



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: September 8, 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, September 12, 2016 at 5:30 P.M. in the City Hall Council Conference Room.

AGENDA

1. Call to Order
2. Acceptance of July 18, 2016 Minutes (Page 3)
3. Previously Tabled Appeals

3.1 Robert J Lemoine (Page 6)
PO Box 539
Barrington, NH 03825-0539
RE: 504 Oakridge Condo

3.2 Matthew R Cheney (Page 14)
665 Portland St
Rochester, NH 03867-2437
RE: 665 Portland St

3.3 Courtney Morgridge (Page 23)
29 Park St
Rochester, NH 03867
RE: 29 Park St

4. Appeals

4.1 Kenneth Powers (Page 39)
330 Diamond Hill Rd
Berwick, ME 03901
RE: 30 32 Common St

4.2 Roman Catholic Bishop % (Page 46)
D/B/A Holy Rosary Parish
189 No Main St

Rochester, NH 038367

- 4.3 Robert Roper (Page 51)
13 Jacobs Dr
Rochester, NH 03867-2455
- 5. Finances- Reports to be supplied separately
- 6. Discussion
New Policy on Water & Sewer Adjustments (Page 68)
October 2016 Meeting Date
- 7. Adjournment

Copy to:

Blaine M.Cox, Deputy City Manager

**Utility Advisory Board
July 18, 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

Karen Bonneau, Utility Billing

Anthony Coraine, Representative 3 Gloria St

Sandra LaRoche, 4 Daniel Court

Thomas & Gerry Markam, Tenants 13 Moores Ct.

Mr. & Mrs Cheng Kam Chu, Owner 13 Moores Ct.

MINUTES

1. Call to order:

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

2. Appeals -

2.1 3 Gloria Street, Dorothy Osgood - Owner

The appellant was unable to attend the meeting and sent Attorney Anthony Coraine to represent her. Mr. Coraine stated that this residence has one occupant and health staff that is in and out daily. He stated that the issue that caused the excessive water use was in a basement bathroom that is not in use. Mr. Coraine stated that there were at least two plumbing invoices to determine the problem and that it is now fixed.

Chairman Peterson explained that as the water passed through the meter and did enter the sewer system the property owner is responsible for the charges. Mr. Willis stated that there may be a leak abatement policy instituted soon. He stated it is currently at the Committee level and it will likely go to the City Council for adoption in September. He stated that depending on what is decided this is the kind of situation the policy is meant to address and will give a onetime abatement of a percentage to be determined on both water and sewer charges.

Mr. Willis made a motion to table the appeal until the abatement policy has been voted on by the City Council in September. Mr. Libby seconded the motion. The motion passed unanimously.

2.2 4 Daniel Court, Sandra Laroche - Owner

The appellant Sandra Laroche was present. Ms. Laroche stated that her tenant had not informed her of the leaking pipe in the basement. She requested an abatement of both water and sewer charges. Chairman Peterson stated that as the water did pass

through the meter and is not in dispute that the water charges are not eligible for abatement.

Chairman Peterson made a motion to abate 32 units of sewer at \$6.24 each, for a total of \$199.68, plus all accrued interest. Mr. Willis seconded the motion. The motion passed unanimously.

2.3 13 Moores Court – Mr. & Mrs Cheng Kam Chu - Owners

The appellants Mr. & Mrs Cheng Kam Chu were present and stated that their tenants informed them of a leaking toilet and that they fixed it as soon as notified. The tenants, Mr. & Mrs. Markam were also present. Mrs. Markam stated that her husband worked on the fixture and they thought it was fixed. She then got very ill and spent many weeks in the hospital with him staying with her most of the time. When she returned home she realized it was leaking and called the owner who came and fixed it immediately. Chairman Peterson stated that this is a case where the water did pass through the meter and into the sewer system and under the current ordinances would not be eligible for an abatement. Mr. Willis stated that this appeal should be tabled until the City Council makes a decision on the leak abatement policy currently on the Codes and Ordinance Committee agenda for August.

Mr. Willis made a motion to table the appeal until the abatement policy has been voted on by the City Council in September. Chairman Peterson seconded the motion. The motion passed unanimously.

2.4 22 Richardson Street, Guy Harvey - Owner

The appellant did not attend the meeting. Mr. Storer stated that the appeal paperwork does not describe the recent increase in consumption well. He stated that there are currently two separate issues going on at this location. The first is that there was a leak at the meter connection going into the house. He stated that the Utilities Supervisor stated that the City is assuming the responsibility for that leak and that he has made a recommendation to abate both the water and sewer charges for the above average consumption. The second issue is that there is also an underground leak on the homeowner's property that has been going on for months and has not been resolved yet. Mr. Storer stated that he is working with the home owner who is attempting to hand dig the line and make the repairs.

Chairman Peterson made a motion to abate 20 units of water and sewer totaling \$221.00, and all accrued interest. Mr. Libby seconded the motion. The motion passed unanimously.

2.5 665 Portland Street, Matthew Cheney - Owner

The appellant did not attend the meeting. The Board discussed the appeal which noted several spikes in consumption. They also noted that the meter was tested and was found to be recording accurately. Mr. Willis stated that the appeal does not give any excuse or cause for the increase in consumption and without a reason the board cannot determine if abatement on the sewer would be appropriate. Mr. Storer stated

that he would send a letter explaining the need for additional information if available. ***Mr. Willis made a motion to table the appeal for one month in order for the appellant to supply any additional information. Mr. Libby seconded the motion. The motion passed unanimously.***

2.6 504 Oakridge Condo, Robert Lemoine – Owner

The appellant did not attend the meeting. The Board discussed the appeal which noted a large spike in consumption. They also noted that it appeared to be a onetime spike and that the next reading had a slight increase but the problem had appeared to be resolved. Mr. Willis stated that the appeal does not give any excuse or cause for the increase in consumption and without a reason the board cannot determine if abatement on the sewer would be appropriate.

Mr. Willis made a motion to table the appeal for one month in order for the appellant to supply any additional information, and asked that the Utility Billing Office obtain one additional read to ensure that the problem is resolved. Chairman Peterson seconded the motion. The motion passed unanimously.

3. Approval of the June Meeting Minutes

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

Mr. Libby made a motion to accept the June 13, 2016 meeting minutes as presented. The motion was seconded by Mr. Willis. The motion passed unanimously.

4. Financial Reports – The Board noted that the reports were missing from the packet and requested them for next month.

5. Water & Sewer Rate Discussion

The Board discussed the handouts sent by Mark Sullivan in the business office. Per last month discussion Mr. Sullivan had run the rate projections with the water at a increase of 10% for FY17 and 9.8% for FY18. They also discussed the Sewer rate projection with 4.49% increase for FY 17 and an increase of 7.36% for FY18.

Mr. Willis made a motion to make a recommendation that the full Council approve the Water rate increase of 10% and the Sewer rate increase of 4.49%. Chairman Peterson seconded the motion. The motion passed unanimously.

6. Adjournment:

Mr. Libby made a motion to adjourn at 6:40 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: September 7, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: June 2016

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

This appeal was tabled at the July meeting pending any additional information to be supplied by owner, meter testing and additional readings. 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. There was no additional information supplied to show cause.
4. Meter was pulled for testing and results are within normal limits.
5. Follow up read on 6/7/16 and 8/12/16 showed that usage had returned to normal.
6. Long term payment arrangements are available with the Utility Billing Office.

John B. Storer, PE
Director of City Services

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: August 12, 2016
SUBJECT: Robert J. Lemoine
PROPERTY: 504 Oakridge Condo

Please find attached the Water Billing Appeal Application, account notes, consumption history and meter test results for the above location. The original appeal was tabled during the July 2016 meeting.

The customer is filing an appeal for 187 units of water and sewer on the March 2016 bill. No leaks were found and the meter test results came back within normal range.



City of Rochester, New Hampshire

Utility Billing Office

19 Wakefield Street Rochester, NH 03867

(603) 332-3110 or Fax (603) 335-7501

July 21, 2016

Robert J Lemoine
PO Box 539
Barrington, NH 03825-0539

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board at its meeting held **July 18, 2016.**

The decision of the Board was to:

<input type="checkbox"/>	Abate the amount of \$ _____ and any accrued interest charges if applicable
<input type="checkbox"/>	Abate the amount of \$ _____, with the following stipulation:
<input type="checkbox"/>	Deny your appeal.
<input checked="" type="checkbox"/>	Tabled your appeal for your 504 Oakridge Condominium pending additional information for cause of high usage.
<input type="checkbox"/>	Refer the appeal to the City Manger for further review/discussion
<input checked="" type="checkbox"/>	Other - See Attached letter

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

Sincerely,

Lisa J. Clark
Office Manager

METER TEST REPORT

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

Customer
 Rochester Water Dept.
 45 Old Dover Rd
 Rochester, NH 03867

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

Tech Name: Joe Thompson
 Date: 08/4/2016

Meter Location
 MBS Meter Shop

Meter Information

SIZE: 5/8x3/4 Make: Sensus SR

Serial #: 69890929

Register Type:
 CF

Test	Flow Rate (GPM)	Begin Read	End Read	Registered	CF	Accuracy (%)
Low Flow	1/4	48,846.6045	48,847.5835	0.979	1	97.90%
Medium Flow	2	48,847.5835	48,848.5960	1.013	1	101.30%
High Flow	15	48,848.5960	48,858.6470	10.051	10	100.51%

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: 

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: LIBRARYBOB16@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,

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 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: 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 am]: 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.

[2016-07-21 11:30:44 karenb]: UAB TABLED APPEAL FOR ONE MONTH PENDING ANY FURTHER INFORMATION HOMEOWNER CAN GIVE TO EXPLAIN HIGH USAGE AND ANOTHER READ.

[2016-08-01 10:14:41 karenb]: ROBERT CAME IN TODAY; HE DOES NOT HAVE ANY FURTHER INFORMATION AND REQUESTED TO HAVE HIS METER TESTED.

[2016-08-04 10:13:46 karenb]: PULLED METER FOR TESTING 8/2/16. READ 488, 10 UNITS IN 57 DAYS = .18/DAY. NEW METER PUT IN AND EJP PICKED UP METER.

[2016-08-12 11:34:03 karenb]: METER TEST RESULTS CAME BACK WITHIN NORMAL RANGE. ADDED METER TEST FEE TO ACCOUNT. GOT ANOTHER READ TODAY OF 1, WHICH IS 1 UNIT IN 10 DAYS = .11/DAY. SENDING BACK FOR SEPTEMBER UAB.

Check Spelling

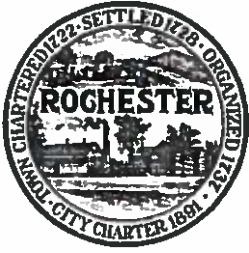
Display as HTML

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Service -







City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: September 7, 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

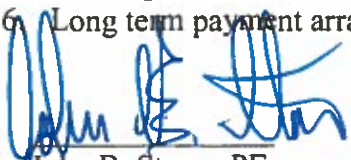
The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

Recommendations

This appeal was tabled at the July meeting pending any additional information to be supplied by owner. 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. There was no additional information supplied to show cause.
4. The meter was pulled for testing and results were within normal limits.
5. Readings on 7/15/16 (4) and 8/12/16 (8) show normal, consistent usage.
6. Long term payment arrangement are available with the Utility Billing Office


John B. Storer, PE
Director of City Services


Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: August 12, 2016
SUBJECT: Matthew R Cheney
PROPERTY: 665 Portland St

Please find attached the Water Billing Appeal Application, account notes and consumption history for the above location. The original appeal was tabled during the July 2016 meeting.

The customer is filing an appeal for 42 units of water and sewer on the March 2016 bill. The customer did find a toilet running intermittently, which has been repaired. Follow up reads at this property has shown that usage has gone down and remains more consistent.



City of Rochester, New Hampshire

Utility Billing Office

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

July 21, 2016

Matthew Cheney
665 Portland St
Rochester, NH 03867-2437

Your appeal of the Water/Sewer bills has been reviewed by the Utility Advisory Board at its meeting held **July 18, 2016**.

The decision of the Board was to:

<input type="checkbox"/>	Abate the amount of \$ _____ and any accrued interest charges if applicable
<input type="checkbox"/>	Abate the amount of \$ _____, with the following stipulation:
<input type="checkbox"/>	Deny your appeal.
<input checked="" type="checkbox"/>	Tabled your appeal pending additional information for cause of high usage.
<input type="checkbox"/>	Refer the appeal to the City Manger for further review/discussion
<input checked="" type="checkbox"/>	Other - See attached Letter

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

Sincerely,

Lisa J. Clark
Office Manager

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: 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.

METER TEST REPORT

EJP CONCORD, NH
 210 SHEEP DAVIS ROAD
 CONCORD, NH 03301
 Telephone (603) 224-9343
 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
 MBS Meter Shop

Meter Information

SIZE: 5/8"

Make: Sensus SR

Register Type:
 Cubit Foot

Serial #: 69992652 - *W-5 Portland St*

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: 

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 #: 104840
3. Billing Address: 665 Portland St
Rochester, NH 03867
4. Service Location: _____ Zip Code 03867
5. Owners Representative: _____
6. Owners Representative's 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.

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 20th 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: 104840

INSPECTION AND SEWER SERVICES HAVE NOT BEEN ADDED TO THE ACCOUNT - EMERGENCY (COPY TO DISK) - 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 sjuneau]: 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. OLD METER #69992652 MODEL 63664943, PICKED UP BY EJP

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

[2016-07-05 14:43:00 sjuneau]: METER TEST CAME BACK, METER PASSED PER AWWA STANDARDS. CHARGED METER TEST FEE.

[2016-07-21 11:28:03 karenb]: UAB BOARD TABLED APPEAL FOR ONE MONTH PENDING ANY FURTHER INFORMATION HOMEOWNER CAN GIVE TO EXPLAIN HIGH USAGE.

[2016-08-01 16:47:26 karenb]: MATTHEW CHENEY DID COME IN TO INQUIRE ABOUT RESULTS OF UAB BOARD. HE STATED THAT HE DID FIND A TOILET THAT SEEMED TO BE RUNNING INTERMITTENTLY THAT HE DID REPAIR AND WOULD STILL LIKE HIS APPEAL TO BE HEARD AGAIN IN SEPTEMBER. GETTING ANOTHER READ ON AUGUST 12TH.

[2016-08-12 13:17:40 karenb]: CHECKED READING TODAY, READ WAS 8 WHICH IS .14/DAY. THIS STILL SHOWS CONSISTENT USAGE WITH LAST READ ON 7/15/16, WHICH WAS 4 UNITS FOR .13/DAY. SENT APPEAL BACK TO BOARD FOR SEPTEMBER UAB.

Check Spelling

Display as HTML



Account

Account: 10-48-10
 Period: 03/01/2015
 Location: 683 PORTLAND ST
 Customer: 40305
 CHENEY MATTHEW R
 Status: Active

Service

Service: 100
 001 RES WATER MF SENS Meter #: 68992652
 1 of 1

Consumption History

Read Date	Read Time	Est#	P	R	Current	Usage	Repl Use	Use Days	Est Amt	Charge Amt	Adj Est Amt
06/02/2016		13940801		A		730	58	0	93	287.30	125.06
07/01/2016		13933257		A		704 (Remove → 53)	53	0	90	645.65	254.93
08/01/2015		13925889		A		651 (from 635 MS)	16	0	82	236.26	76.42
09/11/2015		13918445		A		635 MS	12	0	95	512.77	219.49
06/08/2015		13911006		A		588	10	0	97	180.01	51.37
03/03/2015		13903534		A		577	7	0	81	109.10	46.70
12/12/2014		13896179		A		567	8	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
01/03/2014		13866165		A		536	7	0	91	75.81	36.83



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: September 8, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 3/1/16

Customer Name: Courtney Morgridge

Account: 012570

Service Address: #29 Park St

Rochester, NH 03867-1227

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

This appeal was tabled from the April UAB Meeting pending an established consumption history for this new property owner. I recommend an abatement of 3 units of sewer on the invoiced amount.

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.
3. The readings as follows are too erratic to calculate an average.
2/1/16=15units, 5/2/16 = 5units and 8/8/16 = 18 units
4. The City Assessing records indicate a 24'x36' foundation. Based on these dimension and assuming 4 inches of standing water as indicated in the appeal, this would equate to 300 cubic feet (288) or 3 units of water.

Value of 3 Units of Sewer at the current sewer rate of \$6.24 = \$18.72

Total abatement = \$18.72 plus accrued interest.


John B. Storer, PE
Director of City Services


Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: August 31, 2016
SUBJECT: Courtney Morgridge
PROPERTY: 29 Park St

Please find attached the original Appeal from the April 2016 UAB and updated consumption history for the above account.

The customer is filing an appeal for water usage due to the furnace breaking, causing the basement to flood. The furnace has since been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 3/1/16

W/S

1. Date of Appeal: 3/1/16
2. Property Owner's Name: Courtney Morgridge Account #: 012570
3. Billing Address: 29 Park St.
Rochester NH 03867
4. Service Location: Rochester, NH Zip Code 03867
5. Owners Representative: Courtney Morgridge
6. Owners Representative's Signature: Courtney Morgridge
7. Phone #: _____ Cell: 1003-973-2821
8. Email Address: CJMorgridge@yahoo.com
(Agendas and Decision Letters will be emailed).
9. Billing Period that is being appealed is from 11/1/15 to 2/1/16

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 \$ _____

This is my
first water
bill.

11. Explanation of Appeal Request:

My furnace broke on 1/25/16 which
caused my basement to flood. I had
to Sump pump about 4" ^{of water} out of my basement.
Looking to appeal the water charged on that
day. My furnace has since been repaired
to fix the issue and I did file an
insurance claim on my homeowners insurance
to cover the damages that it caused.

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? Joseph Lintcau

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 an abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**



Customer: COURTNEY
Property: 29 PARK ST
ROCHESTER, NH 03867
Home: 29 PARK ST
ROCHESTER, NH 03867

MORGRIDGE

Business: (800) 936-7700
Cell: (603) 973-2821

Claim Rep.: James Turco
Company: THE TRAVELERS HOME AND MARINE INSURANCE COMPANY
Business: 44 Bedford St.
Middleboro, MA 02344

Business: (207) 217-4735
E-mail: JTURCO@travelers.com

Claim Number: HXV9152001H

Policy Number: 0CLY79994995481633 1

Type of Loss: WATER DAMAGE - NON-
WEATHER RELATED

Date of Loss: 1/25/2016

Date Completed: 1/26/2016 4:13 PM

Price List: NHMA8X_JAN16

Coverage	Deductible	Policy Limit
Dwelling	\$1,000.00	\$154,000.00
Other Structures	\$0.00	\$15,400.00
Contents	\$0.00	\$107,800.00

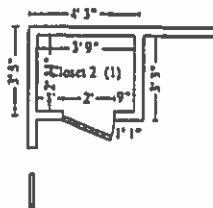
Dear COURTNEY

MORGRIDGE:

We have prepared an estimate of damages which will serve as the basis for our determination of benefits. Therefore, you and/or your contractor should review this estimate carefully and let us know immediately if you have any questions prior to beginning any work. A letter with an explanation of benefits and coverage will be provided to you separately.

Thank you for allowing us to be of service, and thank you for choosing THE TRAVELERS HOME AND MARINE INSURANCE COMPANY for your insurance needs. If you have any questions regarding this estimate or any aspect of your claim, please contact James Turco at (207) 217-4735.

For more information about how the claim process works and where to find services to help you recover, visit travelers.com/claim.



Subroom: Closet 2 (1)

Height: 7' 3"

96.67 SF Walls
107.60 SF Walls & Ceiling
1.22 SY Flooring
13.33 LF Ceil. Perimeter

10.94 SF Ceiling
10.94 SF Floor
13.33 LF Floor Perimeter

Door

2' X 6' 8"

Opens into FINISHED_BAS

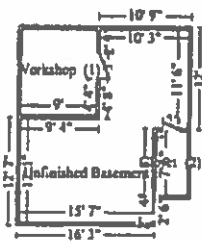
DESCRIPTION	QTY	UNIT PRICE	TAX	RCV	DEPREC.	ACV	
DWELLING							
MITIGATION							
REBUILD							
16. (Install) Baseboard - 3 1/4"	95.33	LF	1.42	0.00	135.37	(4.51)	130.86
17. Stain & finish baseboard	95.33	LF	1.53	0.00	145.85	(48.62)	97.23
18. (Install) Interior door - - slab only	1.00	EA	47.67	0.00	47.67	(2.38)	45.29
19. Final cleaning - construction - Residential	303.83	SF	0.17	0.00	51.65	(0.00)	51.65
MITIGATION							
1. Content Manipulation charge - per hour	4.00	HR	30.49	0.00	121.96	(0.00)	121.96
2 WORKERS FOR 2 HOURS DUE TO SIZE OF FURNITURE.							
2. Bifold door set - (4 slabs only) - Double Detach & reset	1.00	EA	26.06	0.00	26.06	(0.00)	26.06
3. Interior door slab only - Detach	1.00	EA	4.34	0.00	4.34	(0.00)	4.34
ONE STANDARD DOOR AND 1 BIFOLD DOOR, TWO PIECES FOR 3 TOTAL.							
4. Baseboard - Detach	95.33	LF	0.81	0.00	77.22	(0.00)	77.22
5. Water extraction from carpeted floor - Heavy	303.83	SF	0.53	0.00	161.03	(0.00)	161.03
6. Lift carpet for drying	303.83	SF	0.27	0.00	82.03	(0.00)	82.03
7. Tear out wet carpet pad and bag for disposal	303.83	SF	0.40	0.00	121.53	(0.00)	121.53
8. Air mover (per 24 hour period) - No monitoring	24.00	EA	24.95	0.00	598.80	(0.00)	598.80
1 AIR MOVER PER CLOSET AREA =2, THEN 3 ON TOP OF CARPETING AND 3 BELOW.							
9. Dehumidifier (per 24 hour period) - No monitoring	3.00	EA	51.31	0.00	153.93	(0.00)	153.93
10. Equipment setup, take down, and monitoring (hourly charge)	4.00	HR	40.59	0.00	162.36	(0.00)	162.36
1.5 SET UP, 1.5 BREAKDOWN AND .5 TOMONITOR FOR 2 DAYS.							
INCLUDES THE AIR MOVERS AND DEHU IN THE UNFINISHED AREA.							
11. Apply anti-microbial agent	303.83	SF	0.19	0.00	57.73	(0.00)	57.73
12. Carpet pad	303.83	SF	0.58	0.00	176.22	(88.11)	88.11
13. Lay existing carpet - Labor only	303.83	SF	0.55	0.00	167.11	(83.56)	83.55
14. Clean and deodorize carpet	327.83	SF	0.32	0.00	104.91	(0.00)	104.91
ADDED FOR THE STAIRS.							
15. Haul debris - per pickup truck load - including dump fees	0.50	EA	161.42	0.00	80.71	(0.00)	80.71
FOR CARPET PADDING.							
Dwelling Totals:				0.00	380.54	(55.51)	325.03
Mitigation Totals:				0.00	2,095.94	(171.67)	1,924.27
Totals: Finished Basement				0.00	2,476.48	227.18	2,249.30

1/26/2016

Page: 3

Contents

DESCRIPTION	QTY	UNIT PRICE	TAX	RCV	DEPREC.	ACV
CONTENTS						
20. Chair PRICE IS PER OWNER.	1.00	EA	200.00	0.00	200.00	(100.00) 100.00
21. Sofa / Couch sleeper / Hide-a-Bed - Microfiber - Std grade	1.00	EA	420.00	0.00	420.00	(210.00) 210.00
Contents Totals:			0.00	620.00	(310.00)	310.00
Totals: Contents			0.00	620.00	310.00	310.00



Unfinished Basement

Height: 7' 3"

610.21 SF Walls	299.40 SF Ceiling
909.61 SF Walls & Ceiling	299.40 SF Floor
33.27 SY Flooring	84.17 LF Floor Perimeter
84.17 LF Ceil. Perimeter	

Door

2' 6" X 6' 8"

Opens into Exterior



Subroom: Closet (2)

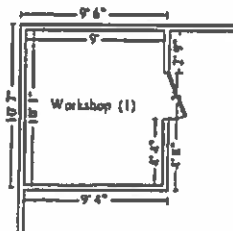
Height: 7' 3"

161.92 SF Walls	27.50 SF Ceiling
189.42 SF Walls & Ceiling	27.50 SF Floor
3.06 SY Flooring	22.33 LF Floor Perimeter
22.33 LF Ceil. Perimeter	

Door

2' X 6' 6"

Opens into UNFINISHED_B



Subroom: Workshop (1)

Height: 7' 3"

276.71 SF Walls	90.75 SF Ceiling
367.46 SF Walls & Ceiling	90.75 SF Floor
10.08 SY Flooring	38.17 LF Floor Perimeter
38.17 LF Ceil. Perimeter	

Door

3' X 7'

Opens into UNFINISHED_B

DESCRIPTION	QTY	UNIT PRICE	TAX	RCV	DEPREC.	ACV
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DWELLING

CONTINUED - Unfinished Basement

DESCRIPTION	QTY	UNIT	PRICE	TAX	RCV	DEPREC.	ACV
MITIGATION							
REBUILD							
28. (Material Only) 1/2" drywall - hung & fire taped only	94.16	SF	0.46	0.00	43.31	(1.44)	41.87
29. Drywall Installer / Finisher - per hour	4.00	HR	54.85	0.00	219.40	(7.31)	212.09
30. Batt insulation - 4" - R15 - paper faced	94.16	SF	0.98	0.00	92.28	(3.08)	89.20
31. R&R Linoleum floor covering (sheet goods)	8.85	SF	8.33	0.00	73.72	(13.49)	60.23
32. R&R Interior door - - slab only	1.00	EA	99.36	0.00	99.36	(4.65)	94.71
CLOSET UNDER STAIRS.							
33. Final cleaning - construction - Residential	417.65	SF	0.17	0.00	71.00	(0.00)	71.00
34. Haul debris - per pickup truck load - including dump fees	0.25	EA	161.42	0.00	40.36	(0.00)	40.36
FOR MINIMAL SCRAP DRYWALL.							
MITIGATION							
22. Content Manipulation charge - per hour	6.00	HR	30.49	0.00	182.94	(0.00)	182.94
2 WORKERS FOR TWO HOURS.							
23. Tear out wet drywall, cleanup, bag, per LF - up to 2' tall	47.08	LF	2.52	0.00	118.64	(0.00)	118.64
FOR THE CLOSET UNDER THE STAIRS, WALL AGAINST FINISHED WALL AND THE WORKSHOP AREA.							
24. Tear out and bag wet insulation	94.16	SF	0.56	0.00	52.73	(0.00)	52.73
25. Air mover (per 24 hour period) - No monitoring	12.00	EA	24.95	0.00	299.40	(0.00)	299.40
2 AIR MOVER IN THE WORKSHOP, 1 IN THE CLOSET UNDER THE STAIRS AND 1 ON THE WALL NEAR THE FURNACE							
26. Dehumidifier (per 24 hour period) - Large - No monitoring	3.00	EA	71.00	0.00	213.00	(0.00)	213.00
27. Apply anti-microbial agent	417.65	SF	0.19	0.00	79.35	(0.00)	79.35
Dwelling Totals:				0.00	639.43	(29.97)	609.46
Mitigation Totals:				0.00	946.06		946.06
Totals: Unfinished Basement				0.00	1,585.49	29.97	1,555.52
Area Dwelling Total:				0.00	1,019.97	(85.48)	934.49
Area Contents Total:				0.00	620.00	(310.00)	310.00
Area Mitigation Total:				0.00	3,042.00	(171.67)	2,870.33
Totals: Main Level				0.00	4,681.97	567.15	4,114.82

Labor Minimums Applied

DESCRIPTION	QTY	UNIT PRICE	TAX	RCV	DEPREC.	ACV
<u>DWELLING</u>						
35. Painting labor minimum	1.00 EA	91.78	0.00	91.78	(0.00)	91.78

CONTINUED - Labor Minimums Applied

DESCRIPTION	QTY	UNIT PRICE	TAX	RCV	DEPREC.	ACV
Dwelling Totals:			0.00	91.78		91.78
Totals: Labor Minimums Applied			0.00	91.78	0.00	91.78
Area Dwelling Total:			0.00	1,111.75	(85.48)	1,026.27
Area Contents Total:			0.00	620.00	(310.00)	310.00
Area Mitigation Total:			0.00	3,042.00	(171.67)	2,870.33
Line Item Totals: COURTNEY			0.00	4,773.75	567.15	4,206.60

Grand Total Areas:

1,747.00 SF Walls	721.48 SF Ceiling	2,468.48 SF Walls and Ceiling
721.48 SF Floor	80.16 SY Flooring	240.00 LF Floor Perimeter
0.00 SF Long Wall	0.00 SF Short Wall	252.00 LF Ceil. Perimeter
721.48 Floor Area	790.84 Total Area	1,747.00 Interior Wall Area
1,332.38 Exterior Wall Area	161.50 Exterior Perimeter of Walls	
0.00 Surface Area	0.00 Number of Squares	0.00 Total Perimeter Length
0.00 Total Ridge Length	0.00 Total Hip Length	

Coverage	Item Total	%	ACV Total	%
Dwelling	1,111.75	23.29%	1,026.27	24.40%
Other Structures	0.00	0.00%	0.00	0.00%
Contents	620.00	12.99%	310.00	7.37%
Mitigation	3,042.00	63.72%	2,870.33	68.23%
Total	4,773.75	100.00%	4,206.60	100.00%

Summary for Dwelling

Line Item Total	1,111.75
Replacement Cost Value	\$1,111.75
Less Depreciation	(85.48)
Actual Cash Value	\$1,026.27
Less Deductible	(1,000.00)
Net Claim	\$26.27
Total Recoverable Depreciation	85.48
Net Claim if Depreciation is Recovered	\$111.75

James Turco

Summary for Contents

Line Item Total	620.00
Replacement Cost Value	<u>\$620.00</u>
Less Depreciation	<u>(310.00)</u>
Actual Cash Value	<u>\$310.00</u>
Net Claim	<u>\$310.00</u>
Total Recoverable Depreciation	<u>310.00</u>
Net Claim If Depreciation is Recovered	<u><u>\$620.00</u></u>

James Turco

Summary for Mitigation

Line Item Total	3,042.00
Replacement Cost Value	\$3,042.00
Less Depreciation	(171.67)
Actual Cash Value	\$2,870.33
Net Claim	\$2,870.33
Total Recoverable Depreciation	171.67
Net Claim If Depreciation is Recovered	\$3,042.00

James Turco

Recap by Room

Estimate: COURTNEY

Area: Main Level

Finished Basement		2,476.48	51.88%
Coverage: Dwelling	15.37% =	380.54	
Coverage: Mitigation	84.63% =	2,095.94	
Contents		620.00	12.99%
Coverage: Contents	100.00% =	620.00	
Unfinished Basement		1,585.49	33.21%
Coverage: Dwelling	40.33% =	639.43	
Coverage: Mitigation	59.67% =	946.06	

Area Subtotal: Main Level

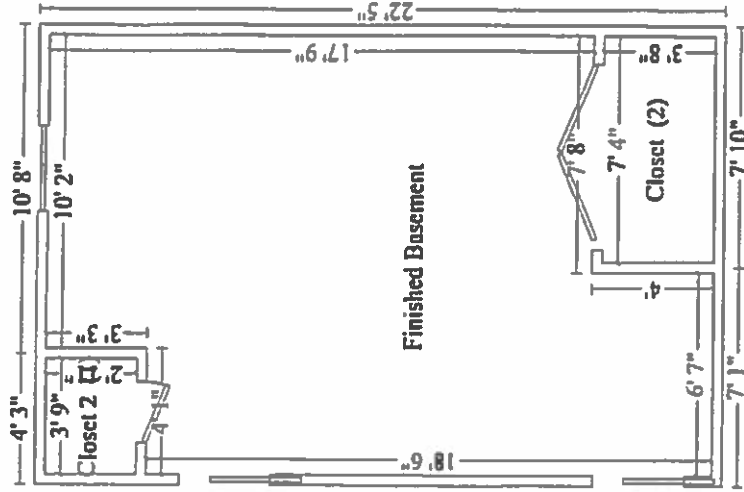
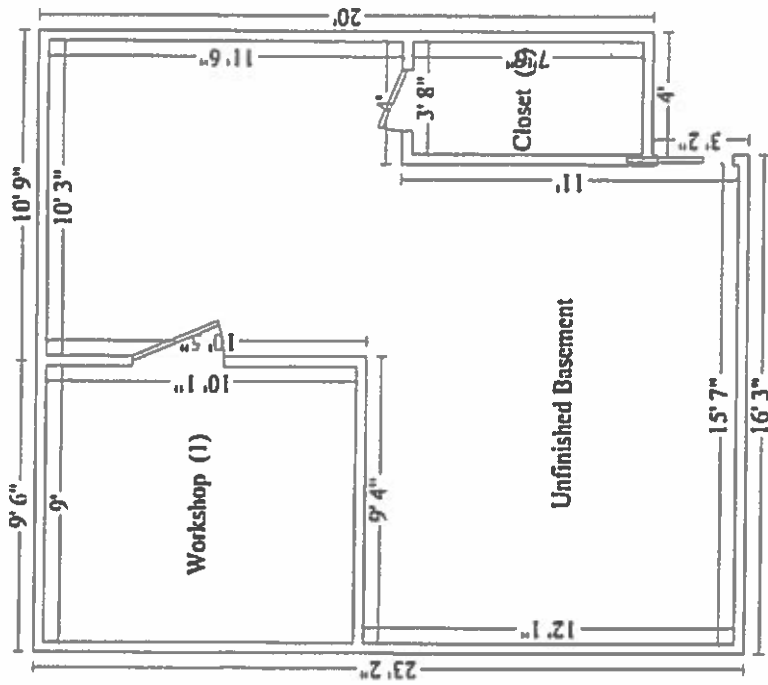
		4,681.97	98.08%
Coverage: Dwelling	21.79% =	1,019.97	
Coverage: Contents	13.24% =	620.00	
Coverage: Mitigation	64.97% =	3,042.00	
Labor Minimums Applied		91.78	1.92%
Coverage: Dwelling	100.00% =	91.78	

Subtotal of Areas

		4,773.75	100.00%
Coverage: Dwelling	23.29% =	1,111.75	
Coverage: Contents	12.99% =	620.00	
Coverage: Mitigation	63.72% =	3,042.00	

Total

4,773.75 100.00%





Account

Account: 012570 Customer: 45400
Parcel: 011601280000
Location: 29 PARK ST
Status: Active

Service

Service: 100
RES WATER
Mif: 001
Meter #: 69890482
1 of 1

Tier History

Replace Hist

Demand Inq

Report Options

Consumption history

Read Date	Read Time	EM #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
08/08/2016		13944859	A		383		18	0	98	198.90	86.58
05/02/2016		13937301	A		365		5	0	91	55.25	24.05
02/23/2016		13922657	A		350		15	0	87	168.75	72.15

Accounts

File Edit Tools Insert Help

Accounts 012570

[2015-11-06 12:57:17 sjuneau]: FINAL BILL PROCESSED

[2016-03-01 12:52:38 sjuneau]: FURNACE BROKE AND FLOODED BASEMENT. THIS IS OWNERS FIRST BILL AT THE HOME SO SHE IS UNSURE OF THE AMOUNT TO APPEAL, BUT SHE FILED AN APPEAL FOR THE APRIL UAB.

✓ 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: September 8, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 8/10/16

Customer Name: Kenneth Powers

Account: 071120

Service Address: #30 32 Common 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 on the invoiced amount

Per Section 17.21 (b) Unpaid bills of over thirty (30) days shall constitute cause for water shutoff.

Per Section 17.34 Fees Service Reactivated following payment when shutoff due to non-payment. \$60.00

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


John B. Storer, PE
Director of City Services


Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: August 11, 2016
SUBJECT: Kenneth Powers
PROPERTY: 30 32 Common St

Please find attached the Water Billing Appeal Application, account notes and copy of bill receipt for the above account.

The customer is filing an appeal for the \$60 turn on/off fee on his May bill. The water was turned off for non-payment 3/8/2016.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 8/10/16

1. Date of Appeal: 8/10/16
2. Property Owner's Name: Kenneth Powers Account #: 071120
3. Billing Address: 30-32 Common St. W/S
Rochester, NH
4. Service Location: Same Zip Code 03867
5. Owners Representative: Ken Powers
6. Owners Representative's Signature: [Signature]
7. Phone #: (603) 973-6371 Cell: _____
8. Email Address: Ken Powers 02@hotmail.com
(Agendas and Decision Letters will be emailed).
9. Billing Period that is being appealed is from 2/17/16 to 5/9/16
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: \$ 60
- Total \$ 60

11. Explanation of Appeal Request:

See Attached

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?

Not at this time

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

Yes No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

No

Please note:

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

I am appealing the fee that was assessed on my 2/17-5/9 bill when my water was turned on/off on 3/8.

I do not believe I should be responsible for this fee because the water/sewer bill was sent to the incorrect address and no "warning notice" was placed on the door. At some point prior to this bill being assessed the billing address was changed erroneously by the town. I did not request a change of the billing address and until then had been receiving the bills at the Berwick address. Once I was informed that the bill payment was due I paid it immediately and on 4/27 requested the billing address be changed to the Berwick address.

This is the first time I have had the water shut off and it is an embarrassment to me. I changed the address when I spoke to the billing department after this occurrence, but it still was not changed. I am still trying to get this straightened out.

I do not feel as though I should be responsible for this fee of \$60 as I was not made aware that the payment was due.

Thank You

Ken Powers

Account: 071120

[2015-01-22 09:03:42 am]: HE CALLED - HE IS OUT OF TOWN - HE WILL MAIL CHECK 1/29 - ***ON BOARD ***PAID ***

[2015-02-20 11:07:29 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2015-07-29 11:12:57 karenb]: RECEIVED MAY BILL WITH CHANGE OF ADDRESS TO 30-32 COMMON ST. SENT TO ASSESSING.

[2015-10-28 11:20:06 karenb]: KEN SENT CHECK FOR \$500 TO BOSTON 10/26.

[2016-02-11 08:55:39 karenb]: SERVICE CHARGE FOR NON-PAYMENT. TECH TAGGED DOOR 2/10/16.

[2016-03-08 16:32:03 sturneuj]: WATER TURNED OFF/ON FOR NON PAYMENT 3/8/16 FOR BALANCE OF NOVEMBER BILL

[2016-04-27 14:21:25 karenb]: OWNER CALLED; BILLS SHOULD BE GOING TO HIM IN BERWICK, ME. MAILING HIM COPY OF FEBRUARY BILL AND HE WILL BE MAKING PAYMENT. TRANSFERRED HIM TO ASSESSING TO CHANGE ADDRESS.

[2016-05-12 14:53:26 karenb]: PAYMENT PLAN FOR FEBRUARY BILL: \$290 5/27 AND \$290 6/24TH. WILL CALL WHEN HE RECEIVE MAY BILL TO MAKE PLAN FOR THAT WITH UNDERSTANDING IT WILL HAVE TO BE PAID OFF BEFORE THE AUGUST BILL COMES OUT. HE ALSO STATED THAT WHEN HE CALLS TO MAKE PLAN FOR MAY BILL, HE WILL BE FILING AN APPEAL FOR THE ON/OFF FEE.

[2016-06-10 11:56:58 karenb]: TAGGED DOOR FOR NON PAYMENT. OWNER CALLED. HE PUT IN A CHANGE OF ADDRESS WITH ASSESSING (SEE NOTES ABOVE) HOWEVER IT STILL HAS NOT BEEN CHANGED. HE MADE PAYMENT TODAY AND HAD CUSTOMER EMAIL A REQUEST TO CHANGE THE ADDRESS TO ME, WHICH I FORWARDED TO ASSESSING. ALSO ASKED ASSESSING TO EMAIL CUSTOMER WHEN IT IS DONE SO HE CAN BE ASSURED THAT IT IS TAKEN CARE OF. CUSTOMER ALSO REQUESTED APPEAL FORM FOR THE FEES ON THE MAY BILL.

[2016-08-11 09:11:11 karenb]: RECEIVED APPEAL FORM FOR ON/OFF FEES FOR MAY BILL. SENT TO SEPTEMBER UAB.

Rec'd 7/29/15



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 13909239	Account Number 071120	Bill Date 05/14/2015	Past Due Date 08/16/2015	Past Due -42.10	Other Current Charges .00	Current Charges -438.40	Amount Due -480.50
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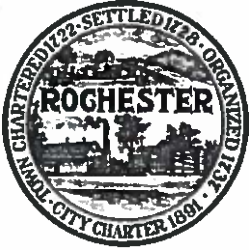
071120
POWERS KENNETH & LISA
330 DIAMOND HILL RD
BERWICK, ME 03901

Please Note Address Correction Below:

Name Ken Powers
Street 30-32 Common St
City Rochester State NH Zip 03867



92096042015613909239900000394304



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: September 8, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 8/15/16

Customer Name: Roman Catholic Bishop

Account: 150750

D/B/A Holy Rosary Parish

Service Address: #83 Brock St

Rochester, NH 03867

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

Recommendations

I recommend to table appeal until meter test results are received and readings on new meter have been taken.

The above recommendation is based upon the following findings:

1. The appellant disputes the meter readings.
2. Meter was pulled and sent out for testing.

John B. Storer, PE
Director of City Services

Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark

FROM: Karen Bonneau

DATE: August 19, 2016

SUBJECT: Roman Catholic Bishop d/b/a Holy Rosary Parish

PROPERTY: 83 Brock St

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

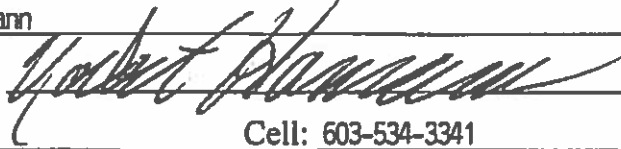
The customer is filing an appeal for 81 units of water and sewer on the July 2016 bill. The customer could not find any leaks and the meter has been pulled for testing.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:

Received: 8/15/14

W/S

1. Date of Appeal: 8-15-2016
2. Property Owner's Name: Roman Catholic Bishop
D/B/A/Holy Rosary Parish Account #: 150750
3. Billing Address: 189 North Main St.
Rochester, NH 03867
4. Service Location: 83 Brock St., Rochester, NH Zip Code 03867
5. Owners Representative: Norbert Hamann
6. Owners Representative's Signature: 
7. Phone #: 603-332-1863 Cell: 603-534-3341
8. Email Address: nhamann@hrs1.org

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 04/01/2016 to 07/13/2016

10. Abatement is being requested for:

a. How many units of water 81 x 4.81 = \$ 389.61

b. How many units of sewer 81 x 6.24 = \$ 505.44

C. Water & Sewer Department Fees of: \$

Total \$ 895.05

11. Explanation of Appeal Request:

After receiving the bill I went to the cemetery to check for any leaks

having found none I called the city to come check what was happening. They came

and could not find anything. The city checked the toilet and sink and found no leaks.

The water dept. has changed the meter and sent the old meter out to be checked.

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?

Having found no leaks in the system I don't know where all this water would have gone.

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:

I don't believe so.

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

Account: 050750 Customer: 31031
 Parcel: 012900020000 ROMAN CATHOLIC BISHOP %
 Location: 83 BROCK ST Status: Active

Service

Service: 140 Meter #: 77611801
 NON PROFIT Mfr SENS

Consumption history

Read Date	Read Time	Bill #	P	R	Current	Usage	Repl Use	Use Days	Bill Amt	Charge Amt	Adj Bill Amt
08/11/2016			0	I		82	1	0	86	.00	.00
07/13/2016		13942346	A			81	81	0	103	895.05	389.61
04/01/2016		13934767	A			0	0	0	81	48.12	18.27
01/11/2016		13927362	A			0	0	0	89	48.12	18.27
10/14/2015		13949974	A			0	0	0	86	47.53	17.74

Tier History

Replace Hist

Demand Inq

Report Options



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: September 8, 2016

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 8/19/16

Customer Name: Robert Roper

Account: 121000

Service Address: #13 Jacobs Dr

Rochester, NH 03867-2455

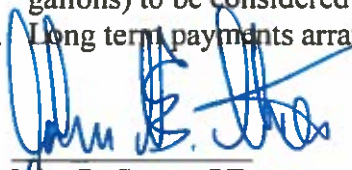
The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 16 "Sewer Ordinance" subsection 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

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 not dispute the meter readings as they had two leaking toilets.
3. The additional use did enter the sewer system.
4. The additional usage does not meet minimum of (100% increase or 35,000 gallons) to be considered for an adjustment.
5. Long term payments arrangements are available through the billing office.


John B. Storer, PE
Director of City Services

9/8/16
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: August 24, 2016
SUBJECT: Robert Roper
PROPERTY: 13 Jacobs Dr

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


The customer is filing an appeal for 34 units of water and sewer on the June 2016 bill. The customer had two leaking toilets, which have both been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 5/19/16

1. Date of Appeal: ~~7/27/16~~ 8/18/16
2. Property Owner's Name: Robert Roper Account #: 121000
3. Billing Address: 13 Jacobs Dr

W/S

4. Service Location: Rochester Zip Code 03867
5. Owners Representative: Self
6. Owners Representative's Signature: 
7. Phone #: _____ Cell: 312-8705
8. Email Address: broper6@hotmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 3/3/16 to 6/21/16

10. Abatement is being requested for:

a. How many units of water ~~30~~ 34 x 4.81 = \$ ~~1430.96~~ 163.54

b. How many units of sewer ~~30~~ 34 x 6.24 = \$ ~~187.20~~ 212.16

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

Total \$ ~~331.50~~ 375.70

11. Explanation of Appeal Request:

Upon receiving my bill (6/21/16) I noted it was for \$629.85
The previous bill was \$1430.96, both of which are quite high
since I live alone in a 4br house. A few days later
a notice from the city was on my door from the Water &
Sewer Dept warning me that I may have a leak. I
checked my meter and the red dial was spinning like a top.
I immediately called the water dept and a Technician was
6/29 sent. He confirmed a leakage in toilets after shutting off
water to both toilets and dial still moving. Stated it was
a "silent leak" and would not have known such a leak

existed until I received the bill. Both toilets shut off until plumber came on 7/1 and fixed upstairs toilet (bill attached). Due to financial reasons, downstairs toilet not fixed until 8/8. (Note: necessary due to pending arrival of 6 granddaughters visiting on 8/9 for a week). The plumber confirmed the technician's assessment of a "silent leak".

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? ~~unknown~~ Yes

If yes, has the leak been repaired? Yes 7/1/16 and 8/8/16

Who made the repair? A.D. Archambault

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. I am retired military and my retirement pay pays the mortgage with a small amount leftover. I supplement my income as a Special Education teacher, but don't work during the summer break.

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.

14. Cant on summer savings/credit cards. Unemployment comp from NHES only amounts to \$69 biweekly, so I don't bother to file. I won't be back to school until 8/29.



Accounts: 1231000

[09/28/06- CALLED & WILL BE IN TODAY TO PAY PAST DUE

02/04/09- RECEIVED A NOTE WITH DEC. BILL SAYING DEBRA ROPER PASSED AWAY LAST MAY, AND TO REMOVE HER NAME FROM ACCOUNT. I SENT A LETTER SAYING THE DEED WOULD HAVE TO BE CHANGED FIRST

[2016-06-09 10:18:17 karenb]: HIGH USAGE ON JUNE BILL (57 UNITS). TAGGED DOOR.

[2016-06-30 11:32:49 karenb]: TECH WENT OUT 6/29 TO CHECK METER WITH CUSTOMER. READ 713. FOUND UPSTAIRS TOILET WAS LEAKING, OWNER WILL CALL PLUMBER TO FIX.

[2016-07-07 14:18:57 karenb]: OWNER CAME IN AND SAID AFTER TECH LEFT ON 6/29 THE METER WAS STILL SPINNING. HE CALLED PLUMBER AND DOWNSTAIRS TOILET WAS ALSO LEAKING. REPAIRED UPSTAIRS TOILET AND TURNED OFF DOWNSTAIRS TOILET. HE WANTED TO APPEAL THE BILL AND STATED HE DIDN'T FEEL IT WAS RIGHT TO PAY THE WHOLE THING. EXPLAINED THAT IT IS THE OWNERS RESPONSIBILITY TO DETECT/REPAIR LEAKS AND SINCE WATER WENT INTO THE SEWER SYSTEM HE MOST LIKELY WOULD NOT BE GRANTED AN ABATEMENT. OWNER STILL WANTED TO APPEAL. GAVE HIM PAPERWORK TO RETURN TO OUR OFFICE BY 7/20.

[2016-08-19 15:29:36 karenb]: RECEIVED UAB APPEAL AND SENT TO SEPTEMBER UAB

[2016-08-24 08:39:20 karenb]: HAD TECHNICIAN GET A NEW READ FOR UAB. READ ON 8/22 WAS 720. THIS IS 18 UNITS IN 81 DAYS = .22/DAY, SHOWING USAGE HAS RETURNED TO NORMAL.



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

Account: 121000 Customer: 28395
Parcel: 014100290000
Location: 13 JACOBS DR
Status: Active
ROPER ROBERT L & DEBRA L

Service: 100
Service: 001
RES WATER
Mfr: SENS
Meter #: 69992114
1 of 1

Consumption history

Read Date	Read Time	Est #	P	R	Current	Usage	Repl Use	Use Days	Est Amt	Charge Amt	Adj Est Amt
06/02/2016		13941303	A		702	57	24	0	91	629.85	274.17
03/03/2016		13933763	A		645	39		0	91	430.95	187.59
12/03/2015		13926395	A		606	33		0	85	363.47	157.55
09/09/2015		13918947	A		573	33		0	93	360.03	154.11
06/08/2015		13911507	A		540	32		0	96	349.12	149.44
03/04/2015		13904036	A		508	25		0	82	272.75	116.75
12/12/2014		13896682	A		483	34		0	91	370.94	158.78
09/12/2014		13889278	A		449	23		0	94	250.93	107.41
06/10/2014		13881856	A		426	17		0	96	185.47	79.39
03/06/2014		13874441	A		409	16		0	92	173.51	73.67
12/03/2013		13867150	A		328	27		0	91	259.43	113.00

13 Jacobs Dr



**CITY OF ROCHESTER
WATER & SEWER
DEPARTMENT**

603-332-3110

603-335-7501

CUSTOMER SERVICE

19 WAKEFIELD STREET

MONDAY – FRIDAY

8:00 AM – 5:00 PM

IMPORTANT NOTICE

**We have registered high usage on this
property. (57 units)**

YOU COULD HAVE A LEAK.

**Check the property for leaks and/or
call our office for tips on how to read
the water meter.**



A-D ARCHAMBAULT
Plumbing & Heating, Inc.
Commercial • Residential

PO Box 1117

Rockester, NH 03866-1117

Telephone: (603) 335-1800

Fax: (603) 335-7889

Master Plumber No. 2884C

Serving the Tri-City Area
for More Than 20 Years

Date 7-1-16 Technician Sofie

Reason For Today's Call:

☐ After Hours Call ☐ Work Complete ☐ Work Incomplete

☒ Plumbing ☐ Heating ☐ A/C

☐ Service ☐ Install ☐ Warranty

EQUIPMENT INFORMATION

Type: _____ Age: _____ Type: _____ Age: _____

Brand: _____ Brand: _____

Model: _____ Model: _____

Serial No.: _____ Serial No.: _____

Description of Work Performed:

Repaired dual-flame hot water

new flapper, fill valve & c

line.

59

Technician Recommendations:

2000 toilet 698 on 7/19 for

2

Repair 208"

☐ **CALL CUSTOMER**

Authorization of Work

Authorization to proceed with Diagnosis/evaluation, I, the undersigned, am owner/authorized representative of the premises at which the work mentioned is to be done. I hereby authorize you to perform the services as you deem advisable. There may be other service providers willing to perform this work at a lower price. I understand that I have the option of seeking other bids before authorizing this work. I hereby authorize you to proceed with the work at menu pricing stated. I recognize that aged and deteriorated plumbing fixtures, piping and other items, A-D Archambault Plumbing & Heating, Inc. may come in contact with may no longer be serviceable, and I agree to hold A-D Archambault Plumbing & Heating, Inc. harmless for any damage or destruction to these items as a result of these conventional repair efforts.

Signature _____

Cust. #: 10747 Landlord Approval Received Y N

Customer Name: Roper

Address: 13 Jacobson Dr.

City/State/Zip: Rock.

Home Phone: _____

☒ Track your expenses...

☐ Clothing ☐ Food ☐ Transportation ☐ Tax-deductible item

☐ Credit Card ☐ Utilities ☐ Mortgage

☐ Entertainment ☐ Insurance ☐ Other: _____

7/1/16

5674

A-D Archambault

One Dubois money - right before

Plumbing

BALANCE FORWARD	15800
THIS ITEM	
BALANCE	
DEPOSIT	
OTHER	
BALANCE FORWARD	

For added security, your name and account number do not appear on this copy.

PAID BY: ☐ Cash ☐ Check # _____

☐ VISA ☐ MASTERCARD ☐ DISCOVER

Card No. _____

Name on Card _____

Security Code _____ Exp. _____

AMOUNT DUE \$ 198

SUBTOTAL 208

COUPON _____

OTHER 598

NOT NEGOTIABLE

X-R-R hereby acknowledge the satisfactory completion of the above described work. I understand all materials supplied by A-D Archambault Plumbing & Heating, Inc. are covered by the manufacturers written warranty. Our workmanship and labor are warranted for 1 year unless otherwise specified.



A-D Archambault
Plumbing & Heating, Inc.
Commercial • Residential

61 ALLEN STREET
ROCHESTER, NH 03867-1403

Telephone: (603) 335-1800
Fax: (603) 335-7889

www.adplumbing.com
Master Plumber No. 2884C

**Serving the Tri-City Area
for More Than 20 Years**

Date 5-8-16 Technician _____

Reason For Today's Call:

- ☐ After Hours Call ☐ Work Complete ☐ Work Incomplete
☐ Plumbing ☐ Heating ☐ A/C
☐ Service ☐ Install ☐ Warranty

EQUIPMENT INFORMATION

Type: _____ Age: _____ Type: _____ Age: _____
Brand: _____ Brand: _____
Model: _____ Model: _____
Serial No.: _____ Serial No.: _____

Description of Work Performed:

Replaced all water valve
60
up to supply line to first
floor toilet.

Technician Recommendations:

CALL CUSTOMER

Authorization of Work

Authorization to proceed with Diagnosis/Repair. I, the undersigned, am owner/authorized representative of the premises at which the work mentioned is to be done. I hereby authorize you to perform the services as you deem advisable. There may be other service providers willing to perform this work at a lower price. I understand that I have the option of seeking other bids before authorizing this work. I hereby authorize you to proceed with the work at menu pricing stated. I recognize that aged and deteriorated plumbing fixtures, piping and other items, A-D Archambault Plumbing & Heating, Inc. may come in contact with may no longer be serviceable, and I agree to hold A-D Archambault Plumbing & Heating, Inc. blameless for any damage or destruction to those items as a result of these conventional repair efforts.

Signature _____

Cust. #: 110747 Landlord Approval Received Y N
Customer Name: Paul
Address: 15 Taylor St
City/State/Zip: Paul
Home Phone: _____
Work Phone: _____

Qty.	Repair Code	Description	Price

PAID BY: ☐ Cash ☐ Check # _____
☒ VISA ☐ MASTERCARD ☐ DISCOVER
Card No. 41422022 6191 7650
Name on Card Paul L. Repet
Security Code 083 Exp. 6/19
SUBTOTAL 200.00
COUPON ()
OTHER 598.70
AMOUNT DUE \$ 1.98

X I hereby acknowledge the satisfactory completion of the above described work. I understand all materials supplied by A-D Archambault Plumbing & Heating, Inc. are covered by the manufacturer's written warranty. Our workmanship and labor are warranted for 1 year unless

POLICY ON WATER & SEWER ADJUSTMENTS

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

Adjustment Determination Procedure:

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

5. The customer may be required to submit a written statement from their homeowner's insurance policy provider stating what portion, if any, of the leak is covered by insurance.
6. The City shall not disconnect service (for abnormally high consumption) provided the customer pays the entire amount due within the normal payment period or enters into payment arrangements for the excessive amount and is in good standing on all current billings.
7. Landlords will be responsible for tenant bills in accordance with this policy. Failure by a tenant to pay water and sewer charges will not excuse the landlord of any outstanding obligations.

The following example shows how the abatement is calculated based on rates in effect as of 5/1/16:

Water Impact – Rate \$4.81 per 1 unit of consumption

Note: 1 unit of consumption = 100 cu. ft. = 748 gallons

	Consumption	Dollar Amount
Total Usage (1 quarter)	70 units (52,360 gallons)	\$336.70
3 year average (quarterly average)	14 units (10,472 gallons)	\$67.34
Excess above average	56 units (41,888 gallons)	\$269.36
Half of excess abated	28 units (20,944 gallons)	\$134.68
Remaining excess - Customer responsibility	28 units (20,944 gallons)	\$134.68
3 year average (quarterly average)	14 units (10,472 gallons)	\$67.34
Total remaining bill due		\$202.02

Sewer Impact – Rate \$6.24 per 1 unit of consumption

Note: 1 unit of consumption = 100 cu. ft. = 748 gallons

	Consumption	Dollar Amount
Total Usage (1 quarter)	70 units (52,360 gallons)	\$436.80
3 year average (quarterly average)	14 units (10,472 gallons)	\$87.36
Excess above average	56 units (41,888 gallons)	\$349.44
Half of excess abated	28 units (20,944 gallons)	\$174.72
Remaining excess - Customer responsibility	28 units (20,944 gallons)	\$174.72
3 year average (quarterly average)	14 units (10,472 gallons)	\$87.36
Total remaining bill due		\$262.08

The above policy replaces all existing water and sewer adjustment policies.