



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: July 12, 2016  
TO: Utility Advisory Board  
FROM: John B. Storer, PE – Director of City Services  
REGARDING: Utility Advisory Board Meeting

There will be a meeting of the Utility Advisory Board on Monday, July 18, 2016 at 5:30 P.M. in the City Hall Council Conference Room.

### AGENDA

1. Call to Order
2. Acceptance of June 13, 2016 Minutes
3. Appeals
  - 3.1 Cheng Kam Chu (Page 7)  
8 Fortier Dr  
Rochester, NH 03867-1105  
RE: 13 Moores Ct
  - 3.2 Guy Harvey (Page 16)  
22 Richardson St  
Rochester, NH 03867-3515  
RE: 22 Richardson St
  - 3.3 Matthew R Cheney ( Page 24)  
665 Portland St  
Rochester, NH 03867-2437  
RE: 665 Portland St
  - 3.4 Sandra LaRoche (Page 32)  
265 Rochester Hill Rd  
Rochester, NH 03867  
RE: 4 Daniel Ct
  - 3.5 Dorothy Osgood (Page 39)  
3 Gloria St  
Rochester, NH 03867-1807  
RE: 3 Gloria St

3.6 Robert J Lemoine (Page 47)  
PO Box 539  
Barrington, NH 03825  
RE: 504 Oakridge Condo 504

- 4. Financial Reports
  - Water Expense & Revenues (Page 53)
  - Sewer Expense & Revenues (Page 56)
- 5. Water & Sewer Rates Discussion (Page 59)
- 6. Adjournment

Copy to:  
Blaine M.Cox, Deputy City Manager

**Utility Advisory Board  
June 13, 2016 5:30 P.M.  
City Hall Council Conference Room**

**MEMBERS PRESENT**

Dan Peterson, Chairman

Shawn Libby

Thomas H. Willis, Jr

**OTHERS PRESENT**

John B. Storer, PE Director of City Services

Richard Drapeau – Representing 15 Madison

David Maxfield – Representing Wilford Larochelle

Larry Lane, McDonald's

Darell Hall, McDonald's

**MINUTES**

**1. Call to order:**

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

**2. Appeals -**

**2.1 15 Madison Avenue, Stephanie Beauregard - Owner**

The appellant is living in Florida, her father in-law Mr. Drapeau attended in her absence. Mr. Drapeau stated that his son and daughter in-law rent this property and that their tenants moved out in December and did not pay the Utility Bill. He stated that when they received notice for water shut off due to non-payment they decided to let it get shut off and did not winterize the property. Mr. Drapeau stated that the realtor went to the property and found a frozen broken or burst pipe. He stated that repairs were made and that he is seeking abatement on both water and sewer charges. He stated that the City was supposed to have turned off the water. There was discussion amongst the Board as to the homeowner's responsibility to winterize the property and that without someone being present at the home the City would not be able to confirm if the property was on or off if there was a malfunctioning valve. Chairman Peterson stated that as the water did pass through the meter they could not abate that portion of the bill.

***Mr. Willis made a motion to abate 443 Units of Sewer at \$6.24 for a total of \$2,764.32, plus accrued interest charges. Mr. Libby seconded the motion. The motion passed unanimously.***

Mr. Drapeau asked if it would be possible to reconsider abating the water as he believed that the City was partially at fault and should split the costs with the homeowner. Mr. Willis read a specific article from the City of Rochester Ordinance

(17.28) that states that the DPW will not be held liable for damages resulting from leakage escaping from any part of the owners system.

**2.2            42 Main Street East Rochester – Mr. Wilford Larochelle**

The appellant Mr. Larochelle was not present. His son in-law Steve Maxfield attended in his absence. Mr. Maxfield stated that his in-laws had spent the winter months in Florida and a pipe had frozen and burst while they were away. He stated that they were fortunate that it was found rather quickly. Mr. Maxfield stated that he realizes that they would need to pay the water portion and stated he is seeking a sewer credit on their behalf.

***Mr. Willis made a motion to abate 17 units of sewer at \$6.24 each, for a total of \$106.08, plus all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.***

**2.3            161 Wakefield Street – McDonald's**

Mr. Lane and Mr. Hall addressed the board as the Managers of the McDonald's Restaurant. Mr. Lane stated that the property has a clear and consistent consumption history and that they noticed a spike on their February invoice that was more than double their normal consumption. February's bill had 94 units, and by the March bill an additional 605 units had passed through the meter. He stated that they had found that a valve had been left on to the outside spigot and that the water was leaking on that line and was coming up undetected under a pile of snow. He stated that repairs have been made and they were seeking an abatement of water and sewer and now realize that it is only sewer that can be abated. The original recommendation was to abate the sewer portion of the March bill but after discussion of this being a monthly account, the board stated that the appeal was filed quickly and they would also consider the above average consumption in February. The average monthly consumption was determined to be 38 Units.    ..

***Mr. Willis made a motion to abate 623 units of sewer charges at \$6.24 each for a total of \$3,887.52 plus any accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.***

**2.4            55 Main Street - East Rochester Library**

Ms. Schmalzl spoke for the Rochester Library Association. She stated that she had believed that the basement had been kept warm enough for the meter but apparently it was cracked and that it had leaked. She stated that this first abatement was for the fees associated with the meter change out. The total invoice for parts and labor was \$215.09. The board reviewed the charges and discussed the City of Rochester Ordinances 17.9 & 17.11. These ordinances state that the property owner must keep the meter protected from frost, and that the property owner is responsible for replacement if the meter freezes and breaks. Mrs. Schmalzl stated with the limited budget at the Library the repair costs and the usage are more than the budget can

afford. The board discussed their limited ability and made the following motion.

***Mr. Willis made a motion to reduce the invoice by the materials mark up amount, stating they will invoice cost and labor only for this non-profit, City subsidized agency. Mr. Libby seconded the motion. The motion passed unanimously.***

**2.5 55 Main Street - East Rochester Library**

Ms. Schmalzl spoke for the Rochester Library Association. She stated that she had believed that the Library basement was kept warm enough for the meter but apparently it was cracked and that it had leaked. She stated that this second abatement was for the fees associated with the additional water & sewer consumption costs. She stated that typically they get billed the minimum use for water and sewer as they do not consume more than a 1 unit every cycle or two. The Board stated that they could credit sewer only as the water did pass through the meter and as discussed previously the property owner is responsible for the charges. The following motion was made and the board recommended Mrs. Schmalzl see the City Manager to discuss any additional abatements.

***Mr. Willis made a motion to abate \$20.07 in sewer charges. This abatement amount will reduce the sewer charges to the minimum sewer use charge of \$29.85 as is the typical amount billed for this location. Mr. Libby seconded the motion. The motion passed unanimously.***

**2.6 32 Lowell Street – Geoffrey Betts**

The appellant was not present. Mr. Peterson stated that this appeal was due to broken hot water heater and that it was first presented in December and tabled for two quarters to establish a consumption history on this new property owner. The history has been established and 7 units was consistent for both the December and the March billings. As the appeal was filed promptly and the appellant was not aware of what normal use should have been, the board agreed with the DPW Director to look at the previous quarter's (42 days) use as well and made the following motions.

***Chairman Peterson made a motion to abate \$39.50 units of sewer at \$6.24 for a total of \$246.48, plus accrued interest. Mr. Libby seconded the motion. The motion passed unanimously***

**2.7 31 Chestnut Street – Nahla Abounaja**

The appellant was not present. Chairman Peterson stated that the appeal does not give any explanation for the high consumption and without any additional information he does not feel the board can grant any abatement.

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

**2.8 12 Front Street – East Rochester - Randolph**

The appellant was not present. Chairman Peterson stated that this Board had denied this appeal in September of 2014 because it had been filed after the acceptable date per ordinance. Mr. Libby stated that the actual high bill was more than two years

ago. Mr. Willis stated that this appellant had called him at home and was hopeful that the Board would hear the appeal again and not knowing the facts he too believes that it is too late for this Board to consider this abatement. The Board suggested that Ms. Randolph contact the City Manager's office to request an abatement.

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

**3. Approval of the May Meeting Minutes**

Chairman Peterson requested an action on the minutes from last meeting.

***Mr. Willis made a motion to accept the May 9, 2016 meeting minutes as presented. The motion was seconded by Mr. Libby. The motion passed unanimously.***

**4. Financial Reports** – The Board reviewed the reports.

**5. Water & Sewer Rate Discussion**

Mark Sullivan from the City Finance Department gave a brief description of the financial state of both the water and sewer enterprise funds. The Board members and Mr. Sullivan discussed the ups and downs of consumption and use along with the City's debt service for both water and sewer. He discussed the effects of current projects, upcoming projects and the debts that will be retired in the upcoming years. The Board discussed the Sewer Fund increase and they were comfortable with the recommended increase. Mr. Sullivan explained that the water fund is more concerning. Mr. Sullivan stated that it would be a Council decision as to any increases and determine if it is necessary to make transfers to fund the expenses. He stated that the finance department will continue to keep them informed as the decisions are made. Mr. Willis asked Mr. Sullivan to run the Water Fund scenarios using a 10% increase for each of the next two years. Mr. Sullivan stated he would forward that information. Chairman Peterson stated that this would be discussed again next month with the additional information.

**6. Adjournment:**

***Chairman Libby made a motion to adjourn at 8:54 PM. The motion was seconded by Mr. Willis. The motion passed unanimously.***

*Minutes respectfully submitted by Lisa Clark, City of Rochester Office Manager.*



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: July 11, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 5/27/16

Customer Name: Cheng Kam Chu

Account: 042600

Service Address: #13 Moores Ct

Rochester NH 03867

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

### Recommendations

**I recommend no abatement at this time.**

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter reading.
2. The water did pass through the meter and into the sewer system.
3. The appellant is responsible for undetected water leaks on property.
4. Long term payment arrangements are available with the Utility Billing Office.

John B. Storer, PE  
Director of City Services

Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: June 22, 2016  
SUBJECT: Cheng Kam Chu  
PROPERTY: 13 Moores Ct

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

The customer is filing an appeal for 160 units of water and sewer due to a tenant's toilet leaking.



**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:  
Received: 5/27/16

1. Date of Appeal: 5.27.16
2. Property Owner's Name: Kam Chu Cheng Account #: 042600
3. Billing Address: ~~13 Moores St~~ 8 Fortier Dr.  
Rochester NH  
03867
4. Service Location: 13 Moores St. Rochester Zip Code NH 03867 03867
5. Owners Representative: Chun Cham Kwok
6. Owners Representative's Signature: Chun Cham Kwok
7. Phone #: \_\_\_\_\_ Cell: 646 413 8715
8. Email Address: kmk12351@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 2.6.16 to 5.5.16

10. Abatement is being requested for:

a. How many units of water 160 x 4.67 = \$ 747.20

b. How many units of sewer 160 x 6.24 = \$ 998.40

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

Total \$ 1745.60

11. Explanation of Appeal Request:

Tenants' toilet kept leaking. The owner  
didn't know until he informed on 25th of May  
and had it repaired right away.

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? Yes

If yes, has the leak been repaired? Yes. The leak has been repaired

Who made the repair? Owner's Representative right away

Has proof of the repair been attached to this appeal form? Yes. the receipts from

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

Yes, can't afford it at the season for for material used  
real estate tax and high water bill coming. on 25th of May  
Please help. Thank You.

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 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.
3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.

May 26, 2016

To whom it may concern:

Recently we had a leak in our toilet at 13 moose Ct floor 1. We noticed it a couple of times and my husband thought he fixed it. In the mean time I was rushed to the hospital and was very ill. My husband stayed at the hospital with me and we think it could have been leaking the whole time. I was in the hospital quite a while. When I finally came home we called the landlord to come fix the problem.

If there any way you could help us with this problem we would appreciate it.

Thank you  
Geraldine Markham

P.S. We are elderly on a fixed income and really can't help with this bill.





**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
13938283	042600	05/25/2016	06/27/2016	0.00	.00	2,000.05
<b>Amount Due</b>						<b>\$2,000.05</b>

042600  
CHENG KAM CHU  
8 FORTIER DR  
ROCHESTER, NH 03867-1105

Please Note Address Correction Below:

Name \_\_\_\_\_  
Street \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_



92096042016413938283200002000057

✕ 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		
CHENG KAM CHU				13 MOORES CT /		
Bill Number	Account Number		Past Due Date		Bill Date	
13938283	042600		06/27/2016		05/25/2016	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	05/05/2016	02/05/2016	1292	1111	181	870.61
RES SEWER					181	1,129.44
\$200						
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
176.80	03/07/2016	0.00	00	2,000.05	<b>\$2,000.05</b>	

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

**BILL IS DUE UPON PRESENTATION**

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

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

Remit payment to:

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

For all other correspondence or accounting inquiries:

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

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

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

039961300348 3"FLUSH <A> 14.98  
 3" UNIVERSAL FLUSH VALVE  
 028400420549 LAYS <A> 1.49  
 REG LAYS

SUBTOTAL 16.47  
 SALES TAX 0.00  
 TOTAL \$16.47  
 XXXXXXXXXXXX1000 AMEX

USD\$ 16.47

AUTH CODE 866839/5571344 TA  
 Chip Read  
 AID A000000025010801 AMERICAN EXPRESS  
 TVR 0000008000  
 IAD 06720103602002  
 TSI F800  
 ARC 00

#### PRO XTRA MEMBER STATEMENT

PRO XTRA ###-###-8715 SUMMARY  
 THIS RECEIPT PO/JOB NAME:

PRO XTRA SPEND THIS VISIT: \$16.47

2016 PRO XTRA SPEND 05/22: \$7,657.66  
 INCLUDES:

Pro Xtra 2016 Savings \$3.19

As of 05/23/2016 your Paint Rewards level is Pro Xtra Paint Rewards; Spend 1351.70 more in qualifying paint purchases to earn Bronze (10.0% off) on select paint items.

This purchase qualifies for FUEL DISCOUNTS and 60 DAYS TO PAY on The Home Depot Commercial Credit Card. Ask an Associate to learn more or go to [homedepot.com/financeoptions](http://homedepot.com/financeoptions).



3489 57 22418 05/23/2016 7145

#### RETURN POLICY DEFINITIONS

POLICY ID	DAYS	POLICY EXPIRES ON
A 1	90	08/21/2016

THE HOME DEPOT RESERVES THE RIGHT TO LIMIT / DENY RETURNS. PLEASE SEE THE RETURN POLICY SIGN IN STORES FOR DETAILS.

BUY ONLINE PICK-UP IN STORE  
 AVAILABLE NOW ON [HOMEDEPOT.COM](http://HOMEDEPOT.COM).

Account: 042600

[2011-02-14 09:39:48 ann]: MAILING ADDRESS SHOULD BE: 307 OLD PITTSFIELD RD., NORTHWOOD, NH 03261-3619  
 [2011-05-11 10:07:38 kathy]: SENT LEAK LETTER  
 [2011-11-07 15:49:47 kathy]: ON LINE BANK CHECK WILL BE HERE 11/14/11  
 [2013-05-08 08:32:21 ann]: HE CALLED AND LEFT MESSAGE - PAST DUE PAYMENT BEING MAILED AND SHOULD BE HERE BY 5/13  
 [2014-02-06 09:36:24 ann]: NOTICE OF MORTGAGE FORECLOSURE SALE TO BE EFFECTIVE 2/21/14  
 [2014-02-07 08:27:29 ann]: HE CALLED - WILL PAY PAST DUE NEXT WEEK APPROX 2/14  
 [2014-02-13 11:33:25 ann]: NEW PAYMENT ARRANGEMENT INCLUDING FEBRUARY BILL - \$355.00 DUE ON THE 10TH OF MARCH, APRIL AND MAY\*\*\*\*VOID\*\*\*  
 [2014-03-20 08:54:47 ann]: FORECLOSURE POSTPONED UNTIL 4/25/14  
 [2014-06-05 15:06:30 kathy]: SERVICE CALL FOR NON-PAYMENT 6/03/14  
 [2014-06-13 11:31:03 ann]: LIEN FILED 5/30/14, BOOK 4216, PAGE 621, PAGE 1 OF 1  
 [2014-09-19 13:23:56 sjuneau]: BALANCE PAID. CANCEL LIEN  
 [2014-09-30 12:26:53 ann]: LIEN RELEASED 9/23/14, BOOK 4244, PAGE 0326  
 [2015-02-20 08:48:24 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW  
 [2016-05-09 10:59:18 sjuneau]: 181 UNITS ON MAY BILL - DOOR TAGGED FOR HIGH USAGE.  
 [2016-05-26 14:44:25 sjuneau]: OWNER CAME IN AND TOOK APPEAL PAPERWORK.  
 [2016-06-21 09:52:39 karenb]: APPEAL PAPERWORK SENT FOR JULY APPEAL



#2



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: July 11, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 6/7/16

Customer Name: Guy Harvey

Account: 072700

Service Address: #22 Richardson 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 20 units of water and sewer on the invoiced amount from 5/25/2016.

The above recommendation is based upon the following findings:

1. Per City Ordinance 17.20 Appeals (a) Notification. The aggrieved user shall notify the Business Office in writing that said bill is contested before the next payment is due for water service. The notification shall explain why the bill is contested and provide the information necessary to determine the validity of the claim.
2. The high usage on May bill was due to a leaking water meter, which was replaced. The leaking water did not enter the sewer system.
3. May 2016 bill was high due to leaking meter that was replaced in 3/2016.
 

a. Usage on the disputed 5/25/16 invoice is	27 Units
b. Average use prior to leak	<u>7 Units</u>
c. Estimated Usage over average	20 Units

Value of 20 Units of Water at the current water rate of \$4.81 = \$96.20.

Value of 20 Units of Sewer at the current sewer rate of \$6.24 = \$124.80.

Total abatement = \$221.00 plus accrued interest.

John B. Storer, PE  
Director of City Services

7/12/16  
Date



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**WATER/SEWER BILLING MEMORANDUM**

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TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: June 22, 2016  
SUBJECT: Guy Harvey  
PROPERTY: **22 Richardson St**

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

The customer is filing an appeal for water usage from September 2003 to May 2016; customer states that he has been over charged for water.

**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:  
Received: 6/7/10

1. Date of Appeal: 6/6/2010
2. Property Owner's Name: Guy Harvey Account #: 072700
3. Billing Address: 22 Richardson St  
Rochester NY 14038
4. Service Location: 22 Richardson St. Zip Code 03867
5. Owners Representative: [Signature]
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-355-6617 Cell: NO Cell
8. Email Address: Suykharvey@gmail.com  
(Agendas and Decision Letters will be emailed).
9. Billing Period that is being appealed is from Sept 2003 to May 25, 16
10. Abatement is being requested for:
  - a. How many units of water \_\_\_\_\_ x 4.67 = \$ \_\_\_\_\_
  - b. How many units of sewer \_\_\_\_\_ x 6.24 = \$ \_\_\_\_\_
  - C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
  - Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

I have been clearly over charged  
for my water from the day I bought  
my property. Now that the new meter  
is in and working my billing history  
is easily proven wrong by looking at  
usage for all these years to when the  
meter was changed to reflect accurate  
usage. I live alone, don't even  
have use water for my grass or even  
to wash my car. I was only for the  
toilet, cooking & bathing.

Form continues on back

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

Yes No (circle one)

If yes, why?

explained on first page

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

Yes No (circle one)

If yes, did the water enter the sewer system? \_\_\_\_\_

If yes, has the leak been repaired? \_\_\_\_\_

Who made the repair? \_\_\_\_\_

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

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

yes the city owes me  
a lot of money for being overcharged  
for over a decade,

Please note:

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2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.
3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.



Account: 072700

[2010-04-29 16:07:47 kathy]: LEFT MESSAGE TO REPLACE CIP METER  
[2010-12-03 11:55:25 kathy]: TURNED OFF / ON FOR NON-PAYMENT 12/2/10  
[2011-04-27 09:04:33 ann]: WATER TURNED OFF 4/26 AND TURNED ON 4/27 - HE PAID THE \$60.00 FEES IN ADVANCE  
[2011-05-02 14:19:01 kathy]: TURNED OFF . ON FOR NON-PAYMENT 4/26/11  
[2011-11-10 14:04:37 kathy]: TURNED OFF / ON FOR NON-PAYMENT 11/8/11  
[2013-11-18 14:58:01 sjuneau]: TURNED OFF / ON FOR NON-PAYMENT 11/18/2013  
[2014-03-11 11:07:22 kathy]: PAMENT PLAN MADE  
  
[2014-04-17 09:52:39 kathy]:WENT TO SHARE FUND AND THEY APPROVED GUY FOR \$314.00 AND WILL PAY TODAY TO LEAVE A CREDIT BALANCE ON HIS ACCOUNT FOR FUTURE BILLS.  
  
[2015-02-20 11:35:38 karenb]:FEBRUARY BILL ESTIMATED DUE TO SNOW  
  
[2016-03-18 13:13:32 sjuneau]: METER WAS LEAKING - REPLACED AT NO CHARGE PER ROCKY  
  
[2016-05-11 15:36:25 karenb]: TURNED OFF /ON FOR NON PAYMENT. CUSTOMER WAS UPSET AND STATED HE DID NOT GET NOTICE. CONFIRMED BILLING ADDRESS. EXPLAINED THAT HE WOULD BE BILLED THE \$60 ON THE NEXT BILL. HE WANTED A UAB FORM AND PRINTOUTS OF HIS CONSUMPTION HISTORY GOING BACK TO 2003. HE STATES THAT THE CITY HAVE BEEN OVER CHARGING HIM FOR WATER.  
  
[2016-05-27 08:55:05 karenb]: GUY CALLED DUE TO HIGH BILL. MADE APPOINTMENT FOR TECH TO CHECK METER AND PULL 30 DAY REPORT. EXPLAINED HIGH BILL WAS MOST LIKELY FROM PREVIOUS LEAKING METER AND HE COULD FILE AN APPEAL BUT HE WOULD LIKE NEW METER CHECKED.  
  
[2016-06-06 12:02:55 sjuneau]: TECH STATED THAT NOTHING SEEMED TO BE WRONG WITH THE METER & THE CUSTOMER HAS NO CURRENT LEAKS. GOT A READ OF 6. THERE IS STILL A LEAK OUTSIDE ON TEH PROPERTIES LAWN. SENT AN EMAIL TO ROCKY & MARK ASKING IF WE SHOULD SHUT OFF UNTIL REPAIR.  
  
[2016-06-06 12:45:06 sjuneau]: SPOKE WITH ROCKY & AGREED TO TAG DOOR TODAY WITH 48 HOURS NOTICE TO SCHEDULE A REPAIR BEFORE PROPERTY WILL BE SHUT OFF  
  
[2016-06-22 15:23:46 karenb]: APPEAL FOR SEPT 2003 TO MAY 2016 SENT FOR JULY APPEAL.

✓ Check Spelling

Display as HTML



Account

Account: 072700 Customer: 26091  
 Parcel: 012500590000 HARVEY GUY V  
 Location: 22 RICHARDSON ST Status: Active

Service

Service: 100 001 RES WATER Mfr: SENS Meter #: 80187298  
 1 of 1

Tier History

Replace Hist

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Report Options

Consumption History

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
05/09/2016		13939129	A			0	0	27	82	358.35	129.87
03/17/2016		0	I			77	27	0	184	.00	.00
02/17/2016		13931697	A			50	12	0	105	132.60	57.72
11/04/2015		13924293	A			38	7	0	91	76.74	33.06
08/05/2015		13916842	A			31	7	0	92	76.37	32.69
05/05/2015		13909327	A			24	7	0	74	76.37	32.69
02/20/2015		13901971	E			17	7	0	106	76.37	32.69
11/06/2014		13894598	A			10	10	0	105	109.10	46.70
07/24/2014		0	I			1596	7	0	184	.00	.00
07/24/2014		13887198	A			0	0	7	83	76.37	32.69
05/02/2014		13872599	A			1589	-3	0	80	.00	-13.97

2 of 3



06/22/2016 15:38  
karenb

CITY OF ROCHESTER  
UB Consumption History Report

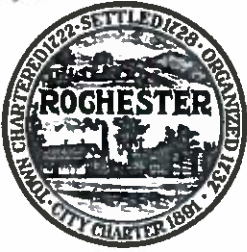


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Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
072700		26091 HARVEY GUY V					012500590000			22 RICHARDSON ST				Active
100	-	1 RES WATER	SENS80187298	A	05/09/2016		13939129			0	27	129.87	358.35	
100	-	1 RES WATER		I	03/17/2016		0		77	27	0	.00	.00	
100	-	1 RES WATER	SENS76166311	A	02/17/2016		13931697		50	12	0	57.72	132.60	
100	-	1 RES WATER	SENS76166311	A	11/04/2015		13924293		38	7	0	33.06	76.74	
100	-	1 RES WATER	SENS76166311	A	08/05/2015		13916842		31	7	0	32.69	76.37	
100	-	1 RES WATER	SENS76166311	A	05/05/2015		13909327		24	7	0	32.69	76.37	
100	-	1 RES WATER	SENS76166311	E	02/20/2015		13901971		17	7	0	32.69	76.37	
100	-	1 RES WATER	SENS76166311	A	11/06/2014		13894598		10	10	0	46.70	109.10	
100	-	1 RES WATER	SENS76166311	A	07/24/2014		13887198			0	7	32.69	76.37	
100	-	1 RES WATER		I	07/24/2014		0		1,596	7	0	.00	.00	
100	-	1 RES WATER	NEPT31223657	A	05/02/2014		13879699		1,589	-3	0	13.97	.00	
100	-	1 RES WATER	NEPT31223657	E	02/11/2014		13872404		1,592	12	0	55.20	130.08	
100	-	1 RES WATER	NEPT31223657	E	11/20/2013		13865072		1,580	11	0	50.60	179.24	
100	-	1 RES WATER	NEPT31223657	A	08/07/2013		13857697		1,569	13	0	59.80	140.92	
100	-	1 RES WATER	NEPT31223657	A	05/14/2013		13850273		1,556	13	0	59.80	140.92	
100	-	1 RES WATER	NEPT31223657	A	02/07/2013		13842994		1,543	10	0	45.77	107.90	
100	-	1 RES WATER	NEPT31223657	A	11/13/2012		13835683		1,533	8	0	35.92	84.80	
100	-	1 RES WATER	NEPT31223657	A	08/10/2012		13828328		1,525	7	0	31.43	74.20	
100	-	1 RES WATER	NEPT31223657	A	05/09/2012		13820944		1,518	9	0	40.41	95.40	
100	-	1 RES WATER	NEPT31223657	A	02/09/2012		13813679		1,509	8	0	35.92	84.80	
100	-	1 RES WATER	NEPT31223657	A	11/15/2011		13806394		1,501	10	0	44.90	166.00	
100	-	1 RES WATER	NEPT31223657	A	08/11/2011		13799096		1,491	11	0	47.45	173.11	
100	-	1 RES WATER	NEPT31223657	A	05/11/2011		13791749		1,480	10	0	42.90	102.40	
100	-	1 RES WATER	NEPT31223657	E	02/18/2011		13784557		1,470	12	0	51.48	182.88	
100	-	1 RES WATER	NEPT31223657	A	11/09/2010		13777334		1,458	11	0	47.19	112.64	
100	-	1 RES WATER	NEPT31223657	A	08/09/2010		13770069		1,447	13	0	55.01	132.36	
100	-	1 RES WATER	NEPT31223657	A	05/07/2010		13762776		1,434	12	0	50.28	121.68	
100	-	1 RES WATER	NEPT31223657	A	02/04/2010		13755646		1,422	10	0	41.90	101.40	
100	-	1 RES WATER	NEPT31223657	A	11/05/2009		13748426		1,412	11	0	46.09	111.54	
100	-	1 RES WATER	NEPT31223657	A	08/12/2009		13741141		1,401	13	0	53.39	127.56	
100	-	1 RES WATER	NEPT31223657	A	05/08/2009		13733841		1,388	11	0	44.44	105.05	
100	-	1 RES WATER	NEPT31223657	A	02/12/2009		13726715		1,377	11	0	44.44	105.05	
100	-	1 RES WATER	NEPT31223657	A	11/12/2008		13719481		1,366	14	0	56.56	133.70	
100	-	1 RES WATER	NEPT31223657	A	08/05/2008		13712264		1,352	12	0	45.72	109.55	
100	-	1 RES WATER	NEPT31223657	A	05/16/2008		13705009		1,340	20	0	72.60	176.00	
100	-	1 RES WATER	NEPT31223657	E	02/12/2008		1365447		1,320	16	0	58.08	140.80	
100	-	1 RES WATER	NEPT31223657	A	11/07/2007		1358626		1,304	18	0	65.34	158.40	
100	-	1 RES WATER	NEPT31223657	A	08/07/2007		1351745		1,286	19	0	66.91	159.75	
100	-	1 RES WATER	NEPT31223657	A	05/04/2007		1344955		1,267	11	0	37.95	89.65	
100	-	1 RES WATER	NEPT31223657	A	02/07/2007		1338174		1,256	14	0	48.30	114.10	
100	-	1 RES WATER	NEPT31223657	A	11/07/2006		1331393		1,242	15	0	51.75	122.25	
100	-	1 RES WATER	NEPT31223657	A	08/09/2006		1324577		1,227	16	0	53.82	125.48	
100	-	1 RES WATER	NEPT31223657	A	05/15/2006		1317791		1,211	20	0	65.80	151.60	
100	-	1 RES WATER	NEPT31223657	A	02/06/2006		1311097		1,191	19	0	72.38	166.76	
100	-	1 RES WATER	NEPT31223657	A	11/07/2005		1304400		1,172	22	0	62.51	144.02	
100	-	1 RES WATER	NEPT31223657	A	08/02/2005		129533		1,150	15	0	49.35	110.29	
100	-	1 RES WATER	NEPT31223657	A	05/16/2005		122751		1,135	20	0	65.80	143.80	
100	-	1 RES WATER	NEPT31223657	A	02/10/2005		116122		1,115	21	0	69.09	150.99	
100	-	1 RES WATER	NEPT31223657	A	11/08/2004		109524		1,094	20	0	65.80	143.80	
100	-	1 RES WATER	NEPT31223657	A	08/10/2004		102872		1,074	19	0	62.51	133.79	
100	-	1 RES WATER	NEPT31223657	A	05/12/2004		96212		1,055	9	0	29.61	62.28	

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
072700	26091 HARVEY GUY V		012500590000		22 RICHARDSON ST	Active
100 - 1 RES WATER	NEPT31223657	A 02/11/2004	89662	1,046	12	39.48
100 - 1 RES WATER	NEPT31223657	A 11/13/2003	83054	1,034	26	81.23
						172.64

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



## City of Rochester, New Hampshire

### WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: July 11, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 6/7/16

Customer Name: Matthew R Cheney

Account: 104840

Service Address: #665 Portland St

Rochester, NH 03867-2437

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

### Recommendations

I recommend no abatement at this time.

The above recommendation is based upon the following findings:

1. The appellant is responsible for undetected water leaks on property.
2. The appellant does dispute the meter readings. The meter was pulled for testing on 6/15/16 and the test results were within City Ordinance, AWWA, and industry standards.

  
John B. Storer, PE  
Director of City Services

  
Date



---

**WATER/SEWER BILLING MEMORANDUM**

---

**TO:** Lisa Clark  
**FROM:** Karen Bonneau  
**DATE:** June 23, 2016  
**SUBJECT:** Matthw R Cheney  
**PROPERTY:** 665 Portland St

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

The customer is filing an appeal for 42 units of water and sewer on the March 2016 bill. The customer opted to have his meter pulled for testing.

**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:  
Received: 6/7/16

1. Date of Appeal: 07 Jun 2016
2. Property Owner's Name: Matthew R Cheney Account #: 101840
3. Billing Address: 665 Portland St  
Rochester, NH 03867
4. Service Location: \_\_\_\_\_ Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-312-1416 Cell: \_\_\_\_\_
8. Email Address: \_\_\_\_\_

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 02 Dec 2015 to 01 Mar 2016

10. Abatement is being requested for:

a. How many units of water 42 x 4.67 = \$ 196.14

b. How many units of sewer 42 x 6.24 = \$ 262.08

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

Total \$ 458.22

11. Explanation of Appeal Request:

Water consumption usage is extremely inconsistent.  
Water usage is not on par with a single person in  
the residence. The Billing period in question is for  
01 Mar 2016.

Form continues on back

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

Yes No (circle one)

If yes, why?

See explanation of appeal

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? Unsure at the time of this appeal. Further information will be provided.

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 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.
3. Customer's seeking an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.

# METER TEST REPORT

EJP CONCORD, NH  
 210 SHEEP DAVIS ROAD  
 CONCORD, NH 03301  
 Telephone (603) 224-9545  
 FAX (603) 224-2690

Customer  
 City of Rochester  
 45 Olds Dover Rd  
 Rochester, NH 03867

Website: <http://www.EJPrescott.com>

Tech Name: Joe Thompson  
 Date: 07/5/2016

Meter Location  
 MB5 Meter Shop

Meter Information  
 SIZE: 5/8" Make: Sensus SR

Serial #: 69992652 - 665 Portland St

Register Type:  
 Cubit Foot

Test	Flow Rate (GPM)	Begin Read	End Read	Registered	CF	Accuracy (%)
Low Flow	1/4	73,310.433	73,311.419	0.9855	1	98.55%
Medium Flow	2	73,311.419	73,312.419	1.0005	1	100.05%
High Flow	15	73,312.419	73,322.417	9.998	10	99.98%

Test performed in accordance with AWWA  
 recommendations as found in AWWA Manual M6

Meters over 1 year old standards  
 Low Flow 90% - 101%

New Meter Standards  
 Low Flow 95% - 101%  
 Medium flow 98.5% - 101.5%  
 High Flow 98.5% - 101.5%

Signature: 

07/06/2016 12:58  
lisa

CITY OF ROCHESTER  
Account Event History

P 2  
ubeventh

Account 104840  
Type MTA  
Description METER ACTION  
Effective Date 06/15/2016  
Sequence 1

Customer 40305 Name CHENEY MATTHEW R  
665 PORTLAND ST

Reference  
Service Order -  
Run & Commitment 60 Year  
AR Category 100  
Charge Code SENS  
Meter Manufacturer 0.00  
Amount NM  
Reason REPL  
Action Desc  
Form Desc

Bill Multi Bills  
Desc RESIDENTIAL WATER  
Meter Serial No69992652  
NEW METER  
REPLACE METER

Comments  
METER TESTED  
REPL READ:733 REPL DATE:06/15/16  
READ METER REPLACED

Created by karenb Entered 06/27/2016 Time 15:42:05



## Account

Tier History

Replace Hist

Demand Inq

Report Options

Account

304840

Customer

40305

Parcel

010901570000

Location

PORTLAND ST

CHENEY MATTHEW R

Status

Active

## Service

Service

100

001

RES WATER

Mfr

SENS

Meter # 69992652

1 of 1

## Consumption History

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
06/02/2016		13940801	A			730	26	0	93	287.30	125.06
03/01/2016		13933257	A			704	53	0	90	645.65	254.93
12/02/2015		13925889	A			651	46	0	82	236.26	76.42
09/11/2015		13918445	A			635	47	0	95	512.77	219.49
06/08/2015		13911006	A			588	11	0	97	180.01	51.37
03/03/2015		13903534	A			577	10	0	81	109.10	46.70
12/12/2014		13896179	A			567	7	0	88	76.37	32.69
09/15/2014		13888777	A			560	8	0	96	87.28	37.36
06/11/2014		13881357	A			552	8	0	98	147.28	37.36
03/05/2014		13873945	A			544	8	0	91	86.75	36.83
12/05/2013		13866100	A			536	7	0	91	72.45	32.90

Handwritten notes: "69992652" and "704 remove 651 from AVG" with arrows pointing to the Usage and Read Time columns.

5 of 6

Account: 104840

SEPT 07 BILL TO TENANT (WAYNE RASCH) RETURNED AS UNDELIVERABLE - REPRINTED BILL AND MAILED TO OWNER (SHARON WEEKS)

07/14/08 - ADDED TENANT DONNA LEDUC ONTO ACCT  
PROCESSED FINAL BILL 11/03/08 AND MAILED TO DONNA LEDUC AND THEN ADDED OWNER BACK ON TO ACCOUNT  
WATER OFF FOR NON-PAYMENT 5/20/09 - BACK ON 6/11/09  
WATER OFF FOR NON-PAYMENT 7/6/09 - BACK ON 7/7/09

[2011-09-29 10:23:52 ann]: THERE IS AN APPLICATION FOR SEWER SERVICES ON FILE (PAID THE \$50.00 FEE) BUT WE NEVER RECEIVED INSPECTION AND SEWER SERVICES HAVE NOT BEEN ADDED TO THE ACCOUNT - E-MAILED KEN (COPY TO LISA) - SHOULD SERVICES BE ADDED - WHERE IS INSPECTION?

[2011-09-29 13:37:46 ann]: KEN CALLED - HE CHECKED WITH CONTRACTOR AND HOUSE IS CONNECTED TO SEWER - MARK NEVER SENT IN COPY OF INSPECTIONS - I ADDED SEWER SERVICES EFFECTIVE 9/6/11

[2014-06-05 15:58:14 kathy]: TURNED OFF/ON FOR NON-PAYMENT 6/3/14

[2015-06-10 11:00:53 karenb]: TURNED OFF/ON FOR NON-PAYMENT 6/9

[2015-09-14 08:32:01 karenb]: DOOR TAG FOR LEAK (47 UNITS)

[2015-12-08 16:53:27 karenb]: TURNED OFF/ON FOR NON-PAYMENT

[2016-03-08 16:32:03 stneau]: WATER TURNED OFF/ON FOR NON-PAYMENT 3/8/16

[2016-06-07 09:01:09 karenb]: MATTHEW CALLED REGARDING HIGH BILL. HIS USAGE HAS JUMPED AROUND THE LAST THREE BILLS. EXPLAINED TO HIM HOW TO CHECK HIS METER. OFFERED TO HAVE TECH GO AND CHECK METER WITH HIM. HE STATED THAT HE HAS AND THAT HE WANTS TO HAVE THE METER TESTED BECAUSE HE FEELS THAT IT HAS BEEN INCONSISTENT. HE WILL COME IN TODAY AND PAY AVERAGE BILL. HE WILL FILE APPEAL ON REST BASED ON METER TEST RESULTS.

[2016-06-15 11:06:48 karenb]: METER PULLED FOR TESTING. READ 733.

[2016-06-23 11:07:12 karenb]: SENT UAB BOARD FOR JULY APPEAL.

Check Spelling

Display as HTML



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: July 11, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 6/8/16

Customer Name: Sandra LaRoche

Account: 053520

Service Address: #4 Daniel Ct

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 32 units of sewer on the invoiced amounts.

The above recommendation is based upon the following findings:

1. The water did not enter the sewer system.
2. The appellant is responsible for undetected water leaks on the property.

a. Usage on the disputed 5/25/16 invoice is	42 Units
b. Average use on previous four cycles is	<u>10 Units</u>
c. Estimated use over average	32 Units

Value of 32 Units of Sewer at the current sewer rate of \$6.24 = \$199.68

Total abatement = \$199.68 plus accrued interest.

  
John B. Storer, PE  
Director of City Services

7/12/16  
Date



---

**WATER/SEWER BILLING MEMORANDUM**

---

TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: June 23, 2016  
SUBJECT: Sandra LaRoche  
PROPERTY: 4 Daniel Ct

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

The customer is filing an appeal for 28 units of water and sewer on the May 2016 bill due to a pipe in the basement leaking onto the floor.

**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:  
Received: 6/8/16

W/S

1. Date of Appeal: 5/31/16
2. Property Owner's Name: Sandra LaRoche Account #: 053520
3. Billing Address: 265 Rochester Hill  
Rochester NH  
03867
4. Service Location: 4 Daniel Court Zip Code 03867
5. Owners Representative: Sandra LaRoche
6. Owners Representative's Signature: [Signature]
7. Phone #: (603) 330-3610 Cell: \_\_\_\_\_
8. Email Address: theyesrock@yahoo.com  
(Agendas and Decision Letters will be emailed).
9. Billing Period that is being appealed is from 5/25/16 to 6/27/16
10. Abatement is being requested for:
  - a. How many units of water 28 x 4.81 = \$ 134.68
  - b. How many units of sewer 28 x 6.24 = \$ 174.72
  - c. Water & Sewer Department Fees of: \$ \_\_\_\_\_

Total \$ 309.40

11. Explanation of Appeal Request:

The property is a rental. Tenants were not  
aware of leak for few days because  
leak was in basement pipes.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

☒ Yes ☐ No (circle one)

If yes, why?

The leak was from a pipe that split in  
basement and went on the floor

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? owner

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:

yes, Rental unit.

**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 20<sup>th</sup> 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

Account: 053520 Customer: 31540  
 Parcel: 012004110000  
 Location: 4 DANIEL CT Status: Active

Service

Service: 100 Mfr: RES WATER Meter #: 73027119  
 1 of 1

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
05/16/2016		13938567	A		205	42	95	0	464.10	202.02	
02/11/2016		13931130	A		163	14	98	0	154.70	67.34	
11/05/2015		13923733	A		149	14	91	0	153.51	66.15	
08/06/2015		13916283	A		135	6	91	0	65.46	28.02	
05/07/2015		13908769	A		129	6	76	0	65.46	28.02	
02/20/2015		13901412	E		123	12	100	0	130.92	56.04	
11/12/2014		13894036	A		111	9	96	0	98.19	42.03	
08/08/2014		13886637	A		102	11	92	0	120.01	51.37	
05/08/2014		13879138	A		91	12	85	0	130.75	55.87	
02/12/2014		13871839	A		79	17	90	0	184.28	78.20	
11/11/2013		13864511	A		62	14	98	0	151.75	64.40	

Accounts

File Edit Tools Insert Help

Account: 053520

[2012-02-09 08:45:44 ann]: MARK (OWNER'S BROTHER) CALLED ABOUT REPLACING METER - HE WILL CONTACT TENANTS AND CALL US BACK TO SET UP APPOINTMENT

[2015-02-20 10:12:48 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2016-05-23 09:17:23 sjuneau]: 42 UNITS ON MAY BILL - DOOR TAGGED FOR HIGH BILL

[2016-05-26 14:54:31 karenb]: OWNER CALLED, THEY HAD A PIPE LEAKING INTO THE GROUND THAT HAS BEEN FIXED.

[2016-06-23 12:50:03 karenb]: APPEAL FORM RECEIVED ON 6/8/16 AND SENT FOR JULY UAB

Check Spelling

Display as HTML



More saving.  
More doing.™

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

3489 00059 36430 04/16/16 10:56 AM  
CASHIER SELF CHECK OUT - SCOT59

697285465824 ELBOW <A> 8.26  
1/2" SHARKBITE 90-DEG ELBOW

SUBTOTAL	8.26
SALES TAX	0.00
TOTAL	\$8.26
XXXXXXXXXXXXX2369 HOME DEPOT	8.26
AUTH CODE 016894/2593607	TA



3489 59 36430 04/16/2016 4136

RETURN POLICY DEFINITIONS  
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DE \$5,000!

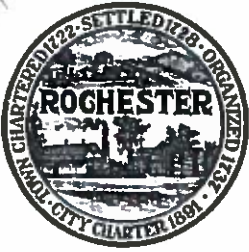
¡Comparta Su Opinión! Complete la breve  
encuesta sobre su visita a la tienda y  
tenga la oportunidad de ganar en:

[www.homedepot.com/survey](http://www.homedepot.com/survey)

User ID:  
2PX5 76638 73208

Password:  
16216 73149

Entries must be completed within 14 days  
of purchase. Entrants must be 18 or  
older to enter. See complete rules on  
website. No purchase necessary.



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: July 11, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 6/20/16

Customer Name: Dorothy Osgood

Account: 030980

Service Address: #3 Gloria 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 no abatement at this time.

The above recommendation is based upon the following findings:

1. The water did pass through the meter and into the sewer system.
2. The appellant is responsible for undetected water leaks on property.
3. Long term payment arrangements are available with the Utility Billing Office.

John B. Storer, PE  
Director of City Services

Date

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**WATER/SEWER BILLING MEMORANDUM**

---

TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: June 23, 2016  
SUBJECT: Dorothy Osgood  
PROPERTY: 3 Gloria St

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

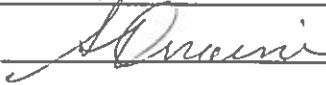
The customer is filing an appeal for 77 units of water and sewer on the February and May 2016 bills due to a leaking toilet in the basement.



**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:

Received: 6/20/16

1. Date of Appeal: JUNE 20, 2016
2. Property Owner's Name: DOROTHY OSGOOD Account #: 030980 w/s
3. Billing Address: 3 GLORIA ST  
ROCHESTER, NH
4. Service Location: 3 GLORIA ST Zip Code 037676
5. Owners Representative: ANTHONY T. CORAINE
6. Owners Representative's Signature: 
7. Phone #: 603-332-4001 Cell: \_\_\_\_\_
8. Email Address: colainelawoffice@metlocast.net

**(Agendas and Decision Letters will be emailed).**

9. Billing Period that is being appealed is from 11/03/15 to 05/03/16

10. Abatement is being requested for:

a. How many units of water 77 x 4.81 = \$ 370.37

b. How many units of sewer 77 x 6.24 = \$ 480.48

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

Total \$ 850.85

11. Explanation of Appeal Request:

THERE WAS AN APPARENT LEAK IN THE WATER CLOSET IN THE BASEMENT

PROPERTY OWNER HAD SERVICE REPAIRED EARLY IN DECEMBER BUT THE WATER CLOSET  
IN THE BASEMENT WAS NOT REPAIRED AND CONTINUED TO LEAK. IT CAUSED EXCESSIVE  
WATER USAGE.

THE EXCESS WATER CAUSED BY THE LEAKAGE WAS NOT DIRTY WATER.

THE PROPERTY OWNER IS 93 YEARS OF AGE AND DOES NOT USE THE BASEMENT WATER CLOSET

IT WAS CORRECTED A SECOND TIME ON ~~JUNE 20, 2016~~ BY A&D PLUMBING & HEATING  
MAY 18, 2016

Form continues on back

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

Yes No (circle one)

If yes, why?

I HAVE NO WAY OF AGREEING TO OR DISAGREEING WITH THE READING

---

---

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? APPARENTLY SO

If yes, has the leak been repaired? YES

Who made the repair? FIRST BY RAMSEY PLUMBING & HEATING (12/05/15) AND BY A&D PLUMBING (05/18/16)

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

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***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 20<sup>th</sup> 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.***

# RAMSEY PLUMBING and HEATING

Paul Ramsey  
235 Sheepboro Rd.  
Farmington, NH 03835

OFFICE -603-332-8932  
CELL 603-234-3274

DECEMBER 5, 2015

Mrs. Dorothy Osgood  
3 Gloria St.  
Rochester, NH 03867 – 332-1128

11/25/2015 – 1) Respond to "Constipated" Sewage Main.  
2) Correct same and provide large area Sewage Clean up. Suggested  
Professional Cleaner, for fine bacterial cleaning.  
MATERIALS – a) Misc. Plugs and Fittings @ \$ 8.74  
b) Lapierre Septic Service @ \$ 330.00  
LABOR: 2.75 Hrs., 1 Man @ \$ 92.00 = \$ 253.00

12/03/2015 – 1) Return to, new Sewage Entrance Cap and Install same.  
2) Also, check out Basement Water Closet. Appears to be very  
useable, "but could use some us."  
MATERIALS – a) Granite Group, Invoice # 8535021 @ \$ 21.42  
SERVICE CHARGE @ \$ 92.00

COMBINED TOTALS: \$ 705.16

THANK YOU 1

# Invoice

## A-D Archambault Plumbing and Heating, Inc.

61 Allen Street

Rochester, NH 03867

Phone 603-335-1800 Fax 603-335-7889

www.adplumbing.com

May 26, 2016

Summary: SERVICE

Invoice #: 2966-930137

Tech: KEVIN

Due Date: 5/26/2016

Job Date: 5/18/2016

**Bill To:**

Dorothy Osgood

3 Gloria Street

Rochester, NH 03867

**Job Name:**

3 Gloria St

Rochester, NH

Item Code	Description	Hrs/Qty	Price	Amount
	Investigate for excessive use of water – letter received by City.			
	Possible toilet issue.			
	5/18/2016			
	Kohler flush seal on first floor was bad. Replaced.			
	Basement toilet fill valve running every 10 seconds or so @ full tilt.			
	**Toilet is very old and would need to be replaced. No one is using it so has been turned off.			
LB-P0706	Major Toilet Tank Repair			189.00
Subtotal				Total
189.00				\$189.00

All materials are warranted by the manufacturers' written warranty only. All labor performed by the above named company is warranted for 1 year or as otherwise indicated in writing. All work to be completed in a professional manner according to standard practices. Payment is due upon receipt. A \$3.00 processing fee and a finance charge of 2% per month (24% per annum) will be charged on unpaid balances. Purchaser agrees to pay all costs of collection, including attorney's fees. Returned checks are processed electronically for amount & state allowed fees. 1-800-430-2370 www.checkvelocity.com

THANK YOU. WE ACCEPT VISA, MASTERCARD, AMERICAN EXPRESS & DISCOVER.



## Account

Account	030980	Customer	30226
Parcel	012200580000	OSGOOD FRANCIS H & DOROTHY	
Location	3 GLORIA ST	Status	Active

## Service

Service	300	001	RES WATER	Mfr	SENS	Meter #	5553355
1 of 1							

## Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
05/03/2016		13937856	A		300		58	0	83	640.90	278.98
02/10/2016		13930418	A		242		19	0	99	209.95	91.39
11/03/2015		13923023	A		223		2	0	91	47.59	17.74
08/04/2015		13915582	A		221		1	0	92	47.59	17.74
05/04/2015		13908064	A		220		2	0	74	47.59	17.74
02/19/2015		13900710	E		218		2	0	106	47.59	17.74
11/05/2014		13893332	A		216		2	0	93	47.59	17.74
08/04/2014		13885932	A		214		2	0	91	47.59	17.74
05/05/2014		13878431	A		212		2	0	88	47.59	17.74
02/06/2014		13871131	A		210		3	0	93	47.33	17.48
11/05/2013		13853310	A		207		2	0	92	47.33	17.48

Tier History

Replace Hist

Demand Inq

Report Options

2 of 3



Accounts

File Edit Tools Insert Help

Account: 030980

[2015-02-18 09:30:43 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2016-05-09 09:51:07 sjuneau]: 58 UNITS ON MAY BILL - DOOR TAGGED FOR LEAK.

[2016-05-24 15:54:38 karenb]: GOT A READ FOR TONY TO CHECK THE USAGE. READ ON 5/20/16 WAS 302, 2 UNITS IN 17 DAYS. USAGE HAS GONE DOWN. HE HAD A-D GO OUT AND TOILET IN THE BASEMENT WAS RUNNING. EXPLAINED TO HIM THAT IF THE WATER WAS GOING INTO THE SEWER SYSTEM AN APPEAL WAS UNLIKELY TO BE GRANTED. HE STATED THAT HE WOULD MOST LIKELY STILL ISSUE AN APPEAL.

[2016-06-23 14:29:04 karenb]: UAB APPEAL RECEIVED AND SENT TO UAB FOR JULY MEETING.

Check Spelling

Display as HTML



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: July 11, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 6/21/16

Customer Name: Robert J Lemoine

Account: 0142781

Service Address: #504 Oakridge Condo

Rochester NH 03867

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

### Recommendations

**I recommend no abatement at this time.**

The above recommendation is based upon the following findings:

1. The water did pass through the meter.
2. The appellant is responsible for undetected water leaks on property.
3. Follow up read on 6/7/16 showed that usage had returned to normal.
4. Long term payment arrangements are available with the Utility Billing Office.

John B. Storer, PE  
Director of City Services

7/12/16  
Date

---

**WATER/SEWER BILLING MEMORANDUM**

---

TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: June 23, 2016  
SUBJECT: Robert J. Lemoine  
PROPERTY: **504 Oakridge Condo**

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

The customer is filing an appeal for 187 units of water and sewer on the March 2016 bill. No leaks were found.



**CITY OF ROCHESTER**  
**Water/Sewer Billing Appeal Application**

Office Use Only:

Received: 6/21/16

1. Date of Appeal: JUNE 2016
2. Property Owner's Name: Robert J. LeMoine Account #: 142781 w/s
3. Billing Address: P.O. Box 539  
Barrington, NH. 03825
4. Service Location: 30 Old Dover Rd #504 Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: 603-312-5201 Cell: \_\_\_\_\_
8. Email Address: LIBRARYBOBLC@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 12/14/15 to 3/9/16

10. Abatement is being requested for:

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

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

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

Total \$ 2,066.35

11. Explanation of Appeal Request:

I have tenants who moved into my condo  
in the beginning of February. The bill in  
March, which should have been forwarded  
to me but was not, totals \$2066.35. I  
have no way to explain how this usage could  
be that high, as water would almost be  
running 24/7 to come to that number. When  
I last spoke with the office, I was told  
the meter was running normally. This is  
also a 2nd-floor condo, so I am aware of  
no leak,

Form continues on back

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

☒ Yes ☐ No (circle one)

If yes, why?

This is an incredibly high usage with no explanation. A later meter reading showed normal usage. I feel this was an error in the reading or recording.

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

Yes ☒ No ☐ (circle one)

If yes, did the water enter the sewer system? \_\_\_\_\_

If yes, has the leak been repaired? \_\_\_\_\_

Who made the repair? \_\_\_\_\_

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

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

Yes. This is an incredibly high bill. I have never been behind in bills to this point in my life.

**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 20<sup>th</sup> 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

Account: 142781 Customer: 41472  
Parcel: 013200310020 LEMOINE ROBERT J  
Location: 504 OAKRIDGE CONDO 504 Status: Active

Service

Service: 100 001 RES WATER Mfr SENS Meter #: 69890929  
1 of 1

- Tier History
- Replace Hist
- Demand Inq
- Report Options

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
06/07/2016		13941898	A		478	17	17	0	90	187.85	81.77
03/09/2016		13934359	A		461	187	187	0	86	2,066.35	899.47
12/14/2015		13926990	A		274	0	0	0	103	48.12	18.27
09/02/2015		13919542	A		274	4	4	0	90	48.53	18.68
06/04/2015		13912098	A		270	7	7	0	91	76.37	32.69
03/05/2015		13904628	A		263	5	5	0	86	54.55	23.35
12/09/2014		13897276	A		258	6	6	0	92	65.46	28.02
09/08/2014		13889870	A		252	6	6	0	91	65.46	28.02
06/09/2014		13882450	A		246	7	7	0	97	76.37	32.69
03/04/2014		13875033	A		239	7	7	0	77	75.91	32.23



Account: 142781

10/4/05 - NEW OWNER CALLED - CLOSED ON 9/29 - NO FINAL BILL DONE ADVISED NEW OWNER TO CHECK WITH REALTOR

[2013-10-04 15:06:22 ann]: SEPTEMBER BILL RETURNED WITH ROBERT'S NAME ONLY - LETTER SENT

[2015-12-01 16:40:23 karenb]: BILL RETURNED WITH CHANGE OF ADDRESS TO ROBERT LEMOINE, 20 HORNE ST DOVER, NH 03820. GAVE TO ASSESSING.

[2015-12-16 12:16:14 karenb]: ZERO USAGE ON DECEMBER BILL. MAILED DEAD METER LETTER.

[2016-03-10 13:08:49 karenb]: HIGH USAGE ON MARCH BILL (187 UNITS). DOOR TAGGED AND MAILED LETTER.

[2016-04-05 10:49:56 karenb]: MARCH BILL RETURNED FROM POST OFFICE. DOOR TAGGED TO LOCATE OWNER.

[2016-06-06 12:10:13 sjuneau]: GEORGE READ - USAGE IS BACK TO NORMAL AMOUNT.

[2016-06-07 08:56:54 karenb]: ROBERT REQUESTED APPEAL FORM. EMAILED HIM FOR AND HE IS GOING TO FILE AND APPEAL FOR THE MARCH BILL.

[2016-06-23 14:55:29 karenb]: APPEAL FORM SENT TO UAB FOR JULY APPEAL.

# Water Fund Working Capital

	Fiscal Year Ending								
	2015	2014	2013	2012	2011	2010	2009	2008	2007
<b>Current Assets:</b>									
Accounts receivable	958,684	\$ 850,651	\$ 1,049,075	\$ 1,071,649	\$ 968,845	\$ 1,064,724	\$ 998,144	\$ 937,330	\$ 904,314
Due from other governments	391,069	53,401	2,196	15,076	101,097	1,074,529	80	620,372	4,237
Due from other funds	1,899,585				549,991	622,112	4,493	677	7,000
Deferred debt financing expense		-	4,689	3,200	3,067	4,110	5,392	5,392	
Prepaid expenses		-	314	351	384	359	11,597	16,497	14,062
Inventory	431,108	389,984	321,831	276,733	247,190	265,134	248,539	231,381	242,083
<b>Total Current Assets</b>	<b>\$ 3,680,446</b>	<b>\$ 1,294,036</b>	<b>\$ 1,378,105</b>	<b>\$ 1,367,009</b>	<b>\$ 1,870,574</b>	<b>\$ 3,030,968</b>	<b>\$ 1,268,245</b>	<b>\$ 1,811,649</b>	<b>\$ 1,171,696</b>
<b>Current Liabilities:</b>									
Accounts payable	91,167	\$ 70,070	\$ 175,210	\$ 81,654	\$ 413,918	\$ 692,309	\$ 109,049	\$ 204,060	\$ 211,191
Accrued expenses	281,923	274,521	291,861	258,416	229,395	240,632	234,495	247,671	169,509
Retainage payable	185,641	49,018	61,920	79,878	105,641	141,730	82,495	125,280	159,081
Deposits payable		-							25,000
Notes payable	-	176,239				14,235			
Due to other governments		-				14,235			
Current portion of bonds payable	1,312,305	1,024,924	976,861	910,450	824,694	836,614	620,325	618,363	422,827
<b>Total Current Liabilities</b>	<b>\$ 1,871,036</b>	<b>\$ 1,594,772</b>	<b>\$ 1,505,852</b>	<b>\$ 1,330,398</b>	<b>\$ 1,573,648</b>	<b>\$ 1,939,755</b>	<b>\$ 1,046,364</b>	<b>\$ 1,195,374</b>	<b>\$ 987,608</b>
<b>Working Capital Balance (Deficit) from Operations</b>	<b>1,809,410</b>	<b>(300,736)</b>	<b>(127,747)</b>	<b>36,611</b>	<b>296,926</b>	<b>1,091,213</b>	<b>221,881</b>	<b>616,275</b>	<b>184,088</b>
<b>Liquidity Ratio</b>	<b>1.97</b>	<b>0.81</b>	<b>0.92</b>	<b>1.03</b>	<b>1.19</b>	<b>1.56</b>	<b>1.21</b>	<b>1.52</b>	<b>1.19</b>
Due to other funds	69,285	2,096,957	855,648	301,372	38,533	19,227	1,995,109	191,445	4,067,581
<b>Net Working Capital Balance (Deficit)</b>	<b>\$ 1,740,125</b>	<b>\$(2,397,693)</b>	<b>\$(983,395)</b>	<b>\$ 36,611</b>	<b>\$ 296,926</b>	<b>\$ 1,091,213</b>	<b>\$ 221,881</b>	<b>\$ 616,275</b>	<b>\$ 184,088</b>
<b>Net Liquidity Ratio</b>	<b>1.90</b>	<b>0.35</b>	<b>0.58</b>	<b>0.84</b>	<b>1.16</b>	<b>1.55</b>	<b>0.42</b>	<b>1.31</b>	<b>0.23</b>
<b>Cash and Equivalents Analysis:</b>									
Due from other funds	1,899,585	\$ -	\$ -	\$ -	\$ 549,991	\$ 622,112	\$ 4,493	\$ 677	\$ 7,000
Due to other funds	69,285	2,096,957	855,648	301,372	38,533	19,227	1,995,109	191,445	4,067,581
<b>Net Cash and Equivalents Position (Deficit)</b>	<b>\$ 1,830,300</b>	<b>\$(2,096,957)</b>	<b>\$(855,648)</b>	<b>\$(301,372)</b>	<b>\$ 511,458</b>	<b>\$ 602,885</b>	<b>\$(1,990,616)</b>	<b>\$(190,768)</b>	<b>\$(4,060,581)</b>

FY17 WATER RATE PROJECTION

<b>WATER FUND</b>	<b>FY15-Audited</b>	<b>FY16 Estimated</b>	<b>FY17-Projection</b>	<b>FY18-Projection</b>
New Connections	20	20	25	25
Consumption Growth %	0.00%	1.00%	1.00%	1.00%
<b>TOTAL REVENUE UNITS</b>	<b>730,906</b>	<b>736,771</b>	<b>744,139</b>	<b>751,580</b>
(1) Unit = 748 gallons				
<b>OPERATING REVENUES</b>				
User Fees	\$3,523,265	\$3,543,868	\$3,936,493	\$4,366,680
Other Service Charges-Misc	\$284,075	\$180,500	\$187,840	\$195,500
<b>TOTAL OPERATING REVENUES</b>	<b>\$3,807,340</b>	<b>\$3,721,868</b>	<b>\$4,121,833</b>	<b>\$4,559,680</b>
<b>OPERATING EXPENSES (Less Depreciation)</b>	<b>\$2,155,514</b>	<b>\$2,198,624</b>	<b>\$2,242,597</b>	<b>\$2,287,449</b>
<b>WATER CURRENT 20 YEAR DEBT SERVICE</b>	<b>\$1,485,728</b>	<b>\$1,343,223</b>	<b>\$1,823,910</b>	<b>\$1,785,030</b>
<b>ADDITIONAL DEBT SERVICE</b>				
Authorized & Unissued Debt	\$4,993,260	\$0	\$2,200,000	\$4,000,000
Added Principal & Interest Payments	\$0	\$475,494	\$160,000	\$320,000
Prior Year Authorized & Unissued P&I Payments	\$0	\$0	\$0	\$157,000
<b>Additional Principal &amp; Interest Payments</b>	<b>\$0</b>	<b>\$475,494</b>	<b>\$160,000</b>	<b>\$477,000</b>
<b>ALL OPERATIONAL EXPENSES</b>	<b>\$3,641,242</b>	<b>\$4,017,341</b>	<b>\$4,226,507</b>	<b>\$4,549,478</b>
<b>CASH FUNDED CIP PROJECTS</b>	<b>\$74,000</b>	<b>\$157,000</b>	<b>\$189,000</b>	<b>\$189,000</b>
<b>PROJECTED USER RATES</b>	<b>\$4.67</b>	<b>\$4.81</b>	<b>\$5.29</b>	<b>\$5.81</b>
<b>RATE INCREASE PERCENTAGE</b>	<b>0.0%</b>	<b>3.0%</b>	<b>10.0%</b>	<b>9.8%</b>
<b>PROJECTED SURPLUS (DEFICIT)</b>	<b>\$92,098</b>	<b>(\$452,473)</b>	<b>(\$293,674)</b>	<b>\$10,202</b>

<b>WATER FUND</b>	<b>FY15</b>	<b>FY16</b>	<b>FY17</b>	<b>FY18</b>
<b>PROJECTED USER RATES</b>	<b>\$4.67</b>	<b>\$4.81</b>	<b>\$5.29</b>	<b>\$5.81</b>
<b>PERCENTAGE INCREASE</b>	<b>0.0%</b>	<b>3.0%</b>	<b>10.0%</b>	<b>9.8%</b>
<b>PROJECTED SURPLUS (DEFICIT)</b>	<b>\$92,098</b>	<b>(\$452,473)</b>	<b>(\$293,674)</b>	<b>\$10,202</b>

<b>CASH BALANCE FROM WORKING CAPITAL ANALYSIS</b>	<b>\$1,830,300</b>			
OPERATIONS CASH SURPLUS (DEFICIT)		(\$452,473)	(\$293,674)	\$10,202
GENERAL FUND-CIP BOND CASH ADVANCES		(\$2,500,000)	(\$2,000,000)	(\$2,000,000)
<b>ESTIMATED NET CASH POSITION</b>	<b>\$1,830,300</b>	<b>(\$1,122,173)</b>	<b>(\$3,415,847)</b>	<b>(\$5,405,645)</b>

FY17 WATER RATE PROJECTION

USER RATE SCALE	FY16	FY17	FY18
EXPENSES-5%	\$4.81	\$4.81	\$4.81
Estimated Surplus (Deficit)	(\$340,042)	(\$536,230)	(\$813,506)
RATE LEVEL INCREASE 3% & Expenses -5%	\$4.81	\$4.95	\$5.09
Estimated Surplus (Deficit)	(\$340,042)	(\$432,051)	(\$603,064)
RATE- PROJECTION	\$4.81	\$5.29	\$5.81
Estimated Surplus (Deficit)	(\$452,473)	(\$293,674)	\$10,202
RATE-CONSERVATIVE-Expenses +5%	\$4.81	\$5.83	\$6.21
Estimated Surplus (Deficit)	(\$559,904)	(\$1,160)	\$6,500

# Sewer Fund Working Capital

	Fiscal Year Ending								
	2015	2014	2013	2012	2011	2010	2009	2008	2007
<b>Current Assets:</b>									
Accounts receivable	\$ 1,036,036	\$ 1,046,950	\$ 1,634,302	\$ 1,682,551	\$ 1,642,851	\$ 1,766,532	\$ 1,645,527	\$ 1,592,872	\$ 1,073,562
Due from other governments	1,037,306	358,891	294,278	326,257	951,300	1,303,873	1,522,668	4,383,402	4,366,674
Due from other funds	3,288,150	1,782,378	2,663,685	3,178,744	2,439,382	1,066,957		4,278,937	7,114
Deferred debt financing expense		-	10,458	3,256	3,667	4,915	6,448	6,448	
Inventory	52,712	42,392	31,621						
<b>Total Current Assets</b>	<u>\$ 5,414,204</u>	<u>\$ 3,230,611</u>	<u>\$ 4,634,344</u>	<u>\$ 5,190,808</u>	<u>\$ 5,037,200</u>	<u>\$ 4,142,277</u>	<u>\$ 3,174,643</u>	<u>\$ 10,261,659</u>	<u>\$ 5,447,350</u>
<b>Current Liabilities:</b>									
Accounts payable	\$ 74,492	\$ 105,325	\$ 201,751	\$ 134,018	\$ 368,086	\$ 161,335	\$ 109,203	\$ 255,539	\$ 222,946
Accrued expenses	294,638	282,105	304,322	564,025	605,538	664,706	677,277	630,858	660,862
Retainage payable	123,955	41,578	66,866	19,595	17,646	54,091	50,338	133,988	181,755
Deferred revenue	308,135	331,834	355,482	379,182	402,880	426,579	436,752	466,033	
Notes payable		9,830				5,231			
Other liabilities	28,914	48,083				5,231			
Due to other governments		-				5,231			
Due to other funds		-					250,870	3,681,239	751,948
Current portion of bonds payable	2,012,928	1,685,030	1,773,780	1,554,765	1,554,332	1,574,510	1,538,380	1,730,924	1,620,408
<b>Total Current Liabilities</b>	<u>\$ 2,843,062</u>	<u>\$ 2,503,785</u>	<u>\$ 2,702,201</u>	<u>\$ 2,651,585</u>	<u>\$ 2,948,482</u>	<u>\$ 2,896,914</u>	<u>\$ 3,062,820</u>	<u>\$ 6,898,581</u>	<u>\$ 3,437,919</u>
<b>Working Capital Analysis:</b>									
<b>Working Capital Balance (Deficit)</b>	<u>\$ 2,571,142</u>	<u>\$ 726,826</u>	<u>\$ 1,932,143</u>	<u>\$ 2,539,223</u>	<u>\$ 2,088,718</u>	<u>\$ 1,245,363</u>	<u>\$ 111,823</u>	<u>\$ 3,363,078</u>	<u>\$ 2,009,431</u>
<b>Liquidity Ratio</b>	<b>1.90</b>	<b>1.29</b>	<b>1.72</b>	<b>1.96</b>	<b>1.71</b>	<b>1.43</b>	<b>1.04</b>	<b>1.49</b>	<b>1.58</b>
<b>Cash and Equivalents Analysis:</b>									
Due from other funds	\$ 3,288,150	\$ 1,782,378	\$ 2,663,685	\$ 3,178,744	\$ 2,439,382	\$ 1,066,957	\$ -	\$ 4,278,937	\$ 7,114
Due to other funds	-	-	-	-	-	-	250,870	3,681,239	751,948
<b>Net Cash and Equivalents Position (Deficit)</b>	<u><b>\$ 3,288,150</b></u>	<u>\$ 1,782,378</u>	<u>\$ 2,663,685</u>	<u>\$ 3,178,744</u>	<u>\$ 2,439,382</u>	<u>\$ 1,066,957</u>	<u>\$ (250,870)</u>	<u>\$ 597,698</u>	<u>\$ (744,834)</u>



# SEWER FUND-USER RATE FORECAST FY16-FY18

## Excludes WWTP Upgrade Costs

	SEWER FUND	FY15	FY16	FY17	FY18
	Regular Units	527,669	540,350	545,754	548,482
	High Volume	150,365	150,365	150,365	150,365
<b>A</b>	<b>Total Units</b>	<b>678,034</b>	<b>690,715</b>	<b>696,119</b>	<b>698,847</b>
		-8.80%	1.87%	0.78%	0.39%
	<b>OPERATING REVENUES</b>				
	User Fees	\$4,262,290	\$4,254,035	\$4,479,775	\$4,828,675
	Other Service Charges	\$129,602	\$132,194	\$134,838	\$137,535
	Miscellaneous	\$392,237	\$400,082	\$408,083	\$416,245
<b>B</b>	<b>Total Operating Revenues</b>	<b>\$4,784,129</b>	<b>\$4,786,311</b>	<b>\$5,022,696</b>	<b>\$5,382,455</b>
<b>C</b>	<b>OPERATING EXPENSES</b>	<b>\$2,280,079</b>	<b>\$2,325,681</b>	<b>\$2,372,194</b>	<b>\$2,419,638</b>
		0.00%	2.00%	2.00%	2.00%
<b>D</b>	<b>SEWER CURRENT 20 YEAR DEBT SERVICE</b>	<b>\$2,228,128</b>	<b>\$2,075,441</b>	<b>\$2,013,584</b>	<b>\$1,928,880</b>
<b>E</b>	<b>ADDITIONAL DEBT SERVICE</b>				
	Authorized & Unissued Debt	\$0	\$3,000,000	\$1,000,000	\$6,000,000
	Added Principal & Interest Payments	\$0	\$0	\$80,000	\$480,000
	Prior Year Authorized & Unissued P&I Payments	\$0	\$0	\$0	\$80,000
	<b>Additional Principal &amp; Interest Payments</b>	<b>\$0</b>	<b>\$0</b>	<b>\$80,000</b>	<b>\$560,000</b>
<b>F</b>	<b>ALL OPERATIONAL EXPENSES</b>	<b>\$4,508,207</b>	<b>\$4,401,122</b>	<b>\$4,465,778</b>	<b>\$4,908,518</b>
	<b>CASH FUND CIP PROJECTS</b>	<b>\$679,000</b>	<b>\$158,000</b>	<b>\$185,000</b>	<b>\$185,000</b>
<b>H</b>	Regular Rate	\$6.24	\$6.24	\$6.52	\$7.00
	High Volume Rate	\$5.62	\$5.62	\$5.87	\$6.30
	<b>PERCENTAGE INCREASE</b>	<b>0.00%</b>	<b>0.00%</b>	<b>4.49%</b>	<b>7.36%</b>
<b>I</b>	<b>PROJECTED SURPLUS (DEFICIT)</b>	<b>(\$403,078)</b>	<b>\$227,189</b>	<b>\$371,918</b>	<b>\$288,937</b>
<b>J</b>	<b>CASH BALANCE FROM WORKING CAPITAL ANALYSIS</b>	<b>\$3,288,150</b>			
	OPERATIONS CASH SURPLUS (DEFICIT)		\$227,189	\$371,918	\$288,937
	GENERAL FUND-CIP BOND CASH ADVANCES		(\$2,500,000)	(\$2,500,000)	(\$2,500,000)
	<b>ESTIMATED NET CASH POSITION</b>	<b>\$3,288,150</b>	<b>\$1,015,339</b>	<b>(\$1,112,743)</b>	<b>(\$3,323,807)</b>

## SEWER FUND-USER RATE FORECAST FY16-FY17

USER RATE SCALE	RATES	FY16	FY17	FY18
EXPENSES- Decrease-5%	User	\$6.24	\$6.52	\$7.00
	High Vol	\$5.62	\$5.87	\$6.30
Estimated Surplus (Deficit)		\$343,473	\$490,527	\$367,919
RATE LEVEL INCREASE 1.5% & Expenses -5%	User	\$6.24	\$6.33	\$6.42
	High Vol	\$5.62	\$5.70	\$5.78
Estimated Surplus (Deficit)		\$343,473	\$322,002	(\$28,692)
RATE- PROJECTION	User	\$6.24	\$6.52	\$7.00
	High Vol	\$5.62	\$5.87	\$6.40
Estimated Surplus (Deficit)		\$227,189	\$371,918	\$288,937
RATE-CONSERVATIVE-Expenses +5%	User	\$6.24	\$6.74	\$7.37
	High Vol	\$5.62	\$6.06	\$6.51
Estimated Surplus (Deficit)		\$110,905	\$361,314	\$363,170

# NH - Annual Avg Water Rates, Residential Use 8 units per month

Data from NH DES - current as of August 2015

