



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: April 9, 2014
TO: Utility Advisory Board
FROM: Blaine Cox, Director of Finance and Administration
REGARDING: Utility Advisory Board Meeting

Blaine Cox

There will be a meeting of the Utility Advisory Board on Monday, April 14, 2014 at 5:30 P.M. in the Conference Room.

AGENDA

1. Call to Order
2. Acceptance of March 10, 2014 Minutes - Page 3
3. Old Business
4. Appeals

4.1 Umesh Koirak - Page 5
19 Pickering Road
Rochester, NH 03839

4.2 David Perreault - Page 11
59 Rochester Hill Road
Rochester, NH 03867

4.3 Kevin Woodall - Page 18
400 Summit Drive
Corte Madera, CA 94925

Re: 34 Pine Street
Rochester, NH 03867

4.4 Keith Corson - Page 25
307 Old Pittsfield Road
Northwood, NH 03261

Re: 49-51 Congress Street
Rochester, NH 03867

- 4.5 Noupone Nonthaxay - Page 38
9 Lavoie Drive
Nottingham, NH 03290
- Re: 6 Fairway Avenue
Rochester, NH 03867
- 4.6 Frank Spinale - Page 45
66 Washington Street
Rochester, NH 03867
- 4.7 Marie A. Oakes - Page 54
4 Durgin Drive
Rochester, NH 03868
- 4.8 Jeff Levins - Page 61
1 Link Street
Rochester, NH 03867
5. Tenants As Customers - Page 67
6. Financials - Page 68
7. Other
8. Adjournment

Copy to: City Manager Fitzpatrick
Mr. Peter Nourse
Mr. Umesh Koirak
Mr. David Perreault
Mr. Kevin Woodall
Mr. Keith Corson
Mr. Noupone Nonthaxay
Mr. Frank Spinale
Mr. Marie Oakes
Mr. Jeff Levins

BMC: sam
Enc.

UTILITY ADVISORY BOARD MEETING
March 10, 2014
CITY COUNCIL CONFERENCE ROOM
5:30 P.M.

MEMBERS PRESENT

Daniel Peterson
Arthur Hoffman
Shawn Libby
Sharon Parshley
Tom Willis

OTHERS PRESENT

Blaine Cox, Deputy City Manager
Peter Nourse, DPW Director
Joy Austin, Appellant

MINUTES

1. Call to Order.

Daniel Peterson called the meeting to order at 5:30 P.M. All Board members were present.

2. Acceptance of February 10, 2014 Minutes

Tom Willis **MOVED** to accept the February 10, 2014 minutes as written. The motion received a second and was **ADOPTED** by a unanimous voice vote.

3. Old Business

3.1 Austin Appeal

The appellant, Joy Austin, was present and provided additional details regarding her abatement request.

Arthur Hoffman **MOVED** to reconsider the Board's action of February 10, 2014 which denied Ms. Austin's request because it was determined that the appellant had failed to adequately document the details of the leak. The motion received a second and was **ADOPTED** by a unanimous voice vote.

Arthur Hoffman **MOVED** to abate 12.75 units of sewer valued at \$79.56. The motion received a second and was **ADOPTED** by a unanimous voice vote.

4. Appeals

4.1 Mackie Appeal

The customer seeks a water and sewer abatement of \$170.00 due to a leak.

The Deputy City Manager recommends abatement of 18.5 units of sewer valued at \$115.44.

The above recommendation is based upon the following findings:

- a. Whereas the customer does not dispute the water usage documented by the meter, no abatement of water fees is warranted.
- b. The leaked usage is estimated to have been 18.5 units.

1/9/2014 Usage	48 units
<u>Avg. Prior Usage</u>	<u>29.5 units/Qtr</u>
Estimated Leaked Usage	18.5 units

Daniel Peterson **MOVED** to abate 18.75 units of sewer valued at \$115.44. The motion received a second. Tom Willis noted the abatement application stated that some amount of leaked water was "poured down the drain" and, therefore, treated by the sewer collection system. After a brief discussion, the motion was **ADOPTED** by a unanimous voice vote.

5. Waste Water Treatment Plant Permit

Public Works Director Nourse provided the UAB with an update on the National Pollution Discharge Elimination System permit process. Specifically, he shared the results of the recent "peer review" report. Generally speaking, the report was very favorable to the City's position regarding the 2009 data being used by US Environmental Protection Agency.

6. Financials

There was no discussion on this item.

7. Other

Director Nourse brought two sample water meters to show the Board and he explained how the base is designed as a "blow out" feature to prevent damage to other components in a customer's plumbing system.

Arthur Hoffman reminded the Board that George Lewis, as outgoing Board Chair, had recommended that the UAB meet with Mayor Jean (as Chair of the Finance Committee) to discuss the water and sewer rates recommendation process.

Deputy City Manager Cox indicated that he would discuss a meeting with Mayor Jean.

8. Adjournment

Tom Willis **MOVED** to adjourn the meeting. The motion received a second and was **ADOPTED** by a unanimous voice vote.

The meeting adjourned at 6:29 P.M.

Respectfully,

Blaine M. Cox
Deputy City Manager

BMC: sam



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: April 8, 2014

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application Dated: February 25, 2014

Customer Name: Umesh Koirak

Account: # 154860

Service Address: 19 Pickering Road

Gonic, 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 that no abatement of water fees and no abatement of sewer fees be granted.

The above recommendation is based upon the following findings:

1. There is no indication that the metered amounts of water are inaccurate, therefore, the water usage fees should be applied in full.
2. Despite the increased usage due to a leaking toilet valve, all usage entered the sewer collection system for treatment.

Blaine M. Cox
Deputy City Manager

2014-04-09

Date

WATER/SEWER BILLING MEMORANDUM

TO: Blaine Cox

FROM: Kathleen Morrison

DATE: March 19, 2014

SUBJECT: Mr. Umesh Koirak

PROPERTY LOCATION: 19 Pickering Rd., Rochester, NH 03867

Attached please find Water/Sewer Billing Appeal Application received from above.

I have also attached a consumption history, text from account and a repair bill for the leak for this location.

Mr. Koirak came in to talk about his high bills, he understood he had a toilet leaking and the property manager had repaired but never told him until he received big bills in the mail. The toilet has been repaired. See Test Notes. Samanthia Juneau spoke with the property manager in January.

Thank you,



CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 2/26/14

1. Date of Appeal: 2/25/2014
2. Property Owner's Name: Umesh Koiraik Account #: 154860
3. Billing Address: 19 Pickering Rd. Gonic

4. Service Location: 19 Pickering Rd Zip Code 03867
5. Owners Representative: Umesh Koiraik
6. Owners Representative's Signature: [Signature]
7. Phone #: 603/812 6697 Cell: 603/812 6697
8. Email Address: UKoiraik @ aol.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 7/2/13 to 1-17/2014
 10. Abatement is being requested for:
 - a. How many units of water 400 x 4.60 = \$ 1840
2496
 - b. How many units of sewer 400 x 6.24 = \$ 2496
 - c. Water & Sewer Department Fees of: \$ _____
- Total \$ 3336.00

11. Explanation of Appeal Request:

My Property Management never
told me. When City Technician
was at property He found
toilet leaking and called
plumber property manager sent
someone to fix it

Form continues on back

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

☒ Yes ☐ No (circle one)

If yes, why?

Because of

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

☒ Yes ☐ No (circle one)

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

If yes, has the leak been repaired? yes

Who made the repair? Total Solution (property Manager)

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

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

yes

Please note:

1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.
2. Abatement Appeal Applications must be received by the 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: 154860

POOL ADJUSTMENT 7/7/04 24 UNITS \$93.60

HOUSE SOLD TO SON 8/16/05 - TIMOTHY B. MOORE

11/07/06- COMING IN TO PAY FULL BALANCE

10/18/07 - REMAILED BILL TO 20 HOLLIS LANE, ROCHESTER, NH (THIS ADDRESS WAS GIVEN TO JEFF BY A LADY AT THE RESIDENCE)

NOTICE OF MORTGAGE FORECLOSURE SALE TO BE EFFECTIVE 7/23/08

08/18/08- CHECK # 1141 WAS RETURNED DUE TO INSUFFICIENT FUNDS. THIS WAS IN RESPONSE TO A SHUT OFF NOTICE. I SENT A LETTER SAYING CHECK NEEDED TO BE REPLACED WITH CASH BY 09/02/08 OR WILL BE SHUT OFF

09/03/08- WATER IS CURRENTLY OFF AT THIS LOCATION FOR REPAYMENT OF BAD CHECK

04/21/09- WATER TURNED BACK ON & METER REINSTALLED. NEW OWNER

10/28/09- CUST. CALLED ABOUT OCT. 09 BILL, AS IT WAS \$1531. WE HAD TIM GO CHECK THE METER ON 10/15/09, AS THE CUST. IS FOREIGN, AND COULD NOT UNDERSTAND HOW TO CHECK METER FOR LEAKS. TIM SAID THAT THERE WAS A SMALL LEAK, BUT THAT 8 PEOPLE LIVED IN THE HOUSE AS WELL! I EXPLAINED THIS TO CUSTOMER, AND HE INSISTED THAT SOMETHING IS WRONG! I TOLD HIM ABOUT THE APPEAL PROCESS, AND SENT HIM PPWK IN THE MAIL. I ALSO SET UP A PAYMENT ARRANGEMENT FOR 4 MOS OF \$383, BECAUSE IT WAS SO HIGH. THERE REALLY IS NO BASIS FOR APPEAL, BUT TOLD CUST. ABOUT IT ANYWAY BECAUSE HE KEPT ASKING FOR CREDIT

PAYMENT ARRANGEMENT 10/28/09 - HE NEVER RETURNED SIGNED COPY AND DID NOT COMPLETE PAYMENTS

11/4/09 - SPOKE TO KEN HENDERSON - NEW SERVICE RAN 11/3/09 - CUSTOMER FEELS THAT LEAK IN SERVICE CAUSED HIGH BILL - KEN EXPLAINED THAT THE WATER HAS TO PASS THROUGH THE METER TO REGISTER - KEN HAS THE OLD METER AND WILL HAVE IT TESTED - CUSTOMER IS FILING APPEAL

[2010-02-01 12:21:11 kathy]: CUSTOMER CAME IN TODAY AND PAID CURRENT BILLS IS APPEALING THE OVERDUE BILL MARCH 9TH 2010 SAID HIS OVERDUE IS FROM LEAK OUTSIDE HOUSE. GAVE HIM APPEAL PAPERWORK --

2/4/10 - WHEN CUSTOMER RETURNS APPEAL PAPERWORK THERE IS A COPY OF THE METER TEST IN THE PENDING APPEAL FILE.

[2010-02-26 12:17:59 kathy]: OVERDUE LETTER SENT OUT

[2012-01-12 14:56:57 ann]: 54 UNITS ON JANUARY 2011 BILL - LEAK LETTER SENT

[2012-03-01 10:22:46 ann]: JANUARY 2012 BILL RETURNED REMAILED TO ADDRESS OF: 25 WESTWOOD CIRCLE, DOVER, NH 03820-4321 (PO FORWARD)

[2012-06-22 10:51:20 ann]: CUSTOMER REQUESTED REREAD TO SEE IF READING IS STILL HIGH - 39 UNITS IN 70 DAYS - STILL HIGH - CALLED HIM AND ADVISED

[2013-04-03 10:00:19 sjuneau]: 71 UNITS ON APRIL 2013 BILL - LEAK LETTER SENT

[2013-10-04 10:43:03 kathy]: FAXED OVER A LEAK LETTER WITH CONSUMPTION HISTORY

[2014-01-16 16:44:44 sjuneau]: CUSTOMER HAD A LEAK IN OCTOBER, WHICH WE SENT OUT. HE CALLED 1/14 WITH QUESTIONS ABOUT IT, SET UP AN APPOINTMENT AND GEORGE FOUND A LEAK IN THE TOILET. HE LET THE PROPERTY MANAGER KNOW AND THEY WILL BE CALLING A PLUMBER TO REPAIR. HE WILL HAVE ANOTHER HIGH BILL FOR THIS PERIOD AS WELL.



Account

Tier History

Replace Hist

Demand Inq

Report Options

Account 154860

Parcel 014100510000

Location 19 PICKERING RD

Customer 34654

KOIRALA UMESH & MUNA

Status Active

Service

Service 100

001

RES WATER

Mfr SENS

Meter # 69890328

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
01/17/2014		13868418	A			1208	239	0	107	3,132.76	1,329.40
10/02/2013		13861078	A			919	276	0	92	2,991.84	1,269.60
07/02/2013		13853701	A			643	70	0	92	758.80	322.00
04/01/2013		13846273	A			573	71	0	83	769.64	326.60
01/08/2013		13839003	A			502	55	0	98	588.21	249.34
10/02/2012		13831684	A			447	50	0	88	530.00	224.50
07/06/2012		13824351	A			397	52	0	92	551.20	233.48
04/05/2012		13816964	A			345	48	0	87	508.80	215.52
01/09/2012		13809704	A			297	54	0	97	572.40	242.46
10/04/2011		13802388	A			243	17	0	96	178.18	75.21
06/30/2011		13795094	A			226	13	0	84	133.12	55.77



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: April 8, 2014

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application Dated: March 7, 2014

Customer Name: David Perreault

Account: # 081260

Service Address: 59 Rochester Hill Road

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 that no abatement of water fees and no abatement of sewer fees be granted.

The above recommendation is based upon the following findings:

1. There is no indication that the meter readings are inaccurate at this location. It should also be noted that virtually all "failing" meters tend to read lower usage than actual (not higher).
2. There is no indication that the higher than normal usage recorded on 12/12/2013 was the result of a leak situation.

Blaine M. Cox
Deputy City Manager

2014-04-09

Date

WATER/SEWER BILLING MEMORANDUM

TO: Blaine Cox

FROM: Kathleen Morrison

DATE: March 19, 2014

SUBJECT: Mr. Perreault

PROPERTY LOCATION: 59 Rochester Hill Rd., Rochester, NH 03867

Attached please find Water/Sewer Billing Appeal Application received from Mr. Perreault.

I have also attached a consumption history, text from account and a service order for the re-read for this location,

Mr. Perreault came into our office on 3/7/14 and we discussed his high bill and the re-read taken on 1/21/14. He stated he has no leaks and wanted the meter tested that we had replaced. See Test Notes. The meter in September was estimated because it was not reading.

Thank you,

A handwritten signature in cursive script, appearing to read "Kathy".

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 3/7/14 KEM

1. Date of Appeal: 3-7-14
2. Property Owner's Name: DAVID PERREAU Account #: 081260
3. Billing Address: 59 ROCHESTER HILL RD
ROCHESTER N.H. 03867
4. Service Location: 59 ROCHESTER HILL RD Zip Code 03867
5. Owners Representative: SELF
6. Owners Representative's Signature: David Perreault
7. Phone #: 603-833-3218 Cell: SAME
8. Email Address: PERREAU@UNITIL.COM
(Agendas and Decision Letters will be emailed).
9. Billing Period that is being appealed is from 9/16/13 to 12/12/14
10. Abatement is being requested for:
 - a. How many units of water 44 x 4.60 = \$ 202.40
 - b. How many units of sewer 44 x 6.24 = \$ 274.56
 - c. Water & Sewer Department Fees of: \$ _____

Total \$ 476.96

11. Explanation of Appeal Request:

MY AVERAGE USAGE IS 20 UNITS,
MY METER WAS READ ON 6/6/13.
THE ESTIMATE ON 9/16/13. PLEASE
EXPLAIN TO ME WHY IT WAS ESTIMATED
ON THIS DATE. THEN AN ACTUAL READING
WAS TAKEN ON 12/12/13. FOR 64 UNITS
THE METER HAS SINCE BEEN
CHANGED ON 2/11/14 & SEEMS FINE.
THEREFORE I FEEL THE METER WAS
FAULTY.

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) No

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

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.*

My File Edit Tools Help



Account

- Tier History
- Replace Hist
- Demand Inq
- Report Options

Account: 081260 Customer: 6740
 Parcel: 012700330000
 Location: 59 ROCHESTER HILL RD Status: Active

Service: 100 RES WATER Mfr: SENS Meter #: 76167468

1 of 1

Consumption history

Read Date	Read Time	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
02/11/2014			0	I		2887	11	0	92	.00	.00
12/12/2013		13865771	A			2876	64	0	87	693.76	294.40
09/16/2013		13858385	E			2812	20	0	102	216.80	92.00
06/06/2013		13851010	A			2792	20	0	86	216.80	92.00
03/12/2013		13843637	A			2772	17	0	85	184.28	78.20
12/17/2012		13836349	A			2755	21	0	97	223.48	94.69
09/11/2012		13829049	A			2734	23	0	96	243.80	103.27
06/07/2012		13821691	A			2711	20	0	91	212.00	89.80
03/08/2012		13814323	A			2691	14	0	92	148.40	62.86

OVR

Account: 081260

[2014-01-24 13:47:57 sjuneau]: HAD A HIGH BILL IN DECEMBER. REREAD THE METER AGAIN 1/21 AND ONLY 7 UNITS USED. LOOKS LIKE IT WENT BACK TO NORMAL.

[2014-03-07 15:03:15 kathy]: OWNER CAME IN TODAY TALKED ABOUT HIGH BILL FROM DECEMBER AND WANTED METER TESTED BUT MBS COMPANY HAD JUST REPLACED IT AND WE DO NOT HAVE IT SO IT COULD BE TESTED. HE HAS NO LEAKS HE REALLY THINKS THAT THE METER WAS FAULTY. MBS IS A COMPANY WE HIRED TO REPLACE ALL THE OLD NEPTUNES THAT WE HAVE LEFT OUT THERE. THE METER RE- READ WAS DONE 1/21/14 AND WAS READING 2883 7 UNITS FROM HIS LAST BILL 12/12/13 AND SEEMS TO BE OK. 7 UNITS X 3 MONTHS = 21 UNITS. ROUGHLY...

01/17/2014 14:27
thy

CITY OF ROCHESTER
UB Service Order

PG 1
ubworkor

Date Entered: 01/17/2014
Entered By: kathy
Reference: 13876

District: 01 Type: R

Account #: 081260
BOOK: 08
Read Seq: 1260

PERREAULT DAVID L
59 ROCHESTER HILL RD
ROCHESTER, NH 03867-3231

Location: 59 ROCHESTER HILL RD

Subdiv:
Lot:

Service : 100 -001 RESIDENTIAL WAT Parcel: 012700330000

Meter Info.	Manuf/Serial	Other Meter	Manuf/Serial
Read Meter	NEPT 31419503		
Installed Date	12/23/1986		
# of Dials	6		

Last Reading Info.

Year/Mo	R	Reading	Usage	Year/Mo	R	Reading	Usage
2013/12	A	2,876	64	2012/ 6	A	2,711	20
2013/ 9	E	2,812	20	2012/ 3	A	2,691	14
2013/ 6	A	2,792	20	2011/12	A	2,677	19
2013/ 3	A	2,772	17	2011/ 9	A	2,658	25
2012/12	A	2,755	21	2011/ 6	A	2,633	23
2012/ 9	A	2,734	23	2011/ 3	A	2,610	19

Reason Code: RERD REREAD
Serv Order Type: MISC MISCELLANEOUS SERVICE
Assigned To:

Date Scheduled: 01/21/2014 Time Scheduled: ANY

Comments: HIGH BILL CHECK READING ON NEPTUNE
DAVID 833-3218

Service Comment: RIGHT SIDE

Add'l Info:

Work Completed By: George
Completed Reason:

Date Completed: 1/21/14

2883

12/12
7 units

3/7/14 Talked to owner
David he thinks
meter was faulty
but was replaced
by MBS before
we could test
Appealing



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: April 8, 2014

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application Dated: March 6, 2014

Customer Name: Kevin Woodall

Account: # 050220

Service Address: 34 Pine Street

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 abatement of 15.25 units of sewer usage fees valued at \$95.16, provided the customer provides proof that the leaked usage did not enter the sewer system.

The above recommendation is based upon the following findings:

1. There is no indication that the metered usage amounts of water are inaccurate, therefore, the water fees should be applied in full.
2. The increased usage is the result of a water heater leak. However, the customer does not indicate whether any or all of the leaked usage entered the sewer collection system.
3. The estimated leaked usage is 15.25 units-

Current Billing Usage	28.0 Units
Average Usage 4 Prior Periods	<u>-12.75 Units</u>
Estimated Leaked Usage	15.25 Units

Blaine M. Cox
Deputy City Manager

2014-04-09

Date

WATER/SEWER BILLING MEMORANDUM

TO: Blaine Cox

FROM: Kathleen Morrison

DATE: March 19, 2014

SUBJECT: Kevin Woodall

PROPERTY LOCATION: 34 Pine St., Rochester, NH 03867

Attached please find Water/Sewer Billing Appeal Application received from Mr. Woodall.

I have also attached a consumption history, text from account and a repair bill for water heater for this location.

Mr. Woodall called on 2/25/14 and the property management company found a water heater leaking. See Test Notes.

Thank you,

A handwritten signature in cursive script, appearing to read "Kathy".

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 3/10/13
ad mail

1. Date of Appeal: 3/6/14
2. Property Owner's Name: Kevin Woodall Account #: 050220
3. Billing Address: 400 Summit Drive
Corte Madera, CA
94925 NH
4. Service Location: 34 Pine Street, Rochester, NH Zip Code 03867
5. Owners Representative: NA
6. Owners Representative's Signature: NA
7. Phone #: (415) 927-8375 Cell: NA
8. Email Address: KCNOLES@SBCGlobal.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/6/13 to 2/4/14
10. Abatement is being requested for:

a. How many units of water 20 x 4.60 = \$ 92

b. How many units of sewer 20 x 6.24 = \$ 124.80

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

Total \$ 216.80

11. Explanation of Appeal Request:

water heater went bad & leaked water
water heater was replaced

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

Yes ☒ No (circle one)

If yes, why?

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

☒ Yes ☐ No (circle one)

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

If yes, has the leak been repaired? YES

Who made the repair? O'Lord LLC

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

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

Yes, -the rents barely cover the usual bills

Please note:

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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.

Return to 19 Wakefield St.
Rochester, NH 03847

O*Lord, LLC

Commercial And Residential Energy Services

Free Estimates • 24 Hour Emergency Service

57 Lord Road • Lebanon, ME 04027

(877) 227-3765 • (207) 457-2273

Date: 12-24-13

Date Order: _____

Date Scheduled: _____

Make: _____

Model: _____

Serial Number: 000000

Phone: 207-457-2273

Work Phone: _____

Name: David M. Lord

Address: 278 Cambridge Street

Lebanon, NH

DESCRIPTION OF SERVICE WORK		AMOUNT
24 Pac Street		
Lebanon NH		
1 Pac Street		730.00
Upper Wings, in street		50.00
OVER		
CHECK#		
DATE		
PARTS TOTAL		
LABOR CHARGES		780.00
HRS. @ / HR=		
SUBTOTAL		1610.00
TAX		
TOTAL DUE		1610.00

TECHNICAL
SIGNATURE: [Signature]

I hereby authorize the above work to be done as so ordered and outlined above. It is agreed that the seller will retain title to any equipment or material furnished until complete payment has been made. If settlement is not made as agreed, the seller has the right to remove equipment and material without being held responsible for any damages resulting from the removal of the equipment.

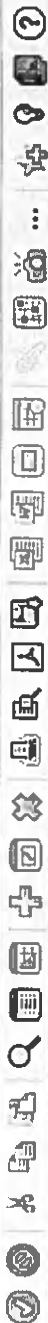
22

Authorized Signature

Above ordered work has been complete and I acknowledge receipt of my copy.

X _____ Date _____

My File Edit Tools Help



Account

Tier History

Replace Hist

Demand Inq

Report Options

Account 050220

Parcel 012101270000

Location 34 PINE ST

Customer

37370

WOODALL KEVIN F &

Status

Active

Service

Service 100

001

RES WATER

Mfr SENS

Meter # 66600998

1 of 1

Consumption history

Read Date	Read Time	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
02/04/2014		13871684	A			526	28	0	90	303.52	128.80
11/06/2013		13864358	A			498	6	0	91	65.04	27.60
08/07/2013		13856983	A			492	15	0	91	162.60	69.00
05/08/2013		13849559	A			477	22	0	91	238.48	101.20
02/06/2013		13842280	A			455	8	0	91	86.22	36.57
11/07/2012		13834967	A			447	1	0	92	46.28	17.07
08/07/2012		13827609	A			446	24	0	92	254.40	107.76
05/07/2012		13820231	A			422	14	0	90	148.40	62.86
02/07/2012		13812966	A			408	14	0	92	148.40	62.86

Navigation controls: Previous, Next, Search, Print, and other utility buttons.

QWR

28-12.75 = 15.25
Est Look Usage



Account: 050220

[08/21/06- REC'D A CALL FROM KEVIN TODAY IN REGARDS TO A LETTER HE REC'D ABOUT HIS PROPERTY AT 34 PINE ST. HE COMPLAINED THAT WE ESTIMATED HIS BILL FOR THE LAST 2 BILL CYCLES. I TOLD HIM THIS WAS BECAUSE BACK ON MAY 15TH WE SENT HIM A LETTER SAYING THAT THE OUTSIDE READER IS NOT READING AGAIN DUE TO LOOSE OR DAMAGED WIRING AND THAT THE METER WAS REPLACED IN MARCH OF 2005 AND REALLY 5/8 DONE AGAIN. WE HAD NO RESPONSE. NEXT LETTER WENT OUT ON AUG. 4 2006 SAYING WE COULD NOT GET A READING AGAIN!! AGAIN WE ESTIMATED. HE TOLD ME TO CONTACT PEG PURCELL W/PURCELL PROPERTY MGMT TO SET UP. I TOLD HIM THAT ONCE THE METER HAS BEEN FIXED THAT WE WOULD CREDIT HIM ANY AMOUNT THAT WAS OVERESTIMATED. HE ASKED ME TO SEN HIM APPEAL PPWK ANYWAY

[2010-02-25 13:42:33 ann]: CUSTOMER CALLED REGARDING HIGH BILL - ADVISED HIM ABOUT CHECKING FOR LEAKS - HE WILL HAVE SOMEONE CHECK INTO IT

[2010-06-23 13:24:20 ann]: TIM WENT TO THE PROPERTY TO CHECK THE METER TO SEE WHY BILLS MAY BE HIGH - DISCUSSED WITH PROPERTY MANAGER AND COULD FIND NOTHING WRONG - I CALLED AND LEFT MESSAGE WITH PROPERTY MANAGER ON 6/23/10.

[2010-06-29 13:27:07 ann]: I SPOKE TO OWNER - HE REQUESTED A REREAD TO SEE IF USAGE IS STILL RUNNING HIGH - HE DID MENTION THAT THERE WAS A SLIGHT PROBLEM WITH A TOILET THAT HAD BEEN REPAIRED - SET UP TO REREAD 6/30/10 AND CALL HIM WITH THE RESULTS

[2014-02-25 12:09:12 kathy]: OWNER CALLED TODAY HE HAD A WATER HEATER LET GO AND HAD REPAIRED. HE JUST RECEIVED HIS WATER BILL AND THE USAGE HAD DOUBLED AND WANTED TO KNOW IF THERE IS ANYTHING HE CAN DO. TOLD HIM HE COULD APPEAL THE SEWER PORTION OF THE BILL AND TO INCLUDE THE REPAIR BILL WITH THE APPEAL.



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: April 8, 2014

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application Dated: March 6, 2014

Customer Name: Keith Corson

Account: # 134100

Service Address: 49-51 Congress Street

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 abatement of 108.5 units of sewer usage fees valued at \$677.04, provided the customer provides proof that the leaked usage did not enter the sewer system.

The above recommendation is based upon the following findings:

1. There is no indication that the metered usage amount of water are inaccurate, therefore, the water fees should be applied in full.
2. The increased usage is the result of a water leak due to the theft removal of water lines in the basement. However, the customer does not indicate whether any or all of the leaked usage entered the sewer collection system.
3. The estimated leaked usage is 108.5 units-

Billing Usage Appealed	155.0 Units
Average Usage 4 Prior Periods	- 46.5 Units
Estimated Leaked Usage	108.5 Units

Blaine M. Cox
Deputy City Manager

2014-04-09

Date

WATER/SEWER BILLING MEMORANDUM

TO: Blaine Cox

FROM: Ann Dupuis

DATE: March 20, 2014

SUBJECT: Keith Corson

PROPERTY LOCATION: 49-51 Congress St., Rochester, NH

Attached please find Water/Sewer Billing Appeal Application received from above.

The customer reported to us on 1/6/14 that he had discovered stolen copper pipes in his rental property. He reported this to the Rochester PD. A copy of the police report and pictures taken by the police attached.

Ann Dupuis

Ann Dupuis

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:

Received: 3/6/14

1. Date of Appeal: 3/6/14
2. Property Owner's Name: KETHA CORSON Account #: 134100
3. Billing Address: 307 OLD PITTSFIELD RD
NORTHWOOD NH
03261
4. Service Location: 49-51 CONGRESS ST Zip Code 03867
5. Owners Representative: SELF
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-396-0351 Cell: SAME
8. Email Address: IRON DOOT @ AOL.COM

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 12/1/14 to 2/28/14

10. Abatement is being requested for:

a. How many units of water ¹⁰⁸NOT SURE x 4.60 = \$ 496.80

b. How many units of sewer ¹⁰⁸NOT SURE x 6.24 = \$ 613.92

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

Total \$ 1110.72

11. Explanation of Appeal Request:

ATTACHED IS A POLICE REPORT STATING THAT
SOMEONE BROKE INTO ONE OF THE APARTMENTS
THAT WAS VACANT AND STRIPPED THE COPPER
PLUMBING WHILE THE WATER WAS STILL ON
AND LEFT THE WATER RUNNING FOR AN
UNDETERMINED AMOUNT OF TIME. I AM APPEALING
BOTH THE WATER & SEWER UNITS USED BEYOND
THE NORMAL AVERAGE FOR THIS BUILDING.
THANK YOU FOR YOUR CONSIDERATION. (I WOULD LIKE
TO ADD THAT THE TIME FRAMES GIVEN BY THE WITNESS
COURTNEY McMURRAY ARE INACCURATE. MY BELIEF IS SHE
IS RESPONSIBLE FOR THE STRIPPING OF THE COPPER AND GAVE
FALSE STATEMENTS TO COVER UP HER CRIME)

Form continues on back

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? YES

Who made the repair? MYSELF

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 an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.***



City of Rochester

Water and Sewer Billing
19 Wakefield Street
Rochester, NH 03867

NOTICE DATE: 02/25/2014

CORSON KEITH
307 OLD PITTSFIELD RD
NORTHWOOD, NH 03261-3619

LOCATION: 4951 CONGRESS ST

ACCOUNT # 134100

PAST DUE -.....\$ 1,680.20

INTEREST DUE -. \$ 16.02

TOTAL.....\$ 1,696.22

WATER SHUTOFF NOTICE

This is to inform you that as a result of your water and/or sewer account being overdue, **we will be terminating service beginning March 10, 2014** if the total past due, plus accrued interest has not been received. As required by city ordinances, a service charge of \$30.00 is payable for each service call. If service is terminated, a \$60.00 charge is to be paid in addition to the total due before service can be restored. Please disregard this notice if payment has already been made.

For questions regarding this notice, please call 603-332-3110 or 335-7501.

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

***Checks mailed to Boston address take approximately 1 week to process. Please be sure to send payment to above address, or deliver to the tax office.**



Rochester Police Department
Incident Report

Page: 1
12/31/2013

Incident #: 13-6058-OF
Call #: 13-48651

Date/Time Reported: 11/20/2013 1336
Report Date/Time: 11/20/2013 1422
Occurred Between: 11/19/2013 2345-11/20/2013 0000
Status: Incident Closed
Reason Closed: No more leads

Reporting Officer: Patrol KYLE DANIE
Approving Officer: Lieutenant JASON THOMAS

Signature: _____

Signature: _____



#	OFFENSE(S)	ATTEMPTED	TYPE	CLASS
---	------------	-----------	------	-------

LOCATION TYPE: Residence/Home/Apt./Condo Zone: WARD 6
51 CONGRESS ST
ROCHESTER NH 03867

1	BURGLARY	N	Felony	A
	635 1	A		
	OCCURRED: 11/19/2013 2345			

#	VICTIM(S)	SEX	RACE	AGE	SSN	PHONE
---	-----------	-----	------	-----	-----	-------

1	CORSON, KEITH 307 OLD PITTSFIELD RD NORTHWOOD NH DOB: ***** EMPLOYER: ***** ETHNICITY: Not of Hispanic Origin RESIDENT STATUS: Non Resident VICTIM CONNECTED TO OFFENSE NUMBER(S): 1	*	W	42	*****	*****
---	---	---	---	----	-------	-------

#	PERSON(S)	PERSON TYPE	SEX	RACE	AGE	SSN	PHONE
---	-----------	-------------	-----	------	-----	-----	-------

1	MCMURRAY, CORTNEY ***** ***** DOB: ***** ***** EMPLOYER: *****	WITNESS	F	W	**	*****	*****
2	THOMAS, DANA ***** ***** DOB: *****	OTHER	F	W	**	*****	*****

Rochester Police Department
Incident Report

Page: 2
12/31/2013

Incident #: 13-6058-OF
Call #: 13-48651

2#	OTHER PROPERTIES	PROPERTY #	STATUS
1	COPPER PIPES (25FT) QUANTITY: 1 SERIAL #: NOT AVAIL DATE: 11/20/2013 OWNER: CORSON, KEITH	VALUE: \$100.00	Stolen

NARRATIVE FOR PATROL KYLE A DANIE

Ref: 13-6058-OF

Entered: 11/20/2013 @ 1440	Entry ID: 1064
Modified: 12/05/2013 @ 0929	Modified ID: 1064
Approved: 12/05/2013 @ 1211	Approval ID: 1350

11/20/2013 1440
Officer Kyle Danie

On the date above, I responded to a report of a burglary at 51 Congress Street. The owner of the residence, Keith Corson, had called to report that the copper piping in the basement of the apartment had been taken and that the water was left running. Upon arrival, I met with Keith who was able to show me the damage. He told me that the apartment had been vacant for a month. It appeared that several pipes had been cut at points where the pipes intersected along the basement of 51 Congress. Keith estimated the quantity of copper pipes stolen to be about 25 feet. He told me that it would probably cost about 600 dollars to replace all the damages. Photographs were taken of the cut pipes.

The basement door to 51 Congress had sliding locks on the inside, which Keith said were locked when the last resident had left about a month ago. There were no signs of forced entry to the basement door. Keith, Officer Jackson, and I searched the apartment of 51 Congress and found an unlocked window that was easily assessable from the side porch. Keith believed that the front door had been carded in but there were no signs of forced entry to the apartment. He told me that he had suspected no one and that the last resident of the apartment had left on good terms with Keith. He also told me that he was notified about the incident by one of his tenants, Courtney McMurray, who called him because there was no hot water in her apartment at 49 Congress apartment B.

I met with Courtney McMurray who told me that she had heard a loud banging noise coming from her basement at around 11:45 pm last night (11/19/2013). Courtney went downstairs to her basement and could hear the noise but then realized that it was coming from the adjacent basement at 51 Congress. She then heard the sound of a lot of water splashing on the floor and called the fire department at what she thought was around 11:57pm. She told me that she walked out behind the residence and didn't see anyone outside or hear any voices. I asked if she remembered seeing the basement door to 51 Congress open and she told me that she did not remember. Courtney told me that she didn't suspect anyone or see anything suspicious.

I was able to make contact with Dana Thomas on 11/26/2013. Dana lives at 49 Congress apartment A which is the other apartment attached to 51 Congress. She told me that she had not seen or heard anything suspicious in the past couple of weeks. Dana stated that she lives with her children who do not like to live on Congress Street and did not like to hangout around the house. She stated that she did not know who would have cut the pipes. I checked the basement door and it appears that Keith has put a new lock on the outside door.

12/05/2013 0923

Upon request by Lieutenant Thomas, I called Lambert's Auto & Truck Recyclers to see if Dana Thomas had brought any copper piping in on 11/20 or any of the days after. They were able to tell me that he had not brought any copper piping in.

I have no suspects or leads to follow up on
Nothing further from this Officer

SUPPLEMENTAL NARRATIVE FOR PATROL JUSTIN L WORTHLEY

Ref: 13-6058-OF

Entered: 11/21/2013 @ 2225	Entry ID: 1574
Modified: 11/21/2013 @ 2247	Modified ID: 1574
Approved: 12/05/2013 @ 1211	Approval ID: 1350

Ofc Justin Worthley
11/21/2013 2225

On the above date I responded to 49 Congress St for a burglary report. Cortney McMurray reported a cut copper pipe in the basement of her apartment.

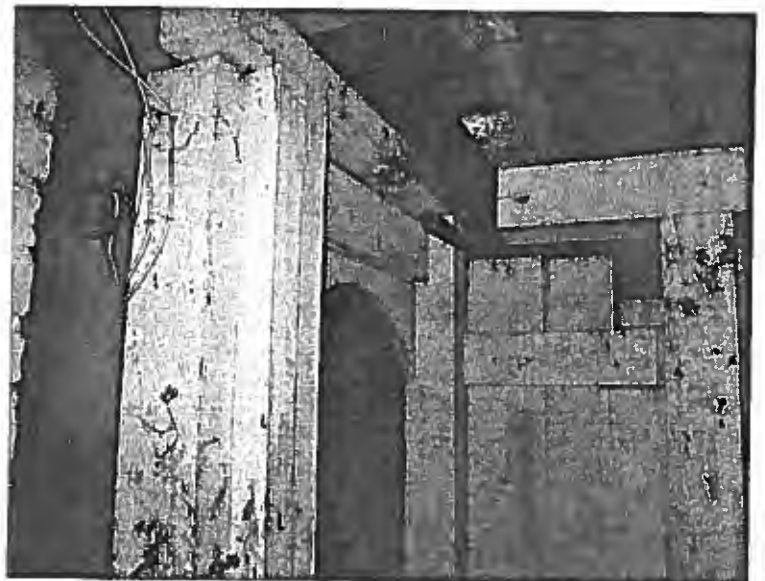
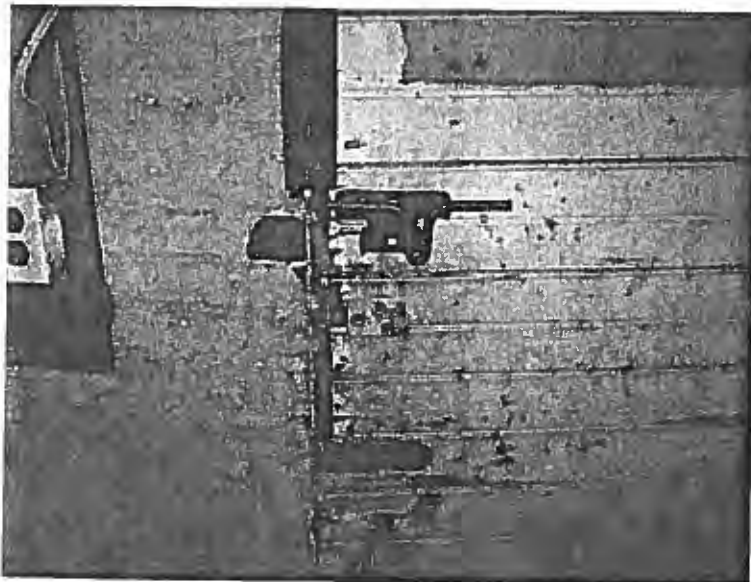
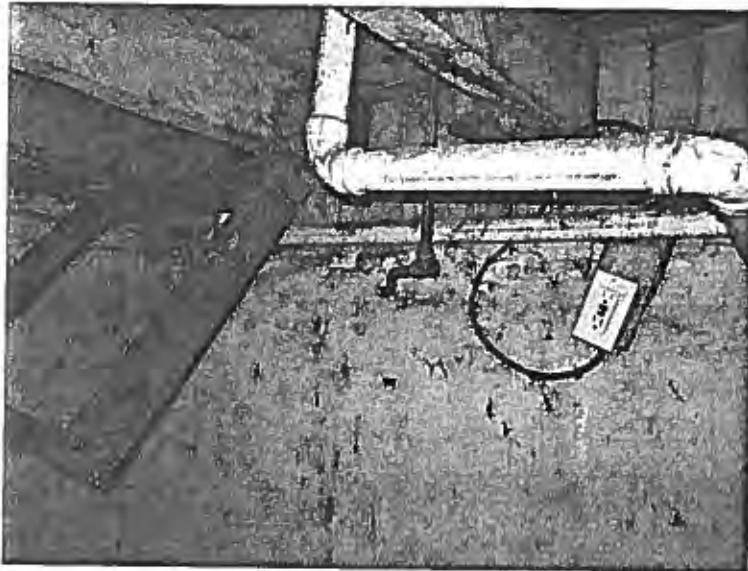
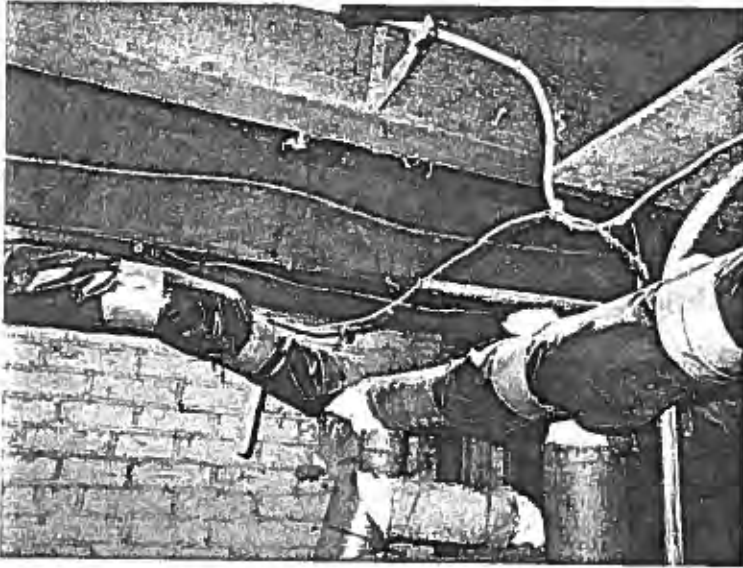
Upon arrival I spoke with Cortney. She said she noticed a cut copper pipe in her basement. Cortney showed me the pipe. There was one water pipe cut in two in the basement. There were no other pipes disturbed or damaged. Cortney said she already told her landlord about the pipe. She advised that it was going to be repaired tomorrow 11/22/2013. The entry door to the basement was unsecure. I did not observe any fresh damage to the door. Cortney said she was not sure if the door is normally locked.

I asked Cortney if she noticed any suspicious activity recently. She told me she has been moving so she has been in and out of the apartment for the past few days. Cortney said she has not seen anything suspicious.

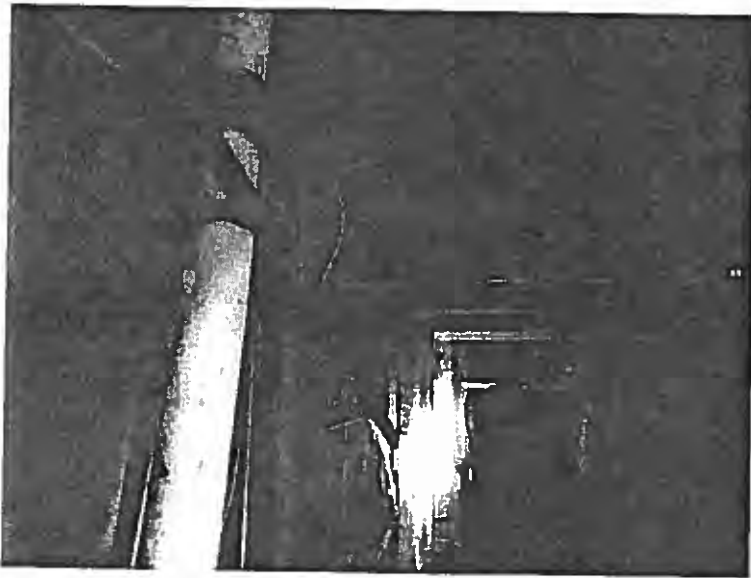
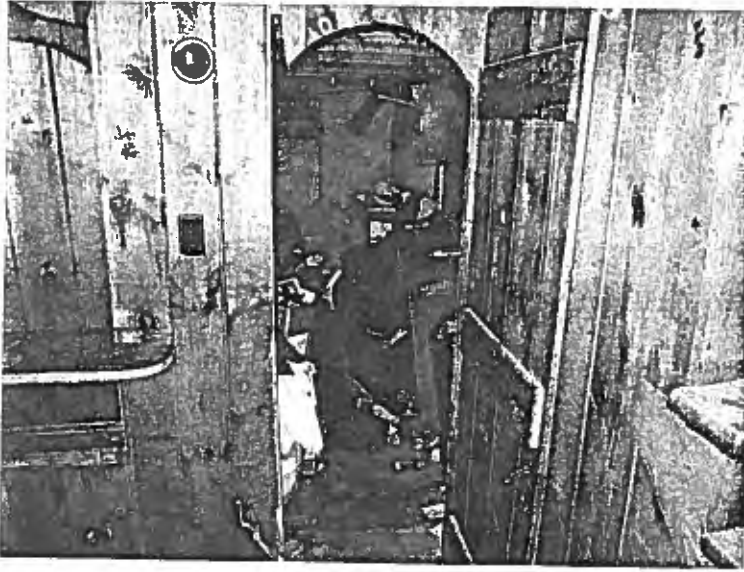
I photographed the cut pipe. The images have been logged to this case. Nothing further.

**** Portions of this report have been redacted ****

Rochester Police Department
Images Associated with 13-6058-OF



Rochester Police Department
Images Associated with 13-6058-OF



03/20/2014 10:49
ann

CITY OF ROCHESTER
UB Consumption History Report

PG 1
ubcensing

Account Number	Customer # Name	Parcel	Bill #	Curr Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Status
Service	Mfr Meter Number	By			Usage	Repl	Usage	Charge	Amt	Billed		
134100	1850	CORSON KEITH	012100060000		49 CONGRESS ST							Active
100	1 RES WATER	SENS75898587	13874827	15	15				207.16		487.96	
100	1 RES WATER	SENS67457406	13867545	1,467	30				713.00		1,680.20	
100	1 RES WATER	SENS67457406	13860149	1,282	42				193.20		455.28	
100	1 RES WATER	SENS67457406	13852768	1,240	40				184.00		433.60	
100	1 RES WATER	SENS67457406	13845392	1,200	54				248.40		585.36	
100	1 RES WATER	SENS67457406	13838102	1,146	50				224.89		530.85	
100	1 RES WATER	SENS67457406	13830807	1,096	55				246.95		583.00	
100	1 RES WATER	SENS67457406	13823443	1,041	52				233.48		551.20	
100	1 RES WATER	SENS67457406	13816074	989	43				193.07		455.80	
100	1 RES WATER	SENS67457406	13808839	946	45				202.05		477.00	
100	1 RES WATER	SENS67457406	13801527	901	54				236.95		562.48	
100	1 RES WATER	SENS67457406	13794233	847	44				188.76		450.56	
100	1 RES WATER	SENS67457406	13786922	803	27				115.83		276.48	
100	1 RES WATER	SENS67457406	13779747	776	17				72.93		174.08	
100	1 RES WATER	SENS67457406	13772488	759	31				132.24		316.69	
100	1 RES WATER	SENS67457406	13765160	728	35				146.65		354.90	
100	1 RES WATER	SENS67457406	13758003	693	37				155.03		375.18	
100	1 RES WATER	SENS67457406	13750836	656	51				213.69		517.14	
100	1 RES WATER	SENS67457406	13743557	605	61				253.04		608.51	
100	1 RES WATER	SENS67457406	13736270	544	63				254.52		601.65	
100	1 RES WATER	SENS67457406	13729065	481	64				258.56		611.20	
100	1 RES WATER	SENS67457406	13721920	417	59				336.56		801.40	
100	1 RES WATER	SENS67457406	13714693	358	86				319.44		774.40	
100	1 RES WATER	SENS67457406	13707421	272	88				304.92		739.20	
100	1 RES WATER	SENS67457406	13675222	184	84				225.06		545.60	
100	1 RES WATER	SENS67457406	1360739	100	62				346.29		836.89	
100	1 RES WATER	SENS67457406	1353900	38	38				.00		.00	
100	1 RES WATER	INVE63167650	1347030	1,000	58				479.55		1,132.85	
100	1 RES WATER	INVE63167650	1340246	942	139				358.80		847.60	
100	1 RES WATER	INVE63167650	1333494	803	104				355.35		839.45	
100	1 RES WATER	INVE63167650	1326718	699	103				231.56		543.36	
100	1 RES WATER	INVE63167650	1319869	596	68				240.17		553.34	
100	1 RES WATER	INVE63167650	1313143	528	73				243.46		560.92	
100	1 RES WATER	INVE63167650	1306475	455	74				227.01		523.02	
100	1 RES WATER	INVE63167650	1299751	381	69				263.20		598.51	
100	1 RES WATER	INVE63167650	124797	312	80				266.49		582.39	
100	1 RES WATER	INVE63167650	118157	232	81				194.11		424.21	
100	1 RES WATER	INVE63167650	111556	151	59				.00		.00	
100	1 RES WATER	NEPT32432944	104920	4,956	0				256.62		560.82	
100	1 RES WATER	NEPT32432944	98240	4,878	78				250.04		563.82	
100	1 RES WATER	NEPT32432944	91665	4,802	76				259.91		546.68	
100	1 RES WATER	NEPT32432944	85046	4,723	79				259.91		541.49	
100	1 RES WATER	NEPT32432944	78340	4,644	77				253.33		511.28	
100	1 RES WATER	NEPT32432944	78340	4,567	68				223.72		451.52	
100	1 RES WATER	NEPT32432944	56038	4,499	0				227.01		458.16	
100	1 RES WATER	NEPT32432944	49594	4,430	69				263.20		531.20	
100	1 RES WATER	NEPT32432944	43179	4,350	80				302.68		610.88	
100	1 RES WATER	NEPT32432944	36676	4,258	92				315.84		633.60	
100	1 RES WATER	NEPT32432944	30219	4,162	112				368.48		731.36	

155 - 46.5 = 108.5
9st Leak Use

Account: 134100

5/20/07 - CUSTOMER CAME IN RE HIGH BILL- LAST READ 6/5 942 READ 6/20 998 56 UNITS IN 14 DAYS! SOMETHING MUST BE WRONG. TIM AND ROB DID A METER TEST CHECKED OUT OK. 06/22/07- WE CHANGED OUT THE METER AT THIS LOCATION AND SCHEDULED A READING FOR 1 MONTH TO SEE WHAT USAGE IS 07/13/07- TIM REF AND FOUND THAT FROM 06/22- 07/13/07 THERE WERE ONLY 15 UNITS USED. THIS WORKS OUT TO .71 UNITS A DAY TIMES 90 DAYS = 64 UNITS. THIS PUTS HIM BACK "NORMAL" BILLS. I SPOKE TO KEITH TO LET HIM KNOW AND HE FEELS THAT THE METER WAS FAULTY, EVEN THOUGH TIM AND ROB TESTED IT BEFORE WE CHANGED IT THAT WAS THE REASON FOR THE HIGH BILLS. EXPLAINED THE APPEAL PROCESS TO HIM AND SENT PPWK. IN THE MEANTIME BILL IS \$2006.00. I SET HIM UP ON A PAYMENT PLAN PENDING THE OUTCOME OF THE APPEAL. IT IS \$334 A MONTH FOR 6 MONTHS. TOLD HIM THAT IF HE COULD PAY \$334 BETWEEN NOW AND THE MIDDLE OF AUGUST WE COULD GET HIS WATER WOULD BE ALL SET. HE SAID NO PROBLEM!

8/3/07 - PENDING APPEAL - APPEAL DENIED - PENDING PMT ARRANGEMENT

10/02/07- RECEIVED SIGNED PAYMENT ARRANGEMENT- \$424.00 A MONTH FOR 6 MONTHS BEGINNING 09/23/07

3/28/08 - NEW PAYMENT ARRANGEMENT. \$462/MONTH FOR 2 MONTHS BEGINNING 04/24/08

06/16/08- PAID PAYMENT ARRANGEMENT

[2009-12-22 11:39:10 kathy]: CALLED SENT CHECK OUT 12/21/09

[2010-06-28 09:53:11 ann]: KEITH CALLED - HE WILL BE IN TODAY TO PAY PAST DUE OR WILL ISSUE CHECK THROUGH BANK PAY TO PAY PAST DUE BALANCE

[2011-01-04 12:44:16 ann]: DECEMBER 2010 BILL RETURNED WITH FORWARDING ADDRESS OF: 307 OLD PITTSFIELD RD., NORTHWOOD, NH 03261-3619

[2013-12-23 11:01:03 kathy]: CALLED KEITH CORSON TODAY HAS SOMETHING GOING ON READING 155 UNITS ON DEC BILL RUN

[2014-01-06 15:23:45 kathy]: KEITH CALLED TODAY HAD COPPER PIPE STOLEN FROM CELLAR AND WATER WAS RUNNING HAD REPAIRED BUT METER IS FROZEN AND HE NEEDS TODAY

[2014-01-08 13:42:44 sjuneau]: JOSH REPLACED METER

☒ Check Spelling☐ Display as HTML



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: April 8, 2014

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application Dated: March 10, 2014

Customer Name: Noupone Nonthaxay

Account: # 051060

Service Address: 6 Fairway Avenue

Rochester, NH 03867

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

Recommendations

I recommend abatement of 27.5 units of sewer usage fees valued at \$171.60.

The above recommendation is based upon the following findings:

1. There is no indication that the metered amounts of water usage are inaccurate, therefore, the water usage fees should be applied in full.
2. The increased usage is the result of a hydronic heat line leak which is verified by customer receipt.
3. The leaked usage is claimed by the customer to have not entered the sewer collection system.
4. The estimated leaked usage is 27.5 units-

Current Billing Usage Appealed	66.0 Units
Average Usage 4 Prior Periods	- 38.5 Units
Estimated Leaked Usage	27.5 Units

Blaine M. Cox
Deputy City Manager

2014-04-09

Date

WATER/SEWER BILLING MEMORANDUM

TO: Blaine Cox

FROM: Kathleen Morrison

DATE: March 19, 2014

SUBJECT: Noupone Nonthaxay

PROPERTY LOCATION: 6 Fairway Ave., Rochester, NH 03867

Attached please find Water/Sewer Billing Appeal Application received from above.

I have also attached a consumption history, text from account and a repair bill for the leak for this location.

Ms. Nonthaxay called on 2/18/14 and stated she had a frozen pipe leak which has been repaired and there was only one tenant living in the building See Test Notes.

Thank you,



CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 3/13/14
(22) mail

1. Date of Appeal: 3/10/14
2. Property Owner's Name: Noupane Nonthaxay Account #: 051060
3. Billing Address: 9 Laveie Drive
Nottingham, NH 03290
4. Service Location: E Fairway Ave Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: _____ Cell: 603-339-4562
8. Email Address: nnonthaxay@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/6/13 to 2/4/14

10. Abatement is being requested for:

- a. How many units of water 48 x 4.60 = \$ 221
- b. How many units of sewer 36 x 6.24 = \$ 225
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ 446.00

11. Explanation of Appeal Request:

On the begining of Jan. 2014 was very cold and
there is frozen pipe and cause wader leaking
to our basement.

At that time there is only upstairs unit are
using the water and sawer.

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

Yes ☒ No (circle one)

If yes, why?

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

☒ Yes ☐ No (circle one)

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

If yes, has the leak been repaired? Yes

Who made the repair? See invoice attached for repair

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

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

yes, I would like to ask to pay twice or
2 payment with out late charge or fee.

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# 051060

**INVOICE****Admiral Property Management**

P.O. Box 83
Farmington, NH 03835
603-973-6024

TO Noupone Nonthaxay

LOCATION			
6A Fairway Ave, Rochester, NH			

DATE	DESCRIPTION	LOCATION	TOTAL
1/6/14	PIPE FREEZE UP		
	Install new baseboard - replaced frozen pipe - includes labor and material		\$113.90
	Service furnace and restart after freeze up		\$85.00
SUBTOTAL			\$198.90
SALES TAX			0
TOTAL			\$198.90

My File Edit Tools Help



Account

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Report Options

Account

051060

Customer

36043

Parcel

012401000000

Location

6

FAIRWAY AVE

NONHAXAY NOUPONE

Status

Active

Service

Service

100

001

RES WATER

Mfr SENS

Meter #

69992116

1 of 1

Consumption history

Read Date	Read Time	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
02/04/2014		13871727	A			687	66	0	90	715.44	303.60
11/06/2013		13864400	A			621	24	0	91	260.16	110.40
08/07/2013		13857027	A			597	40	0	91	433.60	184.00
05/08/2013		13849602	A			557	43	0	92	466.12	197.80
02/05/2013		13842322	A			514	47	0	91	506.42	214.80
11/06/2012		13835010	A			467	50	0	91	530.00	224.50
08/07/2012		13827651	A			417	49	0	95	519.40	220.01
05/04/2012		13820272	A			368	37	0	88	392.20	166.13
02/06/2012		13813009	A			331	32	0	91	339.20	143.68
11/07/2011		13805721	A			299	34	0	88	360.40	152.66
08/11/2011		13798422	A			265	43	0	99	442.03	185.42

2 of 3

OVR

66 - 38.5 = 27.5
Estimated Leaked Units



Account: 051060

[2011-02-15 13:46:00 am]: OWNER CALLED - SHE WILL BE IN 2/16/11 TO PAY PAST DUE BALANCE

[2012-10-16 16:13:11 kathy]: MAILING CHECK FOR AUGUST BILLING 10/17/12

[2014-02-14 10:49:14 kathy]: MAILED LEAK LETTER HAS 66 UNITS ON FEB BILL

[2014-02-18 13:54:26 kathy]: OWNER CALLED TODAY SAID SHE RECIEVED LETTER AND THEY HAD A LEAK FROM FROZEN PIPES MAILED HER APPEAL PAPERWORK



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: April 8, 2014

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application Dated: March 17, 2014

Customer Name: Frank Spinale Account: # 050930

Service Address: 66 Washington Street

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 that no abatement of water fees and no abatement of sewer fees be granted.

The above recommendation is based upon the following findings:

1. There is no indication that the meter readings are inaccurate at this location. In fact, the meter was tested and found to be accurate at medium and high flow rates and under measuring slightly at low flow rates.
2. There is no indication that the higher than normal usage recorded on 11/12/2013 was the result of a leak situation.

Blaine M. Cox
Deputy City Manager

2014-04-09

Date

WATER/SEWER BILLING MEMORANDUM

TO: Blaine Cox

FROM: Kathleen Morrison

DATE: March 19, 2014

SUBJECT: Frank Spinale

PROPERTY LOCATION: 66 Washington Rd., Rochester, NH 03867

Attached please find Water/Sewer Billing Appeal Application received from above.

I have also attached a consumption history, text from account, service orders and the meter test results for this location.

Mr. Spinale was called about high usage, he came in to talk about his high bill and wanted a technician to come and check the meter. Sent George Steele the meter technician out to look at the meter, meter looked good. Mr. Spinale then wanted the meter to be tested because he has not leaks. See Text Notes and Service Orders....

Thank you,

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 3/18/14

1. Date of Appeal: 3/17/14
2. Property Owner's Name: Frank Spina Account #: 050930
3. Billing Address: 66 Washington Street
Rochester NH 03867
4. Service Location: Rochester NH Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 603-534-6201 Cell: _____
8. Email Address: Frank.D.Spina@yaho.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 8/6/13 to 11/12/13

10. Abatement is being requested for:

- a. How many units of water 115 x 4.60 = \$ _____
- b. How many units of sewer 115 x 6.24 = \$ _____
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

11. Explanation of Appeal Request:

We have never had a Problem with the
Water Bill its consistently the same thereabouts
Then out of the blue we had this huge Spike
we Still had an old meter wich was Replaced
Right after we got that Bill and our New
Bill went Right Back to normal usege
we had the Building inspected By a licenced
Plumber and he Found Nothing wrong

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

Yes No (circle one)

If yes, why?

Because our Bill went Right Back
to the average Usege Soon as the old
meter was RePlaced

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 it will I'm currently trying to catch up on
my City taxes and this would put me even further
Behind also 3 other tenants Depend on the water
at this location

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: 050930

AUG 07 BILL ESTIMATED - TEMP. INACCESSIBLE

4/16/08 - BAD CHECK #2234 - \$450.00 - LETTER SENT - REPLACEMENT REC'D

11/25/08 - CHANGE ADDRESS TO: 66 WASHINGTON ST., ROCHESTER, NH 03867

[2011-12-06 10:25:59 ann]: NOVEMBER 2011 BILL RETURNED AS "RETURN TO SENDER" "NOT DELIVERABLE AS ADDRESSED" - I EMAILED IN PLAIN ENVELOPE - SEE IF IT COMES BACK AGAIN

[2012-05-21 16:47:45 kathy]: THIS IS GOODFELLAS PIZZA

[2013-02-12 08:14:52 ann]: HE CALLED - WILL BE IN TODAY TO PAY PAST DUE BALANCE

[2013-05-17 09:24:11 ann]: NEPTUNE METER ESTIMATED TWO CYCLES - LETTER SENT

[2013-08-12 08:45:22 ann]: HE CALLED - WILL BE IN TODAY TO PAY AND SUBMIT CHANGE OF ADDRESS

[2013-11-14 12:00:58 kathy]: CALL OWNER ABOUT HIGH USAGE THEN OWNER CAME IN 2/7/14 CONCERNED ABOUT HIGH BILL SENT GEORGE OUT TO GET READING AND THE READING WAS RIGHT OWNER WANTED TO HAVE NEPTUNE TESTED HE HAS NO LEAKS.

[2014-03-19 16:29:16 kathy]: TEST SHOWS THAT THE METER IS RUNNING AT NORMAL RANGE STANDARDS WITH THE EXCEPTION OF LOW FLOW. LOW FLOW IS RUNNING AT A SLOWER RATE. OWNER CAME IN WE 3/18/14 WE SPOKE ABOUT THE TEST AND HE WANTS TO APPEAL THE HIGH BILL.]

My File Edit Tools Help



Account

Tier History

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Report Options

Account: 050930 Customer: 28488
 Parcel: 012300010000 TFS HOLDINGS LLC
 Location: 66 WASHINGTON ST Status: Active

Service

Service: 110 COMM WATER Mfr: SENS Meter #: 76085656

1 of 1

Consumption history

Read Date	Read Time	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
02/14/2014			0	I		4206	0	0	94	.00	.00
02/12/2014		13871719	A			4206	72	0	92	780.48	331.20
11/12/2013		13864392	A			4134	100	0	98	2,059.60	874.00
08/06/2013		13857019	A			3944	65	0	81	704.60	299.00
05/17/2013		13849594	A			3879	86	0	93	962.24	395.60
02/13/2013		13842314	E			3793	71	0	100	765.25	324.59
11/05/2012		13835002	A			3722	77	0	94	816.20	345.73
08/03/2012		13827643	A			3645	68	0	92	720.80	305.32
05/03/2012		13820264	A			3577	78	0	90	826.80	350.22
02/03/2012		13813001	A			3499	59	0	92	625.40	264.91
11/03/2011		13805713	A			3440	59	0	91	625.40	264.91

OVR

02/05/2014 15:10

CITY OF ROCHESTER
UB Service Order

PG 1
ubworkor

Date Entered: 02/05/2014
Entered By: ann
Reference: 13916

District: 01 Type: C

Account #: 050930
BOOK: 05
Read Seq: 930

TFS HOLDINGS LLC
50 WHITE MOUNTAIN HWY
MILTON, NH 03851

Location: 66 WASHINGTON ST

Subdiv:
Lot:

Service : 110 -001 COMMERCIAL WATE Parcel: 012300010000

Meter Info.	Manuf/Serial		Manuf/Serial
Read Meter	NEPT 2982459X	Other Meter	
Installed Date			
# of Dials	6		

Last Reading Info.

Year/Mo	R	Reading	Usage	Year/Mo	R	Reading	Usage
2013/11	A	4,134	190	2012/ 5	A	3,577	78
2013/ 8	A	3,944	65	2012/ 2	A	3,499	59
2013/ 5	A	3,879	86	2011/11	A	3,440	59
2013/ 2	E	3,793	71	2011/ 8	A	3,381	49
2012/11	A	3,722	77	2011/ 5	A	3,332	48
2012/ 8	A	3,645	68	2011/ 2	E	3,284	51

Reason Code: CHEK CHECK METER
Serv Order Type: MISC MISCELLANEOUS SERVICE

Assigned To:
Date Scheduled: 02/07/2014 Time Scheduled: 8:30

Comments: PLEASE MEET FRANK TO CHECK READING - VERY HIGH BILL
FFANK #534-6201

Service Comment: GOODFELLAS PIZZA

Add'l Info:

Work Completed By: George
Completed Reason:

Date Completed: 2/7/14

2/7
4202

2/28 14 -

new meter reading

guy wants to get meter tested.

Wants to ~~see~~ do it another time.

03/19/2014 16:33
kathy

CITY OF ROCHESTER
UB Service Order

PG 1
ubworkor

Date Entered: 02/11/2014
Entered By: kathy
Reference: 13928

District: 01 Type: C

Account #: 050930
BOOK: 05
Read Seq: 930

TFS HOLDINGS LLC
50 WHITE MOUNTAIN HWY
MILTON, NH 03851

Location: 66 WASHINGTON ST

Subdiv:
Lot:

Service : 110 -001 COMMERCIAL WATE Parcel: 012300010000

Meter Info.	Manuf/Serial		Manuf/Serial
Read Meter	SENS 76085656	Other Meter	
Installed Date	02/14/2014		
# of Dials	8		

Last Reading Info.

Year/Mo	R	Reading	Usage	Year/Mo	R	Reading	Usage
2014/	I	4,206		2012/11	A	3,722	77
2014/ 2	A	4,206	72	2012/ 8	A	3,645	68
2013/11	A	4,134	190	2012/ 5	A	3,577	78
2013/ 8	A	3,944	65	2012/ 2	A	3,499	59
2013/ 5	A	3,879	86	2011/11	A	3,440	59
2013/ 2	E	3,793	71	2011/ 8	A	3,381	49

Reason Code: TEST METER TEST
Serv Order Type: MISC MISCELLANEOUS SERVICE
Assigned To:
Date Scheduled: 02/12/2014 Time Scheduled: 9:00

Comments: PULL METER FOR TESTING
FRANK WILL BE THERE 534-6201
READING 4206
SENT OUT TO BE TESTED

Service Comment: GOODFELLAS PIZZA

Add'l Info:

Work Completed By: GEO
Completed Reason:

Date Completed: 02/12/2014

Went out for testing

#66 WASHINGTON ST. TEAM



**Meter & Backflow
Services**

Division of E.J. Prescott, Inc.

210 Sheep Davis Road
Concord, New Hampshire 03301

Telephone (603) 224-8425

Fax: (603) 224-3842

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

E-mail: ejp@EJPrescott.com

Municipality
Rochester Water
66 Washington St.

METER TEST REPORT

Tech Name: N. Whiteman
Date: 2/17/14

Meter Location
Tested at MBS SHOP

Meter Information

Size: 3/4 Make: Neptune

Type Trident 8

Serial #: 29824598

Serial #:

Register Type:

T-8

8-84

Test	Flow Rate (GPM)	Begin Read	End Read	Registered	CF	Accuracy (%)
Low Flow	1/2	420660.73	420661.65	0.92	1	92.00%
Medium Flow	3	420661.65	420662.68	1.03	1	103.00%
High Flow	25	420662.68	420672.81	10.13	10	101.30%

Test performed in accordance with AWWA
recommendations as found in AWWA Manual M6
New Meter Standards

Low Flow 95% - 101%

Medium flow 98.5%-101.5

High Flow 98.5%-101.5%

Meters over 1 year old standards

Low Flow 90% - 101%

Signature: 



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: April 8, 2014

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application Dated: March 13, 2014

Customer Name: Marie A. Oakes

Account: # 300540

Service Address: 4 Durgin Drive

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 abatement of 18.5 units of sewer usage fees valued at \$115.44.

The above recommendation is based upon the following findings:

1. There is no indication that the metered amounts of water usage are inaccurate, therefore, the water usage fees should be applied in full.
2. The increased usage is the result of a water heater leak which is verified by customer receipt.
3. The leaked usage occurred under the customer's mobile home and, therefore, did not enter the sewer collection system.
4. The estimated leaked usage is 18.5 units-

Current Billing Period Usage	26.0 Units
Average Usage 4 Prior Periods	- 7.5 Units
Estimated Leaked Usage	18.5 Units

Blaine M. Cox
Deputy City Manager

2014-04-09

Date

WATER/SEWER BILLING MEMORANDUM

TO: Blaine Cox

FROM: Kathleen Morrison

DATE: March 19, 2014

SUBJECT: Mrs. Oakes

PROPERTY LOCATION: 4 Durgin Dr., Rochester, NH 03867

Attached please find Water/Sewer Billing Appeal Application received from Mrs. Oakes.

I have also attached a consumption history and text from account for this location, A copy of the plumbing bill.

Mrs. Oakes came into our office on 3/13/14 and advised that she had the gas company there filling the gas tank for the second time and found a hot water heater leak under her mobile home. The park Management looked under her home and confirmed it. Kevin Drake Company came and replaced it.

Thank you,

A handwritten signature in cursive script, appearing to read "Kathy", written in dark ink.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 3/13/14 Kgm

1. Date of Appeal: 3/13/14
2. Property Owner's Name: MARIE A. OAKES Account #: 300540
3. Billing Address: 4 DURGIN DR
ROCHESTER N.H
03868
4. Service Location: 4 Durgin Zip Code 03868
5. Owners Representative: _____
6. Owners Representative's Signature: Marie Oakes
7. Phone #: 603-978-9208 Cell: _____
8. Email Address: SKIPU@METROCAST.NET

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/22/13 to 2/24/14

10. Abatement is being requested for:

a. How many units of water 24 x 4.60 = \$ 119.60

b. How many units of sewer 24 x 6.24 = \$ 162.24

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

Total \$ 281.84

11. Explanation of Appeal Request:

It all started when after changing gas compressors I had to purchase 2 tanks of gas when all I needed was to buy 1 tank every six months. The last time they delivered gas, the driver went around checking to make sure everything was OK when he heard water dripping under my trailer. The park management checked under my trailer and they found a lot of water about where the hot water tank was. Management took a reading and found I had used more than normal. I had a plumber check the hot water tank and he found a valve that was defective and stay open all the time to heat the water. Once that was fixed everything seems to be OK.

Form continues on back

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? Yes

Who made the repair? KEVIN DRAKE

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:

It will cause hardship financially but I will not seek assistance. The only thing I ask is I pay the same amount as last quarter.

Please note:

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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.

Kevin Drake
P.O.Box 354
Union, NH 03887
(603) 473-8382

No.

DATE

ORDER NO.

01-29-14
Service

NAME

ADDRESS

CITY, STATE, ZIP

SOLD BY

D

☐ CASH

☐ C.O.D.

☐ PAID OUT

☐ CHARGE

☐ MERCHANDISE RETURNED

QUANTITY

DESCRIPTION

PRICE

AMOUNT

Replace defective water heater
TPR valve

OK #1341
8/13

SIGNATURE

Total \$ 85.00



1/29/14 - MARK FROM TARA CALLED - 4 DURGIN HAD A LEAK SITUATION - HE TOOK A READ AND IT HAS GONE UP 24 UNITS - HE WILL ADVISE THEM TO SUBMIT APPEAL
[2014-02-26 14:56:00 ann]: CALLED MARK AND ADVISED THAT THE BILL WILL BE FOR 26 UNITS - UP FROM 8 - HE ASKED THAT I SEND HER APPEAL PAPPEWORK, WHICH I DID

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Account

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Report Options

Account

300540

Customer

20110

Parcel

022403090054

OAKES GUY L JR & MARIE A

Location

4

DURGIN DR

Status

Active

Service

Service

100

001

RES WATER

Mfr

SENS

Meter #

56431341

1 of 1

Consumption history

Read Date	Read Time	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
02/24/2014		13872539	A			249	26	0	94	281.84	119.60
11/22/2013		13865305	A			223	8	0	95	86.72	36.80
08/19/2013		13857927	A			215	7	0	90	75.88	32.20
05/21/2013		13850508	A			208	8	0	88	86.72	36.80
02/22/2013		13843219	A			200	7	0	95	75.68	32.11
11/19/2012		13835907	A			193	8	0	89	84.80	35.92
08/22/2012		13828566	A			185	9	0	96	95.40	40.41
05/18/2012		13821176	A			176	8	0	86	84.80	35.92
02/22/2012		13813902	A			168	9	0	93	95.40	40.41
11/21/2011		13806630	A			159	8	0	89	84.80	35.92
08/24/2011		13799340	A			151	10	0	97	103.28	43.39

1 of 1

OVR

26 - 7.5 = 18.5
Est Leak Use



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: April 8, 2014

To: Utility Advisory Board

From: Blaine Cox, Director of Finance & Administration

Re: Water/Sewer Billing Appeal Application Dated: March 14, 2014

Customer Name: Jeff Levins

Account: # 030340

Service Address: 1 Link Street

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 that no abatement of water usage fees and no abatement of sewer usage fees be granted.

The above recommendation is based upon the following findings:

1. There is no indication that the metered amounts of water usage are inaccurate, therefore, the water usage fees should be applied in full.
2. Despite the customer's claim that the increased usage is due to a leaking toilet valve, all usage entered the sewer collection system.

Blaine M. Cox
Deputy City Manager

2014-04-09
Date

WATER/SEWER BILLING MEMORANDUM

TO: Blaine Cox

FROM: Kathleen Morrison

DATE: March 19, 2014

SUBJECT: Mr. Jeff Levins

PROPERTY LOCATION: 1 Link St., Rochester, NH 03867

Attached please find Water/Sewer Billing Appeal Application received from Mr. Levins.

I have also attached a consumption history and text from account for this location.

Mr. Levins came into our office on 3/14/14 and advised that he had a toilet leak in the basement bathroom and is hard of hearing so did not hear when he went down to do wash. Mr. Levins only looked for a leak when he received his bill. He is seeking relief because he is laid off now.

Thank you,

A handwritten signature in cursive script, appearing to read "Kathy", written in dark ink.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 3/14/14 Kem

1. Date of Appeal: 3-14-14
2. Property Owner's Name: Jeff Levins Account #: 030340
3. Billing Address: 1 LINK ST

4. Service Location: 1 LINK ST Zip Code 03867
5. Owners Representative: Self
6. Owners Representative's Signature: Jeff Levins
7. Phone #: 603 502 5586 Cell: _____
8. Email Address: none

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/5/13 to 2/6/14
10. Abatement is being requested for:
- a. How many units of water 30 x 4.69 = \$ 140.10
- b. How many units of sewer 30 x 6.24 = \$ 187.20
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ 327.30

11. Explanation of Appeal Request:

I HAVE A BATHROOM IN BASEMENT I DON'T
USE. THE PLUNGER IN THE TANK LOOSEN
AND ALLOWED WATER TO FLOW. I'M
EXTREMELY HARD OF HEARING AND DIDN'T
HEAR THE WATER FLOWING. THE BATHROOM
IS INCLOSED WITH THE DOOR SHUT. I ALSO
LIVE ALONE SO NO ONE ELSE WOULD
HAVE NOTICE THE RUNNING WATER

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? I guess it did

If yes, has the leak been repaired? yes I WAS CLEAN WATER

Who made the repair? me

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 AM LAID OFF RIGHT NOW

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.

17 Wakefield St.

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Account

Tier History

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Report Options

Account 030340 Customer 26700
 Parcel 012200460000
 Location 1 LINK ST Status Active

Service 100 001 RES WATER Mfr SENS Meter # 69890714

1 of 1

Consumption history

Read Date	Read Time	Bill#	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
02/06/2014		13871096	A			175	42	0	93	455.28	193.20
11/05/2013		13863775	A			133	7	0	92	75.88	32.20
08/05/2013		13856405	A			126	12	0	90	130.08	55.20
05/07/2013		13848980	A			114	7	0	92	75.88	32.20
02/04/2013		13841696	A			107	6	0	91	89.63	27.41
11/05/2012		13834389	A			101	6	0	94	63.60	26.94
08/03/2012		13827034	A			95	5	0	92	53.00	22.45
05/03/2012		13819653	A			90	5	0	90	53.00	22.45
02/03/2012		13812394	A			85	5	0	92	53.00	22.45
11/03/2011		13805108	A			80	6	0	91	63.60	26.94
08/04/2011		13797801	A			74	7	0	91	71.79	30.09

OVR



Account: 030340

[2013-03-28 15:15:32 sjuneau]: CHECK RETURNED, UNABLE TO LOCATE ACCOUNT. SENT LETTER TO RESIDENT

[2014-03-14 10:48:25 kathy]: OWNER CAME IN WAS UPSET ABOUT HIGH BILL HE DID FIND A TOILET IN THE BASEMENT RUNNING BUT HE IS HARD OF HEARING AND NEVER USES THE BATHROOM DOWN STAIRS AND WAS NOT ABLE TO HEAR IT. HE IS LAID OFF NOW AND WILL HAVE A HARD TIME PAYING FOR THE BILL.]

Blaine Cox

To: Peter Nourse
Cc: Shirley McCrillis
Subject: "Renters" as Water & Sewer Customers

Peter – Just a reminder that we need to research the issue raised at UAB regarding whether tenants can be direct water & sewer customers, as in the case of Joy Austin at 39 A Trinity Circle.

Shirley – Please place this on the April UAB Agenda as a separate agenda item.

Blaine M Cox
Deputy City Manager
City of Rochester, New Hampshire
31 Wakefield Street
Rochester, NH 03867
Telephone: (603)335-7609
Email: blaine.cox@rochesternh.net

The Right-To-Know Law (RSA 91-A) provides that most e-mail communications, to or from City employees regarding the business of the City of Rochester, are government records available to the public upon request. Therefore, this e-mail communication may be subject to public disclosure.

YEAR-TO-DATE BUDGET REPORT

FOR 2014 09

ACCOUNTS FOR:			ORIGINAL	ESTIM REV	REVISED	ACTUAL YTD	REMAINING	PCT
5001	WATER ENTERPRISE FUND		ESTIM REV	ADJSTMTS	EST REV	REVENUE	REVENUE	COLL
510001 WATER WORKS REVENUE								
510001	400302	INTEREST INCOME	2,500	0	2,500	2,500.00	.00	100.0%*
510001	406105	XFER FROM RET EARNIN	1,125,146	6,000	1,131,146	.00	1,131,145.69	.0%*
510001	406201	MISCELLANEOUS REVENU	25,000	0	25,000	35,507.15	-10,507.15	142.0%*
510001	406600	CONSTRUCTION REVENUE	35,000	0	35,000	40,973.21	-5,973.21	117.1%*
510001	406601	USER FEES	3,700,000	0	3,700,000	2,598,045.80	1,101,954.20	70.2%*
510001	406602	INTEREST ON DEL ACCT	12,000	0	12,000	16,138.83	-4,138.83	134.5%*
510001	406603	HYDRANT RENTAL FEES	24,000	0	24,000	742.41	23,257.59	3.1%*
TOTAL WATER WORKS REVENUE			4,923,646	6,000	4,929,646	2,693,907.40	2,235,738.29	54.6%
TOTAL WATER ENTERPRISE FUND			4,923,646	6,000	4,929,646	2,693,907.40	2,235,738.29	54.6%
TOTAL REVENUES			4,923,646	6,000	4,929,646	2,693,907.40	2,235,738.29	

YEAR-TO-DATE BUDGET REPORT

FOR 2014 09

ACCOUNTS FOR:	ORIGINAL	ESTIM REV	REVISED	ACTUAL YTD	REMAINING	PCT
5002 SEWER ENTERPRISE FUND	ESTIM REV	ADJSTMTS	EST REV	REVENUE	REVENUE	COLL
520001 SEWER WORKS REVENUE						
520001 400302 INTEREST INCOME	2,500	0	2,500	2,500.00	.00	100.0%*
520001 406102 TRANSFER FROM CIP	0	0	0	181,805.70	-181,805.70	100.0%*
520001 406105 XFER FROM RET EARNIN	515,043	179,661	694,704	.00	694,703.83	.0%*
520001 406201 MISCELLANEOUS REVENU	4,000	0	4,000	28,524.14	-24,524.14	713.1%*
520001 406211 HOMEMAKERS SRF LOAN	16,409	0	16,409	16,407.85	1.15	100.0%*
520001 406600 CONSTRUCTION REVENUE	10,000	0	10,000	2,790.40	7,209.60	27.9%*
520001 406601 USER FEES	5,047,000	0	5,047,000	3,360,052.57	1,686,947.43	66.6%*
520001 406602 INTEREST ON DEL ACCT	12,000	0	12,000	14,000.17	-2,000.17	116.7%*
520001 406607 IMPACT FEES	10,000	0	10,000	26,100.00	-16,100.00	261.0%*
520001 406701 SEPTIC DISPOSAL PERM	175,000	0	175,000	76,472.00	98,528.00	43.7%*
520001 406703 INDUSTRIAL PRE-TREAT	10,000	0	10,000	9,536.05	463.95	95.4%*
TOTAL SEWER WORKS REVENUE	5,801,952	179,661	5,981,613	3,718,188.88	2,263,423.95	62.2%
520002 SEWER WORKS REVENUE						
520002 406306 STATE AID GRANT C-52	381,243	0	381,243	44,279.00	336,964.00	11.6%*
520002 406307 STATE AID GRANT C-77	7,290	0	7,290	7,290.00	.00	100.0%*
520002 406308 STATE AID GRANT C-77	12,587	0	12,587	3,927.00	8,660.00	31.2%*
TOTAL SEWER WORKS REVENUE	401,120	0	401,120	55,496.00	345,624.00	13.8%
TOTAL SEWER ENTERPRISE FUND	6,203,072	179,661	6,382,733	3,773,684.88	2,609,047.95	59.1%
TOTAL REVENUES	6,203,072	179,661	6,382,733	3,773,684.88	2,609,047.95	

YEAR-TO-DATE BUDGET REPORT

FOR 2014 09

ACCOUNTS FOR:	ORIGINAL	TRANSFERS/	REVISED	YTD EXPENDED	ENCUMBRANCES	AVAILABLE	PCT
5001 WATER ENTERPRISE FUND	APPROP	ADJUSTMENTS	BUDGET			BUDGET	USED
51601057 WATER WORKS EXPENSE							
51601057 511001 SALARIES - FULL TI	504,833	0	504,833	368,058.38	.00	136,774.62	72.9%
51601057 511099 SALARIES - ADJUSTM	0	0	0	430.86	.00	-430.86	100.0%*
51601057 513001 OVERTIME - REGULAR	35,000	0	35,000	24,305.76	.00	10,694.24	69.4%
51601057 515001 ON CALL	4,422	0	4,422	3,402.69	.00	1,019.31	76.9%*
51601057 516000 LONGEVITY	980	0	980	745.83	.00	234.17	76.1%*
51601057 521100 HEALTH INSURANCE	160,582	0	160,582	113,131.64	.00	47,450.36	70.5%
51601057 521200 DENTAL INSURANCE	2,638	0	2,638	1,973.20	.00	664.80	74.8%
51601057 521300 LIFE INSURANCE	1,095	0	1,095	762.41	.00	332.59	69.6%
51601057 522000 SOCIAL SECURITY CO	36,174	0	36,174	27,706.40	.00	8,467.60	76.6%*
51601057 523000 RETIRE CONTRIBUTIO	59,464	0	59,464	43,849.18	.00	15,614.82	73.7%
51601057 525000 UNEMPLOYMENT COMPE	0	0	0	112.00	.00	-112.00	100.0%*
51601057 526000 WORKERS' COMPENSAT	26,464	0	26,464	8,497.00	17,967.00	.00	100.0%*
51601057 528001 IPT	5,371	0	5,371	3,223.12	.00	2,147.88	60.0%
51601057 532001 STAFF DEVELOPMENT	4,530	-229	4,301	2,797.85	232.17	1,270.98	70.4%
51601057 533000 OTHER PROFESSIONAL	15,676	-1,651	14,025	3,966.32	2,151.69	7,906.99	43.6%
51601057 533001 AUDIT	3,960	0	3,960	3,960.00	.00	.00	100.0%*
51601057 533002 ENGINEERING SERVI C	10,000	2,830	12,830	8,003.20	4,826.82	.00	100.0%*
51601057 533004 MEDICAL SERVICES	435	0	435	274.68	93.67	66.65	84.7%*
51601057 533009 LEGAL	1,000	1,030	2,030	3,754.50	.00	-1,724.50	185.0%*
51601057 533010 LABOR NEGOTIATIONS	2,000	0	2,000	.00	.00	2,000.00	.0%
51601057 534003 SOFTWARE MAINTENAN	20,280	0	20,280	14,036.98	4.00	6,239.02	69.2%
51601057 541100 WATER & SEWERAGE	4,000	0	4,000	2,353.93	.00	1,646.07	58.8%
51601057 542300 CUSTODIAL SERVICES	2,000	0	2,000	1,267.20	.00	732.80	63.4%
51601057 543001 VEHICLE MAINT & RE	670	0	670	125.00	.00	545.00	18.7%
51601057 543002 EQUIPMENT MAINTENA	800	0	800	800.00	.00	.00	100.0%*
51601057 544200 RENTAL OF EQUIPMEN	400	0	400	.00	.00	400.00	.0%
51601057 544400 RENTAL OF COMP/COM	1,752	0	1,752	1,267.69	484.31	.00	100.0%*
51601057 544500 LEASE COPIER/PRINT	0	0	0	1,655.16	.00	-1,655.16	100.0%*
51601057 552001 FLEET INSURANCE	7,925	0	7,925	3,815.02	.00	4,109.98	48.1%
51601057 552003 GENERAL LIABILITY	8,200	0	8,200	7,480.78	.00	719.22	91.2%*
51601057 553400 POSTAGE FEES	250	0	250	96.42	25.00	128.58	48.6%
51601057 554000 ADVERTISING	1,650	0	1,650	525.04	67.53	1,057.43	35.9%
51601057 555000 PRINTING AND BINDI	1,824	0	1,824	1,451.49	.00	372.51	79.6%*
51601057 556000 TUTION	3,825	229	4,054	4,054.00	.00	.00	100.0%*
51601057 558000 TRAVEL	825	0	825	82.47	28.25	714.28	13.4%
51601057 561003 OFFICE SUPPLIES	2,949	0	2,949	2,010.24	799.51	139.25	95.3%*
51601057 561005 PUBLICATIONS	50	0	50	50.00	.00	.00	100.0%*
51601057 561008 VEHICLE SUPPLIES	9,000	0	9,000	5,832.30	1,950.99	1,216.71	86.5%*
51601057 561010 CLOTHING	5,300	0	5,300	3,785.12	453.37	1,061.51	80.0%*
51601057 561015 SAFETY EQUIPMENT &	5,000	0	5,000	4,260.43	164.56	575.01	88.5%*

YEAR-TO-DATE BUDGET REPORT

FOR 2014 09

ACCOUNTS FOR:	WATER ENTERPRISE FUND	ORIGINAL APPROP	TRANSFRS/ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601057 561022	HOT TOP COLD PATCH	5,500	0	5,500	4,359.02	1,125.20	15.78	99.7%*
51601057 561023	SAND AND GRAVEL	1,770	0	1,770	1,001.92	.00	768.08	56.6%
51601057 561032	OTHER OPERATIONAL	3,530	-450	3,080	76.28	.00	3,003.72	2.5%
51601057 562600	VEHICLE FUEL	21,000	0	21,000	13,495.20	.00	7,504.80	64.3%
51601057 573401	ADMIN EQUIPMENT	1,635	0	1,635	964.31	535.19	135.50	91.7%*
51601057 573900	OTHER EQUIPMENT	5,240	0	5,240	4,116.67	.00	1,123.33	78.6%*
51601057 575100	INVENTORY PURCHASE	102,000	0	102,000	63,033.52	12,418.55	26,547.93	74.0%
51601057 581000	DUES AND FEES	1,020	0	1,020	518.49	.00	501.51	50.8%
51601057 583000	INTEREST EXPENSE	610,901	0	610,901	475,721.35	.00	135,179.65	77.9%*
51601057 584000	CONTINGENCY	20,000	-2,830	17,170	.00	.00	17,169.98	.0%
51601057 589001	STATE PERMITS & FE	2,900	650	3,550	3,298.83	110.00	141.17	96.0%*
51601057 589031	LIEN DISCHARGE FEE	1,000	0	1,000	270.46	129.54	600.00	40.0%
51601057 591000	REDEMPTION OF PRIN	1,060,535	0	1,060,535	975,581.67	.00	84,953.33	92.0%*
51601057 592001	DEPRECIATION	989,238	0	989,238	.00	.00	989,238.00	.0%
51601057 593002	TRANS TO CAPITAL P	116,500	6,000	122,500	122,499.69	.00	.00	100.0%*
TOTAL WATER WORKS EXPENSE		3,894,093	5,579	3,899,672	2,338,841.70	43,567.35	1,517,262.64	61.1%

51601073 WATER TREATMENT PLANT

51601073 511001	SALARIES - FULL TI	271,401	-35,500	235,901	183,413.07	.00	52,487.93	77.8%*
51601073 513001	OVERTIME - REGULAR	14,000	0	14,000	10,965.07	.00	3,034.93	78.3%*
51601073 515001	ON CALL	16,340	0	16,340	12,546.25	.00	3,793.75	76.8%*
51601073 516000	LONGEVITY	400	0	400	507.69	.00	-107.69	126.9%*
51601073 521100	HEALTH INSURANCE	64,853	0	64,853	52,041.09	.00	12,811.91	80.2%*
51601073 521200	DENTAL INSURANCE	1,302	-164	1,138	890.99	.00	247.01	78.3%*
51601073 521300	LIFE INSURANCE	488	-77	411	318.80	.00	92.20	77.6%*
51601073 522000	SOCIAL SECURITY CO	20,787	-2,716	18,071	14,787.41	.00	3,283.59	81.8%*
51601073 523000	RETIREMENT CONTRIB	32,543	-3,823	28,720	21,729.61	.00	6,990.39	75.7%*
51601073 526000	WORKERS' COMPENSAT	5,524	0	5,524	1,774.00	3,750.00	.00	100.0%*
51601073 528001	IPT	3,098	-720	2,378	1,680.02	.00	697.98	70.6%
51601073 533002	ENGINEERING SERVIC	18,900	49,122	68,022	59,589.54	8,432.31	.00	100.0%*
51601073 533006	LABORATORY SERVICE	17,263	-3,800	13,463	7,420.50	2,244.50	3,798.00	71.8%
51601073 543000	REPAIR AND MAINTEN	40,280	-6,122	34,158	18,875.98	2,027.14	13,255.03	61.2%
51601073 543002	EQUIPMENT MAINTENA	55,300	3,800	59,100	52,231.33	6,868.67	.00	100.0%*
51601073 544500	LEASE COPIER/PRINT	0	0	0	797.49	.00	-797.49	100.0%*
51601073 552002	PROPERTY INSURANCE	11,482	0	11,482	8,158.56	.00	3,323.44	71.1%
51601073 553000	COMMUNICATIONS	10,130	0	10,130	7,391.33	2,173.32	565.35	94.4%*
51601073 561001	JANITORIAL SUPPLIE	800	0	800	620.05	2.16	177.79	77.8%*
51601073 561002	BLDG MAINT SUPPLIE	1,500	0	1,500	655.01	38.27	806.72	46.2%
51601073 561010	CLOTHING	5,300	0	5,300	3,984.84	428.39	886.77	83.3%*
51601073 561015	SAFETY EQUIPMENT &	4,000	0	4,000	821.90	20.77	3,157.33	21.1%

YEAR-TO-DATE BUDGET REPORT

FOR 2014 09

ACCOUNTS FOR: 5001	WATER ENTERPRISE FUND	ORIGINAL APPROP	TRANSFERS/ ADJUSTMENTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
51601073 561031	CHEMICALS	170,280	0	170,280	80,130.36	31,974.12	58,175.52	65.8%
51601073 561037	LABORATORY SUPPLIES	5,500	1,000	6,500	2,962.93	3,345.18	191.89	97.0%*
51601073 561040	EQUIPMENT REPAIRS	31,000	-1,000	30,000	17,727.24	3,850.00	8,422.76	71.9%
51601073 562200	ELECTRICITY	130,000	0	130,000	76,649.54	.00	53,350.46	59.0%
51601073 562400	HEATING FUEL	30,825	0	30,825	27,263.42	.00	3,561.58	88.4%*
51601073 573900	OTHER EQUIPMENT	7,000	0	7,000	.00	.00	7,000.00	.0%
51601073 589030	PROP TAX TO OTH CO	2,500	421	2,921	2,921.00	.00	.00	100.0%*
TOTAL WATER TREATMENT PLANT		972,796	421	973,217	668,855.02	65,154.83	239,207.15	75.4%
51601570 WATER REVENUE OFFICE								
51601570 511001	SALARIES - FULL TI	30,404	0	30,404	21,354.14	.00	9,049.86	70.2%
51601570 516000	LONGEVITY	300	0	300	300.00	.00	.00	100.0%*
51601570 521100	HEALTH INSURANCE	11,441	0	11,441	7,665.33	.00	3,775.67	67.0%
51601570 521200	DENTAL INSURANCE	250	0	250	173.49	.00	76.51	69.4%
51601570 521300	LIFE INSURANCE	53	0	53	38.08	.00	14.92	71.8%
51601570 522000	SOCIAL SECURITY CO	2,045	0	2,045	1,448.91	.00	596.09	70.9%
51601570 523000	RETIREMENT CONTRIB	3,306	0	3,306	2,332.00	.00	974.00	70.5%
51601570 526000	WORKERS' COMPENSAT	68	0	68	23.00	45.00	.00	100.0%*
51601570 528001	IPT	350	0	350	199.19	.00	150.81	56.9%
51601570 543000	REPAIR AND MAINTEN	500	0	500	.00	.00	500.00	.0%
51601570 553400	POSTAGE FEES	7,500	0	7,500	5,809.70	.00	1,690.30	77.5%*
51601570 555000	PRINTING AND BINDI	250	0	250	.00	60.00	190.00	24.0%
51601570 561003	OFFICE SUPPLIES	290	0	290	102.53	.00	187.47	35.4%
TOTAL WATER REVENUE OFFICE		56,757	0	56,757	39,446.37	105.00	17,205.63	69.7%
TOTAL WATER ENTERPRISE FUND		4,923,646	6,000	4,929,646	3,047,143.09	108,827.18	1,773,675.42	64.0%
TOTAL EXPENSES		4,923,646	6,000	4,929,646	3,047,143.09	108,827.18	1,773,675.42	

YEAR-TO-DATE BUDGET REPORT

FOR 2014 09

ACCOUNTS FOR:	ORIGINAL	TRANSFERS/	REVISED	YTD EXPENDED	ENCUMBRANCES	AVAILABLE	PCT
5002 SEWER ENTERPRISE FUND	APPROP	ADJUSTMENTS	BUDGET			BUDGET	USED
52602057 SEWER WORKS EXPENSE							
52602057 511001 SALARIES - FULL TI	325,514	0	325,514	234,249.17	.00	91,264.83	72.0%
52602057 511099 SALARIES - ADJUSTM	0	0	0	430.86	.00	-430.86	100.0%*
52602057 513001 OVERTIME - REGULAR	7,000	0	7,000	5,244.26	.00	1,755.74	74.9%
52602057 515001 ON CALL	4,497	0	4,497	2,704.69	.00	1,792.31	60.1%
52602057 516000 LONGEVITY	980	0	980	745.84	.00	234.16	76.1%*
52602057 521100 HEALTH INSURANCE	81,737	0	81,737	59,720.66	.00	22,016.34	73.1%
52602057 521200 DENTAL INSURANCE	1,389	0	1,389	991.56	.00	397.44	71.4%
52602057 521300 LIFE INSURANCE	772	0	772	520.74	.00	251.26	67.5%
52602057 522000 SOCIAL SECURITY CO	23,605	0	23,605	17,174.30	.00	6,430.70	72.8%
52602057 523000 RETIRE CONTRIBUTIO	37,144	0	37,144	26,659.99	.00	10,484.01	71.8%
52602057 526000 WORKERS' COMPENSAT	15,860	0	15,860	5,092.00	10,768.00	.00	100.0%*
52602057 528001 IPT	3,300	0	3,300	1,953.80	.00	1,346.20	59.2%
52602057 532001 STAFF DEVELOPMENT	6,230	0	6,230	2,525.65	702.18	3,002.17	51.8%
52602057 533000 OTHER PROFESSIONAL	6,176	0	6,176	1,511.69	73.73	4,590.58	25.7%
52602057 533001 AUDIT	3,960	0	3,960	3,960.00	.00	.00	100.0%*
52602057 533002 ENGINEERING SERVI C	6,000	0	6,000	800.00	3,702.50	1,497.50	75.0%*
52602057 533004 MEDICAL SERVICES	475	0	475	252.22	32.66	190.12	60.0%
52602057 533009 LEGAL	5,000	0	5,000	3,144.00	.00	1,856.00	62.9%
52602057 533010 LABOR NEGOTIATIONS	2,000	0	2,000	.00	.00	2,000.00	.0%
52602057 534003 SOFTWARE MAINTENAN	15,645	0	15,645	15,091.76	4.00	549.24	96.5%*
52602057 542300 CUSTODIAL SERVICES	2,000	0	2,000	1,267.20	.00	732.80	63.4%
52602057 543000 REPAIR AND MAINTEN	2,360	0	2,360	2,250.00	.00	110.00	95.3%*
52602057 543001 VEHICLE MAINT & RE	1,475	0	1,475	190.00	135.00	1,150.00	22.0%
52602057 543002 EQUIPMENT MAINTENA	2,900	0	2,900	422.42	.00	2,477.58	14.6%
52602057 544200 RENTAL OF EQUIPMEN	400	-400	0	.00	.00	.00	.0%
52602057 544400 RENTAL OF COMP/COM	1,752	0	1,752	1,267.71	484.29	.00	100.0%*
52602057 544500 LEASE COPIER/PRINT	0	0	0	1,599.23	.00	-1,599.23	100.0%*
52602057 552001 FLEET INSURANCE	12,146	0	12,146	5,341.03	.00	6,804.97	44.0%
52602057 552002 PROPERTY INSURANCE	11,322	0	11,322	6,403.30	.00	4,918.70	56.6%
52602057 552003 GENERAL LIABILITY	12,553	0	12,553	7,058.37	.00	5,494.63	56.2%
52602057 552005 INSURANCE CLAIM DE	2,000	0	2,000	.00	.00	2,000.00	.0%
52602057 553400 POSTAGE FEES	200	700	900	654.82	25.00	220.18	75.5%*
52602057 554000 ADVERTISING	735	0	735	201.61	67.52	465.87	36.6%
52602057 555000 PRINTING AND BINDI	1,594	0	1,594	1,256.52	.00	337.48	78.8%*
52602057 556000 TUTION	2,805	0	2,805	.00	.00	2,805.00	.0%
52602057 558000 TRAVEL	825	-520	305	91.95	18.76	194.29	36.3%
52602057 561003 OFFICE SUPPLIES	3,174	0	3,174	2,175.45	944.00	54.55	98.3%*
52602057 561008 VEHICLE SUPPLIES	12,500	1,500	14,000	12,628.06	1,061.94	310.00	97.8%*
52602057 561009 TRAINING MATERIALS	250	0	250	.00	36.78	213.22	14.7%
52602057 561010 CLOTHING	5,300	0	5,300	1,753.15	503.67	3,043.18	42.6%

YEAR-TO-DATE BUDGET REPORT

FOR 2014 09

ACCOUNTS 5002	FOR: SEWER ENTERPRISE FUND		ORIGINAL APPROP	TRANSFERS/ ADJUSTMENTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
52602057	561015	SAFETY EQUIPMENT &	12,290	-1,500	10,790	3,319.12	557.34	6,913.54	35.9%
52602057	561022	HOT TOP COLD PATCH	5,500	0	5,500	4,359.01	1,125.20	15.79	99.7%*
52602057	561023	SAND AND GRAVEL	1,650	0	1,650	1,001.92	.00	648.08	60.7%
52602057	561032	OTHER OPERATIONAL	525	0	525	412.27	.00	112.73	78.5%*
52602057	561040	EQUIPMENT REPAIR S	6,000	0	6,000	998.70	.00	5,001.30	16.6%
52602057	562600	VEHICLE FUEL	35,025	0	35,025	26,929.26	.00	8,095.74	76.9%*
52602057	573401	ADMIN EQUIPMENT	1,135	0	1,135	524.30	535.20	75.50	93.3%*
52602057	573900	OTHER EQUIPMENT	10,740	0	10,740	2,166.66	856.23	7,717.11	28.1%
52602057	575100	INVENTORY PURCHASE	12,000	0	12,000	4,509.50	5,490.50	2,000.00	83.3%*
52602057	581000	DUES AND FEES	1,090	0	1,090	404.51	.00	685.49	37.1%
52602057	583000	INTEREST EXPENSE	609,856	0	609,856	462,243.74	.00	147,612.26	75.8%*
52602057	584000	CONTINGENCY	30,000	0	30,000	.00	.00	30,000.00	.0%
52602057	589000	STATE PERMITS & FE	1,550	220	1,770	1,510.00	260.00	.00	100.0%*
52602057	591000	REDEMPTION OF PRIN	1,843,643	0	1,843,643	1,680,124.33	.00	163,518.67	91.1%*
52602057	593002	TRANS TO CAPITAL P	56,500	179,661	236,161	236,160.83	.00	.00	100.0%*
TOTAL SEWER WORKS EXPENSE			3,251,079	179,661	3,430,740	2,851,998.16	27,384.50	551,357.17	83.9%

52602074 SEWER TREATMENT PLANT

52602074	511001	SALARIES - FULL TI	405,395	0	405,395	305,259.17	.00	100,135.83	75.3%*
52602074	513001	OVERTIME - REGULAR	24,500	0	24,500	28,424.14	.00	-3,924.14	116.0%*
52602074	515001	ON CALL	29,308	0	29,308	22,343.35	.00	6,964.65	76.2%*
52602074	516000	LONGEVITY	600	0	600	600.00	.00	.00	100.0%*
52602074	521100	HEALTH INSURANCE	152,841	0	152,841	117,898.72	.00	34,942.28	77.1%*
52602074	521200	DENTAL INSURANCE	1,733	0	1,733	1,348.81	.00	384.19	77.8%*
52602074	521300	LIFE INSURANCE	721	0	721	563.75	.00	157.25	78.2%*
52602074	522000	SOCIAL SECURITY CO	29,509	0	29,509	24,651.54	.00	4,857.46	83.5%*
52602074	523000	RETIREMENT CONTRIB	49,523	0	49,523	38,030.16	.00	11,492.84	76.8%*
52602074	526000	WORKERS' COMPENSAT	4,732	0	4,732	1,519.00	3,213.00	.00	100.0%*
52602074	528001	IPT	3,753	0	3,753	2,426.39	.00	1,326.61	64.7%
52602074	533006	LABORATORY SERVICE	113,846	0	113,846	30,357.06	16,850.24	66,638.70	41.5%
52602074	534009	INDUSTRIAL PRETREA	25,525	0	25,525	8,430.49	6,684.01	10,410.50	59.2%
52602074	543000	REPAIR AND MAINTEN	87,233	0	87,233	26,081.49	4,232.90	56,918.61	34.8%
52602074	543002	EQUIPMENT MAINTENA	63,388	0	63,388	37,733.75	7,184.22	18,470.03	70.9%
52602074	544500	LEASE COPIER/PRINT	0	0	0	1,851.13	.00	-1,851.13	100.0%*
52602074	552002	PROPERTY INSURANCE	21,943	0	21,943	5,880.47	.00	16,062.53	26.8%
52602074	553000	COMMUNICATION	9,040	0	9,040	6,532.14	2,007.90	499.96	94.5%*
52602074	559000	MISC PURCHASED SER	15,500	0	15,500	14,700.00	.00	800.00	94.8%*
52602074	561001	JANITORIAL SUPPLIE	800	0	800	436.46	.00	363.54	54.6%
52602074	561002	BUILDING MAINT SUP	2,450	0	2,450	700.87	.00	1,749.13	28.6%
52602074	561010	CLOTHING	9,000	0	9,000	3,831.77	1,014.75	4,153.48	53.9%

YEAR-TO-DATE BUDGET REPORT

FOR 2014 09

ACCOUNTS 5002	FOR: SEWER	ENTERPRISE FUND	ORIGINAL APPROP	TRANSFRS/ ADJUSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
52602074	561031	CHEMICAL	202,182	0	202,182	52,333.86	21,655.89	128,192.25	36.6%
52602074	561037	LABORATORY SUPPLIE	24,925	0	24,925	8,777.57	2,997.40	13,150.03	47.2%
52602074	561040	EQUIPMENT REPAIR S	78,280	0	78,280	30,456.61	8,886.91	38,936.48	50.3%
52602074	562200	ELECTRICITY	423,000	-10,000	413,000	170,931.87	.00	242,068.13	41.4%
52602074	562400	HEATING FUEL	25,600	10,000	35,600	34,486.28	.00	1,113.72	96.9%*
52602074	573900	OTHER EQUIPMENT	13,025	0	13,025	444.15	.00	12,580.85	3.4%
52602074	592001	DEPRECIATION	1,076,865	0	1,076,865	.00	.00	1,076,865.00	.0%
TOTAL SEWER TREATMENT PLANT			2,895,217	0	2,895,217	977,031.00	74,727.22	1,843,458.78	36.3%
52602470 SEWER REVENUE OFFICE									
52602470	511001	SALARIES - FULL TI	30,404	0	30,404	21,354.60	.00	9,049.40	70.2%
52602470	516000	LONGEVITY	300	0	300	300.00	.00	.00	100.0%*
52602470	521100	HEALTH INSURANCE	11,443	0	11,443	7,665.72	.00	3,777.28	67.0%
52602470	521200	DENTAL INSURANCE	252	0	252	173.55	.00	78.45	68.9%
52602470	521300	LIFE INSURANCE	57	0	57	38.23	.00	18.77	67.1%
52602470	522000	SOCIAL SECURITY CO	2,050	0	2,050	1,449.51	.00	600.49	70.7%
52602470	523000	RETIREMENT CONTRIB	3,308	0	3,308	2,332.34	.00	975.66	70.5%
52602470	526000	WORKERS' COMPENSAT	68	0	68	23.00	45.00	.00	100.0%*
52602470	528001	IPT	354	0	354	199.73	.00	154.27	56.4%
52602470	543000	REPAIR AND MAINTEN	500	0	500	.00	.00	500.00	.0%
52602470	553400	POSTAGE FEES	7,500	0	7,500	5,809.76	.00	1,690.24	77.5%*
52602470	555000	PRINTING AND BINDI	250	0	250	.00	60.00	190.00	24.0%
52602470	561003	OFFICE SUPPLIES	290	0	290	102.54	.00	187.46	35.4%
TOTAL SEWER REVENUE OFFICE			56,776	0	56,776	39,448.98	105.00	17,222.02	69.7%
TOTAL SEWER ENTERPRISE FUND			6,203,072	179,661	6,382,733	3,868,478.14	102,216.72	2,412,037.97	62.2%
TOTAL EXPENSES			6,203,072	179,661	6,382,733	3,868,478.14	102,216.72	2,412,037.97	