



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: February 7, 2017
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, February 13, 2017 at 5:30 P.M.** in the City Hall Council Conference Room.

AGENDA

1. Call to Order (Page 1)
2. Acceptance of January 11, 2017 Minutes (Pages 2-5)
3. Review of Policy on Water & Sewer Adjustments & John Storer Memo (Pages 6-8)
4. Previously Tabled Appeals
 - 4.1 Eric Goucher (Pages 9-17)
32 Mountain Vista Dr
New Hampton, NH 03256
RE: 42 44 Lafayette St
 - 4.2 Donna Leonard (Pages 18-25)
17 Crowhill Rd
Rochester, NH 03868
RE: 22 Chestnut St
- 5 Appeals
 - 5.1 Sharon L Page (Pages 26-32)
38 Autumn St
Rochester, NH 03868
RE: 38 Autumn St
 - 5.2 Franklin Morgan Properties LLC (Pages 33-41)
13 Wild Turkey Rd
Deerfield, NH 03037-1221
RE: 69 Franklin Heights
6. Financials – Water & Sewer Revenue & Expense Reports (Pages 42-48)
7. Adjournment

UTILITY ADVISORY BOARD MEETING

January 11, 2017, 5:30PM

Council Chambers Conference Room

MEMBERS PRESENT

Shawn Libby – Chairman

Thomas H. Willis

Eli M. Barnes

Raymond Turner

MEMBERS ABSENT

Ralph Saunders

OTHERS PRESENT

John Storer, Director of City Services

Lisa Clark, Utility Billing Office Supervisor

Rob Partridge, Goodfellas Pizzeria 66 Washington Street - Tenant

Ronald Long, 9 Lincoln Street, Owner/Landlord

MINUTES

Mr. Libby called the Utility Advisory Board (UAB) Meeting to order at 5:30 PM.

1) Rob Partridge – Goodfellas Pizzeria, 66 Washington Street

Mr. Partridge asked to speak to the Board. He stated that he would like this Board to support him and work to change the ordinance regarding invoicing only property owners for water and sewer. He stated that he had spoken to Councilor Lachapelle and was referred to this Board. Mr. Partridge explained his situation to the Board and his reasons for wanting separate billing. He stated that the City Staff has been courteous, but that they are following ordinances that he would like changed. Mr. Partridge explained that he leases the space for his business and that there are also 2 residential apartments in the building. He noted that per his lease agreement, he is required to pay 80% of the Water and Sewer bill and the landlord is supposed to pay the other 20%, but often does not. He stated that when the City Technicians come out to shut the water off they let him know in advance so that he can run down and pay the bill prior to being shut off, and he later works out the money exchange with his landlord. He stated that it isn't that he can't get the money back; it's that he feels he should be able to be invoiced directly. Ms. Clark explained that a copy of the invoice can be sent to him directly as the billing system will accommodate a copy to the tenant in these situations. Mr. Partridge stated that if the water was turned off because he wasn't there at the time the technicians came by; this would have impacts on his ability to open the business and earn a living. Mr. Partridge also discussed the twice yearly backflow requirement. He stated that as the pizzeria is a commercial business there is required testing and at this location it is twice a year. Mr. Partridge stated that as his landlord was not in compliance and the

technicians recently came to turn him off. Mr. Partridge, the Board and Mr. Long discussed the following options.

- Mr. Partridge suggested a second connection for his section of the building for Water & Sewer. Mr. Storer explained that the reason for the section of the ordinance that pertains to one property and one connection is due to the additional infrastructure necessary to support additional connections.
- Mr. Partridge suggested liens be used as leverage for non-payment. Ms. Clark stated currently liens are instituted for any past due accounts over \$500. She stated some of those accounts are off and vacant and others are still on with long term payment arrangements. It was discussed that if this were considered there would have to be a point of shut off. It would have to be dollar value or period of time of nonpayment. Mr. Storer stated that he worked in a community in Maine that allowed for tenants to have services in their own names, provided they make an advance security deposit to cover a future quarterly billing, but as this is a multi-unit building this account would still have to be in one person's name and the bill would have to be paid in order to avoid being turned off.
- Mr. Long suggested that the City track landlords or property owner accounts that have more than a couple of shut off notices in a certain period of years and required them to put sufficient security deposits down to protect the tenants from being shut off.

Mr. Barnes suggested that the billing office ensure that all of the tenants in the building are notified when we tag the buildings 10 days in advance. Ms. Clark stated that for now she would have him added as a second billing so that he will get a copy of the bill and he would also receive a 14 day notice by mail of the City's intent to turn off. She stated that all doors will be tagged with the 10 day advance door tag notice. Mr. Libby suggested that this sounded like an isolated issue between landlord and tenant and that paying the invoice in full and deducting the landlords 20% from the rent as suggested would solve the problem. Mr. Partridge did not agree, stating that there must be other people with the issue. Ms. Clark confirmed that there have been other instances, but that the situations have resolved themselves. Mr. Willis stated that this board would not normally have any direct contact with the City Council and suggested this matter be discussed at a Finance meeting, as it has to do with Business Office matters, and as Councilor Lachapelle didn't think it was ready to go to his Codes and Ordinance Committee. The Board was in agreement.

Mr. Willis made a motion to have the minutes sent with a request to add the subject to the next Finance Committee agenda to discuss the possibility of lien vs. turnoffs for non-payment and the other suggestion of security deposits for negligent landlords. The motion was seconded by Mr. Libby. The motion passed unanimously.

2) **9 Lincoln Street Appeal – Ronald Long**

Mr. Libby excused himself from proceedings as he has a family relationship to Mr. Long. Mr. Long was present for the meeting. The Board reviewed this previously tabled appeal. Mr. Storer stated that he had recommended last month for this appeal to be tabled in order to gather additional information from staff. He stated that his recommendation this month is to abate the sewer portion of the most recent invoice. Mr. Long stated that he was requesting water and sewer abatement for 3 quarters as he believed that the City's equipment had failed. He specifically noted the meter bottom plate. Mr. Storer stated that the meter plate had eroded and it was likely due to the environment where the meter was sitting in a damp, dirt space. Mr. Long stated that there was an abatement given of over five thousand dollars by the City Manager last month and he thought his situation was similar, as the City's equipment had failed. The board discussed the appeal and time frame. Mr. Willis noted that the average use for 3 years was 22 units and that the previous cycle had 46 units.

Mr. Willis made a motion to abate 24 units of sewer at \$6.24 per unit for a total of \$149.76, plus all accrued interest. Mr. Barnes seconded the motion. The motion passed unanimously.

3) **42-44 Lafayette Street – Eric Goucher**

The appellant was not present for the meeting. Mr. Storer stated that he had recommended tabling the appeal until February's meeting in order to process the next quarter's bill and to provide the board with a recommendation that would capture all of the above average use. He stated the property owner is using the one time in a ten year period abatement per the Water and Sewer Adjustment Policy.

Mr. Willis made a motion to table the appeal until the February 13, 2016 meeting. Mr. Barnes seconded the motion. The motion passed unanimously.

4) **36 Highland Street – Tonia Chase**

The appellant was not present for the meeting. Mr. Storer stated that he recommends an abatement per the Policy on Water & Sewer Adjustments as the fittings on a hose let go when the homeowner was away.

Mr. Willis made a motion to abate as recommended the 83 units of sewer at \$6.24 per unit, which amounts to \$517.92 and 41.5 units of water at \$4.81, which amounts to \$199.62, for at total credit of \$717.54, plus all accrued interest. Mr. Willis stated that he would like the motion to include that the decision letter note that the appellant should install a sewer deduct meter for irrigation and that the note on the property account state abatement is for once in a ten year period. Mr. Barnes seconded the motion. The motion passed unanimously.

5) **22 Chestnut Street – Donna Leonard**

The appellant was not present for the meeting. Mr. Storer stated that this leak was large and does qualify for a once in ten year period adjustment based on the Policy on Water & Sewer Adjustments. He stated that the leak is likely to go into the next period billing and that he has recommended tabling

the appeal until the February meeting in order to capture all of the above average use.

Mr. Willis made a motion to table the appeal until the February 13, 2016 meeting. Mr. Barnes seconded the motion. The motion passed unanimously.

6) 32 Adams Avenue – Janice Melanson

The appellant was not present for the meeting. Mr. Storer stated that based on the information supplied his recommendation is to deny the appeal. He stated that the appellant gave no explanation for the leak, and that the consumption does not meet the minimum threshold for the Policy on Water & Sewer Adjustments.

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

7) Acceptance of the December 12, 2016 Minutes

Mr. Libby asked for a recommendation for the minutes of the December 12, 2016 meeting.

Mr. Willis made a motion to accept the minutes as presented. Mr. Barnes seconded the motion. The motion passed unanimously.

8) Finances

The committee reviewed the year to date reports as submitted.

9) Adjourn

Mr. Willis made a motion to adjourn at 6:50pm. The motion was seconded by Mr. Turner. The motion passed unanimously.

Minutes respectfully submitted by Lisa J. Clark, Administrative and Utility Billing Office Supervisor.

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.



City of Rochester Dept of Public Works

45 Old Dover Road
Rochester, NH 03867
Phone: (603) 332-4096
Fax: (603) 335-4352

Memo

To: Utility Advisory Board
From: John B. Storer, P.E. Director of City Services
CC: Blaine Cox, Deputy City Manager
Date: November 9, 2016
Re: Interpretation of Leak Abatement Policy – November Recommendations

Attached is a copy of the City's Leak Abatement Policy that was approved by the City Council in September.

In implementing the policy, it seems we have been interpreting that customers can elect to utilize the once-in-10-year abatement process, if they wish to have an abatement on a high bill.

The language of the Policy does not allow for an automatic abatement. An abatement can be granted for a situation of an *"unusually high bill due to unpreventable leakage"*.

Some points for consideration:

- To qualify for an abatement, customer must prove that the deficiency responsible for leakage has been repaired or corrected,
- If customer can't determine source of high consumption, they need to hire a plumber. If source can't be identified, customer shall be held responsible for the entire bill, and
- If the 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.

In providing recommendations to the UAB, we denied abatement requests where the customer referenced accidentally leaving on a hose spigot (water only account); and denied water portion on broken irrigation system (system was new and presumably not properly maintained). In both cases water was utilized.

Conversely, we did approve abatements due to a leaking toilet of a tenant; an irrigation leak due to failed valve; and another toilet-related abatement for faulty flapper system.



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: February 7, 2017

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Customer Name: Goucher Eric J

Service Address: #42 44 Lafayette St

Rochester NH 03867

Dated: 12/5/16

Account: 042700

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 1,115 units of sewer and 557.5 units of water on the August 2016, November 2016 and February 2017 invoiced amount. Note that due to the repair date of December 7th, seven days of the above average use has been prorated at new sewer rate that became effective 12/1/16. The decision letter and account will be noted with the language that this is a one time in 10 year abatement for this rental property.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading and has found numerous leaks at property.
 - a. The water did not enter the sewer system.
 - b. Total usage on disputed invoices:
Aug 2016 (431) Nov 2016 (564) Feb 2017 (273): 1268 Units
 - c. Average use on previous three years is 51 (51*3) is: 153 Units
 - d. Estimated use over average 1115 Units
 - e. ½ of above average use equals 557.5 Units

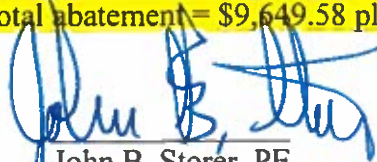
Value of 1095 Units of Sewer at the previous sewer rate of \$6.24 = \$6,832.80

Value of 20 Units (7 days) of Sewer at the current sewer rate of \$6.52 = \$130.40

Value of 547.5 Units of Water at the previous water rate of \$4.81 = \$2,633.48

Value of 10 Units (7 days) of Water at the current water rate of \$5.29 = \$52.90

Total abatement = \$9,649.58 plus accrued interest.


John B. Storer, PE
Director of City Services


Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: February 3, 2017
SUBJECT: Eric Goucher
PROPERTY: 42 44 Lafayette St

Please find attached the Water Billing Appeal which was tabled from the January 11, 2017 meeting, including the updated consumption history showing usage for the February 2017 bill.

The customer is filing an appeal for 885 units of water and sewer due to a leak that has been repaired.

Accounts

FileEditToolsInsertHelp

Account: 042700

NAME OF WORK ITEM: 042700

[2016-05-11 09:50:14 karenb]: TURNED OFF/ON FOR NON PAYMENT 5/10/16

[2016-08-10 12:49:05 sjuneau]: 431 UNITS ON AUGUST BILL. CALLED AND SPOKE WITH ANNE ABOUT THE HIGH USAGE. THEY ARE SENDING A PLUMBER.

[2016-08-10 13:32:11 karenb]: TURNED OFF/ON FOR NON PAYMENT 8/10/16

[2016-09-28 16:34:29 sjuneau]: MATT CALLED & SAID THERE WAS A LEAK THAT NEEDS EMERGENCY SHUT OFF. CALLED IN THE ONCALL TO TAKE CARE OF. WHEN ONCALL (BILL PRENTICE) GOT THERE, THEY HAD A TOILET LEAK. BILL TURNED WATER OFF/ON AT THE STREET FOR THE REPAIR.

[2016-11-08 16:13:21 lsa]: PROPERTY OFF TODAY FOR NON PAYMENT. MATT CALLED WILL PAY \$1000 PRIOR TO END OF DAY, \$1000 PRIOR TO NOVEMBER 30TH AND WILL FILE APPEAL ON 375 UNITS OF WAS FOR LEAKING PLUMBING IN APARTMENT. TENNANT DID NOT REPORT. MATT REQUESTED ADDITIONAL METER READ AS SOON AS POSSIBLE TO CONFIRM NORMAL CONSUMPTION. SCHEDULE SHUT OFF FOR 12/2/16 IF APPEAL AND PAYMENT PLAN NOT KEPT. MATT WILL CALL ON 12/13/16 FOR RESULT OF UAB MEETING.

[2016-12-01 09:48:44 karenb]: DID NOT MAKE \$1000 PAYMENT PRIOR TO 11/30 AND DID NOT TURN IN APPEAL PAPERWORK. SHUTTING OFF TODAY.

[2016-12-02 11:34:42 sjuneau]: WATER TURNED OFF AT THE STREET 12/1.

[2016-12-05 16:08:28 sjuneau]: HE CAME IN AND PAID THE \$1000 PAYMENT THAT WAS DUE 11/30. DID NOT HAVE APPEAL PAPERWORK ADN SAID HE WOULD GET IT IN TOMORROW.. I TOLD HIM I WASNT SURE IF HE WOULD MAKE THE DECEMBER MEETING BUT THE APPEAL PAPERWORK NEEDS TO BE IN TOMORROW AT THE VERY LATEST. HE SEEMS TO THINK THE WATER IS STILL ON AT THE STREET. I WILL HAVE THE TECHNICIAN CHECK OUT TOMORROW TO MAKE SURE.

[2016-12-06 14:02:35 karenb]: DROPPED OFF APPEAL FORM. SENT FOR DECEMBER UAB.

[2016-12-06 15:06:07 karenb]: TECHNICIAN GOT A READ FOR THE UAB. TODAY THE READ WAS 5530. ON NOVEMBER 1ST THE READ WAS 5298, THIS IS 232 UNITS IN 36 DAYS WHICH IS 6 UNITS PER DAY. LEFT VOICEMAIL FOR MATT TELLING HIM THAT HIS USAGE WAS STILL HIGH AND HE SHOULD HAVE A PLUMBER CHECK ON THIS. ALSO ASKED HIM TO CALL BACK SO WE COULD DISCUSS.

Check Spelling

Display as HTML

11

Accounts

FileEditToolsInsertHelp

Account: 042700

TODAY.

[2016-12-02 11:34:42 sjuneau]: WATER TURNED OFF AT THE STREET 12/1.

[2016-12-05 16:08:28 sjuneau]: HE CAME IN AND PAID THE \$1000 PAYMENT THAT WAS DUE 11/30. DID NOT HAVE APPEAL PAPERWORK ADN SAID HE WOULD GET IT IN TOMORROW.. I TOLD HIM I WASNT SURE IF HE WOULD MAKE THE DECEMBER MEETING BUT THE APPEAL PAPERWORK NEEDS TO BE IN TOMORROW AT THE VERY LATEST. HE SEEMS TO THINK THE WATER IS STILL ON AT THE STREET. I WILL HAVE THE TECHNICIAN CHECK OUT TOMORROW TO MAKE SURE.

[2016-12-06 14:02:35 karenb]: DROPPED OFF APPEAL FORM. SENT FOR DECEMBER UAB.

[2016-12-06 15:06:07 karenb]: TECHNICIAN GOT A READ FOR THE UAB. TODAY THE READ WAS 5530. ON NOVEMBER 1ST THE READ WAS 5298, THIS IS 232 UNITS IN 36 DAYS WHICH IS 6 UNITS PER DAY. LEFT VOICEMAIL FOR MATT TELLING HIM THAT HIS USAGE WAS STILL HIGH AND HE SHOULD HAVE A PLUMBER CHECK ON THIS. ALSO ASKED HIM TO CALL BACK SO WE COULD DISCUSS.

[2016-12-06 16:08:58 karenb]: PER LISA AFTER TECHNICIAN GOES OUT TOMORROW, WE NEED TO HEAR FROM MATT BY THE END OF THE DAY WITH A SCHEDULED DATE FOR A PLUMBER TO MAKE REPAIRS. HE ALSO NEEDS TO PAY ANOTHER \$1000.

[2016-12-07 14:11:18 karenb]: TECHNICIAN MET MATT THERE, METER SPINNING ON ARRIVAL. READ TODAY IS 5536, 2.85 GAL PER MINUTE. TECHNICIAN SHOWED HIM HOW TO READ THE METER AND HOW TO TRY TO ISOLATE WHERE IT IS COMING FROM. MATT CALLED ME AND STATED THAT HE FOUND ANOTHER TOILET LEAKING AND BELIEVES THERE MAY BE ONE OTHER LEAK. HE STATED THAT HE WILL HAVE SOMEONE FIX IT TOMORROW AND WILL PROVIDE DOCUMENTATION. I EXPLAINED THAT HE ALSO HAD TO PAY \$1000. MATT STATED THAT HE COULD NOT DO THIS RIGHT NOW, FORWARDED TO SUPERVISOR.

[2016-12-08 11:44:29 karenb]: MATT CALLED AND STATED IT WAS A LEAKING SHUT OFF IN THE BASEMENT THAT WAS FOUND AND REPAIRED.

[2016-12-13 08:39:41 karenb]: TECHNICIAN WENT OUT ON 12/8 AND GOT A READ OF 5540. LEAK WAS REPAIRED LATE ON 12/7/16.

[2016-12-14 14:34:32 sjuneau]: APPEAL WAS TABLED UNTIL JANUARY UAB

[2016-12-16 14:29:22 karenb]: TECHNICIAN GOT READ TODAY AND IT IS 5546. 3 UNITS IN 8 DAYS SHOWING LEAK HAS BEEN REPAIRED. BEFORE REPAIR WAS AVERAGING 6 UNITS/DAY.

Check Spelling

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Account #042700

3 Year Consumption History for property

Date	Units	
2/16	59	
11/15	72	
8/15	40	
5/15	62	
2/15	49	
11/14	42	
8/14	45	
5/14	63	
2/14	46	
11/13	36	
8/13	48	Average Consumption for 3 years
	562	51

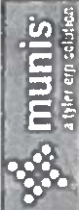
5/16	139	Excluded from average
8/16	431	Excluded from average
11/16	564	Excluded from average
2/17	273	Excluded from average

	16-Aug	16-Nov	17-Feb	
Units Used	431	564	273	
Average Use	51	51	51	
above avg use	380	513	222	Total above average: 1115

	Units	\$/per unit	Total
1/2 of above average	557.5	4.81	\$2,681.58
Above average sewer	1115	6.24	\$6,957.60
Total Credit			\$9,639.18

12/06/2016 14:51
karenb

CITY OF ROCHESTER
UB Consumption History Report



P 1
ubcensing

Account Number Service	Customer # Name Mfr Meter Number	Cd Read Date Time	Parcal By	Bill # Curr Read	Location Usage Repl Usage Charge Amt Billed Amt	Status
042700	34360 GOUCHER ERIC J	012100630000			42 LAFAYETTE ST	Active
100	1 RES WATER SENS98120004	A 11/01/2016	13953412	5,298	564 2,712.84	6,427.20
100	1 RES WATER SENS98120004	A 08/02/2016	13945864	4,734	431 2,073.11	4,822.55
100	1 RES WATER SENS98120004	A 05/05/2016	13938288	4,103	139 668.59	1,595.95
100	1 RES WATER SENS98120004	A 02/05/2016	13930851	4,164	59 283.79	681.95
100	1 RES WATER SENS98120004	A 11/09/2015	13923454	4,105	72 840.49	789.77
100	1 RES WATER SENS98120004	A 08/07/2015	13916007	4,033	40 186.80	496.40
100	1 RES WATER SENS98120004	A 05/07/2015	13908491	3,991	52 289.54	736.42
100	1 RES WATER SENS98120004	E 02/20/2015	13901139	3,931	49 228.83	534.59
100	1 RES WATER SENS98120004	A 11/07/2014	13893759	3,882	42 196.14	458.22
100	1 RES WATER SENS98120004	A 08/05/2014	13886360	3,840	45 210.15	550.95
100	1 RES WATER SENS98120004	A 05/02/2014	13878860	3,795	46 292.95	686.07
100	1 RES WATER SENS98120004	A 02/04/2014	13871561	3,732	46 211.60	528.64
100	1 RES WATER SENS98120004	A 11/06/2013	13864235	3,686	36 165.60	390.24
100	1 RES WATER SENS98120004	A 08/07/2013	13856861	3,650	48 220.80	550.32
100	1 RES WATER SENS98120004	A 05/09/2013	13849435	3,602	39 179.40	422.76
100	1 RES WATER SENS98120004	A 02/06/2013	13842155	3,563	70 319.99	754.42
100	1 RES WATER SENS98120004	A 11/07/2012	13834842	3,493	44 197.56	466.40
100	1 RES WATER SENS98120004	A 08/07/2012	13827485	3,449	48 215.52	508.80
100	1 RES WATER SENS98120004	A 05/07/2012	13820107	3,401	66 296.34	699.60
100	1 RES WATER SENS98120004	A 02/07/2012	13812845	3,335	201 902.49	2,130.60
100	1 RES WATER SENS98120004	A 11/04/2011	13805558	3,134	125 561.25	1,385.00
100	1 RES WATER SENS98120004	A 08/03/2011	13798254	3,009	43 184.75	440.82
100	1 RES WATER SENS98120004	A 05/04/2011	13790909	2,966	53 227.37	542.72
100	1 RES WATER SENS98120004	E 02/18/2011	13783714	2,913	50 214.50	512.00
100	1 RES WATER SENS98120004	A 11/03/2010	13776494	2,863	31 122.99	317.44
100	1 RES WATER SENS98120004	A 08/04/2010	13769227	2,832	132 558.10	1,343.50
100	1 RES WATER SENS98120004	A 05/05/2010	13761937	2,700	243 1,018.17	2,464.02
100	1 RES WATER SENS98120004	A 02/02/2010	13754807	2,457	88 368.72	892.32
100	1 RES WATER SENS98120004	A 11/03/2009	13747589	2,369	37 155.03	375.18
100	1 RES WATER SENS98120004	A 08/04/2009	13740306	2,332	45 184.46	440.20
100	1 RES WATER SENS98120004	A 05/08/2009	13733007	2,287	26 105.04	248.30
100	1 RES WATER SENS98120004	E 02/03/2009	13725875	2,261	40 161.60	382.00

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

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 12/15/16

1. Date of Appeal: 12/15/16
2. Property Owner's Name: Eric Goucher Account #: 042700 W/S
3. Billing Address: P.O. Box 475
Hampton, NH 03842
4. Service Location: 42-44 Lafayette St, Zip Code 03867
5. Owners Representative: Matthew Grotreau
6. Owners Representative's Signature: [Signature]
7. Phone #: _____ Cell: 603-661-1597
8. Email Address: MJC117@MAC.COM

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from _____ to _____

10. Abatement is being requested for:

combined $\swarrow$

a. How many units of water 885 x 4.81 = \$ 4,256.85

b. How many units of sewer 885 x 6.24 = \$ 5,522.40

C. Water & Sewer Department Fees of: \$ 9,779.25

Total \$ 9,779.25

11. Explanation of Appeal Request:

There was a leak under the bathroom
floor in a unit that a tenant was
evicted from. The water leak was
leaking into the ground below
as well as the floor but no water
from this leak was going into the
sewer drain. I called on 9/28/16 to the water
to have the water cutoff to the entire
building and it was turned back on
a few hours later after it was repaired. water Dept

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?

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? United Communities Property Management

Has proof of the repair been attached to this appeal form? No but can give it hand.

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

Please note:

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

02/03/2017 13:52
karenb

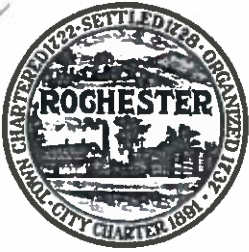
CITY OF ROCHESTER
UB Consumption History Report



P 1
ubcansing

Account Number	Customer # Name	Mtr Meter Number	Cd	Read Date	Time	By	Parcel	Bill #	Curr	Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
042700	34360	GOUCHER ERIC J					012100630000				42 LAFAYETTE ST				Active
-	1 RES WATER	SENS98120004	A	02/03/2017				13959749		5,571	273	0	1,402.79	3,188.61	
100	-	SENS98120004	A	11/01/2016				13953412		5,298	564	0	2,712.84	6,427.20	
100	-	SENS98120004	A	08/02/2016				13945864		4,734	431	0	2,073.11	4,822.55	
100	-	SENS98120004	A	05/05/2016				13938288		4,303	139	0	668.59	1,595.95	
100	-	SENS98120004	A	02/05/2016				13930851		4,164	59	0	283.79	681.95	
100	-	SENS98120004	A	11/09/2015				13923454		4,105	72	0	340.49	789.77	
100	-	SENS98120004	A	08/07/2015				13916007		4,033	40	0	186.80	496.40	
100	-	SENS98120004	A	05/07/2015				13908491		3,993	62	0	289.54	736.42	
100	-	SENS98120004	E	02/20/2015				13901139		3,931	49	0	228.83	534.59	
100	-	SENS98120004	A	11/07/2014				13893759		3,882	42	0	196.14	458.22	
100	-	SENS98120004	A	08/05/2014				13886360		3,840	45	0	210.15	550.95	
100	-	SENS98120004	A	05/02/2014				13878860		3,795	63	0	292.95	686.07	
100	-	SENS98120004	A	02/04/2014				13871561		3,732	46	0	211.60	528.64	
100	-	SENS98120004	A	11/06/2013				13864235		3,686	36	0	165.60	380.24	
100	-	SENS98120004	A	08/07/2013				13856861		3,650	36	0	220.80	550.32	
100	-	SENS98120004	A	05/09/2013				13849435		3,602	39	0	179.40	422.76	
100	-	SENS98120004	A	02/06/2013				13842155		3,563	70	0	319.99	754.42	
100	-	SENS98120004	A	11/07/2012				13834842		3,493	44	0	197.56	466.40	
100	-	SENS98120004	A	08/07/2012				13827485		3,449	48	0	215.52	508.80	
100	-	SENS98120004	A	05/07/2012				13820107		3,401	66	0	256.34	659.60	
100	-	SENS98120004	A	02/07/2012				13812845		3,335	201	0	902.49	2,130.60	
100	-	SENS98120004	A	11/04/2011				13805558		3,134	125	0	561.25	1,385.00	
100	-	SENS98120004	A	08/03/2011				13798254		3,009	43	0	184.75	440.82	
100	-	SENS98120004	A	05/04/2011				13790909		2,966	53	0	227.37	542.72	
100	-	SENS98120004	E	02/18/2011				13783714		2,913	50	0	214.50	512.00	
100	-	SENS98120004	A	11/03/2010				13776494		2,863	31	0	132.99	317.44	
100	-	SENS98120004	A	08/04/2010				13769227		2,832	132	0	558.10	1,343.50	
100	-	SENS98120004	A	05/05/2010				13761937		2,700	243	0	1,018.17	2,464.02	
100	-	SENS98120004	A	02/02/2010				13754807		2,457	88	0	368.72	852.32	
100	-	SENS98120004	A	11/03/2009				13747589		2,369	37	0	155.03	375.18	
100	-	SENS98120004	A	08/04/2009				13740306		2,332	45	0	184.46	440.20	
100	-	SENS98120004	A	05/08/2009				13733007		2,287	26	0	105.04	248.30	
100	-	SENS98120004	E	02/03/2009				13725875		2,261	40	0	161.60	382.00	

** 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: February 7, 2017

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 12/19/16

Customer Name: Donna Leonard

Account: 043840

Service Address: #22 Chestnut 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" subsections 16.18 "Appeals," and Chapter 17 "Water" subsection 17.20 "Appeals."

Recommendations

I recommend an abatement of 74 units of sewer and 37 units of water on the November 2016 and February 2017 invoiced amounts. Note that due to the repair date of December 14th, 14 days of the above average use has been prorated at new sewer rate that became effective 12/1/16. The decision letter and account will be noted with the language that states this is a one time in 10 year abatement for this property.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
 - a. The water did not enter the sewer system.
 - b. Total usage on disputed invoices:
Nov 2016 (48 units) Feb 2017 (26 units) 100 Units
 - c. Average use on previous three years is 13 (13*2) is: 26 Units
 - d. Estimated use over average 74 Units
 - e. $\frac{1}{2}$ of above average use 37 Units

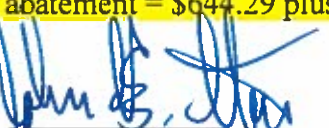
Value of 68 Units of Sewer at the previous sewer rate of \$6.24 = \$424.32

Value of 6 Units of Sewer at the current sewer rate of \$6.52 = \$39.12

Value of 31 Units of Water at the previous water rate of \$4.81 = \$149.11

Value of 6 Units of Water at the current water rate of \$5.29 = \$31.74

Total abatement = \$644.29 plus accrued interest


John B. Storer, PE
Director of City Services

2/7/17
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: February 3, 2017
SUBJECT: Donna Leonard
PROPERTY: 22 Chestnut St

Please find attached the Water Billing Appeal which was tabled from the January 11, 2017 meeting, including the updated consumption history showing usage for the February 2017 bill.

The customer is filing an appeal for 42.5 units of water and 85 units of sewer due to a leaking water heater that has been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 12/19/16

1. Date of Appeal: 12/19/16
2. Property Owner's Name: RICHARD + MADELEINE GUILMETTE Account #: 043840
3. Billing Address: 17 CROW HILL RD
ROCHESTER, NH
03868-8472
4. Service Location: 22 CHESTNUT ST. Zip Code 03867
5. Owners Representative: DONNA LEONARD
6. Owners Representative's Signature: Donna Leonard
7. Phone #: (603) 332-6851 Cell: (603) 507-4116
8. Email Address: dona1nrd@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 11/1/16 to DEC. 16, 2016

10. Abatement is being requested for:

a. How many units of water 42.5 x 4.81 = \$ 204.43

b. How many units of sewer 85 x 6.24 = \$ 530.40

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

Total \$ _____

11. Explanation of Appeal Request:

TOP OF WATER HEATER PIPE CORRODED AND
WATER LEAKED ONTO THE FLOOR.

REPAIRED ON 12/15/17

LAST HOME OWNER (MADELEINE) WAS IN
A HOSPICE AND PASSED AWAY ~~9/18/16~~ 9/25/16

DONNA LEONARD IS HER DAUGHTER AND
IS THE EXECUTOR OF THE ESTATE (GRANTED 12/7/16)

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 12/15/16

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:

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.

Invoice

A-D Archambault Plumbing & Heating, Inc.

61 Allen Street

Rochester, NH 03867

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

www.adplumbing.com

December 19, 2016

Summary: SERVICE

Invoice #: 10994-52063

Tech: JERRY

Due Date: 12/26/2016

Job Date: 12/14/2016

Bill To:

Steve Leonard

22 Chestnut Street

Rochester, NH 03867

Job Name:

22 Chestnut Street

Rochester, NH

PAID

Item Code	Description	Amount
Installed State 40 Gallon Indirect-Fired Electric Water Heater.		
LK-P0034	Replace 40 Gallon Indirect Electric Water Heater 6 Yr. Warranty	1598.00
Model # EN6-40-DORS 110		Equip. Warranty Expires 12/13/2022 Labor Warranty Expires 12/13/2017

Subtotal	Total
1598.00	\$1,598.00
Credits:	\$1,598.00 CR
Balance:	\$0.00

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.

Accounts

File Edit Tools Insert Help

Account: 043840

ADD ELDERLY EXEMPTION 6/15/06

EFFECTIVE 4/1/11 - NO LONGER ELDERLY EXEMPTION

[2015-02-20 09:04:24 karenb]:FEBRUARY BILL ESTIMATED DUE TO SNOW

[2016-11-15 13:18:47 karenb]: MAILED LETTER FOR HIGH USAGE. 61 UNITS.

[2016-12-14 10:59:19 sjuneau]: THE OWNER OF THIS PROPERTY PASSED AWAY IN AUGUST & THE ESTATE HAS BEEN TAKEN OVER BY HER DAUGHTER. I EXPLAINED TO HER DAUGHTER'S HUSBAND TODAY THAT IT LOOKS LIKE THERE IS A LEAK AT THE PROPERTY. HE WILL BE HEADING OVER TO CHECK FOR ANY LEAKS OR ISSUES AND WILL CALL BACK.

[2016-12-15 10:41:42 sjuneau]: THEY WENT TO THE PROPERTY AND FOUND THAT THE WATER HEATER WAS LEAKING ONTO THE BASEMENT FLOOR. PUT A SERVICE ORDER UP TO GET A READ OF THE LAST MONTH OF USAGE TO ALSO PUT ON HIS APPEAL. GAVE HIM THE APPEAL PAPERWORK.

[2016-12-16 14:32:31 karenb]: READ TODAY: 638

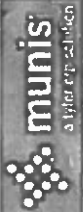
[2016-12-20 08:23:07 karenb]:RECEIVED UAB PAPERWORK AND SENT TO UAB FOR JANUARY APPEAL.

[2017-01-17 10:20:58 sjuneau]: APPEAL WAS TABLED UNTIL FEBRUARY MEETING

[2017-02-03 13:39:54 karenb]: FEBRUARY BILL PRODUCED. 39 UNITS. SENT FOR FEBRUARY UAB.

Check Spelling

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CITY OF ROCHESTER
UB Consumption History Report

02/03/2017 13:20
karenb

Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time By	Parcel	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
043840		5587	GUILLMETTE RICH & MADELINE				0121100810000			22	CHRSNTUT ST			Active
100	-	2 RES WATER	SENS49429647	A	02/03/2017			13959750	641	39		200.40	451.23	
100	-	2 RES WATER	SENS49429647	A	11/01/2016			13953465	602	61		293.41	674.05	
100	-	2 RES WATER	SENS49429647	A	08/02/2016			13945917	541	7		33.67	77.35	
100	-	2 RES WATER	SENS49429647	A	05/05/2016			13938341	534	8		38.48	88.40	
100	-	2 RES WATER	SENS49429647	A	02/05/2016			13930904	526	8		38.48	88.40	
100	-	2 RES WATER	SENS49429647	A	11/09/2015			13923508	518	8		37.83	87.75	
100	-	2 RES WATER	SENS49429647	A	08/07/2015			13916061	510	8		37.36	87.28	
100	-	2 RES WATER	SENS49429647	A	05/07/2015			13908544	502	15		70.05	163.65	
100	-	2 RES WATER	SENS49429647	E	02/20/2015			13901192	487	16		74.72	174.56	
100	-	2 RES WATER	SENS49429647	A	11/07/2014			13893813	471	14		65.38	152.74	
100	-	2 RES WATER	SENS49429647	A	08/05/2014			13886413	457	14		65.38	152.74	
100	-	2 RES WATER	SENS49429647	A	05/02/2014			13878912	443	16		74.40	174.24	
100	-	2 RES WATER	SENS49429647	A	02/04/2014			13871615	427	18		82.80	195.12	
100	-	2 RES WATER	SENS49429647	A	11/06/2013			13864289	409	18		82.80	195.12	
100	-	2 RES WATER	SENS49429647	A	08/07/2013			13856915	391	19		87.40	205.96	
100	-	2 RES WATER	SENS49429647	A	05/08/2013			13849489	372	20		92.00	216.80	
100	-	2 RES WATER	SENS49429647	A	02/06/2013			13842209	352	21		96.00	226.33	
100	-	2 RES WATER	SENS49429647	A	11/07/2012			13834896	331	20		89.80	212.00	
100	-	2 RES WATER	SENS49429647	A	08/07/2012			13827539	311	17		76.33	180.20	
100	-	2 RES WATER	SENS49429647	A	05/07/2012			13820160	294	22		98.78	233.20	
100	-	2 RES WATER	SENS49429647	A	02/07/2012			13812896	272	18		80.82	190.80	
100	-	2 RES WATER	SENS49429647	A	11/04/2011			13805609	254	18		80.82	190.80	
100	-	2 RES WATER	SENS49429647	A	08/03/2011			13798308	236	40		171.74	409.85	

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

Account #043840

3 Year Consumption History for property

Date	Units	
8/16	7	
5/16	8	
2/16	8	
11/15	8	
8/15	8	
5/15	15	
2/15	16	
11/14	14	
8/14	14	
5/14	16	
2/14	18	
11/13	18	Average Consumption for 3 years
	150	13

11/16	61	Excluded from average
2/17	39	Excluded from average

	16-Nov	17-Feb	
Units Used	61	39	
Average Use	13	13	
above avg use	48	26	Total above average: 74

	Units	\$/per unit	Total
1/2 of above average	37	4.81	\$177.97
Above average sewer	74	6.24	\$461.76
Total Credit			\$639.73



City of Rochester, New Hampshire

WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: February 7, 2017

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 11/25/16

Customer Name: Sharon L. Page

Account: 192800

Service Address: #38 Autumn St

Rochester NH 03868

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

Recommendations

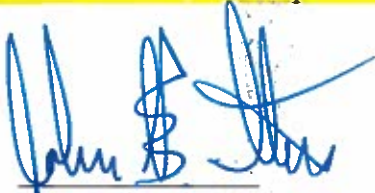
I recommend an abatement of 20 units of sewer on the October 2016 invoiced amount and that the UAB Advise homeowner to install a sewer deduct meter for outdoor use.

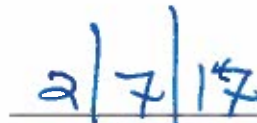
The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading.
 - a. The water did not enter the sewer system.
 - b. Usage on the disputed 10/25/16 invoice is: 30 Units
 - c. Average use on previous three years is: 10 Units
 - d. Estimated use over average: 20 Units

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

Total abatement = \$124.80 plus accrued interest.


John B. Storer, PE
Director of City Services


Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: January 17, 2017
SUBJECT: Sharon Page
PROPERTY: 38 Autumn St

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

The customer is filing an appeal for 19.4 units of sewer on the October 2016 invoice. The customer uses rain barrels, purchased from the City, for their garden. Due to the lack of rain this summer, the customer used more City water for irrigation.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 11/11/17

1. Date of Appeal: 11-25-16
2. Property Owner's Name: Sharon L. Page Account #: 192800
3. Billing Address: 38 Autumn St
4. Service Location: 38 Autumn St Zip Code 03868
5. Owners Representative: _____
6. Owners Representative's Signature: _____
7. Phone #: _____ Cell: 603.534-2198
8. Email Address: _____

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 7-7-16 to 10-7-16

10. Abatement is being requested for:

- a. How many units of water _____ x 4.81 = \$ _____
- b. How many units of sewer 19.4 x 6.24 = \$ 121.06
- C. Water & Sewer Department Fees of: \$ _____
- Total \$ 121.06

11. Explanation of Appeal Request:

Every year we use our rain barrels (which we purchased from the city when they were selling them several years ago). We have never used city water for our garden until this year when lack of rain had us using city water. In 2015 our c.u.ft for that same time billing period was 9 c.u.ft. In 2014 it was 9 as well. In 2013 we used 10 c.u.ft and in 2012 it was 14. For 2011 the c.u.ft was 11. From 2011 to 2015 the average of all of those years was 10.6

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?

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

Yes ☒ No (circle one)

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

If yes, has the leak been repaired? _____

Who made the repair? _____

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

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

Please note:

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

Accounts

File Edit Tools Insert Help

Account: 192800

JULY 2010 BILL RETURNED - REMAILED TO: 552 SALMON FALLS RD., ROCHESTER, NH 03868-5907 (PO FORWARD)

[2012-08-23 15:46:39 am]: JULY 2012 BILL RETURNED WITH CHANGE OF ADDRESS TO 38 AUTUMN ST., ROCHESTER, NH 03868

[2017-01-06 10:07:25 karab]: HOMEOWNER DROPPED OFF APPEAL FORM FOR OCTOBER BILL. SHE STATED THAT SHE WAS GOING TO DROP IT OFF SOONER BUT WAS LOOKING FOR HER PREVIOUS BILLS TO DETERMINE USAGE. I LET HER KNOW THAT WE DO HAVE HER HISTORY IF SHE EVER NEEDS IT IN THE FUTURE. SHE STATED THAT SHE PURCHASED RAIN BARRELS FROM THE CITY AND USES THEM EVERY YEAR FOR HER GARDENING. WITH THE LACK OF RAIN THIS SUMMER THEY HAD TO USE CITY WATER.

Check Spelling

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01/17/2017 14:47

karenb

CITY OF ROCHESTER

UB Consumption History Report



alpha systems

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ubcensing

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	By	Parcel	Bill #	Curr	Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
192800	24629	PAGE SHARON L					010400760000				38 AUTUMN ST				Active
100	-	1 RES WATER		10/07/2016				13951357		135	30	0	144.30	331.50	
100	-	1 RES WATER		07/07/2016				13943819		105	11	0	52.91	121.55	
100	-	1 RES WATER		04/13/2016				13936251		94	9	0	43.29	99.45	
100	-	1 RES WATER		01/14/2016				13928843		85	12	0	57.72	132.60	
100	-	1 RES WATER		10/01/2015				13921454		73	9	0	42.04	98.20	
100	-	1 RES WATER		07/06/2015				13914007		64	11	0	51.37	120.01	
100	-	1 RES WATER		04/01/2015				13906507		53	11	0	51.37	120.01	
100	-	1 RES WATER		01/02/2015				13892159		42	10	0	46.70	109.10	
100	-	1 RES WATER		10/06/2014				13891762		32	9	0	42.03	98.19	
100	-	1 RES WATER		07/01/2014				13884343		23	9	0	42.03	98.19	
100	-	1 RES WATER		04/02/2014				13876898		14	9	0	41.65	97.81	
100	-	1 RES WATER		01/08/2014				13869607		5	5	4	41.40	97.56	
100	-	1 RES WATER		11/14/2013				13862263		1,042	4	0	.00	.00	
100	-	1 RES WATER		10/15/2013				13854886		1,038	10	0	46.00	108.40	
100	-	1 RES WATER		07/15/2013				13847456		1,018	10	0	46.00	108.40	
100	-	1 RES WATER		04/05/2013				13840194		1,009	9	0	45.47	97.56	
100	-	1 RES WATER		01/18/2013				13832875		999	10	0	45.47	107.24	
100	-	1 RES WATER		10/16/2012				13825541		985	14	0	62.86	148.40	
100	-	1 RES WATER		07/16/2012				13818153		972	13	0	58.37	137.80	
100	-	1 RES WATER		04/12/2012				13810897		960	12	0	53.88	127.20	
100	-	1 RES WATER		01/18/2012				13803582		948	11	0	48.97	115.84	
100	-	1 RES WATER		10/19/2011				13796288		937	8	0	34.32	81.92	
100	-	1 RES WATER		07/13/2011											

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

Account #192800

3 Year Consumption History

Date	Units	
10/13	10	
1/14	9	
4/14	9	
7/14	9	
10/14	9	
1/15	10	
4/15	11	
7/15	11	
10/15	9	
1/16	12	
4/16	9	
7/16	11	Average Consumption for 3 years
	119	10

10/16 30 Excluded from average

	10/16
Units Used	30
Averag use	10
above avg use	20

	Per Unit	Credit
Sewer above avg	20	6.24
		\$124.80
		\$124.80



City of Rochester, New Hampshire

WATER & SEWER BILLING

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

Date: February 7, 2017

To: Utility Advisory Board

From: John B. Storer, Director City Services

Re: Water/Sewer Billing Appeal Application

Dated: 1/12/17

Customer Name: Franklin Morgan Properties LLC Account: 103290

Service Address: #69 Franklin Heights

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

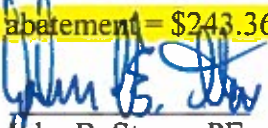
I recommend an abatement of 39 units of sewer on the December 2016 invoiced amount. Note that due to a leak and repair date of November 30 the abatement is at the old sewer rate.

The above recommendation is based upon the following findings:

1. In order to qualify for water abatement per the Policy of Water & Sewer Adjustments "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." This customer's quarterly use does not meet this requirement.
2. The owner does not dispute the meter reading.
 - a. The water did not enter the sewer system.
 - b. Usage on the disputed 12/16/16 invoice is 46 Units
 - c. Average use on previous 2 quarters is 7 Units
 - d. Estimated use over average 39 Units
 - e. $\frac{1}{2}$ of above average use 19.5 Units

Value of 39 Units of Sewer at the current sewer rate of \$6.24 = \$243.36

Total abatement = \$243.36 plus accrued interest.


John B. Storer, PE
Director of City Services

2/8/17
Date

WATER/SEWER BILLING MEMORANDUM

TO: Lisa Clark
FROM: Karen Bonneau
DATE: January 17, 2017
SUBJECT: Franklin Morgan Properties LLC
PROPERTY: 69 Franklin Heights

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

The customer is filing an appeal for 39.5 units of sewer and 19.75 units of water on the December 2016 invoice due to hot water heater leak, which has been repaired.

CITY OF ROCHESTER
Water/Sewer Billing Appeal Application

Office Use Only:
Received: 11/2/17

1. Date of Appeal: 1/10/2016
2. Property Owner's Name: Franklin Morgan Pope LLC Account #: 103290
3. Billing Address: 13 Will Turkey Rd.
Deerfield NH 03037
4. Service Location: 69 Franklin Heights Zip Code 03867
5. Owners Representative: David Morgan
6. Owners Representative's Signature: [Signature]
7. Phone #: 603 463 0331 Cell: 603-724-9300
8. Email Address: dandmorgan@msn.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 9/1/2016 to 12/16/2016

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 \$ _____

11. Explanation of Appeal Request:

On the morning of 11/30/2016 resident emailed a video of water gushing from the inlet side of her water heater. This is in a utility closet adjacent to the condo. None of the escaped water flows to the sewer but rather to the grounds of the complex. I was on South Carolina at the time for it took several hours to locate someone to shut the water off as the tenant was not comfortable doing it. My regular plumber, who is from Rochester happened to be working in OOB Maine that day. He fixed it later that evening upon returning to the Rochester area.

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?

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? C Moses Plumbing

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

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

no

Please note:

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

Franklin Morgan Properties
Request for Abatement to the City of Rochester, NH
Calculation of Requested Water and Sewer Abatement

	Actual	Average 1/	Difference	Requested Adjustment 2/	Rate	Requested Billing Adjustment
sewer	46	6.5	39.5	39.5	6.24	246.48
Water	46	6.5	39.5	19.75	4.81	94.9975
Total						341.4775
Less Billed Amount						514.55
Payment Amount						173.0725

1/ The quarters included in the average are Q2 and Q3 2016 and Q3 and Q4 of 2015. The unit was unoccupied for 2016 Q1

2/ One time adjustment of one-half the water meter reading above average is included in the water portion of the adjustment

Accounts

File Edit Tools Insert Help

Accounts 103290

JUNE 08 BILL REMAILED TO 1063 SALMON FALLS RD., ROCHESTER 03868-5709

[2013-01-11 09:08:46 am]: CUSTOMER CLAIMED THERE WAS A PROBLEM WITH THE METER BECAUSE THERE WERE NO LEAKS (PLUMBER CHECKED) AND THE METER WAS MOVING. TIM AND STEVE WENT THERE AND TIM FOUND TOILET THAT WAS RUNNING AND NEEDED REPAIR

[2013-03-01 16:36:38 am]: NEW OWNER RECEIVED SHUT OFF NOTICE BUT BILL IS FINAL FOR FORMER OWNER - HE WILL CHECK WITH TITLE COMPANY

[2013-12-18 13:07:03 sjuneau]: GATE WAS LOCKED & COULD NOT BE READ. SENT LETTER

[2016-01-22 10:22:31 karenb]: CHANGED OUT FROZEN METER 1/21/16

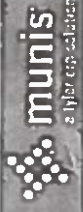
[2017-01-06 14:11:47 karenb]: HOMEOWNER CALLED. FURNANCE LEAKED ONTO BASEMENT FLOOR, THIS HAS BEEN REPAIRED. REQUESTED APPEAL PAPERWORK.

[2017-01-12 16:02:12 karenb]: RECEIVED APPEAL FORM. SENT FOR FEBRUARY UAB.

[2017-01-26 10:01:02 karenb]: TECHNICIAN GOT READ TODAY 1/25/17 OF 67. 5 UNITS IN 40 DAYS = .125/DAY. USAGE HAS GONE BACK DOWN.]

Check Spelling

Display as HTML



01/12/2017 16:01
karenb

CITY OF ROCHESTER
UB Consumption History Report

1
P ubcnsing

Account Number Service	Customer # Name Mfr Meter Number	Cd Read Date Time By	Parcel	Bill # Curr Read	Location Usage Repl Usage Charge Amt Billed Amt	Status
103290	41855	FRANKLIN MORGAN PROPERTIES LLC011800560049			69 FRANKLIN HEIGHTS	Active
100	1 RES WATER	SENS80187278	A 12/16/2016	13955740	46	224.56
100	1 RES WATER	SENS80187278	A 09/01/2016	13948197	0	513.53
100	1 RES WATER	SENS80187278	A 06/02/2016	13940688	5	110.50
100	1 RES WATER	SENS80187278	A 03/08/2016	13933142	1	24.05
100	1 RES WATER	SENS80187278	I 01/21/2016	0	3	55.25
100	1 RES WATER	INVE52406113	A 12/01/2015	13925773	3	49.09
100	1 RES WATER	INVE52406113	A 09/03/2015	13918333	8	.00
100	1 RES WATER	INVE52406113	A 06/03/2015	13910894	4	38.13
100	1 RES WATER	INVE52406113	A 03/12/2015	13903420	4	18.68
100	1 RES WATER	INVE52406113	A 12/04/2014	13896067	6	18.68
100	1 RES WATER	INVE52406113	A 09/03/2014	13888666	6	28.02
100	1 RES WATER	INVE52406113	A 06/02/2014	13881245	5	65.46
100	1 RES WATER	INVE52406113			37	23.35
						172.79
						403.67

Handwritten: 69 FRANKLIN HEIGHTS

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

**#75 Railroad Avenue
Gonic, NH 03839
603-335-0225**

Date 11-30-2016 Phone # 603-724-0331
Customer's Name Franklin Morgan Properties LLC
Address Unit # 69
Rochester, NH

AMOUNT DUE \$172.50

DATE	DESCRIPTION	BALANCE
	Repaired LEAK ON OWNER'S HOT WATER HEATER.	
	1.5 HRS LABOR PLUS PARTS	\$172.50
	(2133)	

40

Account #103290

Consumption History for Current Tenant: moved in April 2016

Date	Units	
9/16	16	
6/16	6	
3/16	4	
12/15	8	
9/15	4	
6/15	4	
3/15	6	
12/14	6	
9/14	5	
	59	Average Consumption
		7

12/16 46 Excluded from average

	12/16
Units Used	46
Average use	7
above avg use	39

		Per Unit	Credit
Sewer above avg	39	6.24	\$243.36
			\$243.36

02/08/2017 07:27
Lisa

CITY OF ROCHESTER
YEAR-TO-DATE BUDGET REPORT

1
glytdbud

FOR 2017 13

		ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
5001 WATER ENTERPRISE FUND								
510001 WATER WORKS REVENUE								
510001 400302	INTEREST INCOME	-2,500	-2,500	-2,500.00	.00	.00	.00	100.0%
510001 406102	TRANSFER FROM CIP	0	0	-103,730.16	.00	.00	103,730.16	100.0%
510001 406105	XFER FROM RET EARNIN	-2,182,341	-2,283,167	.00	.00	.00	-2,283,166.71	.0%*
510001 406201	MISCELLANEOUS REVENU	-25,000	-25,000	-18,366.86	.00	.00	-6,633.14	73.5%*
510001 406600	CONSTRUCTION REVENUE	-50,000	-50,000	-46,267.02	.00	.00	-3,732.98	92.5%*
510001 406601	USER FEES	-3,500,000	-3,500,000	-1,573,615.38	.00	.00	-1,926,384.62	45.0%*
510001 406602	INTEREST ON DEL ACCT	-12,000	-12,000	-6,154.14	.00	.00	-5,845.86	51.3%*
510001 406603	HYDRANT RENTAL FEES	-24,000	-24,000	-1,680.00	.00	.00	-22,320.00	7.0%*
51601057 WATER WORKS EXPENSE								
51601057 511001	SALARIES - FULL TI	575,907	575,907	336,799.29	.00	.00	239,107.71	58.5%
51601057 511099	SALARIES - ADJUSTM	2,741	2,741	.00	.00	.00	2,741.00	.0%
51601057 513001	OVERTIME - REGULAR	40,000	40,000	11,467.77	.00	.00	28,532.23	28.7%
51601057 515001	ON CALL	4,497	4,497	2,780.02	.00	.00	1,716.98	61.8%
51601057 516000	LONGEVITY	1,393	1,393	1,064.50	.00	.00	328.50	76.4%
51601057 519000	TRAVEL ALLOWANCE	0	0	307.68	.00	.00	-307.68	100.0%*
51601057 521100	HEALTH INSURANCE	155,059	155,059	92,277.38	.00	.00	62,781.62	59.5%
51601057 521200	DENTAL INSURANCE	2,720	2,720	1,488.87	.00	.00	1,231.13	54.7%
51601057 521300	LIFE INSURANCE	667	667	661.30	.00	.00	5.70	99.1%
51601057 522000	SOCIAL SECURITY CO	45,587	45,587	25,637.30	.00	.00	19,949.70	56.2%
51601057 523000	RETIRE CONTRIBUTIO	69,133	69,133	39,282.09	.00	.00	29,850.91	56.8%
51601057 526000	WORKERS' COMPENSAT	26,499	26,499	26,482.00	.00	.00	17.00	99.9%
51601057 528001	IPT	3,986	3,986	3,351.37	.00	.00	634.63	84.1%
51601057 532001	STAFF DEVELOPMENT	5,794	5,794	2,584.28	.00	.00	3,119.52	46.2%
51601057 533000	OTHER PROF SERVICE	9,672	9,672	3,544.99	.00	.00	5,084.57	47.4%
51601057 533001	AUDIT	3,910	3,910	3,565.00	.00	.00	345.00	91.2%
51601057 533002	ENGINEERING SERVICE	11,800	11,800	1,097.37	.00	.00	5,800.00	50.8%
51601057 533004	MEDICAL SERVICES	500	500	30.00	.00	.00	.00	100.0%
51601057 533009	14542 ROCHESTER HIL	0	0	22,354.98	.00	.00	-36,674.98	100.0%*
51601057 533010	LABOR NEGOTIATIONS	1,000	1,000	146.00	.00	.00	854.00	14.6%
51601057 534003	SOFTWARE MAINTENAN	23,425	23,425	19,302.66	.00	.00	3,597.34	84.6%
51601057 541100	WATER & SEWERAGE	6,000	6,000	4,048.10	.00	.00	936.75	100.0%
51601057 542300	CUSTODIAL SERVICES	2,100	2,100	1,163.25	.00	.00	707.95	55.4%
51601057 543001	VEHICLE MAINT & RE	1,000	1,000	1,135.05	.00	.00	.00	29.2%
51601057 543002	EQUIPMENT MAINTENA	1,135	1,135	1,135.00	.00	.00	.00	100.0%

FOR 2017 13

	ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601057 544200	410	410	145.25	.00	.00	264.75	35.4%
51601057 544400	1,823	1,823	1,075.44	.00	724.56	23.00	98.7%
51601057 544500	1,656	1,656	2,091.08	.00	.00	-435.08	126.3%*
51601057 552001	3,029	3,029	3,930.00	.00	.00	-901.00	129.7%*
51601057 552003	5,942	5,942	5,388.00	.00	.00	554.00	90.7%
51601057 553400	400	400	155.61	.00	.00	244.39	38.9%
51601057 554000	1,650	1,650	339.00	.00	.00	1,311.00	20.5%
51601057 555000	1,839	1,839	105.34	.00	160.67	1,572.99	14.5%
51601057 556000	3,150	3,150	.00	.00	.00	3,150.00	.0%
51601057 558000	3,375	3,375	3.84	.00	36.16	335.00	10.7%
51601057 561003	3,051	3,051	1,107.18	.00	57.57	1,886.25	38.2%
51601057 561005	50	50	.00	.00	.00	50.00	.0%
51601057 561008	9,000	9,000	5,331.80	.00	459.73	3,208.47	64.4%
51601057 561010	5,800	5,800	3,268.05	.00	1,846.04	685.91	88.2%
51601057 561015	5,000	5,000	4,727.67	.00	272.20	.13	100.0%
51601057 561022	5,500	5,500	5,500.00	.00	.00	.00	100.0%
51601057 561023	1,800	1,800	812.82	.00	987.18	.00	100.0%
51601057 561032	3,625	3,625	1,512.03	.00	165.04	1,947.93	46.3%
51601057 562600	21,420	21,420	6,521.16	.00	.00	14,898.84	30.4%
51601057 573401	2,335	2,335	1,266.36	.00	663.52	405.12	82.7%
51601057 573900	7,000	7,000	493.12	.00	682.50	5,824.38	16.8%
51601057 575100	109,000	109,000	55,221.18	.00	34,023.83	19,754.99	81.9%
51601057 581000	1,020	1,020	91.66	.00	.00	928.34	9.0%
51601057 583000	545,886	545,886	371,909.34	.00	.00	173,976.66	68.1%
51601057 584000	20,000	20,000	.00	.00	.00	20,000.00	.0%
51601057 589001	2,750	2,750	1,950.00	.00	101.67	698.33	74.6%
51601057 589031	600	600	155.68	.00	266.32	178.00	70.3%
51601057 591000	1,429,547	1,429,547	614,863.30	.00	37,500.00	777,183.70	45.6%
51601057 592001	1,278,950	1,278,950	.00	.00	.00	1,278,950.00	.0%
51601057 593002	167,000	267,826	267,825.71	.00	.00	.00	100.0%
51601057 593008	25,000	25,000	16,666.66	.00	.00	8,333.34	66.7%
51601073 WATER TREATMENT PLANT							
51601073 511001	281,181	281,181	170,699.03	.00	.00	110,481.97	60.7%
51601073 513001	15,000	15,000	10,488.94	.00	.00	4,511.06	69.9%
51601073 515001	16,285	16,285	10,062.50	.00	.00	6,222.50	61.8%
51601073 516000	200	200	.00	.00	.00	200.00	.0%
51601073 521100	107,812	107,812	63,111.14	.00	.00	44,700.86	58.5%
51601073 521200	1,500	1,500	880.87	.00	.00	619.13	58.7%
51601073 521300	225	225	284.94	.00	.00	-59.94	126.6%*
51601073 522000	22,543	22,543	13,698.43	.00	.00	8,844.57	60.8%
51601073 523000	33,109	33,109	20,003.56	.00	.00	13,105.44	60.4%

FOR 2017 13

		ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601073	526000	5,531	5,531	5,527.00	.00	.00	4.00	99.9%
51601073	528001	1,924	1,924	1,725.88	.00	.00	198.12	89.7%
51601073	533002	11,000	11,000	2,250.71	.00	.00	1,650.00	85.0%
51601073	533006	19,360	30,360	17,834.48	.00	7,099.29	4,397.71	85.5%
51601073	543000	58,563	58,563	15,724.23	.00	28,875.03	13,963.74	76.2%
51601073	543002	68,999	68,999	20,012.00	.00	7,940.10	41,046.90	40.5%
51601073	544500	800	800	518.91	.00	.00	281.09	64.9%
51601073	552002	6,831	6,831	7,150.00	.00	.00	-319.00	104.7%*
51601073	553000	10,360	10,360	7,330.34	.00	1,788.70	1,240.96	88.0%
51601073	561001	1,000	1,000	502.62	.00	.00	497.38	50.3%
51601073	561002	1,600	1,600	1,496.62	.00	92.21	11.17	99.3%
51601073	561010	5,500	5,500	2,568.60	.00	2,197.63	733.77	86.7%
51601073	561015	4,050	4,050	3,776.03	.00	265.67	8.30	99.8%
51601073	561031	187,500	176,500	58,655.56	.00	39,319.35	78,525.09	55.5%
51601073	561037	8,000	8,000	1,036.46	.00	3,099.93	3,863.61	51.7%
51601073	561040	30,000	30,000	12,207.66	.00	3,426.36	14,365.98	52.1%
51601073	562200	126,000	126,000	64,885.82	.00	.00	61,114.18	51.5%
51601073	562400	34,000	34,000	10,830.06	.00	.00	23,169.94	31.9%
51601073	573900	15,400	15,400	.00	.00	.00	15,400.00	.0%
51601073	589030	3,155	3,155	3,099.00	.00	.00	56.00	98.2%
51601570 WATER REVENUE OFFICE								
51601570	511001	31,159	31,159	19,986.69	.00	.00	11,172.31	64.1%
51601570	513001	0	0	56.40	.00	.00	-56.40	100.0%*
51601570	516000	163	163	.00	.00	.00	163.00	.0%
51601570	521100	11,616	11,616	7,669.79	.00	.00	3,946.21	66.0%
51601570	521200	221	221	135.79	.00	.00	85.21	61.4%
51601570	521300	26	26	34.24	.00	.00	-8.24	131.7%*
51601570	522000	2,145	2,145	1,408.32	.00	.00	736.68	65.7%
51601570	523000	3,497	3,497	2,238.76	.00	.00	1,258.24	64.0%
51601570	526000	68	68	68.00	.00	.00	.00	100.0%
51601570	528001	219	219	204.88	.00	.00	14.12	93.6%
51601570	543000	1,200	1,200	1,154.71	.00	.00	45.29	96.2%
51601570	553400	8,256	8,256	4,905.62	.00	.00	3,350.38	59.4%
51601570	555000	410	410	.00	.00	.00	410.00	.0%
51601570	561003	300	300	262.15	.00	.00	37.85	87.4%
TOTAL WATER ENTERPRISE FUND								
		0	0	785,493.71	.00	203,481.21	-988,974.92	100.0%
TOTAL REVENUES								
		-5,795,841	-5,896,667	-1,752,313.56	.00	.00	-4,144,353.15	
TOTAL EXPENSES								
		5,795,841	5,896,667	2,537,807.27	.00	203,481.21	3,155,378.23	
GRAND TOTAL								
		0	0	785,493.71	.00	203,481.21	-988,974.92	100.0%

** END OF REPORT - Generated by Lisa Clark **

FOR 2017 13

		ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
5002 SEWER ENTERPRISE FUND								
520001 SEWER WORKS REVENUE								
520001 400302	INTEREST INCOME	-2,500	-2,500	-2,500.00	.00	.00	.00	100.0%
520001 406102	TRANSFER FROM CIP	0	0	-1,707.00	.00	.00	1,707.00	100.0%
520001 406105	XFER FROM RET EARNIN	-1,677,334	-1,677,334	.00	.00	.00	-1,677,334.00	.0%
520001 406201	MISCELLANEOUS REVENU	-4,000	-4,000	-5,691.89	.00	.00	1,691.89	142.3%
520001 406211	HOMEOWNERS SRF LOAN	-16,049	-16,049	.00	.00	.00	-16,049.00	.0%
520001 406600	CONSTRUCTION REVENUE	-10,000	-10,000	-2,720.00	.00	.00	-7,280.00	27.2%
520001 406601	USER FEES	-4,500,000	-4,500,000	-1,773,616.03	.00	.00	-2,726,383.97	39.4%
520001 406602	INTEREST ON DEL ACCT	-12,000	-12,000	-6,338.46	.00	.00	-5,661.54	52.8%
520001 406607	IMPACT FEES	-14,000	-14,000	-72,387.00	.00	.00	58,387.00	517.1%
520001 406701	SEPTIC DISPOSAL PERM	-175,000	-175,000	-62,253.00	.00	.00	-112,747.00	35.6%
520001 406703	INDUSTRIAL PRE-TREAT	-10,000	-10,000	-4,273.22	.00	.00	-5,726.78	42.7%
520002 SEWER WORKS REVENUE								
520002 406306	STATE AID GRANT C-52	-345,384	-345,384	-19,777.00	.00	.00	-325,607.00	5.7%
520002 406307	STATE AID GRANT C-77	-7,291	-7,291	-7,290.00	.00	.00	-1.00	100.0%
520002 406308	STATE AID GRANT C-77	-11,681	-11,681	-3,021.00	.00	.00	-8,660.00	25.9%
520002 406309	STATE AID GRANT C-83	-45,206	-45,206	-17,421.00	.00	.00	-27,785.00	38.5%
520002 406310	STATE AID GRANT C-83	-14,811	-14,811	-5,116.00	.00	.00	-9,695.00	34.5%
520002 406311	STATE AID GRANT C-83	-31,901	-31,901	-11,875.00	.00	.00	-20,026.00	37.2%
520002 406312	STATE AID GRANT C-85	0	0	-10,840.00	.00	.00	10,840.00	100.0%
52602057 SEWER WORKS EXPENSE								
52602057 511001	SALARIES - FULL TI	387,548	387,548	231,887.25	.00	.00	155,660.75	59.8%
52602057 511099	SALARIES - ADJUSTM	2,741	2,741	.00	.00	.00	2,741.00	.0%
52602057 513000	OVERTIME - REGULAR	8,100	8,100	3,633.91	.00	.00	4,466.09	44.9%
52602057 515001	ON CALL	4,497	4,497	2,780.02	.00	.00	1,716.98	61.8%
52602057 516000	LONGEVITY	1,393	1,393	1,064.51	.00	.00	328.49	76.4%
52602057 519000	TRAVEL ALLOWANCE	0	0	307.68	.00	.00	-307.68	100.0%
52602057 521100	HEALTH INSURANCE	99,563	99,563	60,940.95	.00	.00	38,622.05	61.2%
52602057 521200	DENTAL INSURANCE	1,529	1,529	900.13	.00	.00	628.87	58.9%
52602057 521300	LIFE INSURANCE	516	516	482.54	.00	.00	33.46	93.5%
52602057 522000	SOCIAL SECURITY CO	29,248	29,248	17,330.53	.00	.00	11,917.47	59.3%
52602057 523000	RETIRE CONTRIBUTIO	44,836	44,836	26,718.70	.00	.00	18,117.30	59.6%

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		ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602057	526000	15,880	15,880	15,870.00	.00	.00	10.00	99.9%
52602057	528001	2,627	2,627	2,262.09	.00	.00	364.91	86.1%
52602057	532001	6,344	6,344	2,606.15	.00	90.17	3,647.68	42.5%
52602057	533001	6,780	6,780	2,866.42	.00	567.44	3,346.14	50.6%
52602057	533001	3,910	3,910	3,565.00	.00	.00	3,345.00	91.2%
52602057	533004	500	500	93.00	.00	407.00	.00	100.0%
52602057	533010	1,000	1,000	146.00	.00	.00	854.00	14.6%
52602057	534003	19,016	19,016	18,250.85	.00	525.96	239.19	98.7%
52602057	542300	2,000	2,000	1,163.25	.00	.00	836.75	58.2%
52602057	543000	2,360	2,360	2,360.00	.00	.00	.00	100.0%
52602057	543001	2,500	2,500	2,292.29	.00	.00	.00	11.7%
52602057	543002	4,113	4,113	1,579.80	.00	.00	2,207.71	38.4%
52602057	544200	400	400	145.25	.00	.00	2,533.20	36.3%
52602057	544400	2,352	2,352	1,075.43	.00	760.57	516.00	78.1%
52602057	544500	1,600	1,600	1,066.55	.00	.00	533.45	66.7%
52602057	545001	4,241	4,241	8,886.00	.00	.00	-4,645.00	209.5%*
52602057	552002	5,362	5,362	5,589.00	.00	.00	-227.00	104.2%*
52602057	552003	5,677	5,677	5,122.00	.00	.00	555.00	90.2%
52602057	553400	500	500	115.41	.00	.00	384.59	23.1%
52602057	554000	735	735	343.00	.00	.00	392.00	46.7%
52602057	555000	1,639	1,639	105.34	.00	160.69	1,372.97	16.2%
52602057	556000	6,900	6,900	.00	.00	.00	6,900.00	.0%
52602057	558000	875	875	3.82	.00	36.17	835.01	4.6%
52602057	561003	3,348	3,348	2,077.57	.00	57.59	1,212.84	63.8%
52602057	561005	32	32	.00	.00	.00	32.00	.0%
52602057	561008	13,500	13,500	8,114.98	.00	1,044.03	4,340.99	67.8%
52602057	561009	250	250	.00	.00	.00	250.00	.0%
52602057	561010	5,615	5,615	1,715.12	.00	776.29	3,123.59	44.4%
52602057	561015	5,900	5,900	4,830.61	.00	272.23	797.16	86.5%
52602057	561022	5,500	5,500	5,500.00	.00	.00	.00	100.0%
52602057	561023	1,650	1,650	812.79	.00	837.21	.00	100.0%
52602057	561032	600	600	547.36	.00	.00	52.64	91.2%
52602057	561040	6,000	6,000	2,122.17	.00	.00	3,877.83	35.4%
52602057	562600	41,000	41,000	13,031.83	.00	.00	27,968.17	31.8%
52602057	573401	1,635	1,635	1,191.37	.00	443.63	.00	100.0%
52602057	573900	6,500	6,500	493.12	.00	682.50	5,324.38	18.1%
52602057	575100	12,500	12,500	6,750.00	.00	750.00	5,000.00	60.0%
52602057	581000	1,090	1,090	91.67	.00	.00	998.33	8.4%
52602057	583000	481,493	481,493	363,978.55	.00	.00	117,514.45	75.6%
52602057	584000	15,000	10,258	961.00	.00	.00	10,258.21	.0%
52602057	589001	1,650	4,742	4,741.79	.00	271.66	10,417.34	74.7%
52602057	589003	0	0	.00	.00	.00	.00	100.0%
52602057	591000	2,026,656	2,026,656	1,483,124.95	.00	.00	543,531.05	73.2%
52602057	593002	143,500	143,500	143,500.00	.00	.00	.00	100.0%

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		ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602057	593008	25,000	25,000	16,666.66	.00	.00	8,333.34	66.7%
52602074	SEWER TREATMENT PLANT							
52602074	511001	437,756	437,756	265,694.69	.00	.00	172,061.31	60.7%
52602074	513001	32,500	32,500	23,159.18	.00	.00	9,340.82	71.3%
52602074	515001	29,438	29,438	17,266.02	.00	.00	12,171.98	58.7%
52602074	516000	600	600	600.00	.00	.00	.00	100.0%
52602074	521100	94,174	94,174	64,710.11	.00	.00	29,463.89	68.7%
52602074	521200	1,794	1,794	1,328.42	.00	.00	465.58	74.0%
52602074	521300	356	356	453.10	.00	.00	-97.10	127.3%*
52602074	522000	37,110	37,110	22,611.45	.00	.00	14,498.55	60.9%
52602074	523000	52,598	52,598	31,916.40	.00	.00	20,681.60	60.7%
52602074	526000	4,739	4,739	4,736.00	.00	.00	3.00	99.9%
52602074	528001	2,476	2,476	2,255.27	.00	.00	220.73	91.1%
52602074	533000	121,834	121,834	4,165.63	.00	.00	117,668.37	3.4%
52602074	534006	119,699	119,699	22,278.35	.00	.00	72,978.00	39.0%
52602074	534009	32,755	32,755	4,682.00	.00	.00	11,815.00	63.9%
52602074	543000	87,547	87,547	32,445.66	.00	.00	40,817.16	53.4%
52602074	543002	122,576	122,576	41,018.05	.00	.00	52,653.95	57.0%
52602074	544500	1,852	1,852	1,248.23	.00	.00	603.77	67.4%
52602074	552002	4,849	4,849	5,228.00	.00	.00	-379.00	107.8%*
52602074	553000	10,844	10,844	5,673.39	.00	.00	3,373.86	68.9%
52602074	559000	15,500	15,500	15,000.00	.00	.00	500.00	96.8%
52602074	561001	1,500	1,500	526.78	.00	.00	702.03	53.2%
52602074	561002	7,450	7,450	1,482.44	.00	.00	5,967.56	19.9%
52602074	561010	9,025	9,025	2,985.28	.00	.00	2,943.07	67.4%
52602074	561015	6,200	6,200	592.97	.00	.00	5,607.03	9.6%
52602074	561031	327,286	327,286	58,614.55	.00	.00	246,349.11	24.7%
52602074	561037	28,057	28,057	9,728.22	.00	.00	16,915.78	39.7%
52602074	561040	81,570	81,570	18,820.01	.00	.00	58,498.37	28.3%
52602074	562200	375,000	375,000	207,243.70	.00	.00	167,756.30	55.3%
52602074	562400	43,000	43,000	9,716.98	.00	.00	33,283.02	22.6%
52602074	573900	22,075	22,075	7,553.99	.00	.00	14,521.01	34.2%
52602074	592001	1,230,057	1,230,057	.00	.00	.00	1,230,057.00	.0%
52602470	SEWER REVENUE OFFICE							
52602470	511001	31,159	31,159	19,987.22	.00	.00	11,171.78	64.1%
52602470	513001	0	0	56.41	.00	.00	-56.41	100.0%*
52602470	516000	163	163	.00	.00	.00	163.00	.0%
52602470	521100	11,620	11,620	7,670.32	.00	.00	3,949.68	66.0%

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		ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602470	521200	222	222	135.95		.00	86.05	61.2%
52602470	521300	27	27	34.40		.00	-7.40	127.4%*
52602470	522000	2,151	2,151	1,408.54		.00	742.46	65.5%
52602470	523000	3,501	3,501	2,238.94		.00	1,262.06	64.0%
52602470	526000	68	68	68.00		.00	.00	100.0%
52602470	528001	222	222	205.19		.00	16.81	92.4%
52602470	543000	1,200	1,200	1,154.71		.00	45.29	96.2%
52602470	553400	8,256	8,256	4,905.63		.00	3,350.37	59.4%
52602470	555000	350	350	.00		.00	350.00	.0%
52602470	561003	300	300	262.19		.00	37.81	87.4%
TOTAL SEWER ENTERPRISE FUND		0	0	1,394,840.18		.00	-1,519,563.70	100.0%
TOTAL REVENUES		-6,877,157	-6,877,157	-2,006,826.60		.00	-4,870,330.40	
TOTAL EXPENSES		6,877,157	6,877,157	3,401,666.78		.00	3,350,766.70	
GRAND TOTAL		0	0	1,394,840.18		.00	-1,519,563.70	100.0%

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