

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

MEMBERS PRESENT

Dan Peterson, Chairman

Shawn Libby

Thomas H. Willis, Jr

Ralph Sanders

OTHERS PRESENT

John B. Storer, PE Director of City Services

Paul Lewis, 13 Friendship Street

Beth Voce, Sky Haven Surgical Center

MINUTES

1. Call to order:

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

2. Appeals -

2.1 13 Friendship Street – Paul Lewis

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

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

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

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

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

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

3.3 694 Columbus Avenue – Northeast Credit Union

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

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

3.4 20A Cecile Court – Courtney McLaren

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

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

3.5 3 Dartmouth Lane – Harrington

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

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

3.6 13 Hale Street – Daniel & Adrienne Couto

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

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

3.7 5 Sweetbriar Lane – Meghann & Christian Wayss

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

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

3.8 37 Pray Street – Raymond Ouellette

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

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

3.9 42 Prospect Street – Melanie Webster

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

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

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

3.10 16 Jackson Street – Cheryl McIntyre

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

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

3. Approval of the October 11, 2016 Minutes

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

4. Adjournment:

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

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