



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: November 12, 2019
TO: Utility Advisory Board
FROM: Lisa J. Clark – Utility Billing Office Supervisor
REGARDING: Utility Advisory Board Meeting

There will be a meeting of the Utility Advisory Board on **Monday, November 18, 2019 at 5:30 P.M.** in the City Hall Council Conference Room.

AGENDA

1. Call to Order
2. Acceptance of October 15, 2019 Minutes (Pages 3-5)
3. Appeals
 - 3.1 Elliott Cowdrey (Pages 6-13)
12 Lyons St
Rochester, NH 03867
RE: 12 Lyons St
 - 3.2 Jeannette Hicks (Pages 14-21)
3 Rochester Ave
Rochester, NH 03867-2022
RE: 3 Rochester Ave
 - 3.3 Shannon Menard (Pages 22-29)
21 Farrington St
Rochester, NH 03867-3106
RE: 21 Farrington St
 - 3.4 James & Lindsay Nadeau (Pages 30-36)
17 Railroad Ave
Rochester, NH 03839-5226
RE: 17 Railroad Ave
 - 3.5 Dennis & Melanie Zangarine (Pages 37-44)
667 Salmon Falls Rd
Rochester, NH 03868
RE: 667 Salmon Falls Rd

3.6 Robert May (Pages 45-52)
11 Angela Ln
Rochester, NH 03867
RE: 11 Angela Ln

4. Rate Discussion
5. Financials – Water & Sewer Revenue & Expense Reports
6. Adjournment

**Utility Advisory Board
October 15, 2019 5:30 P.M.
City Hall Council Conference Room**

MEMBERS PRESENT

Shawn Libby, Chairman

Joe Boudreau

Eli Barnes

Ralph Sanders

Brett Johnson

OTHERS PRESENT

Lisa Clark, Utility Billing Office Supervisor

Peter Bruckner – 9 Wilson St

MINUTES

1. Call to order:

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

2. Approval of September 9, 2019 Minutes

Mr. Johnson made a motion to accept the September 9, 2019 meeting minutes as presented. The motion was seconded by Mr. Barnes. The motion passed unanimously.

3. Appeals –

3.1 9 Farmington Rd – MIB LLC

The appellant was not present for the meeting. The appeal was for excess sewer usage due to a leak in a pipe going into the ground. The leak was repaired.

Mr. Barnes made a motion to abate 267 units of sewer at \$1,802.25 on the August and September 2019 invoices plus any accrued interest. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

3.2 9 Wilson St – Peter Bruckner

The appellant was present for the meeting. The appeal is for above average water and sewer usage due to a running toilet. The homeowner explained that while he was away on vacation, the meter report showed constant usage. He did have to jiggle the handle on his toilet and usage has been back to normal. Chairman Libby confirmed that he is aware of the once in ten year policy. Mr. Bruckner stated he is and would like to use it.

Mr. Barnes made a motion to abate 57 units of water at \$316.35 and 57 units of

sewer at \$384.75 for a total abatement of \$701.10 on the September 2019 invoice plus any accrued interest. The motion stated the decision letter and account will note that this is a once in ten year abatement. The motion was seconded by Mr. Barnes. The motion passed unanimously.

3.3 13 Blair – Joseph & Louise Pirrotta

The appellant was not present for the meeting. The appeal is for above average usage due to a faulty sewer deduct meter. The meter has been replaced.

Mr. Barnes made a motion to abate 17 units of sewer at \$114.75 on the August 2019 invoice plus any accrued interest. The motion was seconded by Chairman Libby. The motion passed unanimously.

3.4 29 Blair Dr – Diane Linnell

The appellant was not present for the meeting. The appeal is for above average sewer usage due to a faulty sewer deduct meter. The meter has been replaced.

Chairman Libby made a motion to abate 26 units of sewer at \$175.50 on the August 2019 invoice plus any accrued interest. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

3.5 10 Harding St – Justin Metcalf

The appellant was not present for the meeting. The appeal is for above average sewer usage due to a hydro-seeded lawn.

Mr. Barnes made a motion to abate 55 units of sewer on the August 2019 invoice plus any accrued interest. The motion was seconded by Mr. Johnson. The motion passed unanimously.

3.6 38 Blair Dr – Brian & Donna Leavitt

The appellant was not present for the meeting. The appeal is for above average sewer usage due to a faulty sewer deduct meter. The meter has been replaced.

Mr. Boudreau made a motion to abate 22 units of sewer at \$148.50 on the August 2019 invoice plus any accrued interest. The motion was seconded by Mr. Johnson. The motion passed unanimously.

3.7 91 Fillmore Blvd – David Kinziger

The appellant was not present for the meeting. The appeal is for above average sewer usage due to new grass being seeded and watered.

Mr. Barnes made a motion to abate 83 units of sewer at \$560.25 on the August 2019 invoiced amount and any above average sewer on the November 2019 invoice plus any accrued interest. Mr. Boudreau seconded the motion. The motion passed unanimously.

3.8 32 Murray Dr – Lise-Marie Zanghetti

The appellant was not present for the meeting. The appeal is for above average sewer usage due to watering outdoor gardens and new grass.

Chairman Libby made a motion to abate 21 units of sewer at 141.75 plus any accrued interest. The motion was seconded by Mr. Barnes. The motion passed unanimously.

4. Adjournment:

Chairman Libby made a motion to adjourn at 6:00PM. The motion was seconded by Mr. Boudreau. The motion passed unanimously.

Minutes respectfully submitted by Karen Bonneau, Utility Billing Administrator



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: November 12, 2019

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 9/30/19

Customer Name: Elliott Cowdrey

Account: 033480

Service Address: #12 Lyons 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 15 units of sewer on the August 2019 invoiced amount.

The above recommendation is based upon the following findings:

- | | |
|--|-----------------|
| a. The usage did not enter the sewer system. | |
| b. Total usage on disputed invoice: | 28 Units |
| c. Average use on previous three years is: | <u>13 Units</u> |
| d. Estimated use over average | 15 Units |

Value of 15 Units of Sewer at the current sewer rate of \$6.75 = \$101.25.

Total abatement = \$101.25 plus accrued interest.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

11/12/19

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: November 4, 2019
SUBJECT: Elliott Cowdrey
PROPERTY: **12 Lyons St**

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

This appeal is for above average sewer usage due to a water leak in basement. The leak has been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 10/22/19

1. Date of Appeal: 9/30/19
2. Property Owner's Name: Elliott Cowdrey Account #: 033480
3. Billing Address: 12 Lyons Street
Rochester NH 03867
4. Service Location: 12 Lyons St Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: (603) 507-8475 (Noreen) → Cell: _____
8. Email Address: elliott.cowdrey11@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 5/14/19 to 8/14/19

10. Abatement is being requested for:

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

b. How many units of sewer 15 x 6.52 = \$ 101.25

c. Water & Sewer Department Fees of: 6.75 \$ _____

Total \$ 101.25

11. Explanation of Appeal Request:

There had been a water leak in the basement.
I am not disputing the water volume that leaked, but only
the sewer portion.

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

Yes No (circle one) the meter was not the issue

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? my brother

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

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

No.

Please note:

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



**More saving.
More doing.™**

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

3489 00002 45738 08/09/19 02:09 PM
CASHIER GAIL

090489439897 2X4-10FT GC <A> <M>
2X4-10FT #1 PT WEATHERSHIELD GC
385.47 16.41N
MAX REFUND VALUE \$14.76/3
090489125462 2X2-8 PT #1 <A> <M>
2X2-8FT #1 PT WEATHERSHIELD
583.88 19.40N
MAX REFUND VALUE \$17.45/5
090489150952 4X4-6 PT <A> <M>
4X4-6 #2 PT GC 6.88N
MAX REFUND VALUE \$6.19
090489439958 5/4X6-8 PREM <A> <M> 5.88N
5/4X6-8 PT #1 PT WEATHERSHIELD
MAX REFUND VALUE \$5.2
090489150952 4X4-6 PT <A> <M>
4X4-6 #2 PT GC 13.76N
MAX REFUND VALUE \$12.38/2
662386160220 COPPER TUBE <A> <M>
1/2" X 2' TYPE L COPPER
286.16 12.32N
MAX REFUND VALUE \$11.09/2
764666732964 312DMT1 <A> <M> 9.47N
DECKMATE III, TAN, 3-1/2 IN, 1 LB
MAX REFUND VALUE \$8.52
764666732872 2DMT1 <A> <M> 9.47N
DECKMATE III, TAN, 2 IN, 1 LB
MAX REFUND VALUE \$8.53
039923306944 1/2 COP CPLG <A> <M>
1/2" COP COUPLING W/STOP CXC
380.56 2.60N
MAX REFUND VALUE \$2.50/5
039923327000 1/2 COP TEE <A> <M>
1/2" COP TEE CXXC 4.68N
MAX REFUND VALUE \$4.20/4
038753530611 10Z SOLDER <A> <M> 6.28N
1 0Z LEAD FREE SILVER SOLDER
NLP Savings \$0.70
MAX REFUND VALUE \$5.66
883652807216 3PC ACID BRU <A> <M> 1.13N
HDX 3PC ACID BRUSHES
MAX REFUND VALUE \$1.02
032888181687 1/2GATE SWT <A> <M>
1/2" GATE VALVE SWEAT NL 31.92N
MAX REFUND VALUE \$28.75/4
078964177329 PTFE TAPE <A> <M> 1.53N
1/2" X520" PTFE THRD SEAL TAPE
MAX REFUND VALUE \$1.38
032888182264 1/2 SILLCOCK <A> <M> 6.44N
1/2" SILLCOCK FPT
MAX REFUND VALUE \$5.80
039923359438 COP MALE ADP <A> <M> 1.58N
1/2" COP MALE ADPTR CXMPT
MAX REFUND VALUE \$1.42
038753303741 1.70Z FLUX <A> <M> 2.85N
1.7 0Z NO.95 TINNING FLUX
NLP Savings \$0.32
MAX REFUND VALUE \$2.57
038753313207 PLBG CLOTH <A> <M> 7.55N
1-1/2"X5YD OPEN MESH CLOTH
NLP Savings \$0.84
MAX REFUND VALUE \$6.80
883652805113 JR CUTTER <A> <M> 9.48N
HUSKY 5/8" JUNIOR TUBE CUTTER
MAX REFUND VALUE \$8.53
608309425281 6 HL FLAG <A> <M>
HEADLOK 6" FLAG 15.12N
901.68
MAX REFUND VALUE \$13.61/9
-----10% off Military Discount-----
184.95 10% off Military Discount -18.50
MUST RETURN ALL ITEMS FOR A FULL REFUND

SUBTOTAL 166.45
SALES TAX 0.00
TOTAL \$166.45

XXXXXXXXXXXX3578 VISA

USD\$ 166.45

AUTH CODE 838086/2023401

TA

AID A0000000980840

US DEBIT

Repair at 12 Lyons Street

<M> = Military Appreciation



3489 02 45738 08/09/2019 4513

RETURN POLICY DEFINITIONS
POLICY ID DAYS POLICY EXPIRES ON
A 1 90 11/07/2019

DID WE NAIL IT?

Take a short survey for a chance TO WIN
A \$5,000 HOME DEPOT GIFT CARD

Account: 033480

[9/01/09- CHARGED TURN OFF /ON FOR NON PAYMENT

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

[2017-02-08 13:50:16 karenb]:SERVICE CALL FOR NON PAYMENT 2/7/17.

[2018-02-06 10:49:52 sjuneau]: SERVICE CHARGE FOR NON PAYMENT 2/6/18

[2019-09-26 15:14:02 michale]: OWNER CALLED, THEY HAD WATER HEATER PROBLEMS IN THE LAST BILLING CYCLE, EXPLAINED THE APPEAL PROCESS TO HER AND SHE IS GOING TO PRINT THE FORM FROM THE WEBSITE. TOLD HER THE APPEAL WOULD BE FOR THE NOV. MTG.

[2019-10-23 15:19:08 karenb]:UAB APPEAL FORM RECEIVED 10/22/19 AND SENT FOR NOVEMBER UAB.

**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
14037917	033480	08/21/2019	09/24/2019	0.27	.00	344.40
Amount Due						\$102.80

033480
COWDREY ELLIOTT R
12 LYONS ST
ROCHESTER, NH 03867-1849

Please Note Address Correction Below:

Name _____

Street _____

City _____ State _____ Zip _____



92096042020614037917300000102806

✂ 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			
COWDREY ELLIOTT R			12 LYONS ST /			
Bill Number	Account Number		Past Due Date		Bill Date	
14037917	033480		09/24/2019		08/21/2019	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	08/14/2019	05/14/2019	540	512	28	155.40
RES SEWER					28	189.00
Last Payment Amt		Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due
243.16		10/11/2019	0.27	.00	344.40	\$102.80

PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70
MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% SURCHARGE.**BILL IS DUE UPON PRESENTATION**Payment is due upon receipt. Interest accrues daily from the past
due date at the rate of 12% interest per annum computed to the
payment date. Past due bills shall cause water shut off and may
become a lien on the property.

Remit payment to:

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

For all other correspondence or accounting inquiries:

City of Rochester
Water & Sewer Billing Office
19 Wakefield Street
Rochester, NH 03867Phone: 1 (603) 332 - 3110 Billing Office
1 (603) 330 - 7127 Off Hour Emergencies100 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.



a year cap solution

10/23/2019 15:12
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
P
|ubcnsing

Account Number	Customer # Name	Parcel	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
Service	Mfr Meter Number	By							
033480	33900	COWDREY ELLIOTT R	012301290000		12 LYONS ST				Active
100	1 RES WATER	SENS69891048	A 08/14/2019	14037917	28	0	155.40	344.40	
100	1 RES WATER	SENS69891048	A 05/14/2019	14030051	12	0	66.60	147.60	
100	1 RES WATER	SENS69891048	A 02/08/2019	14022301	13	0	72.15	159.90	
100	1 RES WATER	SENS69891048	A 11/14/2018	14014534	12	0	66.60	147.60	
100	1 RES WATER	SENS69891048	A 08/15/2018	14006730	13	0	72.15	159.90	
100	1 RES WATER	SENS69891048	A 05/11/2018	13998853	13	0	72.15	159.90	
100	1 RES WATER	SENS69891048	A 02/06/2018	13991187	13	0	79.35	207.37	
100	1 RES WATER	SENS69891048	A 08/03/2017	13983541	13	0	68.77	153.53	
100	1 RES WATER	SENS69891048	A 05/08/2017	13975870	12	0	63.48	141.72	
100	1 RES WATER	SENS69891048	A 02/07/2017	13960618	12	0	63.48	141.72	
100	1 RES WATER	SENS69891048	A 11/01/2016	13953117	15	0	77.17	203.70	
100	1 RES WATER	SENS69891048	A 08/03/2016	13945570	12	0	57.72	132.60	
100	1 RES WATER	SENS69891048	A 05/03/2016	13937997	18	0	86.58	198.90	
100	1 RES WATER	SENS69891048	A 02/09/2016	13930557	12	0	52.91	121.55	
100	1 RES WATER	SENS69891048	A 08/07/2015	13923160	11	0	57.72	132.60	
100	1 RES WATER	SENS69891048	A 05/07/2015	13915718	11	0	52.02	120.66	
100	1 RES WATER	SENS69891048	A 02/20/2015	13908199	11	0	51.37	120.01	
100	1 RES WATER	SENS69891048	E 02/20/2015	13900845	11	0	51.37	120.01	
100	1 RES WATER	SENS69891048	A 11/07/2014	13893469	12	0	56.04	130.92	
100	1 RES WATER	SENS69891048	A 08/05/2014	13886066	12	0	51.37	120.01	
100	1 RES WATER	SENS69891048	A 05/02/2014	13878566	11	0	55.80	130.68	
100	1 RES WATER	SENS69891048	A 02/04/2014	13871265	12	0	55.20	130.08	
100	1 RES WATER	SENS69891048	A 11/06/2013	13863942	11	0	50.60	119.24	
100	1 RES WATER	SENS69891048	A 08/06/2013	13856569	10	0	46.00	108.40	
100	1 RES WATER	SENS69891048	A 05/07/2013	13849144	10	0	46.00	108.40	
100	1 RES WATER	SENS69891048	A 02/05/2013	13841859	8	0	36.55	86.18	
100	1 RES WATER	SENS69891048	A 11/05/2012	13834551	9	0	40.41	95.40	
100	1 RES WATER	SENS69891048	A 08/06/2012	13827195	17	0	76.33	180.20	
100	1 RES WATER	SENS69891048	A 05/03/2012	13819816	13	0	58.37	137.80	
100	1 RES WATER	SENS69891048	A 02/03/2012	13812556	13	0	58.37	137.80	
100	1 RES WATER	SENS69891048	A 11/03/2011	13805268	13	0	58.37	137.80	
100	1 RES WATER	SENS69891048	A 08/04/2011	13797963	21	0	90.27	215.36	
100	1 RES WATER	SENS69891048	A 05/05/2011	13790618	10	0	42.90	102.40	
100	1 RES WATER	SENS69891048	A 02/08/2011	13783426	12	0	51.48	122.88	
100	1 RES WATER	SENS69891048	A 11/02/2010	13776206	10	0	42.90	102.40	
100	1 RES WATER	SENS69891048	A 08/04/2010	13768937	21	0	88.79	213.74	
100	1 RES WATER	SENS69891048	A 05/05/2010	13761650	16	0	67.04	162.24	
100	1 RES WATER	SENS69891048	A 02/02/2010	13754517	12	0	50.28	121.68	
100	1 RES WATER	SENS69891048	A 11/04/2009	13747298	14	0	58.66	201.96	
100	1 RES WATER	SENS69891048	A 08/07/2009	13740021	13	0	53.31	127.25	
100	1 RES WATER	SENS69891048	A 05/06/2009	13732723	4	7	44.44	105.05	
100	1 RES WATER	NEPT31258403	I 03/27/2009	0	7	0	.00	.00	
100	1 RES WATER	NEPT31258403	A 02/04/2009	13725591	12	0	48.48	114.60	
100	1 RES WATER	NEPT31258403	A 11/07/2008	13718365	11	0	44.44	105.05	
100	1 RES WATER	NEPT31258403	A 08/06/2008	13711151	9	0	34.06	81.75	

** 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: November 12, 2019

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 10/3/19

Customer Name: Jeannette Hicks

Account: 114360

Service Address: #3 Rochester Ave
Rochester NH 03867-2022

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 78 units of water and 156 units of sewer on the September 2019 invoiced amount. The decision letter and account will be noted with the language that this is a once in 10 year abatement for this property.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
 - a. Total usage on disputed invoice 168 Units
 - b. Average use on previous three years is: 12 Units
 - c. Estimated use over average 156 Units
 - d. ½ of above average use equals 78 Units

Value of 78 Units of Water at the current water rate of \$5.55 = \$432.90.

Value of 156 Units of Sewer at the current sewer rate of \$6.75 = \$1,053.00.

Total abatement = \$1,485.90 plus accrued interest.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

11/12/19

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: November 4, 2019
SUBJECT: Jeannette Hicks
PROPERTY: **3 Rochester Ave.**

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

This appeal is for above average water and sewer usage due to a timer on a soaker hose not working so hose was left on. Hose turned off and usage is back to normal.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 10/7/19

1. Date of Appeal: 03-2019
2. Property Owner's Name: Jeannette Hicks Account #: 114360
3. Billing Address: 3 Rochester Ave.
Rochester, NH
03867
4. Service Location: 3 Roch. Ave. Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 603-330-3424 Cell: 603-609-8522
8. Email Address: _____

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 6/13/19 to 9/11/19

10. Abatement is being requested for:

a. How many units of water 78 x 5.55 = \$ 432.90
b. How many units of sewer 156 x 6.75 = \$ 1053.00
C. Water & Sewer Department Fees of: \$ —
Total \$ 1485.90

11. Explanation of Appeal Request:

Unaware that the timer for
my soaker hose was not working
and had been running for at least
2 mos. Mostly ground water.
My usual or last bill was \$53.72
Bill date 06-24-2019. None of that
water went into the sewer.

My soaker hose is buried under
4 ins. of mulch so was not noticeable.

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

Yes No (circle one)

If yes, why?

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

Yes No (circle one)

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

If yes, has the leak been repaired? yes

Who made the repair? ~~me~~ I turned off the hose

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

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 on fixed income

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.

603-332-3110

Return completed form to:

City of Rochester
Water / Sewer Billing
19 Wakefield St.
Rochester, NH 03867

Michele Grant

From: Jeannette Hicks <jer411jen@aol.com>
Sent: Tuesday, October 22, 2019 10:55 AM
To: Michele Grant
Subject: [External] Water bill appeal

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I am aware that I can only appeal the water part of my bill once every 10 years and I am doing so. This is to go along with my original appeal made on my September water and sewer bill. Jeannette Hicks Sent from my iPad

Account: 114360

[2017-09-26 13:26:05 karenb]: CUSTOMER CALLED DUE TO HIGH BILL. SHE DID MENTION IN THE CONVERSATION THAT SHE RAN A SOAKER HOSE IN HER FLOWER BED THIS SUMMER. SHE IS GOING TO CHECK IF WE WILL GET TWO ADDITIONAL READS TO CHECK IF USAGE IS BACK TO NORMAL.

[2017-10-13 08:01:55 karenb]:TWO READS: 9/27/17 496 AND 10/10/17 497. 1 UNIT/13 DAYS = .07/DAY. USAGE IS NORMAL.

[2019-09-12 15:37:34 michele]: 168 UNITS ON SEPTEMBER BILL, HIGH USAGE LETTER SENT

[2019-09-30 15:06:26 michele]: EXPLAINED APPEAL PROCESS TO JEANNETTE & MAILED APPEAL FORM TO HER.

[2019-10-10 11:11:52 karenb]:READ ON 10/8/19 SHOWS USAGE IS BACK TO NORMAL. 2 UNITS/26 DAYS = .07/DAY.

[2019-10-17 10:42:54 karenb]:UAB FORM RECEIVED 10/7/19 AND SENT FOR NOVEMBER UAB.

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

10/23/2019 15:30
michele

CITY OF ROCHESTER
UB Consumption History Report



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ubensing

Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
114360		41671	HICKS JEANNETTE E	REVOC	TRUST	010900270000				3 ROCHESTER AVE				Active
100	-	1 RES WATER	SENS69992691	A	09/11/2019			14041154	715	168	0	932.40	2,066.40	
100	-	1 RES WATER	SENS69992691	A	06/13/2019			14033308	547	3	0	21.09	53.37	
100	-	1 RES WATER	SENS69992691	A	03/20/2019			14025511	544	5	0	27.75	61.50	
100	-	1 RES WATER	SENS69992691	A	12/14/2018			14017760	539	7	0	38.85	86.10	
100	-	1 RES WATER	SENS69992691	A	09/19/2018			14009971	532	11	0	61.05	135.30	
100	-	1 RES WATER	SENS69992691	A	06/08/2018			14002163	521	13	0	72.15	159.90	
100	-	1 RES WATER	SENS69992691	A	03/07/2018			13994366	508	7	0	37.74	84.01	
100	-	1 RES WATER	SENS69992691	A	12/08/2017			13986739	501	29	0	153.41	342.49	
100	-	1 RES WATER	SENS69992691	A	09/13/2017			13979063	472	78	0	412.62	921.18	
100	-	1 RES WATER	SENS69992691	A	06/13/2017			13971395	394	14	0	74.06	165.34	
100	-	1 RES WATER	SENS69992691	A	03/10/2017			13963754	380	8	0	42.32	94.48	
100	-	1 RES WATER	SENS69992691	A	12/08/2016			13956266	372	8	0	38.83	88.95	
100	-	1 RES WATER	SENS69992691	A	09/12/2016			13948723	364	29	0	139.49	320.45	
100	-	1 RES WATER	SENS69992691	A	06/03/2016			13941208	335	9	0	43.29	99.45	
100	-	1 RES WATER	SENS69992691	A	03/03/2016			13933667	326	8	0	38.48	88.40	
100	-	1 RES WATER	SENS69992691	A	12/03/2015			13926299	318	7	0	33.42	77.10	
100	-	1 RES WATER	SENS69992691	A	09/09/2015			13918852	311	14	0	65.38	152.74	
100	-	1 RES WATER	SENS69992691	A	06/05/2015			13911411	297	12	0	56.04	130.92	
100	-	1 RES WATER	SENS69992691	A	03/11/2015			13903942	285	24	0	112.08	261.84	
100	-	1 RES WATER	SENS69992691	A	12/01/2014			13896586	261	7	0	32.69	76.37	
100	-	1 RES WATER	SENS69992691	A	09/12/2014			13889182	254	17	0	79.39	185.47	
100	-	1 RES WATER	SENS69992691	A	06/03/2014			13881762	237	11	0	51.37	120.01	

** END OF REPORT - Generated by Michele Grant **



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: November 12, 2019

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 10/8/19

Customer Name: Shannon Menard

Account: 124440

Service Address: #21 Farrington 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 46 units of water and 91 units of sewer on the September 2019 invoiced amount and any above sewer and ½ of the above average water on the December 2019 invoice. The decision letter and account will be noted with the language that this is a once in 10 year abatement for this property.

The above recommendation is based upon the following findings:

- | | |
|--|-----------------|
| 1. The owner does not dispute the meter reading. | |
| a. Total usage on disputed I | 105 Units |
| b. Average use on previous three years is: | <u>14 Units</u> |
| c. Estimated use over average | 91 Units |
| d. ½ of above average use equals | 45.5 Units |

Value of 46 Units of Water at the current water rate of \$5.55 = \$255.30.

Value of 91 Units of Sewer at the current sewer rate of \$6.75 = \$614.25.

Total abatement = \$869.55 plus accrued interest.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

11/12/19

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: November 4, 2019

SUBJECT: Shannon Menard

PROPERTY: **21 Farrington Street**

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

This appeal is for above average water and sewer usage for watering lawn. Forgot to call us, they had their lawn hydro-seeded so ran sprinkler for a long time.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only
Received: 10/10/19

1. Date of Appeal: 10/8/19
2. Property Owner's Name: Shannon Monaghan Account #: 124440
3. Billing Address: 21 Farrington St
Rochester N.Y.
14603867
4. Service Location: _____ Zip Code _____
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: 603-834-2578 Cell: ←
8. Email Address: Shannen94@hotmail.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from ~~present~~^{previous} to 10/9/23/19
10. Abatement is being requested for:

- a. How many units of water 105 x 5.55 = \$ _____
- b. How many units of sewer 105 x 6.75 = \$ _____
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ _____

*whatever
overage
in sewer*

11. Explanation of Appeal Request:

We had our lawn hydroseeded &
rented sprinkler & forgot to call
& need sewer adjusted

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.***

10/25/19

Karen Bonneau
City of Rochester

/ Shannon Monard

would like to request
an appeal for water as
well as sewer

Account: 124440

NOTICE OF MORTGAGEE SALE TO BE EFFECTIVE 9/24/10 - POSTPONED UNTIL 10/29/10

9/27/10 - SHE CALLED AND LEFT MESSAGE REGARDING PAYMENT - I CALLED HER BACK BUT HAD TO LEAVE HER A MESSAGE TO RETURN MY CALL - AS OF 9/28/10 SHE HAS NOT CALLED BACK

[2019-09-20 12:37:16 karenb]:105 UNITS ON SEPTEMBER INVOICE. MAILED HIGH USAGE LETTER AND TAGGED DOOR.

[2019-09-23 15:47:30 karenb]:CUSTOMER CALLED AND STATED THAT THEY HAD THEIR LAWN HYDRO SEEDED AND FORGOT TO CALL AND LET US KNOW SO THEY WOULD NOT BE CHARGED SEWER. EXPLAINED SEWER DEDUCT USAGE. SHE STATED THAT THIS IS AN ISOLATED EVENT, AND WILL NOT BE WATERING LIKE THIS NEXT YEAR. EXPLAINED THE UAB PROCESS.

[2019-10-10 12:13:02 karenb]:UAB FORM RECEIVED. SENT FOR NOVEMBER UAB

[2019-10-25 15:06:25 karenb]:READ TODAY IS 0899. 14 UNITS/37 DAYS = .37/DAY. USAGE ON SEPTEMBER INVOICE WAS 1.15/DAY. THIS SHOWS USAGE HAS GONE DOWN HOWEVER DECEMBER INVOICE WILL STILL BE A LITTLE HIGH DUE TO CARRY OVER USAGE.



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
14041418	124440	09/23/2019	10/28/2019	0.24	.00	1,291.50
Amount Due						\$1,291.74

124440
MENARD KENNETH S & SHANNON M
21 FARRINGTON ST
ROCHESTER, NH 03867-3106

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042020614041418600001291749

✕ 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			
MENARD KENNETH S & SHANNON M				21 FARRINGTON ST /			
Bill Number 14041418		Account Number 124440		Past Due Date 10/28/2019		Bill Date 09/23/2019	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge	
	Current	Previous	Current	Previous			
	RES WATER RES SEWER	09/18/2019 <					

****PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET****

WATER \$5.55, MINIMUM \$21.09, SEWER \$6.75, MINIMUM \$32.28
MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% SURCHARGE.

BILL IS DUE UPON PRESENTATION

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

Remit payment to:

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

For all other correspondence or accounting inquiries:

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

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

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

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

10/24/2019 09:02
michele

CITY OF ROCHESTER
UB Consumption History Report



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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
124440	6365 MENARD KENNETH S & SHANNON M	012500170000			21 FARRINGTON ST	Active
100	1 RES WATER SENS69991999	A 09/18/2019		14041418	885	1,291.50
100	1 RES WATER SENS69991999	A 06/19/2019		14033570	780	184.50
100	1 RES WATER SENS69991999	A 03/13/2019		14025773	765	83.25
100	1 RES WATER SENS69991999	A 12/17/2018		14018025	754	61.05
100	1 RES WATER SENS69991999	A 09/18/2018		14010232	743	135.30
100	1 RES WATER SENS69991999	A 06/15/2018		14002426	729	172.20
100	1 RES WATER SENS69991999	A 03/16/2018		13994630	717	66.60
100	1 RES WATER SENS69991999	A 12/18/2017		13986998	705	147.60
100	1 RES WATER SENS69991999	A 09/19/2017		13979326	692	153.53
100	1 RES WATER SENS69991999	A 06/09/2017		13971658	676	188.96
100	1 RES WATER SENS69991999	A 03/15/2017		13964016	665	129.91
100	1 RES WATER SENS69991999	A 12/14/2016		13956527	651	165.34
100	1 RES WATER SENS69991999	A 09/02/2016		13948983	634	82.86
100	1 RES WATER SENS69991999	A 06/06/2016		13941471	615	91.39
100	1 RES WATER SENS69991999	A 03/04/2016		13933930	598	187.85
100	1 RES WATER SENS69991999	A 12/08/2015		13926561	580	198.90
100	1 RES WATER SENS69991999	A 09/08/2015		13919113	557	86.58
100	1 RES WATER SENS69991999	A 06/03/2015		13911670	528	109.82
100	1 RES WATER SENS69991999	A 12/02/2014		13896849	480	135.43
100	1 RES WATER SENS69991999	A 09/04/2014		13889444	454	316.39
100	1 RES WATER SENS69991999	A 06/02/2014		13882021	433	229.11
100	1 RES WATER SENS69991999	A 03/03/2014		13874604	413	294.57
100	1 RES WATER SENS69991999	A 12/12/2013		13867324	398	121.42
100	1 RES WATER SENS69991999	A 09/09/2013		13859925	378	283.66
100	1 RES WATER SENS69991999	A 06/12/2013		13852544	362	229.11
100	1 RES WATER SENS69991999	A 03/07/2013		13845170	342	93.40
100	1 RES WATER SENS69991999	A 12/14/2012		13837882	324	162.63
100	1 RES WATER SENS69991999	A 09/06/2012		13830584	301	92.00
100	1 RES WATER SENS69991999	A 06/06/2012		13823219	282	216.80
100	1 RES WATER SENS69991999	A 03/07/2012		13815853	263	92.00
100	1 RES WATER SENS69991999	A 12/06/2011		13808619	244	195.12
100	1 RES WATER SENS69991999	A 09/13/2011		13801306	227	244.57
100	1 RES WATER SENS69991999	A 06/06/2011		13794014	207	103.62
100	1 RES WATER SENS69991999	A 03/14/2011		13786702	191	85.31
100	1 RES WATER SENS69991999	A 12/06/2010		13779526	170	201.40
100	1 RES WATER SENS69991999	A 09/07/2010		13772265	146	201.40
100	1 RES WATER SENS69991999	A 06/07/2010		13764937	103	180.20
100	1 RES WATER SENS69991999	A 03/02/2010		13757780	79	207.97
100	1 RES WATER SENS69991999	A 12/02/2009		13750618	60	68.64
100	1 RES WATER SENS69991999	A 08/31/2009		13743333	42	163.84
100	1 RES WATER SENS69991999	A 06/05/2009		13736045	21	90.09
100	1 RES WATER SENS69991999	I 03/03/2009		0	0	245.76
100	1 RES WATER NEPT31204354	A 03/05/2009		13728844	1,641	439.21
100	1 RES WATER NEPT31204354	A 12/02/2008		13721695	1,637	243.36
100	1 RES WATER NEPT31204354	A 09/08/2008		13714472	1,607	192.66
100	1 RES WATER NEPT31204354	A 06/03/2008		13707196	1,583	182.52
100	1 RES WATER NEPT31204354	A 03/04/2008		1367297	1,556	209.28
100	1 RES WATER NEPT31204354	A 12/05/2007		1360515	1,531	238.75
100	1 RES WATER NEPT31204354	A 09/04/2007		1353677	1,480	0
100	1 RES WATER NEPT31204354	A 06/05/2007		1346805	1,457	121.20
100	1 RES WATER NEPT31204354	A 03/05/2009		0	0	229.20
100	1 RES WATER NEPT31204354	A 12/02/2008		13721695	1,607	252.07
100	1 RES WATER NEPT31204354	A 09/08/2008		13714472	1,583	220.00
100	1 RES WATER NEPT31204354	A 06/03/2008		13707196	1,556	192.66
100	1 RES WATER NEPT31204354	A 03/04/2008		1367297	1,531	182.52
100	1 RES WATER NEPT31204354	A 12/05/2007		1360515	1,506	209.28
100	1 RES WATER NEPT31204354	A 09/04/2007		1353677	1,480	238.75
100	1 RES WATER NEPT31204354	A 06/05/2007		1346805	1,457	0



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: November 12, 2019

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 10/16/19

Customer Name: James & Lindsay Nadeau

Account: 160700

Service Address: #17 Railroad Ave
Rochester NH 03839-5226

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 36 units of sewer on the July 2019 invoiced amount.

The above recommendation is based upon the following findings:

- | | |
|--|----------------|
| a. The usage did not enter the sewer system. | |
| b. The meter rusted out and was replaced. | |
| c. Total usage on disputed invoice: | 44 Units |
| d. Average use on previous three years is: | <u>8 Units</u> |
| e. Estimated use over average | 36 Units |

Value of 36 Units of Sewer at the current sewer rate of \$6.75 = \$243.00.

Total abatement = \$243.00 plus accrued interest.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

11/12/19

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: November 4, 2019
SUBJECT: James & Lindsay Nadeau
PROPERTY: **17 Railroad Ave.**

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

This appeal is for above average sewer usage due to leak in meter. Meter fixed and usage back to normal.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 10/16/19

1. Date of Appeal: 10-16-19
2. Property Owner's Name: James & Lindsay Nadeau Account #: 160700
3. Billing Address: 17 Railroad Ave.
Gonic NH 03839
4. Service Location: 17 Railroad Ave. Zip Code 03839
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: (603) 781-6716 Cell: _____
8. Email Address: Qvodmamma87@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from May 2019 to July 2019
10. Abatement is being requested for:

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

b. How many units of sewer 44 x 6.75= \$ 297.00

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

Total \$ _____

11. Explanation of Appeal Request:

We are requesting an appeal on the sewer
portion of our bill due to a leak that we were
un-aware of until we got our bill in July 2019.
When we had it looked at by the water/sewer
man, it was discovered that it was a rusty, worn
down sewer meter. The man said it should not
have looked ~~like~~ like that, and it was obvious it was
nothing that we had done to it; it was city equipment
error.

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

☒ Yes ☐ No (circle one)

If yes, why?

There was a slow leak on the meter due to a rusty/worn out meter. It showed us using over 5x our normal usage of 8 units.

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, new meter was installed.

Who made the repair? water/sewer maintenance man

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

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

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: 160700

POOL CREDIT JUNE 2004 2 UNITS \$7.26

POOL CREDIT JUNE 2007 1 UNIT \$4.70

10/12/07- RECEIVED CALL FROM MARCIA BRODY WHO IS PAUL STEVENS SISTER. SHE SAID THAT PAUL PASSED AWAY ON AUGUST 23, 2007 AND SHE IS NOW TAKING CARE OF ALL HIS BILLS. HIS HOUSE IS UP ADDRESS IS- MARCIA BRODY 33 MCKINSTRY RD. GARDINER, NY 12525

[2013-10-18 13:53:05 ann]: SERVICE CALL - NON-PAYMENT 10/8/13

[2014-10-02 10:05:11 sjuneau]: PROMISED TO PAY 1/2 ON 10/9 AND THE BALANCE ON 10/16 **ON BOARD**PAID PAST DUE BALANCE

[2018-01-09 13:43:07 karenb]:SERVICE CHARGE FOR NON-PAYMENT

[2019-07-29 08:55:10 karenb]:METER CHANGED OUT 7/8/19. OWNER HAD CALLED DUE TO METER LEAKING. TECH WENT AND SAW BOTTOM WAS ROTTED OUT AND REPLACED.

[2019-10-03 11:36:55 karenb]:HOMEOWNER CALLED AND STATED SHE WANTED TO FILE APPEAL AND HADN'T GOTTEN IT IN YET. SHE IS GOING TO PAY HALF BY END OF DAY 10/4 AND BALANCE 10/11 AND SL

[2019-10-16 09:30:25 karenb]:TURNED OFF FOR NON PAYMENT

[2019-10-17 10:43:29 karenb]:UAB FORM RECEIVED 10/16/19 AND SENT FOR NOVEMBER UAB



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
14034836	160700	07/24/2019	08/26/2019	0.00	110.70	541.20
Amount Due						\$110.70

160700
NADEAU JAMES T & LINDSAY E
17 RAILROAD AVE
ROCHESTER, NH 03839-5226

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042020614034836800000000000

✂ 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			
NADEAU JAMES T & LINDSAY E			17 RAILROAD AVE /			
Bill Number	Account Number		Past Due Date		Bill Date	
14034836	160700		08/26/2019		07/24/2019	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	07/23/2019	07/08/2019			44	244.20
RES SEWER					44	297.00
Last Payment Amt		Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due
295.84		10/16/2019	0.00	110.70	541.20	\$110.70

PAYMENTS ONLINE@ WWW.ROCHESTERNH.NET
WATER \$5.55, MINIMUM \$21.09, SEWER \$6.75 MINIMUM \$32.28

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

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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

10/16/2019 11:08
karenb

CITY OF ROCHESTER
UB Consumption History Report



1
P
ubensing

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
160700		34760	NADEAU JAMES T & LINDSAY E	A	07/23/2019			013900660000				17 RAILROAD AVE				Active
100	-	1 RES WATER	SENS86367172	A	07/23/2019				14034836			0		244.20	541.20	
100	-	1 RES WATER	SENS53425942	I	07/08/2019				14027001		610	44		.00	.00	
100	-	1 RES WATER	SENS53425942	A	04/08/2019				14019261		566	7		38.85	86.10	
100	-	1 RES WATER	SENS53425942	A	01/11/2019				14011475		559	8		44.40	98.40	
100	-	1 RES WATER	SENS53425942	A	10/10/2018				14003692		551	8		44.40	98.40	
100	-	1 RES WATER	SENS53425942	A	07/13/2018				13995869		543	8		44.40	98.40	
100	-	1 RES WATER	SENS53425942	A	04/10/2018				13988229		535	8		43.81	97.30	
100	-	1 RES WATER	SENS53425942	A	01/05/2018				13980581		527	8		42.32	124.48	
100	-	1 RES WATER	SENS53425942	A	10/18/2017				13972931		519	8		42.32	94.48	
100	-	1 RES WATER	SENS53425942	A	07/19/2017				13965260		511	7		37.03	82.67	
100	-	1 RES WATER	SENS53425942	A	04/13/2017				13957753		504	6		31.74	70.86	
100	-	1 RES WATER	SENS53425942	A	01/11/2017				13950231		498	9		45.11	102.33	
100	-	1 RES WATER	SENS53425942	A	10/04/2016				13942705		489	7		33.67	77.35	
100	-	1 RES WATER	SENS53425942	A	06/30/2016				13935132		482	6		28.86	66.30	
100	-	1 RES WATER	SENS53425942	A	04/04/2016				13927723		476	7		33.67	77.35	
100	-	1 RES WATER	SENS53425942	A	10/13/2015				13920338		469	21		101.01	232.05	
100	-	1 RES WATER	SENS53425942	A	07/16/2015				13912896		448	30		140.71	327.91	
100	-	1 RES WATER	SENS53425942	A	04/08/2015				13905388		418	30		140.10	327.30	
100	-	1 RES WATER	SENS53425942	A	01/06/2015				13898043		388	28		130.76	305.48	
100	-	1 RES WATER	SENS53425942	A	10/14/2014				13890645		360	32		149.44	349.12	
100	-	1 RES WATER	SENS53425942	A	07/07/2014				13883234		328	33		154.11	360.03	
100	-	1 RES WATER	SENS53425942	A	04/04/2014				13875792		295	20		93.40	218.20	
100	-	1 RES WATER	SENS53425942	A	01/17/2014				13868495		275	21		97.26	228.30	
100	-	1 RES WATER	SENS53425942	A	10/02/2013				13861155		254	28		128.80	303.52	
100	-	1 RES WATER	SENS53425942	A	07/02/2013				13853778		226	15		69.00	192.60	
100	-	1 RES WATER	SENS53425942	A	04/01/2013				13846351		211	12		55.20	130.08	
100	-	1 RES WATER	SENS53425942	A	01/04/2013				13839081		199	12		55.20	130.08	
100	-	1 RES WATER	SENS53425942	A	10/03/2012				13831762		187	11		49.84	117.58	
100	-	1 RES WATER	SENS53425942	A	07/06/2012				13824430		176	9		40.41	95.40	
100	-	1 RES WATER	SENS53425942	A	04/05/2012				13817041		167	10		44.90	106.00	
100	-	1 RES WATER	SENS53425942	A	01/06/2012				13809784		158	10		44.90	106.00	
100	-	1 RES WATER	SENS53425942	A	10/12/2011				13802466		148	10		44.90	106.00	
100	-	1 RES WATER	SENS53425942	A	07/14/2011				13795174		138	19		84.56	200.05	
100	-	1 RES WATER	SENS53425942	A	04/07/2011				13787851		119	17		72.93	174.08	
100	-	1 RES WATER	SENS53425942	A	01/05/2011				13780681		102	15		64.35	153.60	
100	-	1 RES WATER	SENS53425942	A	10/08/2010				13773431		87	14		60.06	143.36	
100	-	1 RES WATER	SENS53425942	A	07/08/2010				13766186		73	16		68.64	163.84	
100	-	1 RES WATER	SENS53425942	A	04/09/2010				13758904		57	13		54.58	131.93	
100	-	1 RES WATER	SENS53425942	A	01/11/2010				13751761		44	11		46.09	111.54	
100	-	1 RES WATER	SENS53425942	A	10/06/2009				13744535		33	12		50.28	121.68	
100	-	1 RES WATER	SENS53425942	A	07/07/2009				13737253		21	17		71.23	172.38	
100	-	1 RES WATER	SENS53425942	A	07/07/2009						4	4		32.47	76.98	

** 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: November 12, 2019

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 10/8/19

Customer Name: Dennis & Melanie Zangarine

Account: 110094

Service Address: #667 Salmon Falls Rd
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 22 units of sewer on the September 2019 invoiced amount.

The above recommendation is based upon the following findings:

- | | |
|--|-----------------|
| a. The usage did not enter the sewer system. | |
| b. Total usage on disputed invoice: | 38 Units |
| c. Average use on previous three years is: | <u>16 Units</u> |
| d. Estimated use over average | 22 Units |

Value of 22 Units of Sewer at the current sewer rate of \$6.75 = \$148.50.

Total abatement = \$148.50 plus accrued interest.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

11/12/19

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: November 4, 2019

SUBJECT: Dennis & Melanie Zangarine

PROPERTY: **667 Salmon Falls Road**

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

This appeal is for above average sewer usage due to a leak. The leak has been fixed.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 10/18/19

1. Date of Appeal: Tuesday Oct 8th
2. Property Owner's Name: Dennis & Melanie Zangarine Account #: 110094
3. Billing Address: 667 Salmon Falls Rd
Rochester, NH 03868

4. Service Location: 667 Salmon Falls Rd Zip Code 03868
5. Owners Representative: Melanie Zangarine
6. Owners Representative's Signature: 
7. Phone #: 207 703 3473 Cell: _____
8. Email Address: melly20@comcast.net

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 023119 to 1028-1912

10. Abatement is being requested for:

a. How many units of water 0 x 5.29 = \$ 0
b. How many units of sewer 20 x 6.52 = \$ 135.00
c. Water & Sewer Department Fees of: \$ 0
Total \$ 135.00

11. Explanation of Appeal Request:

We had a leak with our toilet
and one under our sink in the
bathroom. We bought a new toilet
and fixed the pipes and replaced
the pipes under the sink as well
as they were cracked and leaking.
my husband did the work and we
did not think to keep the receipts
for this stuff I do however have
a printed picture that I took of
the box that I'm including.

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

☒ Yes ☐ No (circle one)

If yes, why?

Because we had a very bad leak that we now replaced

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

☒ Yes ☐ No (circle one)

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

If yes, has the leak been repaired? yes.

Who made the repair? my husband

Has proof of the repair been attached to this appeal form? a picture of the box

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

yes we are a single family of 7 income and are on a very tight budget.

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.**

340 995

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EASY INSTALLATION IN ONE BOX
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INSTALACIÓN FÁCIL EN UNA SOLA CAJA

BOWL TAZA	TANK TANQUE	TOILET SEAT ASIENTO PARA INODORO
WAX RING ANILLO DE CERA	HARDWARE KIT KIT DE HERRAJES	

QUICK CONNECT™
QUICK CONNECT™



CHAIR HEIGHT
ALTURA DE LA SILLA



1.28 GALLONS PER FLUSH
4.8 LITROS POR DESCARGA



ROUND BOWL
TAZA REDONDA



LIMITED LIFETIME WARRANTY
GARANTÍA LIMITADA DE POR VIDA



TOILET DIMENSION
DIMENSIONES DEL INODORO



Account: 110094

[SEPT. 08 BILL WAS ESTIMATED BECAUSE WE DID NOT GET TO THIS LOCATION TO GET A READING (JEFF WAS OUT WITH BROKEN ANKLE)

[2018-09-13 09:48:18 karenb]:40 UNITS ON SEPTEMBER INVOICE. MAILED HIGH USAGE LETTER.

[2019-10-08 11:46:45 midhele]: SENDING IN APPEAL FOR 20 UNITS OF SEWER FOR SEPT. BILL, WILL PAY DIFFERENCE BY 10/28 (\$331.72). THEY HAD A LEAK IN BATHROOM WHICH WENT DOWN INTO THEIR

[2019-10-24 09:58:09 midhele]: UAB FORM REC'D. 10/18 AND SENT TO NOVEMBER UAB

[2019-10-29 09:22:27 midhele]: READ ON 10/25/19 WAS 1464, 4 UNITS/36 DAYS= .11 DAY, SEPT. WAS .39/DAY, USAGE IS BACK TO NORMAL.

**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
14040817	110094	09/23/2019	10/28/2019	-0.68	.00	467.40
Amount Due						\$466.72

110094
ZANGARINE DENNIS A JR &
ZANGARINE MELANIE M
667 SALMON FALLS RD
ROCHESTER, NH 03868

Please Note Address Correction Below:

Name _____

Street _____

City _____ State _____ Zip _____



92096042020614040817000000466722

✕ 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			
ZANGARINE DENNIS A JR &			667 SALMON FALLS RD /			
Bill Number	Account Number		Past Due Date		Bill Date	
14040817	110094		10/28/2019		09/23/2019	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	09/19/2019	06/13/2019	1460	1422	38	210.90
RES SEWER					38	256.50
Last Payment Amt		Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due
209.00		07/17/2019	-0.68	.00	467.40	\$466.72

****PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET****

WATER \$5.55, MINIMUM \$21.09, SEWER \$6.75, MINIMUM \$32.28

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

BILL IS DUE UPON PRESENTATION

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

Remit payment to:

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

For all other correspondence or accounting inquiries:

City of Rochester
Water & Sewer Billing Office
19 Wakefield Street
Rochester, NH 03867Phone: 1 (603) 332 - 3110 Billing Office
1 (603) 330 - 7127 Off Hour Emergencies100 CU. FT. = 748 Gallons
Rate per 100 cubic feet.

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

10/24/2019 10:04
michele

CITY OF ROCHESTER
UB Consumption History Report



a tier app solution

P 1
ubensing

Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel By	Bill #	Curr	Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
110094		46271	ZANGARINE DENNIS A JR &		022403140000						667	SALMON FALLS RD			Active
100	-	1	RES WATER		SENS57748710		A 09/19/2019	14040817		1,460	38		210.90	467.40	
100	-	1	RES WATER		SENS57748710		A 06/13/2019	14032969		1,422	17		94.35	209.10	
100	-	1	RES WATER		SENS57748710		A 03/14/2019	14025173		1,405	17		94.35	209.10	
100	-	1	RES WATER		SENS57748710		A 12/11/2018	14017426		1,388	16		88.80	196.80	
100	-	1	RES WATER		SENS57748710		A 09/10/2018	14009640		1,372	40		222.00	492.00	
100	-	1	RES WATER		SENS57748710		A 06/04/2018	14001833		1,332	20		111.00	246.00	
100	-	1	RES WATER		SENS57748710		A 03/06/2018	13994033		1,312	13		70.12	156.08	
100	-	1	RES WATER		SENS57748710		A 12/12/2017	13986409		1,298	15		79.35	177.15	
100	-	1	RES WATER		SENS57748710		A 09/20/2017	13978740		1,284	16		84.64	188.96	
100	-	1	RES WATER		SENS57748710		A 06/14/2017	13971069		1,268	19		100.51	224.39	
100	-	1	RES WATER		SENS57748710		A 03/13/2017	13963428		1,249	15		79.35	177.15	
100	-	1	RES WATER		SENS57748710		A 12/07/2016	13955943		1,234	16		77.54	177.72	
100	-	1	RES WATER		SENS57748710		A 09/07/2016	13948396		1,218	14		67.34	154.70	

** END OF REPORT - Generated by Michele Grant **



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: November 12, 2019

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 10/25/19

Customer Name: Robert May

Account: 160286

Service Address: #11 Angela 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 24 units of water on the October 2019 invoiced amount. The decision letter and account will be noted with the language that this is a once in 10 year abatement for this property.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
 - a. Total usage on disputed invoice 62 Units
 - b. Average use on previous three years is: 14 Units
 - c. Estimated use over average 48 Units
 - d. ½ of above average use equals 24 Units

Value of 24 Units of Water at the current water rate of \$5.55 = \$133.20.

Total abatement = \$133.20 plus accrued interest.

Lisa J. Clark

Lisa J. Clark
Utility Billing Office Supervisor

11/12/19

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: November 4, 2019
SUBJECT: Robert & Marlene May
PROPERTY: **11 Angela Lane**

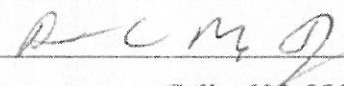
Please find attached the Water Billing Appeal, proof of purchase, account notes, invoice and consumption history for the above location.

This appeal is for water, owner had leak in irrigation system, the leak has been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 10/28/19

1. Date of Appeal: 10/25/2019
2. Property Owner's Name: MAY, Robert Account #: 160286
3. Billing Address: 11 Angela Lane

4. Service Location: same Zip Code 03867
5. Owners Representative: self
6. Owners Representative's Signature: 
7. Phone #: 603-948-1563 Cell: 603-833-6943
8. Email Address: rcmayjr@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 07/02/2019 to 10/02/2019

10. Abatement is being requested for:

- a. How many units of water 24 x 5.55 = \$ 133.20
- b. How many units of sewer _____ x 6.75 = \$ _____
- c. Water & Sewer Department Fees of: \$ _____
- Total \$ 133.20

11. Explanation of Appeal Request:

The Utility Billing office advised me of excessive water usage on or about October 3, 2019. With help from one of the department's employees, I quickly determined that I had a leak somewhere in my in-ground lawn irrigation system and immediately shut off the water supply to the system, stopping the leak. Over the next few days, I located the leak – a small crack in one of the deep 1-inch plastic water lines that runs underground to the system's programmable valves (which feed the smaller lines to the sprinkler heads). I dug down to it, cut it out, and replaced it with a new section of water line.

Karen Bonneau and Michele Grant were very helpful and have explained the appeal procedure very clearly, including the once every ten years rule. They calculated that my average usage over the prior 36 months had been 14 units every 3 months, and that I had exceeded that average by 48 units.

Therefore, I am requesting an abatement for half the excess, 24 units.

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

Yes ☒ No (circle one)

If yes, why?

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

☒ Yes ☐ No (circle one)

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

If yes, has the leak been repaired? Yes

Who made the repair? Self – see #11, above

Has proof of the repair been attached to this appeal form? Yes (receipt)

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.***



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NOW HIRING HOMEDEPOT.COM/CAREERS

3489 00006 60233 10/05/19 12:57 PM
CASHIER DIANNE

670750847837 1" IC <A> <M> 0.62N
1IN. INSERT COUPLING-BT
MAX REFUND VALUE \$0.56
670750747837 PINCHCLAMP <A> <M> 2.98N
1" PINCH CLAMP 100PSI POLY 10PK
MAX REFUND VALUE \$2.68
811000004109 1"X2' NSF <A> <M> 1.20N
1" X 2' TPS 100 PSI POLY PIPE NSF
MAX REFUND VALUE \$1.08
-----10% off Military Discount-----
4.80 10% off Military Discount -0.48
MUST RETURN ALL ITEMS FOR A FULL REFUND

SUBTOTAL 4.32
SALES TAX 0.00
TOTAL \$4.32

XXXXXXXXXXXX2151 VISA

USD\$ 4.32

AUTH CODE 04370D/4063348
AID A0000000031010

TA
CHASE VISA

<M> = Military Appreciation



3489 06 60233 10/06/2019 5674

RETURN POLICY DEFINITIONS

POLICY ID	DAYS	POLICY EXPIRES ON
A	1	90
		01/04/2020

DID WE NAIL IT?

Take a short survey for a chance TO WIN
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www.homedepot.com/survey

User ID: H89 124244 120761
PASSWORD: 19506 120755

Entries must be completed within 14 days
of purchase. Entrants must be 13 or
older to enter. See complete rules on
website. No purchase necessary.

Account: 150286

[07/23/07-CUST. CALLED AFTER RECEIVING JULY BILL. HE NOTICED THAT HE WAS CHARGED FOR SEWER, AND HAS A PRIVATE WELL. I REMOVED SEWER SERVICES AND SENT HIM A REVISED BILL. THE CUST. ALSO QUESTIONED THE USAGE OF 107 UNITS. HE SAYS THAT THIS IS A SPECK HOUSE AND IS VACANT ALL THE TIME. I TOLD HIM WE WOULD SEND THE TECHNICIAN TO TAKE A REREAD AND CALL HIM BACK WITH THE RESULTS

07/09/08-SENT LEAK LETTER

[2010-07-16 11:45:11 kathy]: SENT LEAK LETTER

[2013-07-31 12:57:36 kathy]: CUSTOMER HAD ESTIMATED BILL LAST CYCLE IN APRIL & JULY REPAIRED MXU ACCOUNT WAS UNDERESTIMATED BY 12 UNITS READING IS 1166

[2019-10-03 14:51:51 michele]: 62 UNITS ON OCT. BILL, HIGH USAGE LETTER SENT & DOOR TAGGED.

[2019-10-24 09:52:01 karenb]: OWNER CAME IN REGARDING OCTOBER INVOICE. WHEN TECH WENT OUT TO DOOR TAG THEY FOUND THAT THE IRRIGATION WAS LEAKING. EXPLAINED THE ONCE IN TEN YEAR APPEAL AND HOMEOWNER TOOK FORM.

[2019-10-29 09:29:16 michele]: UAB APPEAL REC'D. 10/28, SENT TO NOV. UAB MEETING.

[2019-10-31 09:37:06 karenb]: FOLLOW UP READ 10/30/19 1605. 6 UNITS/28 DAYS = .2/DAY. USAGE HAS GONE DOWN.



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
14042630	160286	10/23/2019	11/25/2019	0.00	.00	344.10
Amount Due						\$344.10

160286
MAY ROBERT C JR & MARLENE O
11 ANGELA LN
ROCHESTER, NH 03867

Please Note Address Correction Below:

Name _____
Street _____
City _____ State _____ Zip _____



92096042020614042630500000344101

✂ 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			
MAY ROBERT C JR & MARLENE O			11 ANGELA LN /			
Bill Number	Account Number		Past Due Date		Bill Date	
14042630	160286		11/25/2019		10/23/2019	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	10/02/2019	07/02/2019	1599	1537	62	344.10
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
83.25	08/06/2019	0.00	.00	344.10	\$344.10	

PAYMENTS ONLINE AT WWW.ROCHESTERNH.NET

WATER \$5.55, MINIMUM \$21.09, SEWER \$6.75, MINIMUM \$32.28
MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% SURCHARGE.

BILL IS DUE UPON PRESENTATION

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

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

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

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

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

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

10/29/2019 09:30
michele

CITY OF ROCHESTER
UB Consumption History Report



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ubensing

Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
160286		37145	MAY ROBERT C JR & MARLENE O	A	10/02/2019		025300860006		1,599	62	0	344.10	344.10	Active
100	1 RES WATER	SENS67081463		A	07/02/2019		14042630		1,537	15	0	83.25	83.25	
100	1 RES WATER	SENS67081463		A	04/03/2019		14034801		1,522	9	0	49.95	49.95	
100	1 RES WATER	SENS67081463		A	01/02/2019		14026965		1,513	15	0	83.25	83.25	
100	1 RES WATER	SENS67081463		A	10/01/2018		14019225		1,498	15	0	66.60	66.60	
100	1 RES WATER	SENS67081463		A	07/02/2018		14011439		1,486	12	0	105.45	105.45	
100	1 RES WATER	SENS67081463		A	04/02/2018		14003656		1,467	19	0	54.64	54.64	
100	1 RES WATER	SENS67081463		A	01/02/2018		13995833		1,457	10	0	63.48	63.48	
100	1 RES WATER	SENS67081463		A	10/02/2017		13988194		1,445	12	0	52.90	52.90	
100	1 RES WATER	SENS67081463		A	07/07/2017		13980546		1,435	10	0	79.35	79.35	
100	1 RES WATER	SENS67081463		A	04/12/2017		13965224		1,420	15	0	74.06	74.06	
100	1 RES WATER	SENS67081463		A	01/09/2017		13957718		1,406	14	0	95.08	95.08	
100	1 RES WATER	SENS67081463		A	10/03/2016		13950195		1,387	19	0	153.92	153.92	
100	1 RES WATER	SENS67081463		A	07/05/2016		13942669		1,355	32	0	129.87	129.87	
100	1 RES WATER	SENS67081463		A	04/07/2016		13935096		1,328	13	0	62.53	62.53	
100	1 RES WATER	SENS67081463		A	01/14/2016		13927688		1,315	18	0	86.58	86.58	
100	1 RES WATER	SENS67081463		A	10/05/2015		13920303		1,297	11	0	51.47	51.47	
100	1 RES WATER	SENS67081463		A	07/15/2015		13912861		1,286	19	0	88.73	88.73	
100	1 RES WATER	SENS67081463		A	04/08/2015		13905353		1,267	9	0	42.03	42.03	
100	1 RES WATER	SENS67081463		A	01/08/2015		13898009		1,258	13	0	60.71	60.71	
100	1 RES WATER	SENS67081463		A	10/01/2014		13890610		1,245	18	0	84.06	84.06	
100	1 RES WATER	SENS67081463		A	07/02/2014		13883200		1,227	30	0	140.10	140.10	
100	1 RES WATER	SENS67081463		A	04/08/2014		13875759		1,197	8	0	37.06	37.06	
100	1 RES WATER	SENS67081463		A	01/14/2014		13868462		1,189	15	0	69.00	69.00	
100	1 RES WATER	SENS67081463		A	10/02/2013		13861121		1,174	20	0	92.00	92.00	
100	1 RES WATER	SENS67081463		E	07/19/2013		13853744		1,154	15	0	69.00	69.00	
100	1 RES WATER	SENS67081463		E	04/10/2013		13846317		1,139	12	0	55.20	55.20	
100	1 RES WATER	SENS67081463		A	01/08/2013		13839047		1,127	11	0	49.87	49.87	
100	1 RES WATER	SENS67081463		A	10/03/2012		13831728		1,116	24	0	107.76	107.76	
100	1 RES WATER	SENS67081463		A	07/06/2012		13824396		1,092	12	0	53.88	53.88	
100	1 RES WATER	SENS67081463		A	04/05/2012		13817009		1,080	2	0	17.07	17.07	
100	1 RES WATER	SENS67081463		A	01/09/2012		13809749		1,078	0	0	17.07	17.07	

** END OF REPORT - Generated by Michele Grant **

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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2020 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND									
510001 WATER WORKS REVENUE									
510001	400302	INTEREST INCOME	-5,000	-5,000	.00	.00	.00	-5,000.00	.0%*
510001	406105	XFER FROM RET EARNIN	-2,686,010	-2,686,010	.00	.00	.00	-2,686,010.00	.0%*
510001	406201	MISCELLANEOUS REVENU	-25,000	-25,000	-25,755.69	.00	.00	755.69	103.0%
510001	406299	INSURANCE CLAIM REIM	0	0	-2,148.00	.00	.00	2,148.00	100.0%
510001	406600	CONSTRUCTION REVENUE	-50,000	-50,000	-8,537.44	.00	.00	-41,462.56	17.1%*
510001	406601	USER FEES	-3,800,000	-3,800,000	-1,572,186.60	.00	.00	-2,227,813.40	41.4%*
510001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-2,209.95	.00	.00	-9,790.05	18.4%*
510001	406603	HYDRANT RENTAL FEES	-24,000	-24,000	.00	.00	.00	-24,000.00	.0%*
510001	406826	HOMEOWNER FINANCE RE	-5,300	-5,300	-4,110.71	.00	.00	-1,189.29	77.6%*
TOTAL WATER WORKS REVENUE			-6,607,310	-6,607,310	-1,614,948.39	.00	.00	-4,992,361.61	24.4%
51601057 WATER WORKS EXPENSE									
51601057	511001	SALARIES - FULL TI	649,841	633,175	211,305.69	.00	.00	421,869.31	33.4%
51601057	511002	SALARIES - PART TI	3,148	3,148	919.38	.00	.00	2,228.62	29.2%
51601057	511099	SALARIES - ADJUSTM	2,912	2,912	.00	.00	.00	2,912.00	.0%
51601057	513001	OVERTIME - REGULAR	45,000	45,000	14,753.59	.00	.00	30,246.41	32.8%
51601057	515001	ON CALL	4,497	4,497	1,337.25	.00	.00	3,159.75	29.7%
51601057	516000	LONGEVITY	3,855	3,855	1,555.83	.00	.00	2,299.17	40.4%
51601057	521100	HEALTH INSURANCE	155,561	155,561	49,087.88	.00	.00	106,473.12	31.6%
51601057	521200	DENTAL INSURANCE	3,372	3,372	941.54	.00	.00	2,430.46	27.9%
51601057	521300	LIFE INSURANCE	1,125	1,125	434.51	.00	.00	690.49	38.6%
51601057	522000	SOCIAL SECURITY CO	50,756	50,756	16,409.29	.00	.00	34,346.71	32.3%
51601057	523000	RETIRE CONTRIBUTIO	81,063	81,063	25,600.54	.00	.00	55,462.46	31.6%
51601057	526000	WORKERS' COMPENSAT	31,240	31,240	14,815.73	.00	.00	16,424.27	47.4%
51601057	528001	DISABILITY INSURAN	6,924	6,924	2,048.62	.00	.00	4,875.38	29.6%
51601057	532001	STAFF DEVELOPMENT	4,080	4,080	939.75	.00	340.34	2,799.91	31.4%
51601057	532200	CONTRACTED SERVICE	0	16,666	10,241.11	.00	6,424.89	.00	100.0%
51601057	533000	OTHER PROF SERVICE	7,004	7,004	2,262.16	.00	2,483.89	2,257.95	67.8%
51601057	533001	AUDIT	4,140	4,140	517.50	.00	3,737.50	-115.00	102.8%*
51601057	533002	ENGINEERING SERVIC	13,800	13,800	122.22	.00	10,227.78	3,450.00	75.0%
51601057	533004	MEDICAL SERVICES	500	500	.00	.00	500.00	.00	100.0%
51601057	534003	SOFTWARE MAINTENAN	46,582	46,582	34,250.27	.00	1,553.04	10,778.69	76.9%
51601057	541100	WATER & SEWERAGE	31,800	31,800	9,808.61	.00	7,591.39	14,400.00	54.7%

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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2020 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601057	542300	CUSTODIAL SERVICES	2,200	2,200	816.75	.00	.00	1,383.25	37.1%
51601057	543001	VEHICLE MAINT & RE	1,000	1,000	217.20	.00	582.70	200.10	80.0%
51601057	543002	EQUIPMENT MAINTENA	1,410	1,410	1,267.66	.00	.00	142.34	89.9%
51601057	543500	INSURANCE CLAIM RE	0	0	2,148.00	.00	.00	-2,148.00	100.0%*
51601057	544200	RENTAL OF EQUIPMEN	3,110	3,110	.00	.00	1,755.00	1,355.00	56.4%
51601057	544500	LEASE COPIER/PRINT	1,071	1,071	846.73	.00	.00	224.27	79.1%
51601057	552001	FLEET INSURANCE	4,146	4,146	3,797.00	.00	349.00	.00	100.0%
51601057	552003	GENERAL LIABILITY	5,684	5,684	5,206.00	.00	478.00	.00	100.0%
51601057	553400	POSTAGE FEES	400	400	162.05	.00	.00	237.95	40.5%
51601057	554000	ADVERTISING	1,400	1,400	190.84	.00	230.00	979.16	30.1%
51601057	555000	PRINTING AND BINDI	1,000	1,000	52.00	.00	39.84	908.16	9.2%
51601057	556000	TUITION	3,150	3,150	1,005.00	.00	.00	2,145.00	31.9%
51601057	558000	TRAVEL	375	375	15.00	.00	209.39	150.61	59.8%
51601057	561003	OFFICE SUPPLIES	3,050	3,050	1,768.63	.00	173.14	1,108.23	63.7%
51601057	561005	PUBLICATIONS	60	60	.00	.00	.00	60.00	.0%
51601057	561008	VEHICLE SUPPLIES	10,000	10,000	6,002.52	.00	2,214.37	1,783.11	82.2%
51601057	561010	CLOTHING	6,100	6,100	1,719.22	.00	1,113.28	3,267.50	46.4%
51601057	561015	SAFETY EQUIPMENT &	5,000	5,000	4,534.87	.00	381.01	84.12	98.3%
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	1,800.00	.00	.00	.00	100.0%
51601057	561032	OTHER OPERATIONAL	3,625	3,625	1,063.28	.00	337.83	2,223.89	38.7%
51601057	562600	VEHICLE FUEL	21,420	21,420	3,734.80	.00	.00	17,685.20	17.4%
51601057	573401	ADMIN EQUIPMENT	2,435	2,435	597.25	.00	147.99	1,689.76	30.6%
51601057	573900	OTHER EQUIPMENT	7,000	7,000	1,651.50	.00	213.48	5,135.02	26.6%
51601057	575100	INVENTORY PURCHASE	124,000	124,000	47,574.03	.00	13,428.19	62,997.78	49.2%
51601057	581000	DUES AND FEES	3,010	3,010	.00	.00	1,355.00	1,655.00	45.0%
51601057	583000	INTEREST EXPENSE	561,008	561,008	246,224.19	.00	.00	314,783.81	43.9%
51601057	584000	CONTINGENCY	20,000	20,000	.00	.00	.00	20,000.00	.0%
51601057	589001	STATE PERMITS & FE	2,750	2,750	160.00	.00	2,040.00	550.00	80.0%
51601057	589031	LIEN DISCHARGE FEE	600	600	26.33	.00	138.57	435.10	27.5%
51601057	591000	REDEMPTION OF PRIN	1,676,011	1,676,011	234,671.35	.00	.00	1,441,339.65	14.0%
51601057	592001	DEPRECIATION	1,414,313	1,414,313	.00	.00	.00	1,414,313.00	.0%
51601057	593002	TRANS TO CAPITAL P	230,000	230,000	.00	.00	.00	230,000.00	.0%
51601057	593008	TRANSFER TO GENERA	25,000	25,000	10,416.66	.00	.00	14,583.34	41.7%
TOTAL WATER WORKS EXPENSE			5,294,828	5,294,828	980,520.33	.00	58,045.62	4,256,262.05	19.6%
51601073 WATER TREATMENT PLANT									
51601073	511001	SALARIES - FULL TI	299,625	299,625	94,358.86	.00	.00	205,266.14	31.5%
51601073	513001	OVERTIME - REGULAR	18,000	18,000	15,140.15	.00	.00	2,859.85	84.1%
51601073	515001	ON CALL	16,285	16,285	6,187.50	.00	.00	10,097.50	38.0%

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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2020 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601073	516000	LONGEVITY	925	925	600.00	.00	.00	325.00	64.9%
51601073	521100	HEALTH INSURANCE	85,273	85,273	28,442.45	.00	.00	56,830.55	33.4%
51601073	521200	DENTAL INSURANCE	1,800	1,800	600.00	.00	.00	1,200.00	33.3%
51601073	521300	LIFE INSURANCE	570	570	158.36	.00	.00	411.64	27.8%
51601073	522000	SOCIAL SECURITY CO	23,787	23,787	8,126.86	.00	.00	15,660.14	34.2%
51601073	523000	RETIREMENT CONTRIB	36,143	36,143	13,501.61	.00	.00	22,641.39	37.4%
51601073	526000	WORKERS' COMPENSAT	6,521	6,521	4,889.43	.00	.00	1,631.57	75.0%
51601073	528001	DISABILITY INSURAN	3,072	3,072	1,063.44	.00	.00	2,008.56	34.6%
51601073	532001	STAFF DEVELOPMENT	1,750	1,750	945.00	.00	150.00	655.00	62.6%
51601073	533000	OTHER PROF SERVICE	11,500	11,500	.00	.00	7,575.00	3,925.00	65.9%
51601073	533002	ENGINEERING SERVIC	10,000	10,000	242.78	.00	9,757.22	.00	100.0%
51601073	533006	LABORATORY SERVICE	26,732	26,732	5,207.72	.00	11,557.28	9,967.00	62.7%
51601073	541901	HVAC SERVICE CONTR	6,061	6,061	3,030.50	.00	3,030.50	.00	100.0%
51601073	543000	REPAIR AND MAINTEN	77,210	77,210	7,844.58	.00	734.10	68,631.32	11.1%
51601073	543002	EQUIPMENT MAINTENA	84,576	84,576	955.00	.00	37,248.00	46,373.00	45.2%
51601073	544500	LEASE COPIER/PRINT	491	491	1,159.66	.00	.00	-668.66	236.2%*
51601073	552002	PROPERTY INSURANCE	7,544	7,544	6,910.00	.00	634.00	.00	100.0%
51601073	553000	COMMUNICATIONS	14,821	14,821	3,984.01	.00	4,189.34	6,647.65	55.1%
51601073	561001	JANITORIAL SUPPLIE	1,000	1,000	440.84	.00	.00	559.16	44.1%
51601073	561002	BLDG MAINT SUPPLIE	1,600	1,600	1,168.83	.00	.00	431.17	73.1%
51601073	561009	TRAINING MATERIALS	1,000	1,000	216.57	.00	.00	783.43	21.7%
51601073	561010	CLOTHING	5,850	5,850	1,543.42	.00	1,698.13	2,608.45	55.4%
51601073	561015	SAFETY EQUIPMENT &	5,000	5,000	2,155.20	.00	627.54	2,217.26	55.7%
51601073	561031	CHEMICALS	192,704	192,704	61,068.96	.00	22,018.08	109,616.96	43.1%
51601073	561037	LABORATORY SUPPLIE	9,193	9,193	.00	.00	2,007.43	7,185.57	21.8%
51601073	561040	EQUIPMENT REPAIR S	33,000	33,000	2,227.41	.00	5,114.45	25,658.14	22.2%
51601073	562200	ELECTRICITY	175,000	175,000	37,201.83	.00	50,281.25	87,516.92	50.0%
51601073	562400	HEATING FUEL	28,000	28,000	.00	.00	12,000.00	16,000.00	42.9%
51601073	573900	OTHER EQUIPMENT	31,624	31,624	.00	.00	.00	31,624.00	.0%
51601073	589030	PROP TAX TO OTH CO	33,739	33,739	191.00	.00	17.00	33,531.00	.6%
TOTAL WATER TREATMENT PLANT			1,250,396	1,250,396	309,561.97	.00	168,639.32	772,194.71	38.2%
51601570 WATER REVENUE OFFICE									
51601570	511001	SALARIES - FULL TI	34,581	34,581	11,441.71	.00	.00	23,139.29	33.1%
51601570	513001	OVERTIME - REGULAR	0	0	36.75	.00	.00	-36.75	100.0%*
51601570	516000	LONGEVITY	163	163	.00	.00	.00	163.00	.0%
51601570	521100	HEALTH INSURANCE	7,563	7,563	3,405.23	.00	.00	4,157.77	45.0%
51601570	521200	DENTAL INSURANCE	161	161	73.21	.00	.00	87.79	45.5%
51601570	521300	LIFE INSURANCE	54	54	18.86	.00	.00	35.14	34.9%
51601570	522000	SOCIAL SECURITY CO	2,453	2,453	785.57	.00	.00	1,667.43	32.0%

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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2020 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601570	523000	RETIREMENT CONTRIB	3,881	3,881	1,268.54	.00	.00	2,612.46	32.7%
51601570	526000	WORKERS' COMPENSAT	81	81	50.42	.00	.00	30.58	62.2%
51601570	528001	DISABILITY INSURAN	393	393	102.62	.00	.00	290.38	26.1%
51601570	543000	REPAIR AND MAINTEN	1,250	1,250	1,243.08	.00	.00	6.92	99.4%
51601570	544500	LEASE COPIER/PRINT	608	608	591.33	.00	.00	16.67	97.3%
51601570	553400	POSTAGE FEES	10,188	10,188	2,914.42	.00	55.00	7,218.58	29.1%
51601570	555000	PRINTING AND BINDI	410	410	.00	.00	62.50	347.50	15.2%
51601570	561003	OFFICE SUPPLIES	300	300	155.30	.00	26.48	118.22	60.6%
TOTAL WATER REVENUE OFFICE			62,086	62,086	22,087.04	.00	143.98	39,854.98	35.8%
TOTAL WATER ENTERPRISE FUND			0	0	-302,779.05	.00	226,828.92	75,950.13	100.0%
TOTAL REVENUES			-6,607,310	-6,607,310	-1,614,948.39	.00	.00	-4,992,361.61	
TOTAL EXPENSES			6,607,310	6,607,310	1,312,169.34	.00	226,828.92	5,068,311.74	
GRAND TOTAL			0	0	-302,779.05	.00	226,828.92	75,950.13	100.0%

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

11/08/2019 12:00
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CITY OF ROCHESTER
YTD BUDGET REPORT

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FOR 2020 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
5002 SEWER ENTERPRISE FUND									
520001 SEWER WORKS REVENUE									
520001	400302	INTEREST INCOME	-5,000	-5,000	.00	.00	.00	-5,000.00	.0%*
520001	406105	XFER FROM RET EARNIN	-3,098,591	-3,098,591	.00	.00	.00	-3,098,591.00	.0%*
520001	406201	MISCELLANEOUS REVENU	-4,000	-4,000	-6,338.87	.00	.00	2,338.87	158.5%
520001	406211	HOMEMAKERS SRF LOAN	-16,049	-16,049	.00	.00	.00	-16,049.00	.0%*
520001	406600	CONSTRUCTION REVENUE	-10,000	-10,000	.00	.00	.00	-10,000.00	.0%*
520001	406601	USER FEES	-4,700,000	-4,700,000	-1,570,901.79	.00	.00	-3,129,098.21	33.4%*
520001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-2,249.31	.00	.00	-9,750.69	18.7%*
520001	406607	IMPACT FEES	-14,000	-14,000	-3,850.00	.00	.00	-10,150.00	27.5%*
520001	406701	SEPTIC DISPOSAL PERM	-125,000	-125,000	-50,629.00	.00	.00	-74,371.00	40.5%*
520001	406703	INDUSTRIAL PRE-TREAT	-10,000	-10,000	-1,736.08	.00	.00	-8,263.92	17.4%*
520001	406826	HOMEOWNER FINANCE RE	-23,000	-23,000	-28,944.22	.00	.00	5,944.22	125.8%
TOTAL SEWER WORKS REVENUE			-8,017,640	-8,017,640	-1,664,649.27	.00	.00	-6,352,990.73	20.8%
520002 SEWER WORKS REVENUE									
520002	406306	STATE AID GRANT C-52	-277,174	-277,174	-9,837.00	.00	.00	-267,337.00	3.5%*
520002	406307	STATE AID GRANT C-77	-7,290	-7,290	-7,291.00	.00	.00	1.00	100.0%
520002	406308	STATE AID GRANT C-77	-10,774	-10,774	-2,114.00	.00	.00	-8,660.00	19.6%*
520002	406309	STATE AID GRANT C-83	-42,132	-42,132	.00	.00	.00	-42,132.00	.0%*
520002	406310	STATE AID GRANT C-83	-13,908	-13,908	-4,213.00	.00	.00	-9,695.00	30.3%*
520002	406311	STATE AID GRANT C-83	-29,806	-29,806	-9,779.00	.00	.00	-20,027.00	32.8%*
520002	406312	STATE AID GRANT C-85	-30,905	-30,905	.00	.00	.00	-30,905.00	.0%*
TOTAL SEWER WORKS REVENUE			-411,989	-411,989	-33,234.00	.00	.00	-378,755.00	8.1%
52602057 SEWER WORKS EXPENSE									
52602057	511001	SALARIES - FULL TI	453,181	436,515	148,639.24	.00	.00	287,875.76	34.1%
52602057	511002	SALARIES - PART TI	3,148	3,148	919.38	.00	.00	2,228.62	29.2%
52602057	511099	SALARIES - ADJUSTM	2,912	2,912	.00	.00	.00	2,912.00	.0%
52602057	513001	OVERTIME - REGULAR	8,100	8,100	1,598.65	.00	.00	6,501.35	19.7%
52602057	515001	ON CALL	4,497	4,497	1,337.25	.00	.00	3,159.75	29.7%

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52602057	516000	LONGEVITY	2,768	2,768	1,055.84	.00	.00	1,712.16	38.1%
52602057	519000	TRAVEL ALLOWANCE	500	500	.00	.00	.00	500.00	.0%
52602057	521100	HEALTH INSURANCE	91,648	91,648	29,093.25	.00	.00	62,554.75	31.7%
52602057	521200	DENTAL INSURANCE	1,874	1,874	512.37	.00	.00	1,361.63	27.3%
52602057	521300	LIFE INSURANCE	818	818	317.49	.00	.00	500.51	38.8%
52602057	522000	SOCIAL SECURITY CO	34,582	34,582	11,138.00	.00	.00	23,444.00	32.2%
52602057	523000	RETIRE CONTRIBUTIO	52,274	52,274	17,075.70	.00	.00	35,198.30	32.7%
52602057	526000	WORKERS' COMPENSAT	18,722	18,722	8,984.12	.00	.00	9,737.88	48.0%
52602057	528001	DISABILITY INSURAN	4,652	4,652	1,421.69	.00	.00	3,230.31	30.6%
52602057	532001	STAFF DEVELOPMENT	3,100	3,100	939.73	.00	340.35	1,819.92	41.3%
52602057	532200	CONTRACTED SERVICE	0	16,666	10,241.11	.00	6,424.89	.00	100.0%
52602057	533000	OTHER PROF SERVICE	7,504	7,504	1,697.82	.00	5,722.45	83.73	98.9%
52602057	533001	AUDIT	4,140	4,140	517.50	.00	3,737.50	-115.00	102.8%*
52602057	533002	ENGINEERING SERVIC	1,000	1,000	.00	.00	1,000.00	.00	100.0%
52602057	533004	MEDICAL SERVICES	500	500	.00	.00	500.00	.00	100.0%
52602057	534003	SOFTWARE MAINTENAN	40,430	40,430	38,876.96	.00	1,553.04	.00	100.0%
52602057	542300	CUSTODIAL SERVICES	2,200	2,200	816.75	.00	.00	1,383.25	37.1%
52602057	543000	REPAIR AND MAINTEN	2,360	2,360	250.00	.00	.00	2,110.00	10.6%
52602057	543001	VEHICLE MAINT & RE	2,500	2,500	374.90	.00	840.00	1,285.10	48.6%
52602057	543002	EQUIPMENT MAINTENA	3,660	3,660	3,534.48	.00	.00	125.52	96.6%
52602057	544200	RENTAL OF EQUIPMEN	2,900	2,900	.00	.00	1,755.00	1,145.00	60.5%
52602057	544500	LEASE COPIER/PRINT	1,556	1,556	1,854.52	.00	.00	-298.52	119.2%*
52602057	552001	FLEET INSURANCE	9,375	9,375	8,587.00	.00	788.00	.00	100.0%
52602057	552002	PROPERTY INSURANCE	5,897	5,897	5,401.00	.00	496.00	.00	100.0%
52602057	552003	GENERAL LIABILITY	5,404	5,404	4,950.00	.00	454.00	.00	100.0%
52602057	553400	POSTAGE FEES	500	500	13.65	.00	.00	486.35	2.7%
52602057	554000	ADVERTISING	800	800	480.82	.00	.00	319.18	60.1%
52602057	555000	PRINTING AND BINDI	1,639	1,639	52.00	.00	39.82	1,547.18	5.6%
52602057	556000	TUITION	3,150	3,150	1,005.00	.00	.00	2,145.00	31.9%
52602057	558000	TRAVEL	875	875	18.00	.00	206.43	650.57	25.6%
52602057	561003	OFFICE SUPPLIES	3,348	3,348	1,768.62	.00	282.27	1,297.11	61.3%
52602057	561005	PUBLICATIONS	60	60	.00	.00	.00	60.00	.0%
52602057	561008	VEHICLE SUPPLIES	15,000	15,000	6,396.36	.00	3,596.89	5,006.75	66.6%
52602057	561009	TRAINING MATERIALS	250	250	250.00	.00	.00	.00	100.0%
52602057	561010	CLOTHING	5,650	5,650	989.94	.00	308.18	4,351.88	23.0%
52602057	561015	SAFETY EQUIPMENT &	5,900	5,900	2,459.82	.00	380.98	3,059.20	48.1%
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	1,650.00	.00	.00	.00	100.0%
52602057	561032	OTHER OPERATIONAL	750	750	580.92	.00	137.84	31.24	95.8%
52602057	561040	EQUIPMENT REPAIR S	6,000	6,000	3,602.32	.00	2,613.47	-215.79	103.6%*
52602057	562600	VEHICLE FUEL	41,000	41,000	8,709.76	.00	.00	32,290.24	21.2%
52602057	573401	ADMIN EQUIPMENT	1,818	1,818	597.27	.00	147.96	1,072.77	41.0%
52602057	573900	OTHER EQUIPMENT	8,000	8,000	449.50	.00	.00	7,550.50	5.6%
52602057	575100	INVENTORY PURCHASE	12,500	12,500	.00	.00	3,590.00	8,910.00	28.7%

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52602057	581000	DUES AND FEES	1,290	1,290	.00	.00	.00	1,290.00	.0%
52602057	583000	INTEREST EXPENSE	644,177	644,177	324,556.06	.00	.00	319,620.94	50.4%
52602057	584000	CONTINGENCY	15,000	15,000	.00	.00	.00	15,000.00	.0%
52602057	589001	STATE PERMITS & FE	2,150	2,150	258.00	.00	1,441.99	450.01	79.1%
52602057	591000	REDEMPTION OF PRIN	2,642,362	2,642,362	1,400,412.78	.00	.00	1,241,949.22	53.0%
52602057	593002	TRANS TO CAPITAL P	296,500	296,500	.00	.00	.00	296,500.00	.0%
52602057	593008	TRANSFER TO GENERA	25,000	25,000	10,416.66	.00	.00	14,583.34	41.7%
TOTAL SEWER WORKS EXPENSE			4,513,071	4,513,071	2,070,302.23	.00	36,357.06	2,406,411.71	46.7%
52602074 SEWER TREATMENT PLANT									
52602074	511001	SALARIES - FULL TI	455,505	455,505	163,497.06	.00	.00	292,007.94	35.9%
52602074	513001	OVERTIME - REGULAR	32,500	32,500	8,762.02	.00	.00	23,737.98	27.0%
52602074	515001	ON CALL	29,438	29,438	11,277.70	.00	.00	18,160.30	38.3%
52602074	516000	LONGEVITY	1,600	1,600	.00	.00	.00	1,600.00	.0%
52602074	521100	HEALTH INSURANCE	91,129	91,129	32,071.94	.00	.00	59,057.06	35.2%
52602074	521200	DENTAL INSURANCE	2,700	2,700	867.36	.00	.00	1,832.64	32.1%
52602074	521300	LIFE INSURANCE	715	715	295.92	.00	.00	419.08	41.4%
52602074	522000	SOCIAL SECURITY CO	37,666	37,666	13,340.80	.00	.00	24,325.20	35.4%
52602074	523000	RETIREMENT CONTRIB	54,762	54,762	19,241.42	.00	.00	35,520.58	35.1%
52602074	526000	WORKERS' COMPENSAT	5,587	5,587	7,264.55	.00	.00	-1,677.55	130.0%*
52602074	528001	DISABILITY INSURAN	4,032	4,032	1,339.76	.00	.00	2,692.24	33.2%
52602074	532001	STAFF DEVELOPMENT	3,150	3,150	665.00	.00	480.00	2,005.00	36.3%
52602074	533000	OTHER PROF SERVICE	131,650	131,650	8,348.44	.00	123,301.56	.00	100.0%
52602074	533006	LABORATORY SERVICE	109,258	109,258	5,250.00	.00	41,032.19	62,975.81	42.4%
52602074	534009	INDUSTRIAL PRETREA	40,239	40,239	2,864.70	.00	7,515.30	29,859.00	25.8%
52602074	541901	HVAC SERVICE CONTR	18,824	18,824	9,412.00	.00	9,412.00	.00	100.0%
52602074	543000	REPAIR AND MAINTEN	96,370	96,370	352.24	.00	5,779.28	90,238.48	6.4%
52602074	543002	EQUIPMENT MAINTENA	189,962	189,962	36,415.30	.00	27,757.62	125,789.08	33.8%
52602074	544500	LEASE COPIER/PRINT	741	741	769.64	.00	.00	-28.64	103.9%*
52602074	552002	PROPERTY INSURANCE	5,516	5,516	5,053.00	.00	463.00	.00	100.0%
52602074	553000	COMMUNICATION	12,945	12,945	4,032.06	.00	2,068.06	6,844.88	47.1%
52602074	559000	MISC PURCHASED SER	8,000	8,000	.00	.00	8,000.00	.00	100.0%
52602074	561001	JANITORIAL SUPPLIE	1,600	1,600	463.86	.00	.00	1,136.14	29.0%
52602074	561002	BUILDING MAINT SUP	7,750	7,750	935.89	.00	10.38	6,803.73	12.2%
52602074	561010	CLOTHING	8,525	8,525	1,900.17	.00	1,762.27	4,862.56	43.0%
52602074	561015	SAFETY EQUIPMENT &	6,200	6,200	195.20	.00	277.95	5,726.85	7.6%
52602074	561031	CHEMICAL	345,616	345,616	26,570.55	.00	7,432.65	311,612.80	9.8%
52602074	561037	LABORATORY SUPPLIE	30,423	30,423	5,475.18	.00	1,588.20	23,359.62	23.2%
52602074	561040	EQUIPMENT REPAIR S	100,765	100,765	6,215.03	.00	595.27	93,954.70	6.8%
52602074	562200	ELECTRICITY	375,000	375,000	99,063.52	.00	88,418.56	187,517.92	50.0%

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52602074	562400	HEATING FUEL	43,000	43,000	1,370.80	.00	13,879.20	27,750.00	35.5%
52602074	573900	OTHER EQUIPMENT	21,500	21,500	236.84	.00	.00	21,263.16	1.1%
52602074	592001	DEPRECIATION	1,582,660	1,582,660	.00	.00	.00	1,582,660.00	.0%
TOTAL SEWER TREATMENT PLANT			3,855,328	3,855,328	473,547.95	.00	339,773.49	3,042,006.56	21.1%
52602470 SEWER REVENUE OFFICE									
52602470	511001	SALARIES - FULL TI	34,581	34,581	11,442.03	.00	.00	23,138.97	33.1%
52602470	513001	OVERTIME - REGULAR	0	0	36.75	.00	.00	-36.75	100.0%*
52602470	516000	LONGEVITY	163	163	.00	.00	.00	163.00	.0%
52602470	521100	HEALTH INSURANCE	6,919	6,919	3,405.44	.00	.00	3,513.56	49.2%
52602470	521200	DENTAL INSURANCE	163	163	73.21	.00	.00	89.79	44.9%
52602470	521300	LIFE INSURANCE	55	55	18.88	.00	.00	36.12	34.3%
52602470	522000	SOCIAL SECURITY CO	2,458	2,458	785.62	.00	.00	1,672.38	32.0%
52602470	523000	RETIREMENT CONTRIB	3,882	3,882	1,268.61	.00	.00	2,613.39	32.7%
52602470	526000	WORKERS' COMPENSAT	81	81	50.42	.00	.00	30.58	62.2%
52602470	528001	DISABILITY INSURAN	397	397	102.75	.00	.00	294.25	25.9%
52602470	543000	REPAIR AND MAINTEN	1,250	1,250	1,243.08	.00	.00	6.92	99.4%
52602470	544500	LEASE COPIER/PRINT	443	443	487.54	.00	.00	-44.54	110.1%*
52602470	553400	POSTAGE FEES	10,188	10,188	2,914.41	.00	55.00	7,218.59	29.1%
52602470	555000	PRINTING AND BINDI	350	350	.00	.00	62.50	287.50	17.9%
52602470	561003	OFFICE SUPPLIES	300	300	155.97	.00	26.50	117.53	60.8%
TOTAL SEWER REVENUE OFFICE			61,230	61,230	21,984.71	.00	144.00	39,101.29	36.1%
TOTAL SEWER ENTERPRISE FUND			0	0	867,951.62	.00	376,274.55	-1,244,226.17	100.0%
TOTAL REVENUES			-8,429,629	-8,429,629	-1,697,883.27	.00	.00	-6,731,745.73	
TOTAL EXPENSES			8,429,629	8,429,629	2,565,834.89	.00	376,274.55	5,487,519.56	
GRAND TOTAL			0	0	867,951.62	.00	376,274.55	-1,244,226.17	100.0%

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