeal.
<input checked="" type="checkbox"/>	Tabled your appeal pending City Council review and approval of proposed changes to abatement policy.
<input type="checkbox"/>	Refer the appeal to the City Manger for further review/discussion
<input type="checkbox"/>	Other

Please contact the Utility Billing Office at 332-3110 or 335-7501 if you have any questions.

Sincerely,

Lisa J. Clark
Office Manager
City of Rochester

Account #042600

3 year Consumption History

Date	Units	
8/16	52	
2/16	16	
11/15	44	
8/15	27	
5/16	-19	
2/15	29	estimate
11/14	45	
8/14	40	
5/14	29	
2/14	20	
11/13	76	
8/13	40	
	399	Average Consumption for 3 years
		33.25

5/16 181 Excluded from average

Account Number	Customer # Name	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Amt	Status
Service	Mfr Meter Number				By				Usage								
042600	300016	CHENG KAM CHU			012400460000				13	MOORES	CT						Active
100	1 RES WATER		A	08/02/2016		13945859		1,344	52			0	250.12			574.60	
100	1 RES WATER		A	05/05/2016		13938283		1,292	181			0	870.61			2,000.05	
100	1 RES WATER		A	02/05/2016		13930846		1,111	16			0	76.96			176.80	
100	1 RES WATER		A	11/09/2015		13923449		1,095	44			0	208.07			482.63	
100	1 RES WATER		A	08/07/2015		13916002		1,051	27			0	126.09			294.57	
100	1 RES WATER		A	05/07/2015		13908486		1,024	-19			0	-88.73			.00	
100	1 RES WATER		E	02/20/2015		13901134		1,043	29			0	135.43			316.39	

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

10/05/2016 10:03
lisa

CITY OF ROCHESTER
UB Consumption History Report

1
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ubcnsing

Account Number	Customer # Name	Parcel	Bill #	Curr Read	Location	Status
Service	Mfr Meter Number	By			Usage Repl Usage Charge Amt Billed Amt	
042600	36301	FEDERAL HOME LOAN MORT CORP	012400460000		13 MOORES CT	Active
100 -	SENS69890660	F 12/05/2014	13895147	1,014	0 <i>excluded</i>	30.00
100 -	SENS69890660	A 11/07/2014	13893754	1,014	45 <i>-Final</i>	490.95
100 -	SENS69890660	A 08/05/2014	13886355	969	40	506.40

Account Number	Customer # Name	Cd	Read Date	Time	Parcel	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
Service	Mfr Meter Number				By							
042600	27869	CORSON KEITH M			012400460000			13 MOORES CT				Active
100	1 RES WATER	SENS69890660	A	05/02/2014		13878855	929	29	0	134.85	315.81	
100	1 RES WATER	SENS69890660	A	02/04/2014		13871556	900	20	0	92.00	216.80	
100	1 RES WATER	SENS69890660	A	11/06/2013		13864231	880	76	0	349.60	823.84	
100	1 RES WATER	SENS69890660	A	08/07/2013		13856856	804	40	0	184.00	433.60	
100	1 RES WATER	SENS69890660	A	05/09/2013		13849432	764	21	0	96.60	227.64	
100	1 RES WATER	SENS69890660	A	02/06/2013		13842150	743	31	0	141.71	334.10	
100	1 RES WATER	SENS69890660	A	11/07/2012		13834837	712	23	0	103.27	243.80	
100	1 RES WATER	SENS69890660	A	08/07/2012		13827480	689	30	0	134.70	318.00	
100	1 RES WATER	SENS69890660	A	05/07/2012		13820102	659	57	0	255.93	604.20	
100	1 RES WATER	SENS69890660	A	02/07/2012		13812840	602	46	0	206.54	487.60	
100	1 RES WATER	SENS69890660	A	11/04/2011		13805553	556	45	0	202.05	477.00	
100	1 RES WATER	SENS69890660	A	08/03/2011		13798249	511	43	0	184.75	440.82	
100	1 RES WATER	SENS69890660	A	05/04/2011		13790904	468	97	0	416.13	993.28	

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

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 5/27/16

1. Date of Appeal: 5.27.16
2. Property Owner's Name: Kam Chu Cheng Account #: 042600
3. Billing Address: ~~13 Moores St~~ 8 Fortier Dr.
Rochester NH
03867
4. Service Location: 13 Moores Ct. Rochester Zip Code NH 03867 03867
5. Owners Representative: Chun Cham Kwok
6. Owners Representative's Signature: Chun Cham Kwok
7. Phone #: _____ Cell: 646 413 8715
8. Email Address: kmk12351@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 2.6.16 to 5.5.16
10. Abatement is being requested for:
- a. How many units of water 160 x 4.67 = \$ 747.20
- b. How many units of sewer 160 x 6.24 = \$ 998.40
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 1745.60

11. Explanation of Appeal Request:

Tenants' toilet kept leaking. The owner
didn't know until he informed on 25th of May
and had it repaired right away.

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. The leak has been repaired

Who made the repair? Owner's Representative right away

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

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

Yes, can't afford it at the season for for material used
real estate tax and high water bill coming. on 25th of May
Please help. Thank You.

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.

May 26, 2016

To whom it may concern:

Recently we had a leak in our toilet at 13 moors ct floor 1. We noticed it a couple of times and my husband thought he fixed it. In the mean time I was rushed to the hospital and was very ill. My husband stayed at the hospital with me and we think it could have been leaking the whole time. I was in the hospital quite a while. When I finally came home we called the landlord to come fix the problem.

If there any way you could help us with this problem we would appreciate it.

Thank you
Geraldine Markham

P.S. We are elderly on a fixed income and really can't help with this bill.



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
13938283	042600	05/25/2016	06/27/2016	0.00	.00	2,000.05
						Amount Due
						\$2,000.05

042600
CHENG KAM CHU
8 FORTIER DR
ROCHESTER, NH 03867-1105

Please Note Address Correction Below:

Name _____

Street _____

City _____ State _____ Zip _____



92096042016413938283200002000057

✕ 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			
CHENG KAM CHU			13 MOORES CT /			
Bill Number	Account Number		Past Due Date		Bill Date	
13938283	042600		06/27/2016		05/25/2016	
Description	Read Date	Previous	Meter Readings		Usage In 100 cu. feet	Charge
RES WATER	Current	Previous	Current	Previous		
RES SEWER	05/05/2016	02/05/2016	1292	1111	181	870.61
					181	1,129.44

039961300348 3"FLUSH <A> 14.98
 3" UNIVERSAL FLUSH VALVE
 028400420549 LAYS <A> 1.49
 REG LAYS

SUBTOTAL 16.47
 SALES TAX 0.00
 TOTAL \$16.47

XXXXXXXXXXXX1000 AMEX USD\$ 16.47

AUTH CODE 866839/5571344 TA
 Chip Read
 AID A000000025010801 AMERICAN EXPRESS
 TVR 0000008000
 IAD 06720103602002
 TSI F800
 ARC 00

PRO XTRA MEMBER STATEMENT

PRO XTRA ###-###-8715 SUMMARY
 THIS RECEIPT PO/JOB NAME:

PRO XTRA SPEND THIS VISIT: \$16.47

2016 PRO XTRA SPEND 05/22: \$7,657.66

INCLUDES:

Pro Xtra 2016 Savings \$3.19

As of 05/23/2016 your Paint Rewards level is Pro Xtra Paint Rewards; Spend 1351.70 more in qualifying paint purchases to earn Bronze (10.0% off) on select paint items.

This purchase qualifies for FUEL DISCOUNTS and 60 DAYS TO PAY on The Home Depot Commercial Credit Card. Ask an Associate to learn more or go to homedepot.com/financeoptions.



3489 57 22418 05/23/2016 7145

RETURN POLICY DEFINITIONS

POLICY ID	DAYS	POLICY EXPIRES ON
A 1	90	08/21/2016

THE HOME DEPOT RESERVES THE RIGHT TO LIMIT / DENY RETURNS. PLEASE SEE THE RETURN POLICY SIGN IN STORES FOR DETAILS.

BUY ONLINE PICK-UP IN STORE
 AVAILABLE NOW ON HOMEDEPOT.COM.

Account: 042600

[2011-02-14 09:39:48 am]: MAILING ADDRESS SHOULD BE: 307 OLD PITTSFIELD RD., NORTHWOOD, NH 03261-3619
[2011-05-11 10:07:38 kathy]: SENT LEAK LETTER
[2011-11-07 15:49:47 kathy]: ON LINE BANK CHECK WILL BE HERE 11/14/11
[2013-05-08 08:32:21 am]: HE CALLED AND LEFT MESSAGE - PAST DUE PAYMENT BEING MAILED AND SHOULD BE HERE BY 5/13
[2014-02-06 09:36:24 am]: NOTICE OF MORTGAGEE FORECLOSURE SALE TO BE EFFECTIVE 2/21/14
[2014-02-07 08:27:29 am]: HE CALLED - WILL PAY PAST DUE NEXT WEEK APPROX 2/14
[2014-02-13 11:33:25 am]: NEW PAYMENT ARRANGEMENT INCLUDING FEBRUARY BILL - \$355.00 DUE ON THE 10TH OF MARCH, APRIL AND MAY - VOID
[2014-03-20 08:54:47 am]: FORECLOSURE POSTPONED UNTIL 4/25/14
[2014-06-05 15:06:30 kathy]: SERVICE CALL FOR NON-PAYMENT 6/03/14
[2014-06-13 11:31:03 am]: LIEN FILED 5/30/14, BOOK 4216, PAGE 621, PAGE 1 OF 1
[2014-09-19 13:23:56 sjuneau]: BALANCE PAID. CANCEL LIEN
[2014-09-30 12:26:53 am]: LIEN RELEASED 9/23/14, BOOK 4244, PAGE 0326
[2015-02-20 08:48:24 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW
[2016-05-09 10:59:18 sjuneau]: 181 UNITS ON MAY BILL - DOOR TAGGED FOR HIGH USAGE.
[2016-05-26 14:44:25 sjuneau]: OWNER CAME IN AND TOOK APPEAL PAPERWORK.
[2016-06-21 09:52:39 karenb]: APPEAL PAPERWORK SENT FOR JULY APPEAL
[2016-07-21 11:26:20 karenb]: UAB BOARD TABLED APPEAL UNTIL CITY COUNCIL REVIEWS/NOTES ON ABATEMENT POLICY
[2016-09-21 09:37:13 karenb]: GOT READ ON 9/16/16 TO CHECK USAGE, 12 UNITS IN 45 DAYS = 0.266/DAY. ISSUE CAUSING HIGH READ SEEMS TO BE FIXED. GOING BEFORE UAB BOARD AGAIN IN OCTOBER.

✓ 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: October 4, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 6/20/16

Customer Name: Dorothy Osgood

Account: 030980

Service Address: #3 Gloria St

Rochester NH 03867-1807

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

Recommendations

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

The above recommendation is based upon the following findings:

1. Per City Ordinance 17.20 Appeals: 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.
2. May 2016 bill was high due to leaking toilet that has been repaired.
 - a. Usage on the disputed 5/25/16 invoice is 58 Units
 - b. Average 3 year use prior to leak 4 Units
 - c. Estimated Usage over 3 year average 54 Units
 - d. Half of Excess Abated 27 Units

Value of 27 Units of Water at the current water rate of \$4.81 = \$129.87.

Value of 27 Units of Sewer at the current sewer rate of \$6.24 = \$168.48.

Total abatement = \$298.35 plus accrued interest.


John B. Storer, PE
Director of City Services

10/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: September 21, 2016
SUBJECT: Dorothy Osgood
PROPERTY: 3 Gloria St

Please find attached the original Appeal from the July UAB and updated consumption history for the above account.

The customer is filing an appeal for water usage due to a leaking toilet.



City of Rochester, New Hampshire

Utility Billing Office

19 Wakefield Street Rochester, NH 03867
(603) 332-3110 or Fax (603) 335-7501

July 21, 2016

Dorothy Osgood
3 Gloria St
Rochester, NH 03867-1807

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board at its meeting held **July 18, 2016**.

The decision of the Board was to:

<input type="checkbox"/>	Abate the amount of \$ _____ and any accrued interest charges if applicable
<input type="checkbox"/>	Abate the amount of \$ _____, with the following stipulation:
<input type="checkbox"/>	Deny your appeal.
<input checked="" type="checkbox"/>	Tabled your appeal pending City Council review and approval of proposed changes to abatement policy.
<input type="checkbox"/>	Refer the appeal to the City Manger for further review/discussion
<input type="checkbox"/>	Other

Please contact the Utility Billing Office at 332-3110 or 335-7501 if you have any questions.

Sincerely,

Lisa J. Clark
Office Manager
City of Rochester

Account #030980

3 year Consumption History

Date	Units	
8/16	11	
2/16	19	
11/15	2	
8/15	1	
5/15	2	
2/15	2	estimate
11/14	2	
8/14	2	
5/14	2	
2/14	3	
11/13	2	
8/13	2	
	50	

Average Consumption for 3 years

4.17

5/3 58 Excluded from average

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curr Read	Location Usage	Repl	Usage	Charge	Amt Billed	Status
030980	30226	OSGOOD FRANCIS H & DOROTHY				012200580000			3 GLORIA ST					Active
100	1 RES WATER	SENS5553355	A	08/04/2016		13945428	311		11		0	52.91	121.55	
100	1 RES WATER	SENS5553355	A	05/03/2016		13937856	300		58		0	278.98	640.90	
100	1 RES WATER	SENS5553355	A	02/10/2016		13930418	242		19		0	91.39	209.95	
100	1 RES WATER	SENS5553355	A	11/03/2015		13923023	223				0	17.74	47.59	
100	1 RES WATER	SENS5553355	A	08/04/2015		13915582	221		1		0	17.74	47.59	
100	1 RES WATER	SENS5553355	A	05/04/2015		13908064	220		2		0	17.74	47.59	
100	1 RES WATER	SENS5553355	E	02/19/2015		13900710	218		2		0	17.74	47.59	
100	1 RES WATER	SENS5553355	A	11/05/2014		13893332	216		2		0	17.74	47.59	
100	1 RES WATER	SENS5553355	A	08/04/2014		13885932	214		2		0	17.74	47.59	
100	1 RES WATER	SENS5553355	A	05/05/2014		13878431	212		2		0	17.74	47.59	
100	1 RES WATER	SENS5553355	A	02/06/2014		13871131	210		3		0	17.48	47.33	
100	1 RES WATER	SENS5553355	A	11/05/2013		13863810	207		2		0	17.48	47.33	
100	1 RES WATER	SENS5553355	A	08/05/2013		13856438	205		2		0	17.48	47.33	
100	1 RES WATER	SENS5553355	A	05/07/2013		13849015	203		3		0	17.48	47.33	
100	1 RES WATER	SENS5553355	A	02/05/2013		13841729	200		2		0	17.48	47.33	
100	1 RES WATER	SENS5553355	A	11/05/2012		13834423	198		2		0	17.07	46.28	
100	1 RES WATER	SENS5553355	A	08/03/2012		13827069	196		3		0	17.07	46.28	
100	1 RES WATER	SENS5553355	A	05/03/2012		13819688	193		3		0	17.07	46.28	
100	1 RES WATER	SENS5553355	A	02/03/2012		13812429	190		3		0	17.07	46.28	
100	1 RES WATER	SENS5553355	A	11/03/2011		13805144	187		2		0	17.07	46.28	
100	1 RES WATER	SENS5553355	A	08/04/2011		13797837	185		3		0	17.07	46.28	
100	1 RES WATER	SENS5553355	A	05/05/2011		13790494	182		22		0	94.38	225.28	
100	1 RES WATER	SENS5553355	A	02/07/2011		13783301	160		4		0	17.16	45.60	
100	1 RES WATER	SENS5553355	A	11/02/2010		13776080	156		2		0	16.31	44.75	
100	1 RES WATER	SENS5553355	A	08/04/2010		13768811	154		3		0	16.31	44.75	
100	1 RES WATER	SENS5553355	A	05/04/2010		13761524	151		2		0	15.91	44.35	
100	1 RES WATER	SENS5553355	A	02/08/2010		13754391	149		4		0	16.76	45.20	
100	1 RES WATER	SENS5553355	A	11/04/2009		13747172	145		4		0	16.76	45.20	
100	1 RES WATER	SENS5553355	A	08/05/2009		13739897	141		6		0	24.59	58.68	
100	1 RES WATER	SENS5553355	A	05/06/2009		13732598	135		4		0	16.16	42.49	
100	1 RES WATER	SENS5553355	A	02/04/2009		13725466	131		2		0	15.33	41.66	
100	1 RES WATER	SENS5553355	A	11/07/2008		13718241	129		3		0	15.33	41.66	
100	1 RES WATER	SENS5553355	A	08/05/2008		13711026	126		3		0	15.33	41.66	
100	1 RES WATER	SENS5553355	A	05/07/2008		13703771	123		3		0	13.79	38.51	
100	1 RES WATER	SENS5553355	E	02/12/2008		1364207	120		3		0	13.79	38.51	
100	1 RES WATER	SENS5553355	A	11/05/2007		1357382	117		3		0	13.79	38.51	
100	1 RES WATER	SENS5553355	A	08/06/2007		1350516	114		3		0	13.79	38.51	
100	1 RES WATER	SENS5553355	A	05/04/2007		1343722	111		3		0	13.13	35.60	
100	1 RES WATER	SENS5553355	A	02/06/2007		1336940	108		3		0	13.13	35.60	
100	1 RES WATER	SENS5553355	A	11/06/2006		1330161	105		5		0	17.25	40.75	
100	1 RES WATER	SENS5553355	A	08/02/2006		1323350	100		7		0	23.43	54.49	

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

Account: 030980

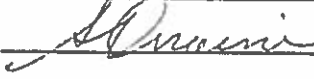
[2015-02-18 09:30:43 karenb]:FEBRUARY BILL ESTIMATED DUE TO SNOW
[2016-05-09 09:51:07 sjuneau]: 58 UNITS ON MAY BILL - DOOR TAGGED FOR LEAK.
[2016-05-24 15:54:38 karenb]: GOT A READ FOR TONY TO CHECK THE USAGE. READ ON 5/20/16 WAS 302, 2 UNITS IN 17 DAYS. USAGE HAS GONE
DOWN. HE HAD A-D GO OUT AND TOILET IN THE BASEMENT WAS RUNNING. EXPLAINED TO HIM THAT IF THE WATER WAS GOING INTO THE SEWER
SYSTEM AN APPEAL WAS UNLIKELY TO BE GRANTED. HE STATED THAT HE WOULD MOST LIKELY STILL ISSUE AN APPEAL.
[2016-06-23 14:29:04 karenb]: UAB APPEAL RECEIVED AND SENT TO UAB FOR JULY MEETING.
[2016-07-21 11:30:13 karenb]:UAB BOARD TABLED APPEAL UNTIL CITY COUNCIL REVIEWS/NOTES ON ABATEMENT POLICY
[2016-09-21 10:36:05 karenb]: READING DONE ON 9/16/16 TO CHECK USAGE. 3 UNITS IN 43 DAYS = 0.069 SHOWING USAGE HAS GONE DOWN.
THIS WILL BE HEARD AGAIN AT THE OCTOBER UAB MEETING.

✓ Check Spelling

Display as HTML

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 6/20/16

1. Date of Appeal: JUNE 20, 2016
2. Property Owner's Name: DOROTHY OSGOOD Account #: 030980 W/S
3. Billing Address: 3 GLORIA ST
ROCHESTER, NH
4. Service Location: 3 GLORIA ST Zip Code 03767
5. Owners Representative: ANTHONY T. CORAINE
6. Owners Representative's Signature: 
7. Phone #: 603-332-4001 Cell: _____
8. Email Address: corainelawoffice@netlocast.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/03/15 to 05/03/16

10. Abatement is being requested for:

a. How many units of water 77 x 4.81 = \$ 370.37

b. How many units of sewer 77 x 6.24 = \$ 480.48

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

Total \$ 850.85

11. Explanation of Appeal Request:

THERE WAS AN APPARENT LEAK IN THE WATER CLOSET IN THE BASEMENT

PROPERTY OWNER HAD SERVICE REPAIRED EARLY IN DECEMBER BUT THE WATER CLOSET
IN THE BASEMENT WAS NOT REPAIRED AND CONTINUED TO LEAK. IT CAUSED EXCESSIVE
WATER USEAGE.

THE EXCESS WATER CAUSED BY THE LEAKAGE WAS NOT DIRTY WATER.

THE PROPERTY OWNER IS 93 YEARS OF AGE AND DOES NOT USE THE BASEMENT WATER CLOSET

IT WAS CORRECTED A SECOND TIME ON ~~JUNE 20, 2016~~ BY A&D PLUMBING & HEATING
MAY 18, 2016

Form continues on back

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

Yes No (circle one)

If yes, why?

I HAVE NO WAY OF AGREEING TO OR DISAGREEING WITH THE READING

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

Yes No (circle one)

If yes, did the water enter the sewer system? APPARENTLY SO

If yes, has the leak been repaired? YES

Who made the repair? FIRST BY RAMSEY PLUMBING & HEATING (12/05/15) AND BY A&D PLUMBING (05/18/16)

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.*

RAMSEY PLUMBING and HEATING

Paul Ramsey
235 Sheepboro Rd.
Farmington, NH 03835

OFFICE -603-332-8932
CELL 603-234-3274

DECEMBER 5, 2015

Mrs. Dorothy Osgood
3 Gloria St.
Rochester, NH 03867 - 332-1128

11/25/2015 - 1) Respond to "Constipated" Sewage Main.
2) Correct same and provide large area Sewage Clean up. Suggested
Professional Cleaner, for fine bacterial cleaning.
MATERIALS - a) Misc. Plugs and Fittings @ \$ 8.74
b) Lapierre Septic Service @ \$ 330.00
LABOR: 2.75 Hrs. 1 Man @ \$ 92.00 = \$ 253.00

12/03/2015 - 1) Return to, new Sewage Entrance Cap and Install same.
2) Also, check out Basement Water Closet. Appears to be very
useable, "but could use some us."
MATERIALS - a) Granite Group, Invoice # 8535021 @ \$ 21.42
SERVICE CHARGE @ \$ 92.00

COMBINED TOTALS: \$ 705.16

THANK YOU 1

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

May 26, 2016

Summary: SERVICE

Invoice #: 2966-930137

Tech: KEVIN

Due Date: 5/26/2016

Job Date: 5/18/2016

Bill To:

Dorothy Osgood

3 Gloria Street

Rochester, NH 03867

Job Name:

3 Gloria St

Rochester, NH

Item Code	Description	Hrs/Qty	Price	Amount
	Investigate for excessive use of water — letter received by City.			
	Possible toilet issue.			
	5/18/2016			
	Kohler flush seal on first floor was bad. Replaced.			
	Basement toilet fill valve running every 10 seconds or so @ full tilt.			
	**Toilet is very old and would need to be replaced. No one is using it so has been turned off.			
LB-P0706	Major Toilet Tank Repair			189.00

Subtotal	Total
189.00	\$189.00

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.



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: October 4, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 8/15/16

Customer Name: Roman Catholic Bishop

Account: 150750

d/b/a Holy Rosary Parish

Service Address: #83 Brock 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 40.5 units of water and sewer on the invoiced amount.

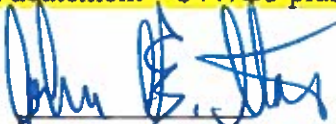
The above recommendation is based upon the following findings:

1. Per City Ordinance 17.20 Appeals: 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.
2. May 2016 bill was high due to leaking toilet that has been repaired.
 - a. Usage on the disputed 7/26/16 invoice is 81 Units
 - b. Average 3 year use prior to leak 0 Units
 - c. Estimated Usage over 3 year average 81 Units
 - d. Half of Excess Abated 40.5 Units

Value of 40.5 Units of Water at the current water rate of \$4.81 = \$194.81.

Value of 40.5 Units of Sewer at the current sewer rate of \$6.24 = \$252.72.

Total abatement = \$447.53 plus accrued interest.


John B. Storer, PE
Director of City Services

10/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: September 21, 2016

SUBJECT: Roman Catholic Bishop d/b/a Holy Rosary Parish

PROPERTY: 83 Brock St

Please find attached the original Appeal from the September UAB, updated consumption history and meter test results for the above account.

The customer is filing an appeal for 81 units of water and sewer usage on the July 2016 bill. The customer found no leaks and the meter test results came back within industry standards.



City of Rochester, New Hampshire

Utility Billing Office

19 Wakefield Street Rochester, NH 03867
(603) 332-3110 or Fax (603) 335-7501

September 14, 2016

Roman Catholic Bishop
189 North Main Street
Rochester, NH 03867

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board at its meeting held **September 12, 2016.**

The decision of the Board was to:

<input type="checkbox"/>	Abate the amount of \$_____ and any accrued interest charges if applicable
<input type="checkbox"/>	Abate the amount of \$ _____, with the following stipulation:
<input type="checkbox"/>	Deny your appeal.
<input checked="" type="checkbox"/>	Table your appeal pending meter test results.
<input type="checkbox"/>	Refer the appeal to the City Manger for further review/discussion
<input type="checkbox"/>	Other

Please contact the Utility Billing Office at 332-3110 or 335-7501 if you have any questions.

Sincerely,

Lisa J. Clark
Office Manager

Account #150750

3 year Consumption History

New Service installed 2015

Date	Units
11/15	0
1/16	0
4/16	0
7/16	1

estimate

	Average Consumption for 3 years
1	0.08

7/16 81 Excluded from average

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 8/15/16

W/S

1. Date of Appeal: 8-15-2016
2. Property Owner's Name: Roman Catholic Bishop / D/B/A/Holy Rosary Parish Account #: 150750
3. Billing Address: 189 North Main St.
Rochester, NH 03867
4. Service Location: 83 Brock St., Rochester, NH Zip Code 03867
5. Owners Representative: Norbert Hamann
6. Owners Representative's Signature: *Norbert Hamann*
7. Phone #: 603-332-1863 Cell: 603-534-3341
8. Email Address: nhamann@chrsl.org

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 04/01/2016 to 07/13/2016
10. Abatement is being requested for:
- a. How many units of water 81 x 4.81 = \$ 389.61
- b. How many units of sewer 81 x 6.24 = \$ 505.44
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 895.05

11. Explanation of Appeal Request:

After receiving the bill I went to the cemetery to check for any leaks
having found none I called the city to come check what was happening. They came
and could not find anything. The city checked the toilet and sink and found no leaks.
The water dept. has changed the meter and sent the old meter out to be checked.

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?

Having found no leaks in the system I don't know where all this water would have gone.

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:

I don't believe so.

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 150750

[2013-09-05 11:40:05 am]: KEN HENDERSON CALLED - THEY ARE INSTALLING A BATHROOM IN THE SMALL BUILDING AT THE HOLY ROSARY CEMETERY. THEY WILL BE PUTTING TWO METERS IN - THERE WILL BE A "T" - ONE METER WILL GO OUTSIDE AND WILL BE NON-BILLED WATER FOR OUTSIDE WATERING (WHICH THEY ARE NOT CHARGED FOR) - THE OTHER METER WILL GO TO THE BATHROOM AND WILL BE CHARGED BOTH WATER & SEWER.

[2013-09-16 13:56:04 am]: INSPECTIONS RECEIVED FOR BOTH WATER & SEWER - IN INSPECTION FILE

[2015-10-30 16:56:48 karenb]: NORBY CAME IN; CHANGED ADDRESS TO ROMAN CATHOLIC BISHOP d/b/a HOLY ROSARY PARISH 189 NO MAIN ST

[2016-08-11 14:05:37 karenb]: BATHROOM METER PULLED FOR TESTING. NEW METER 77611801. READ ON OLD METER 82.

[2016-08-15 08:39:46 [jburke41](#)]: ROCKY WENT OUT AND ASSESSED THIS PROPERTY, AS DID THE METER TECH GEORGE. EVERYTHING SEEMED TO BE WORKING FINE & PLUMBED FINE BUT ROCKY FEELS AS THOUGH THE METER MAY HAVE JUMPED TO A HIGH NUMBER AS THEY HAVE DONE IN THE PAST. IT JUST SEEMS UNLIKELY THAT THE SMALL BATHROOM WOULD GENERATE 81 UNITS OF USAGE. ROCKY REPLACED THE METER TO SEND THE OLD ONE IN FOR TESTING. TOLD CEMETERY MANAGEMENT TO COME IN AND FILE FOR AN APPEAL FOR THE USAGE.

[2016-08-19 14:46:52 karenb]: SENT UAB FORM FOR SEPTEMBER UAB

[2016-08-29 14:33:17 karenb]: GOT READ BEFORE UAB, NEW METER PUT IN 8/15/16: 77611801 READ 0. NORBY DID STATE THAT HE WAS GOING TO TRY TO KEEP THE WATER OFF.

[2016-09-14 15:59:00 Juneau]: METER TEST CAME BACK FROM EJP WITH 99.99% ACCURACY ON HIGH FLOW, 100% MEDIUM FLOW & 100.1% LOW FLOW. PASSED

[2016-09-22 11:17:51 karenbl: GOT ANOTHER READ BEFORE OCTOBER UAB, READ STILL 0

✓ Check Spelling

Display as HTML

150750



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.
 45 Old Dover Rd
 Rochester, NH 03867

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

Meter Location

MBS Meter Shop

Tech Name: Joe Thompson
 Date: 08/22/2016

Meter Information

SIZE: 5/8x3/4 Make: Sensus ipearl

Serial #: 78503699

83 Brock St.

Register Type:
 Cubic Foot

Test	Flow Rate (GPM)	Begin Read	End Read	Registered	CF	Accuracy (%)
High Flow	15	8,239.459	8,249.458	9.999	10	99.99%
Medium Flow	2	8,249.458	8,250.458	1	1	100.00%
Low Flow	1/4	8,250.458	8,251.459	1.001	1	100.10%

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: 

Meter & Backflow Service

METER PERFORMANCE REPORT

SERIAL #: 28503691 SIZE: 3/4 TYPE: Sensus iSens

CUSTOMER: Railway Water

METER LOCATION: ESP Shop

GALLON CUBIC FEET

TEST RATE (GPM)	METER UNDER TEST VOLUME		Tester Volume	Gross Accuracy (div) Vol (=)	TESTER % from TAG (x) Tag(=)	TESTED METER ACCURACY
	STOP (minus)	START (=) VOLUME				
15	008249.458	008239.459	10	0.9999	100%	99.99%
2	0082350.458	008219.458	1	1.000	100%	100%
1/4	008251.459	008250.458	1	1.001	100%	100.10%

REPAIR NOTES:

Revenue Loss = 1000 minus avg. tested %, divide 100, X avg. mo. bill = \$ Loss/Gain/Mo. X 12(mo) = YEARLY \$ LOSS/GAIN
 (- indicates an overcharge to the customer)

ESTIMATED REVENUE LOSS: \$ _____ PER MONTH LOSS PER YEAR: \$ _____

TESTING PERFORMED BY: See Thompson

DATE: 5/22/16



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: October 4, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 9/2/16

Customer Name: Susan Hussey

Account: 172352

Service Address: #4 Westview Dr

Rochester, NH 03867

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

Recommendations

I recommend no abatement at this time.

The above recommendation is based upon the following findings:

1. The appellant is responsible for undetected water leaks on property.
2. The appellant did not find any leaks and believes the meter is working properly.
3. Per the Policy on Water & Sewer Adjustments the additional usage does not meet the requirement that states "a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption", to be considered for an adjustment.
4. Long term payments arrangements are available through the billing office.


John B. Storer, PE
Director of City Services

10/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: September 21, 2016
SUBJECT: Susan Hussey
PROPERTY: 4 Westview Dr

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

The customer is filing an appeal for her July 2016 bill due to high usage. She has found no leaks and states that the meter seems to be working properly.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/2/16

1. Date of Appeal: 8.24.16
2. Property Owner's Name: Susan Hussey Account #: 172352
3. Billing Address: 4 Westview drive
Rochester, NH
03867
4. Service Location: 4 Westview Dr Zip Code 03867
5. Owners Representative: Susan + Jason Hussey
6. Owners Representative's Signature: Susan Hussey
7. Phone #: 603 781-5696 Cell: 603 781-8843
8. Email Address: shussey413@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 4/8/16 to 7/11/16

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: \$ _____

Total \$ _____

11. Explanation of Appeal Request:

see attached paper

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 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-Water Department,

We are requesting an appeal for our water bill dated April 8, 2016-July 11, 2016. There must be a technical, mechanical or human error because our bill has double since the last one. We were in hopes that our bill would have be significantly lower do to several changes to help decrease water use and save energy. Over the last several months we have invested in Energy Saving appliances. In particular a new washing machine that uses ¼ less water compared to that of our old washer. We invested in plumbing services to update and replace old fixtures and pipes. If needed, I would be happy to provide receipts and invoices for our new appliances or plumbing work done. We thought the repairs and updates would decrease our water use and help conserve not increase. We did not/do not have any leaky pipes or toilets. Our present bills show a huge increase although we haven't watered our lawn since the summer of 2014 due to poor drainage issues and a lawn not worthy of watering. We have no gardens or pool. There are no additional people living in our house, just the 2 of us (as before) and we are not home 50-62 hours a week due to our work schedules. The indoor water meter seems to be working properly. We would appreciate your help resolving this error.

Thank you,

Jason and Susan Hussey

Accounts

File Edit Tools Insert Help

Account: 172352

[2016-08-25 15:51:54 karenb]: OWNER CAME IN TO PICK UP UAB FORM. SHE FEELS THAT HER USAGE IS HIGH. CHECKED METER AND SHE DOESNT FEEL THERE ARE ANY LEAKS.

[2016-08-29 13:10:35 karenb]: GOT READ TODAY TO CHECK USAGE. 5 UNITS IN 49 DAYS = .102/DAY. NORMAL PER HISTORY.

[2016-09-07 14:02:45 karenb]: CUSTOMER DROPPED OFF UAB PAPERWORK 9/2/16. WILL SEND FOR OCTOBER UAB.

[2016-09-23 13:39:44 karenb]: GOT READ FOR UAB: 8 UNITS IN 73 DAYS, .11/DAY. USAGE ON HIGH BILL WAS .19/DAY.

Check Spelling

Display as HTML



Account

Account	172352	Customer	40980
Parcel	013500280000	HUSSEY SUSAN	
Location	4 WESTVIEW DR	Status	Active

Service

Service	100	001	RES WATER	Mfr	SENS	Meter #	52570321
<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
07/11/2016		13943247	A		967		18	0	94	86.58	
04/08/2016		13935681	A		949		9	0	84	43.29	
01/15/2016		13928270	A		940		12	0	101	57.72	
10/06/2015		13920883	A		928		9	0	83	42.12	
07/15/2015		13913438	A		919		10	0	93	46.70	
04/13/2015		13905931	A		909		15	0	89	70.05	
01/14/2015		13898587	A		894		11	0	91	51.37	
10/15/2014		13891186	A		883		11	0	98	51.37	
07/09/2014		13883769	A		872		28	0	91	130.76	
04/09/2014		13876326	A		844		11	0	84	50.96	
01/15/2014		13869022	A		833		11	0	98	50.60	

Tier History

Replace Hist

Demand Inq

Report Options



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 4, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 9/15/16

Customer Name: Jean Glidden

Account: 220055

Service Address: #84 Flagg Rd

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 no abatement at this time.

1. The appellant is responsible for undetected water leaks on property.
2. The appellant did not find any leaks and believes the meter is working properly.
3. Per the Policy on Water & Sewer Adjustments the additional usage does not meet the requirement that states, "a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption", to be considered for an adjustment.
4. Long term payments arrangements are available through the billing office.

The above recommendation is based upon the following findings:

John B. Storer, PE
Director of City Services

10/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: September 21, 2016

SUBJECT: Jean Glidden

PROPERTY: 84 Flagg Rd

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

The customer is filing an appeal for her July 2016 bill due to high usage. Property has been vacant, customer found a refrigerator to be leaking and had it repaired.

Account #220055

3 year Consumption History

Date	Units
------	-------

7/13	7
------	---

10/13	8
-------	---

1/14	0
------	---

4/14	15
------	----

7/14	3
------	---

10/14	3
-------	---

1/15	2
------	---

4/15	6
------	---

7/15	5
------	---

10/15	1
-------	---

1/16	0
------	---

4/16	19
------	----

Average Consumption for 3 years

69

5.75

7/16	50 Excluded from average
------	--------------------------



Account

Account

220055

Customer

12743

Parcel

026101130000

Location

84

FLAGG RD

STANLEY CORNELIUS & RACHEL

Status

Active

Service

Service

105

001

E/D WATER

Mfr ZZZZ

Meter # 678

2 of 2

Consumption history

Read Date	Read Time	Blk#	P	R	Current	Usage	Repl Use	Use Days	Blk Amt	Charge Amt	Adj Blk Amt
07/09/2015		13914538	A			91	5	0	93	14.21	14.21
04/07/2015		13907035	A			86	6	0	84	14.21	14.21
01/13/2015		13899690	A			80	2	0	96	14.21	14.21
10/09/2014		13892295	A			78	3	0	94	14.21	14.21
07/07/2014		13884868	A			75	3	0	91	14.21	14.21
04/07/2014		13877419	A			72	15	0	96	30.01	30.01

Tier History

Replace Hist

Demand Inq

Report Options

1 of 3



Account

Account: 220055 Customer: 43162
 Parcel: 026101130000
 Location: 84 FLAGG RD Status: Active

Service

Service: 100 002 RES WATER Mfr: SENS Meter #: 23960500
 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
04/06/2016		13936791		A	111	19	0	0	90	91.39	91.39
01/07/2016		13929384		A	92	0	0	0	85	18.27	18.27
10/14/2015		13921999		A	92	1	0	0	97	1.69	1.69



Account

Account	220055	Customer	45769
Parcel	026101150000	GLIDDEN JEAN A	
Location	84	FLAGG RD	Status Active

Service

Service	100	002	RES WATER	Mfr	SENS	Meter #	23960500
---------	-----	-----	-----------	-----	------	---------	----------

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
07/08/2016		1294361	A			161	50	0	240.50	240.50	

Tier History

Replace Hist

Demand Inq

Report Options

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/15/16

1. Date of Appeal: 8/22/16
2. Property Owner's Name: Sean Glidden Account #: 220055
Neal Stanley
3. Billing Address: 84 Flagg Road

4. Service Location: 84 Flagg Road Zip Code 03839
5. Owners Representative: Self - owner
6. Owners Representative's Signature: Sean Glidden
7. Phone #: 603-817-1751 Cell: _____
8. Email Address: Seangl2122@aol.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 4/6/16 to 7/8/16

10. Abatement is being requested for:

- a. How many units of water 44 x 4.81 = \$ 211.64
b. How many units of sewer ~~144~~ x 6.24 = \$ ~~900~~
c. Water & Sewer Department Fees of: \$ N/A
Total \$ _____

11. Explanation of Appeal Request:

Refrigerator leaked.

House being sold - father passed
away. Not sure how long it has
been leaking. Only noticed it
when water bill went up
substantially.

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

Yes ☒ No (circle one)

If yes, why?

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

☒ Yes ☐ No (circle one)

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

If yes, has the leak been repaired? yes

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 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: 220055

[2014-01-14 09:33:07 kathy]: PLUS ELDERLY AS OF 1/1/14 ***THIS ACCOUNT WAS MISSED BECAUSE IT WAS ELDERLY AS OF 4/21/08 AND THEY DID NOT RECEIVE WATER UNTIL 12/2010***

[2015-09-03 11:25:09 karenb]: ASSESSING WAS NOTIFIED IN JULY THAT RESIDENT'S ADDRESS IS NOW NURSING HOME IN DOVER. SENT A LETTER GIVING UNTIL AUGUST TO LET US KNOW IF THIS WAS A PERMANENT MOVE; WAS NOT ANSWERED. REMOVED ELDERLY DISCOUNT.

[2016-08-04 16:47:26 karenb]: OWNER PASSED AWAY, DAUGHTER HAS BEEN HANDLING PROPERTY WHICH HAS BEEN VACANT. WATER BILL WAS HIGH; SHE HAS NOTICED A TOILET RUNNING. WILL HAVE HUSBAND CHECK FOR LEAKS AND FIX TOILET. WILL MOST LIKELY FILE AN APPEAL FOR HARDSHIP AS SHE STATED SHE CANNOT AFFORD TO PAY THIS.

[2016-09-21 14:08:25 karenb]: CUSTOMER DROPPED OFF APPEAL FORM 9/15/16 FOR OCTOBER UAB. FOUND REFRIGERATION TO BE LEAKING.

[2016-09-22 10:57:32 karenb]: GOT READ TODAY OF 161, ONLY 1 UNIT SINCE LAST READ ON 7/8/16, SHOWING ISSUE TO BE RESOLVED.

✓ Check Spelling

Display as HTML

X Detach and return the above portion with your payment X



City of Rochester
Rochester, New Hampshire

WATER & SEWER BILL

Customer Copy
Keep this portion for your records

Customer STANLEY RACHEL &		Service Address 84 FLAGG RD /	
Bill Number 13938791	Account Number 220055	Past Due Date 05/30/2016	Bill Date 04/26/2016
Description RES WATER	Read Date Current: 04/06/2016 Previous: 01/07/2016	Meter Readings Current: 111 Previous: 92	Usage In 100 cu. feet 19
		Charge 91.39	
Last Payment Amt 14.21	Last Payment Date 07/30/2015	Past Due 23.54	Other Current Charges .00
		Current Charges 91.39	Amount Due \$114.93

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-WORKSPAGES/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



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
13944361	220055	07/26/2016	08/29/2016	0.11	.00	240.50
Amount Due						\$240.61

220055
GLIDDEN JEAN &
STANLEY NEAL &
84 FLAGG RD
ROCHESTER, NH 03839-4919

Please Note Address Correction Below:

Name _____

Street _____

City _____ State _____ Zip _____



*January 20 - April 90 - toilet - file an appeal 50%
Sept. Council - file by board*

✕ 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			
GLIDDEN JEAN &			84 FLAGG RD /			
Bill Number	Account Number	Past Due Date	Bill Date			
13944361	220055	08/29/2016	07/26/2016			
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	07/08/2016	04/06/2016	161	111	50	240.50
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
114.93	05/11/2016	0.11	.00	240.50	\$240.61	

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 PMTS IN TAX OFFICE. 2.95% SURCHARGE

BILL IS DUE UPON PRESENTATION

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

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

Remit payment to:

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

For all other correspondence or accounting inquiries:

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

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

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



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 4, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 9/16/16

Customer Name: Peter Burrell

Account: 110138

Service Address: #776B Salmon Falls 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

Per Section 17.21 (b) Unpaid bills of over thirty (30) days shall constitute cause for water shutoff.

Per Section 17.34 Fees Service Reactivated following payment when shutoff due to non-payment. \$60.00

John B. Storer, PE
Director of City Services

10/4/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: September 21, 2016

SUBJECT: Peter Burrell

PROPERTY: 776 Salmon Falls Rd B

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

The customer is filing an appeal for the on/off fees on his September 2016 bill.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 9/16/16

1. Date of Appeal: 9/16/16
2. Property Owner's Name: Peter Burrell Account #: 116138
3. Billing Address: 776B Salmon Falls Rd.
Rochester NH
03868
4. Service Location: 776B Salmon Falls Rd. Zip Code 03868
5. Owners Representative: Peter Burrell
6. Owners Representative's Signature: PBurrell
7. Phone #: 603 923 9440 Cell: 603 923 9440
8. Email Address: PBURRELL@GMAIL.COM

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from March to July
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: \$ 60.00

Total \$ _____

11. Explanation of Appeal Request:

I AM requesting the Fee's be waived.

This was a simple error on my part as I
let my mail build up during a time when I
was out of town.

I have been an up standing citizen in Rochester
for 10 years and paid a \$60.00 fee for a payment
a couple weeks late is excessive.

Thank you for considering my request.
PBurrell

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:

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
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
13948430	110138	09/20/2016	10/24/2016	0.00	.00	175.44
Amount Due						\$175.44

110138
BURRELL PETER S
776B SALMON FALLS RD
ROCHESTER, NH 03868-5910

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042017213948430700000175448

✂ 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			
BURRELL PETER S			776 SALMON FALLS RD B /UNIT B			
Bill Number	Account Number		Past Due Date		Bill Date	
13948430	110138		10/24/2016		09/20/2016	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	09/07/2016	06/07/2016	684	660	24	115.44
TURN OFF	09/09/2016					30.00
TURN ON	09/09/2016					30.00
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
68.31	09/07/2016	0.00	.00	175.44	\$175.44	

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 PMTS IN TAX OFFICE. 2.95% SURCHARGE

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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

Accounts

FileEditToolsInsertHelp

Account: 110138

9/28/06 - CUSTOMER IS ACTUALLY OWNER - CONDO - WON'T BE IN SYSTEM UNTIL APRIL 2007 - BILL TO BUILDER FOR INSTALLATION AND BILL TO CUSTOMER FOR WATER USAGE 9/28/06

[2011-06-24 11:25:17 annj]: JUNE 2011 BILL SENT TO PRIOR ADDRESS - PRINTED NEW ADDRESS LABEL AND REMAILED TO NEW ADDRESS

[2011-10-07 11:31:27 annj]: NOTICE OF MORTGAGEE SALE TO BE EFFECTIVE 11/14/11

[2011-12-08 14:34:09 kathyj]: SERVICE LINK CALLED FAXED LINDA SIMONI AN INVOICE AND PAYMENT HISTORY

[2011-12-20 11:41:12 kathyj]: TURNED OFF FOR NON-PAYMENT 12/14/11

[2012-01-06 16:40:56 kathyj]: LINDA KRAMER WANTED TO BE ADDED TO THIS ACCOUNT SENT HER ANOTHER INVOICE AND PAYMENT HISTORY

[2012-01-25 16:31:05 kathyj]: REPAIRED METER WIRE PROPERTY WAS OVER ESTIMATED BY 33 UNITS AND NEEDS CREDIT ON ACCOUNT \$145.97

[2012-02-09 15:27:35 annj]: WATER IS ON AT THE STREET

[2014-09-17 08:10:09 sjuneauj]: METER NOT READING - LEFT VOICEMAIL TO SCHEDULE AN APPOINTMENT

[2014-10-02 10:52:57 sjuneauj]: METER WAS FIXED 9/30. READ OF 588 RECEIVED. - 22 UNITS HIGHER THAN THE SEPTEMBER BILL.

[2015-03-11 08:15:40 karenb]: WILL DROP OFF CHECK BY 3/13

[2015-09-16 09:00:18 karenb]: NO READ. ESTIMATED SEPTEMBER BILL AND JIM DOOR TAGGED

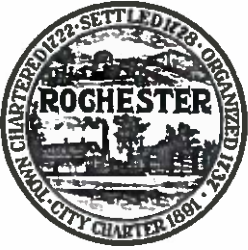
[2016-09-09 10:28:04 karenb]: TURNED OFF /ON FOR NON PAYMENT 9/7/16

[2016-09-21 14:34:47 karenb]: CUSTOMER DROPPED OFF APPEAL FORM ON 9/16/16 FOR THE \$60 ON/OFF FEE ON HIS SEPTEMBER BILL. SENT TO UAB FOR OCTOBER APPEAL.

67

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: October 4, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 9/20/16

Customer Name: Amy Lavoie

Account: 022100

Service Address: #59 Ten Rod Rd

Rochester NH 03867

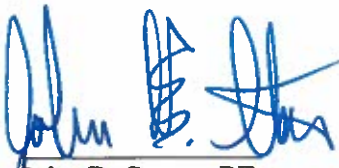
The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

Recommendations

I recommend no abatement at this time.

The above recommendation is based upon the following findings:

1. The water did pass through the meter.
2. An appeal was granted in October 2015 for outside usage; it was noted in the minutes that the homeowner would look into getting a sewer deduct meter.
3. Long term payment arrangements are available with the Utility Billing Office.


John B. Storer, PE
Director of City Services

10/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: September 21, 2016
SUBJECT: Amy Lavoie
PROPERTY: **59 Ten Rod Rd**

Please find attached the Water Billing Appeal Application, account notes, consumption history and minutes from October 5, 2015 UAB meeting.

The customer is filing an appeal for 25 units of sewer on their August bill due to extra use while watering lawn.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/20/16

1. Date of Appeal: September, 2016
2. Property Owner's Name: Amy Lavoie Account #: 022100
3. Billing Address: 59 Ten Rod Road
Rochester, NH 03867
4. Service Location: same as above Zip Code _____
5. Owners Representative: Amy Lavoie
6. Owners Representative's Signature: _____
7. Phone #: 603-930-2317 Cell: _____
8. Email Address: Ames042@aol.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/6/2016 to 8/1/2016

10. Abatement is being requested for:

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

b. How many units of sewer 25 x 6.24 = \$ 156.00

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

Total \$ _____

11. Explanation of Appeal Request:

We are requesting an abatement of 25 units of sewer as the increase is due to watering of the lawn. The water is not going into the sewer system so we ask that you please forgive this amount. We are looking into getting a water meter but because we need a different type of piping we need a plumber to come out and we are not in a financial situation to afford this at this point in time.

Form continues on back

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

Yes No (circle one)

If yes, why?

We dispute the sewer calculation as the increase for this quarter is due to watering of the lawn. Since this is not going into the sewer we ask that 25 units be forgiven.

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 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
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
13945173	022100	08/23/2016	09/27/2016	0.00	.00	442.00
Amount Due						\$442.00

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

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042017213945173600000442004

✂ 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			
LAVOIE AMY			59 TEN ROD RD /			
Bill Number	Account Number		Past Due Date		Bill Date	
13945173	022100		09/27/2016		08/23/2016	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	08/01/2016	05/06/2016	174	134	40	192.40
RES SEWER					40	249.60
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
143.65	06/06/2016	0.00	.00	442.00	\$442.00	

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 PMTS IN TAX OFFICE. 2.95% SURCHARGE

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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



Account

Account	022100	Customer	42436
Parcel	022100970000	LAVOIE AMY	
Location	59	TEN ROD RD	Status Active

Service

Service	100	002	RES WATER	Mfr	SENS	Meter #	77351940
<div> <div>1 of 1</div> <div>▶</div> </div>							

Consumption history

Read Date	Read Time	IBID #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
08/01/2016		13945173	A			174	40	0	87	442.00	192.40
05/06/2016		13937608	A			134	13	0	94	143.65	62.53
02/02/2016		13930167	A			121	9	0	91	99.45	43.29
11/03/2015		13922777	A			112	14	0	91	153.47	66.11
08/04/2015		13915336	A			98	57	0	92	621.87	266.19
05/04/2015		13907817	A			41	12	0	89	130.92	56.04
02/04/2015		13900462	A			29	12	0	112	130.92	56.04

Tier History

Replace Hist

Demand Inq

Report Options

6 of 7

B/04 - HOUSE IS VACANT

ELIMINATE ELDERLY EXEMPTION 4/1/05

10/05/07- DENNIS CALLED TODAY INQUIRING IF HE HAD CITY SEWER OR NOT. I TOLD HIM THAT HE HAD WATER ONLY. HE ASKED THE COST TO
HOOK IN, AND I TOLD HIM HE WOULD HAVE TO FILL OUT AN APPLICATION AND AFTER THAT, THE ENGINEER WOULD COME TAKE A LOOK AT HIS
PROPERTY AND GIVE HIM AN ESTIMATE. HE ASKED HOW LONG IT WOULD TAKE BECAUSE HE IS GOING TO BE SELLING THE PROPERTY SOON
11/28/07- SENT LETTER TO FIX (RADIO READ WONT READ)

NOTICE OF MORTGAGEE FORECLOSURE SALE

[2013-05-02 10:09:44 siuneau]: WATER OFF AT STREET. PROPERTY VACANT

התאחדות המורים והמורות, תשס"ח

[2014-03-28 10:12:31 BMLJ]: AFFILIATION FOR SEWER SERVICES RECEIVED

[2014-03-31 14:37:10 adm]: CHECK FOR SEWER STUB FEE AND INSPECTION RECEIVED - \$400.00

[2015-09-14 13:23:29 karech]: APPEAL SENT FOR OCTOBER 11AB

2015-10-09 15:07:46 [118] ADDEAL CO LIMITED FOR #757 08 IN SEMESTER

[2013-10-09 16:07:46 Juneau]: UAB APPEAL GRANTED FOR \$262.08 IN SEWER.

[2016-09-21 15:18:23 karenb]: RECEIVED UAB FORM IN MAIL. CUSTOMER IS APPEALING 25 UNITS OF SEWER ON THEIR AUGUST BILL DUE TO WATERING THEIR LAWN. SENT APPEAL TO UAB FOR OCTOBER MEETING.

Display as HTML

Utility Advisory Board
October 5, 2015 5:30 P.M.
City Hall Council Conference Room

MEMBERS PRESENT

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

MEMBERS ABSENT

Arthur Hoffman

OTHERS PRESENT

John B. Storer, PE, Director City Services
Blaine M. Cox, Deputy City Manager
Lisa J. Clark, Office Manager
Gary Mohr, 15 Regency Court
Amy Lavoie, 59 Ten Rod Road
David Gagnon, 16 Dewey Street
Mr. & Mrs. Doyle, 8 Blair Drive
Mr. & Mrs. Louis Ferullo, 19 Dodge St.

MINUTES

1. Call to order:

Chairman Peterson called the meeting to order at 5:31 PM. Board member Arthur Hoffman was absent.

2. Appeals

2.1 Gary M. Mohrs, #15 Regency Court

The appellant was present at the meeting. Mr. Mohrs stated that his toddler had found the outside spicket nozzle and had turned it on. He stated that he is unsure how long it had been left running but he was hoping that the City could abate the sewer portion of his bill for above average use. He stated that he was sure it ran into the ground and not into the sewer system.

Mr. Willis made a motion to abate 40 units of sewer at \$6.24 each, for a total of \$249.60, plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

2.2 Amy Lavoie, #59 Ten Rod Road

The appellant was present at the meeting. She stated that she had been watering her lawn but did not think that watering would use this much water. She stated that the Water Dept technician had come out to check the meter and it is working properly.

Ms. Lavoie did ask about the process of installing a sewer deduct meter and was referred to the billing office for possible installation and additional information.

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



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: October 4, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 9/26/16

Customer Name: Benjamin Shaw

Account: 111080

Service Address: #312 Salmon Falls 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 at this time.

1. The appellant is responsible for undetected water leaks on property.
2. The appellant did not find any leaks and meter is working properly.
3. Per the Policy on Water & Sewer Adjustments the additional usage does not meet the requirement that states, "a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption", to be considered for an adjustment.
4. The consumption (26 units) was higher than average 3 year use (15 units). Per Assistant City Engineer this is not due to minimal use by construction in progress.
5. Long term payments arrangements are available through the billing office.

John B. Storer, PE
Director of City Services

10/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: September 27, 2016
SUBJECT: Benjamin Shaw
PROPERTY: 312 Salmon Falls Rd

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

The customer is filing an appeal for 33 units of water and sewer on their September bill due to high usage. The customer believes that this is due to the construction in the area on the water lines.

Account #111080

3 year Consumption History

Date	Units
------	-------

6/16	13
------	----

3/16	7
------	---

12/15	9
-------	---

9/15	10
------	----

6/15	6
------	---

3/15	8
------	---

12/14	13
-------	----

9/14	19
------	----

6/14	11
------	----

3/14	14
------	----

12/13	11
-------	----

9/13	12
------	----

133

11.08

9/16	43 Excluded from average
------	--------------------------

Account Number	Customer # Name	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Status
Service	Mfr Meter Number				By				Usage							
111080	41247	SHAW BENJAMIN D			010500250000				312	SALMON FALLS	RD					Active
100	-	1 RES WATER	SENS69890961	A	09/15/2016			377	43				206.83			475.15
100	-	1 RES WATER	SENS69890961	A	06/03/2016	13948505		334	13				62.53			143.65
100	-	1 RES WATER	SENS69890961	A	03/02/2016	13940991		321	7				33.67			77.35
100	-	1 RES WATER	SENS69890961	A	12/07/2015	13933449		314	9				42.93			99.09
100	-	1 RES WATER	SENS69890961	A	09/04/2015	13926081		305	10				46.70			109.10
100	-	1 RES WATER	SENS69890961	A	06/02/2015	13918636		295	6				28.02			65.46
100	-	1 RES WATER	SENS69890961	A	03/02/2015	13911195		289	8				37.36			87.28
100	-	1 RES WATER	SENS69890961	A	12/11/2014	13903725		281	13				60.71			141.83
100	-	1 RES WATER	SENS69890961	A	09/05/2014	13896369		268	19				88.73			207.29
100	-	1 RES WATER	SENS69890961	A	06/04/2014	13888964		249	11				51.37			120.01
100	-	1 RES WATER	SENS69890961	A	03/05/2014	13881546		238	14				64.45			151.81
100	-	1 RES WATER	SENS69890961	A	12/11/2013	13874131		224	11				50.60			119.24
						13866847										

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

10/05/2016 11:19
lisa

CITY OF ROCHESTER
UB Consumption History Report

P 1
ubcnsinq

Account Number	Customer # Name	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Status
Service	Mfr Meter Number				By											
111080	31474	STEVENS BENJAMIN J &			010500250000				312	SALMON FALLS	RD					Active
100	-	1 RES WATER	SENS69890961	A	09/25/2013		13860556	213	1			0	4.60	4.60		40.84
100	-	1 RES WATER	SENS69890961	A	09/05/2013		13859452	212	11			0	50.60	50.60		119.24
100	-	1 RES WATER	SENS69890961	A	06/04/2013		13852069	201	14			0	64.40	64.40		151.76
100	-	1 RES WATER	SENS69890961	A	03/06/2013		13844694	187	10			0	46.00	46.00		108.40
100	-	1 RES WATER	SENS69890961	A	12/13/2012		13837406	177	11			0	49.54	49.54		116.93
100	-	1 RES WATER	SENS69890961	A	09/04/2012		13830108	166	11			0	49.39	49.39		116.60
100	-	1 RES WATER	SENS69890961	A	06/01/2012		13822743	155	9			0	40.41	40.41		95.40
100	-	1 RES WATER	SENS69890961	A	03/05/2012		13815375	146	10			0	44.90	44.90		106.00
100	-	1 RES WATER	SENS69890961	A	12/05/2011		13808146	136	13			0	58.37	58.37		137.80
100	-	1 RES WATER	SENS69890961	A	09/12/2011		13800830	123	14			0	61.31	61.31		145.61
100	-	1 RES WATER	SENS69890961	A	06/09/2011		13793539	109	18			0	77.22	77.22		184.32
100	-	1 RES WATER	SENS69890961	A	03/09/2011		13786224	91	16			0	68.64	68.64		163.84
100	-	1 RES WATER	SENS69890961	A	12/03/2010		13779049	75	13			0	55.77	55.77		133.12
100	-	1 RES WATER	SENS69890961	A	09/07/2010		13771788	62	14			0	59.67	59.67		142.97
100	-	1 RES WATER	SENS69890961	A	06/04/2010		13764465	48	16			0	67.04	67.04		162.24
100	-	1 RES WATER	SENS69890961	A	03/09/2010		13757311	32	10			0	41.90	41.90		101.40
100	-	1 RES WATER	SENS69890961	A	12/14/2009		13750142	22	10			0	41.90	41.90		101.40
100	-	1 RES WATER	SENS69890961	A	09/15/2009		13742860	12	7			0	29.11	29.11		70.12
100	-	1 RES WATER	SENS69890961	A	06/11/2009		13735566	5	5			0	20.20	20.20		47.75
100	-	1 RES WATER	SENS69890961	I	03/13/2009		0	519	0			0	.00	.00		.00
100	-	1 RES WATER	NEPT31356995	A	03/12/2009		13728363	519	7			0	28.28	28.28		66.85
100	-	1 RES WATER	NEPT31356995	A	12/11/2008		13721215	512	10			0	40.40	40.40		95.50
100	-	1 RES WATER	NEPT31356995	A	09/15/2008		13713992	502	7			0	27.67	27.67		65.73
100	-	1 RES WATER	NEPT31356995	A	06/10/2008		13706717	495	1			0	13.79	13.79		38.51
100	-	1 RES WATER	NEPT31356995	E	03/12/2008		1366819	494	8			0	29.04	29.04		70.40
100	-	1 RES WATER	NEPT31356995	E	12/19/2007		1360041	486	7			0	25.41	25.41		61.60
100	-	1 RES WATER	NEPT31356995	A	09/12/2007		1353200	479	7			0	25.17	25.17		60.75
100	-	1 RES WATER	NEPT31356995	A	06/14/2007		1346329	472	9			0	31.05	31.05		73.35
100	-	1 RES WATER	NEPT31356995	A	03/14/2007		1339541	463	7			0	24.15	24.15		57.05

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

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/16/16

1. Date of Appeal: SEPTEMBER 26, 2016
2. Property Owner's Name: Benjamin Shaw Account #: 111080
3. Billing Address: 312 Salmon Falls Rd.
Rochester, NH 03868
4. Service Location: 312 Salmon Falls Rd. Zip Code 03868
5. Owners Representative: (Self)
6. Owners Representative's Signature: [Signature]
7. Phone #: 207-664-4552 Cell: (SAME)
8. Email Address: bshaw.nh@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 06/03/2016 to 09/15/2016

10. Abatement is being requested for:

a. How many units of water 33 x 4.67 = \$ 158.73

b. How many units of sewer 33 x 6.24 = \$ 205.92

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

Total \$ 364.65

11. Explanation of Appeal Request:

My bill is way above normal and I believe
this may be a result of the water/sewer
construction going on. I have witnessed a
worker turning on my spigot on two separate
occasions.

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.*

Account: 111080

[DEC. 07 BILL WAS ESTIMATED DUE TO SNOW

[2013-03-07 11:50:06 am]: HE CALLED WITH PROBLEM WITH SEWER LINE - I SENT HIS CALL DOWN TO PUBLIC WORKS

[2016-09-23 09:52:35 karenb]: OWNER CALLED DUE TO HIGH BILL. HE DID STATE THAT THE CREW FROM SUR THAT IS WORKING ON THE WATER LINES ON SALMON FALLS ROAD HAVE USED HIS SPIGOT. HE IS GOING TO CHECK HIS METER AND WE WILL GET ANOTHER READ TO CHECK HIS USAGE. EMAILED HIM THE APPEAL FORM.

[2016-09-27 08:06:20 karenb]: OWNER DROPPED OFF UAB FORM, SENT FOR OCTOBER UAB.

[2016-09-29 10:32:24 karenb]: GOT READ FOR UAB, 1 UNIT IN 13 DAYS = .08/DAY. USAGE IS BACK TO NORMAL.

✓ 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: October 4, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 9/26/16

Customer Name: Paul S. Miller

Account: 111160

Service Address: #325 Salmon Falls 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 at this time.

1. The appellant is responsible for undetected water leaks on property.
2. The appellant did not find any leaks and the meter is working properly.
3. Per the Policy on Water & Sewer Adjustments the additional usage does not meet the requirement that states, "a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption", to be considered for an adjustment.
4. The consumption (28 units) was higher than average 3 year use (10 units). Per Assistant City Engineer this is not due to minimal use by construction in progress.
5. Long term payments arrangements are available through the billing office


John B. Storer, PE
Director of City Services

10/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: September 26, 2016
SUBJECT: Paul S. Miller
PROPERTY: 325 Salmon Falls Rd

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

The customer is filing an appeal for 28 units of water and sewer on their September bill due to high usage. The customer believes that this is due to the construction in the area on the water lines.

Account #111160

3 year Consumption History

Date	Units	
6/16	12	
3/16	6	
12/15	4	
9/15	19	
6/15	15	
3/15	5	
12/14	11	
9/14	6	
6/14	7	
3/14	9	
12/13	10	
9/13	16	Average Consumption for 3 years
	120	10

9/16 28 Excluded from average

Account Number	Customer # Name	Parcel	Bill #	Curr Read	Location	Usage	Repl	Usage	Charge	Amount	Status
Service	Mfr Meter Number	By			Usage						Billed Amt
111160	24237 MILLER PAUL S & JUDITH A	010500030000			325	SALMON FALLS RD					Active
100	1 RES WATER	SENS69992132	A 09/15/2016	13948513	384	28		0	134.68	309.40	
100	1 RES WATER	SENS69992132	A 06/03/2016	13940999	356	12		0	57.72	132.60	
100	1 RES WATER	SENS69992132	A 03/02/2016	13933457	344	6		0	28.86	66.30	
100	1 RES WATER	SENS69992132	A 12/07/2015	13926089	338	4		0	19.08	48.93	
100	1 RES WATER	SENS69992132	A 09/04/2015	13918644	334	19		0	88.73	207.29	
100	1 RES WATER	SENS69992132	A 06/02/2015	13911203	315	15		0	70.05	163.65	
100	1 RES WATER	SENS69992132	A 03/02/2015	13903733	300	5		0	23.35	54.55	
100	1 RES WATER	SENS69992132	A 12/11/2014	13896377	295	11		0	51.37	120.01	
100	1 RES WATER	SENS69992132	A 09/05/2014	13888972	284	6		0	28.02	65.46	
100	1 RES WATER	SENS69992132	A 06/04/2014	13881554	278	7		0	32.69	76.37	
100	1 RES WATER	SENS69992132	A 03/07/2014	13874139	271	9		0	41.45	97.61	
100	1 RES WATER	SENS69992132	A 12/11/2013	13866855	262	10		0	46.00	108.40	
100	1 RES WATER	SENS69992132	A 09/05/2013	13859459	252	16		0	73.60	173.44	
100	1 RES WATER	SENS69992132	A 06/04/2013	13852076	236	16		0	73.60	173.44	
100	1 RES WATER	SENS69992132	A 03/06/2013	13844701	220	12		0	55.20	130.08	
100	1 RES WATER	SENS69992132	A 12/13/2012	13837413	208	13		0	58.56	138.21	
100	1 RES WATER	SENS69992132	A 09/04/2012	13830115	195	42		0	188.58	445.20	
100	1 RES WATER	SENS69992132	A 06/01/2012	13822750	153	18		0	80.82	190.80	
100	1 RES WATER	SENS69992132	A 03/05/2012	13815382	135	9		0	40.41	95.40	
100	1 RES WATER	SENS69992132	A 12/05/2011	13808152	126	8		0	35.92	84.80	
100	1 RES WATER	SENS69992132	A 09/12/2011	13800836	118	24		0	105.11	249.63	
100	1 RES WATER	SENS69992132	A 06/09/2011	13793545	94	11		0	47.19	112.64	
100	1 RES WATER	SENS69992132	A 03/09/2011	13786231	83	7		0	30.03	71.68	
100	1 RES WATER	SENS69992132	A 12/03/2010	13779056	76	6		0	25.74	61.44	
100	1 RES WATER	SENS69992132	A 09/07/2010	13771795	70	16		0	68.20	163.40	
100	1 RES WATER	SENS69992132	A 06/04/2010	13764472	54	13		0	54.47	131.82	
100	1 RES WATER	SENS69992132	A 03/09/2010	13757318	41	8		0	33.52	81.12	
100	1 RES WATER	SENS69992132	A 12/14/2009	13750149	33	9		0	37.71	91.26	
100	1 RES WATER	SENS69992132	A 09/15/2009	13742867	24	12		0	49.91	120.22	
100	1 RES WATER	SENS69992132	A 06/11/2009	13735573	12	1		0	15.33	41.66	
100	1 RES WATER	SENS69992132	E 03/15/2009	13728370	11	11		7	72.72	171.90	
100	1 RES WATER	SENS69992132	I 02/17/2009	0	1,268	7		0	.00	.00	
100	1 RES WATER	NEPT32006863	A 12/11/2008	13721222	1,261	11		0	44.44	105.05	
100	1 RES WATER	NEPT32006863	A 09/15/2008	13713999	1,250	20		0	79.04	187.78	
100	1 RES WATER	NEPT32006863	A 06/10/2008	13706724	1,230	27		0	98.01	237.60	
100	1 RES WATER	NEPT32006863	A 03/14/2008	1366825	1,203	21		0	76.23	184.80	
100	1 RES WATER	NEPT32006863	A 12/19/2007	1360047	1,182	25		0	90.75	220.00	
100	1 RES WATER	NEPT32006863	A 09/12/2007	1353206	1,157	26		0	93.51	225.65	
100	1 RES WATER	NEPT32006863	A 06/14/2007	1346335	1,131	21		0	72.45	171.15	
100	1 RES WATER	NEPT32006863	A 03/14/2007	1339548	1,110	20		0	69.00	163.00	
100	1 RES WATER	NEPT32006863	A 12/07/2006	1332797	1,090	11		0	37.95	89.65	
100	1 RES WATER	NEPT32006863	A 09/12/2006	1326021	1,079	33		0	112.86	265.44	
100	1 RES WATER	NEPT32006863	A 06/14/2006	1319170	1,046	16		0	52.64	121.28	
100	1 RES WATER	NEPT32006863	A 03/09/2006	1312447	1,030	10		0	32.90	75.80	
100	1 RES WATER	NEPT32006863	A 12/06/2005	1305777	1,020	15		0	49.35	113.70	
100	1 RES WATER	NEPT32006863	A 09/09/2005	1299067	1,005	15		0	88.83	202.00	
100	1 RES WATER	NEPT32006863	A 06/07/2005	124106	978	27		0	46.06	100.66	
100	1 RES WATER	NEPT32006863	A 03/15/2005	117461	964	13		0	42.77	93.47	
100	1 RES WATER	NEPT32006863	A 12/09/2004	110866	951	13		0	42.77	93.47	
100	1 RES WATER	NEPT32006863	A 09/07/2004	104235	938	18		0	59.22	128.16	
100	1 RES WATER	NEPT32006863	A 06/07/2004	97563	920	17		0	55.93	117.64	

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/26/16

W/S

1. Date of Appeal: 9/26/16
2. Property Owner's Name: Paul S Miller Account #: 111160
3. Billing Address: 325 Salmon Falls Rd
Rochester NH 03868
4. Service Location: Same Zip Code 03868
5. Owners Representative: Same
6. Owners Representative's Signature: Paul S Miller
7. Phone #: _____ Cell: 603-235-6976 Owner
8. Email Address: PJMAX5@aol.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 4/23/16 to 9/15/16

10. Abatement is being requested for:

- a. How many units of water 34.28 x 4.67 = \$ _____
- b. How many units of sewer 28 x 6.24 = \$ _____
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

11. Explanation of Appeal Request:

Have not been in house except for one weekend a
month since last December. Questioning bill charge.

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

☒ Yes ☐ No (circle one)

If yes, why?

Bill way too 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? _____

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.

Accounts

File Edit Tools Insert Help

Account: 111160

[2011-07-19 10:49:19 kathy]: POOL CREDIT 6 UNITS = \$35.70

[2016-09-26 10:07:30 sjuneau]: CUSTOMER CAME IN TODAY ANGRY ABOUT HIS WATER BILL. CLAIMS THAT HE HAS NOT BEEN HOME IN A FEW MONTHS, ONLY ON WEEKENDS & THAT THERE IS NO LEAKS IN THE PROPERTY. HE BELIEVES THAT SOMETHING HAPPENED DURING THE CONSTRUCTION AS HIS BILL IS HIGHER THAN IT HAS EVER BEEN EVEN WHEN HOME FOR THE SUMMER. FILLED OUT APPEAL PAPERWORK FOR OCTOBER MEETING.

[2016-09-29 10:52:50 karenb]: GOT A READ FOR OCTOBER LIAB, READ 384. ZERO UNITS IN 13 DAYS.

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: October 4, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 9/27/16

Customer Name: Nicholas & Jenna Pray

Account: 110980

Service Address: #364 Salmon Falls 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 at this time.

1. The appellant is responsible for undetected water leaks on property.
2. The appellant did not find any leaks and believes the meter is working properly.
3. Per the Policy on Water & Sewer Adjustments the additional usage does not meet the requirement that states, "a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption", to be considered for an adjustment.
4. The consumption (26 units) was higher than average 3 year use (15 units). Per Assistant City Engineer this is not due to minimal use by construction in progress.
5. Long term payments arrangements are available through the billing office

John B. Storer, PE
Director of City Services

10/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: September 27, 2016
SUBJECT: Nicholas & Jenna Pray
PROPERTY: 364 Salmon Falls Rd

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

The customer is filing an appeal for 26 units of water and sewer on their September bill due to high usage. The customer believes that this is due to the construction in the area on the water lines.

Account #110980

3 year Consumption History

Date	Units
------	-------

6/16	17
------	----

3/16	13
------	----

12/15	15
-------	----

9/15	16
------	----

6/15	11
------	----

3/15	14
------	----

12/14	16
-------	----

9/14	17
------	----

6/14	12
------	----

3/14	18
------	----

12/13	18
-------	----

167

15.18

9/16	26 Excluded from average
------	--------------------------

Account Number	Customer # Name	Mfr Meter Number	Cd Read Date Time	Parcel By	Bill # Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
110980	41170	PRAY NICHOLAS & JENNA		010600210000		364 SALMON FALLS RD				Active
100	1 RES WATER	SENS74469211	A 09/14/2016		13948499	26	0	125.06	287.30	
100	1 RES WATER	SENS74469211	A 06/03/2016		13940985	17	0	81.77	187.85	
100	1 RES WATER	SENS74469211	A 03/02/2016		13933443	13	0	62.53	143.65	
100	1 RES WATER	SENS74469211	A 12/07/2015		13926075	15	0	71.55	165.15	
100	1 RES WATER	SENS74469211	A 09/04/2015		13918630	16	0	74.72	174.56	
100	1 RES WATER	SENS74469211	A 06/02/2015		13911190	11	0	51.37	120.01	
100	1 RES WATER	SENS74469211	A 03/02/2015		13903719	14	0	65.38	152.74	
100	1 RES WATER	SENS74469211	A 12/11/2014		13896363	16	0	74.72	174.56	
100	1 RES WATER	SENS74469211	A 09/05/2014		13888958	17	0	79.39	185.47	
100	1 RES WATER	SENS74469211	A 06/04/2014		13881540	12	0	56.04	130.92	
100	1 RES WATER	SENS74469211	A 03/07/2014		13874125	18	0	82.90	195.22	
100	1 RES WATER	SENS74469211	A 12/11/2013		13866841	19	0	82.80	195.12	

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

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/27/16

1. Date of Appeal: 9/26/16
2. Property Owner's Name: Nicholas and Jenna Pray Account #: 110980
3. Billing Address: 364 salmon falls rd
Rochester NH 03868
4. Service Location: 364 Salmon Falls rd Zip Code 03868
5. Owners Representative: _____
6. Owners Representative's Signature: _____
603 842 0334
7. Phone #: _____ Cell: same
8. Email Address: hotrod1982@hotmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 6/3/16 to 9/14/16

10. Abatement is being requested for:

- a. How many units of water 26 x 4.67 = \$ 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:

We have been burdened with daily construction from june and to present. We had been switched from temporary to permanent many times. I had concerns about how that was regulated. We called Mike the city engineer, he told me there shouldn't be any issues. Our bill about doubled I We are a household of 2. As the construction had been going on, I had seen water just flowing on numerous occasions. There is absolutely no way our bill is correct. our usual is about \$160.00. That is what we have budgeted , not \$287.00.

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?

no, its SUR construction interfering with our actual usage.

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. We did not use this amount. We will not be paying for the construction crews to be careless.

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.*

Account: 110980

[6/23/06 - SENT LETTER TO FIX OUTSIDE READER

NOTICE OF MORTGAGEE FORECLOSURE SALE TO BE EFFECTIVE 5/27/09 - POSTPONED UNTIL 6/29/09.

05/14/09 - WATER OFF AT THIS LOCATION AT REQUEST OF PRIOR OWNER MAURO PARADA.

PROPERTY BEING FORECLOSED

7/14/09 CHAPTER 7 BANKRUPTCY FILED AND FORECLOSURE SALE POSTPONED TO 7/31/09 - AT THE TIME OF THE BANKRUPTCY FILING THERE WERE NO WATER/SEWER OR TAX BILLS DUE. - DISCHARGE OF DEBTOR AND FINAL DECREE GRANTED 10/21/09

9/09 - NEW ADDRESS FOR MAURO PARADA, 5221 CAHALAN AVE., SAN JOSE, CA 95123-4505

1/5/09 - NOTICE OF MORTGAGEE FORECLOSURE SALE TO BE EFFECTIVE 1/27/10

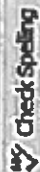
PROPERTY NOW BEING HANDLED BY MASIELLO GROUP

[2012-11-14 15:39:45 am]: INSPECTIONS RECEIVED - OK TO INSTALL METER WHEN REQUESTED

[2013-04-25 15:53:21 Juneau]: METER INSTALLED, WATER TURNED ON.

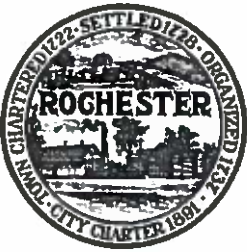
[2016-09-26 12:11:48 Juneau]: OWNER CALLED - HIS BILL HAS GONE UP \$100 THIS CYCLE AND HE HAS NO ISSUES IN HIS HOME, HE THINKS IT MAY HAVE TO DO WITH THE CONSTRUCTION. SENT HIM THE APPEAL PAPERWORK.

[2016-09-29 11:31:55 Karenb]: GOT READ FOR UAB ON 9/28/16; 197. 3 UNITS IN 14 DAYS = .21/DAY. RECEIVED APPEAL PAPERWORK 9/27/16; SENT TO UAB FOR OCTOBER APPEAL.



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: October 4, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 9/27/16

Customer Name: First United Methodist Church Account: 090875

Service Address: #36 So Main St

Rochester NH 03867

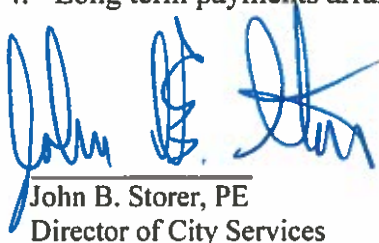
The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

Recommendations

I recommend no abatement at this time.

The above recommendation is based upon the following findings:

1. The appellant is responsible for water leaks on property.
2. The the meter is working properly.
3. Per the Policy on Water & Sewer Adjustments the additional usage does not meet the requirement that states, "a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption", to be considered for an adjustment.
4. Long term payments arrangements are available through the billing office.


John B. Storer, PE
Director of City Services

10/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: September 27, 2016
SUBJECT: First United Methodist Church
PROPERTY: 36 So Main St

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

The customer is filing an appeal for 54 units of water and sewer on their September bill due to high usage. Besides ongoing construction, this property is vacant since a fire in March, hot water heater was found to be leaking.

Account #090875

3 year Consumption History

Date	Units	
6/16	4	Fire was in March/ This may be closer to new avg
3/16	10	
12/15	8	
9/15	18	
6/15	12	
3/15	11	
12/14	14	
9/14	22	
6/14	11	
3/14	23	
12/13	12	
9/13	12	Average Consumption for 3 years
	157	13.08

9/16 58 Excluded from average

10/05/2016 11:43
lisa

CITY OF ROCHESTER
UB Consumption History Report

P 1
ubcnsing

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
090875	34332	FIRST UNITED METHODIST CHURCH	012003650000						36 SO MAIN ST				Active
100	1 RES WATER	SENS69893906	A	09/14/2016			13947766	474	58	0	278.98	640.90	
100	1 RES WATER	SENS69893906	A	06/17/2016			13940257	416	4	0	19.24	49.09	
100	1 RES WATER	SENS69893906	A	03/09/2016			13932711	412	10	0	48.10	110.50	
100	1 RES WATER	SENS69893906	A	12/16/2015			13925339	402	18	0	86.06	198.38	
100	1 RES WATER	SENS69893906	A	09/11/2015			13917900	384	12	0	56.04	130.92	
100	1 RES WATER	SENS69893906	A	06/11/2015			13910463	372	11	0	51.37	120.01	
100	1 RES WATER	SENS69893906	A	03/17/2015			13902991	361	14	0	65.38	152.74	
100	1 RES WATER	SENS69893906	A	12/12/2014			13895638	347	22	0	102.74	240.02	
100	1 RES WATER	SENS69893906	A	09/15/2014			13888236	325	11	0	51.37	120.01	
100	1 RES WATER	SENS69893906	A	06/09/2014			13880815	314	23	0	107.41	250.93	
100	1 RES WATER	SENS69893906	A	03/12/2014			13873410	291	12	0	55.32	130.20	
100	1 RES WATER	SENS69893906	A	12/19/2013			13866118	279	12	0	55.20	130.08	
100	1 RES WATER	SENS69893906	A	09/16/2013			13858734	267	8	0	36.80	86.72	
100	1 RES WATER	SENS69893906	A	06/13/2013			13851360	259	9	0	41.40	97.56	
100	1 RES WATER	SENS69893906	A	03/21/2013			13843984	250	17	0	78.20	184.28	
100	1 RES WATER	SENS69893906	A	12/12/2012			13836696	233	10	0	45.05	106.32	
100	1 RES WATER	SENS69893906	A	09/13/2012			13829396	223	7	0	31.43	74.20	
100	1 RES WATER	SENS69893906	A	06/15/2012			13822035	216	10	0	44.90	106.00	
100	1 RES WATER	SENS69893906	A	03/14/2012			13814667	206	10	0	44.90	106.00	
100	1 RES WATER	SENS69893906	A	12/12/2011			13807445	196	10	0	44.90	106.00	
100	1 RES WATER	SENS69893906	A	09/15/2011			13800124	186	8	0	35.09	83.31	
100	1 RES WATER	SENS69893906	A	06/13/2011			13792839	178	9	0	38.61	92.16	
100	1 RES WATER	SENS69893906	A	03/21/2011			13785525	169	9	0	38.61	92.16	
100	1 RES WATER	SENS69893906	A	12/14/2010			13778348	160	11	0	47.19	112.64	
100	1 RES WATER	SENS69893906	A	09/16/2010			13771095	149	12	0	51.28	122.68	
100	1 RES WATER	SENS69893906	A	06/15/2010			13763777	137	11	0	46.09	111.54	
100	1 RES WATER	SENS69893906	A	03/04/2010			13756616	126	13	0	54.47	131.82	
100	1 RES WATER	SENS69893906	A	12/15/2009			13749444	113	11	0	46.09	111.54	
100	1 RES WATER	SENS69893906	A	09/16/2009			13742162	102	44	0	183.29	441.97	
100	1 RES WATER	SENS69893906	A	06/16/2009			13734867	58	50	0	202.00	477.50	
100	1 RES WATER	SENS69893906	A	02/27/2009			13727667	8	8	10	72.72	171.90	
100	1 RES WATER	SENS69893906	I	02/10/2009			0	2,190	10	0	.00	.00	

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

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/27/16

1. Date of Appeal: Bill date 9/20/16 Bill # 13947766
2. Property Owner's Name: First United Methodist Church Account #: 090875 W/S
3. Billing Address: 34 So. Main St.
Rochester NH 03867
4. Service Location: 36 So Main St. Zip Code 03867
5. Owners Representative: Samuel Tweedy - Custodian
6. Owners Representative's Signature: [Signature]
7. Phone #: (603) 948-1179 Cell: (603) 978-0336
8. Email Address: office@firstunitedrochester.org

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from July to Sept 2016

10. Abatement is being requested for:

a. How many units of water 54 x 4.81 = \$ 259.74

b. How many units of sewer 54 x 6.24 = \$ 336.96

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

Total \$ 596.70

11. Explanation of Appeal Request:

See attached letter...

Form continues on back

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

☒ Yes ☐ No (circle one)

If yes, why?

We had discovered our hot water heater had been leaking for sometime now almost 3 months. Approx ~ 430 gallons of water

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, it is scheduled for 9/30/16

Who made the repair? A-D Archambault Plumbing + Heating

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

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

Well, given we are a non-profit this would cause a tremendous financial hardship to the overall church.

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.



First United Methodist Church

34 South Main Street Rochester, New Hampshire 03867

Telephone: 603-948-1179 www.firstumcrochester.org

Rev. Jeffrey J. Hunt, Pastor

September 27, 2016

City of Rochester

Water/Sewer Billing Appeal Application

Abatement appeal bill # 13947766 Acct#090875

To Whom It May Concern:

We are writing to appeal our recent water bill. The church had a fire back in March of 2016. Subsequently, since that fire we have had only construction work on that side of the building. Having said that it was only discovered on 9/17/16 that the hot water heater had been leaking for some time now. Since there is little to no activity on this side of the building we were unaware of the leak and the effect it could have had on our Water/Sewer bill. We were able to obtain a submersible pump and figured we pumped out close to 430 gallons of water. The pumping occurred two separate time periods during this last quarterly billing period.

We are now in the process of replacing the hot water heater. Attached please find a proposal for replacement which is scheduled to be done on 9/30/2016.

When we received the water bill we were surprised by the amount of water/sewer used and concluded this jump in usage is due primarily to the leak we weren't aware of. Considering our usage history has never been over 30 cubic units we are hoping that you strongly consider our abatement request.

Karen Bonneau was extremely nice in assisting me with this process, I truly appreciate her assistance. We thank you in advance for reviewing our abatement application.

In His Service,

Marguerite Correia

Office Administrator

Our Mission:

FEED THE NEED

*Putting our faith into motion by feeding
the body, mind and soul*

Account: 090875

[2016-09-27 14:21:09 karenb]: OFFICE STAFF CALLED REGARDING HIGH BILL. THEY HADNT BEEN USING THIS PART OF THE BUILDING DUE TO THE FIRE SO WERE UNAWARE THAT THE HOT WATER TANK HAD BEEN LEAKING. THEY HAVE IT SCHEDULED WITH ASD FOR REPAIR. EMAILED HER APPEAL FORM FOR UAB.

[2016-09-27 15:12:57 karenb]: RECEIVED APPEAL FORM AND SENT FOR OCTOBER UAB

Check Spelling

Display as HTML



City of Rochester
P.O. Box 981098
Boston MA 02298-1098

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
13947768	080875	09/20/2016	10/24/2016	0.00	.00	640.90
Amount Due						\$640.90

080875
FIRST UNITED METHODIST CHURCH
% JANE COMBS
34 SO MAIN ST
ROCHESTER, NH 03867-2702



Please Note Address Correction Below:

Name _____

Street _____

City _____ State _____ Zip _____

92096042017213947766500000640904

✕ 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			
FIRST UNITED METHODIST CHURCH			36 SO MAIN ST /			
Bill Number	Account Number	Past Due Date	Bill Date			
13947768	080875	10/24/2016	09/20/2016			
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	08/14/2016	08/17/2016	474	416	58	278.98
RES SEWER					58	361.92
Last Payment Amt		Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due
49.08		07/20/2016	0.00	.00	640.90	\$640.90

WATER \$4.81, ELDERLY \$2.08, MINIMUM \$18.27, MINIMUM ELDERLY \$14.64
SEWER \$8.24, ELDERLY \$4.15, MINIMUM \$28.85, MINIMUM ELDERLY \$23.76

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

BILL IS DUE UPON PRESENTATION

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

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

Remit payment to:
City of Rochester
Tax Collector's Office
P.O. Box 981098
Boston MA 02298-1098

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

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

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

Proposal 8412-50904 / 34 South Main St Water Heater

From: Heather Fernald

Sent: Tue, Sep 27, 2016 at 12:39 pm

To: office@firstumcrochester.org

FirstUnitedMethodist_Proposal8412-50994.pdf (2.2 MB)

Good afternoon, Marguerite:

Please find attached the proposal for the water heater replacement at 34 South Main Street as you requested. It was emailed to Charlie on September 22nd. You are on the schedule to have the work performed on September 30, 2016.

Please contact either Joyce or myself at 603-335-1800 if you have any questions.

Best regards,

Heather Fernald
A-D Archambault Plumbing & Heating, Inc.
61 Allen Street
Rochester, NH 03867
Tel: (603) 335-1800
Fax: (603) 335-7889

Proposal

A-D Archambault Plumbing and Heating, Inc.

61 Allen Street

Rochester, NH 03867

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

www.adplumbing.com

September 22, 2016

Summary: PROPOSAL

Reference #: 8412-50994

First United Methodist Church

ATTN: Marguerite Correia

34 South Main Street

Rochester, NH 03867

Job Name:

34 South Main Street

Water Heater

Rochester, NH

We Hereby Submit Specifications And Estimates For:

Replacement of the leaking power vented water heater to include:

Removal and disposal of the existing.

Install one (1) Bradford White 40-gallon natural gas powered vented water heater and accessories.

All pipe, fittings, etc., included as needed.

LABOR AND MATERIALS SUPPLIED BY US ARE GUARANTEED TO THE ORIGINAL PURCHASER FOR ONE YEAR FROM DATE OF COMPLETION.

PLEASE INITIAL HERE _____ AFTER REVIEWING THE TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS PROPOSAL.

TO ACCEPT THIS PROPOSAL AND RESERVE YOUR PLACE ON OUR SCHEDULE, PLEASE SIGN, DATE, AND MAIL OR FAX ONE COPY. THANK YOU!

OUR TECHNICIANS ARE TRAINED, LICENSED, AND INSURED.

1585.00

Subtotal	Total
1585.00	\$1,585.00

Payment to be made as follows:

Balance Due Upon Completion of Work.

I/We the undersigned accept this proposal and agree to all terms as outlined on the reverse side of this proposal.

Authorized
Signature



Acceptance
Signature

Date



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 4, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 9/29/16

Customer Name: James & Barbara Graham

Account: 080524

Service Address: #17 Brookfield Dr

Rochester NH 03867

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

Recommendations

I recommend no abatement at this time.

1. The appellant is responsible for undetected water leaks on property.
2. The appellant believes that the leak was from a toilet leak, which means it did enter the sewer system.
3. Per the Policy on Water & Sewer Adjustments the additional usage does not meet the requirement that states, "a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption", to be considered for an adjustment.
4. Long term payments arrangements are available through the billing office.

The above recommendation is based upon the following findings:

John B. Storer, PE
Director of City Services

10/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: September 29, 2016
SUBJECT: James & Barbara Graham
PROPERTY: 17 Brookfield Dr

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

The customer is filing an appeal for 34 units of water and sewer on their September bill due to high usage. The only issue was a leaking toilet that has been turned off; there has been no other extra usage per homeowner.

Account #080524

3 year Consumption History

Date	Units
------	-------

6/16	18
------	----

3/16	20
------	----

12/15	13
-------	----

9/15	11
------	----

6/15	11
------	----

3/15	12
------	----

12/14	14
-------	----

9/14	13
------	----

6/14	11
------	----

3/14	13
------	----

12/13	12
-------	----

9/13	13
------	----

Average Consumption for 3 years	
---------------------------------	--

161

13.42

9/12	34 Excluded from average
------	--------------------------

10/05/2016 09:50
lisa

CITY OF ROCHESTER
UB Consumption History Report

P
ubcnsing

Account Number Service	Customer # Name Mfr Meter Number	Cd Read Date Time	Parcel By	Bill # Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
080524	6998 GRAHAM JAMES G & BARBARA A		012801840000		17 BROOKFIELD DR				Active
100	1 RES WATER	A 09/12/2016	13947359	432	34	0	163.54	375.70	
100	1 RES WATER	A 06/09/2016	13939847	398	18	0	86.58	198.90	
100	1 RES WATER	A 03/07/2016	13932304	380	20	0	96.20	221.00	
100	1 RES WATER	A 12/09/2015	13924930	360	13	0	61.99	143.11	
100	1 RES WATER	A 09/02/2015	13917495	347	11	0	51.37	120.01	
100	1 RES WATER	A 06/11/2015	13910057	336	11	0	51.37	120.01	
100	1 RES WATER	A 03/18/2015	13902589	325	12	0	56.04	130.92	
100	1 RES WATER	A 12/09/2014	13895235	313	14	0	65.38	152.74	
100	1 RES WATER	A 09/08/2014	13887835	299	13	0	60.71	141.83	
100	1 RES WATER	A 06/09/2014	13880416	286	11	0	51.37	120.01	
100	1 RES WATER	A 03/12/2014	13873008	275	13	0	59.92	141.04	
100	1 RES WATER	A 12/16/2013	13865717	262	12	0	55.20	130.08	
100	1 RES WATER	A 09/12/2013	13858332	250	13	0	59.80	140.92	
100	1 RES WATER	A 06/06/2013	13850956	237	11	0	50.60	119.24	
100	1 RES WATER	A 03/12/2013	13843583	226	12	0	55.20	130.08	
100	1 RES WATER	A 12/11/2012	13836297	214	12	0	54.04	127.55	
100	1 RES WATER	A 09/11/2012	13828995	202	22	0	98.78	233.20	
100	1 RES WATER	A 06/07/2012	13821637	180	13	0	58.37	137.80	
100	1 RES WATER	A 03/08/2012	13814269	167	15	0	67.35	159.00	
100	1 RES WATER	A 12/07/2011	13807046	152	11	0	49.39	116.60	
100	1 RES WATER	A 09/14/2011	13799722	141	17	0	74.47	176.86	
100	1 RES WATER	A 06/08/2011	13792440	124	10	0	42.90	102.40	
100	1 RES WATER	A 03/16/2011	13785128	114	15	0	64.35	153.60	
100	1 RES WATER	A 12/07/2010	13777952	99	13	0	55.77	133.12	
100	1 RES WATER	A 09/08/2010	13770699	86	12	0	51.18	122.58	
100	1 RES WATER	A 06/08/2010	13763382	74	12	0	50.28	121.68	
100	1 RES WATER	A 03/11/2010	13756224	62	14	0	58.66	141.96	
100	1 RES WATER	A 12/08/2009	13749052	48	12	0	50.28	121.68	
100	1 RES WATER	A 09/09/2009	13741764	36	15	0	62.19	149.53	
100	1 RES WATER	A 06/02/2009	13734471	21	13	0	52.52	124.15	
100	1 RES WATER	A 03/09/2009	13727276	8	8	6	56.56	133.70	
100	1 RES WATER	I 01/15/2009	0	1,842	6	0	.00	.00	
100	1 RES WATER	A 12/05/2008	13720123	1,836	15	0	60.60	143.25	
100	1 RES WATER	A 09/02/2008	13712897	1,821	13	0	51.25	121.82	
100	1 RES WATER	A 06/11/2008	13705624	1,808	14	0	50.82	123.20	
100	1 RES WATER	A 03/10/2008	1365730	1,794	18	0	65.34	158.40	
100	1 RES WATER	A 12/07/2007	1358951	1,776	17	0	61.71	149.60	
100	1 RES WATER	A 09/10/2007	1352112	1,759	17	0	60.92	146.75	
100	1 RES WATER	A 06/06/2007	1345252	1,742	14	0	48.30	114.10	
100	1 RES WATER	A 03/09/2007	1338465	1,728	16	0	55.20	130.40	
100	1 RES WATER	A 12/01/2006	1331712	1,712	17	0	58.65	138.55	
100	1 RES WATER	A 08/31/2006	1324945	1,695	16	0	54.34	127.36	
100	1 RES WATER	A 05/31/2006	1318100	1,679	12	0	39.48	90.96	
100	1 RES WATER	A 03/03/2006	1311387	1,667	20	0	65.80	151.60	
100	1 RES WATER	A 12/01/2005	1304712	1,647	13	0	42.77	98.54	
100	1 RES WATER	A 08/31/2005	1298016	1,634	14	0	46.06	104.30	
100	1 RES WATER	A 05/31/2005	123052	1,620	14	0	46.06	100.66	
100	1 RES WATER	A 02/28/2005	116413	1,606	17	0	55.93	122.23	
100	1 RES WATER	A 12/01/2004	109832	1,589	18	0	59.22	129.42	
100	1 RES WATER	A 08/31/2004	103195	1,571	20	0	65.80	142.03	
100	1 RES WATER	A 06/01/2004	96529	1,551	21	0	69.09	145.32	

Account Number	Service	Customer #	Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	By	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Status
080524	-	6998	GRAHAM JAMES G & BARBARA A		A	03/01/2004		012801840000		89956		1,530	17 BROOKFIELD DR	21		0	69.09		143.34	Active
100	-	1 RES WATER	NEPT32616843		A	12/01/2003				83351		1,509		19		0	62.51		126.16	
100	-	1 RES WATER	NEPT32616843		A	09/03/2003				76680		1,490		22		0	72.38		146.08	
100	-	1 RES WATER	NEPT32616843		A	05/30/2003				54353		1,468		19		0	62.51		126.16	
100	-	1 RES WATER	NEPT32616843		A	03/10/2003				47919		1,449		23		0	75.67		152.72	
100	-	1 RES WATER	NEPT32616843		A	12/04/2002				41499		1,426		23		0	75.67		152.72	
100	-	1 RES WATER	NEPT32616843		A	09/03/2002				34998		1,403		21		0	69.09		138.60	
100	-	1 RES WATER	NEPT32616843		A	05/31/2002				28548		1,382		24		0	78.96		156.72	

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

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/29/16

1. Date of Appeal: Sept 29, 2016 W/S
2. Property Owner's Name: James & Barbara Graham Account #: 080524
3. Billing Address: 17 Brookfield Dr

4. Service Location: Rochester N.Y. Zip Code 13867
5. Owners Representative: James G. Graham / Barbara A. Graham
6. Owners Representative's Signature: James G. Graham / Barbara A. Graham
7. Phone #: 603-335-1844 Cell: /
8. Email Address: SASEti01@metrucas.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 6/10/16 to 9/12/16

10. Abatement is being requested for:

a. How many units of water 34 x 4.81 = \$ 163.54

b. How many units of sewer 34 x 6.24 = \$ 212.16

c. Water & Sewer Department Fees of: \$

Total \$ 375.70

11. Explanation of Appeal Request:

Previous bills since the last 26 mos, since we
lived here have averaged \$140. That is when there
were 3 extra people living here. There is now just
the two of us here, who are both on social
security. We do not have a pool or pond.

We were winterizing floors with the people
water of a dehumidifier in our basement. There
was no extra usage of water during that period.

Only problem was a toilet leak which was turned off.

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

☒ Yes ☐ No (circle one)

If yes, why?

Usage was triple what normal usage
usually was.

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:

On a fixed income and would have to pay
over a period of time due to amount of
the bill.

Please note:

1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.
2. Abatement Appeal Applications must be received by the 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: 080524

[2015-03-10 09:09:56 sjuneau]: MARCH BILL ESTIMATED DUE TO SNOW.

[2012-02-03 13:07:59 ann]: CUSTOMER CALLED TO INQUIRE AS TO THE AMOUNT OF BILL AS OF TODAY

[2016-09-29 09:22:46 karenb]: TECHNICIAN WENT OUT 9/28/16 TO CHECK METER DUE TO HIGH USAGE. METER RUNNING NORMALLY, 2 UNITS IN 16 DAYS = .125/DAY. FOR HIGH BILL IN SEPTEMBER USAGE WAS .35/DAY. HOMEOWNER DECIDED TO FILE APPEAL, DROPPED FORM OFF TODAY, STATING THAT THE ONLY ISSUE WAS A TOILET LEAK WHICH WAS TURNED OFF.

[2019/06-06-BARBARA CALLED TO FIND OUT HER BILL AMOUNT. SHE IS GOING TO PUT IN THE FRONT DROP BOX TODAY.

Check Spelling

Display as HTML

10/05/2016 16:09
lisa

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

P 1
glytddbud

FOR 2017 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	.00	.00	.00	-2,500.00	.0%*
510001	406105	XFER FROM RET EARNIN	-2,182,341	-2,182,341	.00	.00	.00	-2,182,341.00	.0%*
510001	406201	MISCELLANEOUS REVENU	-25,000	-25,000	-7,572.50	.00	.00	-17,427.50	30.3%*
510001	406600	CONSTRUCTION REVENUE	-50,000	-50,000	-19,196.62	.00	.00	-30,803.38	38.4%*
510001	406601	USER FEES	-3,500,000	-3,500,000	-1,079,379.26	.00	.00	-2,420,620.74	30.8%*
510001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-3,290.93	.00	.00	-8,709.07	27.4%*
510001	406603	HYDRANT RENTAL FEES	-24,000	-24,000	.00	.00	.00	-24,000.00	.0%*
51601057 WATER WORKS EXPENSE									
51601057	511001	SALARIES - FULL TI	575,907	575,907	147,243.36	.00	.00	428,663.64	25.6%
51601057	511099	SALARIES - ADJUSTM	2,741	2,741	.00	.00	.00	2,741.00	.0%
51601057	513001	OVERTIME - REGULAR	40,000	40,000	6,682.94	.00	.00	33,317.06	16.7%
51601057	515001	ON CALL	4,497	4,497	1,206.72	.00	.00	3,290.28	26.8%
51601057	516000	LONGEVITY	1,393	1,393	262.50	.00	.00	1,130.50	18.8%
51601057	519000	TRAVEL ALLOWANCE	0	0	134.61	.00	.00	-134.61	100.0%*
51601057	521100	HEALTH INSURANCE	155,059	155,059	38,592.30	.00	.00	116,466.70	24.9%
51601057	521200	DENTAL INSURANCE	2,720	2,720	644.51	.00	.00	2,075.49	23.7%
51601057	521300	LIFE INSURANCE	667	667	291.20	.00	.00	375.80	43.7%
51601057	522000	SOCIAL SECURITY CO	45,587	45,587	11,395.54	.00	.00	34,191.46	25.0%
51601057	523000	RETIRE CONTRIBUTIO	69,133	69,133	17,351.09	.00	.00	51,781.91	25.1%
51601057	526000	WORKERS' COMPENSAT	26,499	26,499	26,482.00	.00	.00	17.00	99.9%
51601057	528001	IPT	3,986	3,986	1,470.75	.00	.00	2,515.25	36.9%
51601057	532001	STAFF DEVELOPMENT	5,794	5,794	935.87	.00	30.00	4,828.13	16.7%
51601057	533000	OTHER PROF SERVICE	9,672	9,672	331.02	.00	559.74	8,781.24	9.2%
51601057	533001	AUDIT	3,910	3,910	.00	.00	.00	3,910.00	.0%
51601057	533002	ENGINEERING SERVIC	11,800	11,800	.00	.00	6,000.00	5,800.00	50.8%
51601057	533004	MEDICAL SERVICES	500	500	.00	.00	500.00	.00	100.0%
51601057	533009	14542 ROCHESTER HIL	0	0	4,278.02	.00	10,721.98	-15,000.00	100.0%*
51601057	533010	LABOR NEGOTIATIONS	1,000	1,000	.00	.00	.00	1,000.00	.0%
51601057	534003	SOFTWARE MAINTENAN	23,425	23,425	18,433.97	.00	123.69	4,867.34	79.2%
51601057	541100	WATER & SEWERAGE	6,000	6,000	2,767.22	.00	1,232.75	2,000.03	66.7%
51601057	542300	CUSTODIAL SERVICES	2,100	2,100	346.50	.00	.00	1,753.50	16.5%
51601057	543001	VEHICLE MAINT & RE	1,000	1,000	21.65	.00	10.00	968.35	3.2%
51601057	543002	EQUIPMENT MAINTENA	1,135	1,135	1,135.00	.00	.00	.00	100.0%
51601057	544200	RENTAL OF EQUIPMEN	410	410	145.25	.00	.00	264.75	35.4%

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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601057	544400	RENTAL OF COMP/COM	1,823	1,823	447.64	.00	1,352.36	23.00	98.7%
51601057	544500	LEASE COPIER/PRINT	1,656	1,656	1,578.80	.00	.00	77.20	95.3%
51601057	552001	FLEET INSURANCE	3,029	3,029	3,930.00	.00	.00	-901.00	129.7%*
51601057	552003	GENERAL LIABILITY	5,942	5,942	5,388.00	.00	.00	554.00	90.7%
51601057	553400	POSTAGE FEES	400	400	17.90	.00	.00	382.10	4.5%
51601057	554000	ADVERTISING	1,650	1,650	339.00	.00	.00	1,311.00	20.5%
51601057	555000	PRINTING AND BINDI	1,839	1,839	32.00	.00	.00	1,807.00	1.7%
51601057	556000	TUITION	3,150	3,150	.00	.00	.00	3,150.00	.0%
51601057	558000	TRAVEL	375	375	3.34	.00	16.66	355.00	5.3%
51601057	561003	OFFICE SUPPLIES	3,051	3,051	178.71	.00	787.07	2,085.22	31.7%
51601057	561005	PUBLICATIONS	50	50	.00	.00	.00	50.00	.0%
51601057	561008	VEHICLE SUPPLIES	9,000	9,000	3,207.21	.00	1,258.89	4,533.90	49.6%
51601057	561010	CLOTHING	5,800	5,800	1,190.85	.00	722.64	3,886.51	33.0%
51601057	561015	SAFETY EQUIPMENT &	5,000	5,000	1,709.26	.00	488.34	2,802.40	44.0%
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	716.67	.00	1,083.33	.00	100.0%
51601057	561032	OTHER OPERATIONAL	3,625	3,625	893.79	.00	.00	2,731.21	24.7%
51601057	562600	VEHICLE FUEL	21,420	21,420	1,904.06	.00	.00	19,515.94	8.9%
51601057	573401	ADMIN EQUIPMENT	2,335	2,335	1,033.31	.00	28.08	1,273.61	45.5%
51601057	573900	OTHER EQUIPMENT	7,000	7,000	.00	.00	.00	7,000.00	.0%
51601057	575100	INVENTORY PURCHASE	109,000	109,000	39,954.50	.00	22,488.50	46,557.00	57.3%
51601057	581000	DUES AND FEES	1,020	1,020	.00	.00	.00	1,020.00	.0%
51601057	583000	INTEREST EXPENSE	545,886	545,886	209,893.98	.00	.00	335,992.02	38.5%
51601057	584000	CONTINGENCY	20,000	20,000	.00	.00	.00	20,000.00	.0%
51601057	589001	STATE PERMITS & FE	2,750	2,750	.00	.00	2,050.00	700.00	74.5%
51601057	589031	LIEN DISCHARGE FEE	600	600	73.68	.00	126.32	400.00	33.3%
51601057	591000	REDEMPTION OF PRIN	1,429,547	1,429,547	209,920.95	.00	37,500.00	1,182,126.05	17.3%
51601057	592001	DEPRECIATION	1,278,950	1,278,950	.00	.00	.00	1,278,950.00	.0%
51601057	593002	TRANS TO CAPITAL P	167,000	167,000	.00	.00	.00	167,000.00	.0%
51601057	593008	TRANSFER TO GENERA	25,000	25,000	6,250.00	.00	.00	18,750.00	25.0%
51601073 WATER TREATMENT PLANT									
51601073	511001	SALARIES - FULL TI	281,181	281,181	75,705.31	.00	.00	205,475.69	26.9%
51601073	513001	OVERTIME - REGULAR	15,000	15,000	4,178.05	.00	.00	10,821.95	27.9%
51601073	515001	ON CALL	16,285	16,285	4,377.50	.00	.00	11,907.50	26.9%
51601073	516000	LONGEVITY	200	200	.00	.00	.00	200.00	.0%
51601073	521100	HEALTH INSURANCE	107,812	107,812	28,515.56	.00	.00	79,296.44	26.4%
51601073	521200	DENTAL INSURANCE	1,500	1,500	397.08	.00	.00	1,102.92	26.5%
51601073	521300	LIFE INSURANCE	225	225	129.92	.00	.00	95.08	57.7%
51601073	522000	SOCIAL SECURITY CO	22,543	22,543	6,014.56	.00	.00	16,528.44	26.7%
51601073	523000	RETIREMENT CONTRIB	33,109	33,109	8,922.95	.00	.00	24,186.05	27.0%
51601073	526000	WORKERS' COMPENSAT	5,531	5,531	5,527.00	.00	.00	4.00	99.9%

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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601073	528001	IPT	1,924	1,924	785.52	.00	.00	1,138.48	40.8%
51601073	533002	ENGINEERING SERVIC	11,000	11,000	274.16	.00	4,725.84	6,000.00	45.5%
51601073	533006	LABORATORY SERVICE	19,360	19,360	4,128.33	.00	14,644.96	586.71	97.0%
51601073	543000	REPAIR AND MAINTEN	58,563	58,563	4,158.68	.00	3,176.93	51,227.39	12.5%
51601073	543002	EQUIPMENT MAINTENA	68,999	68,999	6,968.00	.00	10,195.00	51,836.00	24.9%
51601073	544500	LEASE COPIER/PRINT	800	800	440.23	.00	.00	359.77	55.0%
51601073	552002	PROPERTY INSURANCE	6,831	6,831	7,150.00	.00	.00	-319.00	104.7%*
51601073	553000	COMMUNICATIONS	10,360	10,360	3,733.33	.00	1,929.32	4,697.35	54.7%
51601073	561001	JANITORIAL SUPPLIE	1,000	1,000	502.62	.00	.00	497.38	50.3%
51601073	561002	BLDG MAINT SUPPLIE	1,600	1,600	402.00	.00	606.00	592.00	63.0%
51601073	561010	CLOTHING	5,500	5,500	1,110.03	.00	794.44	3,595.53	34.6%
51601073	561015	SAFETY EQUIPMENT &	4,050	4,050	2,025.04	.00	1,598.29	426.67	89.5%
51601073	561031	CHEMICALS	187,500	187,500	32,329.80	.00	6,389.57	148,780.63	20.7%
51601073	561037	LABORATORY SUPPLIE	8,000	8,000	.00	.00	3,362.72	4,637.28	42.0%
51601073	561040	EQUIPMENT REPAIR S	30,000	30,000	6,061.83	.00	848.71	23,089.46	23.0%
51601073	562200	ELECTRICITY	126,000	126,000	15,803.96	.00	.00	110,196.04	12.5%
51601073	562400	HEATING FUEL	34,000	34,000	635.83	.00	.00	33,364.17	1.9%
51601073	573900	OTHER EQUIPMENT	15,400	15,400	.00	.00	.00	15,400.00	.0%
51601073	589030	PROP TAX TO OTH CO	3,155	3,155	.00	.00	.00	3,155.00	.0%
51601570 WATER REVENUE OFFICE									
51601570	511001	SALARIES - FULL TI	31,159	31,159	8,777.16	.00	.00	22,381.84	28.2%
51601570	513001	OVERTIME - REGULAR	0	0	26.52	.00	.00	-26.52	100.0%*
51601570	516000	LONGEVITY	163	163	.00	.00	.00	163.00	.0%
51601570	521100	HEALTH INSURANCE	11,616	11,616	3,359.67	.00	.00	8,256.33	28.9%
51601570	521200	DENTAL INSURANCE	221	221	59.57	.00	.00	161.43	27.0%
51601570	521300	LIFE INSURANCE	26	26	14.98	.00	.00	11.02	57.6%
51601570	522000	SOCIAL SECURITY CO	2,145	2,145	618.88	.00	.00	1,526.12	28.9%
51601570	523000	RETIREMENT CONTRIB	3,497	3,497	983.35	.00	.00	2,513.65	28.1%
51601570	526000	WORKERS' COMPENSAT	68	68	68.00	.00	.00	.00	100.0%
51601570	528001	IPT	219	219	89.81	.00	.00	129.19	41.0%
51601570	543000	REPAIR AND MAINTEN	1,200	1,200	1,154.71	.00	.00	45.29	96.2%
51601570	553400	POSTAGE FEES	8,256	8,256	1,954.43	.00	55.00	6,246.57	24.3%
51601570	555000	PRINTING AND BINDI	410	410	.00	.00	.00	410.00	.0%
51601570	561003	OFFICE SUPPLIES	300	300	88.27	.00	.00	211.73	29.4%
TOTAL WATER ENTERPRISE FUND			0	0	-97,651.00	.00	135,407.13	-37,756.13	100.0%
TOTAL REVENUES			-5,795,841	-5,795,841	-1,109,439.31	.00	.00	-4,686,401.69	
TOTAL EXPENSES			5,795,841	5,795,841	1,011,788.31	.00	135,407.13	4,648,645.56	
GRAND TOTAL			0	0	-97,651.00	.00	135,407.13	-37,756.13	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	.00	.00	.00	-2,500.00	.0%*
520001	406105	XFER FROM RET EARNIN	-1,677,334	-1,677,334	.00	.00	.00	-1,677,334.00	.0%*
520001	406201	MISCELLANEOUS REVENU	-4,000	-4,000	-1,100.00	.00	.00	-2,900.00	27.5%*
520001	406211	HOMEMAKERS SRF LOAN	-16,049	-16,049	.00	.00	.00	-16,049.00	.0%*
520001	406600	CONSTRUCTION REVENUE	-10,000	-10,000	-389.50	.00	.00	-9,610.50	3.9%*
520001	406601	USER FEES	-4,500,000	-4,500,000	-1,177,121.66	.00	.00	-3,322,878.34	26.2%*
520001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-2,804.31	.00	.00	-9,195.69	23.4%*
520001	406607	IMPACT FEES	-14,000	-14,000	-34,832.00	.00	.00	20,832.00	248.8%
520001	406701	SEPTIC DISPOSAL PERM	-175,000	-175,000	-25,801.00	.00	.00	-149,199.00	14.7%*
520001	406703	INDUSTRIAL PRE-TREAT	-10,000	-10,000	.00	.00	.00	-10,000.00	.0%*
520002 SEWER WORKS REVENUE									
520002	406306	STATE AID GRANT C-52	-345,384	-345,384	-19,777.00	.00	.00	-325,607.00	5.7%*
520002	406307	STATE AID GRANT C-77	-7,291	-7,291	-7,290.00	.00	.00	-1.00	100.0%*
520002	406308	STATE AID GRANT C-77	-11,681	-11,681	-3,021.00	.00	.00	-8,660.00	25.9%*
520002	406309	STATE AID GRANT C-83	-45,206	-45,206	.00	.00	.00	-45,206.00	.0%*
520002	406310	STATE AID GRANT C-83	-14,811	-14,811	-5,116.00	.00	.00	-9,695.00	34.5%*
520002	406311	STATE AID GRANT C-83	-31,901	-31,901	-11,875.00	.00	.00	-20,026.00	37.2%*
52602057 SEWER WORKS EXPENSE									
52602057	511001	SALARIES - FULL TI	387,548	387,548	100,683.81	.00	.00	286,864.19	26.0%
52602057	511099	SALARIES - ADJUSTM	2,741	2,741	.00	.00	.00	2,741.00	.0%
52602057	513001	OVERTIME - REGULAR	8,100	8,100	1,535.90	.00	.00	6,564.10	19.0%
52602057	515001	ON CALL	4,497	4,497	1,206.72	.00	.00	3,290.28	26.8%
52602057	516000	LONGEVITY	1,393	1,393	262.51	.00	.00	1,130.49	18.8%
52602057	519000	TRAVEL ALLOWANCE	0	0	134.61	.00	.00	-134.61	100.0%*
52602057	521100	HEALTH INSURANCE	99,563	99,563	26,153.98	.00	.00	73,409.02	26.3%
52602057	521200	DENTAL INSURANCE	1,529	1,529	390.96	.00	.00	1,138.04	25.6%
52602057	521300	LIFE INSURANCE	516	516	209.86	.00	.00	306.14	40.7%
52602057	522000	SOCIAL SECURITY CO	29,248	29,248	7,555.22	.00	.00	21,692.78	25.8%
52602057	523000	RETIRE CONTRIBUTIO	44,836	44,836	11,605.81	.00	.00	33,230.19	25.9%
52602057	526000	WORKERS' COMPENSAT	15,880	15,880	15,870.00	.00	.00	10.00	99.9%
52602057	528001	IPT	2,627	2,627	977.69	.00	.00	1,649.31	37.2%

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52602057	532001	STAFF DEVELOPMENT	6,344	6,344	1,936.10	.00	70.00	4,337.90	31.6%
52602057	533000	OTHER PROF SERVICE	6,780	6,780	2,553.22	.00	84.74	4,142.04	38.9%
52602057	533001	AUDIT	3,910	3,910	.00	.00	.00	3,910.00	.0%
52602057	533004	MEDICAL SERVICES	500	500	.00	.00	500.00	.00	100.0%
52602057	533010	LABOR NEGOTIATIONS	1,000	1,000	.00	.00	.00	1,000.00	.0%
52602057	534003	SOFTWARE MAINTENAN	19,016	19,016	18,127.17	.00	123.68	765.15	96.0%
52602057	542300	CUSTODIAL SERVICES	2,000	2,000	346.50	.00	.00	1,653.50	17.3%
52602057	543000	REPAIR AND MAINTEN	2,360	2,360	1,540.00	.00	.00	820.00	65.3%
52602057	543001	VEHICLE MAINT & RE	2,500	2,500	21.70	.00	10.00	2,468.30	1.3%
52602057	543002	EQUIPMENT MAINTENA	4,113	4,113	1,299.80	.00	.00	2,813.20	31.6%
52602057	544200	RENTAL OF EQUIPMEN	400	400	145.25	.00	.00	254.75	36.3%
52602057	544400	RENTAL OF COMP/COM	2,352	2,352	447.64	.00	1,388.36	516.00	78.1%
52602057	544500	LEASE COPIER/PRINT	1,600	1,600	1,066.55	.00	.00	533.45	66.7%
52602057	552001	FLEET INSURANCE	4,241	4,241	8,886.00	.00	.00	-4,645.00	209.5%*
52602057	552002	PROPERTY INSURANCE	5,362	5,362	5,589.00	.00	.00	-227.00	104.2%*
52602057	552003	GENERAL LIABILITY	5,677	5,677	5,122.00	.00	.00	555.00	90.2%
52602057	553400	POSTAGE FEES	500	500	18.27	.00	.00	481.73	3.7%
52602057	554000	ADVERTISING	735	735	343.00	.00	.00	392.00	46.7%
52602057	555000	PRINTING AND BINDI	1,639	1,639	32.00	.00	.00	1,607.00	2.0%
52602057	556000	TUITION	6,900	6,900	.00	.00	.00	6,900.00	.0%
52602057	558000	TRAVEL	875	875	3.32	.00	16.67	855.01	2.3%
52602057	561003	OFFICE SUPPLIES	3,348	3,348	178.68	.00	787.07	2,382.25	28.8%
52602057	561005	PUBLICATIONS	32	32	.00	.00	.00	32.00	.0%
52602057	561008	VEHICLE SUPPLIES	13,500	13,500	3,455.51	.00	2,778.34	7,266.15	46.2%
52602057	561009	TRAINING MATERIALS	250	250	.00	.00	.00	250.00	.0%
52602057	561010	CLOTHING	5,615	5,615	413.47	.00	287.55	4,913.98	12.5%
52602057	561015	SAFETY EQUIPMENT &	5,900	5,900	1,699.84	.00	488.33	3,711.83	37.1%
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	716.65	.00	933.35	.00	100.0%
52602057	561032	OTHER OPERATIONAL	600	600	444.34	.00	.00	155.66	74.1%
52602057	561040	EQUIPMENT REPAIR S	6,000	6,000	1,120.04	.00	944.66	3,935.30	34.4%
52602057	562600	VEHICLE FUEL	41,000	41,000	4,051.61	.00	.00	36,948.39	9.9%
52602057	573401	ADMIN EQUIPMENT	1,635	1,635	1,033.31	.00	28.07	573.62	64.9%
52602057	573900	OTHER EQUIPMENT	6,500	6,500	.00	.00	.00	6,500.00	.0%
52602057	575100	INVENTORY PURCHASE	12,500	12,500	.00	.00	7,500.00	5,000.00	60.0%
52602057	581000	DUES AND FEES	1,090	1,090	.00	.00	.00	1,090.00	.0%
52602057	583000	INTEREST EXPENSE	481,493	481,493	218,803.44	.00	.00	262,689.56	45.4%
52602057	584000	CONTINGENCY	15,000	15,000	.00	.00	.00	15,000.00	.0%
52602057	589001	STATE PERMITS & FE	1,650	1,650	11.00	.00	1,100.00	539.00	67.3%
52602057	591000	REDEMPTION OF PRIN	2,026,656	2,026,656	1,294,686.38	.00	.00	731,969.62	63.9%
52602057	593002	TRANS TO CAPITAL P	143,500	143,500	.00	.00	.00	143,500.00	.0%
52602057	593008	TRANSFER TO GENERA	25,000	25,000	6,250.00	.00	.00	18,750.00	25.0%

52602074 SEWER TREATMENT PLANT

52602074	511001	SALARIES - FULL TI	437,756	437,756	115,005.20	.00	.00	322,750.80	26.3%
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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602074	513001	OVERTIME - REGULAR	32,500	32,500	9,523.71	.00	.00	22,976.29	29.3%
52602074	515001	ON CALL	29,438	29,438	7,861.63	.00	.00	21,576.37	26.7%
52602074	516000	LONGEVITY	600	600	.00	.00	.00	600.00	.0%
52602074	521100	HEALTH INSURANCE	94,174	94,174	28,807.33	.00	.00	65,366.67	30.6%
52602074	521200	DENTAL INSURANCE	1,794	1,794	590.16	.00	.00	1,203.84	32.9%
52602074	521300	LIFE INSURANCE	356	356	192.51	.00	.00	163.49	54.1%
52602074	522000	SOCIAL SECURITY CO	37,110	37,110	9,742.80	.00	.00	27,367.20	26.3%
52602074	523000	RETIREMENT CONTRIB	52,598	52,598	13,613.94	.00	.00	38,984.06	25.9%
52602074	526000	WORKERS' COMPENSAT	4,739	4,739	4,736.00	.00	.00	3.00	99.9%
52602074	528001	IPT	2,476	2,476	960.82	.00	.00	1,515.18	38.8%
52602074	533000	OTHER PROF SERVICE	121,834	121,834	.00	.00	4,165.63	117,668.37	3.4%
52602074	533006	LABORATORY SERVICE	119,699	119,699	10,763.00	.00	35,958.00	72,978.00	39.0%
52602074	534009	INDUSTRIAL PRETREA	32,755	32,755	2,532.00	.00	18,408.00	11,815.00	63.9%
52602074	543000	REPAIR AND MAINTEN	87,547	87,547	4,871.88	.00	25,066.80	57,608.32	34.2%
52602074	543002	EQUIPMENT MAINTENA	122,576	122,576	15,331.56	.00	27,649.33	79,595.11	35.1%
52602074	544500	LEASE COPIER/PRINT	1,852	1,852	1,112.38	.00	.00	739.62	60.1%
52602074	552002	PROPERTY INSURANCE	4,849	4,849	5,228.00	.00	.00	-379.00	107.8%*
52602074	553000	COMMUNICATION	10,844	10,844	2,181.41	.00	1,937.33	6,725.26	38.0%
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	526.78	.00	69.19	904.03	39.7%
52602074	561002	BUILDING MAINT SUP	7,450	7,450	267.73	.00	.00	7,182.27	3.6%
52602074	561010	CLOTHING	9,025	9,025	1,157.34	.00	816.71	7,050.95	21.9%
52602074	561015	SAFETY EQUIPMENT &	6,200	6,200	.00	.00	.00	6,200.00	.0%
52602074	561031	CHEMICAL	327,286	327,286	20,909.32	.00	28,492.10	277,884.58	15.1%
52602074	561037	LABORATORY SUPPLIE	28,057	28,057	3,583.05	.00	783.10	23,690.85	15.6%
52602074	561040	EQUIPMENT REPAIR S	81,570	81,570	11,530.69	.00	2,374.64	67,664.67	17.0%
52602074	562200	ELECTRICITY	375,000	375,000	87,853.26	.00	.00	287,146.74	23.4%
52602074	562400	HEATING FUEL	43,000	43,000	816.96	.00	.00	42,183.04	1.9%
52602074	573900	OTHER EQUIPMENT	22,075	22,075	7,313.00	.00	.00	14,762.00	33.1%
52602074	592001	DEPRECIATION	1,230,057	1,230,057	.00	.00	.00	1,230,057.00	.0%
52602470 SEWER REVENUE OFFICE									
52602470	511001	SALARIES - FULL TI	31,159	31,159	8,777.35	.00	.00	22,381.65	28.2%
52602470	513001	OVERTIME - REGULAR	0	0	26.52	.00	.00	-26.52	100.0%*
52602470	516000	LONGEVITY	163	163	.00	.00	.00	163.00	.0%
52602470	521100	HEALTH INSURANCE	11,620	11,620	3,359.91	.00	.00	8,260.09	28.9%
52602470	521200	DENTAL INSURANCE	222	222	59.64	.00	.00	162.36	26.9%
52602470	521300	LIFE INSURANCE	27	27	15.05	.00	.00	11.95	55.7%
52602470	522000	SOCIAL SECURITY CO	2,151	2,151	618.96	.00	.00	1,532.04	28.8%
52602470	523000	RETIREMENT CONTRIB	3,501	3,501	983.43	.00	.00	2,517.57	28.1%
52602470	526000	WORKERS' COMPENSAT	68	68	68.00	.00	.00	.00	100.0%
52602470	528001	IPT	222	222	89.95	.00	.00	132.05	40.5%

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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602470	543000	REPAIR AND MAINTEN	1,200	1,200	1,154.71	.00	.00	45.29	96.2%
52602470	553400	POSTAGE FEES	8,256	8,256	1,954.45	.00	55.00	6,246.55	24.3%
52602470	555000	PRINTING AND BINDI	350	350	.00	.00	.00	350.00	.0%
52602470	561003	OFFICE SUPPLIES	300	300	88.25	.00	.00	211.75	29.4%
TOTAL SEWER ENTERPRISE FUND			0	0	862,510.07	.00	162,816.65	-1,025,326.72	100.0%
TOTAL REVENUES			-6,877,157	-6,877,157	-1,289,127.47	.00	.00	-5,588,029.53	
TOTAL EXPENSES			6,877,157	6,877,157	2,151,637.54	.00	162,816.65	4,562,702.81	
GRAND TOTAL			0	0	862,510.07	.00	162,816.65	-1,025,326.72	100.0%

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