



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: May 30, 2017
TO: Utility Advisory Board
FROM: John B. Storer, PE – Director of City Services
REGARDING: Utility Advisory Board Meeting

There will be a meeting of the Utility Advisory Board on **Monday, June 12th at 5:30 P.M.** in the City Hall Council Conference Room.

AGENDA

1. Call to Order
2. Acceptance of May 8, 2017 Minutes (Pages 3-4)
3. Appeals
 - 3.1 21 Farmington Road LLC (Pages 5-13)
549 US Highway 1 BYP
Portsmouth, NH 03801-4131
RE: 21 Farmington Rd
 - 3.2 Robert M Mihalovits (Pages 14-21)
129 Charles St
Rochester, NH 03867-3420
RE: 129 Charles St
 - 3.3 William & Lea Orr (Pages 22-28)
1 Rangeway Dr
Rochester, NH 03868-8829
RE: 1 Rangeway Dr
 - 3.4 Rochester Agricultural & Mech Assn (Pages 29-34)
72 Lafayette St
Rochester, NH 03867-2624
RE: 72 Lafayette St
 - 3.5 David & Elizabeth Hurlburt (Pages 35-41)
9 Homestead Ln
Dover, NH 03820
RE: 11 Barker Ct

- 3.6 Eric Sirles (Pages 42-49)
10 Pierce Dr
Rochester, NH 03867-4495
RE: 10 Pierce Dr
- 3.7 LJR Properties LLC (Pages 50-58)
133 Sampson Rd
Rochester, NH 03867
RE: 54 Allen St
- 4. Financials – Water & Sewer Revenue & Expense Reports (Pages 59-66)
- 5. User Rate Discussion (Pages 67-95)
- 6. Adjournment

**Utility Advisory Board
May 8, 2017 5:30 P.M.
City Hall Council Conference Room**

MEMBERS PRESENT

Shawn Libby, Chairman

Eli Barnes

Ralph Sanders

OTHERS PRESENT

Lisa Clark, Utility Billing Office Supervisor

Mark Sullivan, Finance

John Kimball, 444 Portland Street

Jason Dubois, 10 Harding Street

MINUTES

1. Call to order:

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

2. Appeals –

2.1 444 Portland Street – John Kimball

The appellant was present for the meeting. He stated that he was looking to have the \$30 on/\$30 off fees waived as he had left to spend a few months in Florida and got delayed there due to a health issue with his wife. He stated that it was fortunate that his nephew was present at the house when the technicians shut off the water, promptly made payment and had water restored the same day. Mr. Kimball stated his objection to the policy of mailing a shut off notice and stated that each property owner should be served officially prior to shut off. Chairman Libby cited the ordinance and explained the necessity of treating all rate payers the same. He also recommended having the mail forwarded for future travel. Mr. Kimball again stated his objection to the process and left the meeting abruptly stating he would be taking the issue to small claims court to recoup the \$60 dollar fee.

Mr. Barnes made a motion to deny the appeal per staff recommendation and City Ordinances. The motion was seconded by Chairman Libby. The motion passed unanimously.

2.2 10 Harding Street, Andrew Belair

The tenant, Jason Dubois, was present for the meeting. A downstairs toilet had been leaking and repaired. Ms. Clark stated that the new abatement policy could apply in this situation and that the Community Services Director had recommended that abatement. Chairman Libby stated that it would have to be approved by the property

owner as this is one time in ten year abatement.

Mr. Libby made a motion to abate per the staff recommendation pending the property owner's approval. The recommendation was to abate 75 units of water at \$387.15 and 75 units of sewer at \$483.40. Total abatement of \$870.55 plus all accrued interest. The motion was seconded by Mr. Barnes. The motion passed unanimously.

2.3 14 Copeland Drive – Nanette Terry

The appellant was not present for the meeting. An outside faucet had broken and leaked for several days. The faucet was repaired.

Mr. Barnes made a motion to abate per the staff recommendation the above average use of 36 units of sewer. The total abatement is \$234.72 plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

3. Approval of the April 10, 2017 Minutes

Mr. Barnes made a motion to accept the April 10, 2017 meeting minutes as presented. The motion was seconded by Chairman Libby. The motion passed unanimously.

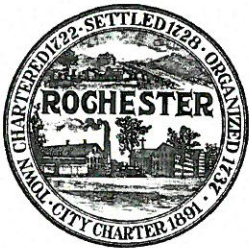
4. Financials

Mark Sullivan was present and explained the process used to establish figures for rates & fee amounts. He explained how rate reviews are not timed with the budget. There was a short discussion on changing fees for service instead of raising rates. The committee consensus was that \$30 service charge and labor charges were way under industry standards for similar types of services. Two board members were not present for this meeting so Mr. Sullivan agreed to come back if requested. Mr. Barnes requested more information on number of service calls per year.

5. Adjournment:

Mr. Sanders made a motion to adjourn at 6:41PM. The motion was seconded by Chairman Libby. The motion passed unanimously.

Minutes respectfully submitted by Samantha Juneau, 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: May 16, 2017

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 5/8/17

Customer Name: 21 Farmington Road LLC

Account: 021115

Service Address: #21 Farmington Rd

Rochester NH 03867

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

Recommendations

I recommend tabling this appeal for two billing cycles to establish accurate usage.

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The water did not enter the sewer system
3. The appellant's first billing cycle at this location was an estimated bill in November 2016. The February 2017 invoice included the leak, which carried over into the May 2017 invoice. We would like to establish usage history for this property so an accurate recommendation can be made.

John B. Storer, PE
Director of City Services

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: May 9, 2017

SUBJECT: 21 Farmington Road LLC

PROPERTY: **21 Farmington Rd**

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

The customer is filing an appeal for 145 units of water and sewer on the March 2017 and May 2017 invoices due to a leak that did not go into the sewer system and has been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 5/8/17

1. Date of Appeal: 4/15/17
2. Property Owner's Name: 21 Farmington Rd LLC Account #: 021115 W/S
3. Billing Address: 549 US Highway 2 Bypass
Portsmouth NH
03801
4. Service Location: 21 Farmington Rd Zip Code: _____
5. Owners Representative: Jeff Catalano
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-380-0010 Cell: 603-380-0010
8. Email Address: fa/consheds@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 8/16 to 5/17

10. Abatement is being requested for:

a. How many units of water 145 x 4.81 = \$ 697.45

b. How many units of sewer 145 x 6.24 = \$ 904.80

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

Total \$ 1602.25

11. Explanation of Appeal Request:

We leased the property in August and we did not know there was leaks under the building. The first bill we recieved showed 7 units which we believed to be an accurate reading but it was actually an estimate from the water dept. The next bill we recieved showed the correct meter reading which alerted us to the issue. We corrected the leaks and since that repair in March we have only used 1 unit in 25 days or .04 units/day which means since August we should have only used approx 10 units.

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

Yes ☒ No (circle one)

If yes, why?

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

☒ Yes No (circle one)

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

If yes, has the leak been repaired? Yes

Who made the repair? Me / Jeff Catalano

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.*



05/23/2017 09:41
karenb

CITY OF ROCHESTER
UB Consumption History Report

P 1
ubcnsing

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
021115	42315	21 FARMINGTON ROAD LLC					021600290000				21 FARMINGTON RD				Active
110	-	1 COMM WATER SENS76166539	A	05/05/2017				13967656		160	29		153.41		342.49
110	-	1 COMM WATER SENS76166539	A	02/01/2017				13960126		131	124		643.91		1,445.36
110	-	1 COMM WATER SENS76166539	E	11/15/2016				13952631		7	7		33.67		77.35
110	-	1 COMM WATER	I	08/03/2016				0		226	0		.00		.00

** END OF REPORT - Generated by Karen Bonneau **

Account: 021115

FALCON SHEDS

12/23/08 - KEN CALLED - THEY HAVE TRIED TO SHUT OFF SEVERAL TIMES WITH NO LUCK - HE WILL CALL DIG SAFE AND THEY WILL DIG UP NEXT WEEK - I CALLED MR. CARDINAL AND ADVISED - 12/29/08 KEN CALLED - THEY FINALLY HAVE THE WATER OFF - I CALLED MR. CARDINAL AND ADVISED

[2016-08-04 11:04:46 karenb]: COULD NOT FIND OLD METER. GEORGE INSTALLED NEW METER 8/3/16 AND WATER TURNED ON 8/4/16. THIS WILL BE FALCON SHEDS.

[2016-11-17 14:12:04 sjuneau]: METER NOT READING - ESTIMATED NOVEMBER BILL & DOOR TAGGED FOR REPAIR WITH SHUT OFF DATE OF 11/30

[2016-11-18 15:54:40 sjuneau]: GEORGE FIXED THE READER & GOT A READ OF 40. NOVEMBER BILL WAS UNDERESTIMATED BY 33 UNITS.

[2017-04-06 15:31:19 karenb]: OWNER CALLED AND REQUESTED AN APPEAL FORM. HE STATED THAT IT IS A MODULAR BUILDING AND THERE IS A T IN THE PIPES; AFTER THE METER BUT BEFORE THE PIPES GO INTO THE BUILDING, THEY FROZE AND CAUSED A LEAK. SCHEDULING FOR TECHNICIAN TO PULL A METER REPORT.

[2017-04-10 13:55:40 karenb]: TECHNICIAN GOT ANOTHER READ TODAY OF 159. 28 UNITS/68 DAYS - .4/DAY.

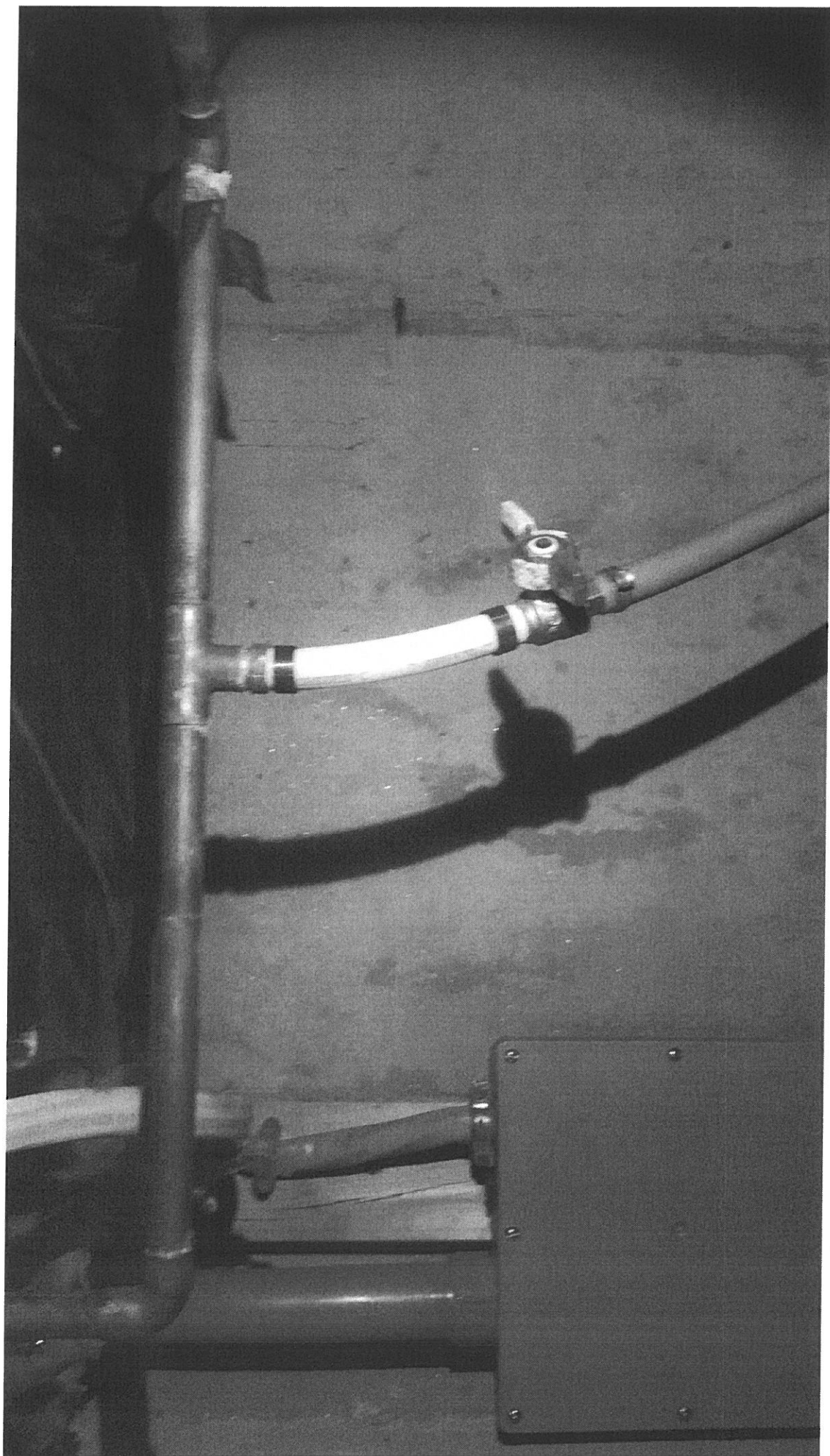
[2017-04-18 07:56:56 karenb]: TECHNICIAN PULLED METER REPORT 4/11/17. LARGE LEAK FOUND 3/24/17; WATER SUPPLY TURNED OFF. SECOND SMALLER LEAK STARTS 3/27/17 AROUND 8AM. IT SEEMS WATER SUPPLY TO LEAK IS TURNED ON AND OFF AND THE VALVE IS SOMETIMES NOT COMPLETELY OFF.

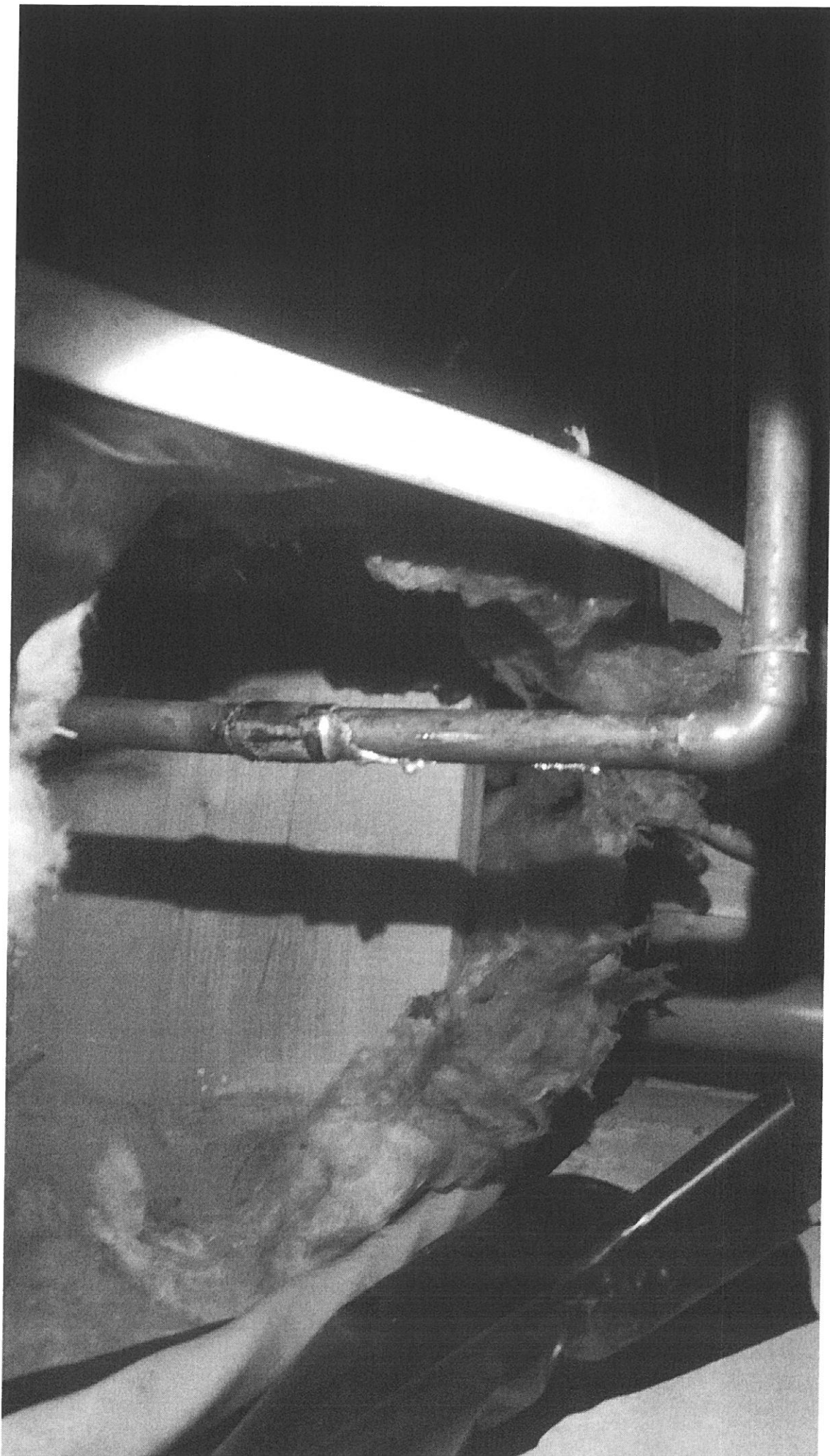
[2017-04-26 13:04:34 karenb]: APPEAL PAPERWORK RECEIVED TODAY. SENT FOR JUNE UAB.

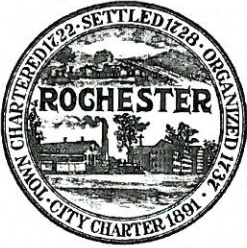
[2017-05-05 16:13:01 karenb]: READ FOR MAY BILL 160; 29 UNITS. LAST READ ON 4/10 WAS 159. 1 UNIT/25 DAYS = .04/DAY.

[2017-05-08 09:43:11 karenb]: CUSTOMER SUBMITTED AN UPDATED UAB FORM TO INCLUDE MAY BILL. SENT FOR JUNE UAB.]









City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: May 23, 2017

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 4/27/17

Customer Name: Robert M Mihalovits

Account: 141720

Service Address: #129 Charles St

Rochester NH 03867-3420

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

Recommendations

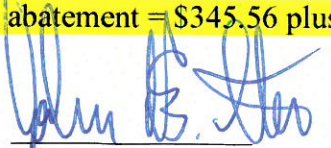
I recommend an abatement of 53 units of sewer on the March 2017 invoiced amount.

The above recommendation is based upon the following findings:

1. The water did not enter the sewer system.
2. Per the Water & Sewer Adjustment Policy the appeal should be denied: *4. In the event the source or cause of the abnormally high consumption is related to a leak due to customer negligence such as the failure to maintain internal (private) plumbing fixtures in good repair and/or protect plumbing from freezing, the customer shall be held responsible for the entire bill.*
3. The building was vacant except for 16 days due to a fire.
 - a. Usage on the applicable 3/2017 invoice is 53 Units
 - b. Property was vacant at this time 0 Units
 - c. Above average use 53 Units

Value of 53 Units of Sewer at the current sewer rate of \$6.52 = \$345.56

Total abatement = \$345.56 plus accrued interest.


John B. Storer, PE
Director of City Services

5/26/17
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: May 5, 2017
SUBJECT: Robert Mihalovits
PROPERTY: **129 Charles St**

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

The customer is filing an appeal for 50 units of water and sewer on the March 2017 invoice due to high usage. This location is under repair following a fire; there were two small leaks from the second floor bathroom that have been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 4/27/17

1. Date of Appeal: 26 APR 17
2. Property Owner's Name: ROBERT M. MIHALOVITS Account #: 141720
3. Billing Address: 129 CHARLES ST.
ROCHESTER, NH 03867
4. Service Location: ROCHESTER, NH Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 901-378-0867 Cell: _____
8. Email Address: RMIHALOVITS@GMAIL.COM

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 10/31/2016 to 03/14/2017

10. Abatement is being requested for:

- a. How many units of water 50 x 4.81 = \$ 240.50
- b. How many units of sewer 50 x 6.24 = \$ 312.00
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ 552.50

11. Explanation of Appeal Request:

THE HOUSE WAS PURCHASED ON 11/07/16, AT WHICH POINT IT WAS LIVED IN UNTIL 11/23/16. ON 11/23/16 THERE WAS A HOUSE FIRE, RENDERING THE HOUSE UNLIVEABLE. THE HOUSE HAS BEEN INHABITED FOR 16 DAYS. SINCE THEN, THERE HAVE BEEN TWO SMALL LEAKS FROM THE SECOND FLOOR BATHROOM (SEE ATTACHED LETTER FROM PAUL DAVIS RESTORATION). ON FEB. 24TH, THE MAIN WATER LINE WAS SHUT OFF. BASED ON THE SHORT OCCUPANCY (16 DAYS) AND THE SMALL NATURE OF THE LEAKS (THE TOILET SUPPLY LINE AND A SPLIT LINE IN THE BATHROOM), I DO NOT BELIEVE IT POSSIBLE TO HAVE USED 5300 CU. FT (3,964,400 GAL) OF WATER.

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

Yes No (circle one)

If yes, why?

IT IS NOT POSSIBLE TO HAVE USED 5300 CU. FT OF WATER WITH 16 DAYS OF OCCUPANCY AND TWO SMALL LEAKS FROM A BATHROOM.

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

Yes No (circle one) → though there were 2 small leaks

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

If yes, has the leak been repaired? yes

Who made the repair? Paul Davis Restoration

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, DUE TO THE TWO SETS OF UTILITIES BEING PAID, THE MORTGAGE, AND THE COST OF REPLACING LOST POSSESSIONS. ADDITIONALLY, WE ARE ON A FIXED INCOME DUE TO MILITARY SERVICE NOT ALLOWING OVERTIME PAY.

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 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.*

Water Damage incident report

Location of Service: 129 Charles st. Rochester NH 03867

Project Manager: Liam Brown

Cell Number: (603) 944-5422

To whom it may concern:

Paul Davis Restoration has been working on this project since December of 2016. We were brought in due to a fire that broke out and caused interior damage to the basement, kitchen, bedroom and two bathrooms of the home. Smoke damage was found throughout the entire home and the back deck/porch also was charred beyond repair. The house has been checked at least twice a week since the start of the project.

On January 5, 2017 water started to leak out of the second floor bathroom. The pipes froze and caused the water supply line to the toilet start to leak. Damage was found and water was shut off on the 5th and then a plumber repaired the damage on January 6th. Mark Pires of North Hampton Plumbing is the plumber that was used on site.

On February 23, 2017 water leaked from the second floor bathroom from a split line. The pipes froze and caused one of the lines to split. Mark Pires of North Hampton plumbing fixed on February 24, 2017. The main water line was shutoff and has not been turned on since.

There has been a constant supply of oil provided to the home and when the furnace was not being used a heater was put in to keep the house warm.



Liam Brown
Project Manager

Account: 141720

CURB IN-BETWEEN STREET AND SIDEWALK IN FRONT OF HOUSE

04/21/04 TURN OFF / TURN ON FOR NON-PAYMENT

3/31/06 SENT PAYMENT TO PREVENT SHUT OFF

[2013-03-18 11:58:32 sjuneau]: METER NOT READING ACCURATELY. SENT LETTER TO REPLACE NEPTUNE AND FIX PROBLEM

[2016-09-26 14:34:56 sjuneau]: SEPTEMBER BILL RETURNED WITH FORWARDING ADDRESS TO 664 RIVER RD, SAINT GEORGE ME 04860 - SENT TO ASSESSING

[2016-10-31 14:09:35 karenb]: FINAL BILL PROCESSED

[2017-04-03 14:11:03 karenb]: HOMEOWNER CALLED REGARDING HIGH BILL. STATED THEY HAD A FIRE IN NOVEMBER AND HAVEN'T BEEN LIVING THERE SINCE, ALTHOUGH THERE HAVE BEEN CONTRACTORS IN AND OUT. GOT A READ TODAY AND THERE HAS BEEN NO USAGE SINCE PREVIOUS READ ON 3/14/17. SHE WILL SPEAK WITH CONTRACTORS TO SEE IF THEY KNOW OF ANY INCREASED USAGE; SHE DID STATE THAT THERE WAS AN ISSUE WITH SOME OLD PIPES THAT SHE BELIEVES WERE LEAKING.

[2017-04-27 14:54:00 karenb]: RECEIVED APPEAL FORM. SENT FOR JUNE UAB.

[2017-05-01 09:15:02 karenb]: RECEIVED JOB SHEET/SERVICE REQUEST FROM DPW. WATER SHUT OFF AT STREET 4/20/17 AT 2PM DUE TO WATER BREAK INSIDE HOUSE.

[2017-05-18 11:30:40 karenb]: TECHNICIAN VERIFIED READ FOR UAB; READ AFTER MAY BREAK IS STILL 190. NO USAGE AND WATER IS OFF.

05/02/2017 15:37
karenb

CITY OF ROCHESTER
UB Consumption History Report

P 1
ubcnsinq

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
141720	46513	MIHALOVITS ROBERT M JR	A 03/14/2017	012802560000	13964373	129 CHARLES ST	
100	- 1 RES WATER	SENS76167497			190	53	616.68

** END OF REPORT - Generated by Karen Bonneau **

05/02/2017 15:38
karenb

CITY OF ROCHESTER
UB Consumption History Report



1
P
ubcnsing

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
141720	31755	CROSBY HEATHER				012802560000			129 CHARLES ST				
100	1 RES WATER	SENS76167497	F	10/31/2016			13952238	137	5	0	24.05	85.25	
100	1 RES WATER	SENS76167497	A	09/08/2016			13949337	132	15	0	72.15	165.75	
100	1 RES WATER	SENS76167497	A	06/08/2016			13941825	117	9	0	43.29	99.45	
100	1 RES WATER	SENS76167497	A	03/10/2016			13934285	108	10	0	48.10	110.50	
100	1 RES WATER	SENS76167497	A	12/14/2015			13926916	98	12	0	57.26	132.14	
100	1 RES WATER	SENS76167497	A	09/03/2015			13919468	86	12	0	56.04	130.92	
100	1 RES WATER	SENS76167497	A	06/04/2015			13912025	74	9	0	42.03	98.19	
100	1 RES WATER	SENS76167497	A	03/12/2015			13904555	65	10	0	46.70	109.10	
100	1 RES WATER	SENS76167497	A	12/05/2014			13897204	55	9	0	42.03	98.19	
100	1 RES WATER	SENS76167497	A	09/12/2014			13889798	46	13	0	60.71	141.83	
100	1 RES WATER	SENS76167497	A	06/03/2014			13882376	33	11	0	51.37	120.01	
100	1 RES WATER	SENS76167497	A	03/04/2014			13874960	22	8	0	36.83	86.75	
100	1 RES WATER	SENS76167497	A	12/18/2013			13867677	14	12	0	55.20	130.08	
100	1 RES WATER	SENS76167497	A	09/18/2013			13860283	2	2	5	32.20	75.88	
100	1 RES WATER	NEPT31409556	I	08/21/2013			0	763	5	0	.00	.00	
100	1 RES WATER	NEPT31409556	A	06/13/2013			13852902	758	7	0	32.20	75.88	
100	1 RES WATER	NEPT31409556	E	03/07/2013			13845525	751	5	0	54.20	54.20	
100	1 RES WATER	NEPT31409556	A	12/06/2012			13838235	746	5	0	22.49	53.08	
100	1 RES WATER	NEPT31409556	A	09/13/2012			13830941	741	5	0	22.45	53.00	
100	1 RES WATER	NEPT31409556	A	06/14/2012			13823578	736	2	0	17.07	46.28	
100	1 RES WATER	NEPT31409556	A	03/14/2012			13816208	734	7	0	31.43	74.20	
100	1 RES WATER	NEPT31409556	A	12/13/2011			13808973	727	1	0	17.07	46.28	
100	1 RES WATER	NEPT31409556	A	09/16/2011			13801662	726	2	0	17.07	46.28	
100	1 RES WATER	NEPT31409556	A	06/13/2011			13794365	724	1	0	16.31	44.75	
100	1 RES WATER	NEPT31409556	A	03/15/2011			13787057	723	3	0	16.31	44.75	
100	1 RES WATER	NEPT31409556	A	12/13/2010			13779880	720	4	0	17.16	45.60	
100	1 RES WATER	NEPT31409556	A	09/15/2010			13772621	716	5	0	21.32	51.07	
100	1 RES WATER	NEPT31409556	A	06/04/2010			13765293	711	4	0	16.76	45.20	
100	1 RES WATER	NEPT31409556	A	03/05/2010			13758136	707	4	0	16.76	45.20	
100	1 RES WATER	NEPT31409556	A	12/07/2009			13750971	703	4	0	16.76	45.20	
100	1 RES WATER	NEPT31409556	A	09/08/2009			13743692	699	4	0	16.59	45.03	
100	1 RES WATER	NEPT31409556	A	06/04/2009			13736403	695	5	0	20.20	47.75	
100	1 RES WATER	NEPT31409556	A	03/04/2009			13729200	690	2	0	15.33	41.66	
100	1 RES WATER	NEPT31409556	A	12/03/2008			13722055	688	9	0	36.36	85.95	
100	1 RES WATER	NEPT31409556	A	09/03/2008			13714827	679	12	0	46.96	111.82	
100	1 RES WATER	NEPT31409556	A	06/02/2008			13707556	667	5	0	29.04	70.40	
100	1 RES WATER	NEPT31409556	A	03/04/2008			1367657	662	8	0	18.15	44.00	
100	1 RES WATER	NEPT31409556	A	12/05/2007			1360872	654	10	0	36.30	88.00	
100	1 RES WATER	NEPT31409556	A	09/04/2007			1354036	644	12	0	42.95	103.40	
100	1 RES WATER	NEPT31409556	A	06/05/2007			1347166	632	7	0	24.15	57.05	
100	1 RES WATER	NEPT31409556	A	03/01/2007			1340382	625	2	0	13.13	35.60	

** END OF REPORT - Generated by Karen Bonneau **



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: May 2, 2017

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 04/28/17

Customer Name: William & Lea Orr

Account: 204422

Service Address: #1 Rangeway Dr

Rochester NH 03868-8829

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 70 units of sewer on the invoiced amount.

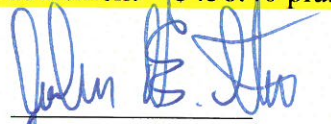
The above recommendation is based upon the following findings:

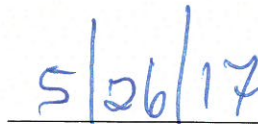
1. The appellant does not dispute the meter reading.
2. Per the Water & Sewer Adjustment Policy the water appeal should be denied: *In the event the abnormally high consumption has occurred due to "unpredictable leakage" not caused by customer negligence, ignorance or unfortunate circumstances, as determined 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.*
3. The water did not enter the sewer system
4. The appellant is responsible for undetected water leaks on the property.

a. Usage on the current invoice is	79 Units
b. Average usage of previous 3 years	<u>9 Units</u>
c. Estimated increase of Usage	70 Units

Value of 70 Units of Sewer at the current sewer rate of \$6.52 = \$456.40.

Total abatement = \$456.40 plus accrued interest.


John B. Storer, PE
Director of City Services


Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: May 2, 2017

SUBJECT: William & Lea Orr

PROPERTY: **1 Rangeway Dr**

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

The customer is filing an appeal for 70 units of water and sewer on the April 2017 invoice due to an outside faucet that was found running. The customer has purchased a spigot cover to prevent this occurrence in the future.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 4/28/17

1. Date of Appeal: 4/28/2017
2. Property Owner's Name: William & Lea Orr Account #: 204422
3. Billing Address: 1 Rangeway Dr.
Rochester, NH 03868
4. Service Location: 1 Rangeway Dr. Rochester Zip Code NH 03868
5. Owners Representative: Lea Orr
6. Owners Representative's Signature: _____
7. Phone #: 603-948-1072 Cell: 603-978-2334
8. Email Address: Theorrs32@yahoo.com

(Agendas and Decision Letters will be emailed).

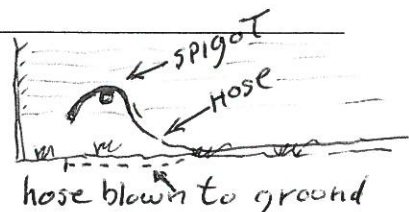
9. Billing Period that is being appealed is from 1/04/17 to 4/14/17

10. Abatement is being requested for:

- a. How many units of water 70 x 4.81 = \$ _____
- b. How many units of sewer 70 x 6.24 = \$ _____
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

11. Explanation of Appeal Request:

I had drapped the garden hose over the
spigot as I often do. However due to extremely
high wind the hose was blown off the spigot
inadvertently opening the quarterturn valve.
This all happened while we were away from
home allowing the water to run on the ground
for a few days before our return.
Per your advise we have purchased a spigot cover
to assure this will never happen again.



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? problem fixed

Who made the repair? Self

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:

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: 204422

[3/24/08- NEW OWNERS EFFECTIVE TODAY- MICHAEL YONCE & LINDSEY BRADDOCK

[2011-02-03 11:45:18 kathy]: SENT FOR LETTER

[2011-03-07 14:34:24 ann]: SCHEDULED APPOINTMENT FOR 3/9/11

[2012-06-05 10:05:26 kathy]: TENANT MOVING OUT 6/6/12

[2017-03-23 10:00:56 karenb]: HOMEOWNER CALLED; FOUND OUTSIDE SPIGOT RUNNING. GRABBED A READ TO LET HER KNOW USAGE. READ TODAY IS 549; 77 UNITS. LEFT VOICEMAIL.

[2017-05-02 15:47:47 karenb]: HOMEOWNER DROPPED OFF UAB FORM 4/23/17. READ FOR BILL RUN ON 4/4/17 OF 551 SHOWS USAGE BACK TO NORMAL (2 UNITS IN 12 DAYS = .16/DAY). SENT FOR JUNE UAB.

05/02/2017 15:47
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
P
ubensing

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
204422		40114	ORR WILLIAM & LEA &				215A00120053			1	RANGEWAY DR			Active
100	-	1 RES WATER	SENS67081465	A	04/04/2017			13966736	551	79	0	417.91	932.99	
100	-	1 RES WATER	SENS67081465	A	01/04/2017			13959228	472	8	0	40.06	90.90	
100	-	1 RES WATER	SENS67081465	A	10/12/2016			13951701	464	9	0	43.29	99.45	
100	-	1 RES WATER	SENS67081465	A	07/14/2016			13944160	455	8	0	38.48	88.40	
100	-	1 RES WATER	SENS67081465	A	04/18/2016			13936589	447	9	0	43.29	99.45	
100	-	1 RES WATER	SENS67081465	A	01/21/2016			13929182	438	13	0	62.53	143.65	
100	-	1 RES WATER	SENS67081465	A	10/01/2015			13921788	425	8	0	37.37	87.29	
100	-	1 RES WATER	SENS67081465	A	07/02/2015			13914338	417	11	0	51.37	120.01	
100	-	1 RES WATER	SENS67081465	A	04/03/2015			13906837	406	9	0	42.03	98.19	
100	-	1 RES WATER	SENS67081465	A	12/31/2014			13899490	397	9	0	42.03	98.19	
100	-	1 RES WATER	SENS67081465	A	10/03/2014			13892095	388	10	0	46.70	109.10	
100	-	1 RES WATER	SENS67081465	A	06/30/2014			13884668	378	6	0	28.02	65.46	
100	-	1 RES WATER	SENS67081465	A	04/02/2014			13877219	372	9	0	41.64	97.80	
100	-	1 RES WATER	SENS67081465	A	01/06/2014			13869933	363	7	0	32.20	75.88	
100	-	1 RES WATER	SENS67081465	A	10/11/2013			13862588	356	8	0	36.80	86.72	
100	-	1 RES WATER	SENS67081465	A	07/15/2013			13855209	348	15	0	69.00	162.60	
100	-	1 RES WATER	SENS67081465	A	04/11/2013			13847777	333	9	0	41.40	97.56	
100	-	1 RES WATER	SENS67081465	A	01/15/2013			13840515	324	14	0	63.62	150.06	
100	-	1 RES WATER	SENS67081465	A	10/15/2012			13833196	310	15	0	67.35	159.00	

** END OF REPORT - Generated by Karen Bonneau **



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280 NORTH MAIN ST. ROCHESTER NH 03867
NOW HIRING HOMEDEPOT.COM/CAREERS

3489 00057 13615 04/02/17 01:23 PM
CASHIER SELF CHECK OUT

088329019811 HRD FAUCVR <A> 2.98
HARD FAUCET COVER

SUBTOTAL	2.98
SALES TAX	0.00
TOTAL	\$2.98

XXXXXXXXXX9178 DEBIT USD\$ 2.98
AUTH CODE 072246 Verified By PIN
Chip Read US DEBIT
AID A00000033084C

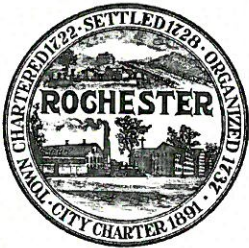
TVR 8080048000
IAD 06010A0360000C
TSI 6800
ARC 00



3489 57 13615 04/02/2017 8333

RETURN POLICY DEFINITIONS
POLICY ID DAYS POLICY EXPIRES ON
A 1 SC 07/01/2017
THE HOME DEPOT RESERVES THE RIGHT TO
LIMIT / DENY RETURNS. PLEASE SEE THE
RETURN POLICY SIGN IN STORES FOR
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BUY ONLINE PICK-UP IN STORE
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City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: May 16, 2017

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 5/8/17

Customer Name: Rochester Agricultural & Mech Assn Account: 042190

Service Address: #72 Lafayette St

Rochester NH 03867

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

Recommendations

I recommend no abatement on this appeal.

The above recommendation is based upon the following findings:

1. The appeal was not received within the current billing cycle. Per City Ordinance 17:20: ***(a) Notification. The aggrieved user shall notify the Business Office in writing that said bill is contested before the next payment is due for water service. The notification shall explain why the bill is contested and provide the information necessary to determine the validity of the claim.***

John B. Storer, PE
Director of City Services

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: May 16, 2017
SUBJECT: Rochester Agricultural & Mech Assn
PROPERTY: **72 Lafayette St**

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

The customer is filing an appeal for 337 units of sewer on the August 2016 invoice due to a broken pipe caused by vandalism. The pipe has been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:

Received: 5/8/17

WKS

1. Date of Appeal: May 1, 2017
2. Property Owner's Name: Rochester Agricultural
& Mech. Ass'n. Account #: 042170
3. Billing Address: 72 Lafayette St.
Rochester NH
03867
4. Service Location: Same Zip Code _____
5. Owners Representative: Steve Beaudoin
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-812-8111 Cell: _____
8. Email Address: stevebeaudoin@metrocast.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from August 2016 to _____

10. Abatement is being requested for:

- a. How many units of water 337 x 4.81 = \$ _____
- b. How many units of sewer ~~2102.88~~ x 6.24 = \$ 2102.88
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 2102.88

11. Explanation of Appeal Request:

This water usage was due to a broken pipe that flowed onto the ground. Since the RAMA is not liable for water usage and is only liable for sewage, the water usage cited above should not be charged to us. The pipe was broken due to vandalism, a police report was filed. There would not be any usage during this time period.

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

Yes No (circle one)

If yes, why?

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

No Yes No (circle one)

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

If yes, has the leak been repaired? yes

Who made the repair? fair staff

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 we cannot pay 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.*

Account: 042190

[2010-08-16 14:35:51 annj]: ACCOUNT CAME UP ON SHUT OFF LIST - CAN'T SHUT OFF - SENT PAST DUE BILL
[2011-02-14 14:49:17 annj]: ACCOUNT CAME UP ON SHUT OFF LIST - CAN'T SHUT OFF - SENT PAST DUE BILL
[2011-04-08 14:39:27 annj]: ACCOUNT CAME UP ON SHUT OFF LIST - CAN'T SHUT OFF - PAST DUE BILL SENT

[2011-08-30 14:49:38 annj]: TIM GOT ACTUAL READING ON 8/15/11 OF 3535 FOR METER FOR BATHROOM NEAR THE TRACK

[2012-09-11 11:59:34 kathyj]: I CALLED FAIR TODAY AND ASKED IF THE SEWER BILL WILL BE CLEARED UP SOON THEY SAID

[2013-08-21 10:26:05 kathyj]: I CALLED FAIR TODAY AND SPOKE TO MARK HE WILL SEND A CHECK BY THE END OF THE MONTH

[2015-02-20 08:35:51 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2015-05-13 10:21:40 karenb]: CALLED/SENT LETTER RE: NO T/P - ESTIMATED MAY BILL.

[2015-08-13 11:38:32 sjuneau]: METER NOT READING AGAIN. ESTIMATED AUGUST BILL & CALLED FAIRGROUNDS.

[2015-09-01 10:22:28 sjuneau]: ALL NEW METERS HAVE BEEN PUT IN AROUND THE FAIRGROUNDS - SOME WITH SEWER SOME WITHOUT. ADDED THEM ALL TO ACCOUNT SO THAT SEWER CHARGES WILL BEGIN TO GENERATE WITH NEW BILL & TRIED HARD TO LABEL THEM SO WE CAN TELL THE DIFFERENCE. DISREGARD PRIOR "METER NOT READING" NOTES AS THAT METER HAS BEEN ELIMINATED AS NECESSARY SINCE A NEW ONE WAS ADDED TO A PIT FOR THE SAME AREA.

[2016-02-01 11:05:44 karenb]: MARK PERRY QUESTIONED NOVEMBER BILL. CONSULTED WITH ROCKY AND KEN. WE ARE NO LONGER GOING TO CHARGE THE FLAT RATE SEWER NOW THAT WE HAVE EVERYTHING METERED. THE AGRICULTURAL BUILDING RIGHT IS NOT ON CITY SEWER. INACTIVATED 210 6, WHICH WAS THIS SEWER. DID BILL ADJUSTMENT TO REMOVE FLAT RATE SEWER AND SEWER CHARGE FOR AGRICULTURAL BUILDING FROM NOVEMBER BILL.

[2016-02-09 11:01:42 karenb]: ROCKY MET WITH MARK. GRANDSTAND BACK RIGHT IS NOT ON CITY SEWER. INACTIVATED 210 5 AND PROCESSED BILL ADJUSTMENT.

[2016-07-29 10:15:23 sjuneau]: FLAT RATE SEWER CHARGE WAS NOT DELETED PER PRIOR CONVERSATION ABOUT NO LONGER CHARGING IT. WILL PROCESS A BILL ADJUSTMENT FOR THE MAY BILL FOR THAT CHARGE. ALSO, UNSURE WHY ALL ACCOUNTS ARE LISTED AS 'SHUT OFF' WHEN THEY ARE DEFINITELY TURNED ON. CHANGED THEM TO TURNED ON STATUS.

[2016-11-03 11:38:07 karenb]: GEORGE AND TIM SHUT TURNED OFF ALL SERVICES EXCEPT THE OFFICE, MENS BATHROOM, FRONT BATHROOM AND METER PIT BY CAMPERS. THERE ARE STILL CAMPERS THERE WITH PEOPLE LIVING IN THEM.

[2016-11-09 12:10:35 sjuneau]: GOT A CALL FROM A RESIDENT STATING THAT A WATER SPIGOT BY THE BLEACHERS WAS RUNNING AT FULL BLAST. CALLED MARK PERRY AND HE STATED HE WOULD BE GOING DOWN THERE TO GET IT TURNED OFF. NOT SURE HOW LONG IT WAS RUNNING.

[2017-02-17 12:01:12 karenb]: WATER SHUT OFF/METER PULLED FROM OFFICE. METER IN BARN.

[2017-05-01 13:49:14 karenb]: TECHNICIAN TURNED ON WATER TO 4H (READ 5). OFFICE AND EXHIBITION BUILDING (READ 236) 4/20/17. REPLACED METER FOR OFFICE. WATER FOR FRONT BATHROOM WAS ALREADY ON. READ 256

[2017-05-08 15:55:25 karenb]: APPEAL FORM DROPPED OFF FOR AUGUST 2016 BILL DUE TO A LEAK IN THE MENS BATHROOM CAUSED BY VANDALISM. SHOWED NORMAL USAGE ON NOVEMBER BILL AND METER IS CURRENTLY PULLED AND WATER OFF AT THIS LOCATION. SENT FOR JUNE UAB.



Check Spelling



Display as HTML

05/11/2017 10:43
karenb

CITY OF ROCHESTER
UB Consumption History Report

P 1
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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
042190	1121	ROCHESTER AGRICULTURAL & MECH	012400670000			72 LAFAYETTE ST	Active
150 - 4 NON BILLED SENS76871391			A 11/15/2016		13953387	160	2,176.41
150 - 4 NON BILLED SENS76871391			A 08/17/2016		13945839	337	2,527.20
150 - 4 NON BILLED SENS76871391			A 11/16/2015		13923429	62	2,527.14

** END OF REPORT - Generated by Karen Bonneau **



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: May 22, 2017

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 05/19/17

Customer Name: David & Elizabeth Hurlburt

Account: 010100

Service Address: #11 Barker 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 75 units of water and sewer on the May 2017 invoiced amount. The decision letter and account will be noted with the language that this is a one in 10 year abatement for this property.

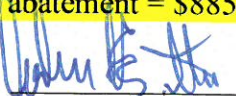
The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
2. Per the Water & Sewer Adjustment Policy the appeal should be approved as this was not due to their negligence: *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.*
3. The usage has returned to normal.
 - a. Usage on the applicable 5/2017 invoice is 198 Units
 - b. Average use for previous three years is 49 Units
 - c. Above average use 149 Units
 - d. Half of the above average use 75 Units

Value of 75 Units of Water at the current water rate of \$5.29 = \$396.75

Value of 75 Units of Sewer at the current sewer rate of \$6.52 = \$489.00

Total abatement = \$885.75 plus accrued interest.


John B. Storer, PE
Director of City Services

5/26/17
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: May 22, 2017
SUBJECT: David & Elizabeth Hurlburt
PROPERTY: **11 Barker Ct**

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

The customer is filing an appeal for 198 units of water on the May 2017 invoice due to a tenant running water. The tenant has been evicted and usage has returned to normal.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 5/19/17

1. Date of Appeal: 5-21-17
2. Property Owner's Name: DAVID & ELIZABETH HURLBURT Account #: 010100
3. Billing Address: 9 Homestead Ln
DOVER, NH 03820
4. Service Location: 11 BARKER CT, Rochester Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 603 834 3249 Cell: _____
8. Email Address: dave.hurlburtgroup.com
(Agendas and Decision Letters will be emailed).
9. Billing Period that is being appealed is from 2-9-17 to 5-11-17
10. Abatement is being requested for:
- a. How many units of water 198 x 4.81 = \$ 952 ?
- b. How many units of sewer _____ x 6.24 = \$ _____
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ _____
11. Explanation of Appeal Request:

PLEASE 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?

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 cause A Financial Hardship

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.**

To: City of Rochester
Water Sewer Billing Department
Appeal Request

5/19/17

From: David Hurlburt
Landlord
11 Barker Ct
Rochester NH

Explanation of Appeal Request

Greetings, my name is David Hurlburt and I'm the landlord for 11 Barker ct. During the last billing cycle (2/9/17-5/11/17) we had to conduct a couple evictions. There was significant damage done to the unit and the tenants intentionally aggravated the water usage.

On May 16th I met with a town employee and we looked at the water meter together. There were no leaks coming from the building and the meter appears to be operating properly.

In short, the most recent bill in no way reflects historical usage during this time frame. This damage will cause an initial financial hardship. We have always paid in full the property taxes and utilities in a timely manner. That said, we are asking for some forgiveness on the water bill as the malice/ carelessness of the tenant was hidden from me and out of my control.

Warm Regards, David Hurlburt



CELL = 834 3249

Account: 010100

[12/07 - NEW OWNER - DAVID HURLBURT, 9 HOMESTEAD LN, DOVER, NH 03820

[2011-02-07 09:12:56 am]: MAILED CUSTOMER HISTORY OF CHARGES & PAYMENTS FOR TAX PURPOSES

[2014-08-28 15:58:46 sjuneau]: MAILED LETTER REQUIRING LOW HAZARD BACKFLOW DEVICE BY 10/17. THIS PROPERTY HAS NO DEVICE.

[2015-08-24 09:02:00 karenb]: PAYMENT PLAN FOR AUGUST BILL: THREE PAYMENTS END OF SEPTEMBER, OCTOBER, NOVEMBER. WILL BE PAID IN FULL BY END OF NOVEMBER.

[2015-11-30 11:28:56 karenb]: PAYMENT PLAN FOR NOVEMBER BILL: THREE PAYMENTS END OF DECEMBER, JANUARY AND FEBRUARY

[2016-03-04 09:05:57 sjuneau]: PAYMENT PLAN FOR FEBRUARY BILL - 4 PAYMENTS OF \$222.50 MARCH, APRIL MAY & JUNE

[2016-04-01 11:44:08 karenb]: SENT LETTER REQUIRING LOW HAZARD DEVICE W/SHUT OFF DATE OF 5/24/16.

[2016-05-19 12:17:54 sjuneau]: ADDED BACKFLOW TO ACCOUNT & MAILED PERMIT

[2016-09-01 11:44:53 karenb]: PAYMENT PLAN FOR AUGUST BILL: \$200 IN MAIL TODAY, \$200 END OF OCTOBER AND BALANCE END OF NOVEMBER.

[2017-03-01 14:50:49 karenb]: PAYMENT PLAN FOR FEBRUARY BILL; \$300 BY END OF MARCH, APRIL AND MAY.

[2017-05-12 15:13:00 sjuneau]: 198 UNITS ON MAY BILL - TAGGED DOOR & SENT LETTER FOR HIGH USAGE.

[2017-05-15 10:34:45 karenb]: HOMEOWNER CALLED REGARDING DOOR TAG. HE CHECKED TOILETS AND SINKS IN THE 4 APARTMENTS AND DID NOT FIND ANYTHING TO BE RUNNING. HE DID MENTION THAT HE IS IN THE PROCESS OF EVICTING A TENANT AND IS NOT SURE IF IT MAY BE MALICIOUS. SCHEDULED APPOINTMENT FOR TECHNICIAN TO CHECK THE METER WITH HIM AND WILL GET AN UPDATED READ.

[2017-05-18 11:57:20 karenb]: TECHNICIAN CHECKED READ AND METER WITH HOMEOWNER. READ ON 5/16/17 WAS 1586; 3 UNITS IN 5 DAYS IS NORMAL USAGE FOR THIS PROPERTY. NO EVIDENCE OF LEAKS. HOMEOWNER BELIEVES TENANT WHO WAS EVICTED WAS RUNNING THE WATER.

[2017-05-22 10:35:45 karenb]: APPEAL FORM SENT IN ON 5/19/17. SENT FOR JUNE UAB.

05/22/2017 10:36
karenb

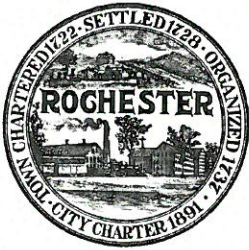
CITY OF ROCHESTER
UB Consumption History Report



P 1
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 Billed Amt
010100	33391 HURLBURT DAVID B & ELIZABETH	012103980000			11 BARKER CT	Active
110	1 COMM WATER SENS69890755	A 05/11/2017		1,583	198	2,338.38
110	1 COMM WATER SENS69890755	A 02/09/2017		1,385	85	991.97
110	1 COMM WATER SENS69890755	A 11/15/2016		1,300	49	442.15
110	1 COMM WATER SENS69890755	A 08/17/2016		1,251	58	235.69
110	1 COMM WATER SENS69890755	A 05/16/2016		1,193	51	278.98
110	1 COMM WATER SENS69890755	A 02/10/2016		1,142	80	640.90
110	1 COMM WATER SENS69890755	A 11/05/2015		1,062	59	245.31
110	1 COMM WATER SENS69890755	A 08/06/2015		1,003	57	384.80
110	1 COMM WATER SENS69890755	A 05/06/2015		946	26	884.00
110	1 COMM WATER SENS69890755	A 02/09/2015		920	31	646.93
110	1 COMM WATER SENS69890755	A 11/12/2014		889	35	621.87
110	1 COMM WATER SENS69890755	A 08/08/2014		854	30	283.66
110	1 COMM WATER SENS69890755	A 05/09/2014		824	22	338.21
110	1 COMM WATER SENS69890755	A 02/12/2014		802	36	381.85
110	1 COMM WATER SENS69890755	E 08/16/2013		766	18	327.30
110	1 COMM WATER SENS69890755	E 05/13/2013		748	44	239.71
110	1 COMM WATER SENS69890755	A 11/07/2012		704	56	390.24
110	1 COMM WATER SENS69890755	A 08/08/2012		648	40	195.12
110	1 COMM WATER SENS69890755	A 05/07/2012		608	44	476.96
110	1 COMM WATER SENS69890755	A 02/16/2012		564	37	607.04
110	1 COMM WATER SENS69890755	A 11/14/2011		527	38	431.28
110	1 COMM WATER SENS69890755	A 08/05/2011		489	39	466.40
110	1 COMM WATER SENS69890755	A 05/10/2011		450	43	392.20
110	1 COMM WATER SENS69890755	E 02/15/2011		373	28	402.80
110	1 COMM WATER SENS69890755	A 11/12/2010		345	36	175.11
110	1 COMM WATER SENS69890755	A 08/10/2010		309	39	193.07
110	1 COMM WATER SENS69890755	A 05/10/2010		270	41	455.80
110	1 COMM WATER SENS69890755	A 02/11/2010		229	34	348.86
110	1 COMM WATER SENS69890755	A 11/06/2009		195	30	286.72
110	1 COMM WATER SENS69890755	A 08/13/2009		165	37	154.44
110	1 COMM WATER SENS69890755	A 05/01/2009		128	70	368.64
110	1 COMM WATER SENS69890755	I 11/18/2008		58	32	399.36
110	1 COMM WATER SENS69890755	A 11/17/2008		26	26	417.55
110	1 COMM WATER SENS69890755	A 07/31/2008		3,086	0	142.46
110	1 COMM WATER SENS69890755	E 05/07/2008		3,019	59	125.70
110	1 COMM WATER SENS69890755	A 01/31/2008		2,960	22	304.20
110	1 COMM WATER SENS69890755			2,938	39	155.03
110	1 COMM WATER SENS69890755					287.20
110	1 COMM WATER SENS69890755					129.28
110	1 COMM WATER SENS69890755					305.60
110	1 COMM WATER SENS69890755					105.04
110	1 COMM WATER SENS69890755					248.30
110	1 COMM WATER SENS69890755					0.00
110	1 COMM WATER SENS69890755					639.85
110	1 COMM WATER SENS69890755					535.15
110	1 COMM WATER SENS69890755					193.60
110	1 COMM WATER SENS69890755					343.20

** END OF REPORT - Generated by Karen Bonneau **



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: May 22, 2017

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 05/17/17

Customer Name: Eric Sirles

Account: 033147

Service Address: #10 Pierce Dr

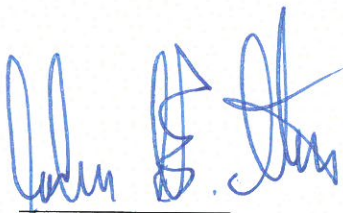
Rochester NH 03867

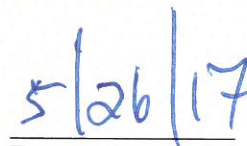
The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

Recommendations

I recommend no abatement on the invoiced amount.

1. The homeowner does dispute the meter reading
2. The meter was pulled for testing and results are within normal limits. Per the Water & Sewer Adjustment Policy: *"In the event that a customer cannot determine the source or cause of the abnormally high consumption, the customer is required to hire a private licensed plumber to assist the customer in trying to determine said source or cause. If the plumber is unable to determine the source or cause of the abnormally high consumption, the City can only speculate that the customer has located and repaired or corrected said source. If the customer claims that said source never existed, the City shall test the meter and make an adjustment to the bill in accordance with NHPUC requirements for meters found to be over-recording. If the meter test reveals an accurate or under-recording meter, the customer shall be held responsible for the entire bill plus the cost of meter testing and shipping/handling."*


John B. Storer, PE
Director of City Services


Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: May 22, 2017

SUBJECT: Eric Sirles

PROPERTY: **10 Pierce Dr**

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

The customer is filing an appeal for 181 units of water and sewer for excess usage on the February 2016, November 2016 and February 2017 invoices. The customer had toilets maintained after the February 2016 invoice. The meter was pulled for testing 3/13/2017 and the results came back normal.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 5/22/17

1. Date of Appeal: May 17th 2017
2. Property Owner's Name: Eric Sirls Account #: 033147
3. Billing Address: 10 Pierce dr
Rochester NH
03867
4. Service Location: 10 Pierce dr Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: _____ Cell: 603-512-6303
8. Email Address: erianb08@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/2/16 to 3/13/17

10. Abatement is being requested for:

- a. How many units of water 181 x 4.81 = \$ ~~899.67~~ 870.61
- b. How many units of sewer 181 x 6.24 = \$ ~~2,046.06~~ 1,129.44
- C. Water & Sewer Department Fees of: \$ ~~0~~ 46.01
- Total \$ ~~2,945.73~~ 2,046.06

11. Explanation of Appeal Request:

On 2/10/2016 I received a water/sewer bill of 541.45
I contacted the billing department who stated I may
have a leaking toilet. I maintained all the
toilets in the home and my (2) following bills returned
to an average 350.00 where they had been
previously. In November 2016, I again contacted
the office concerned that I had a meter issue as
I had received a bill for 508.00, they recommended
I have a plumber check the home for leaks.
I contacted the building contractor who

Stated he didn't believe it was a plumbing issue, but most likely an issue with our water meter. We also had the plumber come and change seals on all the toilets. Then again in February 2017 I contacted the billing office again concerned that my bill had now tripled to \$996.31. I then requested that someone come check the meter, He told me that the unit seemed to be working fine & it was most likely a leaking toilet. I then had him test the unit which I was told was an extra 50.00. He then changed my meter & sent the old one out for testing. I have since followed up with the billing department who stated my usage seems to be back to normal.

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

☒ Yes ☐ No (circle one)

If yes, why?

Based on history it is way off and looks to have been off for a number of quarters

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, I would reapply.

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: 033147

[2013-04-19 09:26:05 am]: APPLICATION FOR SERVICES RECEIVED
[2015-02-18 10:29:14 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2016-02-29 10:41:37 karenb]: HOMEOWNER CALLED REGARDING HIGH BILL. I EXPLAINED TO HER HOW TO CHECK THE METER AND SHE MENTIONED THAT ONE OF HER TOILETS HAS BEEN RUNNING ALMOST CONSTANTLY. SHE WILL HAVE IT FIXED.

[2017-02-10 11:52:12 karenb]: MAILED LETTER FOR HIGH USAGE (86 UNITS).

[2017-03-10 11:50:39 sjuneau]: SHE CALLED QUESTIONING HIGH BILL. EXPLAINED TO HER HOW TO CHECK HER METER FOR LEAKS.

[2017-03-13 13:26:46 sjuneau]: METER TECH JQ WENT OUT TO LOOK AT METER WITH HOMEOWNER. HOMEOWNER STATED THAT A TOILET WAS REPAIRED "JUST A FEW MONTHS AGO". PULLED A REPORT & METER IS WORKING FINE & READING "NORMAL" USAGE NOW. HOMEOWNER STILL WANTED METER PULLED FOR TESTING. PULLED METER.

[2017-04-07 09:59:06 sjuneau]: METER TEST CAME BACK - TESTED PERFECT AT 100.2% AVERAGE. BILLED FOR METER TEST.

[2017-05-04 10:56:54 karenb]: SPOKE WITH ERIC; HE WILL BE FILING AN APPEAL FOR THE FEBRUARY BILL. THE READ FOR THE MAY BILL SHOWS USAGE IS BACK TO AVERAGE OF 30 UNITS. EXPLAINED THAT AN APPEAL LIKE THIS CAN BE FILED ONLY ONCE IN TEN YEARS.

[2017-05-22 09:41:45 karenb]: HOMEOWNER DROPPED OFF FORM FOR APPEAL. SENT TO JUNE UAB.



05/22/2017 11:09
karenb

CITY OF ROCHESTER
UB Consumption History Report

P 1
ubcnsinq

Average = 27 units

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
033147		41340	SIRLES ERIC T	REV TRUST %	023700030147						10 PIERCE DR				Active
100	-	1 RES WATER	SENS82179548	A	05/04/2017				13968123	15	15	16	163.99	416.11	
100	-	1 RES WATER	SENS74608266	I	03/13/2017				0	483	16	0	.00	.00	
100	-	1 RES WATER	SENS74608266	A	02/07/2017				13960595	467	86	0	442.72	996.31	
100	-	1 RES WATER	SENS74608266	A	11/02/2016				13953094	381	46	0	221.26	508.30	
100	-	1 RES WATER	SENS74608266	A	08/01/2016				13945547	335	30	0	144.30	331.50	
100	-	1 RES WATER	SENS74608266	A	05/09/2016				13937975	305	33	0	158.73	364.65	
100	-	1 RES WATER	SENS74608266	A	02/10/2016				13930535	272	49	0	235.69	541.45	
100	-	1 RES WATER	SENS74608266	A	11/05/2015				13923138	223	33	0	155.88	361.80	
100	-	1 RES WATER	SENS74608266	A	08/04/2015				13915697	190	27	0	126.09	294.57	
100	-	1 RES WATER	SENS74608266	A	05/04/2015				13908178	163	31	0	144.77	338.21	
100	-	1 RES WATER	SENS74608266	E	02/19/2015				13900824	132	24	0	112.08	261.84	
100	-	1 RES WATER	SENS74608266	A	11/05/2014				13893448	108	26	0	121.42	283.66	
100	-	1 RES WATER	SENS74608266	A	08/07/2014				13886045	82	29	0	135.43	316.39	
100	-	1 RES WATER	SENS74608266	A	05/02/2014				13878545	53	20	0	93.10	217.90	
100	-	1 RES WATER	SENS74608266	A	02/12/2014				13871244	33	20	0	92.00	216.80	

** END OF REPORT - Generated by Karen Bonneau **

033147

4-5-17

METER TEST REPORT

Customer: City of Rochester

Meter Location:E J Prescott, Inc.

Tech Name: Emerson Brown

Make: Sensus

Meter Info. _____

Type: Sensus 1.5" Per 1"
Serial #: 74608266
Serial #: _____

Register Type: 100 CF

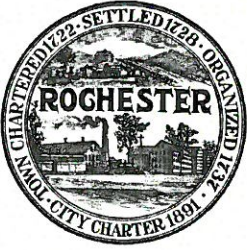
Test	Flow Rate (GPM)	Begin Read	End Read	Registered	Gal.	Accuracy (%)
Low Flow	3/4 GPM	048340.294	048341.281	.987	100	98.7% Read
Medium Flow	4 GPM	048341.534	048342.566	1.032	100	100.2% Read
High Flow	31 GPM	048344.361	048354.405	10.044	300	100% Read

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

New Meter Standards	Old/Repaired
Low Flow 95% - 101%	90-101.5%
Medium flow 98.5% - 101.5%	Same
High Flow 98.5% - 101.5%	Same

Signature:

Notes:



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: May 24, 2017

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 05/24/17

Customer Name: LJR Properties LLC

Account: 062605

Service Address: #54 Allen St

Rochester NH 03867

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

Recommendations

I recommend of 426 units of sewer on the May 2017 invoiced amount.

The above recommendation is based upon the following findings:

1. Per the Water & Sewer Adjustment Policy the water portion of the appeal should be denied: *4. In the event the source or cause of the abnormally high consumption is related to a leak due to customer negligence such as the failure to maintain internal (private) plumbing fixtures in good repair and/or protect plumbing from freezing, the customer shall be held responsible for the entire bill.*
2. The water did not enter the sewer.
 - a. Total usage on disputed invoice: 426 Units
 - b. Average use on previous three years is: 0 Units
 - c. Estimated use over average: 426 Units

Value of 426 Units of Sewer at the current sewer rate of \$6.52 = \$2,777.52

Total abatement = \$2,777.52 plus accrued interest.

John B. Storer, PE
Director of City Services

5/26/17
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: May 24, 2017
SUBJECT: LJR Properties LLC
PROPERTY: **54 Allen St**

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

The customer is filing an appeal for 421 units of water and 426 units of sewer on the May 2017 invoice due to excess usage from a frozen meter.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 5/24/17 W/S

1. Date of Appeal: 5/24/17
2. Property Owner's Name: LJR PROPERTIES LLC Account #: 062605
3. Billing Address: 133 SAMPSON RD.
ROCHESTER, NH 03867
4. Service Location: 54 ALLEN ST. Zip Code 03867
5. Owners Representative: LISA M. STANLEY
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-332-5506 Cell: 603-674-5501
8. Email Address: admin@witwaysupply.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/14/16 to 5/15/17

10. Abatement is being requested for:

a. How many units of water 421 ^{5.29} x ~~4.81~~ = \$ 2227.09

b. How many units of sewer 426 x ~~6.24~~ = \$ 2766.44

c. Water & Sewer Department Fees of: 6.52 \$

Total \$ 4993.53

11. Explanation of Appeal Request:

THE PROPERTY BECAME VACANT IN JULY 2016 BUT WAS NOT WINTERIZED UNTIL JANUARY 2017 AT WHICH TIME IT WAS NOTED THAT THE METER WAS CRACKED AND THERE WAS A VERY SMALL LEAK (AT MOST 2 GAL/HOUR). THERE WAS APPROXIMATELY 5-10 GAL. OF WATER (WHICH HAD TURNED TO A SKIN OF ICE) ON THE CONCRETE FLOOR. THE DPW DEPT. WAS CALLED AND REQUESTED TO COME OUT TO TURN OFF THE WATER. THIS WAS DONE THE SAME DAY. (1/10/17).

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?

IF WATER WAS LEAKING ONTO A CONCRETE FLOOR
IN DEC/JAN AT THE RATE INDICATED (318,000+ GALLONS)
WE COULD HAVE OPENED THE BUILDING FOR ICE TIME!

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? NOT YET- WAS WAITING FOR SPRING

Who made the repair? AND A NEW TENANT N/A

Has proof of the repair been attached to this appeal form? N/A

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

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
13969471	062605	05/17/2017	06/21/2017	0.00	.00	5,000.99
						Amount Due
						\$5,000.99

062605
LJR PROPERTIES LLC
133 SAMPSON RD
ROCHESTER, NH 03867

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042017213969471500005000997

✕ 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			
LJR PROPERTIES LLC				54 ALLEN ST /			
Bill Number	Account Number	Past Due Date	Bill Date				
13969471	062605	06/21/2017	05/17/2017				
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge	
	Current	Previous	Current	Previous			
RES WATER	05/15/2017	11/14/2016	459	33	426	2,234.55	
RES SEWER					426	2,766.44	
<p>IF water was leaking @ 3 gal/hr for 56 days (11/14/16 - 1/10/17 - the date it was shut off) that would equal 4,032 gallons or 5.35 units. Request abatement of 421 units Water 100% of Sewer</p>							
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due		
30.00	03/22/2017	0.00	.00	5,000.99	\$5,000.99		

WATER \$5.29, ELDERLY \$2.29, MINIMUM \$20.09, MINIMUM ELDERLY \$16.10
SEWER \$6.52, ELDERLY \$4.34, MINIMUM \$31.19, MINIMUM ELDERLY \$24.83

MASTERCARD, AMX & DISCOVER 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.

B/23/06 - DEAD METER LETTER

[2015-02-20 10:58:28 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2016-07-29 10:09:19 sjuneau]: BACKFLOW DEVICE IS ON 062610

[2017-01-10 09:46:42 sjuneau]: WATER METER FROZE - OWNER WANTS PROPERTY OFF AT STREET. WHEN PROPERTY IS TO BE TURNED BACK ON, NEW METER WILL BE INSTALLED AT OWNERS EXPENSE.

[2017-01-10 14:05:32 karenb]: WATER TURNED OFF AT STREET

[2017-05-15 16:42:19 sjuneau]: GOT A READ OF OVER 400 UNITS ON MAY BILL RUN - WATER IS SUPPOSED TO BE TURNED OFF. DELETED FROM MAY BILL RUN & SENT TECHNICIAN OUT TO CONFIRM.

[2017-05-17 10:30:26 karenb]: PRODUCED BILL WITH READ OF 459. USAGE IS FROM LEAK IN JANUARY. METER TECH DID NOT GET READ IN FEBRUARY AND THE BILL WAS PULLED OUT OF THE FEBRUARY BILL RUN. WATER IS STILL TURNED OFF. TECHNICIAN LEFT NEW METER FOR THEM. WATER IS STILL OFF; WILL HAVE TO GO BACK OUT TO TURN WATER ON AND WIRE WHEN THEY ARE READY.

[2017-05-24 14:25:12 karenb]: SPOKE WITH LISA AT WIT-WAY REGARDING HIGH BILL. EXPLAINED THAT THE USAGE WAS FROM THE JANUARY LEAK AND IT HAS BEEN VERIFIED THAT THE WATER IS OFF. LISA REQUESTED UAB FORM, FILLED OUT AND SENT BACK. SENT FOR JUNE UAB.

Tier History

Replace Hist

Demand Inq

Report Options

Account

Account

062605

Customer

14502

Parcel

011700020011

Location

54

ALLEN ST

LJR PROPERTIES LLC

Status

Service

Service

100

001

RES WATER

Mfr

SENS

Meter # 82790034

1 of 1

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
05/15/2017		13969471	A			459	-126	0	182	5,000.99	2,234.55
11/14/2016		13953963	A			33	0	0	87	48.12	18.27
08/19/2016		13946417	A			33	0	0	95	48.12	18.27
05/16/2016		13938837	A			33	0	0	96	48.12	18.27
02/10/2016		13931405	A			33	0	0	97	48.12	18.27
11/05/2015		13924006	A			32	0	0	85	47.59	17.74
08/12/2015		13916555	A			32	0	0	93	47.59	17.74
05/11/2015		13909041	A			31	0	0	102	47.59	17.74
02/20/2015		13901685	E			31	1	0	94	47.59	17.74
11/10/2014		13894310	A			30	1	0	97	47.59	17.74
08/08/2014		13886908	A			29	1	0		47.59	17.74

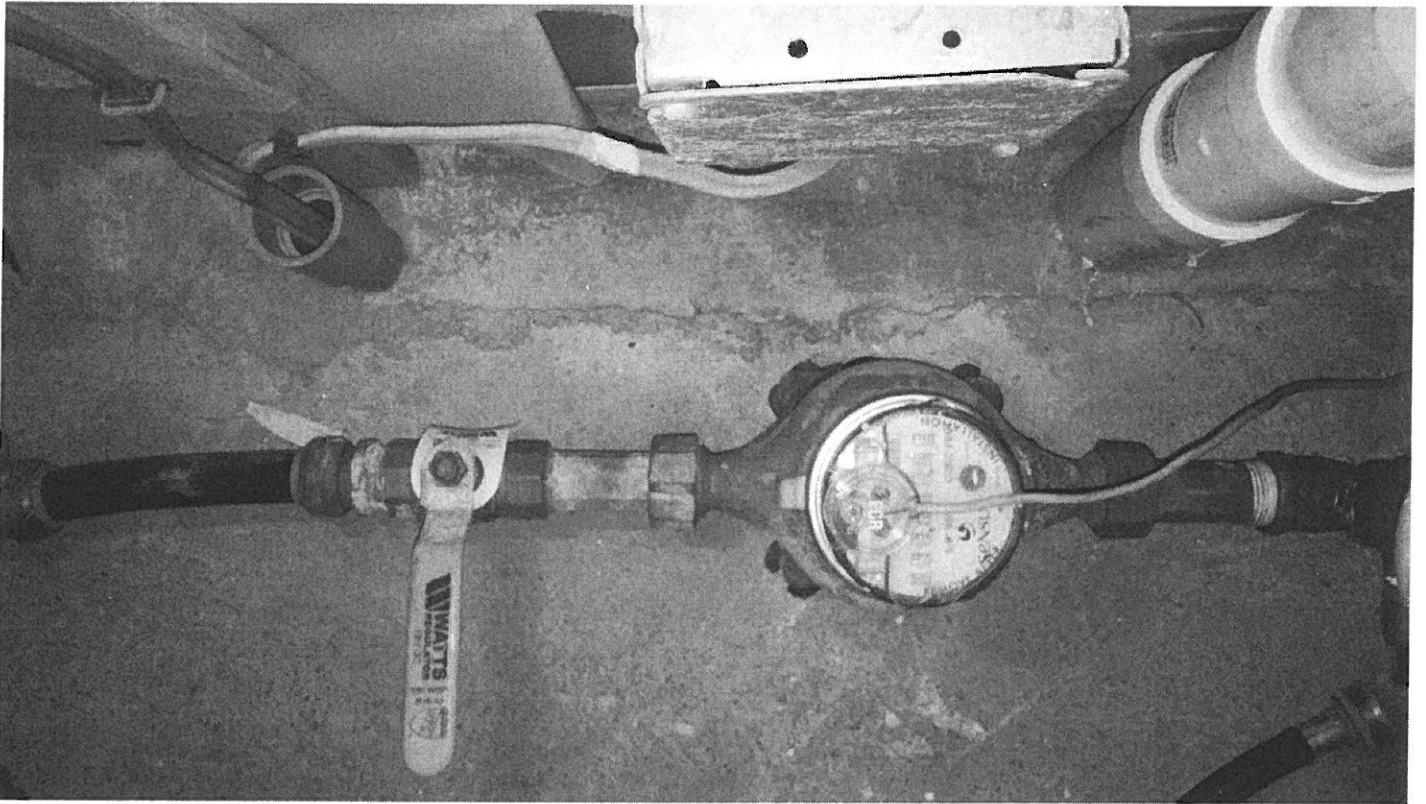
1 of 1

This is the room where the water service comes into the building and the meter is located. The floor is concrete.

Note that the meter is directly next to the water heater (which sustained no damage from a leak/water).

This picture was taken 5/24/17.





This is a picture of where the crack in the meter is and this is where water was leaking at no more than 2-3 gallons per hour.



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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND									
510001 WATER WORKS REVENUE									
510001	400302	INTEREST INCOME	-2,500	-2,500	-2,500.00	.00	.00	.00	100.0%
510001	406102	TRANSFER FROM CIP	0	0	-103,730.16	.00	.00	103,730.16	100.0%
510001	406105	XFER FROM RET EARNIN	-2,182,341	-2,283,167	.00	.00	.00	-2,283,166.71	.0%*
510001	406201	MISCELLANEOUS REVENU	-25,000	-25,000	-31,271.54	.00	.00	6,271.54	125.1%
510001	406600	CONSTRUCTION REVENUE	-50,000	-50,000	-70,336.97	.00	.00	20,336.97	140.7%
510001	406601	USER FEES	-3,500,000	-3,500,000	-2,752,927.17	.00	.00	-747,072.83	78.7%*
510001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-11,836.87	.00	.00	-163.13	98.6%*
510001	406603	HYDRANT RENTAL FEES	-24,000	-24,000	-1,680.00	.00	.00	-22,320.00	7.0%*
TOTAL WATER WORKS REVENUE			-5,795,841	-5,896,667	-2,974,282.71	.00	.00	-2,922,384.00	50.4%
51601057 WATER WORKS EXPENSE									
51601057	511001	SALARIES - FULL TI	575,907	575,907	508,358.11	.00	.00	67,548.89	88.3%
51601057	511099	SALARIES - ADJUSTM	2,741	2,741	.00	.00	.00	2,741.00	.0%
51601057	513001	OVERTIME - REGULAR	40,000	40,000	34,810.20	.00	.00	5,189.80	87.0%
51601057	515001	ON CALL	4,497	4,497	4,150.66	.00	.00	346.34	92.3%
51601057	516000	LONGEVITY	1,393	1,393	1,345.52	.00	.00	47.48	96.6%
51601057	519000	TRAVEL ALLOWANCE	0	0	461.52	.00	.00	-461.52	100.0%*
51601057	521100	HEALTH INSURANCE	155,059	155,059	141,417.25	.00	.00	13,641.75	91.2%
51601057	521200	DENTAL INSURANCE	2,720	2,720	2,266.29	.00	.00	453.71	83.3%
51601057	521300	LIFE INSURANCE	667	667	995.47	.00	.00	-328.47	149.2%*
51601057	522000	SOCIAL SECURITY CO	45,587	45,587	40,071.87	.00	.00	5,515.13	87.9%
51601057	523000	RETIRE CONTRIBUTIO	69,133	69,133	61,249.32	.00	.00	7,883.68	88.6%
51601057	526000	WORKERS' COMPENSAT	26,499	26,499	26,482.00	.00	.00	17.00	99.9%
51601057	528001	IPT	3,986	3,986	5,032.04	.00	.00	-1,046.04	126.2%*
51601057	532001	STAFF DEVELOPMENT	5,794	5,794	4,371.04	.00	571.85	851.11	85.3%
51601057	533000	OTHER PROF SERVICE	9,672	9,672	5,784.57	.00	3,284.17	603.26	93.8%
51601057	533001	AUDIT	3,910	3,910	3,910.00	.00	.00	.00	100.0%
51601057	533002	ENGINEERING SERVIC	11,800	11,800	3,747.79	.00	2,640.14	5,412.07	54.1%
51601057	533004	MEDICAL SERVICES	500	500	30.00	.00	470.00	.00	100.0%
51601057	533009	14542 ROCHESTER HIL	0	0	26,119.12	.00	10,555.86	-36,674.98	100.0%*
51601057	533010	LABOR NEGOTIATIONS	1,000	1,000	574.00	.00	.00	426.00	57.4%
51601057	534003	SOFTWARE MAINTENAN	23,425	23,425	20,132.09	.00	.00	3,292.91	85.9%
51601057	541100	WATER & SEWERAGE	6,000	6,000	4,048.10	.00	1,951.87	.03	100.0%

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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601057	542300	CUSTODIAL SERVICES	2,100	2,100	1,633.50	.00	.00	466.50	77.8%
51601057	543001	VEHICLE MAINT & RE	1,000	1,000	292.05	.00	452.00	255.95	74.4%
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	264.75	.00	100.0%
51601057	544400	RENTAL OF COMP/COM	1,823	1,823	1,625.28	.00	174.72	23.00	98.7%
51601057	544500	LEASE COPIER/PRINT	1,656	1,656	2,091.08	.00	.00	-435.08	126.3%*
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	190.98	.00	.00	209.02	47.7%
51601057	554000	ADVERTISING	1,650	1,650	541.66	.00	156.15	952.19	42.3%
51601057	555000	PRINTING AND BINDI	1,839	1,839	839.84	.00	756.25	242.91	86.8%
51601057	556000	TUITION	3,150	3,150	.00	.00	.00	3,150.00	.0%
51601057	558000	TRAVEL	375	375	5.44	.00	34.56	335.00	10.7%
51601057	561003	OFFICE SUPPLIES	3,051	3,051	2,575.91	.00	264.75	210.34	93.1%
51601057	561005	PUBLICATIONS	50	50	.00	.00	.00	50.00	.0%
51601057	561008	VEHICLE SUPPLIES	9,000	9,000	7,359.14	.00	350.37	1,290.49	85.7%
51601057	561010	CLOTHING	5,800	5,800	5,172.58	.00	596.58	30.84	99.5%
51601057	561015	SAFETY EQUIPMENT &	5,000	5,000	4,829.45	.00	8.48	162.07	96.8%
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	812.82	.00	987.18	.00	100.0%
51601057	561032	OTHER OPERATIONAL	3,625	3,625	1,944.88	.00	1,335.32	344.80	90.5%
51601057	562600	VEHICLE FUEL	21,420	21,420	9,936.89	.00	.00	11,483.11	46.4%
51601057	573401	ADMIN EQUIPMENT	2,335	2,335	2,308.94	.00	.00	26.06	98.9%
51601057	573900	OTHER EQUIPMENT	7,000	7,000	4,288.48	.00	1,306.50	1,405.02	79.9%
51601057	575100	INVENTORY PURCHASE	109,000	109,000	88,668.33	.00	20,331.67	.00	100.0%
51601057	581000	DUES AND FEES	1,020	1,020	91.66	.00	.00	928.34	9.0%
51601057	583000	INTEREST EXPENSE	545,886	545,886	487,182.61	.00	.00	58,703.39	89.2%
51601057	584000	CONTINGENCY	20,000	7,500	.00	.00	.00	7,500.00	.0%
51601057	589001	STATE PERMITS & FE	2,750	2,750	2,068.01	.00	100.00	581.99	78.8%
51601057	589031	LIEN DISCHARGE FEE	600	600	293.66	.00	125.00	181.34	69.8%
51601057	591000	REDEMPTION OF PRIN	1,429,547	1,429,547	1,403,722.44	.00	.00	25,824.56	98.2%
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	267,826	267,825.71	.00	.00	.00	100.0%
51601057	593008	TRANSFER TO GENERA	25,000	25,000	22,916.66	.00	.00	2,083.34	91.7%
TOTAL WATER WORKS EXPENSE			4,659,133	4,747,459	3,230,673.21	.00	46,718.17	1,470,067.33	69.0%
51601073 WATER TREATMENT PLANT									
51601073	511001	SALARIES - FULL TI	281,181	281,181	257,232.18	.00	.00	23,948.82	91.5%
51601073	513001	OVERTIME - REGULAR	15,000	15,000	16,410.42	.00	.00	-1,410.42	109.4%*
51601073	515001	ON CALL	16,285	16,285	15,037.50	.00	.00	1,247.50	92.3%

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51601073	516000	LONGEVITY	200	200	.00	.00	.00	200.00	.0%
51601073	521100	HEALTH INSURANCE	107,812	107,812	96,019.47	.00	.00	11,792.53	89.1%
51601073	521200	DENTAL INSURANCE	1,500	1,500	1,338.66	.00	.00	161.34	89.2%
51601073	521300	LIFE INSURANCE	225	225	428.54	.00	.00	-203.54	190.5%*
51601073	522000	SOCIAL SECURITY CO	22,543	22,543	20,681.34	.00	.00	1,861.66	91.7%
51601073	523000	RETIREMENT CONTRIB	33,109	33,109	30,330.68	.00	.00	2,778.32	91.6%
51601073	526000	WORKERS' COMPENSAT	5,531	5,531	5,527.00	.00	.00	4.00	99.9%
51601073	528001	IPT	1,924	1,924	2,600.62	.00	.00	-676.62	135.2%*
51601073	533002	ENGINEERING SERVIC	11,000	11,000	5,897.10	.00	3,064.97	2,037.93	81.5%
51601073	533006	LABORATORY SERVICE	19,360	30,360	23,847.73	.00	2,931.06	3,581.21	88.2%
51601073	543000	REPAIR AND MAINTEN	58,563	58,563	44,563.02	.00	1,547.64	12,452.34	78.7%
51601073	543002	EQUIPMENT MAINTENA	68,999	68,999	34,503.96	.00	33,014.36	1,080.68	98.4%
51601073	544500	LEASE COPIER/PRINT	800	800	518.91	.00	.00	281.09	64.9%
51601073	552002	PROPERTY INSURANCE	6,831	6,831	7,150.00	.00	.00	-319.00	104.7%*
51601073	553000	COMMUNICATIONS	10,360	11,760	11,393.37	.00	225.35	141.28	98.8%
51601073	561001	JANITORIAL SUPPLIE	1,000	1,000	918.48	.00	.00	81.52	91.8%
51601073	561002	BLDG MAINT SUPPLIE	1,600	1,600	1,600.00	.00	.00	.00	100.0%
51601073	561010	CLOTHING	5,500	5,500	3,815.25	.00	1,180.60	504.15	90.8%
51601073	561015	SAFETY EQUIPMENT &	4,050	4,050	4,041.70	.00	8.30	.00	100.0%
51601073	561031	CHEMICALS	187,500	150,900	79,987.69	.00	36,807.54	34,104.77	77.4%
51601073	561037	LABORATORY SUPPLIE	8,000	8,000	2,578.26	.00	1,872.67	3,549.07	55.6%
51601073	561040	EQUIPMENT REPAIR S	30,000	30,000	26,417.08	.00	2,579.50	1,003.42	96.7%
51601073	562200	ELECTRICITY	126,000	126,000	131,358.00	.00	.00	-5,358.00	104.3%*
51601073	562400	HEATING FUEL	34,000	34,000	19,328.24	.00	.00	14,671.76	56.8%
51601073	573900	OTHER EQUIPMENT	15,400	52,500	.00	.00	48,886.98	3,613.02	93.1%
51601073	589030	PROP TAX TO OTH CO	3,155	3,155	3,099.00	.00	.00	56.00	98.2%
TOTAL WATER TREATMENT PLANT			1,077,428	1,089,928	846,624.20	.00	132,118.97	111,184.83	89.8%
51601570 WATER REVENUE OFFICE									
51601570	511001	SALARIES - FULL TI	31,159	31,159	30,004.32	.00	.00	1,154.68	96.3%
51601570	513001	OVERTIME - REGULAR	0	0	175.89	.00	.00	-175.89	100.0%*
51601570	516000	LONGEVITY	163	163	100.00	.00	.00	63.00	61.3%
51601570	521100	HEALTH INSURANCE	11,616	11,616	11,513.18	.00	.00	102.82	99.1%
51601570	521200	DENTAL INSURANCE	221	221	203.87	.00	.00	17.13	92.2%
51601570	521300	LIFE INSURANCE	26	26	51.36	.00	.00	-25.36	197.5%*
51601570	522000	SOCIAL SECURITY CO	2,145	2,145	2,129.07	.00	.00	15.93	99.3%
51601570	523000	RETIREMENT CONTRIB	3,497	3,497	3,382.20	.00	.00	114.80	96.7%
51601570	526000	WORKERS' COMPENSAT	68	68	68.00	.00	.00	.00	100.0%
51601570	528001	IPT	219	219	307.52	.00	.00	-88.52	140.4%*
51601570	543000	REPAIR AND MAINTEN	1,200	1,200	1,154.71	.00	.00	45.29	96.2%

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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601570	553400	POSTAGE FEES	8,256	8,256	7,467.27	.00	.00	788.73	90.4%
51601570	555000	PRINTING AND BINDI	410	410	.00	.00	271.25	138.75	66.2%
51601570	561003	OFFICE SUPPLIES	300	300	300.00	.00	.00	.00	100.0%
TOTAL WATER REVENUE OFFICE			59,280	59,280	56,857.39	.00	271.25	2,151.36	96.4%
TOTAL WATER ENTERPRISE FUND			0	0	1,159,872.09	.00	179,108.39	-1,338,980.48	100.0%
TOTAL REVENUES			-5,795,841	-5,896,667	-2,974,282.71	.00	.00	-2,922,384.00	
TOTAL EXPENSES			5,795,841	5,896,667	4,134,154.80	.00	179,108.39	1,583,403.52	
GRAND TOTAL			0	0	1,159,872.09	.00	179,108.39	-1,338,980.48	100.0%

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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
5002 SEWER ENTERPRISE FUND									
520001 SEWER WORKS REVENUE									
520001	400302	INTEREST INCOME	-2,500	-2,500	-2,500.00	.00	.00	.00	100.0%
520001	406102	TRANSFER FROM CIP	0	0	-1,707.00	.00	.00	1,707.00	100.0%
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	-7,957.61	.00	.00	3,957.61	198.9%
520001	406211	HOMEMAKERS SRF LOAN	-16,049	-16,049	.00	.00	.00	-16,049.00	.0%*
520001	406600	CONSTRUCTION REVENUE	-10,000	-10,000	-3,637.50	.00	.00	-6,362.50	36.4%*
520001	406601	USER FEES	-4,500,000	-4,500,000	-3,275,666.65	.00	.00	-1,224,333.35	72.8%*
520001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-9,453.01	.00	.00	-2,546.99	78.8%*
520001	406607	IMPACT FEES	-14,000	-14,000	-86,787.00	.00	.00	72,787.00	619.9%
520001	406701	SEPTIC DISPOSAL PERM	-175,000	-175,000	-87,081.00	.00	.00	-87,919.00	49.8%*
520001	406703	INDUSTRIAL PRE-TREAT	-10,000	-10,000	-10,799.73	.00	.00	799.73	108.0%
TOTAL SEWER WORKS REVENUE			-6,420,883	-6,420,883	-3,485,589.50	.00	.00	-2,935,293.50	54.3%
520002 SEWER WORKS REVENUE									
520002	406306	STATE AID GRANT C-52	-345,384	-345,384	-35,670.00	.00	.00	-309,714.00	10.3%*
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	-17,421.00	.00	.00	-27,785.00	38.5%*
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%*
520002	406312	STATE AID GRANT C-85	0	0	-10,840.00	.00	.00	10,840.00	100.0%
TOTAL SEWER WORKS REVENUE			-456,274	-456,274	-91,233.00	.00	.00	-365,041.00	20.0%
52602057 SEWER WORKS EXPENSE									
52602057	511001	SALARIES - FULL TI	387,548	387,548	344,695.94	.00	.00	42,852.06	88.9%
52602057	511099	SALARIES - ADJUSTM	2,741	2,741	.00	.00	.00	2,741.00	.0%
52602057	513001	OVERTIME - REGULAR	8,100	8,100	5,873.51	.00	.00	2,226.49	72.5%
52602057	515001	ON CALL	4,497	4,497	4,150.66	.00	.00	346.34	92.3%
52602057	516000	LONGEVITY	1,393	1,393	1,345.55	.00	.00	47.45	96.6%

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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602057	519000	TRAVEL ALLOWANCE	0	0	461.52	.00	.00	-461.52	100.0%*
52602057	521100	HEALTH INSURANCE	99,563	99,563	89,235.12	.00	.00	10,327.88	89.6%
52602057	521200	DENTAL INSURANCE	1,529	1,529	1,310.78	.00	.00	218.22	85.7%
52602057	521300	LIFE INSURANCE	516	516	716.55	.00	.00	-200.55	138.9%*
52602057	522000	SOCIAL SECURITY CO	29,248	29,248	25,896.51	.00	.00	3,351.49	88.5%
52602057	523000	RETIRE CONTRIBUTIO	44,836	44,836	39,766.25	.00	.00	5,069.75	88.7%
52602057	526000	WORKERS' COMPENSAT	15,880	15,880	15,870.00	.00	.00	10.00	99.9%
52602057	528001	IPT	2,627	2,627	3,323.52	.00	.00	-696.52	126.5%*
52602057	532001	STAFF DEVELOPMENT	6,344	6,344	4,968.39	.00	1,368.76	6.85	99.9%
52602057	533000	OTHER PROF SERVICE	6,780	6,780	4,291.68	.00	1,499.14	989.18	85.4%
52602057	533001	AUDIT	3,910	3,910	3,910.00	.00	.00	.00	100.0%
52602057	533004	MEDICAL SERVICES	500	500	93.00	.00	.00	.00	100.0%
52602057	533010	LABOR NEGOTIATIONS	1,000	1,000	574.00	.00	407.00	.00	100.0%
52602057	534003	SOFTWARE MAINTENAN	19,016	19,016	18,962.34	.00	.00	53.66	99.7%
52602057	542300	CUSTODIAL SERVICES	2,000	2,000	1,633.50	.00	.00	366.50	81.7%
52602057	543000	REPAIR AND MAINTEN	2,360	2,360	2,360.00	.00	.00	.00	100.0%
52602057	543001	VEHICLE MAINT & RE	2,500	2,500	292.29	.00	452.00	1,755.71	29.8%
52602057	543002	EQUIPMENT MAINTENA	4,113	4,113	2,014.87	.00	.00	2,098.13	49.0%
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	1,625.25	.00	210.75	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	189.81	.00	.00	310.19	38.0%
52602057	554000	ADVERTISING	735	735	395.67	.00	267.00	72.33	90.2%
52602057	555000	PRINTING AND BINDI	1,639	1,639	839.86	.00	756.25	42.89	97.4%
52602057	556000	TUITION	6,900	6,900	.00	.00	.00	6,900.00	.0%
52602057	558000	TRAVEL	875	875	11.42	.00	28.57	835.01	4.6%
52602057	561003	OFFICE SUPPLIES	3,348	3,348	3,487.02	.00	264.75	-403.77	112.1%*
52602057	561005	PUBLICATIONS	32	32	.00	.00	32.00	.00	100.0%
52602057	561008	VEHICLE SUPPLIES	13,500	13,500	11,498.07	.00	256.19	1,745.74	87.1%
52602057	561009	TRAINING MATERIALS	250	250	238.85	.00	11.15	.00	100.0%
52602057	561010	CLOTHING	5,615	5,615	2,538.15	.00	593.35	2,483.50	55.8%
52602057	561015	SAFETY EQUIPMENT &	5,900	5,900	5,729.41	.00	8.52	162.07	97.3%
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	812.79	.00	837.21	.00	100.0%
52602057	561032	OTHER OPERATIONAL	600	600	600.00	.00	.00	.00	100.0%
52602057	561040	EQUIPMENT REPAIR S	6,000	6,000	5,153.25	.00	160.00	686.75	88.6%
52602057	562600	VEHICLE FUEL	41,000	41,000	19,278.18	.00	.00	21,721.82	47.0%
52602057	573401	ADMIN EQUIPMENT	1,635	2,535	2,535.00	.00	.00	.00	100.0%
52602057	573900	OTHER EQUIPMENT	6,500	6,500	2,265.12	.00	1,306.50	2,928.38	54.9%
52602057	575100	INVENTORY PURCHASE	12,500	12,500	6,750.00	.00	750.00	5,000.00	60.0%
52602057	581000	DUES AND FEES	1,090	1,090	91.67	.00	.00	998.33	8.4%

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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2017 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602057	583000	INTEREST EXPENSE	481,493	481,493	447,501.91	.00	.00	33,991.09	92.9%
52602057	584000	CONTINGENCY	15,000	10,258	.00	.00	.00	10,258.21	.0%
52602057	589001	STATE PERMITS & FE	1,650	1,650	978.98	.00	270.00	401.02	75.7%
52602057	589034	ABATEMENTS/OVERLAY	0	4,742	4,741.79	.00	.00	.00	100.0%
52602057	591000	REDEMPTION OF PRIN	2,026,656	2,026,656	2,017,153.79	.00	.00	9,502.21	99.5%
52602057	593002	TRANS TO CAPITAL P	143,500	143,500	143,500.00	.00	.00	.00	100.0%
52602057	593008	TRANSFER TO GENERA	25,000	25,000	22,916.66	.00	.00	2,083.34	91.7%
TOTAL SEWER WORKS EXPENSE			3,475,701	3,476,601	3,298,887.43	.00	9,479.14	168,234.43	95.2%
52602074 SEWER TREATMENT PLANT									
52602074	511001	SALARIES - FULL TI	437,756	437,756	400,652.93	.00	.00	37,103.07	91.5%
52602074	513001	OVERTIME - REGULAR	32,500	32,500	35,017.87	.00	.00	-2,517.87	107.7%*
52602074	515001	ON CALL	29,438	29,438	25,511.03	.00	.00	3,926.97	86.7%
52602074	516000	LONGEVITY	600	600	600.00	.00	.00	.00	100.0%
52602074	521100	HEALTH INSURANCE	94,174	94,174	97,055.14	.00	.00	-2,881.14	103.1%*
52602074	521200	DENTAL INSURANCE	1,794	1,794	1,992.90	.00	.00	-198.90	111.1%*
52602074	521300	LIFE INSURANCE	356	356	687.58	.00	.00	-331.58	193.1%*
52602074	522000	SOCIAL SECURITY CO	37,110	37,110	34,053.19	.00	.00	3,056.81	91.8%
52602074	523000	RETIREMENT CONTRIB	52,598	52,598	48,315.77	.00	.00	4,282.23	91.9%
52602074	526000	WORKERS' COMPENSAT	4,739	4,739	4,736.00	.00	.00	3.00	99.9%
52602074	528001	IPT	2,476	2,476	3,422.70	.00	.00	-946.70	138.2%*
52602074	533000	OTHER PROF SERVICE	121,834	121,834	4,165.63	.00	.00	117,668.37	3.4%
52602074	533006	LABORATORY SERVICE	119,699	119,699	37,704.22	.00	9,487.55	72,507.23	39.4%
52602074	534009	INDUSTRIAL PRETREA	32,755	32,755	11,691.40	.00	9,248.60	11,815.00	63.9%
52602074	543000	REPAIR AND MAINTEN	87,547	87,547	46,071.68	.00	12,306.16	29,169.16	66.7%
52602074	543002	EQUIPMENT MAINTENA	122,576	122,576	67,223.37	.00	12,535.26	42,817.37	65.1%
52602074	544500	LEASE COPIER/PRINT	1,852	1,852	1,248.23	.00	.00	603.77	67.4%
52602074	552002	PROPERTY INSURANCE	4,849	4,849	5,228.00	.00	.00	-379.00	107.8%*
52602074	553000	COMMUNICATION	10,844	10,844	9,392.61	.00	243.29	1,208.10	88.9%
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	1,224.24	.00	51.20	224.56	85.0%
52602074	561002	BUILDING MAINT SUP	7,450	7,450	3,413.90	.00	150.00	3,886.10	47.8%
52602074	561010	CLOTHING	9,025	9,025	5,188.48	.00	1,387.70	2,448.82	72.9%
52602074	561015	SAFETY EQUIPMENT &	6,200	6,200	1,366.59	.00	166.70	4,666.71	24.7%
52602074	561031	CHEMICAL	327,286	327,286	98,334.43	.00	47,140.46	181,811.11	44.4%
52602074	561037	LABORATORY SUPPLIE	28,057	28,057	18,240.35	.00	1,149.10	8,667.55	69.1%
52602074	561040	EQUIPMENT REPAIR S	81,570	81,570	31,033.00	.00	15,128.28	35,408.72	56.6%
52602074	562200	ELECTRICITY	375,000	375,000	304,962.88	.00	.00	70,037.12	81.3%
52602074	562400	HEATING FUEL	43,000	43,000	20,853.82	.00	.00	22,146.18	48.5%
52602074	573900	OTHER EQUIPMENT	22,075	21,175	7,553.99	.00	.00	13,621.01	35.7%

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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2017 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602074	592001	DEPRECIATION	1,230,057	1,230,057	.00	.00	.00	1,230,057.00	.0%
		TOTAL SEWER TREATMENT PLANT	3,342,217	3,341,317	1,341,941.93	.00	108,994.30	1,890,380.77	43.4%
52602470	SEWER REVENUE OFFICE								
52602470	511001	SALARIES - FULL TI	31,159	31,159	30,005.04	.00	.00	1,153.96	96.3%
52602470	513001	OVERTIME - REGULAR	0	0	175.91	.00	.00	-175.91	100.0%*
52602470	516000	LONGEVITY	163	163	100.00	.00	.00	63.00	61.3%
52602470	521100	HEALTH INSURANCE	11,620	11,620	11,513.95	.00	.00	106.05	99.1%
52602470	521200	DENTAL INSURANCE	222	222	204.11	.00	.00	17.89	91.9%
52602470	521300	LIFE INSURANCE	27	27	51.60	.00	.00	-24.60	191.1%*
52602470	522000	SOCIAL SECURITY CO	2,151	2,151	2,129.37	.00	.00	21.63	99.0%
52602470	523000	RETIREMENT CONTRIB	3,501	3,501	3,382.49	.00	.00	118.51	96.6%
52602470	526000	WORKERS' COMPENSAT	68	68	68.00	.00	.00	.00	100.0%
52602470	528001	IPT	222	222	307.99	.00	.00	-85.99	138.7%*
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	7,467.26	.00	.00	788.74	90.4%
52602470	555000	PRINTING AND BINDI	350	350	.00	.00	271.25	78.75	77.5%
52602470	561003	OFFICE SUPPLIES	300	300	300.00	.00	.00	.00	100.0%
		TOTAL SEWER REVENUE OFFICE	59,239	59,239	56,860.43	.00	271.25	2,107.32	96.4%
		TOTAL SEWER ENTERPRISE FUND	0	0	1,120,867.29	.00	118,744.69	-1,239,611.98	100.0%
		TOTAL REVENUES	-6,877,157	-6,877,157	-3,576,822.50	.00	.00	-3,300,334.50	
		TOTAL EXPENSES	6,877,157	6,877,157	4,697,689.79	.00	118,744.69	2,060,722.52	
		GRAND TOTAL	0	0	1,120,867.29	.00	118,744.69	-1,239,611.98	100.0%

** END OF REPORT - Generated by Karen Bonneau **



**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: Blaine Cox, Deputy City Manager
Date: May 1, 2017
Re: Review of Water & Sewer Rates – consideration of adjustments

One of the tasks assigned to the Utility Advisory Board is to periodically review both the Water & Sewer Rates. Recent historical practice has been to review the rates on an annual basis.

Per language in the Water & Sewer Ordinances:

Section 16.22 of the Chapter 16 Sewer Ordinance, and Section 17.29 of the Chapter 17 Water Ordinance outlines a task for the Utility Advisory Board.

(a) Function of the Board.

The Utility Advisory Board shall periodically make recommendations to the City Council on the level of water rates to be established under this ordinance, but such recommendations are not binding on the City Council. The Utility Advisory Board shall rule on appeals of user and other charges and fees and such other duties that may be assigned by City Council.

Mark Sullivan in the Finance Office prepared the attached Analysis & Rate Projection documents. Mr. Sullivan will attend the UAB Meeting to review the material he prepared.

For reference, last year the UAB recommended that water rates increase 10% and sewer increase 4.49%. The result is that Water went from \$4.81 to \$5.29 per 100 cubic feet (approx. 750 gallons) and Sewer went from \$6.24 to \$6.52 per 100 cubic feet.

Attached are 2 graphs that were developed last year to help illustrate how Rochester's rates compared on a statewide basis.

Water & Sewer Fund Analysis & Rate Projection

2017-2020

Msullivan May 1, 2017

Water-Sewer Fund

Analysis & Rate Projection 2017-2020

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Water Fund

FY16 Statistical Results

Total Water Consumption

Nominal Increase 1.11%

739,007 billable units

Residential Consumption

Increased 2.51%

Commercial Consumption

Decreased 1.97%

Industrial Consumption

Decreased 3.39%

Water Fund

FY16 O&M Statistical Results

Shut Offs for Non Payment
Increased 26 %

301 Shut Off Events

37% Remain Shut Off Longer than 1 Day

64 Accounts had Multiple Shut Offs Events-
42% increase

Customer Requested Shut-Offs
154 Events

Total Shut Offs- 455 Events

Water Fund

FY16 Statistical Results

New Service Connection History

FY11- 49

FY12- 25

FY13- 32

FY14- 46

FY15- 37

FY16- 65

Water Fund

FY16 O&M Financial Results

User Fee Revenues

Increased 2.59%

\$3,614,634

Other O&M Revenues

Construction Revenues-\$71,737

O&M Miscellaneous Revenues- \$57,283

Hydrant Fees- \$27,930

Interest on Delinquent Accounts-\$12,109

Water Fund FY16 O&M Financial Results

O&M Expenses

**Increased .71%
\$2,170,960**

Cash Capital Transfers & Other Transfers

\$157,000-Cash Capital

\$27,252-Other Transfers

Water Fund

FY16 O&M Financial Results

Net Income
Before Debt Service Payments

\$1,428,645

Principal & Interest Payments
(\$1,830,262)

(\$401,617) Deficit

Working Capital-Net Cash Position
(\$2,285,354)

WATER FUND-USER RATE FORECAST FY17-FY20

CASH NEEDS BASIS

	FY17 PROJECTION							
	WATER FUND	FY15-Audited	FY16 Estimated	FY16-Audited	FY17-Estimate	FY18-Projection	FY19-Projection	FY20-Projection
	New Connections	20	20	65	25	25	25	25
	Consumption Growth %	0.00%	1.00%	1.11%	0.36%	1.00%	1.00%	1.00%
A	TOTAL REVENUE UNITS	730,906	736,771	739,007	741,699	749,116	756,607	764,173
	(1) Unit = 748 gallons							
	OPERATING REVENUES							
	User Fees	\$3,523,265	\$3,543,868	\$3,614,634	\$3,795,848	\$4,396,743	\$4,520,754	\$4,720,891
	Other Service Charges-Misc	\$284,075	\$180,500	\$169,059	\$290,840	\$301,590	\$312,768	\$324,391
B	TOTAL OPERATING REVENUES	\$3,807,340	\$3,721,868	\$3,783,693	\$4,084,188	\$4,695,833	\$4,831,022	\$5,042,783
C	OPERATING EXPENSES (Less Depreciation)	\$2,155,514	\$2,198,624	\$2,170,796	\$2,242,597	\$2,287,449	\$2,333,198	\$2,379,862
D	WATER CURRENT 20 YEAR DEBT SERVICE	\$1,485,728	\$1,818,717	\$1,830,262	\$1,975,433	\$2,010,584	\$2,163,712	\$2,117,316
E	ADDITIONAL DEBT SERVICE							
	Authorized & Unissued Debt	\$4,993,260	\$0	\$0	\$2,200,000	\$4,460,660	\$0	\$4,000,000
	Added Principal & Interest Payments	\$0	\$475,494	\$0	\$0	\$0	\$0	\$320,000
	Prior Year Authorized & Unissued P&I Payments	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Additional Principal & Interest Payments	\$0	\$475,494	\$0	\$0	\$0	\$0	\$320,000
F	ALL OPERATIONAL EXPENSES	\$3,641,242	\$4,017,341	\$4,001,058	\$4,218,030	\$4,298,033	\$4,496,910	\$4,817,178
G	CASH FUNDED CIP PROJECTS & OTHER TRANSFERS	\$74,000	\$157,000	\$184,252	\$267,826	\$100,000	\$100,000	\$100,000
	ALL EXPENSE TOTALS	\$3,715,242	\$4,174,341	\$4,185,310	\$4,485,856	\$4,398,033	\$4,596,910	\$4,917,178
H	PROJECTED USER RATES	\$4.67	\$4.81	\$4.81	\$5.29	\$5.85	\$6.00	\$6.25
	RATE INCREASE PERCENTAGE	0.0%	3.0%	3.0%	10.0%	10.6%	2.6%	4.2%
I	PROJECTED SURPLUS (DEFICIT)	\$92.098	(\$452.473)	(\$401.617)	(\$401.668)	\$397.801	\$334.112	\$225.605

WATER FUND-USER RATE FORECAST FY17-FY20

USER RATE SCALE	FY17 Esitmate	FY18	FY19	FY20
EXPENSES-5%	\$5.29	\$5.29	\$5.29	\$5.29
Estimated Surplus (Deficit)	(\$159,298)	(\$309,583)	(\$165,030)	(\$431,317)
RATE LEVEL INCREASE 3% & Expenses -5%	\$5.29	\$5.45	\$5.50	\$5.50
Estimated Surplus (Deficit)	(\$159,298)	(\$190,698)	(\$6,143)	(\$270,841)
RATE- PROJECTION	\$5.29	\$5.85	\$6.00	\$6.25
Estimated Surplus (Deficit)	(\$401,668)	\$107,465	\$334,112	\$225,605
RATE-CONSERVATIVE-5% Above Projected Rate	\$5.29	\$6.14	\$6.30	\$6.56
Estimated Surplus (Deficit)	(\$401,668)	\$100,294	\$599,143	\$541,093

Water Fund Working Capital

CITY OF ROCHESTER, NEW HAMPSHIRE										
Working Capital Analysis - Water Fund										
					Fiscal Year Ending					
	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Current Assets:										
Accounts receivable	999,725	958,684	\$ 850,651	\$ 1,049,075	\$ 1,071,649	\$ 968,845	\$ 1,064,724	\$ 998,144	\$ 937,330	\$ 904,314
Due from other governments	8,377	391,069	53,401	2,196	15,076	101,097	1,074,529	80	620,372	4,237
Due from other funds	-	1,899,585				549,991	622,112	4,493	677	7,000
Deferred debt financing expense			-	4,689	3,200	3,067	4,110	5,392	5,392	
Prepaid expenses			-	314	351	384	359	11,597	16,497	14,062
Inventory	467,115	431,108	389,984	321,831	276,733	247,190	265,134	248,539	231,381	242,083
Total Current Assets	\$ 1,475,217	\$ 3,680,446	\$ 1,294,036	\$ 1,378,105	\$ 1,367,009	\$ 1,870,574	\$ 3,030,968	\$ 1,268,245	\$ 1,811,649	\$ 1,171,696
Current Liabilities:										
Accounts payable	97,793	91,167	\$ 70,070	\$ 175,210	\$ 81,654	\$ 413,918	\$ 692,309	\$ 109,049	\$ 204,060	\$ 211,191
Accrued expenses	240,795	281,923	274,521	291,861	258,416	229,395	240,632	234,495	247,671	169,509
Retainage payable	218,988	185,641	49,018	61,920	79,878	105,641	141,730	82,495	125,280	159,081
Deposits payable			-							25,000
Notes payable	-	-	176,239				14,235			
Due to other governments			-				14,235			
Due to other funds	-									
Current portion of bonds payable	1,332,658	1,312,305	1,024,924	976,861	910,450	824,694	836,614	620,325	618,363	422,827
Total Current Liabilities	\$ 1,890,234	\$ 1,871,036	\$ 1,594,772	\$ 1,505,852	\$ 1,330,398	\$ 1,573,648	\$ 1,939,755	\$ 1,046,364	\$ 1,195,374	\$ 987,608
Working Capital Balance (Deficit) from Operations	(415,017)	1,809,410	(300,736)	(127,747)	36,611	296,926	1,091,213	221,881	616,275	184,088
Liquidity Ratio	0.78	1.97	0.81	0.92	1.03	1.19	1.56	1.21	1.52	1.19
Due to other funds	1,870,337	69,285	2,096,957	855,648	301,372	38,533	19,227	1,995,109	191,445	4,067,581
Net Working Capital Balance (Deficit)	\$ (2,285,354)	\$ 1,740,125	\$(2,397,693)	\$(983,395)	\$ 36,611	\$ 296,926	\$ 1,091,213	\$ 221,881	\$ 616,275	\$ 184,088
Net Liquidity Ratio	0.39	1.90	0.35	0.58	0.84	1.16	1.55	0.42	1.31	0.23
Cash and Equivalents Analysis:										
Due from other funds	\$ -	\$ 1,899,585	\$ -	\$ -	\$ -	\$ 549,991	\$ 622,112	\$ 4,493	\$ 677	\$ 7,000
Due to other funds	1,870,337	69,285	2,096,957	855,648	301,372	38,533	19,227	1,995,109	191,445	4,067,581
Net Cash and Equivalents Position (Deficit)	\$ (1,870,337)	\$ 1,830,300	\$(2,096,957)	\$(855,648)	\$(301,372)	\$ 511,458	\$ 602,885	\$(1,990,616)	\$(190,768)	\$(4,060,581)

Water Fund FY16 Factors Driving Rates

New Debt Issues

\$4.9M-FY15

\$2.2M-FY16

\$4.5M-FY17

Total \$11.6M

Combined New Debt Service- \$900,000

Water Fund

Expense-Rate Increase Ratios

FISCAL YEAR	OPERATIONS AND DEBT SERVICE EXP	EXPENSE INCREASE %	USER RATE	USER RATE INCREASE %	USER RATE CHANGED	RATE CALENDAR
FY11	\$3,134,840		\$4.29		Jul-10	12 Months
FY12	\$3,145,160	0.33%	\$4.49	4.66%	Aug-11	13 Months
FY13	\$3,372,261	7.22%	\$4.60	2.45%	Dec-12	16 Months
FY14	\$3,725,757	10.48%	\$4.67	1.52%	Mar-14	14 Months
FY15	\$3,715,242	-0.28%	\$4.67	0.00%	NONE DURING FISCAL YEAR	
FY16	\$4,174,341	12.36%	\$4.81	3.00%	Oct-15	19 Months
FY17	\$4,485,856	7.46%	\$5.29	10.00%	Nov-16	11 Months
TOTAL		37.57%	\$1.00	11.63%		14 Months

Water Fund

Billing Units 2009-2016

	WATER	2009	2010	2011	2012	2013	2014	2015	2016	% Chnge
	User Revenue	\$3,200,049	\$3,315,641	\$3,375,580	\$3,436,237	\$3,470,969	\$3,363,957	\$3,523,265	\$3,614,634	
	User Rates	\$4.19	\$4.19	\$4.29	\$4.49	\$4.60	\$4.67	\$4.81	\$5.29	
	Rate Change %	3.71%	0.00%	2.39%	4.66%	2.45%	1.52%	3.00%	9.98%	
	Revenue Change	7.95%	3.61%	1.81%	1.80%	1.01%	-3.08%	4.74%	2.59%	
	New Service Connections	57	44	49	25	32	46	37	65	
Code	Units Billed (Unaudited)									
100	Residential	522,611	509,260	528,007	508,586	495,916	485,059	479,763	491,790	2.51%
105	Elderly	9,390	8,501	8,578	8,131	8,611	8,173	7,861	7,533	-4.17%
110	Commercial	214,910	216,477	215,919	204,851	225,678	202,849	212,469	208,274	-1.97%
115	Governmental	5,284	4,121	4,495	4,151	5,342	4,573	3,874	5,280	36.29%
120	School	5,678	5,692	11,342	7,979	9,228	6,912	9,711	9,604	-1.10%
125	Industrial	16,604	14,074	12,721	10,681	9,531	12,071	13,926	13,454	-3.39%
140	Non Profit	3,159	2,969	2,847	2,957	2,571	2,462	2,980	2,692	-9.66%
145	Elderly 2 unit	457	277	306	306	268	333	322	380	18.01%
150	Non Billed	19,563	20,843	20,461	21,149	21,880	20,127	26,957	23,054	-14.48%
	Sub Total	797,656	782,214	804,676	768,791	779,025	742,559	757,863	762,061	
	Less Non Billed	778,093	761,371	784,215	747,642	757,145	722,432	730,906	739,007	
	Percent Change	-5.12%	-2.15%	3.00%	-4.66%	1.27%	-4.58%	1.17%	1.11%	
	Billable Units Per Day	2,132	2,086	2,149	2,048	2,074	1,979	2,002	2,025	

Sewer Fund

FY16 Statistical Results

**Overall Billable Sewer Discharge Units
Decreased 1.08% to
*670,722 billable units**

*** 140,539 units is High Volume User
Down 6.53%**

**Residential Discharges
Decreased .89%, 358,699 units**

**Commercial Discharge
Increased 5.02%, 146,488 units**

Sewer Fund

FY16 Statistical Results

New Service Connections

FY16-48

FY15-33

FY14-36

FY13-30

FY12-22

FY11-40

New Sewer Deduct Meters

FY16-27

FY15-23

FY14-14

FY13-17

FY12-20

FY11-26

Sewer Fund

FY16 O&M Financial Results

User Fee Revenues

Increased 1.53%

\$4,327,295

Septic Disposal Permit Revenue

Decreased 8.69%

\$104,264

Operating Expenses

Increased 5.28%

\$2,410,011

(Excludes Debt & Depreciation)

Sewer Fund

FY16 Financial Results

O&M- Net Income Before Debt Payments

\$2,558,032

Principal & Interest Payments
(\$2,641,022)

Cash CIP Expense
(\$185,252)

(\$268,242) Deficit

Working Capital-Net Cash Position
(\$1,640,881)

SEWER FUND-USER RATE FORECAST FY17-FY22

CASH NEEDS BASIS

	SEWER FUND	FY15	FY16-Audited	FY17	FY18		FY19	FY20	FY21	FY22
	Regular Units	527,669	530,183	535,485	538,162		540,853	543,557	546,275	549,006
	High Volume	150,365	140,539	150,365	150,365		150,365	150,365	150,365	150,365
A	Total Units	678,034	670,722	685,850	688,527		691,218	693,922	696,640	699,371
	OPERATING REVENUES									
	User Fees	\$4,262,290	\$4,327,295	\$4,412,823	\$5,266,053		\$5,263,714	\$5,284,672	\$5,305,735	\$5,326,903
	Other Service Charges	\$129,602	\$510,062	\$520,263	\$530,669		\$541,282	\$552,108	\$563,150	\$574,413
	Miscellaneous	\$392,237	\$130,686	\$133,300	\$135,966		\$138,685	\$141,459	\$144,288	\$147,174
B	Total Operating Revenues	\$4,784,129	\$4,968,043	\$5,066,386	\$5,932,688		\$5,943,681	\$5,978,238	\$6,013,172	\$6,048,489
C	OPERATING EXPENSES	\$2,280,079	\$2,410,011	\$2,458,211	\$2,507,375		\$2,557,523	\$2,608,673	\$2,660,847	\$2,714,064
D	SEWER CURRENT 20 YEAR DEBT SERVICE	\$2,228,128	\$ 2,641,022	\$2,459,098	\$3,189,389		\$3,097,875	\$2,985,428	\$2,644,089	\$1,637,153
E	ADDITIONAL DEBT SERVICE									
	New Debt Issues	\$0	\$3,100,000	\$0	\$7,900,000		\$0	\$3,000,000	\$3,000,000	\$3,000,000
	Added Principal & Interest Payments	\$0	\$0	\$0	\$0		\$0	\$255,000	\$255,000	\$255,000
	Prior Year Authorized & Unissued P&I Payments	\$0	\$0	\$0	\$0		\$0	\$0	\$255,000	\$510,000
	Additional Principal & Interest Payments	\$0	\$0	\$0	\$0		\$0	\$255,000	\$510,000	\$765,000
F	ALL OPERATIONAL EXPENSES	\$4,508,207	\$5,051,033	\$4,917,309	\$5,696,764		\$5,655,398	\$5,849,101	\$5,814,936	\$5,116,217
G	CASH FUND CIP PROJECTS & OTHER TRANSFERS	\$679,000	\$185,252	\$185,000	\$185,000		\$100,000	\$100,000	\$100,000	\$100,000
H	Projected Regular Rate	\$6.24	\$6.24	\$6.52	\$7.75		\$7.75	\$7.75	\$7.75	\$7.75
I	High Volume Rate	\$5.62	\$5.62	\$5.87	\$6.98		\$7.13	\$7.13	\$7.13	\$7.13
J	PERCENTAGE INCREASE	0.00%	0.00%	4.49%	18.87%		0.00%	0.00%	0.00%	0.00%
K	SURPLUS (DEFICIT)	(\$403,078)	(\$268,242)	(\$35,923)	\$50,924		\$188,283	\$29,137	\$98,236	\$832,272

SEWER FUND-USER RATE FORECAST FY17-FY20

USER RATE SCALE	RATES	FY16	FY17	FY18
PROJECTED USER RATES	\$6.24	\$6.24	\$6.52	\$7.75
PROJECTED HIGH VOLUME RATE	\$5.62	\$5.62	\$5.87	\$6.98
PERCENTAGE INCREASE	0.0%	0.0%	4.5%	18.9%
PROJECTED SURPLUS (DEFICIT)	(\$403,078)	(\$268,242)	(\$35,923)	\$50,924
LEVEL RATE INCREASE 1.5% USER	\$6.24	\$6.24	\$6.52	\$6.62
LEVEL RATE INCREASE 1.5% HIGH VOL	\$5.62	\$5.62	\$5.87	\$5.96
USER RATE INCREASE 1.5%-VARIANCE	\$0.00	\$0.00	\$0.00	(\$1.13)
HIGH VOLUME INCREASE 1.5%-VARIANCE	\$0.00	\$0.00	\$0.00	(\$1.02)
LEVEL RATE SURPLUS (DEFICIT)	\$151,338	(\$312,114)	\$109,957	(\$573,103)
USER RATE SCALE	RATES	FY16	FY17	FY18
EXPENSES- Decrease-5%	User	\$6.24	\$6.52	\$7.75
	High Vol	\$5.62	\$5.87	\$6.98
Estimated Surplus (Deficit)		(\$147,741)	\$86,987	\$129,792
RATE LEVEL INCREASE 1.5% & Expenses -5%	User	\$6.24	\$6.33	\$6.42
	High Vol	\$5.62	\$5.70	\$5.78
Estimated Surplus (Deficit)		(\$147,741)	(\$79,587)	(\$765,950)
RATE- PROJECTION	User	\$6.24	\$6.52	\$7.75
	High Vol	\$5.62	\$5.87	\$6.40
Estimated Surplus (Deficit)		(\$268,242)	(\$35,923)	\$50,924
RATE-CONSERVATIVE-Expenses +5%	User	\$6.24	\$7.53	\$8.69
	High Vol	\$5.62	\$6.78	\$6.51
Estimated Surplus (Deficit)		(\$388,743)	\$478,321	\$313,679

Sewer Fund Working Capital

CITY OF ROCHESTER, NEW HAMPSHIRE										
Working Capital Analysis - Sewer Fund										
							Fiscal Year Ending			
	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Current Assets:										
Accounts receivable	\$ 1,112,774	\$ 1,036,036	\$ 1,046,950	\$ 1,634,302	\$ 1,682,551	\$ 1,642,851	\$ 1,766,532	\$ 1,645,527	\$ 1,592,872	\$ 1,073,562
Due from other governments	672,118	1,037,306	358,891	294,278	326,257	951,300	1,303,873	1,522,668	4,383,402	4,366,674
Due from other funds	-	3,288,150	1,782,378	2,663,685	3,178,744	2,439,382	1,066,957		4,278,937	7,114
Deferred debt financing expense			-	10,458	3,256	3,667	4,915	6,448	6,448	
Inventory	68,745	52,712	42,392	31,621						
Total Current Assets	\$ 1,853,637	\$ 5,414,204	\$ 3,230,611	\$ 4,634,344	\$ 5,190,808	\$ 5,037,200	\$ 4,142,277	\$ 3,174,643	\$ 10,261,659	\$ 5,447,350
Current Liabilities:										
Accounts payable	\$ 64,850	\$ 74,492	\$ 105,325	\$ 201,751	\$ 134,018	\$ 368,086	\$ 161,335	\$ 109,203	\$ 255,539	\$ 222,946
Accrued expenses	233,315	294,638	282,105	304,322	564,025	605,538	664,706	677,277	630,858	660,862
Retainage payable	59,722	123,955	41,578	66,866	19,595	17,646	54,091	50,338	133,988	181,755
Deferred revenue	284,436	308,135	331,834	355,482	379,182	402,880	426,579	436,752	466,033	
Notes payable			9,830				5,231			
Other liabilities	7,922	28,914	48,083				5,231			
Due to other governments			-				5,231			
Due to other funds	827,121		-					250,870	3,681,239	751,948
Current portion of bonds payable	2,017,152	2,012,928	1,685,030	1,773,780	1,554,765	1,554,332	1,574,510	1,538,380	1,730,924	1,620,408
Total Current Liabilities	\$ 3,494,518	\$ 2,843,062	\$ 2,503,785	\$ 2,702,201	\$ 2,651,585	\$ 2,948,482	\$ 2,896,914	\$ 3,062,820	\$ 6,898,581	\$ 3,437,919
Working Capital Analysis:										
Working Capital Balance (Deficit)	\$(1,640,881)	\$ 2,571,142	\$ 726,826	\$ 1,932,143	\$ 2,539,223	\$ 2,088,718	\$ 1,245,363	\$ 111,823	\$ 3,363,078	\$ 2,009,431
Liquidity Ratio	0.53	1.90	1.29	1.72	1.96	1.71	1.43	1.04	1.49	1.58
Cash and Equivalents Analysis:										
Due from other funds	\$ -	\$ 3,288,150	\$ 1,782,378	\$ 2,663,685	\$ 3,178,744	\$ 2,439,382	\$ 1,066,957	\$ -	\$ 4,278,937	\$ 7,114
Due to other funds	827,121	-	-	-	-	-	-	250,870	3,681,239	751,948
Net Cash and Equivalents Position (Deficit)	\$ (827,121)	\$ 3,288,150	\$ 1,782,378	\$ 2,663,685	\$ 3,178,744	\$ 2,439,382	\$ 1,066,957	\$ (250,870)	\$ 597,698	\$ (744,834)

Sewer Fund

FY16 Factors Driving Rates

New Debt Issues

\$3.1M-FY15

\$7.9M- FY17

Total \$11M

Combined New Debt Service
\$880,000

High Volume Account

Decrease of 76,000 units
from 2010

Sewer Fund

Billing Units 2009-2016

	SEWER	2009	2010	2011	2012	2013	2014	2015	2016	% Chnge
	User Revenue	\$4,287,727	\$4,832,183	\$4,843,443	\$4,878,314	\$4,735,135	\$4,430,500	\$4,262,290	\$4,327,295	
	User Rates	\$5.95	\$5.95	\$5.95	\$6.11	\$6.24	\$6.24	\$6.24	\$6.52	
	Rate Change %	7.99%	0.00%	0.00%	2.69%	2.13%	0.00%	0.00%	4.49%	
	Revenue Change	1.57%	12.70%	0.23%	0.72%	-2.94%	-6.43%	-3.80%	1.53%	
	New Service Connections			40	22	30	36	33	48	
	New Deduct Meters	16	14	26	20	17	14	23	27	
Code	Units Billed (Unaudited)									
200	Residential	401,885	390,107	395,159	385,475	372,369	374,037	361,916	358,699	-0.89%
205	Elderly	7,573	6,941	7,070	6,716	7,159	6,755	6,388	6,047	-5.34%
210	Commercial	163,772	159,997	143,503	142,481	151,993	148,131	139,487	146,488	5.02%
213	High Volume	181,011	217,466	192,094	204,838	187,515	166,895	150,365	140,539	-6.53%
215	Governmental	3,801	2,713	3,006	2,862	3,057	2,619	2,758	2,495	-9.54%
220	School	4,033	4,034	4,292	4,784	4,957	4,541	4,697	4,907	4.47%
225	Industrial	13,718	12,027	10,241	8,755	8,402	10,100	9,475	9,415	-0.63%
240	Non Profit	2,751	3,105	2,381	2,425	2,541	2,048	2,626	1,798	-31.53%
245	Elderly 2 unit	457	277	306	306	268	333	322	334	3.73%
	Sub Total	779,001	796,667	758,052	758,642	738,261	715,459	678,034	670,722	-1.08%
	Less High Volume	597,990	579,201	565,958	553,804	550,746	548,564	527,669	530,183	

FY17-FY20 Water-Sewer Funds

Service Revenue Considerations

Category	Current	Consider	Notes
Minimum Service Charge	\$30	\$65	Per Hour-inside home, new rate would include a shut off if necessary
Installation	\$300	\$450	Minimum (includes meter)
Installation & Repair License	\$100	\$200	Annual Licensing Fee
Meter Repair or Testing	\$30	\$65	Per Hour- Plus the cost of transportation of meter to testing facility and cost of testing
Meter Damage	\$50	\$450	New Meter replacement
Meter Tampering Charge	\$100	\$1,000	Increase the Penalty substantially
To	\$500		
Bad Check Fee	\$25	\$35	
Service Shut Off Or Turn On Customer Requested	\$30	\$65	Per event
Service Shut Off Or Turn On Non-Payment	\$30	\$65	Per event-Waived if past due plus one quarter advanced payment made. If past due paid as part of payment plan, fees not waived but incorporated into payment plan
Private Fire Hydrant Service Connection	\$150	\$200	Per hydrant per fiscal year
Parts Mark Up	40.00%	100.00%	Parts markup not Ordinance driven.

Due to General Fund & Due From General Fund

- **Due To General Fund**-Means the Fund required more cash than it contributed. This is usually due to Capital Outlays in advance of actual Bond cycles.
- **Due From General Fund**-Means the Fund contributed more cash than it used. This due to strong O&M operations and Cash received from actual Bond cycles.
- **Due From General Fund Balance** is essentially the cash strength of the fund.

NH - Annual Avg Sewer Rates, Residential Use 8 units per month

Data from NH DES - based on 2015 information

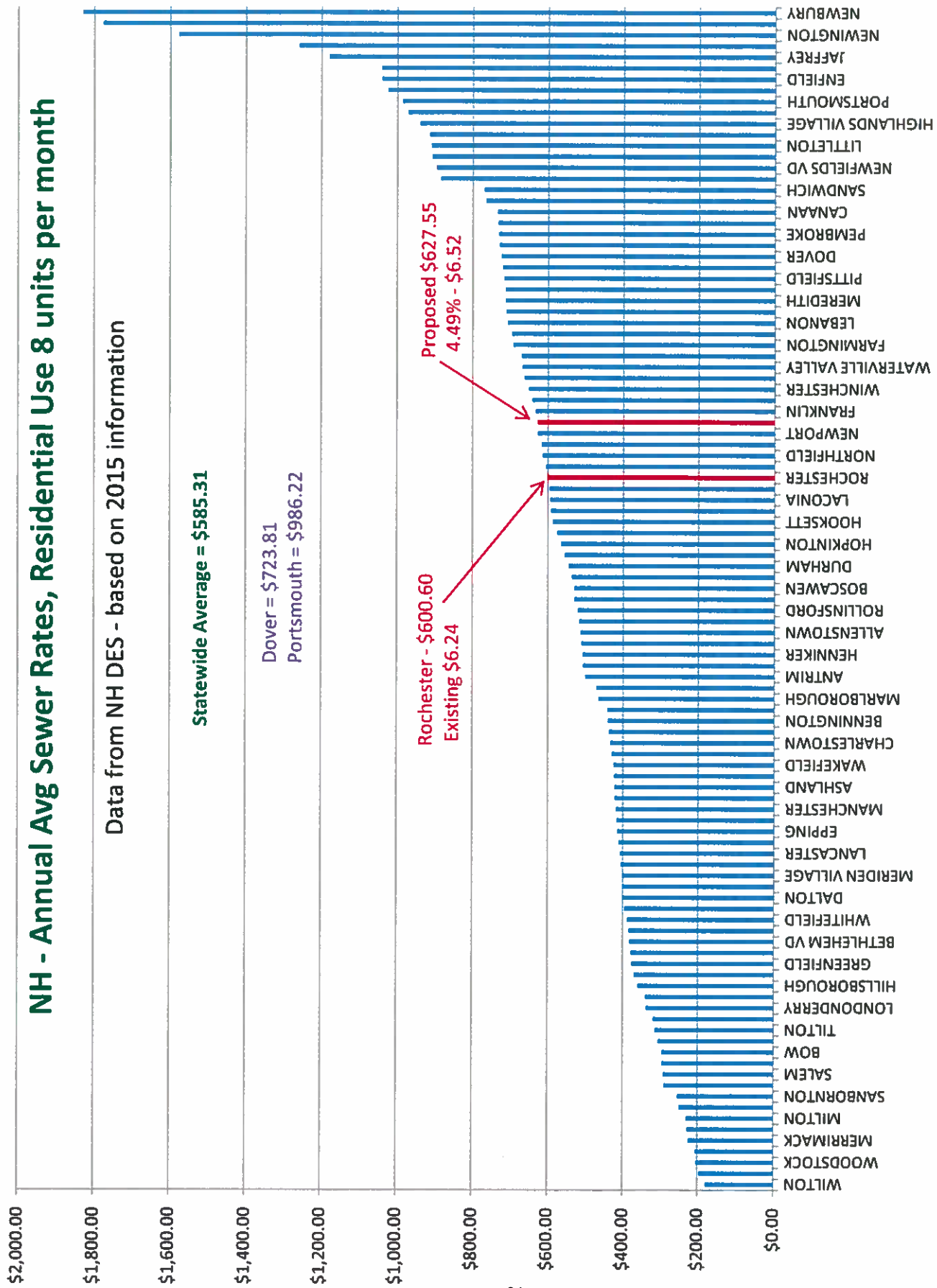
Statewide Average = \$585.31

Dover = \$723.81

Portsmouth = \$986.22

Rochester - \$600.60
Existing \$6.24

Proposed \$627.55
4.49% - \$6.52



NH - Annual Avg Water Rates, Residential Use 8 units per month

Data from NH DES - current as of August 2015

Statewide Average = \$472.31

Dover = \$450.22

Portsmouth = \$532.15

Rochester - \$449.49
Current \$4.81
Proposed \$494.44
10% - \$5.29

