



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: October 2, 2018
TO: Utility Advisory Board
FROM: Lisa J. Clark – Utility Billing Office Supervisor
REGARDING: Utility Advisory Board Meeting

There will be a meeting of the Utility Advisory Board on **Monday, October 9, 2018 at 5:30 P.M.** in the City Hall Council Conference Room.

AGENDA

1. Call to Order
2. Acceptance of September 10, 2018 Minutes (Pages 3-5)
3. Tabled Appeals
 - 3.1 Timothy J Chalifour (Pages 6-13)
760 Portland St
Rochester, NH 03868-8414
RE: 760 Portland St
4. Appeals
 - 4.1 Paul & Denise Schweinsberg (Pages 14-21)
5 Blair Dr
Rochester, NH 03868-7063
RE: 5 Blair Dr
 - 4.2 Miranda Royer (Pages 22-28)
17 Gagne St
Rochester, NH 03867-2617
RE: 17 Gagne St
 - 4.3 Daniel Bilodeau (Pages 29-37)
4 Blair Dr
Rochester, NH 03868-7060
RE: 4 Blair Dr
 - 4.4 Karen Cofferen (Pages 38-44)
96 A Trinity Cir
Rochester, NH 03839
RE: 96 A Trinity Cir

- 4.5 Neal Roberts (Pages 45-55)
90 Big Bear Rd
Rochester, NH 03868
RE: 90 Big Bear Rd

 - 4.6 Pierre & Laurette Beaulieu (Pages 56-63)
47 Blair Dr
Rochester, NH 038667
RE: 47 Blair Dr

 - 4.7 Marian L Veno (Pages 64-71)
108 Maple St
Rochester, NH 03867-2509
RE: 108 Maple St

 - 4.8 James Hand (Pages 72-78)
13 Kendall st
Rochester, NH 03867
RE: 13 Kendall St

 - 4.9 RAMA (Pages 79-86)
72 Lafayette St
Rochester, NH 03867-2624
RE: 72 Lafayette St

 - 4.10 Dale & Patricia Officer (Pages 87-96)
PO Box 327
Rochester, NH 03866-0327
RE: 23 Temple Dr
- 5. Financials – Water & Sewer Revenue & Expense Reports (Pages 97-104)
 - 6. Adjournment

**Utility Advisory Board
September 10, 2018 5:30 P.M.
City Hall Council Conference Room**

MEMBERS PRESENT

Shawn Libby, Chairman
Joe Boudreau
Eli Barnes
Ralph Sanders

OTHERS PRESENT

Lisa Clark, Utility Billing Office Supervisor
Beatrice Ball – 1 Leonard St
Jeffrey Cole – 7 Gagne St

MINUTES

1. Call to order:

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

2. Appeals –

2.1 1 Leonard St – Beatrice Ball

The appellant was present for the meeting. The appellant was told by Elf's Landscaping to water her new lawn two times a day. She stated that as she plans to continue watering next year, she will be looking into the installation of a sewer deduct meter for next season. The usage will carry over into the November bill.

Mr. Barnes made a motion to abate the above average sewer usage and any accrued interest on the August invoice and the upcoming November invoice. The motion was seconded by Mr. Sanders. The motion passed unanimously.

2.2 7 Gagne St – Jeffrey Cole

The appellant was present for the meeting. The appellant stated that he inherited tenants when he purchased this duplex. He stated that he is a plumber and has checked the property and found no leaks. He also stated that the increased usage occurred after he gave his tenants notice to leave and then the consumption returned to normal. Mr. Boudreau discussed the once in 10 year abatement policy. The appellant stated he understood the policy.

Mr. Boudreau made a motion based on the abatement policy to abate 1/2 of the above average use, or 39 units of water at \$216.45 and 39 units of sewer at \$216.45 for a total abatement of \$479.70 plus accrued interest. The motion stated that the decision letter and account would note that this is a once in ten year abatement. The motion was seconded by Mr. Sanders. The motion passed unanimously.

2.3 74 Winter St – SRJ Lou Holdings LLC

The appellant was not present for the meeting. Ms. Clark notified the Board that the appellant had a family matter and could not make the meeting. The appellant requested the appeal be tabled to the October meeting so he could attend.

Mr. Barnes made a motion to table the appeal until the October meeting. The motion was seconded by Mr. Sanders. The motion passed unanimously.

2.4 36 River St – James K Brennan

The appellant was not present for the meeting. The appeal was for \$1.70 in interest. The appeal form stated that the owner did not receive his water bill.

Chairman Libby made a motion to deny the appeal citing the ordinance. The motion was seconded by Mr. Barnes. The motion passed unanimously.

2.5 104A Trinity Cir – Julie Nicholson

The appellant was not present for the meeting. The appeal is for above average sewer usage due to a spigot that had been running. The appellant had the spigot repaired and tightened. The usage will carry over into the October bill.

Chairman Libby made a motion to abate the above average sewer usage on the July invoice and upcoming October invoice plus any accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

2.6 52 Salmon Falls Rd – Heidi & Brodie Reilly

The appellant was not present for the meeting. The appeal is for above average sewer usage due to filling a pool and watering a hydro seeded lawn. The usage will carry over into the October bill.

Mr. Barnes made a motion to abate the above average sewer usage on the July invoice and upcoming October invoice plus any accrued interest. The motion was seconded by Chairman Libby. The motion passed unanimously.

2.7 25 Pierce Dr – Jason E Miller

The appellant was not present for the meeting. The above average usage is due to watering a lawn. The water did not enter the sewer system. The usage was not enough to qualify for a water abatement as it did not meet the criteria in the policy.

Chairman Libby made a motion to abate 37 units of sewer at \$249.75 plus accrued interest per the recommendation. Mr. Boudreau seconded the motion. The motion passed unanimously.

2.8 14 Liberty St – Susan C Shea

The appellant was not present for the meeting. The above average usage is due to a frozen meter. The usage did not go into the sewer system.

Mr. Barnes made a motion to abate 42 units of sewer at \$283.50 plus accrued interest. The motion was seconded by Chairman Libby. The motion passed unanimously.

3. Approval of August 13, 2018 Minutes

Mr. Barnes made a motion to accept the August 13, 2018 meeting minutes as presented. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

4. Fee Discussion

Ms. Clark presented the ordinance on service fees. Currently the minimum service charge per visit is \$30.00. Mr. Barnes suggested \$30.00 per visit, after the first half hour, \$30.00 for each additional half hour necessary to complete a service request. The board was in full agreement.

5. Financials

The committee reviewed the year to date reports as submitted.

6. Adjournment:

Chairman Libby made a motion to adjourn at 6:31PM. The motion was seconded by Mr. Barnes. The motion passed unanimously.

Minutes respectfully submitted by Karen Bonneau, Utility Billing Administrator



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 2, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 07/05/18

Customer Name: Timothy Chalifour

Account: 111640

Service Address: #760 Portland St.

Rochester NH 03868-5804

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

Recommendations

I recommend an abatement of 23 units of sewer on the June 2018 invoiced amount and 6 units of sewer on the September 2018 invoiced amount.

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter reading.
2. The water did not enter the sewer system
 - a. Total invoiced usage (Jun: 37) (Sep: 20) 57 Units
 - b. Average usage of previous 3 years (14*2) 28 Units
 - c. Estimated increase of Usage 29 Units

Value of 29 Units of Sewer at the current sewer rate of \$6.75 = \$195.75.

Total abatement = \$195.75 plus accrued interest.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

10/2/18

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: October 1, 2018
SUBJECT: Timothy Chalifour
PROPERTY: **760 Portland St**

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

This appeal was tabled from the August 2018 meeting to capture usage on September 2018 invoice. The customer is filing an appeal for excess sewer usage due to a leak in the irrigation system. The water did not go into the sewer system and repairs have been made.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 7/18/18

W/S

- 1. Date of Appeal: 7/5/18
- 2. Property Owner's Name: Timothy J Chalifour Account #: 111640
- 3. Billing Address: 760 PORTLAND ST.
ROCHESTER, NH 03868
- 4. Service Location: _____ Zip Code _____
- 5. Owners Representative: _____
- 6. Owners Representative's Signature: _____
- 7. Phone #: 603-397-7080 Cell: _____
- 8. Email Address: TACHALIFOUR@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 3/5/18 to 6/12/18

10. Abatement is being requested for:

- a. How many units of water _____ x 5.29 = \$ _____
- b. How many units of sewer 23 x 6.52 = \$ 155.25
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ 155.25

11. Explanation of Appeal Request:

When we received our bill for Water & Sewer noticed that bill was way higher even with the pool adjustment. Upon searching for a possible leak, I discovered a hose has been leaking in the front yard (goes to our irrigation system). Problem was fixed and I am asking for an adjustment on our sewer portion of the bill.

Thanks,
Tim Chalifour

* would like consideration going into next bill as leak was fixed when into the next billing cycle.
leak fixed 6/28/18

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 - Front yard

If yes, has the leak been repaired? yes

Who made the repair? myself - Replaced A gasket

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:

We will have to pay half the bill now & half the bill next month - it will hurt.

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: 1116-40

[2016-09-26 14:32:08 sjuneau]: SEPTEMBER BILL RETURNED WITH FORWARDING ADDRESS OF 51 ESSEX ST, SANFORD ME 04073 - SENT TO ASSESSING

[2016-10-26 09:48:11 karenb]: FINAL BILL PROCESSED

[2017-06-13 13:30:26 karenb]: HOMEOWNER PUT IN PULL AND IS FILLING IT. 5,000G POOL. HE ALREADY STARTED FILLING IT; CHECKED METER WHILE ON PHONE AND READ WAS 02577515; HE WILL CALL WHEN HE IS FINISHED FILLING. END 026382.20

[2017-06-14 10:46:17 karenb]: POOL CREDIT 6 UNITS = \$39.12

[2018-05-29 11:55:54 karenb]: POOL CREDIT 10 UNITS = \$67.50 (323 - 333)

[2018-06-25 16:54:04 karenb]: OWNER CALLED IN DUE TO HIGH BILL. HE CHECKED THE METER. READ 345.(6 UNITS/13 DAYS = .46/DAY) HE STATED THAT THE NUMBERS WERE MOVING WHEN WATER WAS OFF. RECOMMENDED THAT HE HAVE A PLUMBER CHECK FOR LEAKS, ALSO CHECK TOILETS. HE ASKED WHAT HAPPENS IF HE CAN'T FIND ANYTHING. EXPLAINED METER TEST PROCESS.

[2018-06-29 14:36:09 sjuneau]: HAD A LEAK IN THE IRRIGATION SYSTEM THAT LEAKED OUT INTO THE LAWN - DID NOT ENTER THE SEWER SYSTEM. WANTED TO KNOW ABATEMENT PROCESS.

[2018-07-20 10:28:55 karenb]: GRABBED A READ TO VERIFY USAGE IS BACK TO NORMAL. READ OF 349 ON 7/19/18. .1/DAY. USAGE IS BACK TO NORMAL. UAB FORM RECEIVED. SENT TO AUGUST UAB.

[2018-07-23 08:38:23 karenb]: CUSTOMER VERIFIED THAT HE JUST WANTED TO HAVE THE APPEAL HEARD IN THE AUGUST MEETING AS THE NEW READ SHOWS THAT THERE WILL NOT BE MUCH USAGE GOING INTO NEXT BILLING CYCLE.

[2018-08-16 10:54:53 sjuneau]: APPEAL WAS TABLED UNTIL OCTOBER UAB

Check Spelling

Display as HTML



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 14002017 | Account Number 111640 | Bill Date 06/20/2018 | Past Due Date 07/23/2018 | Past Due -0.01 | Other Current Charges .00 | Current Charges 387.60 |
| Amount Due | | | | | | \$387.61 |

111640
CHALIFOUR TIMOTHY J & AMANDA
760 PORTLAND ST
ROCHESTER, NH 03868-8414

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042018014002017300000387613

✕ 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 CHALIFOUR TIMOTHY J & AMANDA | | | Service Address 760 PORTLAND ST / | | | |
| Bill Number 14002017 | Account Number 111640 | | Past Due Date 07/23/2018 | | Bill Date 06/20/2018 | |
| Description RES WATER RES SEWER POOL ADJ | Read Date | | Meter Readings | | Usage in 100 cu. feet | Charge |
| | Current 06/12/2018 | Previous 03/05/2018 | Current 339 | Previous 302 | | |
| Last Payment Amt 168.19 | | | Last Payment Date 04/20/2018 | Past Due -0.01 | Other Current Charges .00 | Current Charges 387.60 |
| | | | | | | Amount Due \$387.61 |

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70
CITY OF ROCHESTER WATER QUALITY REPORTS ONLINE AT:
WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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



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 14009825 | Account Number 111640 | Bill Date 09/24/2018 | Past Due Date 10/29/2018 | Past Due 396.53 | Other Current Charges .00 | Current Charges 246.00 |
| Amount Due | | | | | | \$642.53 |

111640
CHALIFOUR TIMOTHY J & AMANDA
760 PORTLAND ST
ROCHESTER, NH 03868-8414

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042019814009825200000642538

✕ 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 CHALIFOUR TIMOTHY J & AMANDA | | | Service Address 760 PORTLAND ST / | | | |
| Bill Number 14009825 | Account Number 111640 | | Past Due Date 10/29/2018 | | Bill Date 09/24/2018 | |
| Description RES WATER RES SEWER | Read Date | | Meter Readings | | Usage in 100 cu. feet | Charge |
| | Current 09/10/2018 | Previous 06/12/2018 | Current 359 | Previous 339 | | |
| Last Payment Amt 168.19 | | | Last Payment Date 04/20/2018 | Past Due 396.53 | Other Current Charges .00 | Current Charges 246.00 |
| | | | | | | Amount Due \$642.53 |

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% 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.

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P.O. Box 981096
Boston MA 02298-1096

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

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

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

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



10/01/2018 11:52
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
P
ubcnsing

| Account Number | Customer # Name | Parcel | Bill # | Curr | Read | Location | Usage | Repl | Usage | Charge | Amt | Billed | Amt | Status |
|----------------|-----------------|------------------------------|--------------|------|------|-----------------|-------|------|-------|--------|-----|--------|--------|--------|
| 111640 | 46521 | CHALIFOUR TIMOTHY J & AMANDA | 010700490000 | | | 760 PORTLAND ST | | | | | | | | Active |
| 100 | SENS69992057 | A | 14009825 | | 359 | 20 | | | 0 | 111.00 | | | 246.00 | |
| 100 | SENS69992057 | A | 14002017 | | 339 | 37 | | | 0 | 205.35 | | | 455.10 | |
| 100 | SENS69992057 | A | 13994218 | | 302 | 14 | | | 0 | 75.43 | | | 167.92 | |
| 100 | SENS69992057 | A | 13986592 | | 288 | 10 | | | 0 | 52.90 | | | 118.10 | |
| 100 | SENS69992057 | A | 13978918 | | 278 | 15 | | | 0 | 79.35 | | | 177.15 | |
| 100 | SENS69992057 | A | 13971248 | | 263 | 19 | | | 0 | 100.51 | | | 224.39 | |
| 100 | SENS69992057 | A | 13963606 | | 244 | 10 | | | 0 | 52.90 | | | 118.10 | |
| 100 | SENS69992057 | A | 13956118 | | 234 | 5 | | | 0 | 24.44 | | | 55.87 | |

** 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: October 2, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 08/30/18

Customer Name: Paul & Denise Schweinsberg

Account: 303701

Service Address: #5 Blair Dr

Rochester NH 03868

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

Recommendations

I recommend an abatement of 16 units of sewer on the August invoice and an abatement of sewer charges for any above average use on the November 2018 invoice.

The above recommendation is based upon the following findings:

1. This is a Water and Sewer Account
2. The read for the August invoice was taken on 8/22/18. The usage will carry over into the November bill cycle.
3. The water did not go through the sewer system.

| | |
|----------------------------------|-----------------|
| a. Total invoiced usage | 26 Units |
| b. Average Consumption (3 years) | <u>10 Units</u> |
| c. Above Average | 16 Units |

Value of 16 Units of Sewer at the current sewer rate of \$6.75 = \$108.00.

Total abatement = \$108.00 plus accrued interest.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

10/2/18

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: October 1, 2018
SUBJECT: Paul Schweinsberg
PROPERTY: **5 Blair Dr**

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

This appeal is for 16 units of sewer on the August invoice due to a dead sewer deduct meter. The water did not go into the sewer system. The sewer deduct meter was replaced.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 8/13/18

W/S

1. Date of Appeal: 8/30/18
2. Property Owner's Name: PAUL + DENISE Schweinsberg Account #: 303701
3. Billing Address: 5 BLAIR DRIVE
Rochester, NH
4. Service Location: _____ Zip Code 03868
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 612-719-0579 Cell: _____
8. Email Address: denise@VISI.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/18/18 to 8/22/18
10. Abatement is being requested for:

a. How many units of water _____ x 5.29 = \$ _____

b. How many units of sewer 16 x ⁷⁵6.52 = \$ 108⁰⁰

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

Total \$ 108⁰⁰

11. Explanation of Appeal Request:

House has an irrigation System & a deduct
meter. METER NOT Running or not hooked
up correctly to irrigation System

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

Yes No (circle one)

If yes, why?

unsure if meter is working accurately.

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

Yes No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

Please note:

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



City of Rochester
P.O. Box 981096
Boston MA 02298-1096

WATER & SEWER BILL

Remit Copy

Please write your account number on your check and enclose this portion of bill with your payment.
Make checks payable to: City of Rochester

| Bill Number | Account Number | Bill Date | Past Due Date | Past Due | Other Current Charges | Current Charges |
|-------------------|----------------|------------|---------------|----------|-----------------------|-----------------|
| 14008397 | 303701 | 08/23/2018 | 09/26/2018 | 0.00 | .00 | 319.80 |
| Amount Due | | | | | | \$0.00 |

303701
SCHWEINSBERG PAUL & DENISE
5 BLAIR DR
ROCHESTER, NH 03868-7063

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042019814008397300000000000

✂ 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 SCHWEINSBERG PAUL & DENISE | | | Service Address 5 BLAIR DR / | | | |
|--|---------------------------------|------------------|---------------------------------|---------------------------|------------------------------|--------|
| Bill Number 14008397 | Account Number 303701 | | Past Due Date 09/26/2018 | | Bill Date 08/23/2018 | |
| Description | Read Date | | Meter Readings | | Usage in 100 cu. feet | Charge |
| | Current | Previous | Current | Previous | | |
| RES WATER | 08/22/2018 | 05/17/2018 | 120 | 94 | 26 | 144.30 |
| RES WATER | 08/22/2018 | 05/18/2018 | 50 | 50 | | .00 |
| RES SEWER | | | | | 26 | 175.50 |
| Last Payment Amt 319.80 | Last Payment Date 08/27/2018 | Past Due 0.00 | Other Current Charges .00 | Current Charges 319.80 | Amount Due \$0.00 | |

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% SURCHARGE.

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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

Account: 303701

[2017-05-12 13:32:01 karenb]: NEW HOME PER TARA 5/4/17. SET TO CLOSE 5/16; NEW OWNERS WILL BE PAUL AND DENISE SCHWEINSBERG.

[2017-12-01 14:48:58 karenb]:CUSTOMERS CAME IN AND STATED THAT THEY HAD A SEWER DEDUCT METER AND DID NOT NOTICE IT ON THEIR BILL. CONTACTED TARA ESTATES AND A S/D WAS ADDED 9/1/17 WHICH WE WERE NOT MADE AWARE OF. STARTING READ WAS 34 AND READ TODAY IS 50. PROCESSED BILL ADJUSTMENT FOR 16 UNITS OF SEWER AND ADDED DEDUCT METER TO ACCOUNT.

[2018-05-21 11:53:48 sjuneau]: NO READ ON SD , ENTERED SAME AS PRIOR AND CONTACTED TARA

[2018-08-29 13:28:24 karenb]:HOMEOWNER CAME IN DUE TO NO CREDIT FOR SEWER DEDUCT. EXPLAINED THAT READ IS SAME AS IN MAY. SHE HAD TARA CHECK HER METER AND THEY SAID IT WAS WORKING. SPOKE WITH HEATHER, SHE CONFIRMED THAT THEY TURNED ON THE HOSE AND THE METER REGISTERED USAGE. SHE WILL CHECK INTO POSSIBILITY THAT IRRIGATION IS NOT GOING THROUGH THE METER. HOMEOWNER WILL BE FILING AN APPEAL.

[2018-08-31 12:17:37 karenb]: UAB FORM RECEIVED AND SENT FOR OCTOBER UAB

[2018-09-28 11:02:31 karenb]:PER TARA, DEAD SEWER DEDUCT REPLACED 9/20/18

Main Meter



10/01/2018 12:37 |CITY OF ROCHESTER |UB Consumption History Report |P |ubcnsing 1

| 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 |
|----------------|---------|-----------------|----------------------------|-------------------|--------------|----------|-----------|----------------|------------|------------|------------|--------|
| 303701 | | 47270 | SCHWEINSBERG PAUL & DENISE | | 022403090369 | | | 5 BLAIR DR | | | | Active |
| 100 | - | 1 RES WATER | SENS74895979 | A 08/22/2018 | | 14008397 | 120 | 26 | 0 | 144.30 | | 319.80 |
| 100 | - | 1 RES WATER | SENS74895979 | A 05/17/2018 | | 14000498 | 94 | 10 | 0 | 55.50 | | 123.00 |
| 100 | - | 1 RES WATER | SENS74895979 | A 02/20/2018 | | 13992822 | 84 | 9 | 0 | 48.12 | | 107.25 |
| 100 | - | 1 RES WATER | SENS74895979 | A 11/21/2017 | | 13985175 | 75 | 35 | 0 | 185.15 | | 413.35 |
| 100 | - | 1 RES WATER | SENS74895979 | A 08/21/2017 | | 13977501 | 40 | 40 | 0 | 211.60 | | 472.40 |

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

SD meter



10/01/2018 12:42
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
P
ubcnsing

| Account Number | Customer # Name | Cd Read Date Time | Parcel | Bill # | Curr Read | Location Usage | Repl Usage | Charge Amt | Billed Amt | Status |
|----------------|----------------------------------|-------------------|--------------|----------|-----------|----------------|------------|------------|------------|--------|
| 303701 | 47270 SCHWEINSBERG PAUL & DENISE | | 022403090369 | | | 5 BLAIR DR | | | | Active |
| 100 | 2 RES WATER | I 09/20/2018 | | | 50 | 0 | 0 | .00 | .00 | |
| 100 | 2 RES WATER | A 08/22/2018 | | 14008397 | 50 | 0 | 0 | .00 | 319.80 | |
| 100 | 2 RES WATER | O 05/18/2018 | | 14000498 | 50 | 0 | 0 | .00 | 123.00 | |
| 100 | 2 RES WATER | O 02/20/2018 | | 13992822 | 50 | 0 | 0 | .00 | 107.25 | |

** 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: October 2, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 9/5/18

Customer Name: Miranda Royer

Account: 041680

Service Address: #17 Gagne St

Rochester NH 03868

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

Recommendations

I recommend tabling this appeal until the meter test results are received.

The above recommendation is based upon the following findings:

1. The appellant does dispute the meter readings.
2. The appellant is responsible for undetected water leaks on the property.
3. Meter read on 8/27/18 showed usage was still high, 11 units in 19 days. Meter was pulled for testing on 8/31/18, read was normal.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

10/2/18

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: October 1, 2018
SUBJECT: Miranda Royer
PROPERTY: **17 Gagne St**

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

This appeal is for above average usage. The customer did not find any leaks and has had the meter sent for testing. The test results have not returned yet.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/5/18

W/S

1. Date of Appeal: 8-31-18
2. Property Owner's Name: Miranda Royer Account #: 041680
3. Billing Address: 17 Gayme Street
Rochester NH 03867
4. Service Location: 11 Gaynest Rch NH Zip Code 03867
5. Owners Representative: N/A
6. Owners Representative's Signature: Miranda Royer
7. Phone #: _____ Cell: 973-2333
8. Email Address: miranda31980@gmail.com

(Agendas and Decision Letters will be emailed).

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

10. Abatement is being requested for:

- a. How many units of water _____ x 5.29= \$ _____
- b. How many units of sewer _____ x 6.52= \$ _____
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

11. Explanation of Appeal Request:

In the 14 years of me owning this house I have NEVER had a water bill higher than 150 per billing cycle. I think the meter is not working properly.

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

Yes No (circle one)

If yes, why?

I think meter is not working properly

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

Yes No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

I'm a single mother of 3. Father of my children in jail. I receive 1100 weekly in child support. I work but part time as I'm not medically released to work FT. Please note: due to cancer treatment, but am in remission.

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 14006968 | Account Number 041680 | Bill Date 08/21/2018 | Past Due Date 09/25/2018 | Past Due 1.38 | Other Current Charges .00 | Current Charges 701.10 |
| Amount Due | | | | | | \$702.48 |

041680
ROYER MIRANDA A & JEREMY A
17 GAGNE ST
ROCHESTER, NH 03867-2617

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042019814006968300000702480

✂ 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 ROYER MIRANDA A & JEREMY A | | | Service Address 17 GAGNE ST / | | | |
| Bill Number 14006968 | Account Number 041680 | | Past Due Date 09/25/2018 | | Bill Date 08/21/2018 | |
| Description RES WATER RES SEWER | Read Date | | Meter Readings | | Usage in 100 cu. feet | Charge |
| | Current 08/08/2018 | Previous 05/07/2018 | Current 577 | Previous 520 | | |
| Last Payment Amt 135.30 | | Last Payment Date 05/31/2018 | Past Due 1.38 | Other Current Charges .00 | Current Charges 701.10 | Amount Due \$702.48 |

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% SURCHARGE.

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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

Account: 041680

[12/22/08 - RECEIVED MESSAGE THAT PUBLIC WORKS HAD REFERRED US TO THIS NUMBER - DRAIN IN BASEMENT WITH DARK WATER THAT SMELLS LIKE SEWAGE - CALLED TERRY AT PUBLIC WORKS - TERRY HAD GIVEN HER OUR NUMBER IN ERROR - TERRY WILL TAKE CARE OF.

[2010-04-19 12:53:50 kathy]: CUSTOMER HAVING TANENT MOVING OUT TODAY DID FINAL BUT HAS A CREDIT BALANCE WHICH WAS APPLIED TO THE TENANT'S BILL OWNER WILL HAVE TO TAKE IT UP WITH THE TENANT.

[2012-11-21 16:00:40 ann]: TENANT CALLED ABOUT HIGH BILL - HE GOT ANGRY AND RAISED HIS VOICE - I TRIED TO EXPLAIN AND ADVISED HIM TO LOOK FOR LEAKS AND TOLD HIM OF THE SHARE FUND.

[2013-12-03 08:49:48 kathy]:RETURN TO SENDER CHANGE ADDRESS TO 17 GAGNE ST

[2018-08-27 15:18:40 karenb]:HOMEOWNER CALLED REGARDING HIGH BILL 8/24/18. EXPLAINED HOW TO CHECK METER, GOT ANOTHER READ TODAY AND IT IS STILL HIGH: 11 UNITS/19 DAYS. LEFT VOICEMAIL FOR HOMEOWNER.

[2018-08-28 16:35:30 karenb]:HOMEOWNER CALLED BACK. STATED SHE CHECKED HER METER AND NOTHING IS GOING ON. WANTED METER TESTED AND UAB FORM.

[2018-09-14 10:25:37 karenb]:METER PULLED FOR TESTING 8/31/18 S/N 69891129 MODEL 63544637. READ 0588. TEMP METER 085251988. READ 0. HOMEOWNER DROPPED OFF APPEAL FORM FOR OCTOBER UAB.

[2018-10-01 14:19:47 karenb]:GOT READ FOR UAB 9/27/18. READ 0005. 5 UNITS/27 DAYS = .18/DAY. USAGE IS NORMAL.

Check Spelling

Display as HTML

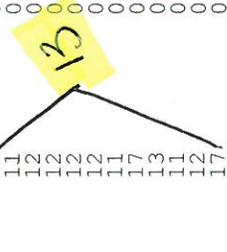


10/01/2018 14:14
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
P
|ubcensing

| Account Number | Customer # Name | Mfr Meter Number | Cd | Read Date | Time | Parcel | Bill # | Curr Read | Location Usage | Repl Usage | Charge Amt | Billed Amt | Status |
|----------------|-----------------|----------------------------|----|--------------|------|--------|----------|-----------|----------------|------------|------------|------------|--------|
| 041680 | 27058 | ROYER MIRANDA A & JEREMY A | A | 012100390000 | | | | | 17 | GAGNE ST | | | Active |
| 100 | SENS69891129 | SENS69891129 | I | 08/31/2018 | | | 14006968 | 0 | 11 | | 0.00 | 0.00 | |
| 100 | SENS69891129 | SENS69891129 | A | 08/08/2018 | | | 13999091 | 0 | 57 | | 316.35 | 701.10 | |
| 100 | SENS69891129 | SENS69891129 | A | 05/07/2018 | | | 13991426 | 0 | 11 | | 61.05 | 135.30 | |
| 100 | SENS69891129 | SENS69891129 | A | 02/01/2018 | | | 13983777 | 0 | 11 | | 58.23 | 129.98 | |
| 100 | SENS69891129 | SENS69891129 | A | 11/02/2017 | | | 13976106 | 0 | 12 | | 63.48 | 141.72 | |
| 100 | SENS69891129 | SENS69891129 | A | 05/04/2017 | | | 13968383 | 0 | 12 | | 63.48 | 141.72 | |
| 100 | SENS69891129 | SENS69891129 | A | 02/03/2017 | | | 13960858 | 0 | 12 | | 63.48 | 141.72 | |
| 100 | SENS69891129 | SENS69891129 | A | 11/01/2016 | | | 13953355 | 0 | 11 | | 61.66 | 138.84 | |
| 100 | SENS69891129 | SENS69891129 | A | 08/02/2016 | | | 13945807 | 0 | 17 | | 52.91 | 121.55 | |
| 100 | SENS69891129 | SENS69891129 | A | 05/05/2016 | | | 13938233 | 0 | 13 | | 81.77 | 187.85 | |
| 100 | SENS69891129 | SENS69891129 | A | 02/05/2016 | | | 13930794 | 0 | 11 | | 62.53 | 143.65 | |
| 100 | SENS69891129 | SENS69891129 | A | 11/09/2015 | | | 13923397 | 0 | 11 | | 52.91 | 121.55 | |
| 100 | SENS69891129 | SENS69891129 | A | 08/07/2015 | | | 13915951 | 0 | 12 | | 56.75 | 131.63 | |
| 100 | SENS69891129 | SENS69891129 | A | 05/07/2015 | | | 13908437 | 0 | 17 | | 79.39 | 185.47 | |
| 100 | SENS69891129 | SENS69891129 | A | 02/18/2015 | | | 13901082 | 0 | 15 | | 70.05 | 163.65 | |
| 100 | SENS69891129 | SENS69891129 | A | 11/07/2014 | | | 13893702 | 0 | 17 | | 79.39 | 185.47 | |
| 100 | SENS69891129 | SENS69891129 | A | 08/05/2014 | | | 13886304 | 0 | 13 | | 60.71 | 141.83 | |
| 100 | SENS69891129 | SENS69891129 | A | 05/02/2014 | | | 13878805 | 0 | 19 | | 88.73 | 207.29 | |
| 100 | SENS69891129 | SENS69891129 | A | 02/04/2014 | | | 13871505 | 0 | 22 | | 102.30 | 239.58 | |
| 100 | SENS69891129 | SENS69891129 | A | 11/04/2013 | | | 13864180 | 0 | 15 | | 69.00 | 162.60 | |
| 100 | SENS69891129 | SENS69891129 | A | 09/05/2013 | | | 13858237 | 0 | 1 | | 17.48 | 47.33 | |
| 100 | SENS69891129 | SENS69891129 | A | 08/07/2013 | | | 13856804 | 0 | 3 | | 13.80 | 32.52 | |
| 100 | SENS69891129 | SENS69891129 | A | 05/09/2013 | | | 13849380 | 0 | 14 | | 64.40 | 151.76 | |
| 100 | SENS69891129 | SENS69891129 | A | 02/06/2013 | | | 13842098 | 0 | 15 | | 69.00 | 162.60 | |
| 100 | SENS69891129 | SENS69891129 | A | 11/07/2012 | | | 13834786 | 0 | 14 | | 64.00 | 150.89 | |
| 100 | SENS69891129 | SENS69891129 | A | 08/07/2012 | | | 13827429 | 0 | 42 | | 188.58 | 445.20 | |
| 100 | SENS69891129 | SENS69891129 | A | 05/07/2012 | | | 13820050 | 0 | 14 | | 62.86 | 148.40 | |
| 100 | SENS69891129 | SENS69891129 | A | 02/07/2012 | | | 13812788 | 0 | 13 | | 58.37 | 137.80 | |
| 100 | SENS69891129 | SENS69891129 | A | 05/04/2011 | | | 13798197 | 0 | 13 | | 58.37 | 137.80 | |
| 100 | SENS69891129 | SENS69891129 | A | 02/08/2011 | | | 13790851 | 0 | 12 | | 55.85 | 133.27 | |
| 100 | SENS69891129 | SENS69891129 | A | 11/03/2010 | | | 13783658 | 0 | 12 | | 51.48 | 122.88 | |
| 100 | SENS69891129 | SENS69891129 | A | 08/04/2010 | | | 13776440 | 0 | 11 | | 60.06 | 143.36 | |
| 100 | SENS69891129 | SENS69891129 | F | 06/21/2010 | | | 13765563 | 0 | 5 | | 47.19 | 112.64 | |
| 100 | SENS69891129 | SENS69891129 | A | 04/19/2010 | | | 13754750 | 0 | 1 | | 21.34 | 51.09 | |
| 100 | SENS69891129 | SENS69891129 | A | 02/02/2010 | | | 13744022 | 0 | 9 | | 15.91 | 44.35 | |
| 100 | SENS69891129 | SENS69891129 | A | 10/16/2009 | | | 13740253 | 0 | 15 | | 37.71 | 91.26 | |
| 100 | SENS69891129 | SENS69891129 | A | 08/04/2009 | | | 13732953 | 0 | 11 | | 62.85 | 152.10 | |
| 100 | SENS69891129 | SENS69891129 | A | 05/08/2009 | | | 13725823 | 0 | 12 | | 46.09 | 111.54 | |
| 100 | SENS69891129 | SENS69891129 | A | 02/03/2009 | | | 13718595 | 0 | 15 | | 49.19 | 117.39 | |
| 100 | SENS69891129 | SENS69891129 | I | 12/08/2008 | | | 13711380 | 0 | 8 | | 60.60 | 143.25 | |
| 100 | SENS69891129 | SENS69891129 | A | 08/01/2008 | | | 13704125 | 0 | 5 | | 52.52 | 124.15 | |
| 100 | SENS69891129 | SENS69891129 | A | 05/07/2008 | | | 1364564 | 0 | 12 | | 48.48 | 114.60 | |
| 100 | SENS69891129 | SENS69891129 | E | 02/12/2008 | | | 1364564 | 0 | 10 | | 37.81 | 90.76 | |
| 100 | SENS69891129 | SENS69891129 | A | 11/01/2007 | | | 1357735 | 0 | 33 | | 119.79 | 290.40 | |
| 100 | SENS69891129 | SENS69891129 | A | 07/31/2007 | | | 1350859 | 0 | 12 | | 43.56 | 105.60 | |
| 100 | SENS69891129 | SENS69891129 | A | 04/30/2007 | | | 1344069 | 0 | 16 | | 58.08 | 140.80 | |
| 100 | SENS69891129 | SENS69891129 | A | 02/13/2007 | | | 1337287 | 0 | 11 | | 38.61 | 92.03 | |
| 100 | SENS69891129 | SENS69891129 | A | 08/01/2008 | | | 1337287 | 0 | 9 | | 31.05 | 73.35 | |
| 100 | SENS69891129 | SENS69891129 | A | 05/07/2008 | | | 1337287 | 0 | 12 | | 41.40 | 97.80 | |





City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 2, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 08/31/18

Customer Name: Daniel Bilodeau

Account: 303702

Service Address: #4 Blair Dr

Rochester NH 03868-7060

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 39 units of sewer on the August invoice and an abatement of sewer charges for any above average use on the November 2018 invoice.

The above recommendation is based upon the following findings:

1. This is a Water and Sewer Account
2. The read for the August invoice was taken on 8/22/18. The usage will carry over into the November bill cycle.
3. The water did not go through the sewer system.

| | |
|-------------------------|-----------------|
| a. Total invoiced usage | 49 Units |
| b. Average Consumption | <u>10 Units</u> |
| c. Above Average | 39 Units |

Value of 39 Units of Sewer at the current sewer rate of \$6.75 = \$263.25.

Total abatement = \$263.25 plus accrued interest.

Lisa J. Clark

Lisa J. Clark

10/2/18

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: October 1, 2018
SUBJECT: Daniel Bilodeau
PROPERTY: **4 Blair Dr**

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

This appeal is for above average sewer usage on the August invoice due to a dead sewer deduct meter. The water did not go into the sewer system. The sewer deduct meter was replaced.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/10/18
WIS

- 1. Date of Appeal: 3/31/18
- 2. Property Owner's Name: Daniel Bilodeau Account #: 303702
- 3. Billing Address: 4 Blair Dr
Rochester NH

4. Service Location: _____ Zip Code 03868

5. Owners Representative: _____

6. Owners Representative's Signature: _____

7. Phone #: 604-9914 Cell: _____

8. Email Address: danbilo@metrocast.net

(Agendas and Decision Letters will be emailed).

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

10. Abatement is being requested for:

a. How many units of water N/A x 5.29= \$ _____

b. How many units of sewer _____ x 6.52= \$ _____

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

Total \$ _____

11. Explanation of Appeal Request:

A fitting to the meter for our irrigation system
broke which caused water to leak/spray for up
to 10 days (between lawn mowings). It also seems
our deduct meter is stuck on 0.

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

Yes No (circle one)

If yes, why?

meter is stuck on same number for last four statements which was pointed out to me by the lady who answered the phone for the billing dept.

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? Summer rain

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

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 financially no & needing assistance

Please note:

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



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 |
|-------------------|----------------|------------|---------------|----------|-----------------------|-----------------|
| 14008398 | 303702 | 08/23/2018 | 09/26/2018 | 0.54 | .00 | 602.70 |
| Amount Due | | | | | | \$331.29 |

303702
BILODEAU DANIEL M & MURIEL Y
4 BLAIR DR
ROCHESTER, NH 03868-7060

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042019814008398100000331298

✂ 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 BILODEAU DANIEL M & MURIEL Y | | | Service Address 4 BLAIR DR / | | | |
|--|---------------------------------|------------------|---------------------------------|---------------------------|--------------------------------|--------|
| Bill Number 14008398 | Account Number 303702 | | Past Due Date 09/26/2018 | | Bill Date 08/23/2018 | |
| Description | Read Date | | Meter Readings | | Usage in 100 cu. feet | Charge |
| | Current | Previous | Current | Previous | | |
| RES WATER | 08/22/2018 | 05/17/2018 | 89 | 40 | 49 | 271.95 |
| RES WATER | 08/22/2018 | 05/17/2018 | 6 | 6 | | .00 |
| RES SEWER | | | | | 49 | 330.75 |
| Last Payment Amt 271.95 | Last Payment Date 09/10/2018 | Past Due 0.54 | Other Current Charges .00 | Current Charges 602.70 | Amount Due \$331.29 | |

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% 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.

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

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

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

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



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 14008398 | Account Number 303702 | Bill Date 08/23/2018 | Past Due Date 09/26/2018 | Past Due 0.00 | Other Current Charges .00 | Current Charges 602.70 |
| Amount Due | | | | | | |
| \$602.70 | | | | | | |

303702
 BILODEAU DANIEL M & MURIEL Y
 4 BLAIR DR
 ROCHESTER, NH 03868-7060

Please Note Address Correction Below:

Name _____
 Street _____
 City _____ State _____ Zip _____

27195 rd



920960420198140083981000000602706

Account: 303702

[2017-09-13 11:31:23 karenb]: PER TARA, METERS INSTALLED/WATER TURNED ON TODAY. THIS IS A NEW HOME THAT THEY ARE CLOSING ON 9/15/17.

[2018-09-19 09:48:14 karenb]: RECEIVED APPEAL FORM IN THE MAIL. HOMEOWNER STATES THAT A FITTING TO THE METER FOR IRRIGATION SYSTEM BROKE WHICH CAUSED WATER TO LEAK/SPRAY FOR UP TO 10 DAYS. SD ALSO DID NOT CAPTURE ANY USAGE. CONTACTED TARA FOR CLARIFICATION REGARDING METER. SENT FOR OCTOBER UAB.

[2018-09-28 10:59:34 karenb]: PER TARA, DEAD SEWER DEDUCT METER REPLACED 9/20/18

Check Spelling

Display as HTML

Main meter



10/01/2018 16:07
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
P
|
ubcnsing

| Account Number | Service | Customer # Name | Mfr Meter Number | Cd | Read Date | Time | Parcel By | Bill # | Curr Read | Location Usage | Repl Usage | Charge Amt | Billed Amt | Status |
|----------------|---------|-----------------|------------------------------|----|--------------|------|-----------|----------|-----------|----------------|------------|------------|------------|--------|
| 303702 | | 48617 | BILODEAU DANIEL M & MURIEL Y | | 022403090337 | | | | | 4 BLAIR DR | | | | Active |
| 100 | - | 1 RES WATER | SENS89364020 | A | 08/22/2018 | | | 14008398 | 89 | 49 | 0 | 271.95 | 602.70 | |
| 100 | - | 1 RES WATER | SENS89364020 | A | 05/17/2018 | | | 14000499 | 40 | 10 | 0 | 55.50 | 123.00 | |
| 100 | - | 1 RES WATER | SENS89364020 | A | 02/20/2018 | | | 13992823 | 30 | 9 | 0 | 48.12 | 107.25 | |

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

Shaw Deduct



10/01/2018 16:07
karenb

CITY OF ROCHESTER
| UB Consumption History Report

1
| P
| ubcnsing

| Account Number | Service | Customer # Name | Mfr Meter Number | Cd | Read Date | Time | Parcel By | Bill # | Curr Read | Location Usage | Repl Usage | Charge Amt | Billed Amt | Status |
|----------------|---------|-----------------|------------------------------|----|--------------|------|-----------|----------|-----------|----------------|------------|------------|------------|--------|
| 303702 | | 48617 | BILODEAU DANIEL M & MURIEL Y | | 022403090337 | | | | | 4 BLAIR DR | | | | Active |
| 100 | - | 2 RES WATER | | I | 09/20/2018 | | | 0 | | 6 | 0 | .00 | .00 | |
| 100 | - | 2 RES WATER | SENS74895966 | A | 08/22/2018 | | | 14008398 | | 6 | 0 | .00 | 602.70 | |
| 100 | - | 2 RES WATER | SENS74895966 | A | 05/17/2018 | | | 14000499 | | 6 | 0 | .00 | 123.00 | |
| 100 | - | 2 RES WATER | SENS74895966 | A | 02/20/2018 | | | 13992823 | | 6 | 0 | .00 | 107.25 | |

** 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: October 2, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 09/14/18

Customer Name: Karen Cofferen

Account: 220980

Service Address: #96 A Trinity Cir

Rochester NH 03839

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

Recommendations

I recommend no abatement 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.**

Bill Date 7/20/18 – Bill Due Date 8/27/18 – Appeal filed 9/14/18

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

10/2/18

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: October 1, 2018
SUBJECT: Karen Cofferen
PROPERTY: **96 A Trinity Cir**

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

This appeal is for 7 units of sewer on the July invoice due to a hot water heater that leaked. The water did not go into the sewer system and the leak has been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/14/18

1. Date of Appeal: September 14, 2018
2. Property Owner's Name: Karen Cofferen Account #: 220980 WLS
3. Billing Address: 96 A Trinity Circle
Rochester, N.H. 03839
4. Service Location: 96 A Trinity Circle Zip Code 03839
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: N/A Cell: 603-781-7683
8. Email Address: N/A

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from April 2, 2018 to July 2, 2018

10. Abatement is being requested for:

a. How many units of water _____ x 5.55= \$ _____

b. How many units of sewer 7 x 6.75= \$ 47.25

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

Total \$ 47.25

11. Explanation of Appeal Request:

I am appealing because my hot water heater broke and flooded my basement. Unfortunately, I did not know it had happened right away and a lot of water was used. A new hot water heater has been installed.

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? Daughter

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

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

Please note:

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



City of Rochester
P.O. Box 981096
Boston MA 02298-1096

WATER & SEWER BILL

Remit Copy

Please write your account number on your check and enclose this portion of bill with your payment.
Make checks payable to: City of Rochester

| | | | | | | |
|-------------------------|--------------------------|-------------------------|-----------------------------|------------------|------------------------------|---------------------------|
| Bill Number 14005632 | Account Number 220980 | Bill Date 07/20/2018 | Past Due Date 08/27/2018 | Past Due 1.70 | Other Current Charges .00 | Current Charges 147.60 |
| Amount Due | | | | | | \$149.30 |

220980
COFFEREN KAREN A
96 TRINITY CIR UNIT A
ROCHESTER, NH 03839

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042018014005632600000149302

✂ 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 COFFEREN KAREN A | | | Service Address 96 TRINITY CIR A / | | | |
| Bill Number 14005632 | Account Number 220980 | | Past Due Date 08/27/2018 | | Bill Date 07/20/2018 | |
| Description RES WATER RES SEWER | Read Date | | Meter Readings | | Usage in 100 cu. feet | Charge |
| | Current 07/02/2018 | Previous 04/02/2018 | Current 178 | Previous 166 | | |
| Last Payment Amt 61.27 | | Last Payment Date 06/19/2018 | Past Due 1.70 | Other Current Charges .00 | Current Charges 147.60 | Amount Due \$149.30 |

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70
CITY OF ROCHESTER WATER QUALITY REPORTS ONLINE AT:
WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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

Account: 220980

[2018-09-13 15:20:33 karenb]:CUSTOMER CAME IN AND STATED SHE HAD HER HOT WATER TANK BURST IN JUNE AND ASKED IF SHE COULD DO ANYTHING ABOUT THE JULY BILL. GAVE HER AN APPEAL FORM FOR THE SEWER.

[2018-09-17 11:18:14 karenb]:JAB APPEAL FORM RECEIVED 9/14/18

[2018-09-18 16:13:42 karenb]:READ OF 179. 1 UNIT SINCE JULY BILL SHOWS USAGE IS NORMAL.



10/01/2018 16:15
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
| P
| ubcnsing

| Account Number | Service | Customer # Name | Mfr Meter Number | Parcel By | Bill # | Curr Read | Location Usage | Repl Usage | Charge Amt | Billed Amt | Status |
|----------------|-------------|-----------------|------------------|--------------|----------|-----------|------------------|------------|------------|------------|--------|
| 220980 | | 35838 | COFFEREN KAREN A | 02590036020A | | | 96 TRINITY CIR A | | | | Active |
| 100 | 1 RES WATER | SENS69890561 | | A 07/02/2018 | 14005632 | 178 | 12 | 0 | 66.60 | 66.60 | 147.60 |
| 100 | 1 RES WATER | SENS69890561 | | A 04/02/2018 | 13997795 | 166 | 15 | 0 | 27.33 | 27.33 | 60.71 |
| 100 | 1 RES WATER | SENS69890561 | | A 01/03/2018 | 13990150 | 161 | 4 | 0 | 21.16 | 21.16 | 52.35 |
| 100 | 1 RES WATER | SENS69890561 | | A 10/02/2017 | 13982472 | 153 | 4 | 0 | 21.16 | 21.16 | 52.35 |
| 100 | 1 RES WATER | SENS69890561 | | A 07/07/2017 | 13974820 | 153 | 6 | 0 | 31.74 | 31.74 | 70.86 |
| 100 | 1 RES WATER | SENS69890561 | | A 04/04/2017 | 13967122 | 147 | 4 | 0 | 21.16 | 21.16 | 52.35 |
| 100 | 1 RES WATER | SENS69890561 | | A 01/17/2017 | 13959610 | 143 | 6 | 0 | 30.15 | 30.15 | 52.35 |
| 100 | 1 RES WATER | SENS69890561 | | A 10/03/2016 | 13952081 | 137 | 5 | 0 | 68.34 | 68.34 | 66.30 |
| 100 | 1 RES WATER | SENS69890561 | | A 07/08/2016 | 13944535 | 132 | 6 | 0 | 28.86 | 28.86 | 66.30 |
| 100 | 1 RES WATER | SENS69890561 | | A 04/06/2016 | 13936967 | 126 | 5 | 0 | 24.05 | 24.05 | 55.25 |
| 100 | 1 RES WATER | SENS69890561 | | A 01/04/2016 | 13929558 | 121 | 4 | 0 | 19.24 | 19.24 | 49.09 |
| 100 | 1 RES WATER | SENS69890561 | | A 10/07/2015 | 13922165 | 117 | 5 | 0 | 23.40 | 23.40 | 54.60 |
| 100 | 1 RES WATER | SENS69890561 | | A 07/09/2015 | 13914714 | 112 | 5 | 0 | 23.35 | 23.35 | 54.55 |
| 100 | 1 RES WATER | SENS69890561 | | A 04/07/2015 | 13907212 | 107 | 5 | 0 | 23.35 | 23.35 | 54.55 |
| 100 | 1 RES WATER | SENS69890561 | | A 01/07/2015 | 13899866 | 102 | 4 | 0 | 18.68 | 18.68 | 48.53 |
| 100 | 1 RES WATER | SENS69890561 | | A 10/09/2014 | 13892472 | 98 | 4 | 0 | 23.35 | 23.35 | 54.55 |
| 100 | 1 RES WATER | SENS69890561 | | A 07/07/2014 | 13885045 | 93 | 4 | 0 | 18.68 | 18.68 | 48.53 |
| 100 | 1 RES WATER | SENS69890561 | | A 04/07/2014 | 13877596 | 89 | 3 | 0 | 17.74 | 17.74 | 47.59 |
| 100 | 1 RES WATER | SENS69890561 | | A 01/22/2014 | 13870310 | 86 | 5 | 0 | 23.00 | 23.00 | 54.20 |
| 100 | 1 RES WATER | SENS69890561 | | A 10/04/2013 | 13862961 | 81 | 7 | 0 | 32.20 | 32.20 | 75.88 |
| 100 | 1 RES WATER | SENS69890561 | | A 07/05/2013 | 13855584 | 74 | 3 | 0 | 17.48 | 17.48 | 47.33 |
| 100 | 1 RES WATER | SENS69890561 | | A 04/03/2013 | 13848154 | 71 | 4 | 0 | 18.40 | 18.40 | 48.25 |
| 100 | 1 RES WATER | SENS69890561 | | A 01/08/2013 | 13840895 | 67 | 4 | 0 | 18.14 | 18.14 | 47.99 |
| 100 | 1 RES WATER | SENS69890561 | | A 10/04/2012 | 13833576 | 63 | 5 | 0 | 22.45 | 22.45 | 53.00 |
| 100 | 1 RES WATER | SENS69890561 | | A 07/05/2012 | 13826239 | 58 | 6 | 0 | 26.94 | 26.94 | 63.60 |
| 100 | 1 RES WATER | SENS69890561 | | A 04/04/2012 | 13818853 | 52 | 4 | 0 | 17.96 | 17.96 | 47.17 |
| 100 | 1 RES WATER | SENS69890561 | | A 01/05/2012 | 13811597 | 48 | 4 | 0 | 22.45 | 22.45 | 53.00 |
| 100 | 1 RES WATER | SENS69890561 | | A 10/05/2011 | 13804283 | 43 | 5 | 0 | 17.96 | 17.96 | 47.17 |
| 100 | 1 RES WATER | SENS69890561 | | A 06/29/2011 | 13796989 | 33 | 10 | 0 | 44.23 | 44.23 | 104.80 |
| 100 | 1 RES WATER | SENS69890561 | | A 04/06/2011 | 13789655 | 28 | 6 | 0 | 21.45 | 21.45 | 51.20 |
| 100 | 1 RES WATER | SENS69890561 | | A 01/04/2011 | 13782480 | 22 | 5 | 0 | 25.74 | 25.74 | 61.44 |
| 100 | 1 RES WATER | SENS69890561 | | A 10/07/2010 | 13775227 | 17 | 9 | 0 | 21.45 | 21.45 | 51.20 |
| 100 | 1 RES WATER | SENS69890561 | | A 07/06/2010 | 13767970 | 8 | 3 | 0 | 38.61 | 38.61 | 92.16 |

** 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: October 2, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 09/11/18

Customer Name: Neal Roberts

Account: 304168

Service Address: #90 Big Bear Rd

Rochester NH 03868-7022

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 7 units of sewer on the August invoice and an abatement of sewer charges for any above average use on the November 2018 invoice.

The above recommendation is based upon the following findings:

1. This is a Water and Sewer Account
2. The read for the August invoice was taken on 8/22/18. The usage will carry over into the November bill cycle.
3. The water did not go through the sewer system.
 - a. Total invoiced usage 22 Units
 - b. Average Consumption 15 Units
 - c. Above Average 7 Units

Value of 7 Units of Sewer at the current sewer rate of \$6.75 = \$47.25.

Total abatement = \$47.25 plus accrued interest.

Lisa J. Clark

Lisa J. Clark

10/2/18

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: October 1, 2018
SUBJECT: Neal Roberts
PROPERTY: **90 Big Bear Rd**

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

This appeal is for 22 units of water and sewer on the August 2018 invoice due to the sewer deduct not measuring usage. Per Tara Estates, this has been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/11/18

- 1. Date of Appeal: 9-11-18
- 2. Property Owner's Name: NEAL ROBERTS Account #: 304168
- 3. Billing Address: 90 BIG BEAR RD
ROCHESTER, NH.
03868
- 4. Service Location: 90 BIG BEAR RD Zip Code 03868
- 5. Owners Representative: SAME AS ABOVE
- 6. Owners Representative's Signature: Neal Roberts
- 7. Phone #: 603-948-1611 Cell: _____
- 8. Email Address: NEALINNH@HOTMAIL.COM

(Agendas and Decision Letters will be emailed).

- 9. Billing Period that is being appealed is from 5/17/18 to 8/22/18

PD IN FULL
8/28/18
CK # 307

10. Abatement is being requested for:

- a. How many units of water 22 x 5.55 = \$ 122.10
- b. How many units of sewer 22 x 6.75 = \$ 148.50
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ 270.60

11. Explanation of Appeal Request:

PER MAINTENANCE DEPT. AT TARA ESTATES
THE METER THAT RECORDS THE WATER FOR
SPRINKLER SYSTEM WAS NOT OPERATING
DUE TO FAULTY INSTALLATION.

FOR FURTHER CLARIFICATION PLEASE CONTACT
CATHY AT TARA ESTATES TEL: 332-4030

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

Yes No (circle one)

If yes, why?

I DISPUTE THE METER READING OF THE SPRINKLER SYSTEM AS IT WAS NOT PROPERLY DONE THUS I NEVER GOT THE BENEFIT OF REDUCED FEES.

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

Yes No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

Please note:

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



City of Rochester
P.O. Box 981096
Boston MA 02298-1096

WATER & SEWER BILL

Remit Copy

Please write your account number on your check and enclose this portion of bill with your payment.
Make checks payable to: City of Rochester

| | | | | | | |
|-------------------------|--------------------------|-------------------------|-----------------------------|------------------|------------------------------|---------------------------|
| Bill Number 14008407 | Account Number 304168 | Bill Date 08/23/2018 | Past Due Date 09/26/2018 | Past Due 0.00 | Other Current Charges .00 | Current Charges 270.60 |
| Amount Due | | | | | | \$-6.00 |

304168
ROBERTS NEAL
90 BIG BEAR RD
ROCHESTER, NH 03868-7022

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042019814008407000000000000

✂ 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 ROBERTS NEAL | | | Service Address 90 BIG BEAR RD / | | | |
|----------------------------|---------------------------------|------------------|-------------------------------------|---------------------------|-------------------------------|--------|
| Bill Number 14008407 | Account Number 304168 | | Past Due Date 09/26/2018 | | Bill Date 08/23/2018 | |
| Description | Read Date | | Meter Readings | | Usage in 100 cu. feet | Charge |
| | Current | Previous | Current | Previous | | |
| RES WATER | 08/22/2018 | 05/17/2018 | 108 | 86 | 22 | 122.10 |
| RES WATER | 08/22/2018 | 05/17/2018 | 12 | 12 | | .00 |
| RES SEWER | | | | | 22 | 148.50 |
| Last Payment Amt 276.60 | Last Payment Date 08/30/2018 | Past Due 0.00 | Other Current Charges .00 | Current Charges 270.60 | Amount Due \$-6.00 | |

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% SURCHARGE.

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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

Karen E. Bonneau

From: Catherine LaPanne <clapanne@hynesnet.com>
Sent: Monday, September 10, 2018 3:52 PM
To: Karen E. Bonneau; Samantha Juneau
Cc: Heather Williams
Subject: deduct meter at 90 Big Bear

Hi Ladies,

The homeowner of 90 Big Bear brought his water bill in today and we could see the deduct meter was not working. Our maintenance staff went down and noticed a wire had come off so hooked it back up. I'm hoping you can adjust his bill for him.

Thanks,
Cathy

Cathy LaPanne
Sales
Tara Estates
716 Salmon Falls Rd
Rochester, NH 03868
(603)332-4030

Account: 304168

[2016-10-07 09:12:06 karenb]: NEW PROPERTY; METER INSTALLED 8/8/16

[2017-05-11 10:56:04 sjuneau]: FINAL PROCESSED

[2017-08-01 13:59:28 karenb]:SEWER DEDUCT ADDED EFF 7/27/17.

[2018-09-17 11:29:20 karenb]:UAB FORM RECEIVED FOR OCTOBER UAB. PER TARA A WIRE CAME OFF. THE UAB FORM STATES THAT THE SPRINKLER SYSTEM WAS NOT GOING THROUGH THE DEDUCT METER.

Check Spelling

Display as HTML

Main meter



10/01/2018 16:31
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 |
|-------------------|--------------------|------------------|-------------------|--------------|------------------|---------------------|------------------|------------|--------|
| 304168 | 49618 ROBERTS NEAL | | | 022403090416 | | 90 BIG BEAR RD | | | Active |
| 100 - 1 RES WATER | SENS74739978 | | A 08/22/2018 | 14008407 | 108 | 22 | 0 | 122.10 | 270.60 |

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

Main Meter



10/01/2018 16:31
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
| P
| ubcnsing

| Account Number | Service | Customer # Name | Mfr Meter Number | Cd Read Date | Time | Parcel By | Bill # | Curr Read | Location Usage | Repl Usage | Charge Amt | Billed Amt | Status |
|----------------|---------|-----------------|----------------------|--------------|------------|--------------|--------|-----------|----------------|------------|------------|------------|--------|
| 304168 | | 47268 | ROBERTS BRETT & NEAL | | | 022403090416 | | | 90 BIG BEAR RD | | | | Active |
| 100 | - | 1 RES WATER | SENS74739978 | A | 05/17/2018 | 14000509 | | 86 | 14 | 0 | 77.70 | | 172.20 |
| 100 | - | 1 RES WATER | SENS74739978 | A | 02/20/2018 | 13992833 | | 72 | 14 | 0 | 74.85 | | 166.83 |
| 100 | - | 1 RES WATER | SENS74739978 | A | 11/21/2017 | 13985186 | | 58 | 16 | 0 | 84.64 | | 169.40 |
| 100 | - | 1 RES WATER | SENS74739978 | A | 08/21/2017 | 13977511 | | 42 | 22 | 0 | 116.38 | | 201.14 |

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

SD meter



10/01/2018 16:32 |CITY OF ROCHESTER |UB Consumption History Report |P |ubcnsing 1

| Account Number | Customer # Name | Cd Read Date Time | Parcel | Bill # | Curr Read | Location Usage | Repl Usage | Charge Amt | Billed Amt | Status |
|-------------------|--------------------|-------------------|--------------|----------|-----------|----------------|------------|------------|------------|--------|
| 304168 | 49618 ROBERTS NEAL | | 022403090416 | | | 90 BIG BEAR RD | | | | Active |
| 100 - 2 RES WATER | SENS74739975 | A 08/22/2018 | | 14008407 | 12 | | 0 | .00 | | 270.60 |

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

SD meter



10/01/2018 16:32
karenb

CITY OF ROCHESTER
UB Consumption History Report

IP 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 |
|----------------|---------|-----------------|----------------------|--------------|------------|--------------|----|----------|-----------|----------------|-------------|------------|------------|--------|
| 304168 | | 47268 | ROBERTS BRETT & NEAL | | | 022403090416 | | | | 90 | BIG BEAR RD | | | Active |
| 100 | - | 2 RES WATER | SENS74739975 | A | 05/17/2018 | | | 14000509 | 12 | 0 | 0 | .00 | 172.20 | 172.20 |
| 100 | - | 2 RES WATER | SENS74739975 | A | 02/20/2018 | | | 13992833 | 12 | 0 | 0 | .00 | 166.83 | 166.83 |
| 100 | - | 2 RES WATER | SENS74739975 | A | 11/21/2017 | | | 13985186 | 12 | 3 | 0 | .00 | 169.40 | 169.40 |
| 100 | - | 2 RES WATER | SENS74739975 | A | 08/21/2017 | | | 13977511 | 9 | 9 | 0 | .00 | 201.14 | 201.14 |

** 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: October 2, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 09/17/18

Customer Name: Pierre & Laurette Beaulieu

Account: 303550

Service Address: #47 Blair Dr

Rochester NH 03868

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

Recommendations

I recommend an abatement of 86 units of sewer and 43 units of water on the August invoice and an abatement of above average sewer charges and 1/2 of the above average water charges on the November 2018 invoice. The account and decision letter will be noted that this is a once in ten year appeal.

The above recommendation is based upon the following findings:

1. This is a Water and Sewer Account
2. The read for the August invoice was taken on 8/22/18. The usage will carry over into the November bill cycle.
3. The water did not go through the sewer system.

| | |
|-------------------------|-----------------|
| a. Total invoiced usage | 98 Units |
| b. Average Consumption | <u>12 Units</u> |
| c. Above Average | 86 Units |
| d. 1/2 of Above Average | 43 Units |

Value of 86 Units of Sewer at the current sewer rate of \$6.75 = \$580.50.

Value of 43 Units of Water at the current water rate of \$5.55 = \$238.65.

Total abatement = \$819.15 plus accrued interest.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

10/2/18

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: October 1, 2018
SUBJECT: Pierre & Laurette Beaulieu
PROPERTY: **47 Blair Dr**

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

This appeal is for 43 units of water and 86 units of sewer on the August 2018 invoice due to the sewer deduct not measuring usage and a leak in underground pipe. The leak has been repaired and the meter has been replaced.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/17/18

WIS

1. Date of Appeal: 9/12/2018
2. Property Owner's Name: Pierre & Laurette Beaulieu Account #: 303550
3. Billing Address: 47 Blair Drive
Rochester, NH 03868
4. Service Location: 47 Blair Dr. @ Tara Estates Zip Code 03868
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: _____ Cell: Laurette: 603-969-7932
Pierre: 603-988-9900
8. Email Address: Laurette.Beaulieu@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/17/2018 to 8/22/2018
10. Abatement is being requested for:
 - a. How many units of water 43 x 5.55 = \$ 238.65
 - b. How many units of sewer 86 x 6.75 = \$ 580.50
 - c. Water & Sewer Department Fees of: \$ _____

Total \$ 819.15

11. Explanation of Appeal Request:

We had two issues. 1-Leak in a pipe located underground near & before the deduction meter. The pipe between main line and the irrigation system is where the leak was, so it was leaking all the time during spring/summer when the system was connected and not just when we were running the irrigation system .

Calculation: 98 units less 12 = 86. Credit for water is half = 43 units.

2. Deduction meter not working. Using 4 quarters of usage to get an average: 12+12+13+10 = 47.

47 divided by 4 = 11.75. Calculation: 98 units less 12 = 86. Credit for sewer = 86 units.

Please consider when billing the next quarter, that the deduction meter and leaking piper were replaced on 9/11/2018.

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

Yes ~~No~~ (circle one)

If yes, why?

The main meter is reading correctly but units are overstated due to an underground leak.

The deduction meter was not working at all. Dead meter. All water used by irrigation system was read as 42, which is the same as prior months' readings.

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? Tara Estates staff

Has proof of the repair been attached to this appeal form? No. Tara contacted water/sewer department directly.

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 |
|-------------------|----------------|------------|---------------|----------|-----------------------|-------------------|
| 14008392 | 303550 | 08/23/2018 | 09/26/2018 | 1.98 | .00 | 1,205.40 |
| Amount Due | | | | | | \$1,207.38 |

303550
BEAULIEU LAURETTE P & PIERRE F
47 BLAIR DR
ROCHESTER, NH 03867

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042019814008392400001207380

✂ 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 | | | |
|--------------------------------|-------------------|------------|-----------------------|-----------------|-----------------------|--------|
| BEAULIEU LAURETTE P & PIERRE F | | | 47 BLAIR DR / | | | |
| Bill Number | Account Number | | Past Due Date | | Bill Date | |
| 14008392 | 303550 | | 09/26/2018 | | 08/23/2018 | |
| Description | Read Date | | Meter Readings | | Usage in 100 cu. feet | Charge |
| | Current | Previous | Current | Previous | | |
| RES WATER | 08/22/2018 | 05/17/2018 | 350 | 252 | 98 | 543.90 |
| RES WATER | 08/22/2018 | 05/17/2018 | 42 | 42 | | .00 |
| RES SEWER | | | | | 98 | 661.50 |
| Last Payment Amt | Last Payment Date | Past Due | Other Current Charges | Current Charges | Amount Due | |
| 159.90 | 06/18/2018 | 1.98 | .00 | 1,205.40 | \$1,207.38 | |

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% SURCHARGE.

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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

Account: 303550

[2016-08-03 11:08:05 karenb]: RECEIVED NOTICE OF S/D METER AND REALIZED WE DID NOT HAVE AN ACCOUNT FOR THIS LOCATION. TARA STATED THAT IT HAD BEEN THERE FOR A BIT, UNSURE OF INITIAL DATE BUT THEY SOLD IT ON 6/23. ADDED ACCOUNT AND TARA WILL TAKE CARE OF FIRST BILL DUE TO THE FACT THAT NO FINAL BILL WAS EVER DONE BEFORE SALE.

[2017-08-22 14:12:36 karenb]: 73 UNITS OF USAGE ON AUGUST BILL. NOTIFIED TARA THAT SEWER DEDUCT IS READING ZERO USAGE SO MAY BE A DEAD METER.

[2017-08-22 15:34:19 karenb]: PER TARA READ TODAY IS 172 ON MAIN METER AND 68 ON SEWER DEDUCT. MAINTENANCE LOOKED UNDER HOME AND DID NOT SEE ANY PRESENT LEAKS; I COMMUNICATED THAT WE STILL THINK THE SEWER DEDUCT MAY BE A DEAD METER; HAS BEEN READING ZERO USAGE PAST FEW BILL CYCLES.

[2017-08-28 09:41:05 karenb]: PER TARA, SEWER DEDUCT METER WAS DEAD. REPLACED AND ADDED MXU 8/25/17.

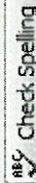
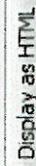
[2017-09-15 08:12:46 karenb]: RECEIVED UAB FORM FOR AUGUST BILL. FORWARDED FOR OCTOBER UAB.

[2017-10-13 10:36:12 karenb]: UAB GRANTED APPEAL 59 UNITS OF SEWER \$384.68. PROCESSED ADJUSTMENT.

[2018-09-11 14:45:06 karenb]: REPLACED SEWER DEDUCT PER TARA. NEW ID 85129296 0000. METER WAS DEAD AND LEAKING UNDER THE GROUND DUE TO A BROKEN FITTING.

[2018-09-12 12:03:17 karenb]: CUSTOMER CALLED AND STATED SHE WOULD BE FILING AN APPEAL. SHE IS NOT SURE HOW MUCH OF THE WATER WAS DUE TO HER IRRIGATION AND HOW MUCH WAS FROM THE LEAK. SHE STATED THE BILL IS LARGE AND SHE MAY FILE A ONCE IN TEN YEAR APPEAL FOR WATER TO SEE IF THE BOARD WILL APPROVE IT. I STATED THAT HER USAGE MAY NOT BE ENOUGH. IF THEY DO GIVE A ONCE IN TEN YEAR ABATEMENT SHE WOULD LIKE TO KNOW THE AMOUNT BEFORE IT IS PROCESSED SO SHE CAN DECIDE IF SHE WOULD LIKE IT.

[2018-09-19 09:50:30 karenb]: RECEIVED APPEAL FORM. SENT FOR OCTOBER UAB.

 Check Spelling Display as HTML

Main meter



10/01/2018 16:39
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 |
|----------------|-----------------|------------------------------|---------------|------------|------|--------|----|----------|-----------|----------------|------------|------------|------------|--------|
| 303550 | 46211 | BEAULIEU LAURETTE P & PIERRE | F022403090357 | | | | | | | 47 BLAIR DR | | | | Active |
| 100 | 1 RES WATER | SENS73986118 | A | 08/22/2018 | | | | 14008392 | 350 | 98 | 0 | 543.90 | 1,205.40 | |
| 100 | 1 RES WATER | SENS73986118 | A | 05/17/2018 | | | | 14000493 | 252 | 13 | 0 | 72.15 | 159.90 | |
| 100 | 1 RES WATER | SENS73986118 | A | 02/20/2018 | | | | 13992817 | 239 | 12 | 0 | 64.16 | 143.00 | |
| 100 | 1 RES WATER | SENS73986118 | A | 11/21/2017 | | | | 13985170 | 227 | 57 | 0 | 301.53 | 399.33 | |
| 100 | 1 RES WATER | SENS73986118 | A | 08/21/2017 | | | | 13977496 | 170 | 73 | 0 | 386.17 | 862.13 | |
| 100 | 1 RES WATER | SENS73986118 | A | 05/18/2017 | | | | 13969757 | 97 | 10 | 0 | 52.90 | 118.10 | |
| 100 | 1 RES WATER | SENS73986118 | A | 02/24/2017 | | | | 13962222 | 87 | 12 | 0 | 62.88 | 140.77 | |
| 100 | 1 RES WATER | SENS73986118 | A | 11/21/2016 | | | | 13954724 | 75 | 34 | 0 | 163.54 | 238.42 | |
| 100 | 1 RES WATER | SENS73986118 | A | 08/25/2016 | | | | 13947197 | 41 | 41 | 0 | 197.21 | 322.01 | |



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

SD meter



10/01/2018 16:40
karenb

CITY OF ROCHESTER
UB Consumption History Report

IP 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 |
|----------------|-----------------|------------------------------|-------------------|-----------|----------|-----------|----------------|------------|------------|------------|----------|
| 303550 | 46211 | BEAULIEU LAURETTE P & PIERRE | F022403090357 | | | | 47 | BLAIR DR | | | Active |
| 100 | 2 RES WATER | SENS89355600 | I 09/11/2018 | | 14008392 | 0 | 42 | | 0 | .00 | .00 |
| 100 | 2 RES WATER | SENS89355600 | A 08/22/2018 | | 14000493 | 0 | 42 | | 0 | .00 | 1,205.40 |
| 100 | 2 RES WATER | SENS89355600 | A 05/17/2018 | | 13992817 | 0 | 42 | | 0 | .00 | 159.90 |
| 100 | 2 RES WATER | SENS89355600 | A 02/20/2018 | | 13985170 | 0 | 42 | | 0 | .00 | 143.00 |
| 100 | 2 RES WATER | SENS89355600 | A 11/21/2017 | | 13977496 | 0 | 42 | | 0 | .00 | 399.33 |
| 100 | 2 RES WATER | SENS73340804 | I 08/25/2017 | | 13969757 | 0 | 68 | | 0 | .00 | .00 |
| 100 | 2 RES WATER | SENS73340804 | A 08/21/2017 | | 13962222 | 0 | 68 | | 0 | .00 | 862.13 |
| 100 | 2 RES WATER | SENS73340804 | A 05/18/2017 | | 13954724 | 0 | 68 | | 0 | .00 | 118.10 |
| 100 | 2 RES WATER | SENS73340804 | A 02/23/2017 | | 13947197 | 0 | 68 | | 0 | .00 | 140.77 |
| 100 | 2 RES WATER | SENS73340804 | A 11/21/2016 | | | 22 | 68 | | 0 | .00 | 238.42 |
| 100 | 2 RES WATER | SENS73340804 | A 08/25/2016 | | | 21 | 46 | | 0 | .00 | 322.01 |

** 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: October 2, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 9/19/18

Customer Name: Marian L. Veno

Account: 051960

Service Address: #108 Maple St

Rochester NH 03867-2509

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 25 units of water and 25 units of sewer on the invoiced amount. The decision letter and account will be noted with the language that this is a one in 10 year abatement for this rental property.

The above recommendation is based upon the following findings:

1. This is a Water and Sewer Account
2. Per the City of Rochester Water & Sewer Adjustment Policy this account would qualify for an abatement of ½ of the above average consumption. It is above the minimum requirements of additional use and the usage was due to an unpredictable leak in the bathroom plumbing and that leak has been repaired.
 - a. Total invoiced usage 55 Units
 - b. Average Consumption (3 years) 6 Units
 - c. Above Average 49 Units
 - d. ½ of 49 24.5 Units

Value of 25 Units of Water at the current water rate of \$5.55= \$138.75.

Value of 25 Units of Sewer at the current sewer rate of \$6.75 = \$168.75

Total abatement = \$307.50 plus accrued interest.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

10/2/18

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: October 1, 2018
SUBJECT: Marian L. Veno
PROPERTY: **108 Maple St**

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

This appeal is for 55 units of water and sewer due to a toilet leak. The leak has been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 9/19/18

1. Date of Appeal: Sept 18, 2018 W/S
2. Property Owner's Name: Marian L. Veno Account #: 051960
3. Billing Address: 108 Maple Street
Rochester NH 03867

4. Service Location: Rochester Zip Code 03867
5. Owners Representative: Donna L. Downes (daughter)
6. Owners Representative's Signature: Donna L. Downes
7. Phone #: (207) 457-1576 Cell: (603) 767-4092
8. Email Address: kddd@metrocast.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/9/18 to 8/21/18

10. Abatement is being requested for:

- a. How many units of water 55 x 5.29 = \$ 305.25
b. How many units of sewer 55 x 6.52 = \$ 371.25
c. Water & Sewer Department Fees of: \$ _____
Total \$ 676.50

11. Explanation of Appeal Request:

Sewer/water bill increase from last statement of \$ 73.80
to this statement of \$ 676.50.

Property owner, Marian Veno is a 90 year old
resident that resides at home by herself. When the
toilet "issue" was noticed, several attempts were
made to rectify the issue. On 7-10-18 new "guts" were
installed; on 7/16/18 a new handle lever and on
7/16/18 a complete new toilet was installed.

I have been made aware of the once in 10 yr abatement
policy.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? yes

Who made the repair? Ken Downes, (son-in-law)

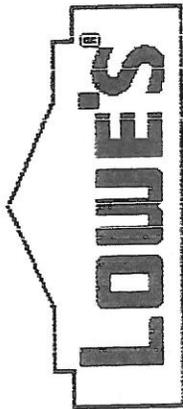
Has proof of the repair been attached to this appeal form? yes

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 it will. Marian is currently living on a fixed income of Social Security (only) and qualifies for ~~fuel~~ fuel assistance.

Please note:

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



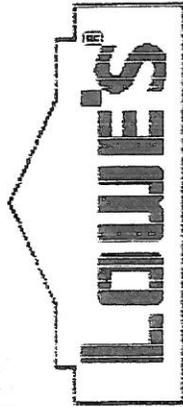
LOWE'S HOME CENTERS, LLC
160 WASHINGTON ST, SUITE 8
ROCHESTER, NH 03833 (603) 833-4000

- 10.00% OFF MILITARY- PERSONAL USE DISCOUNT SALE -
- SALE -

SALES#: S2449CJ1 1214428 TRANS#: 26583136 09-10-10

| | | |
|----------------------------------|--------|---|
| 476961 SHER STINSON EL CH WH 1.2 | 125.10 | |
| 139.00 DISCOUNT EACH | -13.90 | |
| 749948 STL 7-PC STBY METRIC CBU | 11.68 | |
| 12.98 DISCOUNT EACH | -1.30 | |
| 162421 40-LB SOLAR SALT MORTON | 65.80 | |
| 7.31 DISCOUNT EACH | -0.73 | |
| 10 @ 6.58 | | |
| 107204 LCC SYSTEM USE ONLY | 0.00 | N |

SUBTOTAL: 202.58
TOTAL TAX: 0.00
INVOICE 26740 TOTAL: 202.58
LCC: 202.58
TOTAL DISCOUNT: 22.50



LOWE'S HOME CENTERS, LLC
160 WASHINGTON ST, SUITE 8
ROCHESTER, NH 03839 (603) 833-4000

- 10.00% OFF MILITARY- PERSONAL USE DISCOUNT SALE -
- SALE -

SALES#: S2449D14 2218957 TRANS#: 2770813 07-16-18

| | | |
|----------------------------------|--------|---|
| 793258 KORKY (LEVER) STAPLE WHIT | 13.04 | |
| 14.49 DISCOUNT EACH | -1.45 | |
| 12218 23/32 CAT T-B USB SUBFLD | 145.14 | |
| 26.88 DISCOUNT EACH | -2.69 | |
| 6 @ 24.19 | | |
| 107204 LCC SYSTEM USE ONLY | 0.00 | N |

SUBTOTAL: 158.18
TOTAL TAX: 0.00
INVOICE 02562 TOTAL: 158.18
LCC: 158.18



LOWE'S HOME CENTERS, LLC
160 WASHINGTON ST, SUITE 8
ROCHESTER, NH 03839 (603) 833-4000

- 10.00% OFF MILITARY- PERSONAL USE DISCOUNT SALE -
- SALE -

SALES#: S2449D61 2465421 TRANS#: 2247513 07-10-18

| | | |
|-----------------------------------|-------|-----|
| 179-19 IN X 50-FT GRASS COND | 5.90 | |
| 3.28 DISCOUNT EACH | -0.33 | |
| 2 @ 2.95 | | |
| 677594 HBL 16 LIGHT IN-USE WP DVR | 8.09 | |
| 8.98 DISCOUNT EACH | -0.90 | |
| 795256 KORKY WHITE/FILL PLAT COMP | 19.76 | Mom |
| 21.98 DISCOUNT EACH | -2.20 | |
| 107204 LCC SYSTEM USE ONLY | 0.00 | N |

SUBTOTAL: 33.76
TOTAL TAX: 0.00
INVOICE 02436 TOTAL: 33.76
LCC: 33.76
TOTAL DISCOUNT: 3.76



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 14007238 | Account Number 051960 | Bill Date 08/21/2018 | Past Due Date 09/25/2018 | Past Due 1.33 | Other Current Charges .00 | Current Charges 676.50 |
| Amount Due | | | | | | \$677.83 |

051960
VENO BERNARD & MARION
108 MAPLE ST
ROCHESTER, NH 03867-2509

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042019814007238000000677831

✂ 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 VENO BERNARD & MARION | | | Service Address 108 MAPLE ST / | | | |
| Bill Number 14007238 | Account Number 051960 | | Past Due Date 09/25/2018 | | Bill Date 08/21/2018 | |
| Description RES WATER RES SEWER | Read Date | | Meter Readings | | Usage in 100 cu. feet | Charge |
| | Current 08/14/2018 | Previous 05/09/2018 | Current 472 | Previous 417 | | |
| Last Payment Amt 73.80 | | Last Payment Date 06/04/2018 | Past Due 1.33 | Other Current Charges .00 | Current Charges 676.50 | Amount Due \$677.83 |

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% SURCHARGE.

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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

Account: 051960

[2013-06-12 09:26:19 lisa]: MS. VENO WILL BE IN WITH \$40 TODAY. ENTIRE BALANCE NEXT MONTH. SHE CAME AND PAID BALANCE 6/12/13

[2013-06-14 11:43:57 kathy]: SERVICE CALL FOR NON-PAYMENT

[2018-08-15 09:14:29 karenb]:55 UNITS OF AUGUST INVOICE. MAILED HIGH USAGE LETTER.

[2018-09-04 16:40:09 sjuneau]: EXPLAINED TO HOMEOWNER HOW TO CHECK METER - THEY TOOK APPEAL FORM.

[2018-09-19 11:57:26 karenb]:RECEIVED UAB FORM FOR TOILET APPEAL. SENT TO OCTOBER UAB.

[2018-10-01 16:51:53 karenb]:FOLLOW UP READ ON 9/27/18 SHOWS USAGE IS BACK TO NORMAL. 0476. 4 UNITS/44 DAYS.

ABC Check Spelling

Display as HTML



10/01/2018 16:51
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
| P
| ubcnsing

| Account Number | Service | Customer # Name | Mfr Meter Number | Cd | Read Date | Time | Parcel By | Bill # | Curr Read | Location Usage | Repl Usage | Charge Amt | Billed Amt | Status |
|----------------|-----------|-----------------|-----------------------|----|------------|------|--------------|----------|-----------|----------------|------------|------------|------------|--------|
| 051960 | | 6293 | VENO BERNARD & MARION | | | | 012401080000 | | | 108 MAPLE ST | | | | Active |
| 100 | RES WATER | INVE61565078 | | A | 08/14/2018 | | | 14007238 | 472 | 55 | 0 | 305.25 | 676.50 | |
| 100 | RES WATER | INVE61565078 | | A | 05/09/2018 | | | 13999358 | 417 | 6 | 0 | 33.30 | 73.80 | |
| 100 | RES WATER | INVE61565078 | | A | 02/06/2018 | | | 13991695 | 411 | 7 | 0 | 37.14 | 82.87 | |
| 100 | RES WATER | INVE61565078 | | A | 11/02/2017 | | | 13984046 | 404 | 7 | 0 | 37.03 | 82.67 | |
| 100 | RES WATER | INVE61565078 | | A | 08/08/2017 | | | 13976374 | 397 | 7 | 0 | 37.03 | 82.67 | |
| 100 | RES WATER | INVE61565078 | | A | 05/04/2017 | | | 13968654 | 390 | 6 | 0 | 31.74 | 70.86 | |
| 100 | RES WATER | INVE61565078 | | A | 02/03/2017 | | | 13961124 | 384 | 1 | 0 | 20.09 | 51.28 | |
| 100 | RES WATER | INVE61565078 | | A | 11/01/2016 | | | 13953626 | 383 | 1 | 0 | 33.67 | 77.35 | |
| 100 | RES WATER | INVE61565078 | | A | 08/02/2016 | | | 13946075 | 376 | 6 | 0 | 28.86 | 66.30 | |
| 100 | RES WATER | INVE61565078 | | A | 05/04/2016 | | | 13938501 | 370 | 5 | 0 | 24.05 | 55.25 | |
| 100 | RES WATER | INVE61565078 | | A | 02/10/2016 | | | 13931063 | 365 | 5 | 0 | 23.07 | 52.35 | |
| 100 | RES WATER | INVE61565078 | | A | 11/09/2015 | | | 13923666 | 358 | 6 | 0 | 28.37 | 65.81 | |
| 100 | RES WATER | INVE61565078 | | A | 08/07/2015 | | | 13916218 | 352 | 6 | 0 | 28.02 | 65.46 | |
| 100 | RES WATER | INVE61565078 | | A | 05/07/2015 | | | 13908703 | 346 | 5 | 0 | 23.35 | 54.55 | |
| 100 | RES WATER | INVE61565078 | | A | 02/18/2015 | | | 13901349 | 341 | 7 | 0 | 32.69 | 76.37 | |
| 100 | RES WATER | INVE61565078 | | A | 11/07/2014 | | | 13893971 | 334 | 7 | 0 | 32.69 | 76.37 | |
| 100 | RES WATER | INVE61565078 | | A | 08/05/2014 | | | 13886573 | 327 | 6 | 0 | 28.02 | 65.46 | |
| 100 | RES WATER | INVE61565078 | | A | 05/02/2014 | | | 13879071 | 321 | 6 | 0 | 27.90 | 65.34 | |
| 100 | RES WATER | INVE61565078 | | A | 02/04/2014 | | | 13871774 | 315 | 7 | 0 | 32.20 | 75.88 | |
| 100 | RES WATER | INVE61565078 | | A | 11/06/2013 | | | 13864447 | 308 | 6 | 0 | 27.60 | 65.04 | |
| 100 | RES WATER | INVE61565078 | | A | 08/06/2013 | | | 13857072 | 302 | 6 | 0 | 27.60 | 65.04 | |
| 100 | RES WATER | INVE61565078 | | A | 05/08/2013 | | | 13849649 | 296 | 6 | 0 | 50.60 | 119.24 | |
| 100 | RES WATER | INVE61565078 | | A | 02/05/2013 | | | 13842368 | 285 | 14 | 0 | 63.98 | 150.84 | |
| 100 | RES WATER | INVE61565078 | | A | 11/06/2012 | | | 13835057 | 271 | 8 | 0 | 35.92 | 84.80 | |
| 100 | RES WATER | INVE61565078 | | A | 08/07/2012 | | | 13827698 | 263 | 6 | 0 | 26.94 | 63.60 | |
| 100 | RES WATER | INVE61565078 | | A | 05/04/2012 | | | 13820319 | 257 | 6 | 0 | 26.94 | 63.60 | |
| 100 | RES WATER | INVE61565078 | | A | 02/06/2012 | | | 13813055 | 251 | 7 | 0 | 31.43 | 74.20 | |
| 100 | RES WATER | INVE61565078 | | A | 11/07/2011 | | | 13805767 | 244 | 5 | 0 | 25.79 | 61.53 | |
| 100 | RES WATER | INVE61565078 | | A | 08/04/2011 | | | 13798468 | 239 | 6 | 0 | 21.45 | 53.00 | |
| 100 | RES WATER | INVE61565078 | | A | 02/11/2011 | | | 13791121 | 233 | 5 | 0 | 21.45 | 53.00 | |
| 100 | RES WATER | INVE61565078 | | A | 11/03/2010 | | | 13783926 | 228 | 5 | 0 | 21.45 | 53.00 | |
| 100 | RES WATER | INVE61565078 | | A | 08/04/2010 | | | 13776706 | 222 | 5 | 0 | 25.37 | 61.20 | |
| 100 | RES WATER | INVE61565078 | | A | 05/05/2010 | | | 13769439 | 217 | 5 | 0 | 20.95 | 50.70 | |
| 100 | RES WATER | INVE61565078 | | A | 02/02/2010 | | | 13762149 | 211 | 5 | 0 | 25.14 | 60.84 | |
| 100 | RES WATER | INVE61565078 | | A | 11/03/2009 | | | 13755021 | 206 | 6 | 0 | 54.47 | 131.82 | |
| 100 | RES WATER | INVE61565078 | | A | 08/04/2009 | | | 13747802 | 200 | 13 | 0 | 81.95 | 195.54 | |
| 100 | RES WATER | INVE61565078 | | A | 05/06/2009 | | | 13740519 | 187 | 20 | 0 | 28.28 | 76.40 | |
| 100 | RES WATER | INVE61565078 | | A | 02/03/2009 | | | 13733220 | 167 | 7 | 0 | 32.32 | 76.40 | |
| 100 | RES WATER | INVE61565078 | | A | 11/04/2008 | | | 13726091 | 160 | 8 | 0 | 24.24 | 57.30 | |
| 100 | RES WATER | INVE61565078 | | A | 08/12/2008 | | | 13718859 | 152 | 6 | 0 | 30.41 | 72.90 | |
| 100 | RES WATER | INVE61565078 | | A | 05/02/2008 | | | 13711645 | 146 | 8 | 0 | 25.41 | 61.60 | |
| 100 | RES WATER | INVE61565078 | | A | 02/06/2008 | | | 13704391 | 138 | 9 | 0 | 21.78 | 52.80 | |
| 100 | RES WATER | INVE61565078 | | A | 10/31/2007 | | | 13684836 | 129 | 7 | 0 | 25.41 | 61.60 | |
| 100 | RES WATER | INVE61565078 | | A | 07/31/2007 | | | 13580008 | 122 | 6 | 0 | 21.57 | 52.80 | |
| 100 | RES WATER | INVE61565078 | | A | 04/30/2007 | | | 1351131 | 116 | 7 | 0 | 24.57 | 58.56 | |
| 100 | RES WATER | INVE61565078 | | A | 01/31/2007 | | | 1344338 | 109 | 7 | 0 | 17.25 | 40.75 | |
| 100 | RES WATER | INVE61565078 | | A | 11/09/2006 | | | 1337558 | 102 | 5 | 0 | 24.15 | 57.05 | |
| 100 | RES WATER | INVE61565078 | | A | 08/03/2006 | | | 1330779 | 97 | 7 | 0 | 24.15 | 57.05 | |
| 100 | RES WATER | INVE61565078 | | A | 05/02/2006 | | | 1323968 | 90 | 17 | 0 | 26.32 | 60.64 | |
| 100 | RES WATER | INVE61565078 | | A | 02/01/2006 | | | 1317182 | 73 | 8 | 0 | 19.74 | 45.48 | |
| 100 | RES WATER | INVE61565078 | | A | 02/01/2006 | | | 1310485 | 65 | 6 | 0 | 19.74 | 45.48 | |



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 2, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 09/20/18

Customer Name: James Hand

Account: 032760

Service Address: #13 Kendall St

Rochester NH 03867-1846

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 32 units of sewer on the August invoice and an abatement of sewer charges for any above average use on the November 2018 invoice.

The above recommendation is based upon the following findings:

1. This is a Water and Sewer Account
2. The read for the August invoice was taken on 8/15/18. The usage will carry over into the November bill cycle.
3. The water did not go through the sewer system.
 - a. Total invoiced usage 44 Units
 - b. Average Consumption (3 years) 12 Units
 - c. Above Average 32 Units

Value of 32 Units of Sewer at the current sewer rate of \$6.75 = \$216.00.

Total abatement = \$216.00 plus accrued interest.

Lisa J. Clark

10/2/18

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: October 1, 2018

SUBJECT: James Hand

PROPERTY: **13 Kendall St**

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

This appeal is for 32 units of sewer due to a leaking automatic waterer. The usage did not go through the sewer system. The customer is asking for the November invoice to be included.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 9/20/18

1. Date of Appeal: Sept. 18, 2018 W/S
2. Property Owner's Name: James Hand Account #: 032760
3. Billing Address: 13 Kendall St.
Rochester NH 03867
4. Service Location: 13 Kendall St. Zip Code 03867
5. Owners Representative: Heather Hand
6. Owners Representative's Signature: Heather Hand
7. Phone #: 603-312-2346 Cell: 603-312-2346
8. Email Address: Handz1999@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/11/18 to 8/15/18

10. Abatement is being requested for:

- a. How many units of water 0 x 5.55= \$ 0
- b. How many units of sewer 32 x 6.75= \$ 216.00
- C. Water & Sewer Department Fees of: \$ 0
- Total \$ 216.00

11. Explanation of Appeal Request:

We installed an automatic waterer for our garden. It was leaking, but did not know until we received our water bill. When we ~~checked~~ checked and discovered that it was leaking, we disconnected the automatic waterer. Since then, our water meter read is back to normal usage. The usage will carry over to my November invoice as well. Please consider abatement on that bill as well

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? ~~NO~~ YES

Who made the repair? Self

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

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

NO

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 14006657 | Account Number 032760 | Bill Date 08/21/2018 | Past Due Date 09/25/2018 | Past Due 1.24 | Other Current Charges .00 | Current Charges 541.20 |
| Amount Due | | | | | | \$542.44 |

032760
HAND JAMES L
13 KENDALL ST
ROCHESTER, NH 03867-1846

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042019814006657200000542449

✕ 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 HAND JAMES L | | | Service Address 13 KENDALL ST / | | | |
| Bill Number 14006657 | Account Number 032760 | | Past Due Date 09/25/2018 | | Bill Date 08/21/2018 | |
| Description RES WATER RES SEWER | Read Date | | Meter Readings | | Usage in 100 cu. feet | Charge |
| | Current 08/15/2018 | Previous 05/11/2018 | Current 594 | Previous 550 | | |
| Last Payment Amt 123.00 | | | Last Payment Date 06/15/2018 | Past Due 1.24 | Other Current Charges .00 | Current Charges 541.20 |
| | | | | | | Amount Due \$542.44 |

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% 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.

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

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

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

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

Account: 032760

8/22/06 CUSTOMER CALLED TO SAY THEY WILL PAY \$200 BY 3/24 AND THE BALANCE BY 4/15/06

PAST DUE AMT. (115.30)

11/25/08 - NEW PAYMENT ARRANGEMENT

06/03/09- CHARGED SERVICE CALL FOR NON PAYMENT. JEFF PICKED UP CHECK # 3055

[2010-12-03 11:01:43 kathy]: TURNED OFF / ON FOR NON-PAYMENT 11/30/10

[2014-11-05 09:41:24 sjuneau]: SERVICE CHARGE FOR NON PAYMENT 11/4

[2015-02-19 15:51:08 sjuneau]: FEBRUARY BILL ESTIMATED DUE TO SNOW.

[2018-08-29 13:33:23 karenb]:HOMEOWNER CALLED DUE TO HIGH BILL, EXPLAINED HOW TO CHECK METER. SHE DOES NOT THINK ANTHING IS LEAKING. WILL CHECK AND WE WILL GET READ ON 8/31 AND CALL HER TO LET HER KNOW IF USAGE HAS GONE DOWN.

[2018-09-14 09:18:16 karenb]:READ ON 8/31 WAS STILL HIGH. THEY FOUND THEIR AUTOMATIC WATERER LEAKING. GRABBING ANOTHER READ TODAY TO SEE IF IT IS BACK TO NORMAL.

[2018-09-17 12:08:32 karenb]:READ ON 9/14 WAS 608. 2 UNITS/14 DAYS = .14/DAY. USAGE IS BACK TO NORMAL.

[2018-09-20 08:33:27 karenb]: RECEIVED UAB FORM. SENT FOR OCTOBER UAB.

08/29/06- CUST CALLED AND SAID THEY WOULD BE IN TODAY TO PAY



10/02/2018 08:30
karenb

CITY OF ROCHESTER
UB Consumption History Report

Account Number
Service

| Account Number | Service | Customer # Name | Mfr Meter Number | Parcel By | Bill # | Curr Read | Location Usage | Repl Usage | Charge Amt | Billed Amt | Status |
|----------------|-------------|-----------------|------------------|--------------|----------|-----------|----------------|------------|------------|------------|--------|
| 032760 | | 28009 | HAND JAMES I | 012300940000 | | | 13 KENDALL ST | | | | Active |
| 100 | 1 RES WATER | SENS69891122 | | A | 14006657 | 594 | 44 | 0 | 244.20 | 541.20 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13998783 | 550 | 10 | 0 | 55.50 | 123.00 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13991121 | 540 | 11 | 0 | 58.19 | 130.10 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13983478 | 529 | 14 | 0 | 74.06 | 165.34 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13975813 | 515 | 15 | 0 | 79.35 | 177.15 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13968091 | 500 | 10 | 0 | 52.90 | 118.10 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13960563 | 490 | 11 | 0 | 56.58 | 127.36 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13953062 | 479 | 11 | 0 | 52.91 | 121.55 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13945516 | 468 | 14 | 0 | 67.34 | 154.70 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13937943 | 454 | 10 | 0 | 48.10 | 110.50 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13930503 | 444 | 10 | 0 | 48.10 | 110.50 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13923109 | 434 | 12 | 0 | 56.75 | 131.63 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13915669 | 422 | 15 | 0 | 70.05 | 163.65 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13908151 | 407 | 9 | 0 | 98.19 | 211.84 | |
| 100 | 1 RES WATER | SENS69891122 | | E | 13900798 | 398 | 14 | 0 | 65.38 | 152.74 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13893421 | 384 | 12 | 0 | 56.04 | 160.92 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13886020 | 372 | 13 | 0 | 60.71 | 141.83 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13878520 | 359 | 15 | 0 | 69.75 | 163.35 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13871219 | 344 | 16 | 0 | 73.60 | 173.44 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13863897 | 328 | 15 | 0 | 69.00 | 162.60 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13856525 | 313 | 16 | 0 | 73.60 | 173.44 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13841817 | 297 | 14 | 0 | 64.40 | 151.76 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13849102 | 283 | 17 | 0 | 77.68 | 183.14 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13834510 | 266 | 15 | 0 | 67.35 | 159.00 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13827156 | 251 | 18 | 0 | 80.82 | 190.80 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13819777 | 233 | 16 | 0 | 71.84 | 169.60 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13812518 | 217 | 14 | 0 | 62.86 | 148.40 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13805232 | 203 | 16 | 0 | 71.84 | 169.60 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13797927 | 187 | 19 | 0 | 81.67 | 194.85 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13790583 | 168 | 13 | 0 | 55.77 | 133.12 | |
| 100 | 1 RES WATER | SENS69891122 | | E | 13783390 | 155 | 15 | 0 | 64.35 | 153.60 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13776170 | 140 | 14 | 0 | 59.20 | 142.50 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13761614 | 125 | 15 | 0 | 62.85 | 152.10 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13754481 | 96 | 15 | 0 | 62.85 | 152.10 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13747262 | 81 | 17 | 0 | 71.23 | 172.38 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13739985 | 64 | 28 | 0 | 114.82 | 304.08 | |
| 100 | 1 RES WATER | SENS69891122 | | A | 13732688 | 36 | 12 | 0 | 48.48 | 114.60 | |
| 100 | 1 RES WATER | SENS69891122 | | E | 13725555 | 24 | 24 | 7 | 125.24 | 296.05 | |
| 100 | 1 RES WATER | NEPT31248607 | | I | 0 | 1,981 | 27 | 0 | .00 | .00 | |
| 100 | 1 RES WATER | NEPT31248607 | | A | 13718330 | 1,974 | 21 | 0 | 84.84 | 200.55 | |
| 100 | 1 RES WATER | NEPT31248607 | | A | 13711115 | 1,953 | 32 | 0 | 121.12 | 290.67 | |
| 100 | 1 RES WATER | NEPT31248607 | | A | 13703860 | 1,921 | 19 | 0 | 68.97 | 167.20 | |
| 100 | 1 RES WATER | NEPT31248607 | | A | 1364297 | 1,902 | 25 | 0 | 90.75 | 220.00 | |
| 100 | 1 RES WATER | NEPT31248607 | | A | 1357472 | 1,877 | 22 | 0 | 79.86 | 193.60 | |
| 100 | 1 RES WATER | NEPT31248607 | | A | 1350605 | 1,855 | 27 | 0 | 95.04 | 226.88 | |
| 100 | 1 RES WATER | NEPT31248607 | | A | 1343810 | 1,828 | 16 | 0 | 55.20 | 130.40 | |
| 100 | 1 RES WATER | NEPT31248607 | | A | 1337029 | 1,812 | 14 | 0 | 48.30 | 114.10 | |
| 100 | 1 RES WATER | NEPT31248607 | | A | 1330250 | 1,798 | 21 | 0 | 72.45 | 171.15 | |
| 100 | 1 RES WATER | NEPT31248607 | | A | 1323440 | 1,777 | 29 | 0 | 97.08 | 225.75 | |
| 100 | 1 RES WATER | NEPT31248607 | | A | 1316657 | 1,748 | 15 | 0 | 49.35 | 113.70 | |



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 2, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 09/28/18

Customer Name: RAMA

Account: 042190

Service Address: #72 Lafayette St

Rochester NH 03867-2624

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 the Policy on Water & Sewer Adjustments: ***This policy only applies to leaks that have occurred and are being appealed per section 17.20 of the City Ordinance. Per Ordinance 17.20(a) The appellant shall file an appeal to the Utility Billing office in writing prior to the payment due date.***
2. The appeal was received three days after the payment due date.

Bill Date 8/21/18 Due Date 9/25/18 Appeal received 9/28/18

Lisa J. Clark

10/2/18

Lisa J. Clark
Utility Billing Office Supervisor

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: October 1, 2018
SUBJECT: RAMA
PROPERTY: **72 Lafayette St**

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

This appeal is for ½ of the billed usage for water in the Exhibition Building due to a leaking pipe. Fair staff repaired the leak.

Rec'd
9/28/18
12pm -HAC

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: _____

W only

- 1. Date of Appeal: 09-28-2018
- 2. Property Owner's Name: RAMA Account #: 042190
- 3. Billing Address: 72 LAFAYETTE ST
ROCHESTER NH 03867
- 4. Service Location: 72 Lafayette Zip Code _____
- 5. Owners Representative: NANCY GILBERT
- 6. Owners Representative's Signature: Nancy Gilbert
- 7. Phone #: 603-332-1410 Cell: 603-923-9880
- 8. Email Address: NANCY924@metrocast.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 8-21, 2018 to _____

10. Abatement is being requested for:

- a. How many units of water 1/2 billed x 5.29= \$ _____
- b. How many units of sewer _____ x 6.52= \$ _____
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

11. Explanation of Appeal Request:

PIPE LEAK IN THE AGRICULTURAL BUILDING FIXED BY
FAIR STAFF

NO PREVIOUS WATER BILLS TO ESTABLISH HISTORY

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

Yes No (circle one)

If yes, why?

we know we had a leak

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? FAIRGROUND 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 are a struggling non-profit

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

[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.

[2017-06-13 09:25:50 karenb]:UAB BOARD DENIED APPEAL AND RECOMMENDED MEETING WITH THE CM.

[2017-07-10 10:26:37 karenb]:METER FOR CAMPGROUND RIGHT INSTALLED AND TURNED ON 7/6/17. 76166448 READ 151

[2017-08-02 14:51:28 sjuneau]: ALL METERS ARE PULLED FOR FAIRGROUNDS BESIDES FRONT BATHROOM & OFFICE. EXHIBITION READ 409. 4H BUILDING READ 43. CAMPGROUND RIGHT READ - 161

[2017-08-07 15:19:13 karenb]:PER LISA WE WILL LEAVE WATER ON UNTIL AFTER THE FOLEY RUN IN OCTOBER AND THEN WILL REACH OUT TO SCHEDULE TURN OFF /METER PULLS. DO NOT CHARGE FEE FOR TURN OFF.

[2017-10-24 11:35:16 karenb]:PULLED METER FROM FRONT BATHROOM. OFFICE IS ONLY ONE LEFT IN. READ 285. STORED IN CHLORINATOR BUILDING.

[2018-05-04 15:11:32 sjuneau]: IF WE PUT ALL THE METERS BACK IN - GRANDSTAND METER, BACK ONE. WILL BE 76166432. WILL NEED TO BE REPLACED IN COMPUTER. EXHIBITION METER WAS PUT IN AND FRONT BATHROOM.

[2018-07-24 15:00:40 sjuneau]: CHANGED TO BILLED WATER ***FRONT BATHROOM, OFFICE & EXHIBITION BUILDING ARE CURRENTLY ON****

[2018-08-21 09:00:44 sjuneau]: NOTED 824 UNITS USED ON THE EXHIBITION BUILDING - SENT TECHNICIAN OUT TO VERIFY THAT METER IS READING 100CF. TECH VERIFIED THAT THE LEAK HAD STOPPED AND THE METER WAS READING ACCURATELY BY PULLING A METER REPORT. TECHNICIAN ALSO NOTED THAT THE BALL VALVE HAS BEEN TURNED OFF INSIDE. CALLED MARK PERRY TO LET HIM KNOW. HE WAS AWARE OF THE LEAK AND HAD TURNED IT OFF.

[2018-09-06 12:25:23 karenb]:METERS PUT IN 8/23/18. FAIRGROUNDS WILL BE CHARGED HOURLY RATE X 2 TECHNICIANS (4 HOURS X \$25 X 2 = \$200). CHANGED ALL ACTIVE METERS TO BILLED WATER. METER FOR TRUCK PULL RING (100 18) PUT IN 9/5/18. PREVIOUS METER 76166450 0001, PUT IN NEW METER BECAUSE NEEDED DONE RIGHT AWAY AND DID NOT HAVE OLD METER. NEW METER 85251984 READ 0000. MARK PERRY ALSO STATED METER FOR GRANDSTAND, BACK RIGHT SIDE (100 14) WAS SPRAYING. METER FROZE OVER WINTER WHILE WE STORED IT. METER 76871401 READ 0355 REPLACED WITH 84045017 READ 0000 ON 9/5/18.

[2018-09-26 15:36:36 lisa]:NOTE; AT CITY MGRS MEETING THERE WAS A DISCUSSION THAT WHILE INSPECTIONS WERE IN PROCESS ON 9/25/18 A FAUCET WAS FOUND OPEN AND RUNNING. TURNED OFF BY STAFF.

[2018-10-02 10:06:27 karenb]:UAB FORM WAS RECEIVED 9/28/18 AND SENT FOR OCTOBER UAB. THREE DAYS AFTER BILL DUE DATE.

 Check Spelling

 Display as HTML



10/02/2018 09:55 |CITY OF ROCHESTER |P 1
 karenb |UB Consumption History Report |ubcnsng

Account Number Customer # Name Cd Read Date Time Parcel Bill # Curr Read Location Status
 Service Mfr Meter Number By Usage Repl Usage Charge Amt Billed Amt

042190 1121 ROCHESTER AGRICULTURAL & MECH 012400670000 72 LAFAYETTE ST Active
 100 - 5 RES WATER SENS76166471 A 08/20/2018 14006999 1,233 824 0 4,473.19 4,876.55

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



10/02/2018 10:01
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
P
|
ubcnsing

| Account Number | Customer # Name | Cd | Read Date | Time | Parcel | Bill # | Curr | Read | Location | Usage | Repl | Usage | Charge | Amt | Billed | Amt | Status |
|----------------|-----------------|-------------------------------|--------------|------------|--------|----------|------|------|----------|--------------|------|-------|--------|-----|--------|-----|----------|
| 042190 | 1121 | ROCHESTER AGRICULTURAL & MECH | 012400670000 | | | | | | 72 | LAFAYETTE ST | | | | | | | Active |
| 150 | - 16 NON BILLED | SENS76166471 | A | 08/09/2017 | | 13976136 | | 409 | 161 | | | 0 | | | | .00 | 31.19 |
| 150 | - 16 NON BILLED | SENS76166471 | A | 05/11/2017 | | 13968413 | | 248 | 12 | | | 0 | | | | .00 | 253.12 |
| 150 | - 16 NON BILLED | SENS76166471 | A | 11/03/2016 | | 13953387 | | 236 | 169 | | | 0 | | | | .00 | 2,176.41 |
| 150 | - 16 NON BILLED | SENS76166471 | A | 08/17/2016 | | 13945839 | | 67 | 46 | | | 0 | | | | .00 | 2,527.20 |
| 150 | - 16 NON BILLED | SENS76166471 | A | 11/16/2015 | | 13923429 | | 21 | 21 | | | 0 | | | | .00 | 2,527.14 |

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



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 14006999 | Account Number 042190 | Bill Date 08/21/2018 | Past Due Date 09/25/2018 | Past Due 11.21 | Other Current Charges .00 | Current Charges 4,876.55 |
| Amount Due | | | | | | \$4,887.76 |

042190
ROCHESTER AGRICULTURAL & MECH
ASSN
72 LAFAYETTE ST
ROCHESTER, NH 03867-2624

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042019814006999800004887766

✂ 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 ROCHESTER AGRICULTURAL & MECH | | | Service Address 72 LAFAYETTE ST / | | | |
|---|---------------------------------|-------------------|--------------------------------------|-----------------------------|----------------------------------|----------|
| Bill Number 14006999 | Account Number 042190 | | Past Due Date 09/25/2018 | | Bill Date 08/21/2018 | |
| Description | Read Date | | Meter Readings | | Usage in 100 cu. feet | Charge |
| | Current | Previous | Current | Previous | | |
| RES WATER | 08/14/2018 | 08/11/2017 | 313 | 284 | 29 | 157.39 |
| RES WATER | 08/20/2018 | 05/01/2018 | 1 | | 1 | 21.09 |
| RES WATER | 08/20/2018 | 08/09/2017 | 1233 | 409 | 824 | 4,473.19 |
| COMM SEWER | | | | | 29 | 192.60 |
| COMM SEWER | | | | | 1 | 32.28 |
| Last Payment Amt 2,033.02 | Last Payment Date 05/08/2018 | Past Due 11.21 | Other Current Charges .00 | Current Charges 4,876.55 | Amount Due \$4,887.76 | |

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% SURCHARGE.

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: October 2, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 10/01/18

Customer Name: Officer Dale E & Patricia K

Account: 301850

Service Address: #23 Temple Dr

Rochester NH 03866-0327

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 12 units of sewer on the August invoice and an abatement of sewer charges for above average use on the November 2018 invoice.

The above recommendation is based upon the following findings:

1. This is a Water and Sewer Account
2. The water did not go through the sewer system.
 - a. Total invoiced usage 22 Units
 - b. Average Consumption (3 years) 9 Units
 - c. Usage on sewer deduct 1 Unit
 - d. Above Average 12 Units

Value of 12 Units of Sewer at the current sewer rate of \$6.75 = \$81.00.

Total abatement = \$81.00 plus accrued interest.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

10/2/18

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: October 1, 2018
SUBJECT: Dale E & Patricia K Officer
PROPERTY: **23 Temple Dr**

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

This appeal is for 15 units of sewer due to his sewer deduct not working. The sewer deduct has been replaced.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 10/11/18
W/S

1. Date of Appeal: 9/26/18
2. Property Owner's Name: OFFICER FAMILY REV TRUST % Account #: 301850
3. Billing Address: OFFICER DALE E + PATRICIA K.
PO BOX 327
ROCHESTER, NH 03866-0327
4. Service Location: 23 TEMPLE ST. Zip Code 03868
5. Owners Representative: DALE OFFICER
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-948-1471 Cell: 603-382-8534
8. Email Address: dale.officer@metrocast.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/17/18 to 8/22/18

10. Abatement is being requested for:

- a. How many units of water _____ x 5.55 = \$ _____
- b. How many units of sewer 15 x 6.75 = \$ 101.25
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 101.25

11. Explanation of Appeal Request:

- SEE ATTACHED LETTER FROM HEATHER WILLIAMS, COMMUNITY MANAGER, TARA ESTATES.

- SEE ATTACHED "CITY OF ROCHESTER BILLINGS - WATER + SEWER"

I REVIEWED WATER BILLS AT THIS LOCATION BACK TO 11/21/16 - AVERAGE MONTHLY USAGE (WHEN NO SPRINKLERS WERE IN USE) WAS 6-7 UNITS EACH BILLING PERIOD. TOTAL UNITS BILLED 5/17/18-8/22/18 WAS 22 UNITS. ESTIMATING 7 UNITS AS THE SEWER USAGE WE'RE APPEALING THE OVER BILLING OF 15 UNITS AS NOTED IN 10. b.

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

Yes No (circle one)

If yes, why?

METER WAS BROKEN - NOT REGISTERING USAGE (REPLACED)
BY TARA ESTATES 9/27/18). PLEASE NOTE THESE METERS
WERE PURCHASED BY TARA ESTATES FROM E. J. PRESCOTT
(SEE ALSO ATTACHED LETTER FROM HEATHER WILLIAMS - TARA
ESTATES).

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

Yes No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

14. If your appeal is denied, will this cause you financial hardship for which you will seek assistance from the City? If so, explain: NO

Please note:

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

| City of Rochester Billings | | Water & Sewer | | | | | | | | | |
|----------------------------|-------------|---------------|----------|----------------|----------|-----------------------|--------|--------|--------|---------------------|--|
| Bil Date | Description | Read Date | | Meter Readings | | Usage in 100 cu ft | Charge | Amount | | Last Pymt Amount | |
| | | Current | Previous | Current | Previous | | | Due | | | |
| 08/23/18 | Res Water | 08/22/18 | 05/17/18 | 518 | 496 | 22 | 122.10 | | 141.75 | | |
| | Res Water | 08/22/18 | 05/17/18 | 33 | 32 | 1 | 0.00 | | 21 | 6.75 | |
| | Res Sewer | | | | | 21 | 141.75 | 263.85 | 91.65 | 47.25 | |
| | | | | | | | | | 141.75 | (94.50) | |
| 05/21/18 | Res Water | 05/17/18 | 02/21/18 | 496 | 488 | 8 | 44.40 | | 263.85 | 169.35 | |
| | Res Water | 05/17/18 | 05/15/18 | 33 | 32 | 1 | 0.00 | | | | |
| | Res Sewer | | | | | 7 | 47.25 | 91.65 | 71.52 | | |
| 02/22/18 | Res Water | 02/21/18 | 11/21/17 | 488 | 482 | 6 | 32.09 | | | | |
| | Res Water | 02/21/18 | 11/27/17 | | | | 0.00 | | | | |
| | Res Sewer | | | | | 6 | 39.43 | 71.52 | 270.28 | | |
| 11/22/17 | Res Water | 11/21/17 | 08/21/17 | 482 | 442 | 40 | 211.60 | | | Revised Bill | |
| | Res Sewer | | | | | 40 | 58.68 | 270.28 | 106.29 | | |
| | | | | | | | | | | | |
| 11/22/17 | Res Water | 11/21/17 | 08/21/17 | 482 | 442 | 40 | 211.60 | | | Original Bill | |
| | Res Sewer | | | | | 40 | 260.80 | 472.40 | 106.29 | | |
| 08/21/17 | | 08/21/17 | 05/18/17 | | | | | 106.29 | 70.86 | | |
| 05/19/17 | Res Water | 05/18/17 | 02/24/17 | 433 | 427 | 6 | 31.74 | | | | |
| | Res Sewer | | | | | 6 | 39.12 | 70.86 | 82.11 | | |
| 02/27/17 | Res Water | 02/24/17 | 11/21/16 | 427 | 420 | 7 | 36.68 | | | | |
| | Res Sewer | | | | | 7 | 45.43 | 82.11 | 121.55 | | |

TARA ESTATES COMMUNITY

716 SALMON FALLS RD ♦ ROCHESTER, NH 03868

(603) 332-4030

September 28, 2018

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

To Whom It May Concern,

Dale Officer of 23 Temple Drive had a sewer deduct meter installed by Summer Rain on 09/18/2017. We provided the meter (ID: 83153378) with MXU #18416095. This was one of the old meters that measured in 1000's rather than 100CF.

There were no issues that we were aware of with getting a read of this meter until recently. Our maintenance department went to Dale's on 9/26/18 and ran 2 gallons of water through the meter and determined that the meter was not moving.

We have replaced the old meter with the IPERL Smart Meter programmed at 100CF as of 9/26/18 and have sent the new ID and old meter read to the city.

Dale feels that his water/sewer bill is higher than it should be based on the malfunction of his old meter. He would like to appeal his bill and I am providing this letter as documentation that his old meter was malfunctioning.

Please feel free to contact me with any additional questions.

Best Regards,



Heather Williams
Community Manager
hwilliams@hynesnet.com



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 14008262 | Account Number 301850 | Bill Date 08/23/2018 | Past Due Date 09/26/2018 | Past Due 0.00 | Other Current Charges .00 | Current Charges 263.85 |
| Amount Due | | | | | | \$263.85 |

301850
OFFICER FAMILY REV TRUST %
OFFICER DALE E & PATRICIA K
P O BOX 327
ROCHESTER, NH 03866-0327



Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____

92096042019814008262900000263855

✕ 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 OFFICER FAMILY REV TRUST % | | | | Service Address 23 TEMPLE DR / | | | |
|--|---------------------------------|------------------|------------------------------|-----------------------------------|--------------------------------|--------|--|
| Bill Number 14008262 | Account Number 301850 | | Past Due Date 09/26/2018 | | Bill Date 08/23/2018 | | |
| Description | Read Date | | Meter Readings | | Usage in 100 cu. feet | Charge | |
| | Current | Previous | Current | Previous | | | |
| RES WATER | 08/22/2018 | 05/17/2018 | 518 | 496 | 22 | 122.10 | |
| RES WATER | 08/22/2018 | 05/17/2018 | 33 | 32 | 1 | .00 | |
| RES SEWER | | | | | 21 | 141.75 | |
| Last Payment Amt 91.65 | Last Payment Date 05/30/2018 | Past Due 0.00 | Other Current Charges .00 | Current Charges 263.85 | Amount Due \$263.85 | | |

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% 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.

Account: 301850

[2015-06-23 13:52:24 karenb]: NEW OWNER CALLED; EXPLAINED HOW NAME CHANGES WITH DEED. DALE OFFICER PO BOX 327 ROCHESTER, NH 03866

[2017-11-27 15:25:16 karenb]:SEWER DEDUCT WAS NOT ADDED TO ACCOUNT BEFORE NOVEMBER INVOICE. PER TARA THE SD WAS ADDED IN SEPTEMBER AND THE READ IS 0031. PROCESSED A BILL ADJUSTMENT FOR 31 UNITS OF SEWER AND ADDED SD TO ACCOUNT WITH BEGINNING READ OF 31.

[2018-08-23 11:14:45 sjuneau]: READ IN MAY WAS 32 - GOT A READ FOR AUGUST BILL OF 31. MADE READ FOR BILL BE 33 AND LET TARA KNOW METER IS BACKWARDS

[2018-09-28 14:39:44 karenb]:PER TARA SEWER DEDUCT METER WAS DEAD. REPLACED 9/26/18. HOMEOWNER IS FILING APPEAL. APPEAL SENT FOR OCTOBER UAB.

Check Spelling

Display as HTML

main meter



10/02/2018 11:08
karenb

CITY OF ROCHESTER
UB Consumption History Report

IP 1
|ubcnsing

| Account Number | Customer # Name | Cd Read Date Time | Parcel | Bill # | Curr Read | Location Usage | Repl Usage | Charge Amt | Billed Amt | Status |
|----------------|----------------------------------|-------------------|--------------|----------|-----------|----------------|------------|------------|------------|--------|
| 301850 | 45903 OFFICER FAMILY REV TRUST % | | 022403090185 | | | 23 TEMPLE DR | | | | Active |
| 100 | SENS56431845 | A 08/22/2018 | | 14008262 | 518 | 22 | 0 | 122.10 | 263.85 | |
| 100 | SENS56431845 | A 05/17/2018 | | 14000370 | 496 | 8 | 0 | 44.40 | 91.65 | |
| 100 | SENS56431845 | A 02/21/2018 | | 13992696 | 488 | 6 | 0 | 32.09 | 71.52 | |
| 100 | SENS56431845 | A 11/21/2017 | | 13985048 | 482 | 40 | 0 | 211.60 | 472.40 | |
| 100 | SENS56431845 | A 08/21/2017 | | 13977372 | 442 | 9 | 0 | 47.61 | 106.29 | |
| 100 | SENS56431845 | A 05/18/2017 | | 13969639 | 433 | 6 | 0 | 31.74 | 70.86 | |
| 100 | SENS56431845 | A 02/24/2017 | | 13962106 | 427 | 7 | 0 | 36.68 | 82.11 | |
| 100 | SENS56431845 | A 11/21/2016 | | 13954601 | 420 | 11 | 0 | 52.91 | 121.55 | |
| 100 | SENS56431845 | A 08/25/2016 | | 13947077 | 409 | 14 | 0 | 67.34 | 154.70 | |

Handwritten 'a' in a yellow box with arrows pointing to the 'Repl Usage' column.

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

sewer Deduct meter



10/02/2018 11:09
karenb

CITY OF ROCHESTER
UB Consumption History Report

IP 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 |
|----------------|---------|-----------------|----------------------------|--------------|------|-----------|--------|-----------|----------------|------------|------------|------------|--------|
| 301850 | | 45903 | OFFICER FAMILY REV TRUST & | 022403090185 | | | | | 23 | TEMPLE DR | | | Active |
| 100 | - | 2 RES WATER | | I 09/26/2018 | | | 0 | 33 | 0 | 0 | .00 | .00 | |
| 100 | - | 2 RES WATER | SENS89364022 | A 08/22/2018 | | 14008262 | 0 | 33 | 1 | 0 | .00 | 263.85 | |
| 100 | - | 2 RES WATER | SENS89364022 | A 05/17/2018 | | 14000370 | 0 | 32 | 1 | 0 | .00 | 91.65 | |
| 100 | - | 2 RES WATER | | I 05/15/2018 | | | 0 | 31 | 0 | 0 | .00 | .00 | |
| 100 | - | 2 RES WATER | SENS83153378 | A 02/21/2018 | | 13992696 | 0 | 31 | 0 | 0 | .00 | 71.52 | |

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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2019 13

| | ORIGINAL APPROP | REVISED BUDGET | YTD ACTUAL | MTD ACTUAL | ENC/REQ | AVAILABLE BUDGET | PCT USED |
|------------------------------------|--------------------|-------------------|---------------|------------|-----------|---------------------|-------------|
| 5001 WATER ENTERPRISE FUND | | | | | | | |
| 510001 WATER WORKS REVENUE | | | | | | | |
| 510001 400302 INTEREST INCOME | -2,500 | -2,500 | -2,500.00 | .00 | .00 | .00 | 100.0% |
| 510001 406105 XFER FROM RET EARNIN | -3,020,368 | -3,202,368 | .00 | .00 | .00 | -3,202,368.00 | .0%* |
| 510001 406201 MISCELLANEOUS REVENU | -25,000 | -25,000 | -9,923.11 | .00 | .00 | -15,076.89 | 39.7%* |
| 510001 406600 CONSTRUCTION REVENUE | -50,000 | -50,000 | -17,759.68 | .00 | .00 | -32,240.32 | 35.5%* |
| 510001 406601 USER FEES | -3,800,000 | -3,800,000 | -1,256,399.05 | .00 | .00 | -2,543,600.95 | 33.1%* |
| 510001 406602 INTEREST ON DEL ACCT | -12,000 | -12,000 | -2,431.30 | .00 | .00 | -9,568.70 | 20.3%* |
| 510001 406603 HYDRANT RENTAL FEES | -24,000 | -24,000 | 450.00 | .00 | .00 | -24,450.00 | -1.9%* |
| 510001 406605 STUB FEES | 0 | 0 | -3,581.00 | .00 | .00 | 3,581.00 | 100.0% |
| 510001 406826 HOMEOWNER FINANCE RE | -3,500 | -3,500 | -4,102.08 | .00 | .00 | 602.08 | 117.2% |
| TOTAL WATER WORKS REVENUE | -6,937,368 | -7,119,368 | -1,296,246.22 | .00 | .00 | -5,823,121.78 | 18.2% |
| 51601057 WATER WORKS EXPENSE | | | | | | | |
| 51601057 511001 SALARIES - FULL TI | 630,588 | 630,588 | 134,713.02 | .00 | .00 | 495,874.98 | 21.4% |
| 51601057 511099 SALARIES - ADJUSTM | 3,126 | 3,126 | .00 | .00 | .00 | 3,126.00 | .0% |
| 51601057 513001 OVERTIME - REGULAR | 45,000 | 45,000 | 1,771.39 | .00 | .00 | 43,228.61 | 3.9% |
| 51601057 515001 ON CALL | 4,497 | 4,497 | 837.38 | .00 | .00 | 3,659.62 | 18.6% |
| 51601057 516000 LONGEVITY | 3,082 | 3,082 | 787.50 | .00 | .00 | 2,294.50 | 25.6% |
| 51601057 519000 TRAVEL ALLOWANCE | 500 | 500 | .00 | .00 | .00 | 500.00 | .0% |
| 51601057 521100 HEALTH INSURANCE | 132,223 | 132,223 | 29,827.00 | .00 | 22.00 | 102,374.00 | 22.6% |
| 51601057 521200 DENTAL INSURANCE | 2,603 | 2,603 | 672.67 | .00 | .00 | 1,930.33 | 25.8% |
| 51601057 521200 11539 DENTAL | -42 | -42 | .00 | .00 | .00 | -42.00 | .0%* |
| 51601057 521300 LIFE INSURANCE | 1,069 | 1,069 | 231.56 | .00 | .00 | 837.44 | 21.7% |
| 51601057 522000 SOCIAL SECURITY CO | 49,351 | 49,351 | 9,849.94 | .00 | .00 | 39,501.06 | 20.0% |
| 51601057 523000 RETIRE CONTRIBUTIO | 77,754 | 77,754 | 15,788.37 | .00 | .00 | 61,965.63 | 20.3% |
| 51601057 526000 WORKERS' COMPENSAT | 29,747 | 29,747 | 29,752.00 | .00 | .00 | -5.00 | 100.0%* |
| 51601057 528001 DISABILITY INSURAN | 6,434 | 6,434 | 1,319.00 | .00 | .00 | 5,115.00 | 20.5% |
| 51601057 532001 STAFF DEVELOPMENT | 4,080 | 4,080 | 966.19 | .00 | 51.67 | 3,062.14 | 24.9% |
| 51601057 532200 CONTRACTED SERVICE | 0 | 0 | 234.00 | .00 | .00 | -234.00 | 100.0%* |
| 51601057 533000 OTHER PROF SERVICE | 6,065 | 6,065 | 917.94 | .00 | 1,468.74 | 3,678.32 | 39.4% |
| 51601057 533000 18572 AUG 2018 GOB | 0 | 0 | 3,703.11 | .00 | .00 | -3,703.11 | 100.0%* |
| 51601057 533001 AUDIT | 4,140 | 4,140 | .00 | .00 | .00 | 4,140.00 | .0% |
| 51601057 533002 ENGINEERING SERVIC | 11,800 | 11,800 | .00 | .00 | 10,350.00 | 1,450.00 | 87.7% |
| 51601057 533004 MEDICAL SERVICES | 500 | 500 | 32.33 | .00 | 467.67 | .00 | 100.0% |

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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2019 13

| | | | ORIGINAL APPROP | REVISED BUDGET | YTD ACTUAL | MTD ACTUAL | ENC/REQ | AVAILABLE BUDGET | PCT USED |
|--------------------------------|--------|--------------------|--------------------|-------------------|--------------|------------|-----------|---------------------|-------------|
| 51601057 | 534003 | SOFTWARE MAINTENAN | 31,925 | 31,925 | 20,047.44 | .00 | 2,793.36 | 9,084.20 | 71.5% |
| 51601057 | 541100 | WATER & SEWERAGE | 7,800 | 7,800 | 815.16 | .00 | 6,984.84 | .00 | 100.0% |
| 51601057 | 542300 | CUSTODIAL SERVICES | 2,200 | 2,200 | 346.50 | .00 | .00 | 1,853.50 | 15.8% |
| 51601057 | 543001 | VEHICLE MAINT & RE | 1,000 | 1,000 | 33.33 | .00 | 33.33 | 933.34 | 6.7% |
| 51601057 | 543002 | EQUIPMENT MAINTENA | 1,412 | 1,412 | 1,357.00 | .00 | .00 | 55.00 | 96.1% |
| 51601057 | 544200 | RENTAL OF EQUIPMEN | 410 | 410 | .00 | .00 | .00 | 410.00 | .0% |
| 51601057 | 544500 | LEASE COPIER/PRINT | 1,675 | 1,675 | 784.39 | .00 | .00 | 890.61 | 46.8% |
| 51601057 | 552001 | FLEET INSURANCE | 3,972 | 3,972 | 3,949.00 | .00 | .00 | 23.00 | 99.4% |
| 51601057 | 552003 | GENERAL LIABILITY | 5,444 | 5,444 | 5,413.00 | .00 | .00 | 31.00 | 99.4% |
| 51601057 | 553400 | POSTAGE FEES | 400 | 400 | 17.40 | .00 | .00 | 382.60 | 4.4% |
| 51601057 | 554000 | ADVERTISING | 1,400 | 1,400 | 91.00 | .00 | 222.00 | 1,087.00 | 22.4% |
| 51601057 | 555000 | PRINTING AND BINDI | 1,000 | 1,000 | .00 | .00 | 22.00 | 978.00 | 2.2% |
| 51601057 | 556000 | TUITION | 3,150 | 3,150 | .00 | .00 | .00 | 3,150.00 | .0% |
| 51601057 | 558000 | TRAVEL | 375 | 375 | .00 | .00 | 215.97 | 159.03 | 57.6% |
| 51601057 | 561003 | OFFICE SUPPLIES | 3,051 | 3,051 | 376.86 | .00 | 954.24 | 1,719.90 | 43.6% |
| 51601057 | 561005 | PUBLICATIONS | 50 | 50 | .00 | .00 | .00 | 50.00 | .0% |
| 51601057 | 561008 | VEHICLE SUPPLIES | 9,000 | 9,000 | 3,192.90 | .00 | 581.22 | 5,225.88 | 41.9% |
| 51601057 | 561010 | CLOTHING | 6,100 | 6,100 | 1,173.15 | .00 | 897.11 | 4,029.74 | 33.9% |
| 51601057 | 561015 | SAFETY EQUIPMENT & | 5,000 | 5,000 | 1,438.63 | .00 | 708.21 | 2,853.16 | 42.9% |
| 51601057 | 561022 | HOT TOP COLD PATCH | 5,500 | 5,500 | 3,590.09 | .00 | 1,909.91 | .00 | 100.0% |
| 51601057 | 561023 | SAND AND GRAVEL | 1,800 | 1,800 | 1,312.50 | .00 | 487.50 | .00 | 100.0% |
| 51601057 | 561032 | OTHER OPERATIONAL | 3,625 | 3,625 | 473.04 | .00 | 371.60 | 2,780.36 | 23.3% |
| 51601057 | 562600 | VEHICLE FUEL | 21,420 | 21,420 | 2,652.31 | .00 | .00 | 18,767.69 | 12.4% |
| 51601057 | 573401 | ADMIN EQUIPMENT | 2,435 | 2,435 | 134.84 | .00 | .00 | 2,300.16 | 5.5% |
| 51601057 | 573900 | OTHER EQUIPMENT | 7,000 | 7,000 | 310.07 | .00 | .00 | 6,689.93 | 4.4% |
| 51601057 | 575100 | INVENTORY PURCHASE | 124,000 | 124,000 | 9,061.90 | .00 | 11,891.60 | 103,046.50 | 16.9% |
| 51601057 | 581000 | DUES AND FEES | 1,910 | 1,910 | .00 | .00 | 81.67 | 1,828.33 | 4.3% |
| 51601057 | 583000 | INTEREST EXPENSE | 706,222 | 686,222 | 258,419.23 | .00 | .00 | 427,802.77 | 37.7% |
| 51601057 | 584000 | CONTINGENCY | 20,000 | 20,000 | .00 | .00 | .00 | 20,000.00 | .0% |
| 51601057 | 589001 | STATE PERMITS & FE | 2,750 | 2,750 | 16.15 | .00 | 2,000.00 | 733.85 | 73.3% |
| 51601057 | 589031 | LIEN DISCHARGE FEE | 600 | 600 | .00 | .00 | 200.00 | 400.00 | 33.3% |
| 51601057 | 591000 | REDEMPTION OF PRIN | 1,882,491 | 1,882,491 | 213,244.89 | .00 | 37,500.00 | 1,631,746.11 | 13.3% |
| 51601057 | 592001 | DEPRECIATION | 1,380,000 | 1,380,000 | .00 | .00 | .00 | 1,380,000.00 | .0% |
| 51601057 | 593002 | TRANS TO CAPITAL P | 410,000 | 612,000 | 612,000.00 | .00 | .00 | .00 | 100.0% |
| 51601057 | 593008 | TRANSFER TO GENERA | 25,000 | 25,000 | 6,250.00 | .00 | .00 | 18,750.00 | 25.0% |
| TOTAL WATER WORKS EXPENSE | | | 5,692,634 | 5,874,634 | 1,377,904.18 | .00 | 80,214.64 | 4,416,515.18 | 24.8% |
| 51601073 WATER TREATMENT PLANT | | | | | | | | | |
| 51601073 | 511001 | SALARIES - FULL TI | 295,859 | 295,859 | 68,166.02 | .00 | .00 | 227,692.98 | 23.0% |
| 51601073 | 513001 | OVERTIME - REGULAR | 18,000 | 18,000 | 3,733.66 | .00 | .00 | 14,266.34 | 20.7% |

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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2019 13

| | | | ORIGINAL APPROP | REVISED BUDGET | YTD ACTUAL | MTD ACTUAL | ENC/REQ | AVAILABLE BUDGET | PCT USED |
|-------------------------------|--------|--------------------|--------------------|-------------------|------------|------------|------------|---------------------|-------------|
| 51601073 | 515001 | ON CALL | 16,285 | 16,285 | 3,747.50 | .00 | .00 | 12,537.50 | 23.0% |
| 51601073 | 516000 | LONGEVITY | 1,600 | 1,600 | 200.00 | .00 | .00 | 1,400.00 | 12.5% |
| 51601073 | 521100 | HEALTH INSURANCE | 86,319 | 86,319 | 17,647.32 | .00 | 11.00 | 68,660.68 | 20.5% |
| 51601073 | 521200 | DENTAL INSURANCE | 1,500 | 1,500 | 404.17 | .00 | .00 | 1,095.83 | 26.9% |
| 51601073 | 521300 | LIFE INSURANCE | 526 | 526 | 110.16 | .00 | .00 | 415.84 | 20.9% |
| 51601073 | 522000 | SOCIAL SECURITY CO | 23,124 | 23,124 | 5,314.16 | .00 | .00 | 17,809.84 | 23.0% |
| 51601073 | 523000 | RETIREMENT CONTRIB | 35,903 | 35,903 | 8,204.95 | .00 | .00 | 27,698.05 | 22.9% |
| 51601073 | 526000 | WORKERS' COMPENSAT | 6,209 | 6,209 | 6,210.00 | .00 | .00 | -1.00 | 100.0%* |
| 51601073 | 528001 | DISABILITY INSURAN | 3,179 | 3,179 | 708.08 | .00 | .00 | 2,470.92 | 22.3% |
| 51601073 | 532001 | STAFF DEVELOPMENT | 1,750 | 1,750 | .00 | .00 | 175.00 | 1,575.00 | 10.0% |
| 51601073 | 533000 | OTHER PROF SERVICE | 11,500 | 11,500 | .00 | .00 | 7,000.00 | 4,500.00 | 60.9% |
| 51601073 | 533002 | ENGINEERING SERVIC | 10,000 | 10,000 | .00 | .00 | 5,000.00 | 5,000.00 | 50.0% |
| 51601073 | 533006 | LABORATORY SERVICE | 26,732 | 26,732 | 3,487.92 | .00 | 8,967.08 | 14,277.00 | 46.6% |
| 51601073 | 541901 | HVAC SERVICE CONTR | 6,061 | 6,061 | 3,030.50 | .00 | 3,030.50 | .00 | 100.0% |
| 51601073 | 543000 | REPAIR AND MAINTEN | 73,189 | 73,189 | 3,796.04 | .00 | 11,809.33 | 57,583.63 | 21.3% |
| 51601073 | 543002 | EQUIPMENT MAINTENA | 71,359 | 71,359 | 1,848.32 | .00 | 9,910.00 | 59,600.68 | 16.5% |
| 51601073 | 544500 | LEASE COPIER/PRINT | 568 | 568 | 1,141.05 | .00 | .00 | -573.05 | 200.9%* |
| 51601073 | 552002 | PROPERTY INSURANCE | 7,226 | 7,226 | 7,185.00 | .00 | .00 | 41.00 | 99.4% |
| 51601073 | 553000 | COMMUNICATIONS | 12,996 | 12,996 | 2,339.44 | .00 | 4,466.40 | 6,190.16 | 52.4% |
| 51601073 | 561001 | JANITORIAL SUPPLIE | 1,000 | 1,000 | .00 | .00 | .00 | 1,000.00 | .0% |
| 51601073 | 561002 | BLDG MAINT SUPPLIE | 1,600 | 1,600 | 182.11 | .00 | 166.12 | 1,251.77 | 21.8% |
| 51601073 | 561009 | TRAINING MATERIALS | 1,000 | 1,000 | .00 | .00 | .00 | 1,000.00 | .0% |
| 51601073 | 561010 | CLOTHING | 5,850 | 5,850 | 1,042.72 | .00 | 1,168.94 | 3,638.34 | 37.8% |
| 51601073 | 561015 | SAFETY EQUIPMENT & | 4,000 | 4,000 | 240.01 | .00 | 72.29 | 3,687.70 | 7.8% |
| 51601073 | 561031 | CHEMICALS | 192,592 | 192,592 | 27,242.04 | .00 | 17,015.60 | 148,334.36 | 23.0% |
| 51601073 | 561037 | LABORATORY SUPPLIE | 8,993 | 8,993 | 902.43 | .00 | 495.90 | 7,594.67 | 15.5% |
| 51601073 | 561040 | EQUIPMENT REPAIR S | 35,000 | 35,000 | 584.45 | .00 | 2,135.39 | 32,280.16 | 7.8% |
| 51601073 | 562200 | ELECTRICITY | 126,000 | 126,000 | 20,381.64 | .00 | 34,762.04 | 70,856.32 | 43.8% |
| 51601073 | 562400 | HEATING FUEL | 28,000 | 28,000 | .00 | .00 | .00 | 28,000.00 | .0% |
| 51601073 | 573900 | OTHER EQUIPMENT | 39,024 | 39,024 | .00 | .00 | .00 | 39,024.00 | .0% |
| 51601073 | 589030 | PROP TAX TO OTH CO | 30,175 | 30,175 | 309.00 | .00 | 19,944.00 | 9,922.00 | 67.1% |
| TOTAL WATER TREATMENT PLANT | | | 1,183,119 | 1,183,119 | 188,158.69 | .00 | 126,129.59 | 868,830.72 | 26.6% |
| 51601570 WATER REVENUE OFFICE | | | | | | | | | |
| 51601570 | 511001 | SALARIES - FULL TI | 34,098 | 34,098 | 8,068.76 | .00 | .00 | 26,029.24 | 23.7% |
| 51601570 | 513001 | OVERTIME - REGULAR | 0 | 0 | 14.13 | .00 | .00 | -14.13 | 100.0%* |
| 51601570 | 516000 | LONGEVITY | 263 | 263 | 119.37 | .00 | .00 | 143.63 | 45.4% |
| 51601570 | 521100 | HEALTH INSURANCE | 9,893 | 9,893 | 2,404.41 | .00 | .00 | 7,488.59 | 24.3% |
| 51601570 | 521200 | DENTAL INSURANCE | 220 | 220 | 57.36 | .00 | .00 | 162.64 | 26.1% |
| 51601570 | 521300 | LIFE INSURANCE | 59 | 59 | 12.84 | .00 | .00 | 46.16 | 21.8% |

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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2019 13

| | ORIGINAL APPROP | REVISED BUDGET | YTD ACTUAL | MTD ACTUAL | ENC/REQ | AVAILABLE BUDGET | PCT USED |
|------------------------------------|--------------------|-------------------|---------------|------------|------------|---------------------|-------------|
| 51601570 522000 SOCIAL SECURITY CO | 2,517 | 2,517 | 595.07 | .00 | .00 | 1,921.93 | 23.6% |
| 51601570 523000 RETIREMENT CONTRIB | 3,909 | 3,909 | 879.33 | .00 | .00 | 3,029.67 | 22.5% |
| 51601570 526000 WORKERS' COMPENSAT | 77 | 77 | 77.00 | .00 | .00 | .00 | 100.0% |
| 51601570 528001 DISABILITY INSURAN | 363 | 363 | 81.96 | .00 | .00 | 281.04 | 22.6% |
| 51601570 543000 REPAIR AND MAINTEN | 1,250 | 1,250 | 1,243.00 | .00 | .00 | 7.00 | 99.4% |
| 51601570 544500 LEASE COPIER/PRINT | 0 | 0 | 627.84 | .00 | .00 | -627.84 | 100.0%* |
| 51601570 553400 POSTAGE FEES | 8,256 | 8,256 | 1,993.19 | .00 | 55.00 | 6,207.81 | 24.8% |
| 51601570 555000 PRINTING AND BINDI | 410 | 410 | .00 | .00 | .00 | 410.00 | .0% |
| 51601570 561003 OFFICE SUPPLIES | 300 | 300 | 60.46 | .00 | 48.09 | 191.45 | 36.2% |
| TOTAL WATER REVENUE OFFICE | 61,615 | 61,615 | 16,234.72 | .00 | 103.09 | 45,277.19 | 26.5% |
| TOTAL WATER ENTERPRISE FUND | 0 | 0 | 286,051.37 | .00 | 206,447.32 | -492,498.69 | 100.0% |
| TOTAL REVENUES | -6,937,368 | -7,119,368 | -1,296,246.22 | .00 | .00 | -5,823,121.78 | |
| TOTAL EXPENSES | 6,937,368 | 7,119,368 | 1,582,297.59 | .00 | 206,447.32 | 5,330,623.09 | |
| GRAND TOTAL | 0 | 0 | 286,051.37 | .00 | 206,447.32 | -492,498.69 | 100.0% |

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CITY OF ROCHESTER
YTD BUDGET REPORT

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| | | | ORIGINAL APPROP | REVISED BUDGET | YTD ACTUAL | MTD ACTUAL | ENC/REQ | AVAILABLE BUDGET | PCT USED |
|------------------------------|--------|----------------------|--------------------|-------------------|---------------|------------|---------|---------------------|-------------|
| 5002 SEWER ENTERPRISE FUND | | | | | | | | | |
| 520001 SEWER WORKS REVENUE | | | | | | | | | |
| 520001 | 400302 | INTEREST INCOME | -2,500 | -2,500 | -2,500.00 | .00 | .00 | .00 | 100.0% |
| 520001 | 406105 | XFER FROM RET EARNIN | -3,463,377 | -3,523,377 | .00 | .00 | .00 | -3,523,377.00 | .0%* |
| 520001 | 406201 | MISCELLANEOUS REVENU | -4,000 | -4,000 | -25,533.48 | .00 | .00 | 21,533.48 | 638.3% |
| 520001 | 406211 | HOMEMAKERS SRF LOAN | -16,049 | -16,049 | .00 | .00 | .00 | -16,049.00 | .0%* |
| 520001 | 406600 | CONSTRUCTION REVENUE | -10,000 | -10,000 | .00 | .00 | .00 | -10,000.00 | .0%* |
| 520001 | 406601 | USER FEES | -4,700,000 | -4,700,000 | -1,286,633.38 | .00 | .00 | -3,413,366.62 | 27.4%* |
| 520001 | 406602 | INTEREST ON DEL ACCT | -12,000 | -12,000 | -2,514.65 | .00 | .00 | -9,485.35 | 21.0%* |
| 520001 | 406607 | IMPACT FEES | -14,000 | -14,000 | -9,000.00 | .00 | .00 | -5,000.00 | 64.3%* |
| 520001 | 406701 | SEPTIC DISPOSAL PERM | -125,000 | -125,000 | -27,455.00 | .00 | .00 | -97,545.00 | 22.0%* |
| 520001 | 406703 | INDUSTRIAL PRE-TREAT | -10,000 | -10,000 | .00 | .00 | .00 | -10,000.00 | .0%* |
| 520001 | 406826 | HOMEOWNER FINANCE RE | -15,000 | -15,000 | -10,195.24 | .00 | .00 | -4,804.76 | 68.0%* |
| TOTAL SEWER WORKS REVENUE | | | -8,371,926 | -8,431,926 | -1,363,831.75 | .00 | .00 | -7,068,094.25 | 16.2% |
| 520002 SEWER WORKS REVENUE | | | | | | | | | |
| 520002 | 406306 | STATE AID GRANT C-52 | -285,618 | -285,618 | -13,358.00 | .00 | .00 | -272,260.00 | 4.7%* |
| 520002 | 406307 | STATE AID GRANT C-77 | -5,419 | -5,419 | -7,291.00 | .00 | .00 | 1,872.00 | 134.5% |
| 520002 | 406308 | STATE AID GRANT C-77 | -8,660 | -8,660 | -2,416.00 | .00 | .00 | -6,244.00 | 27.9%* |
| 520002 | 406309 | STATE AID GRANT C-83 | -27,786 | -27,786 | .00 | .00 | .00 | -27,786.00 | .0%* |
| 520002 | 406310 | STATE AID GRANT C-83 | -9,695 | -9,695 | -4,514.00 | .00 | .00 | -5,181.00 | 46.6%* |
| 520002 | 406311 | STATE AID GRANT C-83 | -20,027 | -20,027 | -10,478.00 | .00 | .00 | -9,549.00 | 52.3%* |
| 520002 | 406312 | STATE AID GRANT C-85 | -30,674 | -30,674 | .00 | .00 | .00 | -30,674.00 | .0%* |
| TOTAL SEWER WORKS REVENUE | | | -387,879 | -387,879 | -38,057.00 | .00 | .00 | -349,822.00 | 9.8% |
| 52602057 SEWER WORKS EXPENSE | | | | | | | | | |
| 52602057 | 511001 | SALARIES - FULL TI | 427,250 | 427,250 | 93,526.02 | .00 | .00 | 333,723.98 | 21.9% |
| 52602057 | 511099 | SALARIES - ADJUSTM | 3,126 | 3,126 | .00 | .00 | .00 | 3,126.00 | .0% |
| 52602057 | 513001 | OVERTIME - REGULAR | 8,100 | 8,100 | 1,853.05 | .00 | .00 | 6,246.95 | 22.9% |
| 52602057 | 515001 | ON CALL | 4,497 | 4,497 | 837.38 | .00 | .00 | 3,659.62 | 18.6% |
| 52602057 | 516000 | LONGEVITY | 1,982 | 1,982 | 287.50 | .00 | .00 | 1,694.50 | 14.5% |

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| | | | ORIGINAL APPROP | REVISED BUDGET | YTD ACTUAL | MTD ACTUAL | ENC/REQ | AVAILABLE BUDGET | PCT USED |
|----------|--------|--------------------|--------------------|-------------------|------------|------------|----------|---------------------|-------------|
| 52602057 | 519000 | TRAVEL ALLOWANCE | 500 | 500 | .00 | .00 | .00 | 500.00 | .0% |
| 52602057 | 521100 | HEALTH INSURANCE | 79,709 | 79,709 | 18,326.80 | .00 | 11.00 | 61,371.20 | 23.0% |
| 52602057 | 521200 | DENTAL INSURANCE | 1,370 | 1,370 | 361.14 | .00 | .00 | 1,008.86 | 26.4% |
| 52602057 | 521300 | LIFE INSURANCE | 713 | 713 | 162.59 | .00 | .00 | 550.41 | 22.8% |
| 52602057 | 522000 | SOCIAL SECURITY CO | 32,182 | 32,182 | 6,979.95 | .00 | .00 | 25,202.05 | 21.7% |
| 52602057 | 523000 | RETIRE CONTRIBUTIO | 50,290 | 50,290 | 11,053.65 | .00 | .00 | 39,236.35 | 22.0% |
| 52602057 | 526000 | WORKERS' COMPENSAT | 17,827 | 17,827 | 17,830.00 | .00 | .00 | -3.00 | 100.0%* |
| 52602057 | 528001 | DISABILITY INSURAN | 4,255 | 4,255 | 890.28 | .00 | .00 | 3,364.72 | 20.9% |
| 52602057 | 532001 | STAFF DEVELOPMENT | 3,100 | 3,100 | 911.21 | .00 | 51.66 | 2,137.13 | 31.1% |
| 52602057 | 532200 | CONTRACTED SERVICE | 0 | 0 | 234.00 | .00 | .00 | -234.00 | 100.0%* |
| 52602057 | 533000 | OTHER PROF SERVICE | 9,125 | 9,125 | 1,082.93 | .00 | 1,503.71 | 6,538.36 | 28.3% |
| 52602057 | 533000 | 18572 AUG 2018 GOB | 0 | 0 | 21,391.27 | .00 | .00 | -21,391.27 | 100.0%* |
| 52602057 | 533001 | AUDIT | 4,140 | 4,140 | .00 | .00 | .00 | 4,140.00 | .0% |
| 52602057 | 533002 | ENGINEERING SERVIC | 1,000 | 1,000 | .00 | .00 | .00 | 1,000.00 | .0% |
| 52602057 | 533004 | MEDICAL SERVICES | 500 | 500 | 32.34 | .00 | 467.66 | .00 | 100.0% |
| 52602057 | 534003 | SOFTWARE MAINTENAN | 25,945 | 25,945 | 20,967.43 | .00 | 2,792.36 | 2,185.21 | 91.6% |
| 52602057 | 542300 | CUSTODIAL SERVICES | 2,200 | 2,200 | 346.50 | .00 | .00 | 1,853.50 | 15.8% |
| 52602057 | 543000 | REPAIR AND MAINTEN | 2,360 | 2,360 | .00 | .00 | .00 | 2,360.00 | .0% |
| 52602057 | 543001 | VEHICLE MAINT & RE | 2,500 | 2,500 | 33.34 | .00 | 33.34 | 2,433.32 | 2.7% |
| 52602057 | 543002 | EQUIPMENT MAINTENA | 4,113 | 4,113 | 1,356.67 | .00 | .00 | 2,756.33 | 33.0% |
| 52602057 | 544200 | RENTAL OF EQUIPMEN | 400 | 400 | .00 | .00 | .00 | 400.00 | .0% |
| 52602057 | 544500 | LEASE COPIER/PRINT | 1,675 | 1,675 | 1,787.91 | .00 | .00 | -112.91 | 106.7%* |
| 52602057 | 552001 | FLEET INSURANCE | 8,980 | 8,980 | 8,929.00 | .00 | .00 | 51.00 | 99.4% |
| 52602057 | 552002 | PROPERTY INSURANCE | 5,648 | 5,648 | 5,616.00 | .00 | .00 | 32.00 | 99.4% |
| 52602057 | 552003 | GENERAL LIABILITY | 5,177 | 5,177 | 5,147.00 | .00 | .00 | 30.00 | 99.4% |
| 52602057 | 553400 | POSTAGE FEES | 500 | 500 | 16.79 | .00 | .00 | 483.21 | 3.4% |
| 52602057 | 554000 | ADVERTISING | 800 | 800 | .00 | .00 | .00 | 800.00 | .0% |
| 52602057 | 555000 | PRINTING AND BINDI | 1,639 | 1,639 | .00 | .00 | 23.00 | 1,616.00 | 1.4% |
| 52602057 | 556000 | TUITION | 3,150 | 3,150 | .00 | .00 | .00 | 3,150.00 | .0% |
| 52602057 | 558000 | TRAVEL | 875 | 875 | 6.00 | .00 | 209.97 | 659.03 | 24.7% |
| 52602057 | 561003 | OFFICE SUPPLIES | 3,348 | 3,348 | 376.85 | .00 | 934.24 | 2,036.91 | 39.2% |
| 52602057 | 561005 | PUBLICATIONS | 32 | 32 | .00 | .00 | .00 | 32.00 | .0% |
| 52602057 | 561008 | VEHICLE SUPPLIES | 13,500 | 13,500 | 5,418.15 | .00 | 1,733.62 | 6,348.23 | 53.0% |
| 52602057 | 561009 | TRAINING MATERIALS | 250 | 250 | .00 | .00 | .00 | 250.00 | .0% |
| 52602057 | 561010 | CLOTHING | 5,650 | 5,650 | 458.49 | .00 | 476.88 | 4,714.63 | 16.6% |
| 52602057 | 561015 | SAFETY EQUIPMENT & | 5,900 | 5,900 | 1,450.50 | .00 | 708.20 | 3,741.30 | 36.6% |
| 52602057 | 561022 | HOT TOP COLD PATCH | 5,500 | 5,500 | 3,590.05 | .00 | 1,909.95 | .00 | 100.0% |
| 52602057 | 561023 | SAND AND GRAVEL | 1,650 | 1,650 | 1,312.47 | .00 | 337.53 | .00 | 100.0% |
| 52602057 | 561032 | OTHER OPERATIONAL | 600 | 600 | 438.74 | .00 | 161.26 | .00 | 100.0% |
| 52602057 | 561040 | EQUIPMENT REPAIR S | 6,000 | 6,000 | 326.20 | .00 | .00 | 5,673.80 | 5.4% |
| 52602057 | 562600 | VEHICLE FUEL | 41,000 | 41,000 | 5,914.30 | .00 | .00 | 35,085.70 | 14.4% |
| 52602057 | 573401 | ADMIN EQUIPMENT | 1,818 | 1,818 | 160.74 | .00 | .00 | 1,657.26 | 8.8% |
| 52602057 | 573900 | OTHER EQUIPMENT | 8,000 | 8,000 | 100.00 | .00 | .00 | 7,900.00 | 1.3% |
| 52602057 | 575100 | INVENTORY PURCHASE | 12,000 | 12,000 | 674.09 | .00 | 4,825.91 | 6,500.00 | 45.8% |

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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2019 13

| | | | ORIGINAL APPROP | REVISED BUDGET | YTD ACTUAL | MTD ACTUAL | ENC/REQ | AVAILABLE BUDGET | PCT USED |
|--------------------------------|--------|--------------------|--------------------|-------------------|--------------|------------|-----------|---------------------|-------------|
| 52602057 | 581000 | DUES AND FEES | 1,290 | 1,290 | .00 | .00 | 81.66 | 1,208.34 | 6.3% |
| 52602057 | 583000 | INTEREST EXPENSE | 882,593 | 862,593 | 306,704.58 | .00 | .00 | 555,888.42 | 35.6% |
| 52602057 | 584000 | CONTINGENCY | 15,000 | 15,000 | .00 | .00 | .00 | 15,000.00 | .0% |
| 52602057 | 589001 | STATE PERMITS & FE | 2,150 | 2,150 | 66.17 | .00 | 1,400.00 | 683.83 | 68.2% |
| 52602057 | 589034 | ABATEMENTS/OVERLAY | 0 | 0 | .00 | .00 | 4,406.00 | -4,406.00 | 100.0%* |
| 52602057 | 591000 | REDEMPTION OF PRIN | 2,954,033 | 2,954,033 | 1,237,695.05 | .00 | .00 | 1,716,337.95 | 41.9% |
| 52602057 | 593002 | TRANS TO CAPITAL P | 406,500 | 486,500 | 486,500.00 | .00 | .00 | .00 | 100.0% |
| 52602057 | 593008 | TRANSFER TO GENERA | 25,000 | 25,000 | 6,250.00 | .00 | .00 | 18,750.00 | 25.0% |
| TOTAL SEWER WORKS EXPENSE | | | 5,107,442 | 5,167,442 | 2,277,403.13 | .00 | 22,067.95 | 2,867,970.92 | 44.5% |
| 52602074 SEWER TREATMENT PLANT | | | | | | | | | |
| 52602074 | 511001 | SALARIES - FULL TI | 450,043 | 450,043 | 100,600.64 | .00 | .00 | 349,442.36 | 22.4% |
| 52602074 | 513001 | OVERTIME - REGULAR | 32,500 | 32,500 | 5,705.20 | .00 | .00 | 26,794.80 | 17.6% |
| 52602074 | 515001 | ON CALL | 29,438 | 29,438 | 6,743.27 | .00 | .00 | 22,694.73 | 22.9% |
| 52602074 | 516000 | LONGEVITY | 2,500 | 2,500 | .00 | .00 | .00 | 2,500.00 | .0% |
| 52602074 | 521100 | HEALTH INSURANCE | 80,535 | 80,535 | 16,945.60 | .00 | 22.00 | 63,567.40 | 21.1% |
| 52602074 | 521200 | DENTAL INSURANCE | 2,136 | 2,136 | 535.84 | .00 | .00 | 1,600.16 | 25.1% |
| 52602074 | 521300 | LIFE INSURANCE | 638 | 638 | 158.22 | .00 | .00 | 479.78 | 24.8% |
| 52602074 | 522000 | SOCIAL SECURITY CO | 37,307 | 37,307 | 8,248.75 | .00 | .00 | 29,058.25 | 22.1% |
| 52602074 | 523000 | RETIREMENT CONTRIB | 55,202 | 55,202 | 12,097.63 | .00 | .00 | 43,104.37 | 21.9% |
| 52602074 | 526000 | WORKERS' COMPENSAT | 5,320 | 5,320 | 5,321.00 | .00 | .00 | -1.00 | 100.0%* |
| 52602074 | 528001 | DISABILITY INSURAN | 3,927 | 3,927 | 835.22 | .00 | .00 | 3,091.78 | 21.3% |
| 52602074 | 532001 | STAFF DEVELOPMENT | 3,240 | 3,240 | .00 | .00 | 240.00 | 3,000.00 | 7.4% |
| 52602074 | 533000 | OTHER PROF SERVICE | 121,650 | 121,650 | .00 | .00 | 35,027.31 | 86,622.69 | 28.8% |
| 52602074 | 533006 | LABORATORY SERVICE | 109,258 | 109,258 | 7,852.47 | .00 | 32,136.33 | 69,269.20 | 36.6% |
| 52602074 | 534009 | INDUSTRIAL PRETREA | 32,839 | 32,839 | 2,129.70 | .00 | 13,310.30 | 17,399.00 | 47.0% |
| 52602074 | 541901 | HVAC SERVICE CONTR | 18,824 | 18,824 | 9,412.00 | .00 | 9,412.00 | .00 | 100.0% |
| 52602074 | 543000 | REPAIR AND MAINTEN | 96,370 | 96,370 | 2,894.60 | .00 | 13,931.04 | 79,544.36 | 17.5% |
| 52602074 | 543002 | EQUIPMENT MAINTENA | 150,459 | 150,459 | 19,637.60 | .00 | 55,173.28 | 75,648.12 | 49.7% |
| 52602074 | 544500 | LEASE COPIER/PRINT | 1,540 | 1,540 | 780.12 | .00 | .00 | 759.88 | 50.7% |
| 52602074 | 552002 | PROPERTY INSURANCE | 5,283 | 5,283 | 5,253.00 | .00 | .00 | 30.00 | 99.4% |
| 52602074 | 553000 | COMMUNICATION | 13,425 | 13,425 | 2,117.21 | .00 | 2,164.00 | 9,143.79 | 31.9% |
| 52602074 | 559000 | MISC PURCHASED SER | 8,000 | 8,000 | .00 | .00 | 8,000.00 | .00 | 100.0% |
| 52602074 | 561001 | JANITORIAL SUPPLIE | 1,600 | 1,600 | 200.89 | .00 | 145.07 | 1,254.04 | 21.6% |
| 52602074 | 561002 | BUILDING MAINT SUP | 7,750 | 7,750 | 755.57 | .00 | 379.70 | 6,614.73 | 14.6% |
| 52602074 | 561010 | CLOTHING | 9,000 | 9,000 | 973.71 | .00 | 1,222.46 | 6,803.83 | 24.4% |
| 52602074 | 561015 | SAFETY EQUIPMENT & | 6,200 | 6,200 | 1,151.56 | .00 | .00 | 5,048.44 | 18.6% |
| 52602074 | 561031 | CHEMICAL | 345,616 | 345,616 | 16,448.35 | .00 | 17,186.85 | 311,980.80 | 9.7% |
| 52602074 | 561037 | LABORATORY SUPPLIE | 30,423 | 30,423 | 3,561.24 | .00 | 553.14 | 26,308.62 | 13.5% |
| 52602074 | 561040 | EQUIPMENT REPAIR S | 89,800 | 89,800 | 4,576.81 | .00 | 19,473.00 | 65,750.19 | 26.8% |

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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2019 13

| | | | ORIGINAL APPROP | REVISED BUDGET | YTD ACTUAL | MTD ACTUAL | ENC/REQ | AVAILABLE BUDGET | PCT USED |
|-------------------------------|--------|--------------------|--------------------|-------------------|---------------|------------|------------|---------------------|-------------|
| 52602074 | 562200 | ELECTRICITY | 375,000 | 375,000 | 75,194.45 | .00 | 23,748.90 | 276,056.65 | 26.4% |
| 52602074 | 562400 | HEATING FUEL | 43,000 | 43,000 | 735.43 | .00 | 5,564.57 | 36,700.00 | 14.7% |
| 52602074 | 573900 | OTHER EQUIPMENT | 21,700 | 21,700 | .00 | .00 | .00 | 21,700.00 | .0% |
| 52602074 | 592001 | DEPRECIATION | 1,400,000 | 1,400,000 | .00 | .00 | .00 | 1,400,000.00 | .0% |
| TOTAL SEWER TREATMENT PLANT | | | 3,590,523 | 3,590,523 | 310,866.08 | .00 | 237,689.95 | 3,041,966.97 | 15.3% |
| 52602470 SEWER REVENUE OFFICE | | | | | | | | | |
| 52602470 | 511001 | SALARIES - FULL TI | 34,098 | 34,098 | 8,069.06 | .00 | .00 | 26,028.94 | 23.7% |
| 52602470 | 513001 | OVERTIME - REGULAR | 0 | 0 | 14.14 | .00 | .00 | -14.14 | 100.0%* |
| 52602470 | 516000 | LONGEVITY | 263 | 263 | 119.38 | .00 | .00 | 143.62 | 45.4% |
| 52602470 | 521100 | HEALTH INSURANCE | 9,898 | 9,898 | 2,404.65 | .00 | .00 | 7,493.35 | 24.3% |
| 52602470 | 521200 | DENTAL INSURANCE | 223 | 223 | 57.42 | .00 | .00 | 165.58 | 25.7% |
| 52602470 | 521300 | LIFE INSURANCE | 61 | 61 | 12.90 | .00 | .00 | 48.10 | 21.1% |
| 52602470 | 522000 | SOCIAL SECURITY CO | 2,521 | 2,521 | 595.23 | .00 | .00 | 1,925.77 | 23.6% |
| 52602470 | 523000 | RETIREMENT CONTRIB | 3,912 | 3,912 | 879.39 | .00 | .00 | 3,032.61 | 22.5% |
| 52602470 | 526000 | WORKERS' COMPENSAT | 77 | 77 | 77.00 | .00 | .00 | .00 | 100.0% |
| 52602470 | 528001 | DISABILITY INSURAN | 367 | 367 | 82.03 | .00 | .00 | 284.97 | 22.4% |
| 52602470 | 543000 | REPAIR AND MAINTEN | 1,250 | 1,250 | 1,243.00 | .00 | .00 | 7.00 | 99.4% |
| 52602470 | 544500 | LEASE COPIER/PRINT | 0 | 0 | 503.89 | .00 | .00 | -503.89 | 100.0%* |
| 52602470 | 553400 | POSTAGE FEES | 8,520 | 8,520 | 1,993.18 | .00 | 55.00 | 6,471.82 | 24.0% |
| 52602470 | 555000 | PRINTING AND BINDI | 350 | 350 | .00 | .00 | .00 | 350.00 | .0% |
| 52602470 | 561003 | OFFICE SUPPLIES | 300 | 300 | 60.45 | .00 | 48.08 | 191.47 | 36.2% |
| TOTAL SEWER REVENUE OFFICE | | | 61,840 | 61,840 | 16,111.72 | .00 | 103.08 | 45,625.20 | 26.2% |
| TOTAL SEWER ENTERPRISE FUND | | | 0 | 0 | 1,202,492.18 | .00 | 259,860.98 | -1,462,353.16 | 100.0% |
| TOTAL REVENUES | | | -8,759,805 | -8,819,805 | -1,401,888.75 | .00 | .00 | -7,417,916.25 | |
| TOTAL EXPENSES | | | 8,759,805 | 8,819,805 | 2,604,380.93 | .00 | 259,860.98 | 5,955,563.09 | |
| GRAND TOTAL | | | 0 | 0 | 1,202,492.18 | .00 | 259,860.98 | -1,462,353.16 | 100.0% |

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