



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: December 6, 2016
TO: Utility Advisory Board
FROM: John B. Storer, PE – Director of City Services
REGARDING: Utility Advisory Board Meeting

There will be a meeting of the Utility Advisory Board on Monday, December 12, 2016 at 5:30 P.M. in the City Hall Council Conference Room.

AGENDA

1. Call to Order
2. Acceptance of November 14, 2016 Minutes
3. Election of Board Chairman
- 4.1 Previously Tabled Appeal

4.1 Northeast Credit Union (Page 7)
PO Box 1240
Portsmouth, NH 03802
RE: 664 Columbus Ave

5 Appeals

5.1 Long Ronald & Noreen (Page 19)
PO Box 388
Berwick, ME 03901-0388
RE: 9 Lincoln St

5.2 TJD Family Trust % (Page 26)
Drouin Timothy J Trustee
260 Walnut St
Rochester, NH 03867-4270
RE: 126 Brock St

5.3 Sarah Miller (Page 31)
11 Riverside Dr
Rochester, NH 03867-1120
RE: 11 Riverside Dr

5.4 John McKenna (Page 41)
21 Alder Creek Ln
Rochester, NH 03867

- 5.5 RE: 21 Alder Creek Ln
Lisa Ansell (Page 51)
42 Collins Cir
Rochester, NH 03867-2468
RE: 42 Collins Cir
- 5.6 Dianne Hall (Page 62)
17 Millers Farm Dr
Rochester, NH 03868
RE: 17 Millers Farm Dr
- 5.7 M & WB Holdings LLC (Page 69)
50 No Main St Unit 5
Rochester, NH 03867
RE: 54 No Main St 5
- 5.8 Thomas Laperriere (Page 75)
5 Erin Ln
Rochester, NH 03868-5804
RE: 5 Erin Ln
- 5.9 Eric Goucher (Page 82)
PO Box 475
Hampton NH 03842
RE: 42-44 Lafayette Street
- 6. Finances
- 7. Adjournment

Copy to:
Blaine M.Cox, Deputy City Manager

**Utility Advisory Board
November 14, 2016 5:30 P.M.
City Hall Council Conference Room**

MEMBERS PRESENT

Dan Peterson, Chairman

Shawn Libby

Thomas H. Willis, Jr

Ralph Sanders

OTHERS PRESENT

John B. Storer, PE Director of City Services

Paul Lewis, 13 Friendship Street

Beth Voce, Sky Haven Surgical Center

MINUTES

1. Call to order:

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

2. Appeals -

2.1 13 Friendship Street – Paul Lewis

The appellant, Paul Lewis, was present. Mr. Lewis stated that he did not receive a notice that the use was high until he received the invoice. He stated if the door was tagged it was likely received by the tenant. Mr. Lewis said that the staff that came out did a great job. He had two leaking toilets that have since been fixed and per the utility billing office the readings have returned to normal. Mr. Storer stated that the cause was determined to be unpredictable as it was a tenant situation and the above average use was minimum requirements to qualify for the Water & Sewer adjustment policy. He further stated, based on the 3 year history, he recommends an abatement of 28.5 units of water and sewer. The Board requested that the decision letter state that this is a once in ten year adjustment.

Mr. Willis made a motion to abate 28.5 units of sewer at \$6.24 each for a total of \$177.84 and 28.5 units of water at \$4.81 for a total of \$137.09 for a total abatement of \$314.93 plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

3.2 13 Healthcare Drive – Frisbie Foundation (Sky Haven Surgical Ctr).

Beth Voce from Frisbie Surgical Center was present. She stated that the excessive use was due to a leak in the irrigation system. The Board discussed the newness of the facility and that the irrigation installers may have some responsibility for the problem as this is a new system and the invoice described fixes that appear to be from

faulty installation. Due to possible faulty installation the Board agreed with the recommendation from Mr. Storer that this does not meet the Water & Sewer Adjustment Policy criteria. The Board also agreed that, as the leak did not go into the sewer system, they could abate the above average sewer use as recommended. The appellant is aware that a sewer deduct meter should be installed on the irrigation system so that this deduction would automatically be applied whenever irrigation is used.

Mr. Willis made a motion to abate 868 units of sewer at \$6.24 each for a total of \$5,416.32 plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

3.3 694 Columbus Avenue – Northeast Credit Union

The maintenance manager, Bill, was present at the meeting. He stated that the leak in the irrigation system was unpredictable and was due to a faulty valve. Bill also stated that he suspects that prior to fixing the issue, the leak was allowed to run for several weeks after the last reading. He expects the next invoice to also have increased use. The Board and Mr. Storer agreed that this appeal meets the Water & Sewer Adjustment Policy criteria.

Mr. Libby made a motion to table the appeal until the next cycle is completed as this is a once in 10 year adjustment they want to capture all of the costs. The motion was seconded by Chairman Peterson. The motion passed unanimously.

3.4 20A Cecile Court – Courtney McLaren

The appellant was not present for the meeting. Mr. Storer's written recommendation was to deny the appeal as the customer forgot to shut off the valve. He stated that this would not be considered "unpreventable leakage" per the Water & Sewer Adjustment Policy.

Chairman Peterson made a motion to deny the request for an abatement. Mr. Libby seconded the motion. The motion passed unanimously.

3.5 3 Dartmouth Lane – Harrington

The appellant was not present for the meeting. Mr. Storer stated that the customer had a faulty sewer deduct meter installed and that he recommended an abatement on the above average sewer charges on the invoice as requested. Mr. Willis looked at three years history of the September billing and determined the average usage to be 16. He stated that the request was for 30 units and that the 46 units billed, less the 16 average use, would agree with that request.

Mr. Willis made a motion to abate 30 units of sewer a \$6.24 each for sewer credit of \$187.20, plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

3.6 13 Hale Street – Daniel & Adrienne Couto

The appellant was not present for the meeting. Mr. Storer stated that this abatement was requested for a pool credit. The customer stated they had called the Utility Billing Office as is standard when filling a pool. The Utility Billing Office staff did not have record of the call. Mr. Storer stated that this customer has several years' history of the pool credit and the request is within their normal annual calculation. The Board stated that the decision letter should state a recommendation for sewer deduct meter.

Mr. Willis made a motion to abate 18 units of sewer at \$6.24 each for a total of \$112.32 plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

3.7 5 Sweetbriar Lane – Meghann & Christian Wayss

The appellant was not present for the meeting. The appeal form noted irrigation, pool and lawn restoration as the cause of their abnormal usage. The Board agreed that this would not meet the criteria for the Water & Sewer Adjustment Policy but they would abate the sewer use as the water did not enter the sewer system. The Board stated that they would like the decision letter and minutes to reflect that the owner is advised to install a sewer deduct meter for outside water use. Mr. Willis calculated the above average use using the past three September invoices. He stated that the average use is 33 units. The invoice was for 78 units.

Mr. Willis made a motion to abate 45 units of sewer at \$6.24 each for a total of \$280.80 plus all accrued interest charges. Chairman Peterson seconded the motion. The motion passed unanimously.

3.8 37 Pray Street – Raymond Ouellette

The appellant was not present for the meeting. The appeal stated that there were no leaks found, the customer did not want the meter tested and the above average use did not meet the criteria for the Water & Sewer Adjustment Policy to apply.

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

3.9 42 Prospect Street – Melanie Webster

The appellant was not present for the meeting. The appellant requested a water and sewer abatement per the Water & Sewer Adjustment Policy. Mr. Storer stated that the cause was determined to be unpredictable as it was a tenant situation and the above average use does meet the criteria to apply the Water & Sewer Adjustment Policy. The Board requested that the decision letter state that this is a once in ten year adjustment.

Mr. Willis made a motion to abate 90.5 units of sewer at \$6.24 each for a total of \$564.72 and 90.5 units of water at \$4.81 for a total of \$435.31 for a total abatement

of \$1,000.03 plus all accrued interest. Chairman Peterson seconded the motion. The motion passed unanimously

3.10 16 Jackson Street – Cheryl McIntyre

The appellant was not present for meeting. The appeal request is for a pool credit. The customer has a long history of pool credits and this season they stated they missed calling into the Utility Billing Office.

Chairman Peterson made a motion to abate 9 units of sewer at \$6.24 each for a total of \$56.16, plus all accrued interest. Mr. Willis seconded the motion. The motion passed unanimously.

3. Approval of the October 11, 2016 Minutes

Mr. Libby made a motion to accept the October 11, 2016 meeting minutes that were not in packet but were posted online. The motion was seconded by Chairman Peterson. The motion passed unanimously.

4. Adjournment:

Mr. Willis made a motion to adjourn at 7:55PM. The motion was seconded by Chairman Peterson. The motion passed unanimously.

Minutes respectfully submitted by Lisa Clark, Administration & Utility Billing Supervisor



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: December 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 10/3/16

Customer Name: Northeast Credit Union

Account: 142430

Service Address: #694 Columbus Ave

Rochester NH 03868

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

Recommendations

I recommend an abatement of $\frac{1}{2}$ the water charges for the above average use. This appeal was tabled from the November meeting as the leak was expected to cover two cycles and the policy only allows for one abatement in a ten years period. The sewer charges were already deducted as they have a sewer deduct meter on the irrigation system.

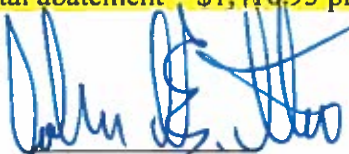
The above recommendation is based upon the following findings:

1. This is a water and sewer account.

- a. Per the City of Rochester Water & Sewer Adjustment Policy this account would qualify for an abatement of $\frac{1}{2}$ of the above average consumption. The use is above the minimum requirements of additional use and the usage was due to an unpredictable leak in the irrigation system that was repaired. The usage was registered by the sewer deduct meter so they were not charged for the excess sewer.
- b. Total 9/16/16 invoiced usage 748 Units
- c. Average Sept Consumption (3 years) 170 Units
- d. Estimated Usage over average 578 Units
- e. $\frac{1}{2}$ of 578 289 Units
- f. Total 12/1/16 invoiced usage 57 Units
- g. Average Dec Consumption (3 years) 45 Units
- h. Estimated Usage over average 12 Units
- i. $\frac{1}{2}$ of 12 6 Units

Value of 295 Units of Water at the current water rate of \$4.81 = \$1,418.95.

Total abatement = \$1,418.95 plus accrued interest.


John B. Storer, PE
Director of City Services

12/6/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: December 1, 2016
SUBJECT: Northeast Credit Union
PROPERTY: **694 Columbus Ave**

Please find attached the Water Billing Appeal Application, account notes and the water bill for the above location. This appeal was tabled from the November, 2016 meeting.

The customer had a leak in their irrigation system, which is currently shut down and will be repaired by Studley's.



Account: 142430

[9/29/04 - CUSTOMER CALLED RE HIGH USAGE - ROCKY DID REREAD AND CHECKED FOR LEAKS - NO EVIDENCE OF ANYTHING WRONG-HIGH DUE TO NEW LANDSCAPING

[2014-10-20 10:41:33 sjuneau]: MAILED LETTER REQUIRING LOW HAZARD BACKFLOW DEVICE BY 11/21/2014

[2015-04-01 12:39:46 sjuneau]: ADDED LOW HAZARD DEVICE TO ACCOUNT AND MAILED PERMIT - NEXT TEST DUE MAY 2016.

[2016-09-26 13:34:58 karenb]: FACILITIES MGR HERMAN CALLED REGARDING HIGH BILL. 739 UNITS THROUGH S/D. SCHEDULED TECHNICIAN TO MEET HIM AND CHECK METER.

[2016-10-03 11:36:40 karenb]: TECHNICIAN WENT OUT ON 9/28/16, ISSUE IS IN IRRIGATION. 50 UNITS ON MAIN METER AND 49 UNITS ON SEWER DEDUCT METER IN 12 DAYS. HERMAN STATED THEY HAD THE IRRIGATION FIXED 9/30/16. EMAILED HIM THE APPEAL FORM AND IT WILL BE GOING TO NOVEMBER BOARD MEETING.

[2016-10-21 14:16:48 karenb]: TECHNICIAN GOT READ FOR UAB ON 10/19/16, ONLY 2 MORE UNITS USED ON MAIN METER AND NO UNITS USED ON S/D, SHOWING ISSUE TO BE RESOLVED.

[2016-11-17 12:26:49 sjuneau]: UAB APPEAL WAS TABLED UNTIL DECEMBER MEETING

[2016-12-01 14:13:50 karenb]: GOT READ 12/1/16 FOR UAB. MAIN METER 57 UNITS, S/D 49 UNITS. THIS USAGE IS 12 UNITS ABOVE THE AVERAGE DECEMBER USAGE FOR THE PAST THREE YEARS.



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
13954802	142430	12/01/2016	01/04/2017	3699.69	.00	324.48
Amount Due						\$4,024.17

142430
NORTHEAST CREDIT UNION
% ACCOUNTING DEPT
P O BOX 1240
PORTSMOUTH, NH 03802-1240



Please Note Address Correction Below:

Name _____

Street _____

City _____ State _____ Zip _____

92096042017213954802800004024170

✂ 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			
NORTHEAST CREDIT UNION			694 COLUMBUS AVE /			
Bill Number	Account Number		Past Due Date		Bill Date	
13954802	142430		01/04/2017		12/01/2016	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
COMM WATER	12/01/2016	09/16/2016	5825	5768	57	274.53
COMM WATER	12/01/2016	09/16/2016	5125	5076	49	.00
COMM SEWER					8	49.95
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
696.80	07/08/2016	3699.69	.00	324.48	\$4,024.17	

WATER \$4.81, ELDERLY \$2.08, MINIMUM \$18.27, MINIMUM ELDERLY \$14.64
SEWER \$6.24, ELDERLY \$4.15, MINIMUM \$29.85, MINIMUM ELDERLY \$23.76

MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE 2.95\$ SURCHARGE

BILL IS DUE UPON PRESENTATION

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

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

Remit payment to:

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

For all other correspondence or accounting inquiries:

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

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

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



12/01/2016 15:02
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
P ubcnsing

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Status
142430	35857	NORTHEAST	CREDIT	UNION		013200400000				694 COLUMBUS AVE							Active
110	1	COMM WATER	INVE62786695	F	12/01/2016		13954802		5,825	57				274.53			324.48
110	1	COMM WATER	INVE62786695	A	09/16/2016		13949375		5,768	748				3,597.88			3,654.04
110	1	COMM WATER	INVE62786695	A	06/14/2016		13941863		5,020	128				615.68			696.80
110	1	COMM WATER	INVE62786695	A	03/09/2016		13934323		4,892	10				48.10			110.50
110	1	COMM WATER	INVE62786695	A	12/15/2015		13926954		4,882	37				176.89			233.05
110	1	COMM WATER	INVE62786695	A	09/11/2015		13919506		4,845	209				976.03			1,038.43
110	1	COMM WATER	INVE62786695	A	06/04/2015		13912063		4,636	9				42.03			98.19
110	1	COMM WATER	INVE62786695	A	03/20/2015		13904593		4,627	9				42.03			98.19
110	1	COMM WATER	INVE62786695	A	12/12/2014		13897242		4,618	38				177.46			233.62
110	1	COMM WATER	INVE62786695	A	09/15/2014		13889836		4,580	149				695.83			739.51
110	1	COMM WATER	INVE62786695	A	06/11/2014		13882414		4,431	11				51.37			120.01
110	1	COMM WATER	INVE62786695	A	03/04/2014		13874997		4,420	7				32.22			75.90
110	1	COMM WATER	INVE62786695	A	12/04/2013		13867715		4,413	61				280.60			349.24
110	1	COMM WATER	INVE62786695	A	09/09/2013		13860321		4,352	152				699.20			749.12
110	1	COMM WATER	INVE62786695	A	06/12/2013		13852940		4,200	2				9.20			9.20
110	1	COMM WATER	INVE62786695	E	03/07/2013		13845563		4,198	25				.00			156.00
110	1	COMM WATER	INVE62786695	A	12/06/2012		13838273		4,173	41				184.41			233.36
110	1	COMM WATER	INVE62786695	A	09/13/2012		13830979		4,132	213				956.37			1,023.58
110	1	COMM WATER	INVE62786695	A	06/13/2012		13823616		3,919	27				121.23			182.33
110	1	COMM WATER	INVE62786695	A	03/15/2012		13816246		3,892	11				49.39			116.60
110	1	COMM WATER	INVE62786695	A	12/09/2011		13809011		3,881	11				49.39			104.38
110	1	COMM WATER	INVE62786695	A	09/19/2011		13801700		3,870	133				584.01			644.32
110	1	COMM WATER	INVE62786695	A	06/13/2011		13794403		3,737	11				47.19			112.64
110	1	COMM WATER	INVE62786695	A	03/18/2011		13787095		3,726	10				42.90			102.40
110	1	COMM WATER	INVE62786695	A	12/14/2010		13779918		3,716	48				205.92			283.27
110	1	COMM WATER	INVE62786695	A	09/16/2010		13772658		3,668	436				1,862.64			1,951.89

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

September Average 170 units

December Average 45 units



City of Rochester, New Hampshire

Utility Billing Office

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

November 17, 2016

Northeast Credit Union
P.O. Box 1240
Portsmouth, NH 03802

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board at its meeting held **November 14, 2016.**

The decision of the Board was to:

<input type="checkbox"/>	Abate the amount of \$____ and any accrued interest charges if applicable
<input type="checkbox"/>	Abate the amount of \$ _____, with the following stipulation:
<input type="checkbox"/>	Deny your appeal.
<input checked="" type="checkbox"/>	Table your appeal
<input type="checkbox"/>	Refer the appeal to the City Manger for further review/discussion
<input checked="" type="checkbox"/>	Other This appeal will be heard at the meeting December 12th at 5:30pm.

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

Sincerely,

Lisa J. Clark
Office Manager

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: October 21, 2016
SUBJECT: Northeast Credit Union
PROPERTY: 694 Columbus Ave

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

The customer is filing an appeal for above average use due to a leak in the irrigation system. They are asking for the appeal to be based on passed averages plus a 30% increase on the same period due to higher irrigation use during the drought. They have the irrigation system shut down and repaired by Studley's.

Office Use Only:

Received: 10/14/16

W/S

CITY OF ROCHESTER

Water/Sewer Billing Appeal Application

1. Date of Appeal: **October 3 2016**

2. Property Owner's Name: **Northeast Credit Union** Account #: **142430**

3. Billing Address: **PO Box 1240**

Portsmouth N.H. 03802

4. Service Location: **694 Columbus Avenue** Zip Code **03867**

5. Owners Representative: **Herman McGee**

6. Owners Representative's Signature: _____

7. Phone #: **603-422-9936**

Cell: **603-380-8873**

8. Email Address: **hmcgee@necu.org**

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from **6/14/2016 to 6/21/2016**

10. Abatement is being requested for:

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

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

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

Total \$ _____

11. Explanation of Appeal Request:

We received a bill from you on Sept 26th and was quite alarmed with the water usage and we did some swift investigation and determined on September 29th we had a leak in our irrigation system due to a failed valve. We have since closed off the entire system and will be in the process of doing a repair and shutting the system for the winter.

We are looking for a revised bill that would be based on passed averages plus a 30% increase on the same time period. This would be due to the lack of rain and Irrigation use is higher due to that fact. According to our Irrigation folks they are seeing around a 30% increase in usage thru ought the area on other accounts. This water went into the ground and did not impact the sewer system.

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

Yes **No** (circle one)

If yes, why? **We had one of your representatives come and verify the readings to make sure they were accurate and when that was determined we realized there was a leak and started to troubleshoot that issue.**

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 it did not**

If yes, has the leak been repaired? **Yes it has been repaired**

Who made the repair? **Studleys of Rochester N.H.**

Has proof of the repair been attached to this appeal form? **No invoice has been received yet**

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, but being a Credit Union all exorbitant costs affect our ability to provide low cost banking to the public.**

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
13949375	142430	09/20/2016	10/24/2016	0.00	.00	3,654.04
Amount Due						\$3,654.04

142430
NORTHEAST CREDIT UNION
% ACCOUNTING DEPT
P O BOX 1240
PORTSMOUTH, NH 03802-1240



Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____

92096042017213949375300003654043

✕ 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			
NORTHEAST CREDIT UNION			694 COLUMBUS AVE /			
Bill Number	Account Number	Past Due Date	Bill Date			
13949375	142430	10/24/2016	09/20/2016			
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
COMM WATER	09/16/2016	06/14/2016	5768	5020	748	3,597.88
COMM WATER	09/16/2016	06/14/2016	5076	4337	739	.00
COMM SEWER					9	56.16
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
696.80	07/08/2016	0.00	.00	3,654.04	\$3,654.04	

WATER \$4.81, ELDERLY \$2.08, MINIMUM \$18.27, MINIMUM ELDERLY \$14.64
SEWER \$6.24, ELDERLY \$4.15, MINIMUM \$29.85, MINIMUM ELDERLY \$23.76

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

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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

Accounts

FileEditToolsInsertHelp

Account: 142430

9/29/04 - CUSTOMER CALLED RE HIGH USAGE - ROCKY DID REREAD AND CHECKED FOR LEAKS - NO EVIDENCE OF ANYTHING WRONG-HIGH DUE TO NEW LANDSCAPING

[2014-10-20 10:41:33 sjuneau]: MAILED LETTER REQUIRING LOW HAZARD BACKFLOW DEVICE BY 11/21/2014

[2015-04-01 12:39:46 sjuneau]: ADDED LOW HAZARD DEVICE TO ACCOUNT AND MAILED PERMIT - NEXT TEST DUE MAY 2016.

[2016-09-26 13:34:58 karenb]: FACILITIES MGR HERMAN CALLED REGARDING HIGH BILL. 739 UNITS THROUGH S/D. SCHEDULED TECHNICIAN TO MEET HIM AND CHECK METER.

[2016-10-03 11:36:40 karenb]: TECHNICIAN WENT OUT ON 9/28/16, ISSUE IS IN IRRIGATION. 50 UNITS ON MAIN METER AND 49 UNITS ON SEWER DEDUCT METER IN 12 DAYS. HERMAN STATED THEY HAD THE IRRIGATION FIXED 9/30/16. EMAILED HIM THE APPEAL FORM AND IT WILL BE GOING TO NOVEMBER BOARD MEETING.

[2016-10-21 14:16:48 karenb]: TECHNICIAN GOT READ FOR UAB ON 10/19/16, ONLY 2 MORE UNITS USED ON MAIN METER AND NO UNITS USED ON S/D, SHOWING ISSUE TO BE RESOLVED.

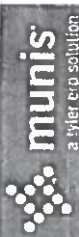
Check Spelling

Display as HTML

17

10/21/2016 15:09
karenb

CITY OF ROCHESTER
UB Consumption History Report

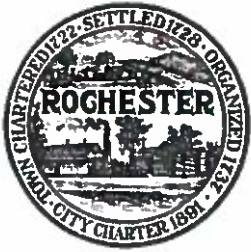


P 1
ubensing

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	By	Parcel	Bill #	Curr	Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
142430	35857	NORTHEAST CREDIT UNION					013200400000				694 COLUMBUS AVE				Active
110	1 COMM WATER	INVE62786695	A	09/16/2016				13949375		5,768	748		3,597.88	3,654.04	
110	1 COMM WATER	INVE62786695	A	06/14/2016				13941863		5,020	128		615.68	696.80	
110	1 COMM WATER	INVE62786695	A	03/09/2016				13934323		4,892	10		48.10	110.50	
110	1 COMM WATER	INVE62786695	A	12/15/2015				13926954		4,882	37		176.89	233.05	
110	1 COMM WATER	INVE62786695	A	09/11/2015				13919506		4,845	209		976.03	1,038.43	
110	1 COMM WATER	INVE62786695	A	05/04/2015				13912063		4,636	9		42.03	98.19	
110	1 COMM WATER	INVE62786695	A	03/20/2015				13904593		4,627	9		42.03	98.19	
110	1 COMM WATER	INVE62786695	A	12/12/2014				13897242		4,618	38		177.46	233.62	
110	1 COMM WATER	INVE62786695	A	09/15/2014				13889836		4,580	149		695.83	739.51	
110	1 COMM WATER	INVE62786695	A	06/11/2014				13882414		4,431	11		51.37	120.01	
110	1 COMM WATER	INVE62786695	A	03/04/2014				13874997		4,420	7		32.22	75.90	
110	1 COMM WATER	INVE62786695	A	12/04/2013				13867715		4,413	61		280.60	349.24	
110	1 COMM WATER	INVE62786695	A	09/09/2013				13860321		4,352	152		699.20	749.12	
110	1 COMM WATER	INVE62786695	A	06/12/2013				13852940		4,200	2		9.20	9.20	
110	1 COMM WATER	INVE62786695	E	03/07/2013				13845563		4,198	25		.00	156.00	
110	1 COMM WATER	INVE62786695	A	12/06/2012				13838273		4,173	41		184.41	233.36	
110	1 COMM WATER	INVE62786695	A	09/13/2012				13830979		4,132	213		956.37	1,023.58	
110	1 COMM WATER	INVE62786695	A	06/13/2012				13823616		3,919	27		121.23	182.33	
110	1 COMM WATER	INVE62786695	A	03/15/2012				13816246		3,892	11		49.39	116.60	
110	1 COMM WATER	INVE62786695	A	12/09/2011				13809011		3,881	11		49.39	104.38	
110	1 COMM WATER	INVE62786695	A	09/19/2011				13801700		3,870	133		584.01	644.32	
110	1 COMM WATER	INVE62786695	A	06/13/2011				13794403		3,737	11		47.19	112.64	
110	1 COMM WATER	INVE62786695	A	03/18/2011				13787095		3,726	10		42.90	102.40	
110	1 COMM WATER	INVE62786695	A	12/14/2010				13779918		3,716	48		205.92	283.27	
110	1 COMM WATER	INVE62786695	A	09/16/2010				13772658		3,668	436		1,862.64	1,951.89	

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

170 + 30' = 221



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: December 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 11/7/16

Customer Name: Long Ronald & Noreen

Account: 071500

Service Address: #9 Lincoln St

Rochester NH 03867

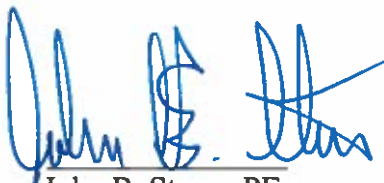
The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

Recommendations

I recommend the UAB table this appeal until further information is obtained and/or February 2017 meter reading. Will put on January meeting schedule to discuss information obtained.

Resident requested abatement on previous 3 quarters due to Utility Supervisor comment that the meter may have been leaking for a while.

- a) Average for two year period prior to the 3 quarters that are being appealed is 22 Units.
- b) Total usage invoiced 5/16 is 39 units
- c) Total usage invoiced 8/16 is 46 units
- d) Total usage invoiced 11/16 is 29 units


John B. Storer, PE
Director of City Services

12/6/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: November 16, 2016
SUBJECT: Long Ronald & Noreen
PROPERTY: 9 Lincoln St

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

The customer is filing an appeal for extra water and sewer usage due to a leaking meter. The City replaced the meter 10/28/16; the utilities supervisor suggested that it may have been leaking for some time.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:

Received: 11/7/16

W/S

1. Date of Appeal: 02-Nov-16
2. Property Owner's Name: Long Ronald & Noreen Account #: 071500
3. Billing Address: Box 388
Berwick, Maine 03901
4. Service Location: 9 Lincoln Street Zip Code: _____
5. Owners Representative: Self
6. Owners Representative's Signature: *[Signature]* 02 Nov 16
7. Phone #: 207-698-5370 Cell: 603-312-0882
8. Email Address: _____

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 18-Feb-2016 to 26-Oct-2016

10. Abatement is being requested for:

a. How many units of water 47 x 4.81 = \$ 226.07

b. How many units of sewer 47 x 6.24 = \$ 293.28

c. Water & Sewer Department Fees of: \$ 0

Total \$ 519.35

11. Explanation of Appeal Request:

First and foremost let me say that Paul Michaud, Rocky, and Samantha Juneau have been excellent to work with.

On Wednesday evening 26-Oct-2016 my plumber explained that the water meter was leaking through the freeze plate. I

immediately called Mr. Paul Michaud around 8:30 PM. He called me back and went out right away and changed out meter.

On Friday 28-Oct-2016 I spoke to a few different people, including Rocky, in regards to the metering of these meters when the freeze plate is leaking. They all agreed that even with the freeze plate leaking the water would meter somewhat.

Furthermore Mr. Michaud or Rocky indicated that the meter had been leaking for sometime.

In an effort to be fair with the City of Rochester I averaged the readings from 06-May-14 to 17-Feb-16. I did that because the tenancy of the building has been consistent since that time. The average for those readings was 19 units per reading.

Therefore for the last two readings that were 39 and 46 units respectively I was charged for a total of 85 units and feel that *IT SHOULD*

FLAGGED 38 leaving a difference of 47 units as it should have been 38. I have now way of knowing the amount that I was/or will be charged from 12-Aug-16 to 26-Oct-16 as that bill has not come yet. I would also like that period to be considered. I'm just not sure how to include that at this time

29 units

Form continues on back

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

Yes No (circle one)

If yes, why?

Yes, for reason explained on page 1.

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 by the water department

Who made the repair? The water department

Has proof of the repair been attached to this appeal form? Can water dept provide?

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

It will cause financial hardship, but I don't know that I would be eligible for the city to assist

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 #071500

3 Year Consumption History

Date	Units
5/14	13
8/14	30
11/14	29
5/15	20
8/15	21
11/15	19

Average Consumption for 3 years

132 22

5/16	39	Excluded from average
8/16	46	
11/16	29	

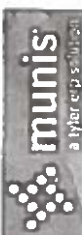
	5/16	8/16	11/16	
Units Used	39	46	29	
Average use	22	22	22	
above avg use	17	24	7	48 Total

per unit Credit

Water above avg	48	4.81	\$230.88
Sewer above avg	48	6.24	\$299.52
			\$530.40

11/21/2016 08:32
karenb

CITY OF ROCHESTER
UB Consumption History Report



P 1
ubcnsing

Account Number Service	Customer # Name Mfr Meter Number	Cd Read Date Time	Parcel By	Bill # Curr Read	Location Usage Repl Usage Charge Amt Billed Amt	Status
071500	41466 LONG RONALD & NOREEN		012501330000		9 LINCOLN ST	Active
100	1 RES WATER SENS82017307	A 11/10/2016	13954182		0	139.49 320.45
100	1 RES WATER SENS52570243	I 10/25/2016	0	2,621	29	.00 .00
100	1 RES WATER SENS52570243	A 08/12/2016	13946644	2,592	0	221.26 508.30
100	1 RES WATER SENS52570243	A 05/09/2016	13939062	2,546	0	187.59 430.95
100	1 RES WATER SENS52570243	A 02/17/2016	13931630	2,507	0	18.27 48.12
100	1 RES WATER SENS52570243	A 11/04/2015	13924229	2,504	0	89.74 208.30
100	1 RES WATER SENS52570243	A 08/05/2015	13916776	2,485	0	98.07 229.11
100	1 RES WATER SENS52570243	A 05/05/2015	13909261	2,464	0	93.40 218.20
100	1 RES WATER SENS52570243	E 02/20/2015	13901904	2,444	0	84.06 196.38
100	1 RES WATER SENS52570243	A 11/06/2014	13894532	2,426	0	135.43 316.39
100	1 RES WATER SENS52570243	A 08/05/2014	13887131	2,397	0	140.10 327.30
100	1 RES WATER SENS52570243	A 05/06/2014	13879632	2,367	0	60.48 141.60
100	1 RES WATER SENS52570243	A 02/07/2014	13872337	2,354	0	17.48 47.33

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

Accounts

File Edit Tools Insert Help

Account: 071500

WATER WONT GET TURNED OFF - I ADDED HIM TO GET COPIES OF FUTURE BILLS AND SHUT OFF NOTICES. I ALSO MAILED HIM A COPY OF THE CURRENT BILL.

[2012-04-25 15:00:48 ann]: HE REQUESTED COPY OF CURRENT BILL - I REPRINTED AND MAILED IT TO HIM - HE SHOULD GET COPIES OF BILLS - I HAD ADDED HIM BACK IN JANUARY

[2012-11-20 15:30:06 kathy]: TURNED OFF 11/14/12 THEN ON FOR NON-PAYMENT 11/15/12

[2013-03-08 08:17:57 ann]: INTERESTING - WE RECEIVED NOTICE OF MORTGAGEE FORECLOSURE TO BE EFFECTIVE 3/21/13 BUT WE HAVE CURRENT OWNER AS FEDERAL HOME LOAN MORTGAGE - HE CALLED US JANUARY OF 2012 AND ADVISED HE HAD LOST THE PROPERTY TO FORECLOSURE

[2013-04-05 13:35:07 ann]: A HARRIET DUFFY FROM STEWART TITLE INQUIRED ABOUT THIS PROPERTY - ADVISED HER THERE IS A PAST DUE BALANCE OF \$533 AS OF TODAY

[2013-05-14 16:40:36 ann]: WATER WAS SHUT OFF 5/14 FOR NON-PAYMENT - I AGREED TO TURN ON AS TENANT IS ILL AND THEY WILL BE OUT BY 6/2 (THEY ARE GETTING CASH FOR KEYS) - I PUT ON BOARD FOR SHUT OFF 6/4/13 AS PROPERTY SHOULD BE VACANT

[2013-05-16 10:00:52 ann]: BILL SOMERSET OF AVALAR REAL ESTATE CALLED (#512-5971) THEY WILL BE HANDLING THIS PROPERTY AND WILL PAY THE BILLS. SET UP ACCOUNT SO THAT THEY WILL GET COPIES OF ANY FUTURE BILLINGS. FAXED HIM COPIES OF BILL AND HISTORY

[2013-06-14 11:48:34 kathy]: TURNED OFF AT STREET FOR NON-PAYMENT 6/11/13 ===PROPERTY VACANT===

[2013-10-16 14:25:38 ann]: WATER IS ON

[2013-11-22 13:48:14 sjuneau]: WILL BE A NEW OWNER AS IF 11/26.
RONALD & NOREEN LONG
PO BOX 388
BERWICK ME 03901

[2015-02-23 09:08:53 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2016-11-02 14:20:29 sjuneau]: TWO CITY STAFF WERE CALLED OUT TO REPLACE A METER AT THIS PROPERTY AFTER HOURS. IT WAS DETERMINED TO BE AN ERROR WHERE THE METER HAD BROKEN & REPLACED AT CITY EXPENSE. A PLUMBER INFORMED THE OWNER THAT USAGE LEAKING OUT OF THE BASE OF THE METER WOULD HAVE BEEN REGISTERING AS USAGE THAT WAS BILLED. HOMEOWNER SPOKE TO THE UTILITIES SUPERVISOR & WAS TOLD THAT THERE IS A LIKELY POSSIBILITY THAT THE METER WAS LEAKING FOR A LONG TIME & WAS JUST NOTICED AS IT STARTED LEAKING AT A HIGHER RATE. OFFICE STAFF CALLED AND CONFIRMED THAT WITH THE UTILITIES SUPERVISOR AS WELL.

[2016-11-08 12:27:03 sjuneau]: APPEAL WAS RECEIVED BY BILLING STAFF

Check Spelling

Display as HTML



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: December 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 11/8/16

Customer Name: Tim Drouin

Account: 150806

Service Address: #126 Brock St

Rochester NH 03867

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

Recommendations

I recommend an abatement of 7 units of sewer on the October 2016 invoiced amount and notification that a sewer deduct meter must be installed for future watering.

The above recommendation is based upon the following findings:

1. Per City Ordinance 17:20: 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.
2. The owner does not dispute the meter reading.
 - a. The water was intentional but did not enter the sewer system. Usage on the disputed 10/25/16 invoice is 26 Units
 - b. Average use on previous three years is 19 Units
 - c. Estimated use over average 7 Units

Value of 7 Units of Sewer at the current sewer rate of \$6.24 = \$43.68

Total abatement = \$43.68 plus accrued interest.

John B. Storer, PE
Director of City Services

12/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: November 16, 2016

SUBJECT: Tim Drouin

PROPERTY: 126 Brock St

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

The customer is filing an appeal for 26 units of sewer due to outside watering of flower beds and garden by his tenant.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 11/8/16

1. Date of Appeal: 11-10-16 W/S
2. Property Owner's Name: Tim Dizoun Account #: 150806
3. Billing Address: 260 WAINUT ST
Rochester NH 03867
4. Service Location: 126 Brock St B+C Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: Tim Dizoun
7. Phone #: 335-3039 Cell: 833-5267
8. Email Address: rockbrock@hotmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 4-1-16 to 10-5-16
10. Abatement is being requested for:

- a. How many units of water 0 x 4.81 = \$ _____
b. How many units of sewer 26 x 6.24 = \$ 162.24
C. Water & Sewer Department Fees of: \$ _____
Total \$ _____

11. Explanation of Appeal Request:

My tenant Darby Barker has a number of flower beds and a pretty good size vegetable garden. During the spring and summer, she uses a lot of outside water, approx. 13 to 1400 cubic ft. more during the billing period of 4-1-2016 to 7-13-2016 and again for the period 7-13-2016 to 10-5-2016, totaling an increase of 2600 to 2800 for the two billing periods. This also happened last year but to a lesser extent approx. 10 to 1100 cubic ft. Where this is outside use and doesn't go into the sewer system I was hoping to get this years' increase of approx. 2600 to 2800 cu ft abated.

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

Yes ☒ No (circle one)

If yes, why?

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

Yes ☒ No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

Please note:

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

Accounts

File Edit Tools Insert Help

Account: 150806

[2016-11-16 08:20:27 karenb]: CUSTOMER DROPPED OFF UAB APPEAL FORM 11/8/16. HE IS REQUESTING AN ABATEMENT ON SEWER DUE TO OUTSIDE WATERING OF GARDENS BY HIS TENANT. SENT TO UAB FOR DECEMBER MEETING.

Check Spelling

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Account #150806
 3 Year Consumption History

Date	Units	
10/13	19	
1/14	15	
4/14	16	
7/14	26	
10/14	24	
1/15	16	
4/15	17	
7/15	22	
10/15	23	
1/16	14	
4/16	13	
7/16	25	Average Consumption for 3 years
	230	19

10/16 26 Excluded from average

Units Used	26
Averag use	19
above avg use	7

	per unit	Credit
Sewer above avg	7	6.24 \$43.68
	7	\$43.68



11/15/2016 09:59
karenb

CITY OF ROCHESTER
UB Consumption History Report

P 1
ubcusing

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
150806	41960	TJD FAMILY TRUST %	012900190000		126 BROCK ST	Active
100 -	1 RES WATER	SENS69992523	A 10/05/2016	13949874	725	125.06
100 -	1 RES WATER	SENS69992523	A 07/13/2016	13942355	699	120.25
100 -	1 RES WATER	SENS69992523	A 04/01/2016	13934776	674	62.53
100 -	1 RES WATER	SENS69992523	A 01/11/2016	13927371	661	67.34
100 -	1 RES WATER	SENS69992523	A 10/14/2015	13919983	647	107.86
100 -	1 RES WATER	SENS69992523	A 07/08/2015	13912541	624	102.74
100 -	1 RES WATER	SENS69992523	A 04/07/2015	13905035	602	79.39
100 -	1 RES WATER	SENS69992523	A 01/05/2015	13897696	585	74.72
100 -	1 RES WATER	SENS69992523	A 10/08/2014	13890292	569	112.08
100 -	1 RES WATER	SENS69992523	A 07/08/2014	13882881	545	121.42
						287.30
						276.25
						143.65
						154.70
						251.38
						240.02
						185.47
						174.56
						261.84
						283.66

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



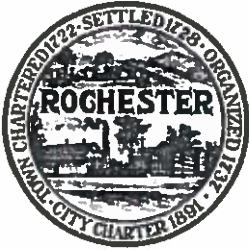
11/15/2016 10:00
karenb

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 Billed Amt
150806	29369 TJD FAMILY TRUST % DROUIN	012900190000			126 BROCK ST	Active
100 -	1 RES WATER	A 04/03/2014		519	74.05	173.89
100 -	1 RES WATER	A 01/08/2014		503	69.00	162.60
100 -	1 RES WATER	A 10/08/2013		488	87.40	205.96
100 -	1 RES WATER	A 07/01/2013		469	64.40	151.76
100 -	1 RES WATER	A 04/15/2013		455	73.60	173.44
100 -	1 RES WATER	A 01/03/2013		439	86.06	203.03
100 -	1 RES WATER	A 10/01/2012		420	67.35	159.00
100 -	1 RES WATER	A 07/02/2012		405	157.15	371.00
100 -	1 RES WATER	A 04/02/2012		370	134.70	318.00
100 -	1 RES WATER	A 01/03/2012		340	134.70	318.00
100 -	1 RES WATER	A 10/03/2011		310	123.74	293.23
100 -	1 RES WATER	A 06/27/2011		282	111.54	266.24
100 -	1 RES WATER	A 04/04/2011		256	115.83	276.48
100 -	1 RES WATER	A 01/03/2011		229	111.54	266.24
100 -	1 RES WATER	A 10/01/2010		203	167.31	399.36
100 -	1 RES WATER	A 07/01/2010		164	121.54	294.09
100 -	1 RES WATER	A 04/05/2010		135	125.70	304.20
100 -	1 RES WATER	A 01/06/2010		105	108.94	263.64
100 -	1 RES WATER	A 10/16/2009		79	142.46	344.76
100 -	1 RES WATER	A 07/06/2009		45	101.24	239.68
100 -	1 RES WATER	A 04/02/2009		20	121.20	286.50
100 -	1 RES WATER	I 02/04/2009		1,582	0.00	0.00
100 -	1 RES WATER	A 01/09/2009		1,572	145.44	343.80
100 -	1 RES WATER	A 09/30/2008		1,536	125.24	296.05
100 -	1 RES WATER	A 07/03/2008		1,505	98.42	238.35
100 -	1 RES WATER	A 04/14/2008		1,478	123.42	299.20
100 -	1 RES WATER	E 01/17/2008		1,444	130.68	316.80
100 -	1 RES WATER	A 10/01/2007		1,408	127.05	308.00
100 -	1 RES WATER	A 07/02/2007		1,373	107.07	253.10
100 -	1 RES WATER	A 04/06/2007		1,342	134.55	317.85
100 -	1 RES WATER	A 01/03/2007		1,303	127.65	301.55
100 -	1 RES WATER	A 10/04/2006		1,266	131.04	309.48
100 -	1 RES WATER	A 06/30/2006		1,228	98.70	227.40
100 -	1 RES WATER	A 04/06/2006		1,198	212.24	212.24
100 -	1 RES WATER	A 01/05/2006		1,170	85.54	197.08

** 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: December 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 11/9/16

Customer Name: Sarah Miller

Account: 011860

Service Address: #11 Riverside Dr

Rochester NH 03867

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

Recommendations

I recommend no abatement at this time.

The above recommendation is based upon the following findings:

1. This account is water only.
2. Per the City of Rochester Water & Sewer Adjustment Policy this account would not qualify for an abatement of ½ of the above average consumption or 35,000 gallons (46 Units). The customer forgot to shut off valve which does not meet the criteria of "unpreventable leakage" and would be considered negligence.
3. If necessary long term payments arrangements are available through the billing office.


John B. Storer, PE
Director of City Services


Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: November 16, 2016
SUBJECT: Sarah Miller
PROPERTY: 11 Riverside Dr

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

The customer is filing an appeal for 34 units of water due to irrigation left running. This account is water only.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:

Received: 11/9/16

1. Date of Appeal: 11-8-2016 w only
2. Property Owner's Name: SARAH Miller Account #: 011860
3. Billing Address: 11 RIVERSIDE DR
ROCHESTER NH 03867
4. Service Location: 11 RIVERSIDE DR Zip Code 03867
5. Owners Representative: SARAH MILLER
6. Owners Representative's Signature: *Sarah Miller*
7. Phone #: 603 973 7020 Cell: SAME
8. Email Address: sarahdovemiller@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5-2-16 to 8-23-16

10. Abatement is being requested for:

a. How many units of water 34 x 4.81 = \$ 163.84

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

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

Total \$ _____

11. Explanation of Appeal Request:

We irrigated our lawn and didn't
realize that our water was running
so long as to incur this rate. We are
looking into installing a sewer deduct
meter for future years.

See Account Note - RJC

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

Yes we will need to make a
payment arrangement.

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: 011860

[2011-08-16 13:06:05 ann]: NOTICE OF MORTGAGEE SALE TO BE EFFECTIVE 9/7/11
[2011-09-23 14:32:21 ann]: CHAPTER 7 BANKRUPTCY FILED EFFECTIVE 8/31/11 - NO WATER/SEWER OR TAX BILLS DUE CURRENTLY
[2011-09-30 15:59:41 ann]: NOTICE OF ABANDONMENT OF PROPERTY (11 RIVERSIDE DR) TO DAN WENSLEY

[2011-11-10 11:29:54 ann]: NOTICE OF MORTGAGEE SALE TO BE EFFECTIVE 12/2/11

[2012-04-03 11:14:07 kathy]: OWNER BEING EVICTED

[2013-06-17 15:53:01 kathy]: BANK OWNED SAFEGUARD IS TAKEN OFF THE ADDED COPY TOO

[2014-12-19 14:54:34 ann]: NOVEMBER BILL RETURNED WITH HER NAME ONLY IN CORRECTION SECTION - LETTER SENT

[2015-02-10 11:01:17 sjuneau]: FEBRUARY BILL ESTIMATED DUE TO SNOW.

[2016-08-10 08:28:11 karenb]: SERVICE CHARGE FOR NON PAYMENT 8/9/16

[2016-08-10 10:58:35 sjuneau]: 51 UNITS ON AUGUST BILL - DOOR TAGGED AND MAILED LETTER FOR HIGH USAGE

[2016-11-08 15:05:55 karenb]: TURNED OFF FOR NON PAYMENT TODAY. CUSTOMER ONLY HAS \$60, EXPLAINED THAT WE NEED PAYMENT IN FULL BEFORE TURNING ON.

[2016-11-08 15:43:58 lsa]: CUSTOMER IS OFF FOR NON PAYMENT, TOTAL BILL IS \$275.31, SHE IS PAYING \$100 TODAY AND LEAVING AN APPEAL FORM FOR IRRIGATION ISSUES THIS SUMMER. LEFT RUNNING. INFORMED THIS APPEAL IS ONLY VALID 1X IN TEN YEARS. I ESTIMATE IF APPEAL IS APPROVED CREDIT WILL BE APPROX \$80. SHE WILL PAY \$96 ON OR BEFORE NOVEMBER 16TH. LEAVING THE \$80 BALANCE ON ACCOUNT PENDING UAB 12/12/16 MEETING. APPEAL RECEIVED, CALLED RESIDENT AND EXPLAINED THAT AS SHE IS A WATER ONLY CUSTOMER A SEWER DEDUCT METER IS NOT POSSIBLE. SHE STATED THEY WILL LIMIT IRRIGATION IN FUTURE YEARS. SHE APPRECIATED THE INFORMATION AS SHE BELIEVED SHE WAS ON CITY SEWER.

3

[2016-11-16 10:07:48 karenb]: RECEIVED UAB APPEAL AND SENT FOR DECEMBER UAB MEETING



Check Spelling

Display as HTML

Account #011860
3 Year Consumption History

Date	Units
5/14	7
8/14	29
10/14	16
2/15	13
5/15	15
8/15	27
11/15	15
2/16	13
5/16	14

		Average Consumption for 3 years
<hr/>	149	17

8/16 51 Excluded from average

Units Used	51
Averag use	17
above avg use	<hr/> 34

		per unit	Credit
1/2 of above avg	17	4.81	\$81.77
	<hr/> 17		<hr/> \$81.77



11/16/2016 10:09
karenb

CITY OF ROCHESTER
UB Consumption History Report

Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	By	Parcel	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
011860		41674	MILLER LOUIS A & SARAH M	A	08/02/2016			011600230000			11 RIVERSIDE DR				Active
100	-	1 RES WATER	SENS75940624	A	08/02/2016			13944818	215	51	245.31	0	245.31	275.31	
100	-	1 RES WATER	SENS75940624	A	05/02/2016			13937260	164	14.	67.34	0	67.34	67.34	
100	-	1 RES WATER	SENS75940624	A	02/01/2016			13929816	150	13	62.53	0	62.53	62.53	
100	-	1 RES WATER	SENS75940624	A	11/02/2015			13922433	137	15	70.80	0	70.80	70.80	
100	-	1 RES WATER	SENS75940624	A	08/03/2015			13914991	122	27	126.09	0	126.09	126.09	
100	-	1 RES WATER	SENS75940624	A	05/01/2015			13907470	95	15	70.05	0	70.05	70.05	
100	-	1 RES WATER	SENS75940624	E	02/10/2015			13900114	80	13	60.71	0	60.71	60.71	
100	-	1 RES WATER	SENS75940624	A	10/31/2014			13892741	67	16	74.72	0	74.72	74.72	
100	-	1 RES WATER	SENS75940624	A	08/01/2014			13885346	51	29	135.43	0	135.43	135.43	
100	-	1 RES WATER	SENS75940624	A	05/01/2014			13877850	22	7	32.65	0	32.65	32.65	

** 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: December 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 11/11/16

Customer Name: John McKenna

Account: 084526

Service Address: #21 Alder Creek Ln

Rochester NH 03867

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

Recommendations

I recommend an abatement of 62 units of sewer, totaling \$386.88.

The above recommendation is based upon the following findings:

1. The customer does not dispute the water meter readings.
2. The water did not go into the sewer as it was used for irrigation.
3. Per the following from Chapter 16.22 of the City Ordinance
 - (a) **Notification.** The aggrieved user shall notify the Business Office in writing that said bill is contested before the next billing for this wastewater service. The notification shall explain why the bill is contested and provide the information necessary to determine the validity of the claim. The Business Administrator may require the use of forms to expedite the appeals process.
 - (b) **Resolution.** Upon receipt of a notification under Section 16.18(a), the Business Administrator shall submit the claim to the Utility Advisory Board with a recommendation on the validity of the claim. The Utility Advisory Board shall act on all appeals received at a regularly scheduled meeting. The determination of the Utility Advisory Board shall be final, except that the City Manager shall have the authority to veto or modify any action of the Utility Advisory Board. Aggrieved parties shall be allowed only one appeal per claim..
4. Average use when not watering 18 Units
Invoice for September 2016 80 units
Estimated above average use 62 Units

Value of 62 units at the current rate of sewer of \$6.24 = \$386.88

John B. Storer, PE
Director of City Services

12/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: November 16, 2016
SUBJECT: John McKenna
PROPERTY: 21 Alder Creek Ln

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

The customer is filing an appeal for 884.4 units of sewer due to a malfunctioning sewer deduct meter. It was found that the sewer deduct meter was not registering the outside usage; this had gone unnoticed by homeowner and City staff since 2006. The sewer deduct meter has since been replaced.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 11/11/16

1. Date of Appeal: 11/10/16 W/S
2. Property Owner's Name: John McKenna Account #: 084524
3. Billing Address: 21 Alder Creek Ln.
Rochester, NH 03867
4. Service Location: same Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 603-498-332-3437 Cell: 603-498-3044
8. Email Address: jnmckenna@aol.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 2006 to 2016
10. Abatement is being requested for:

- a. How many units of water 884.46 x 4.81 = \$ _____
- b. How many units of sewer 884.46 x 6.24 = \$ 5,128.67
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

11. Explanation of Appeal Request:

I was notified by letter to contact Water/Sewer
billing. Our sewer deduct meter had no readings
since 2006. I confirmed that we had used our
irrigation system every summer. The technician
confirmed the meter was dead and replaced it
on 11/10/16.

Form continues on back

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

☒ Yes ☐ No (circle one)

If yes, why?

See explanation in #11.

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.

Account: 084526

[2016-09-13 16:44:51 sjuneau]: SENDING A LETTER ABOUT POSSIBLE SEWER DEDUCT METER PROBLEM.

[2016-11-14 12:17:42 sjuneau]: DETERMINED THAT SEWER DEDUCT METER WAS NOT FUNCTIONING AND REPLACED 11/10/16 AT NO COST. SUSPECT THE METER STOPPED WORKING AROUND MARCH-JUNE 2006. G/

[2016-11-16 10:30:46 karenb]: APPEAL FORM RECEIVED 11/11/16 AND SENT TO UAB FOR DECEMBER MEETING

Account Number	Customer # Name	Parcel	Bill #	Curr Read	Location	Usage	Repl	Usage	Charge	Amt	Billed	Status
Service	Mfr Meter Number	By			Usage							
084526	24173	MCKENNA JOHN J & ANNE MARIE V	023900200014		21	ALDER CREEK LN						Active
100	1 RES WATER	SENS57141680	A 09/07/2016	2,554	80				384.80			884.00
100	1 RES WATER	SENS57141680	A 06/07/2016	2,474	20				96.20			221.00
100	1 RES WATER	SENS57141680	A 03/04/2016	2,454	17				81.77			187.85
100	1 RES WATER	SENS57141680	A 12/10/2015	2,437	39				186.01			429.37
100	1 RES WATER	SENS57141680	A 09/02/2015	2,398	84				392.28			916.44
100	1 RES WATER	SENS57141680	A 06/05/2015	2,314	31				144.77			338.21
100	1 RES WATER	SENS57141680	A 03/09/2015	2,283	18				84.06			196.38
100	1 RES WATER	SENS57141680	A 12/04/2014	2,265	46				214.82			501.86
100	1 RES WATER	SENS57141680	A 09/08/2014	2,219	80				373.60			872.80
100	1 RES WATER	SENS57141680	A 06/04/2014	2,139	18				84.06			196.38
100	1 RES WATER	SENS57141680	A 03/10/2014	2,121	16				73.73			173.57
100	1 RES WATER	SENS57141680	A 12/16/2013	2,105	21				96.60			227.64
100	1 RES WATER	SENS57141680	A 09/06/2013	2,084	57				262.20			617.88
100	1 RES WATER	SENS57141680	A 06/10/2013	2,027	17				78.20			184.28
100	1 RES WATER	SENS57141680	A 03/11/2013	2,010	16				73.60			173.44
100	1 RES WATER	SENS57141680	A 12/12/2012	1,994	19				85.59			202.00
100	1 RES WATER	SENS57141680	A 09/12/2012	1,975	63				282.87			667.80
100	1 RES WATER	SENS57141680	A 06/08/2012	1,912	24				107.76			254.40
100	1 RES WATER	SENS57141680	A 03/12/2012	1,888	17				76.33			180.20
100	1 RES WATER	SENS57141680	A 12/08/2011	1,871	31				139.19			328.60
100	1 RES WATER	SENS57141680	A 09/15/2011	1,840	83				363.63			863.53
100	1 RES WATER	SENS57141680	A 06/07/2011	1,757	22				94.38			225.28
100	1 RES WATER	SENS57141680	A 03/17/2011	1,735	21				90.09			215.04
100	1 RES WATER	SENS57141680	A 12/03/2010	1,714	29				124.41			296.96
100	1 RES WATER	SENS57141680	A 09/13/2010	1,685	82				349.61			837.51
100	1 RES WATER	SENS57141680	A 06/04/2010	1,603	32				134.08			324.48
100	1 RES WATER	SENS57141680	A 03/16/2010	1,571	19				79.61			192.66
100	1 RES WATER	SENS57141680	A 12/04/2009	1,552	25				104.75			253.50
100	1 RES WATER	SENS57141680	A 09/09/2009	1,527	72				299.04			719.69
100	1 RES WATER	SENS57141680	A 06/08/2009	1,455	36				145.44			343.80
100	1 RES WATER	SENS57141680	A 02/27/2009	1,419	15				60.60			143.25
100	1 RES WATER	SENS57141680	A 12/08/2008	1,404	70				282.80			668.50
100	1 RES WATER	SENS57141680	A 09/05/2008	1,334	77				303.82			722.07
100	1 RES WATER	SENS57141680	A 06/11/2008	1,257	13				47.19			114.40
100	1 RES WATER	SENS57141680	A 03/13/2008	1,244	15				54.45			132.00
100	1 RES WATER	SENS57141680	A 12/17/2007	1,229	35				127.05			308.00
100	1 RES WATER	SENS57141680	A 09/11/2007	1,194	68				243.72			587.13
100	1 RES WATER	SENS57141680	A 06/06/2007	1,126	26				89.70			211.90
100	1 RES WATER	SENS57141680	A 03/14/2007	1,100	22				75.90			179.30
100	1 RES WATER	SENS57141680	A 12/04/2006	1,078	33				113.85			268.95
100	1 RES WATER	SENS57141680	A 09/06/2006	1,045	78				265.84			624.09
100	1 RES WATER	SENS57141680	A 06/07/2006	967	29				121.73			280.46
100	1 RES WATER	SENS57141680	A 03/06/2006	938	37				187.53			273.33
100	1 RES WATER	SENS57141680	A 12/02/2005	901	57				361.90			453.51
100	1 RES WATER	SENS57141680	A 09/01/2005	844	110				82.25			160.25
100	1 RES WATER	SENS57141680	A 06/01/2005	734	25				62.51			136.61
100	1 RES WATER	SENS57141680	A 03/03/2005	709	19				361.90			471.10
100	1 RES WATER	SENS57141680	A 12/02/2004	690	110				509.95			586.24
100	1 RES WATER	SENS57141680	A 09/01/2004	580	155				131.60			207.83
100	1 RES WATER	SENS57141680	A 06/02/2004	425	40				108.57			225.38
100	1 RES WATER	SENS57141680	A 03/03/2004	385	33							

Account Number	Customer # Name	Cd Read Date Time	Parcel	Bill # Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
Service	Mfr Meter Number		By		Usage	LN			
084526	24173 MCKENNA JOHN J & ANNE MARIE V	023900200014			21	ALDER CREEK			Active
100 -	1 RES WATER SENS57141680	A 12/02/2003		83652	32		105.28	212.48	
100 -	1 RES WATER SENS57141680	A 09/04/2003		76977	105		345.45	405.75	
100 -	1 RES WATER SENS57141680	A 06/03/2003		54652	25		82.25	142.55	
100 -	1 RES WATER SENS57141680	A 03/11/2003		48215	23		75.67	152.72	
100 -	1 RES WATER SENS57141680	A 12/04/2002		41795	18		59.22	119.52	
100 -	1 RES WATER SENS57141680	A 09/03/2002		35293	23		75.67	151.80	

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

OWNERS SPREADSHEET

21 Alder Creek Lane

	Beginning Date	Read Date	Meter Reading	Net Usage	No Irrigation	Usage when No Irrigation	Net Usage minus Ave. Usage	Sewer Rate	Net Sewer Deduct X Sewer Rate
	6/8/2016	9/7/2016	2554	80			62.40	\$ 6.24	\$ 389.38
	3/5/2016	6/7/2016	2474	20			2.40	\$ 6.24	\$ 14.98
	12/11/2015	3/4/2016	2454	17	*	17	0.00	\$ 6.24	\$ -
	9/3/2015	12/10/2015	2437	39			21.40	\$ 6.24	\$ 133.54
	6/6/2015	9/2/2015	2398	84			66.40	\$ 6.24	\$ 414.34
	3/10/2015	6/5/2015	2314	31			13.40	\$ 6.24	\$ 83.62
	12/5/2014	3/9/2015	2283	18	*	18	0.00	\$ 6.24	\$ -
	9/9/2014	12/4/2014	2265	46			28.40	\$ 6.24	\$ 177.22
	6/5/2014	9/8/2014	2219	80			62.40	\$ 6.24	\$ 389.38
	3/11/2014	6/4/2014	2139	18			0.40	\$ 6.24	\$ 2.50
	12/17/2013	3/10/2014	2121	16	*	16	0.00	\$ 6.24	\$ -
	9/7/2013	12/16/2013	2105	21			3.40	\$ 6.24	\$ 21.22
	6/11/2013	9/6/2013	2084	57			39.40	\$ 6.24	\$ 245.86
	3/12/2013	6/10/2013	2027	17			-0.60	\$ 6.24	\$ (3.74)
	12/13/2012	3/11/2013	2010	16	*	16	0.00	\$ 6.24	\$ -
	9/13/2012	12/12/2012	1994	19			1.40	\$ 6.11	\$ 8.55
	6/9/2012	9/12/2012	1975	63			45.40	\$ 6.11	\$ 277.39
	3/13/2012	6/8/2012	1912	24			6.40	\$ 6.11	\$ 39.10
	12/9/2011	3/12/2012	1888	17	*	17	0.00	\$ 6.11	\$ -
	9/16/2011	12/8/2011	1871	31			13.40	\$ 6.11	\$ 81.87
	6/8/2011	9/15/2011	1840	83			65.40	\$ 5.95	\$ 389.13
	3/18/2011	6/7/2011	1757	22			4.40	\$ 5.95	\$ 26.18
	12/4/2010	3/17/2011	1735	21	*	21	0.00	\$ 5.95	\$ -
	9/14/2010	12/3/2010	1714	29			11.40	\$ 5.95	\$ 67.83
	6/5/2010	9/13/2010	1685	82			64.40	\$ 5.95	\$ 383.18
	3/17/2010	6/4/2010	1603	32			14.40	\$ 5.95	\$ 85.68
	12/5/2009	3/16/2010	1571	19	*	19	0.00	\$ 5.95	\$ -
	9/10/2009	12/4/09	1552	25			7.40	\$ 5.95	\$ 44.03
	6/9/2009	9/9/09	1527	72			54.40	\$ 5.95	\$ 323.68
	2/28/2009	6/8/09	1455	36			18.40	\$ 5.51	\$ 101.38
	12/9/2008	2/27/09	1419	15	*	15	0.00	\$ 5.51	\$ -
	9/6/2008	12/8/08	1404	70			52.40	\$ 5.51	\$ 288.72
	6/12/2008	9/5/08	1334	77			62.40	\$ 5.51	\$ 343.82
	3/14/2008	6/11/08	1257	13			0.00	\$ 5.17	\$ -

	12/18/2007	3/13/08	1244	15	*	15	0.00	\$ 5.17	\$ -
	9/12/2007	12/17/07	1229	35			17.40	\$ 5.17	\$ 89.96
	6/7/2007	9/11/07	1194	68			50.40	\$ 5.17	\$ 260.57
	3/15/2007	6/6/07	1126	26			8.40	\$ 4.70	\$ 39.48
	12/5/2006	3/14/07	1100	22	*	22	0.00	\$ 4.70	\$ -
	9/7/2006	12/4/06	1078	33			15.40	\$ 4.70	\$ 72.38
	6/8/2006	9/6/06	1045	78			60.40	\$ 4.70	\$ 283.88
	3/7/2006	6/7/06	967	29			11.40	\$ 4.70	\$ 53.58
		3/6/06	938						
					SUM	176	884.40		\$ 5,128.67
					VALUES	10			
					AVERAG EUSAGE	17.6			

units of sewer

Office Staff Spreadsheet

Date Read	Usage	Yearly Average	Unit Difference	Sewer Unit Price	Total Difference
3/6/06	37	33		\$4.70	
6/7/06	29	33		\$4.70	
9/6/06	78	33	45	\$4.70	\$211.50
12/4/06	33	33		\$4.70	
3/14/07	22	27		\$4.70	
6/6/07	26	27		\$4.70	
9/11/07	68	27	41	\$5.17	\$211.97
12/17/07	35	27		\$5.17	
3/13/08	15	32		\$5.17	
6/11/08	13	32		\$5.17	
9/5/08	77	32	45	\$5.51	\$247.95
12/8/08	70	32		\$5.51	
2/27/09	15	25		\$5.51	
6/8/09	36	25		\$5.51	
9/9/09	72	25	47	\$5.95	\$279.65
12/4/09	25	25		\$5.95	
3/16/10	19	27		\$5.95	
6/4/10	32	27		\$5.95	
9/13/10	82	27	55	\$5.95	\$327.25
12/3/10	29	27		\$5.95	
3/17/11	21	25		\$5.95	
6/7/11	22	25		\$5.95	
9/15/11	83	25	58	\$6.11	\$354.38
12/8/11	31	25		\$6.11	
3/12/12	17	20		\$6.11	
6/8/12	24	20		\$6.11	
9/12/12	63	20	43	\$6.11	\$262.73
12/12/12	19	20		\$6.24	
3/11/13	16	18		\$6.24	
6/10/13	17	18		\$6.24	
9/6/13	57	18	39	\$6.24	\$243.36
12/6/13	21	18		\$6.24	
3/10/14	16	27		\$6.24	
6/4/14	18	27		\$6.24	
9/8/14	80	27	53	\$6.24	\$330.72
12/4/14	46	27		\$6.24	
3/9/15	18	29		\$6.24	
6/5/15	31	29		\$6.24	
9/2/15	84	29	55	\$6.24	\$343.20
12/10/15	39	29		\$6.24	
3/4/16	17	18.5		\$6.24	
6/7/16	20	18.5		\$6.24	
9/7/16	80	18.5	61.5	\$6.24	\$383.76
542.5					\$3,196.47



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: December 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 11/18/16

Customer Name: Lisa Ansell

Account: 104265

Service Address: #42 Collins Cir

Rochester NH 03867

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

Recommendations

I recommend no abatement at this time.

The above recommendation is based upon the following findings:

1. Per the Policy for Water & Sewer Adjustments this leak is denied as the valve box was damaged by snow plowing operation. This would fall under section 4, the cause was "customer negligence, ignorance or unfortunate circumstances"
2. Long term payment arrangements are available by calling the Utility Billing office.

John B. Storer, PE
Director of City Services

12/6/16
Date

POLICY ON WATER & SEWER ADJUSTMENTS

It is the policy of the City of Rochester not to grant adjustments to water & sewer bills unless the problem rests within the City's system. However, the City recognizes that a high bill resulting from accidental, unpreventable water release can present financial hardship to a customer. While most water releases are preventable, there are certain circumstances when an accidental water release cannot be reasonably prevented. The intent of this policy is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release.

Adjustment Determination Procedure:

1. All customer requests to abate any portion of a metered water bill that is unusually high due to unpreventable leakage shall be reviewed by City staff on a case-by-case basis. In order to qualify for abatement, a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption. The customer must also prove that the deficiency responsible for leakage has been repaired or corrected. This policy only applies to leaks that have occurred within the previous six (6) months of the date of the abatement request.
2. In the event that a customer cannot determine the source or cause of the abnormally high consumption, the customer is required to hire a private licensed plumber to assist the customer in trying to determine said source or cause. If the plumber is unable to determine the source or cause of the abnormally high consumption, the City can only speculate that the customer has located and repaired or corrected said source. If the customer claims that said source never existed, the City shall test the meter and make an adjustment to the bill in accordance with NHPUC requirements for meters found to be over-recording. If the meter test reveals an accurate or under-recording meter, the customer shall be held responsible for the entire bill plus the cost of meter testing and shipping/handling.
3. In the event the source or cause of the abnormally high consumption is related to a leak due to customer negligence such as the failure to maintain internal (private) plumbing fixtures in good repair and/or protect plumbing from freezing, the customer shall be held responsible for the entire bill.
4. In the event the abnormally high consumption has occurred due to "unpredictable leakage" not caused by customer negligence, ignorance or unfortunate circumstances, as determined by City staff and the Utility Advisory Board, the City shall consider granting a one-time abatement, per account, during any ten-year period, up to half of the water consumption above normal consumption. The abatement calculation may consider compensation from any other sources, including insurance policy claims, etc. Normal consumption will be the average of at least the previous three years' consumption history, for similar billing periods, unless deemed otherwise by the City staff or the Board. The City staff and Utility Advisory Board reserve the right to grant adjustments on water use or sewer use or both.

Approved by City Council 9/6/16

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: November 18, 2016
SUBJECT: Lisa Ansell
PROPERTY: 42 Collins Cir

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

The customer is filing an appeal for 90 units of water due to an irrigation leak. The system has been turned off and will be repaired in the spring.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:

Received: 11/18/16

1. Date of Appeal: _____

2. Property Owner's Name: Lisa Ansell

Account #: 104265

W/S

3. Billing Address: 42 Collins Circle
Rochester NH

4. Service Location: _____

Zip Code _____

5. Owners Representative: _____

6. Owners Representative's Signature: _____

7. Phone #: _____

Cell: _____

8. Email Address: _____

(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 90 x 4.81 = \$ _____

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

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

Total \$ _____

11. Explanation of Appeal Request:

I had an Irrigation leak that was caught
upon receipt of the bill. The water to the
irrigation system has been shut off and
the leak will be repaired in the spring

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? will be in the spring

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 would have to make a payment arrangement
to pay it all off

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: 104265

[2016-10-12 13:26:15 karenb]: OWNER CAME IN REGARDING HIGH BILL. TECHNICIAN GOT READ ON 10/11. 520 MAIN METER AND 477 SEWER DEDUCT. TECHNICIAN PULLED REPORT SHOWING EXTRA USAGE GOING THROUGH SEWER DEDUCT UNTIL 9/26, AVERAGE OF 2 UNITS/DAY. OWNER HAD MENTIONED THAT IRRIGATION HAS BEEN TURNED OFF; SINCE 9/26 SHOWS NO USAGE. LEFT VOICEMAIL FOR OWNER LETTING THEM KNOW THAT THAT THE USAGE WAS FOR THE IRRIGATION SHOULD THEY DECIDE TO HAVE IT CHECKED FOR LEAKS.

[2016-11-02 15:32:59 karenb]: OWNER CALLED; SHE HAS THE IRRIGATION COMPANY THERE TODAY AND THEY DID FIND A LEAK IN HER IRRIGATION SYSTEM. SHE SAID SHE WILL BE FILLING OUT APPEAL PAPERWORK.

[2016-11-18 15:27:20 karenb]: APPEAL PAPERWORK RECEIVED AND SENT FOR DECEMBER UAB

Account #104265
 3 Year Consumption History

Date	Units
6/14	3
9/14	48
12/14	6
3/15	3
6/15	24
9/15	105
12/15	22
3/16	5
6/16	42

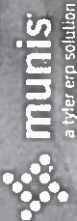
	Average Consumption for 3 years
258	29

9/16 195 Excluded from average

Units Used	195
Average use	29
above avg use	166

	per unit	Credit
1/2 of above aver.	83	4.81 \$399.23
	83	\$399.23

main meter



11/21/2016 10:08
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
P ubcensing

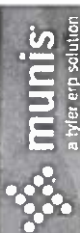
Account Number Service	Customer # Name Mfr Meter Number	Cd Read Date Time	Parcel By	Bill # Curr Read	Location Usage Repl Usage Charge Amt Billed Amt	Status
104265	41842 HERMAN H&M FAMILY REV TRUST % 011901000014				42 COLLINS CIR	Active
100 -	1 RES WATER SENS76440443	A 09/07/2016		453	195 937.95	975.39
100 -	1 RES WATER SENS76440443	A 06/03/2016		258	42 202.02	220.74
100 -	1 RES WATER SENS76440443	A 03/08/2016		216	5 24.05	55.25
100 -	1 RES WATER SENS76440443	A 12/10/2015		211	22 104.94	136.14
100 -	1 RES WATER SENS76440443	A 09/03/2015		189	105 490.35	521.55
100 -	1 RES WATER SENS76440443	A 06/08/2015		84	24 112.08	124.56
100 -	1 RES WATER SENS76440443	A 03/17/2015		60	3 17.74	47.59
100 -	1 RES WATER SENS76440443	A 12/04/2014		57	6 28.02	59.22
100 -	1 RES WATER SENS76440443	A 09/03/2014		51	48 224.16	242.88
100 -	1 RES WATER SENS76440443	A 06/11/2014		3	3 17.74	47.59

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

sewer Deduct

11/21/2016 10:09
karenb

CITY OF ROCHESTER
UB Consumption History Report



1
P ubcensing

Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	By	Parcel	Bill #	Curr	Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
104265		41842	HERMAN H&M FAMILY	REV TRUST %	011901000014							42 COLLINS	CIR			Active
100	-	2 RES WATER	SENS76167065	A	09/07/2016				13948221		413	189	0	0	.00	975.39
100	-	2 RES WATER	SENS76167065	A	06/03/2016				13940713		224	39	0	0	.00	220.74
100	-	2 RES WATER	SENS76167065	A	03/08/2016				13933166		185	0	0	0	.00	55.25
100	-	2 RES WATER	SENS76167065	A	12/10/2015				13925797		185	17	0	0	.00	136.14
100	-	2 RES WATER	SENS76167065	A	09/03/2015				13918355		168	100	0	0	.00	521.55
100	-	2 RES WATER	SENS76167065	A	06/08/2015				13910916		68	22	0	0	.00	124.56
100	-	2 RES WATER	SENS76167065	A	03/17/2015				13903445		46	0	0	0	.00	47.59
100	-	2 RES WATER	SENS76167065	A	12/04/2014				13896090		46	1	0	0	.00	59.22
100	-	2 RES WATER	SENS76167065	A	09/03/2014				13886688		45	45	0	0	.00	242.88
100	-	2 RES WATER	SENS76167065	A	06/11/2014				13881270			0	0	0	.00	47.59

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

Maher Group, L.L.C.

Tom Maher Lawn Sprinklers
P.O. Box 303
Greenland, NH 03840

Invoice

DATE	INVOICE NO.
11/3/2016	11129

BILL TO
Lisa Ansell 42 Collins Circle Rochester, NH 03867

JOB LOCATION
same

P.O. NO.	TERMS	DUE DATE
Lisa	Net 15	11/18/2016

QTY	DESCRIPTION	RATE	AMOUNT
	11/2/16 Per your request, test irrigation system for possible leaks? Questions on excess water use over the hot summer.		
2	Hours IRRIGATION Supervisor Tom, with 175 CFM air compressor set at 65 PSI	85.00	170.00
4	Oetiker Clamps, 1"	0.34	1.36
1	Coupling (1x1) 1"	1.23	1.23
	Notes; Attach compressor to "dry winterized" irrigation system, install pressure gauge at garden area hose connection, charge air to system and let stand for 10 minuets, system holding at 65 PSI. Closed inlet from compressor at backflow valve, pressure at 65 PSI., noticed that pressure was starting to drop very slowly, Lisa and I walked system mainline as no zone valves were open at this time. We walked the entire mainline from the backflow, stopping at each of the three electric valve box locations, 1-clock, 2-garden, 3-driveway end. At valve box 3 at the end of the driveway, we heard a faint air noise, valve box was buried under chunks of sod caused by snow plowing of last spring. Upon removal of debris, valve box was twisted in ground and found air leaking from cracked PVC fitting on the inlet side of the valve manifold.		
It's been a pleasure working with you!		Total Due	

Phone #
603-436-2593

E-mail
Mahe01@comcast.net

Maher Group, L.L.C.

Tom Maher Lawn Sprinklers
P.O. Box 303
Greenland, NH 03840

Invoice

DATE	INVOICE NO.
11/3/2016	11129

BILL TO
Lisa Ansell 42 Collins Circle Rochester, NH 03867

JOB LOCATION
same

P.O. NO.	TERMS	DUE DATE
Lisa	Net 15	11/18/2016

QTY	DESCRIPTION	RATE	AMOUNT
	Upon my inspection, ground consisted of heavy sand/gravel, which would allow the small leak to go undetected. I will schedule the repair early next spring during the system turn-on and home owner will mark this area with plow stakes to prevent future damage.		
It's been a pleasure working with you!		Total Due	\$172.59

Phone #
603-436-2593

E-mail
Maher01@comcast.net

46



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: December 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 11/22/16

Customer Name: Dianne Hall

Account: 204407

Service Address: #17 Millers Farm 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" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

Recommendations

I recommend an abatement of 37 units of sewer on the October 2016 invoiced amount and notification that a sewer deduct meter must be installed for future watering.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
2. The water was intentional but did not enter the sewer system.
 - a. Usage on the disputed 10/25/16 invoice is 56 Units
 - b. Average use on previous three cycles is 19 Units
 - c. Estimated use over average 37 Units

Value of 37 Units of Sewer at the current sewer rate of \$6.24 = \$230.88

Total abatement = \$230.88 plus accrued interest.

John B. Storer, PE
Director of City Services

12/6/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: November 22, 2016
SUBJECT: Dianne Hall
PROPERTY: 17 Millers Farm Dr

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

The customer had her lawn hydroseeded and is filing an appeal for the above average usage for sewer. The extra usage was for irrigation and did not go into the sewer system. The homeowner will not be using as much water next year.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 11/22/16

W/S

1. Date of Appeal: 11/22/16
2. Property Owner's Name: Dianne Hall Account #: 204407
3. Billing Address: 17 Millers Farm Dr.
Rochester NH 03868

4. Service Location: 17 Millers Farm Dr. Rochester NH Zip Code 03868
5. Owners Representative: Dianne Hall
6. Owners Representative's Signature: Dianne Hall
7. Phone #: _____ Cell: 603-312-0323
8. Email Address: dianne.hall@unh.edu

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 0 7/14/16 to 10/12/16

10. Abatement is being requested for: Sewer

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

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

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

Total \$ _____

11. Explanation of Appeal Request:

My lawn was hydroseeded October 4th. For the 3 weeks following that I watered the lawn most mornings (prior to 8 am) and evenings (after 6 pm) for approximately 40 mins. 8 - 10 mins in 4 different areas of the yard (front of house/both sides and back). I would like to request a reduction in the charge for the sewer portion of the bill. Thank you for your consideration. (My prior water bills have been in the \$200 range).

Form continues on back

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

No

If yes, why?

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

No

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

14. If your appeal is denied, will this cause you financial hardship for which you will seek assistance from the City? If so, explain: No - although the unexpected size of this bill will be difficult to manage I will not seek assistance.

Please Note: 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
13951690	204407	10/25/2016	11/28/2016	0.00	.00	618.80
Amount Due						\$618.80

204407
HALL DIANNE
17 MILLERS FARM DR
ROCHESTER, NH 03868

Please Note Address Correction Below:

Name _____

Street _____

City _____ State _____ Zip _____



92096042017213951690000000618801

✕ 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			
HALL DIANNE			17 MILLERS FARM DR /			
Bill Number	Account Number		Past Due Date		Bill Date	
13951690	204407		11/28/2016		10/25/2016	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	10/12/2016	07/14/2016	114	58	56	269.36
RES SEWER					56	349.44
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
254.63	09/21/2016	0.00	.00	618.80	\$618.80	

WATER \$4.81, ELDERLY \$2.08, MINIMUM \$18.27, MINIMUM ELDERLY \$14.64
SEWER \$6.24, ELDERLY \$4.15, MINIMUM \$29.85, MINIMUM ELDERLY \$23.76

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

BILL IS DUE UPON PRESENTATION

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

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: 204407

[2015-06-05 11:47:01 sjuneau]: WATER/SEWER SERVICE APPLICATION RECEIVED.

[2015-07-13 11:56:37 sjuneau]: INSPECTIONS RECEIVED - OKAY TO INSTALL WHEN READY.

[2015-10-01 14:38:18 karenbj]: METER INSTALLED/TURNED ON

[2016-06-30 15:58:38 karenbj]: POOL CREDIT - 2 UNITS = \$12.48

[2016-11-21 09:41:09 karenbj]: OWNER CALLED DUE TO HIGH BILL. SHE HYDROSEEDED HER LAWN AND WASN'T AWARE THE USAGE WOULD BE SO HIGH; SHE ASKED IF IT COULD BE WAIVED. I EXPLAINED THAT SHE CAN FILE AN APPEAL BUT IT NOT ELIGIBLE FOR WATER APPEAL, ONLY SEWER. I ALSO EXPLAINED ABOUT THE S/D METERS, SHE STATED THAT SHE WILL NOT BE USING WATER THAT MUCH ANYMORE IN THE SUMMER.

[2016-11-22 13:20:28 karenbj]: RECEIVED APPEAL FORM. SENT TO UAB FOR DECEMBER MEETING.



11/22/2016 13:20
karenb

CITY OF ROCHESTER
UB Consumption History Report

P 1
ubcnsing

Account Number	Customer # Name	Mfr Meter Number	Cd Read Date Time	Parcel By	Bill # Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
204407	45504	HALL DIANNE		215A00120045		17 MILLERS FARM DR				Active
100	-	1 RES WATER	SENS79659799	A 10/12/2016	13951690	114	56	269.36	618.80	
100	-	1 RES WATER	SENS79659799	A 07/14/2016	13944151	58	24	115.44	265.20	
100	-	1 RES WATER	SENS79659799	A 04/18/2016	13936582	34	18	86.58	198.90	
100	-	1 RES WATER	SENS79659799	A 01/21/2016	13929175	16	16	76.94	176.78	

** 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: December 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 11/28/16

Customer Name: Walter Belville

Account: 040780

Service Address: #54 No Main St 5

Rochester NH 03867

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

Recommendations

I recommend no abatement on the invoiced amount

Per Section 17.19 (d) The failure of a customer to receive water bills does not relieve the customer of the responsibility of making prompt payment

Per Section 17.21 (b) Unpaid bills of over thirty (30) days shall constitute cause for water shutoff. If on the day of the shutoff, the customer pays the outstanding bill after City personnel arrive at the customer's service to execute the shutoff, the customer will be assessed a minimum service charge. This charge is listed in Section 17.34 Water Rate and Fee Schedule.


John B. Storer, PE
Director of City Services

12/5/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: November 28, 2016
SUBJECT: Walter Belville
PROPERTY: 54 No Main St #5

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

The customer is appealing the \$30 service charge for non-payment. He states that he has been having ongoing issues with the post office and receiving his mail.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 11/20/16

1. Date of Appeal: _____
2. Property Owner's Name: WALTER BELVILLE Account #: 040720/040780
3. Billing Address: 50 N MAIN ST # 5
ROCHESTER, N.H. 03867
4. Service Location: 50 N MAIN ST # 5 Zip Code 03867
5. Owners Representative: WALTER BELVILLE
6. Owners Representative's Signature: Walter Belville
7. Phone #: 603-~~312-0857~~³³²⁻⁶³⁵⁷ Cell: 603-312-0857
8. Email Address: NADANDPABCL@HSN.COM

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from JUNE 16 to AUG 16

10. Abatement is being requested for:

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

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

C. Water & Sewer Department Fees of: \$ 30.00

Total \$ 30.00

11. Explanation of Appeal Request:

MY MAIL FOR THE PAST 1 YR & 1/2 HAVE NOT GETTING
DELIVERED IN FULL. SOMETIMES MY CREDIT CARDS ARE
NOT DELIVERED, MY TAX BILL FOR JUNE DID NOT GET
DELIVERED, THE WATER BILL FOR 1ST QUARTER - I DELIVERED
1 NOT. I HAVE GONE TO THE POST OFFICE TO COMPLAIN
5 TIMES AND IT STILL HAPPENS. I HAVE PUT IN TO HAVE
ALL CITY MAIL DELIVERED TO MY HOME IN SOMERSWORTH
IN HOPES TO GET ALL MY MAIL. THANK YOU. J.B.

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

Yes ☐ No ☒ (circle one)

If yes, why?

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

Yes ☐ No ☒ (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

Please note:

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

Account: 040720

***THIS IS MEL FLANAGAN'S IRISH PUB *** - THE KITCHEN

NOTICE OF MORTGAGEE FORECLOSURE RECEIVED EFFECTIVE 4/23/08

07/01/09- SENT LETTER SAYING ACCOUNT HAS BEEN ESTIMATED TWICE, AND SINCE IT IS AN OLDER METER, TO PLS CALL AND SET AN APPT. TO REPLACE

12/2/09 - CUSTOMER WAS IN AND DISCUSSED HIGH NOVEMBER BILL - I EXPLAINED THAT IT HAD BEEN ESTIMATED AND THE NOVEMBER BILL REPRESENTED THE ACTUAL USAGE SINCE THE LAST ACTUAL READ. HE WILL LOOK AT FINANCES AND COME BACK TO DISCUSS POSSIBLE PAYMENT ARRANGEMENT.

WALTER CAME IN 12/28/09 AND SIGNED PAYMENT ARRANGMENT BUT DOES NOT FEEL HE SHOULD PAY INTEREST - GAVE HIM APPEAL PAPERWORK. PER BRIAN NO NEED TO PROCESS APPEAL CREDIT HIM FOR ANY INTEREST TO DATE AND DO NOT CHARGE INTEREST FOR THIS BILL.

[2014-08-18 09:18:49 sjuneau]: SENT LETTER REQUIRING HIGH HAZARD BACKFLOW DEVICE BY 10/3/14

[2014-11-17 15:19:17 sjuneau]: PROPERTY WAS TURNED OFF/ON FOR REPAIRS FOR BACKFLOW PLUMBER - NO CHARGES.

[2015-10-30 11:33:11 karenb]:SENT LETTER 11/3/15 REQUIRING HIGH HAZARD BACKFLOW DEVICE BY 12/9/15. SHUT OFF DATE 12/10/15.

[2015-12-11 14:14:35 karenb]: ADDED BACKFLOW DEVICE AND MAILED PERMIT. 5 ACCOUNTS ARE CONNECTED TO THIS SERVICE/BACKFLOW: 040720, 040780, 040800, 040760 AND 040740

[2016-05-31 15:13:41 sjuneau]: MAY BILL RETURNED UNABLE TO FORWARD - DOOR TAGGED.

[2016-11-10 15:54:22 sjuneau]: SERVICE CHARGE FOR NON PAYMENT

[2016-11-28 14:41:04 karenb]: OWNER DROPPED OFF THE APPEAL FORM. HE IS APPEALING THE \$30 SERVICE CHARGE. SENT FOR DECEMBER 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	Account Number	Bill Date	Past Due Date	Past Due	Other Current Charges	Current Charges
13953305	040720	11/18/2016	12/23/2016	0.00	.00	195.75
Amount Due						\$0.00

040720
M & WB HOLDINGS LLC
50 NO MAIN ST UNIT 5
ROCHESTER, NH 03867

Please Note Address Correction Below:

Name _____

Street _____

City _____ State _____ Zip _____



92096042017213953305300000000000

✕ 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			
M & WB HOLDINGS LLC			54 NO MAIN ST 5 /MEL FLANAGANS			
Bill Number	Account Number	Past Due Date	Bill Date			
13953305	040720	12/23/2016	11/18/2016			
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
COMM WATER	11/08/2016	08/12/2016	478	463	15	72.15
COMM SEWER					15	93.60
SERV CALL						30.00
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
195.75	11/28/2016	0.00	.00	195.75	\$0.00	

WATER \$4.81, ELDERLY \$2.08, MINIMUM \$18.27, MINIMUM ELDERLY \$14.64
SEWER \$6.24, EDERLY \$4.15, MINIMUM \$29.85, MINIMUM ELDERLY \$23.76

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

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: December 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 12/1/16

Customer Name: Thomas Laperriere

Account: 300600

Service Address: #5 Erin Ln

Rochester NH 03868

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

Recommendations

I recommend an abatement of 18 units of sewer on the November 2016 invoiced amount and notification that a sewer deduct meter must be installed for future watering.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
 - a. The water was intentional but did not enter the sewer system. Usage on the disputed 11/22/16 invoice is 26 Units
 - b. Average use per appeal request is 7 Units
 - c. Estimated use over average 18 Units

Value of 18 Units of Sewer at the current sewer rate of \$6.24 = \$112.32

Total abatement = \$112.32 plus accrued interest.


John B. Storer, PE
Director of City Services


Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: December 1, 2016
SUBJECT: Thomas Laperriere
PROPERTY: 5 Erin Ln

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

The customer had excess usage due to reseeding his lawn. He is filing an appeal for the extra usage that did not go into the sewer system.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:

Received: Wille

1. Date of Appeal: 12/1/2016
2. Property Owner's Name: Thomas Laperriere Account #: 300600
3. Billing Address: 5 Erin Ln
Rochester NH 03868

4. Service Location: 5 Erin Ln Zip Code 03868

5. Owners Representative: —

6. Owners Representative's Signature: —

7. Phone #: 603 335 4591 Cell: N/A

8. Email Address: tj1402000@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from Current to Bill only
11-22-2016

10. Abatement is being requested for:

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

b. How many units of sewer 18 x 6.24 = \$ 112.32

C. Water & Sewer Department Fees of: \$

Total \$ 112.32

11. Explanation of Appeal Request:

In the weeks prior to the water
ban I replanted parts of my lawn,
Since it had been so dry I used
a lot of water
I had no idea it would run my
bill so high.
I accept normal use as 8 and
expect to pay for all 26 on water side
of bill.

Extra WATER went on the lawn not down
the drain

I have checked and had TARA check for
leaks there are none

Form continues on back

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

Yes ☒ No (circle one)

If yes, why?

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

Yes ☒ No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

Please note:

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

Accounts

File Edit Tools Insert Help

Account: 300600

[2010-12-06 08:08:06 am]: NO LONGER ELDERLY EXEMPTION

[2011-08-11 11:04:23 kathy]: TURNED OFF / ON FOR NON-PAYMENT 8/9/11

[2016-12-01 15:16:21 karenb]: HOMEOWNER DROPPED OFF APPEAL FORM FOR HIGH NOVEMBER BILL. HE RESEEDED HIS LAWN AND DID A LOT OF OUTSIDE WATERING THAT DID NOT GO INTO THE SEWER SYSTEM. HE DID HAVE TARA CHECK HIS METER AND IT IS FUNCTIONING NORMALLY. HE IS AWARE OF THE SEWER DEDUCT METER FOR NEXT YEAR ALTHOUGH HE DOES NOT ANTICIPATE NEEDING TO WATER AS MUCH. SENT APPEAL FOR DECEMBER UAB.

✓ Check Spelling

Display as HTML

Account #300600

3 Year Consumption History

Date	Units	
11/13	8	
2/14	7	
5/14	9	
8/14	8	
11/14	7	
2/15	7	
5/15	6	
8/15	7	
11/15	8	
2/16	6	
5/16	8	
8/16	8	Average Consumption for 3 years
	89	7

11/16 26 Excluded from average

Units Used	26
Average use	7
above avg use	19

per unit Credit



12/01/2016 15:18
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
300600	35598	LAPERRIERE EDNA O & THOMAS J	A	11/21/2016		022403090060			5	ERIN LN				Active
100	1 RES WATER	SENS56431872	A	08/25/2016		13954483		495	26		0	125.06	287.30	
100	1 RES WATER	SENS56431872	A	08/25/2016		13946959		469	8		0	38.48	88.40	
100	1 RES WATER	SENS56431872	A	05/26/2016		13939369		461	8		0	38.48	88.40	
100	1 RES WATER	SENS56431872	A	02/23/2016		13931935		453	6		0	28.86	66.30	
100	1 RES WATER	SENS56431872	A	11/23/2015		13924539		447	8		0	38.00	87.92	
100	1 RES WATER	SENS56431872	A	08/20/2015		13917088		439	7		0	32.69	76.37	
100	1 RES WATER	SENS56431872	A	05/14/2015		13909567		432	6		0	28.02	65.46	
100	1 RES WATER	SENS56431872	A	02/25/2015		13902217		426	7		0	32.69	76.37	
100	1 RES WATER	SENS56431872	A	11/19/2014		13894837		419	7		0	32.69	76.37	
100	1 RES WATER	SENS56431872	A	08/18/2014		13887434		412	8		0	37.36	87.28	
100	1 RES WATER	SENS56431872	A	05/14/2014		13879934		404	9		0	41.99	98.15	
100	1 RES WATER	SENS56431872	A	02/24/2014		13872645		395	7		0	32.20	75.88	
100	1 RES WATER	SENS56431872	A	11/22/2013		13865311		388	8		0	36.80	86.72	
100	1 RES WATER	SENS56431872	A	08/19/2013		13857933		380	8		0	36.80	86.72	
100	1 RES WATER	SENS56431872	A	05/21/2013		13850513		372	7		0	32.20	75.88	
100	1 RES WATER	SENS56431872	A	02/22/2013		13843225		365	7		0	32.11	75.68	
100	1 RES WATER	SENS56431872	A	11/19/2012		13835912		358	7		0	31.43	74.20	
100	1 RES WATER	SENS56431872	A	08/22/2012		13828572		351	6		0	26.94	63.60	
100	1 RES WATER	SENS56431872	A	05/18/2012		13821182		345	7		0	31.43	74.20	
100	1 RES WATER	SENS56431872	A	02/22/2012		13813908		338	6		0	26.94	63.60	
100	1 RES WATER	SENS56431872	A	11/21/2011		13806636		332	12		0	53.88	187.20	
100	1 RES WATER	SENS56431872	A	08/24/2011		13799346		320	17		0	73.76	175.58	
100	1 RES WATER	SENS56431872	A	05/19/2011		13791985		303	12		0	51.48	122.88	
100	1 RES WATER	SENS56431872	A	02/22/2011		13784790		291	11		0	47.19	112.64	

** 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: December 6, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 12/5/16

Customer Name: Goucher Eric J

Account: 042700

Service Address: #42 44 Lafayette St

Rochester NH 03867

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

Recommendations

I recommend tabling this appeal until January meeting, per the meter readings the leak is still active.

The above recommendation is based upon the following findings:

1. November bill usage was 6 units/day. Per homeowner repair was made 9/28/16.
2. Technician got a read of the meter on 12/6/16 which shows 232 units in 36 days, this is still high usage at 6 units/day. Homeowner needs to have plumber check again for needed repairs.

John B. Storer, PE
Director of City Services

12/6/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: December 6, 2016
SUBJECT: Eric Goucher
PROPERTY: **42 44 Lafayette St**

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

The customer is filing an appeal for 885 units of water and sewer on his August and November 2016 bills due to a water that was leaking out of the bottom of the toilet and was leaking into the floor and ground below.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 12/15/16

1. Date of Appeal: 12/15/16
2. Property Owner's Name: Eric Goucher Account #: 042700 W/S
3. Billing Address: P.O. Box 475
Hampton, NH 03842
4. Service Location: 42-44 Lafayette St, Zip Code 03867
5. Owners Representative: Matthew Croteau
6. Owners Representative's Signature: [Signature]
7. Phone #: _____ Cell: 603-661-1597
8. Email Address: MJC117@MAC.COM

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from _____ to _____
10. Abatement is being requested for:

combined

a. How many units of water 885 x 4.81 = \$ 4,256.85

b. How many units of sewer 885 x 6.24 = \$ 5,522.40

c. Water & Sewer Department Fees of: \$ 9,779.25

Total \$ 9,779.25

11. Explanation of Appeal Request:

There was a leak under the bathroom
floor in a unit that a tenant was
evicted from. The water leak was
leaking into the ground below
as well as the floor but no water
from this leak was going into the
sewer drain. I called on 9/28/16 to the water
to have the water shut off to the entire
building and it was turned back on
a few hours later after it was repaired. Dept

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? United Communities Property Management

Has proof of the repair been attached to this appeal form? No but on my hand.

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.***

12/06/2016 14:51
karenb

CITY OF ROCHESTER
UB Consumption History Report



P 1
ubensing

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	By	Parcel	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
042700	34360	GOUCHER ERIC J					012100630000			42 LAFAYETTE ST				Active
100	-	1 RES WATER		A	11/01/2016		13953412		5,298	564	0	2,712.84	6,427.20	
100	-	1 RES WATER		A	08/02/2016		13945864		4,734	431	0	2,073.11	4,822.55	
100	-	1 RES WATER		A	05/05/2016		13938288		4,303	139	0	668.59	1,595.95	
100	-	1 RES WATER		A	02/05/2016		13930851		4,164	59	0	283.79	681.95	
100	-	1 RES WATER		A	11/09/2015		13923454		4,105	72	0	340.49	789.77	
100	-	1 RES WATER		A	08/07/2015		13916007		4,033	40	0	186.80	496.40	
100	-	1 RES WATER		A	05/07/2015		13908491		3,993	62	0	289.54	736.42	
100	-	1 RES WATER		E	02/20/2015		13901139		3,931	49	0	228.83	534.59	
100	-	1 RES WATER		A	11/07/2014		13893759		3,882	42	0	196.14	458.22	
100	-	1 RES WATER		A	08/05/2014		13886360		3,840	45	0	210.15	550.95	
100	-	1 RES WATER		A	05/02/2014		13878860		3,795	63	0	292.95	686.07	
100	-	1 RES WATER		A	02/04/2014		13871561		3,732	46	0	211.60	528.64	
100	-	1 RES WATER		A	11/06/2013		13864235		3,686	36	0	165.60	390.24	
100	-	1 RES WATER		A	08/07/2013		13856861		3,650	48	0	220.80	550.32	
100	-	1 RES WATER		A	05/09/2013		13849435		3,602	39	0	179.40	422.76	
100	-	1 RES WATER		A	02/06/2013		13842155		3,563	70	0	319.99	754.42	
100	-	1 RES WATER		A	11/07/2012		13834842		3,493	44	0	197.56	466.40	
100	-	1 RES WATER		A	08/07/2012		13827485		3,449	48	0	215.52	508.80	
100	-	1 RES WATER		A	05/07/2012		13820107		3,401	66	0	296.34	699.60	
100	-	1 RES WATER		A	02/07/2012		13812845		3,335	201	0	902.49	2,130.60	
100	-	1 RES WATER		A	11/04/2011		13805558		3,134	125	0	561.25	1,385.00	
100	-	1 RES WATER		A	08/03/2011		13798254		3,009	43	0	184.75	440.82	
100	-	1 RES WATER		A	05/04/2011		13790909		2,966	53	0	227.37	542.72	
100	-	1 RES WATER		E	02/18/2011		13783714		2,913	50	0	214.50	512.00	
100	-	1 RES WATER		A	11/03/2010		13776494		2,863	31	0	132.99	317.44	
100	-	1 RES WATER		A	08/04/2010		13769227		2,832	132	0	558.10	1,343.50	
100	-	1 RES WATER		A	05/05/2010		13761937		2,700	243	0	1,018.17	2,464.02	
100	-	1 RES WATER		A	02/02/2010		13754807		2,457	88	0	368.72	892.32	
100	-	1 RES WATER		A	11/03/2009		13747589		2,369	37	0	155.03	375.18	
100	-	1 RES WATER		A	08/04/2009		13740306		2,332	45	0	184.46	440.20	
100	-	1 RES WATER		A	05/08/2009		13733007		2,287	26	0	105.04	248.30	
100	-	1 RES WATER		E	02/03/2009		13725875		2,261	40	0	161.60	382.00	

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

Account #042700

3 Year Consumption History for property

Date	Units	
5/16	139	
2/16	59	
11/15	72	
8/15	40	
5/15	62	
2/15	49	
11/14	42	
8/14	45	
5/14	63	
2/14	46	
11/13	36	
8/13	48	Average Consumption for 3 years
	701	58

8/16	431	Excluded from average
11/16	564	Excluded from average

	16-Aug	16-Nov		
Units Used	431	564		
Average Use	58	58		
above avg use	373	506	Total above average:	879

		per unit	
1/2 of above average	439.5	4.81	\$2,114.00 Water
Above average sewer	879	6.24	\$5,484.96 Sewer
Total Credit			\$7,598.96

Accounts

FileEditToolsInsertHelp

Account: 042700

NAME OF A READER TELLING STREET STORY

[2016-05-11 09:50:14 karenb]: TURNED OFF/ON FOR NON PAYMENT 5/10/16

[2016-08-10 12:49:05 sjuneau]: 431 UNITS ON AUGUST BILL. CALLED AND SPOKE WITH ANNE ABOUT THE HIGH USAGE. THEY ARE SENDING A PLUMBER.

[2016-08-10 13:32:11 karenb]: TURNED OFF/ON FOR NON PAYMENT 8/10/16

[2016-09-28 16:34:29 sjuneau]: MATT CALLED & SAID THERE WAS A LEAK THAT NEEDS EMERGENCY SHUT OFF. CALLED IN THE ONCALL TO TAKE CARE OF. WHEN ONCALL (BILL PRENTICE) GOT THERE, THEY HAD A TOILET LEAK. BILL TURNED WATER OFF/ON AT THE STREET FOR THE REPAIR.

[2016-11-08 16:13:21 lisa]: PROPERTY OFF TODAY FOR NON PAYMENT. MATT CALLED WILL PAY \$1000 PRIOR TO END OF DAY, \$1000 PRIOR TO NOVEMBER 30TH AND WILL FILE APPEAL ON 375 UNITS OF W&S FOR LEAKING PLUMBING IN APARTMENT. TENNANT DID NOT REPORT. MATT REQUESTED ADDITIONAL METER READ AS SOON AS POSSIBLE TO CONFIRM NORMAL CONSUMPTION. SCHEDULE SHUT OFF FOR 12/2/16 IF APPEAL AND PAYMENT PLAN NOT KEPT. MATT WILL CALL ON 12/13/16 FOR RESULT OF UAB MEETING.

[2016-12-01 09:48:44 karenb]: DID NOT MAKE \$1000 PAYMENT PRIOR TO 11/30 AND DID NOT TURN IN APPEAL PAPERWORK. SHUTTING OFF TODAY.

[2016-12-02 11:34:42 sjuneau]: WATER TURNED OFF AT THE STREET 12/1.

[2016-12-05 16:08:28 sjuneau]: HE CAME IN AND PAID THE \$1000 PAYMENT THAT WAS DUE 11/30. DID NOT HAVE APPEAL PAPERWORK ADN SAID HE WOULD GET IT IN TOMORROW.. I TOLD HIM I WASNT SURE IF HE WOULD MAKE THE DECEMBER MEETING BUT THE APPEAL PAPERWORK NEEDS TO BE IN TOMORROW AT THE VERY LATEST. HE SEEMS TO THINK THE WATER IS STILL ON AT THE STREET. I WILL HAVE THE TECHNICIAN CHECK OUT TOMORROW TO MAKE SURE.

[2016-12-06 14:02:35 karenb]: DROPPED OFF APPEAL FORM. SENT FOR DECEMBER UAB.

[2016-12-06 15:06:07 karenb]: TECHNICIAN GOT A READ FOR THE UAB. TODAY THE READ WAS 5530. ON NOVEMBER 1ST THE READ WAS 5298, THIS IS 232 UNITS IN 36 DAYS WHICH IS 6 UNITS PER DAY. LEFT VOICEMAIL FOR MATT TELLING HIM THAT HIS USAGE WAS STILL HIGH AND HE SHOULD HAVE A PLUMBER CHECK ON THIS. ALSO ASKED HIM TO CALL BACK SO WE COULD DISCUSS.

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			ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND									
51601057 WATER WORKS EXPENSE									
51601057	511001	SALARIES - FULL TI	575,907	575,907	227,938.37	.00	.00	347,968.63	39.6%
51601057	511099	SALARIES - ADJUSTM	2,741	2,741	.00	.00	.00	2,741.00	.0%
51601057	513001	OVERTIME - REGULAR	40,000	40,000	7,875.44	.00	.00	32,124.56	19.7%
51601057	515001	ON CALL	4,497	4,497	1,910.70	.00	.00	2,586.30	42.5%
51601057	516000	LONGEVITY	1,393	1,393	872.50	.00	.00	520.50	62.6%
51601057	519000	TRAVEL ALLOWANCE	0	0	211.53	.00	.00	-211.53	100.0%*
51601057	521100	HEALTH INSURANCE	155,059	155,059	60,763.38	.00	.00	94,295.62	39.2%
51601057	521200	DENTAL INSURANCE	2,720	2,720	998.88	.00	.00	1,721.12	36.7%
51601057	521300	LIFE INSURANCE	667	667	450.30	.00	.00	216.70	67.5%
51601057	522000	SOCIAL SECURITY CO	45,587	45,587	17,418.71	.00	.00	28,168.29	38.2%
51601057	523000	RETIRE CONTRIBUTIO	69,133	69,133	26,608.28	.00	.00	42,524.72	38.5%
51601057	526000	WORKERS' COMPENSAT	26,499	26,499	26,482.00	.00	.00	17.00	99.9%
51601057	528001	IPT	3,986	3,986	2,286.06	.00	.00	1,699.94	57.4%
51601057	532001	STAFF DEVELOPMENT	5,794	5,794	1,829.29	.00	55.71	3,909.00	32.5%
51601057	533000	OTHER PROF SERVICE	9,672	9,672	477.68	.00	2,509.75	6,684.57	30.9%
51601057	533001	AUDIT	3,910	3,910	.00	.00	3,910.00	.00	100.0%
51601057	533002	ENGINEERING SERVIC	11,800	11,800	.00	.00	6,000.00	5,800.00	50.8%
51601057	533004	MEDICAL SERVICES	500	500	.00	.00	500.00	.00	100.0%
51601057	533009	14542 ROCHESTER HIL	0	0	21,674.98	.00	15,000.00	-36,674.98	100.0%*
51601057	533010	LABOR NEGOTIATIONS	1,000	1,000	69.00	.00	.00	931.00	6.9%
51601057	534003	SOFTWARE MAINTENAN	23,425	23,425	18,557.66	.00	.00	4,867.34	79.2%
51601057	541100	WATER & SEWERAGE	6,000	6,000	3,611.55	.00	388.42	2,000.03	66.7%
51601057	542300	CUSTODIAL SERVICES	2,100	2,100	866.25	.00	.00	1,233.75	41.3%
51601057	543001	VEHICLE MAINT & RE	1,000	1,000	292.05	.00	.00	707.95	29.2%
51601057	543002	EQUIPMENT MAINTENA	1,135	1,135	1,135.00	.00	.00	.00	100.0%
51601057	544200	RENTAL OF EQUIPMEN	410	410	145.25	.00	.00	264.75	35.4%
51601057	544400	RENTAL OF COMP/COM	1,823	1,823	746.07	.00	1,053.93	23.00	98.7%
51601057	544500	LEASE COPIER/PRINT	1,656	1,656	1,578.80	.00	.00	77.20	95.3%
51601057	552001	FLEET INSURANCE	3,029	3,029	3,930.00	.00	.00	-901.00	129.7%*
51601057	552003	GENERAL LIABILITY	5,942	5,942	5,388.00	.00	.00	554.00	90.7%
51601057	553400	POSTAGE FEES	400	400	109.09	.00	.00	290.91	27.3%
51601057	554000	ADVERTISING	1,650	1,650	339.00	.00	.00	1,311.00	20.5%
51601057	555000	PRINTING AND BINDI	1,839	1,839	105.34	.00	.00	1,733.66	5.7%
51601057	556000	TUITION	3,150	3,150	.00	.00	.00	3,150.00	.0%
51601057	558000	TRAVEL	375	375	3.34	.00	36.66	335.00	10.7%
51601057	561003	OFFICE SUPPLIES	3,051	3,051	1,004.08	.00	147.22	1,899.70	37.7%
51601057	561005	PUBLICATIONS	50	50	.00	.00	.00	50.00	.0%

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51601057	561008	VEHICLE SUPPLIES	9,000	9,000	4,660.87	.00	472.15	3,866.98	57.0%
51601057	561010	CLOTHING	5,800	5,800	1,887.69	.00	1,261.78	2,650.53	54.3%
51601057	561015	SAFETY EQUIPMENT &	5,000	5,000	2,694.48	.00	646.91	1,658.61	66.8%
51601057	561022	HOT TOP COLD PATCH	5,500	5,500	5,500.00	.00	.00	.00	100.0%
51601057	561023	SAND AND GRAVEL	1,800	1,800	771.79	.00	1,028.21	.00	100.0%
51601057	561032	OTHER OPERATIONAL	3,625	3,625	1,451.00	.00	50.00	2,124.00	41.4%
51601057	562600	VEHICLE FUEL	21,420	21,420	3,572.32	.00	.00	17,847.68	16.7%
51601057	573401	ADMIN EQUIPMENT	2,335	2,335	1,266.36	.00	.00	1,068.64	54.2%
51601057	573900	OTHER EQUIPMENT	7,000	7,000	.00	.00	.00	7,000.00	.0%
51601057	575100	INVENTORY PURCHASE	109,000	109,000	54,912.18	.00	7,520.45	46,567.37	57.3%
51601057	581000	DUES AND FEES	1,020	1,020	.00	.00	15.00	1,005.00	1.5%
51601057	583000	INTEREST EXPENSE	545,886	545,886	311,742.75	.00	.00	234,143.25	57.1%
51601057	584000	CONTINGENCY	20,000	20,000	.00	.00	.00	20,000.00	.0%
51601057	589001	STATE PERMITS & FE	2,750	2,750	1,950.00	.00	100.00	700.00	74.5%
51601057	589031	LIEN DISCHARGE FEE	600	600	110.68	.00	111.32	378.00	37.0%
51601057	591000	REDEMPTION OF PRIN	1,429,547	1,429,547	384,930.38	.00	37,500.00	1,007,116.62	29.5%
51601057	592001	DEPRECIATION	1,278,950	1,278,950	.00	.00	.00	1,278,950.00	.0%
51601057	593002	TRANS TO CAPITAL P	167,000	267,826	100,825.71	.00	.00	167,000.00	37.6%
51601057	593008	TRANSFER TO GENERA	25,000	25,000	10,416.66	.00	.00	14,583.34	41.7%
51601073 WATER TREATMENT PLANT									
51601073	511001	SALARIES - FULL TI	281,181	281,181	116,624.92	.00	.00	164,556.08	41.5%
51601073	513001	OVERTIME - REGULAR	15,000	15,000	6,428.08	.00	.00	8,571.92	42.9%
51601073	515001	ON CALL	16,285	16,285	6,917.50	.00	.00	9,367.50	42.5%
51601073	516000	LONGEVITY	200	200	.00	.00	.00	200.00	.0%
51601073	521100	HEALTH INSURANCE	107,812	107,812	42,582.49	.00	.00	65,229.51	39.5%
51601073	521200	DENTAL INSURANCE	1,500	1,500	595.28	.00	.00	904.72	39.7%
51601073	521300	LIFE INSURANCE	225	225	195.19	.00	.00	29.81	86.8%
51601073	522000	SOCIAL SECURITY CO	22,543	22,543	9,301.90	.00	.00	13,241.10	41.3%
51601073	523000	RETIREMENT CONTRIB	33,109	33,109	13,509.93	.00	.00	19,599.07	40.8%
51601073	526000	WORKERS' COMPENSAT	5,531	5,531	5,527.00	.00	.00	4.00	99.9%
51601073	528001	IPT	1,924	1,924	1,179.87	.00	.00	744.13	61.3%
51601073	533002	ENGINEERING SERVIC	11,000	11,000	1,987.56	.00	7,362.44	1,650.00	85.0%
51601073	533006	LABORATORY SERVICE	19,360	19,360	10,611.73	.00	7,536.56	1,211.71	93.7%
51601073	543000	REPAIR AND MAINTEN	58,563	58,563	13,716.85	.00	1,086.84	43,759.31	25.3%
51601073	543002	EQUIPMENT MAINTENA	68,999	68,999	7,628.00	.00	19,968.57	41,402.43	40.0%
51601073	544500	LEASE COPIER/PRINT	800	800	440.23	.00	.00	359.77	55.0%
51601073	552002	PROPERTY INSURANCE	6,831	6,831	7,150.00	.00	.00	-319.00	104.7%*
51601073	553000	COMMUNICATIONS	10,360	10,360	5,467.52	.00	1,925.32	2,967.16	71.4%
51601073	561001	JANITORIAL SUPPLIE	1,000	1,000	502.62	.00	.00	497.38	50.3%
51601073	561002	BLDG MAINT SUPPLIE	1,600	1,600	1,157.19	.00	235.00	207.81	87.0%
51601073	561010	CLOTHING	5,500	5,500	1,701.67	.00	917.09	2,881.24	47.6%

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51601073	561015	SAFETY EQUIPMENT &	4,050	4,050	2,642.97	.00	980.36	426.67	89.5%
51601073	561031	CHEMICALS	187,500	187,500	43,143.93	.00	24,535.40	119,820.67	36.1%
51601073	561037	LABORATORY SUPPLIE	8,000	8,000	155.00	.00	3,362.72	4,482.28	44.0%
51601073	561040	EQUIPMENT REPAIR S	30,000	30,000	6,780.33	.00	4,368.09	18,851.58	37.2%
51601073	562200	ELECTRICITY	126,000	126,000	38,449.25	.00	.00	87,550.75	30.5%
51601073	562400	HEATING FUEL	34,000	34,000	635.83	.00	.00	33,364.17	1.9%
51601073	573900	OTHER EQUIPMENT	15,400	15,400	.00	.00	.00	15,400.00	.0%
51601073	589030	PROP TAX TO OTH CO	3,155	3,155	2,932.00	.00	175.00	48.00	98.5%
51601570 WATER REVENUE OFFICE									
51601570	511001	SALARIES - FULL TI	31,159	31,159	13,729.85	.00	.00	17,429.15	44.1%
51601570	513001	OVERTIME - REGULAR	0	0	43.12	.00	.00	-43.12	100.0%*
51601570	516000	LONGEVITY	163	163	.00	.00	.00	163.00	.0%
51601570	521100	HEALTH INSURANCE	11,616	11,616	5,266.28	.00	.00	6,349.72	45.3%
51601570	521200	DENTAL INSURANCE	221	221	93.24	.00	.00	127.76	42.2%
51601570	521300	LIFE INSURANCE	26	26	23.54	.00	.00	2.46	90.5%
51601570	522000	SOCIAL SECURITY CO	2,145	2,145	967.65	.00	.00	1,177.35	45.1%
51601570	523000	RETIREMENT CONTRIB	3,497	3,497	1,538.41	.00	.00	1,958.59	44.0%
51601570	526000	WORKERS' COMPENSAT	68	68	68.00	.00	.00	.00	100.0%
51601570	528001	IPT	219	219	140.73	.00	.00	78.27	64.3%
51601570	543000	REPAIR AND MAINTEN	1,200	1,200	1,154.71	.00	.00	45.29	96.2%
51601570	553400	POSTAGE FEES	8,256	8,256	3,528.30	.00	.00	4,727.70	42.7%
51601570	555000	PRINTING AND BINDI	410	410	.00	.00	.00	410.00	.0%
51601570	561003	OFFICE SUPPLIES	300	300	98.37	.00	.00	201.63	32.8%
TOTAL WATER ENTERPRISE FUND			5,795,841	5,896,667	1,696,988.49	.00	150,760.90	4,048,917.32	31.3%
TOTAL EXPENSES			5,795,841	5,896,667	1,696,988.49	.00	150,760.90	4,048,917.32	
GRAND TOTAL			5,795,841	5,896,667	1,696,988.49	.00	150,760.90	4,048,917.32	31.3%

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	ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND							
510001 WATER WORKS REVENUE							
510001 400302 INTEREST INCOME	-2,500	-2,500	.00	.00	.00	-2,500.00	.0%*
510001 406105 XFER FROM RET EARNIN	-2,182,341	-2,283,167	.00	.00	.00	-2,283,166.71	.0%*
510001 406201 MISCELLANEOUS REVENU	-25,000	-25,000	-12,961.86	.00	.00	-12,038.14	51.8%*
510001 406600 CONSTRUCTION REVENUE	-50,000	-50,000	-33,169.03	.00	.00	-16,830.97	66.3%*
510001 406601 USER FEES	-3,500,000	-3,500,000	-1,732,837.65	.00	.00	-1,767,162.35	49.5%*
510001 406602 INTEREST ON DEL ACCT	-12,000	-12,000	-4,752.02	.00	.00	-7,247.98	39.6%*
510001 406603 HYDRANT RENTAL FEES	-24,000	-24,000	-1,680.00	.00	.00	-22,320.00	7.0%*
TOTAL WATER ENTERPRISE FUND	-5,795,841	-5,896,667	-1,785,400.56	.00	.00	-4,111,266.15	30.3%
TOTAL REVENUES	-5,795,841	-5,896,667	-1,785,400.56	.00	.00	-4,111,266.15	
GRAND TOTAL	-5,795,841	-5,896,667	-1,785,400.56	.00	.00	-4,111,266.15	30.3%

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			ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
5002 SEWER ENTERPRISE FUND									
52602057 SEWER WORKS EXPENSE									
52602057	511001	SALARIES - FULL TI	387,548	387,548	159,054.24	.00	.00	228,493.76	41.0%
52602057	511099	SALARIES - ADJUSTM	2,741	2,741	.00	.00	.00	2,741.00	.0%
52602057	513001	OVERTIME - REGULAR	8,100	8,100	2,850.10	.00	.00	5,249.90	35.2%
52602057	515001	ON CALL	4,497	4,497	1,910.70	.00	.00	2,586.30	42.5%
52602057	516000	LONGEVITY	1,393	1,393	872.51	.00	.00	520.49	62.6%
52602057	519000	TRAVEL ALLOWANCE	0	0	211.53	.00	.00	-211.53	100.0%*
52602057	521100	HEALTH INSURANCE	99,563	99,563	41,889.61	.00	.00	57,673.39	42.1%
52602057	521200	DENTAL INSURANCE	1,529	1,529	624.33	.00	.00	904.67	40.8%
52602057	521300	LIFE INSURANCE	516	516	329.78	.00	.00	186.22	63.9%
52602057	522000	SOCIAL SECURITY CO	29,248	29,248	11,942.37	.00	.00	17,305.63	40.8%
52602057	523000	RETIRE CONTRIBUTIO	44,836	44,836	18,382.91	.00	.00	26,453.09	41.0%
52602057	526000	WORKERS' COMPENSAT	15,880	15,880	15,870.00	.00	.00	10.00	99.9%
52602057	528001	IPT	2,627	2,627	1,555.15	.00	.00	1,071.85	59.2%
52602057	532001	STAFF DEVELOPMENT	6,344	6,344	2,087.15	.00	414.72	3,842.13	39.4%
52602057	533000	OTHER PROF SERVICE	6,780	6,780	2,699.88	.00	84.74	3,995.38	41.1%
52602057	533001	AUDIT	3,910	3,910	.00	.00	3,910.00	.00	100.0%
52602057	533004	MEDICAL SERVICES	500	500	.00	.00	500.00	.00	100.0%
52602057	533010	LABOR NEGOTIATIONS	1,000	1,000	69.00	.00	.00	931.00	6.9%
52602057	534003	SOFTWARE MAINTENAN	19,016	19,016	18,250.85	.00	.00	765.15	96.0%
52602057	542300	CUSTODIAL SERVICES	2,000	2,000	866.25	.00	.00	1,133.75	43.3%
52602057	543000	REPAIR AND MAINTEN	2,360	2,360	1,540.00	.00	820.00	.00	100.0%
52602057	543001	VEHICLE MAINT & RE	2,500	2,500	292.29	.00	.00	2,207.71	11.7%
52602057	543002	EQUIPMENT MAINTENA	4,113	4,113	1,299.80	.00	280.00	2,533.20	38.4%
52602057	544200	RENTAL OF EQUIPMEN	400	400	145.25	.00	.00	254.75	36.3%
52602057	544400	RENTAL OF COMP/COM	2,352	2,352	746.07	.00	1,089.93	516.00	78.1%
52602057	544500	LEASE COPIER/PRINT	1,600	1,600	1,066.55	.00	.00	533.45	66.7%
52602057	552001	FLEET INSURANCE	4,241	4,241	8,886.00	.00	.00	-4,645.00	209.5%*
52602057	552002	PROPERTY INSURANCE	5,362	5,362	5,589.00	.00	.00	-227.00	104.2%*
52602057	552003	GENERAL LIABILITY	5,677	5,677	5,122.00	.00	.00	555.00	90.2%
52602057	553400	POSTAGE FEES	500	500	78.93	.00	.00	421.07	15.8%
52602057	554000	ADVERTISING	735	735	343.00	.00	.00	392.00	46.7%
52602057	555000	PRINTING AND BINDI	1,639	1,639	105.34	.00	.00	1,533.66	6.4%
52602057	556000	TUITION	6,900	6,900	.00	.00	.00	6,900.00	.0%
52602057	558000	TRAVEL	875	875	3.32	.00	36.67	835.01	4.6%
52602057	561003	OFFICE SUPPLIES	3,348	3,348	1,974.48	.00	147.23	1,226.29	63.4%
52602057	561005	PUBLICATIONS	32	32	.00	.00	.00	32.00	.0%
52602057	561008	VEHICLE SUPPLIES	13,500	13,500	6,495.57	.00	512.56	6,491.87	51.9%

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			ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602057	561009	TRAINING MATERIALS	250	250	.00	.00	.00	250.00	.0%
52602057	561010	CLOTHING	5,615	5,615	747.82	.00	800.68	4,066.50	27.6%
52602057	561015	SAFETY EQUIPMENT &	5,900	5,900	2,490.03	.00	646.90	2,763.07	53.2%
52602057	561022	HOT TOP COLD PATCH	5,500	5,500	5,500.00	.00	.00	.00	100.0%
52602057	561023	SAND AND GRAVEL	1,650	1,650	771.76	.00	878.24	.00	100.0%
52602057	561032	OTHER OPERATIONAL	600	600	547.36	.00	.00	52.64	91.2%
52602057	561040	EQUIPMENT REPAIR S	6,000	6,000	2,122.17	.00	.00	3,877.83	35.4%
52602057	562600	VEHICLE FUEL	41,000	41,000	7,886.98	.00	.00	33,113.02	19.2%
52602057	573401	ADMIN EQUIPMENT	1,635	1,635	1,061.38	.00	.00	573.62	64.9%
52602057	573900	OTHER EQUIPMENT	6,500	6,500	.00	.00	.00	6,500.00	.0%
52602057	575100	INVENTORY PURCHASE	12,500	12,500	.00	.00	7,500.00	5,000.00	60.0%
52602057	581000	DUES AND FEES	1,090	1,090	.00	.00	15.00	1,075.00	1.4%
52602057	583000	INTEREST EXPENSE	481,493	481,493	259,793.05	.00	.00	221,699.95	54.0%
52602057	584000	CONTINGENCY	15,000	15,000	.00	.00	.00	15,000.00	.0%
52602057	589001	STATE PERMITS & FE	1,650	1,650	961.00	.00	270.00	419.00	74.6%
52602057	591000	REDEMPTION OF PRIN	2,026,656	2,026,656	1,387,305.73	.00	.00	639,350.27	68.5%
52602057	593002	TRANS TO CAPITAL P	143,500	143,500	.00	.00	.00	143,500.00	.0%
52602057	593008	TRANSFER TO GENERA	25,000	25,000	10,416.66	.00	.00	14,583.34	41.7%
52602074 SEWER TREATMENT PLANT									
52602074	511001	SALARIES - FULL TI	437,756	437,756	179,700.69	.00	.00	258,055.31	41.1%
52602074	513001	OVERTIME - REGULAR	32,500	32,500	15,580.63	.00	.00	16,919.37	47.9%
52602074	515001	ON CALL	29,438	29,438	11,961.63	.00	.00	17,476.37	40.6%
52602074	516000	LONGEVITY	600	600	.00	.00	.00	600.00	.0%
52602074	521100	HEALTH INSURANCE	94,174	94,174	44,526.58	.00	.00	49,647.42	47.3%
52602074	521200	DENTAL INSURANCE	1,794	1,794	913.81	.00	.00	880.19	50.9%
52602074	521300	LIFE INSURANCE	356	356	306.55	.00	.00	49.45	86.1%
52602074	522000	SOCIAL SECURITY CO	37,110	37,110	15,254.88	.00	.00	21,855.12	41.1%
52602074	523000	RETIREMENT CONTRIB	52,598	52,598	21,516.97	.00	.00	31,081.03	40.9%
52602074	526000	WORKERS' COMPENSAT	4,739	4,739	4,736.00	.00	.00	3.00	99.9%
52602074	528001	IPT	2,476	2,476	1,526.40	.00	.00	949.60	61.6%
52602074	533000	OTHER PROF SERVICE	121,834	121,834	4,165.63	.00	.00	117,668.37	3.4%
52602074	533006	LABORATORY SERVICE	119,699	119,699	15,951.30	.00	30,769.70	72,978.00	39.0%
52602074	534009	INDUSTRIAL PRETREA	32,755	32,755	4,682.00	.00	16,258.00	11,815.00	63.9%
52602074	543000	REPAIR AND MAINTEN	87,547	87,547	10,472.61	.00	22,879.00	54,195.39	38.1%
52602074	543002	EQUIPMENT MAINTENA	122,576	122,576	24,685.79	.00	28,227.94	69,662.27	43.2%
52602074	544500	LEASE COPIER/PRINT	1,852	1,852	1,112.38	.00	.00	739.62	60.1%
52602074	552002	PROPERTY INSURANCE	4,849	4,849	5,228.00	.00	.00	-379.00	107.8%*
52602074	553000	COMMUNICATION	10,844	10,844	3,857.04	.00	1,933.33	5,053.63	53.4%
52602074	559000	MISC PURCHASED SER	15,500	15,500	15,000.00	.00	.00	500.00	96.8%
52602074	561001	JANITORIAL SUPPLIE	1,500	1,500	526.78	.00	69.19	904.03	39.7%
52602074	561002	BUILDING MAINT SUP	7,450	7,450	627.65	.00	.00	6,822.35	8.4%

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CITY OF ROCHESTER
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			ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602074	561010	CLOTHING	9,025	9,025	1,928.13	.00	782.68	6,314.19	30.0%
52602074	561015	SAFETY EQUIPMENT &	6,200	6,200	.00	.00	.00	6,200.00	.0%
52602074	561031	CHEMICAL	327,286	327,286	42,714.97	.00	38,221.92	246,349.11	24.7%
52602074	561037	LABORATORY SUPPLIE	28,057	28,057	5,670.44	.00	2,800.06	19,586.50	30.2%
52602074	561040	EQUIPMENT REPAIR S	81,570	81,570	16,544.22	.00	1,686.89	63,338.89	22.4%
52602074	562200	ELECTRICITY	375,000	375,000	145,066.29	.00	.00	229,933.71	38.7%
52602074	562400	HEATING FUEL	43,000	43,000	1,098.77	.00	.00	41,901.23	2.6%
52602074	573900	OTHER EQUIPMENT	22,075	22,075	7,553.99	.00	.00	14,521.01	34.2%
52602074	592001	DEPRECIATION	1,230,057	1,230,057	.00	.00	.00	1,230,057.00	.0%
52602470 SEWER REVENUE OFFICE									
52602470	511001	SALARIES - FULL TI	31,159	31,159	13,730.17	.00	.00	17,428.83	44.1%
52602470	513001	OVERTIME - REGULAR	0	0	43.13	.00	.00	-43.13	100.0%*
52602470	516000	LONGEVITY	163	163	.00	.00	.00	163.00	.0%
52602470	521100	HEALTH INSURANCE	11,620	11,620	5,266.63	.00	.00	6,353.37	45.3%
52602470	521200	DENTAL INSURANCE	222	222	93.35	.00	.00	128.65	42.0%
52602470	521300	LIFE INSURANCE	27	27	23.65	.00	.00	3.35	87.6%
52602470	522000	SOCIAL SECURITY CO	2,151	2,151	967.81	.00	.00	1,183.19	45.0%
52602470	523000	RETIREMENT CONTRIB	3,501	3,501	1,538.53	.00	.00	1,962.47	43.9%
52602470	526000	WORKERS' COMPENSAT	68	68	68.00	.00	.00	.00	100.0%
52602470	528001	IPT	222	222	140.94	.00	.00	81.06	63.5%
52602470	543000	REPAIR AND MAINTEN	1,200	1,200	1,154.71	.00	.00	45.29	96.2%
52602470	553400	POSTAGE FEES	8,256	8,256	3,528.31	.00	.00	4,727.69	42.7%
52602470	555000	PRINTING AND BINDI	350	350	.00	.00	.00	350.00	.0%
52602470	561003	OFFICE SUPPLIES	300	300	98.36	.00	.00	201.64	32.8%
TOTAL SEWER ENTERPRISE FUND			6,877,157	6,877,157	2,622,321.62	.00	161,535.38	4,093,300.00	40.5%
TOTAL EXPENSES			6,877,157	6,877,157	2,622,321.62	.00	161,535.38	4,093,300.00	
GRAND TOTAL			6,877,157	6,877,157	2,622,321.62	.00	161,535.38	4,093,300.00	40.5%

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CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

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			ORIGINAL APPROP	REVISED BUDGET	YTD EXPENDED	MTD EXPENDED	ENC/REQ	AVAILABLE BUDGET	PCT USED
5002 SEWER ENTERPRISE FUND									
520001 SEWER WORKS REVENUE									
520001	400302	INTEREST INCOME	-2,500	-2,500	.00	.00	.00	-2,500.00	.0%*
520001	406105	XFER FROM RET EARNIN	-1,677,334	-1,677,334	.00	.00	.00	-1,677,334.00	.0%*
520001	406201	MISCELLANEOUS REVENU	-4,000	-4,000	-2,286.85	.00	.00	-1,713.15	57.2%*
520001	406211	HOMEMAKERS SRF LOAN	-16,049	-16,049	.00	.00	.00	-16,049.00	.0%*
520001	406600	CONSTRUCTION REVENUE	-10,000	-10,000	-474.00	.00	.00	-9,526.00	4.7%*
520001	406601	USER FEES	-4,500,000	-4,500,000	-1,884,137.90	.00	.00	-2,615,862.10	41.9%*
520001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-4,685.06	.00	.00	-7,314.94	39.0%*
520001	406607	IMPACT FEES	-14,000	-14,000	-51,262.00	.00	.00	37,262.00	366.2%*
520001	406701	SEPTIC DISPOSAL PERM	-175,000	-175,000	-55,250.00	.00	.00	-119,750.00	31.6%*
520001	406703	INDUSTRIAL PRE-TREAT	-10,000	-10,000	-2,490.84	.00	.00	-7,509.16	24.9%*
520002 SEWER WORKS REVENUE									
520002	406306	STATE AID GRANT C-52	-345,384	-345,384	-19,777.00	.00	.00	-325,607.00	5.7%*
520002	406307	STATE AID GRANT C-77	-7,291	-7,291	-7,290.00	.00	.00	-1.00	100.0%*
520002	406308	STATE AID GRANT C-77	-11,681	-11,681	-3,021.00	.00	.00	-8,660.00	25.9%*
520002	406309	STATE AID GRANT C-83	-45,206	-45,206	-17,421.00	.00	.00	-27,785.00	38.5%*
520002	406310	STATE AID GRANT C-83	-14,811	-14,811	-5,116.00	.00	.00	-9,695.00	34.5%*
520002	406311	STATE AID GRANT C-83	-31,901	-31,901	-11,875.00	.00	.00	-20,026.00	37.2%*
520002	406312	STATE AID GRANT C-85	0	0	-10,840.00	.00	.00	10,840.00	100.0%
TOTAL SEWER ENTERPRISE FUND			-6,877,157	-6,877,157	-2,075,926.65	.00	.00	-4,801,230.35	30.2%
TOTAL REVENUES			-6,877,157	-6,877,157	-2,075,926.65	.00	.00	-4,801,230.35	
GRAND TOTAL			-6,877,157	-6,877,157	-2,075,926.65	.00	.00	-4,801,230.35	30.2%

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