

**Utility Advisory Board
November 13, 2017 5:30 P.M.
City Hall Council Conference Room**

MEMBERS PRESENT

Shawn Libby, Chairman
Ralph Sanders
Joe Boudreau
Eli Barnes

OTHERS PRESENT

Lisa Clark, Utility Billing Office Supervisor
Mike Mondou – 33 Highland Street

MINUTES

1. Call to order:

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

2. Appeals –

2.1 33 Highland Street – Mike Mondou

The appellant was present for the meeting. The appellant stated that the above average usage was caused by an underground leak that went unnoticed until it reached the surface. Repair receipts were included. Chairman Libby asked for a letter from the owner to confirm they are aware of the one in ten year abatement as this is the property management company is filing the appeal. Ms. Clark stated that it is in the file and will be provided. Ms. Clark suggested that a notarized letter from the property owners directing the proposed abatement check be sent to the property management company if the account has been paid in full, otherwise the check must go to the owners.

Chairman Libby made a motion to abate 175 units of water at \$925.75 and 350 units of sewer at \$2,282.00 for a total abatement in the amount of \$3,207.75 plus accrued interest. The motion stated that the decision letter and account would note that this is a once in 10 year abatement. The motion was seconded by Mr. Barnes. The motion passed unanimously.

2.2 9-11 Upham Street – Erik Fowke

The appellant was not present for the meeting. The customer had a leaking toilet that was replaced.

Mr. Barnes made a motion to abate 38 units of water at \$201.02 and 38 units of sewer at \$247.76 for a total abatement of \$448.78 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 24 Hancock Street – David Cope

The appellant was not present for the meeting. The above average usage was due to watering their lawn. The water did not enter the sewer system. The property owner was made aware of the sewer deduct meter for future use and it would be noted on the decision letter and account.

Chairman Libby made a motion to abate 16 units of sewer for \$104.32 plus accrued interest. The motion was seconded by Mr. Sanders. The motion passed unanimously.

2.4 46 Main Street – Jason Garland

The appellant was not present for the meeting. The hot water heater had been leaking onto the basement floor and was replaced.

Chairman Libby made a motion to abate 33 units of water at \$174.57 and 79 units of sewer at \$515.08 for a total abatement of \$689.65 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. Barnes. The motion passed unanimously.

2.5 6 Florence Drive – Peter Clouthier

The appellant was not present for the meeting. The customer had filled their pool and was not aware of the ordinance for advising the Utility Billing Office. They have been informed of the ordinance.

Mr. Boudreau made a motion to abate 16 units of sewer at \$104.32 plus accrued interest. The motion was seconded by Mr. Barnes. The motion passed unanimously.

2.6 674 Portland Street – Carl Crosman

The appellant was not present for the meeting. The customer installed a new lawn and watered it daily. The customer was advised of a sewer deduct meter for future use and it will be noted on the decision letter and the account.

Mr. Barnes made a motion to abate 27 units of sewer at \$176.04 plus accrued interest. The motion was seconded by Chairman Libby. The motion passed unanimously.

2.7 104 Maple Street – Viateur Begin

The appellant was not present for the meeting. The customer had a leaking water spigot, which was repaired.

Mr. Barnes made a motion to abate 30 units of sewer at \$195.60 plus accrued interest. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

2.8 47 Millers Farm Drive – Jamie & Amee Dube

The appellant was not present for the meeting. The customer had been watering a newly installed lawn. Chairman Libby mentioned there being no usage history as the property is a brand new install.

Chairman Libby made a motion to table the appeal to establish billing history. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

2.9 27 Dewey Street – David Pinkham

The appellant was not present for the meeting. The customer had been watering a newly installed lawn. The customer was advised of a sewer deduct meter for future use and it will be noted on the decision letter and the account.

Chairman Libby made a motion to abate 23 units of sewer at \$149.96 plus accrued interest. The motion was seconded by Mr. Barnes. The motion passed unanimously.

3. Approval of October 10, 2017 Minutes

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

4. Policy Review

Ms. Clark walked the UAB Board through the changes in the Policy on Water & Sewer Adjustments and a discussion took place on the changes. There was a discussion on separating water and sewer from the policy for future claim clarification. Ms. Clark said she would make the changes as presented for the next meeting and work on clarifying future claims in the policy to present. Mr. Boudreau requests certain parts of the policy be bolded to make a better impact.

Chairman Libby made a motion to accept the policy changes as presented but further discuss clarifying future claims at next meeting. The motion was seconded by Mr. Barnes. The motion passed unanimously.

5. Financials

Mr. Boudreau had some questions about line items on the financials and wanting clarification as to what they mean. Ms. Clark explained them.

6. Adjournment:

Chairman Libby made a motion to adjourn at 6:38PM. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

Minutes respectfully submitted by Samantha Juneau, Utility Billing Administrator