

**Utility Advisory Board  
December 12, 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

John McKenna, 21 Alder Creek Lane

Ronald Long, 9 Lincoln Street

Matthew Croteau, 42-44 Lafayette Street

**MINUTES**

**1. Call to order:**

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

**2. Appeals -**

**2.1 21 Alder Creek Lane – John McKenna**

The appellant, John McKenna, was present. Mr. McKenna stated that he was contacted by the billing office staff in November alerting to check his sewer deduct meter. It was determined to have stopped working around March 2006 and had not been calculating usage since. The meter was replaced at City expense as is usual practice. The board discussed City Ordinance 16.22(a) pertaining to the notification period for appeals and made the following motion based on the ordinance.

*Chairman Peterson made a motion to abate the above average use on the September 2016 Invoice, 62 units of sewer at \$6.24 each for a total of \$386.88 plus all accrued interest. Mr. Willis seconded the motion. The motion passed unanimously.*

**2.2 9 Lincoln Street – Ronald Long**

The appellant, Ronald Long, was present. He stated that he noticed a meter leak in October and called in DPW staff to repair. He also stated that during the repair, he spoke with the Utilities Supervisor and was informed that the meter was leaking at the freeze plate below and calculating usage that was not used in the home. It was leaking on to basement floor. The meter was replaced. Director John Storer requested that the appeal be tabled to give him time to discuss the details with the Utilities Staff.

***Chairman Peterson made a motion to table the appeal until the January UAB Meeting. Mr. Willis seconded the motion. The motion passed unanimously.***

**2.3 694 Columbus Avenue – Northeast Credit Union**

The maintenance manager, Bill, was present at the meeting. This appeal was tabled last month to allow for the next cycle to be completed and capture all of the cost. The Board and Mr. Storer agreed that this appeal meets the Water & Sewer Adjustment Policy criteria.

***Mr. Willis made a motion to abate 50% of the above average water use per the policy. The motion stipulated that the abatement is for 295 units of water at \$4.81 each for a water credit of \$1,418.95, plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.***

**2.4 126 Brock Street – Tim Drouin**

The appellant was not present for the meeting. The appeal request was for above average use for outside watering. The above average use is 7 units/\$43.68. Mr. Willis stated that the billing seems to be very consistent and that the property owner would be responsible for tenants watering and should purchase the sewer deduct meter if he continues to allow the tenant to water plants.

***Mr. Willis made a motion to deny the request for abatement. Mr. Libby seconded the motion. The motion passed unanimously.***

**2.5 11 Riverside Drive – Sarah Miller**

The appellant was not present for the meeting. This appeal is for water used when the irrigation system was left running for an extended period of time. This property is water only and would not be eligible for a sewer credit and the increased usage does not meet the criteria in the Policy for Water & Sewer Adjustment as the usage did not go over the minimum above average usage requirements.

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

**2.6 42 Collins Circle – Lisa Ansell**

The appellant was not present for the meeting. Mr. Storer stated that this abatement request was for a leak in the irrigation system due to the line being hit by a plow truck and damaged. He stated that this would fall under “customer negligence” in the Policy for Water & Sewer Adjustments.

***Mr. Libby made a motion to deny the request for abatement. Mr. Willis seconded the motion. The motion passed unanimously.***

**2.7 42-44 Lafayette Street – Matthew Croteau**

The appellant was present for the meeting. He stated that the extra usage was caused by two separate leaks that were difficult to find. One was in the floor of a bathroom

and the other in the basement crawl space. Both were found and confirmed to be repaired by the Meter Technician. Neither leak entered the city sewer system. Mr. Croteau expects the next invoice to also have increased use. The Board agreed that this appeal meets the Water & Sewer Adjustment Policy criteria and Mr. Storer stated that he will review the policy for notification and submit a recommendation for the January meeting.

***Mr. Libby made a motion to table the appeal until the January UAB meeting as this is a once in 10 year adjustment and they want to capture all of the costs. Mr. Willis seconded the motion. The motion passed unanimously.***

## **2.8 17 Millers Farm Drive – Dianne Hall**

The appellant was not present for the meeting. The appeal stated that there was above average usage due to irrigation that did not enter the sewer system. The Board agreed that the water was used for irrigation and did not enter the sewer system.

***Mr. Willis made a motion to add the language and information for the property owner to install a sewer deduct meter for future outside use to the decision letter and to abate 37 units of sewer at \$6.24 each for a total of \$230.88 plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.***

## **2.9 54 North Main Street – Walter Belville**

The appellant was not present for the meeting. The appellant requested an abatement of the Service Charge on the account. The technician was sent to the property to turn the water off for a past due bill. The appellant stated that he did not receive the water bill or past-due notice in the mail. The Board discussed the Chapter 17 of City Ordinance Section 19 regarding lack of receipt of invoices and Section 21 that states the fee is required by ordinance.

***Mr. Willis made a motion to deny the request for abatement. Mr. Libby seconded the motion. The motion passed unanimously.***

## **2.10 5 Erin Lane – Thomas Laperriere**

The appellant was not present for the meeting. The appeal requests a sewer abatement for above average usage due to irrigation that did not enter the sewer system.

***Chairman Peterson made a motion to add the language and information for the property owner to install a sewer deduct meter for future outside use to the decision letter and to abate 18 units of sewer at \$6.24 each for a total of \$112.32, plus all accrued interest. Mr. Willis seconded the motion. The motion passed unanimously.***

**2.1(2) 21 Alder Creek Lane – John McKenna**

The appellant, Mr. McKenna, came back to the UAB Meeting with more questions regarding the decision on his appeal. Mr. Storer explained the ordinance to him; that the Utility Billing Office should be notified of a contested bill before the next billing cycle. Mr. McKenna asked if there was any other recourse to appeal the UAB decision. Mr. Storer summarized section (b) of Chapter 16.22 of the City Ordinance, stating that the City Manager has the authority to veto or modify any action of the Utility Advisory Board if Mr. McKenna shall choose to request a meeting. Mr. McKenna thanked them for the further explanation and stated he would likely be calling the City Manager.

**3. Approval of the November 14, 2016 Minutes**

*Mr. Libby made a motion to accept the November 14, 2016 meeting minutes as presented. The motion was seconded by Mr. Willis. The motion passed unanimously.*

**4. Election of Board Chairman**

The board wished Chairman Peterson well and opened a discussion on nomination for a new Chairman.

*Mr. Willis made a motion to nominate Mr. Libby as the new UAB Board Chairman starting January 2017. Mr. Sanders seconded the motion. The motion passed unanimously.*

Chairman Peterson also expressed his support for the decision. Mr. Libby accepted the position.

**5. January 2017 Meeting Date**

The board discussed the January schedule. Mr. Willis stated that he has a conflict on January 9, 2017. He asked the board to consider January 11, 2017 as an alternate date. The Board agreed on a new date of Wednesday, January 11<sup>th</sup>, 2017 at 5:30PM pending availability of the City Council Conference Room.

**6. Adjournment:**

*Mr. Willis made a motion to adjourn at 6:52PM. The motion was seconded by Mr. Torr. The motion passed unanimously.*

*Minutes respectfully submitted by Samantha Juneau, Utility Billing Administrator*