



# *City of Rochester, New Hampshire*

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

DATE: September 5, 2018  
TO: Utility Advisory Board  
FROM: Lisa J. Clark – Utility Billing Office Supervisor  
REGARDING: Utility Advisory Board Meeting

There will be a meeting of the Utility Advisory Board on **Monday, September 10, 2018 at 5:30 P.M.** in the City Hall Council Conference Room.

### AGENDA

1. Call to Order
2. Acceptance of August 13, 2018 Minutes (Pages 3-4)
3. Tabled Appeals

3.1 SRJ Lou Holdings LLC (Pages 5-11)  
PO Box 411  
Epping, NH 03042  
RE: 74 Winter St

#### 4. Appeals

4.1 James K. Brennan (Pages 12-22)  
36 River St  
Rochester, NH 03867  
RE: 36 River St

4.2 Julie Nicholson (Pages 23-29)  
104A Trinity Circle  
Rochester, NH 03839  
RE: 104A Trinity Circle

4.3 Heidi & Brodie Reilly (Pages 30-38)  
52 Salmon Falls Rd  
Rochester, NH 03868  
RE: 52 Salmon Falls Rd

4.4 Jason E. Miller (Pages 39-46)  
25 Pierce Dr  
Rochester, NH 03867  
RE: 25 Pierce Dr

- 4.5 Beatrice Ball (Pages 47-55)  
Christina Moss  
1 Leonard St  
Rochester, NH 03867  
RE: 1 Leonard St
- 4.6 Susan C Shea (Pages 56-62)  
14 Liberty St  
Rochester, NH 03867  
RE: 14 Liberty St
- 4.7 Jeffrey R Cole (Pages 63-70)  
7 Gagne St  
Rochester, NH 03867  
RE: 7 Gagne St
- 5. Fee Discussion (Pages 71-76)
- 6. Financials – Water & Sewer Revenue & Expense Reports (Pages 77-84)
- 7. Adjournment

**Utility Advisory Board  
August 13, 2018 5:30 P.M.  
City Hall Council Conference Room**

**MEMBERS PRESENT**

Shawn Libby, Chairman

Ralph Sanders

Eli Barnes

**MEMBERS ABSENT**

Joe Boudreau

**OTHERS PRESENT**

Lisa Clark, Utility Billing Office Supervisor

Peter Nourse, Director of City Services

Mark Sullivan, Senior Accountant

**MINUTES**

**1. Call to order:**

Chairman Libby called the meeting to order at 5:35 PM.

**2. Approval of June 11, 2018 Minutes**

*Eli Barnes made a motion to accept the June 11, 2018 meeting minutes as presented. The motion was seconded by Mr. Sanders. The motion passed unanimously.*

**3. Rate Discussion –**

Mark Sullivan stated he came to discuss two topics and to get the boards input. The first topic discussed pertained to overall spending caps. He wanted to know what the Board expected in regards to a limit or ceiling for rate increases. The Board agreed that they would prefer to see incremental rate increases instead of large increases. The second topic discussed was regarding rate structures. Mr. Sullivan explained that there are several different methods used in the industry and he wanted to know if the board was interested in exploring them. The Board agreed that they preferred billing on actual use, but would listen to any suggestions if presented. Mr. Barnes stated that it was worth looking at other cities financials and use of tier billing, but he is fine keeping it the way it is. Chairman Libby stated that he liked billing based on actual usage. The Board and Mr. Sullivan also discussed utility billing fees for labor and services. Both were in agreement to look at these rates when it is time to look at the per unit rate costs in December.

**4. Appeals -**

**4.1 78 Franklin Heights – Amy Callahan**

The appellant was not present for the meeting. The appeal was tabled from the May 2018 meeting to capture all above average costs for two billing cycles. The appeal was due to repaired water heater. The water did not enter the sewer system.

*Chairman Libby made a motion to abate as recommended the 11 units of sewer at*

*\$74.25 plus accrued interest. The motion was seconded by Mr. Barnes. The motion passed unanimously.*

**4.2 6 Morgan Road – Maris Citron**

The appellant was not present for the meeting. The appeal was due to a repaired hot water heater. The water did not enter the sewer system.

*Mr. Barnes made a motion to abate as recommended the 39 units of sewer at \$175.11 and accrued interest. Chairman Libby seconded the motion. The motion passed unanimously.*

**4.3 129-1 North Main Street – Ravi Jingnasha Realty LLC**

The appellant was not present for the meeting. The appeal was for water and sewer due to a leak from frozen pipes that did not enter the sewer system. The leak was repaired and documentation was provided.

*Chairman Libby made a motion to abate as recommended the 171 units of sewer at \$1,154.25 and accrued interest. Mr. Barnes seconded the motion. The motion passed unanimously.*

**4.4 760 Portland Street – Timothy Chalifour**

The appellant was not present for the meeting. The appeal was for a leak in an irrigation system that was repaired. Mr. Barnes noted that the customer noted in their appeal that the leak went several weeks into the next billing cycle.

*Mr. Barnes made a motion to table the appeal until the next billing cycle. Chairman Libby seconded the motion. The motion passed unanimously.*

**4.5 74 Winter Street – Jack Murray**

The appellant was not present for the meeting. The appellant is filing an appeal for 588 units of water and sewer due to a high usage on the June water bill. The usage has returned to normal. The appellant could not locate the source of the high usage. Chairman Libby stated that he would like to give the appellant a chance to provide more proof and attend the meeting.

*Chairman Libby made a motion to table the appeal until next month for lack of information and to request the appellant to appear and bring any additional information. Mr. Barnes seconded the motion. The motion passed unanimously.*

**5. Financials**

There was a brief discussion on the financials.

**6. Adjournment:**

*Chairman Libby made a motion to adjourn at 6:49PM. Mr. Sanders seconded the motion. The motion passed unanimously.*

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





# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: September 5, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 07/25/18

Customer Name: SRJ Lou Holdings LLC

Account: 133620

Service Address: #74 Winter 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.**

### **The above recommendation is based upon the following findings:**

1. The appellant is responsible for all usage and/or undetected water leaks on the property.
2. Per Section 2 in the Policy on Water & Sewer Adjustments:  
*"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 the 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 the requirements stipulated in the City Ordinance 17.12(d) for meter found to be inaccurate based on the American Water Works Association (AWWA) standards. **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, shipping and handling.***  
**The Meter has been determined to be accurate as usage has returned to normal.**
3. Without additional information, as requested from owner, the recommendation is to deny.

*Lisa J. Clark*

Lisa J. Clark  
Utility Billing Office Supervisor

9/5/18

Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 4, 2018  
SUBJECT: SRJ Lou Holdings LLC  
PROPERTY: **74 Winter St**

Please find attached the Water Billing Appeal, account notes, consumption history, and invoice for the above location. This appeal was tabled from the August 2018 meeting with a request for more documentation from property owner. The property owner was notified to bring documentation to September UAB meeting.

The customer is filing an appeal 588 units of water and sewer due to high usage on the June 2018 water bill. The usage is back to normal. The homeowner could not locate the source of the high usage and will be monitoring the property weekly.

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

Office Use Only:  
Received: 7/25/18  
LJS

1. Date of Appeal: \_\_\_\_\_
2. Property Owner's Name: SRT LEO HOLDINGS Account #: 14002631 Bill#
3. Billing Address: PO Box 411 133620 Account#  
EPPING, NH 03042.
4. Service Location: 74 WINTER ST. Zip Code \_\_\_\_\_
5. Owners Representative: JACK MURRAY
6. Owners Representative's Signature: [Signature]
7. Phone #: 603-502-6438 Cell: \_\_\_\_\_
8. Email Address: JACK@IKANPROPERTY.COM

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from April 2018 to JUNE 2018

10. Abatement is being requested for:

- a. How many units of water 588 x 5.29 = \$ 3,104.52
- b. How many units of sewer 588 x 6.52 = \$ 3,767.76
- c. Water & Sewer Department Fees of: [Crossed out]
- Total \$ 6,872.28

11. Explanation of Appeal Request:

THE CURRENT BILL IS NOT INDICATIVE OF NORMAL AVERAGE  
USAGE OF WATER. IN AN EFFORT TO MANAGE POTENTIAL FUTURE  
LEAKS I WILL IMPLEMENT A WEEKLY RECORD OF WATER READING.  
REGRETTFULLY, WE COULD NOT FIND ANY LEAKS AND THE CITY  
DATA REPORT SHOWED IT STOPPED PRIOR TO THE ONSITE VISIT.  
I AM LOOKING INTO AN ALARM NOTIFICATION SYSTEM SIMILAR  
TO A SPRINKLER WATER FLOW SENSOR.

I HAVE BEEN INFORMED OF THE 1X IN 10 YEAR REQUEST  
FOR ABATEMENT ON WATER USAGE.

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

Yes ☒ No (circle one)

If yes, why?

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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? COULD NEVER DETERMINE SOURCE OF WATER USAGE.

If yes, has the leak been repaired? THE LEAK STOPPED. PROPERTY HAS NO OUTSIDE H<sub>2</sub>O SPICKETS

Who made the repair? I HAVE HAD A CONTRACTOR VERIFY IF ANY LEAKS ARE CONTINUING

Has proof of the repair been attached to this appeal form? WILL PRESENT MAINTENANCE DOCUMENTS AT APPEAL,

14. If your appeal is denied, will this cause you financial hardship for which you will seek

assistance from the City? If so, explain:

YES, THE PROPERTY DOES NOT GENERATE ENOUGH RENTAL INCOME TO COVER SUCH A LARGE UNEXPECTED EXPENSE.

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**Please note:**

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



Account: 133620

[10/01/08- CHARGED SERVICE CALL FOR NON PAYMENT. TIM PICKED UP A CHECK (#6831)

06/30/09- CHARGED TURN OFF FOR NON PAYMENT

07/02/09- CHARGED TURN ON FOR NON

PAYMENT

[2010-12-28 08:18:44 ann]: CALLED - WILL BE IN EITHER TODAY OR TOMORROW FOR SURE TO PAY PAST DUE BALANCE

[2013-01-24 11:35:11 kathy]: GOING TO AUCTION 1/30/13

[2013-04-01 16:49:40 sjuneau]: SHUT OFF NOTICE RETURNED - MOVED LEFT NO ADDRESS

[2013-04-10 09:48:27 ann]: NEW OWNER SRJ LOU HOLDINGS, LLC, PO BOX 411, EPPING, NH 03042 (JACK MURRAY)

[2018-06-18 3:48:38 karenb]: 611 UNITS ON JUNE INVOICE. TAGGED DOOR AND MAILED LEAK LETTER.

[2018-06-26 15:29:24 karenb]: TECHNICIAN PULLED METER REPORT TODAY WHICH SHOWED THAT LEAK/ISSUE WAS RESOLVED ON 6/7/18. SINCE THEN THE USAGE HAS BEEN BACK TO NORMAL. EMAILED REPORT TO HOMEOWNER. HE WILL CHECK ON PROPERTY AND WITH TENANTS AGAIN.

[2018-07-25 09:44:25 karenb]: HOMEOWNE DROPPED OFF APPEAL FORM. HE COULD NOT FIND CAUSE FOR HIGH USAGE. WILL BE IMPLEMENTING A WEEKLY RECORD OF WATER READING TO STAY ON TOP OF ANY ISSUES. SENT FOR AUGUST UAB.

[2018-08-29 16:14:24 karenb]: AUGUST APPEAL WAS TABLED UNTIL SEPTEMBER MEETING. THE BOARD IS REQUESTING MORE DOCUMENTATION/INFORMATION. SENT FOR SEPT UAB.



**City of Rochester**  
P.O. Box 981096  
Boston MA 02298-1096

# WATER & SEWER BILL

**Remit Copy**

Please write your account number on your check and enclose this portion of bill with your payment.  
**Make checks payable to: City of Rochester**

Bill Number	Account Number	Bill Date	Past Due Date	Past Due	Other Current Charges	Current Charges
14002631	133620	06/20/2018	07/23/2018	0.00	.00	7,515.30
<b>Amount Due</b>						<b>\$7,120.24</b>

133620  
SRJ LOU HOLDINGS LLC  
P O BOX 411  
EPPING, NH 03042

Please Note Address Correction Below:

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



92096042018014002631100007120249

✂ Detach and return the above portion with your payment ✂



**City of Rochester**  
Rochester, New Hampshire

# WATER & SEWER BILL

**Customer Copy**

Keep this portion for your records

Customer			Service Address			
SRJ LOU HOLDINGS LLC			74 WINTER ST /			
Bill Number	Account Number		Past Due Date		Bill Date	
14002631	133620		07/23/2018		06/20/2018	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	06/18/2018	03/09/2018	1012	401	611	3,391.05
RES SEWER					611	4,124.25
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
400.00	07/25/2018	0.00	.00	7,515.30	<b>\$7,120.24</b>	

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91  
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70  
CITY OF ROCHESTER WATER QUALITY REPORTS ONLINE AT:  
[WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS](http://WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS)

**BILL IS DUE UPON PRESENTATION**

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

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

For all other correspondence or accounting inquiries:  
City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

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

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

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





07/25/2018 09:43  
karenb

CITY OF ROCHESTER  
UB Consumption History Report

1  
P  
|ubcnsinq

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	Bill #	Curr	Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
133620	40727	SRJ LOU HOLDINGS LLC				012001270000				74 WINTER ST				Active
100	1 RES WATER	SENS76166287	A	06/18/2018		14002631			1,012	611	0	3,391.05	7,515.30	
100	1 RES WATER	SENS76166287	A	03/09/2018		13994836			401	21	0	113.39	252.35	
100	1 RES WATER	SENS76166287	A	12/12/2017		13987202			380	19	0	100.51	224.39	
100	1 RES WATER	SENS76166287	A	09/19/2017		13979530			361	18	0	95.22	212.58	
100	1 RES WATER	SENS76166287	A	06/09/2017		13971865			343	34	0	179.86	401.54	
100	1 RES WATER	SENS76166287	A	03/07/2017		13964223			309	29	0	153.41	342.49	
100	1 RES WATER	SENS76166287	A	12/02/2016		13956735			280	33	0	159.08	365.20	
100	1 RES WATER	SENS76166287	A	09/02/2016		13949192			247	29	0	139.49	320.45	
100	1 RES WATER	SENS76166287	A	06/06/2016		13941680			218	40	0	192.40	442.00	
100	1 RES WATER	SENS76166287	A	03/04/2016		13934138			178	46	0	221.26	508.30	
100	1 RES WATER	SENS76166287	A	12/08/2015		13926769			132	38	0	181.46	418.58	
100	1 RES WATER	SENS76166287	A	09/08/2015		13919320			94	22	0	102.74	240.02	
100	1 RES WATER	SENS76166287	A	06/03/2015		13911876			72	21	0	98.07	229.11	
100	1 RES WATER	SENS76166287	A	03/16/2015		13904407			51	27	0	126.09	294.57	
100	1 RES WATER	SENS76166287	A	12/02/2014		13897055			24	23	0	107.41	250.93	
100	1 RES WATER	SENS76166287	A	09/04/2014		13889650			1	0	0	17.74	47.59	
100	1 RES WATER	SENS76166287	A	06/02/2014		13882228			1	1	0	17.74	47.59	
100	1 RES WATER	SENS76166287	A	03/03/2014		13874811			0	0	0	17.74	47.59	
100	1 RES WATER	SENS76166287	I	01/08/2014		0			2,664	0	0	101.20	238.48	
100	1 RES WATER	NEPT31198792	A	12/12/2013		13867529			2,664	22	0	96.60	227.64	
100	1 RES WATER	NEPT31198792	A	09/09/2013		13860133			2,642	21	0	78.20	214.28	
100	1 RES WATER	NEPT31198792	A	06/12/2013		13852752			2,621	17	0			

\*\* 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: September 5, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/31/18

Customer Name: James K. Brennan

Account: 041080

Service Address: #36 River 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 17.19 (b) Water bills shall be due and payable upon presentation and shall become delinquent after thirty (30) days after the date of issuance. Interest shall accrue on bills not paid when due at the same rate charged by the City for overdue property tax bills. Seasonal customers will not be eligible for service unless the previous year's bill has been paid in full.

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.

*Lisa J. Clark*

Lisa J. Clark  
Utility Billing Office Supervisor

9/5/18

\_\_\_\_\_  
Date



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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 4, 2018  
SUBJECT: James K Brennan  
PROPERTY: **36 River St**

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

The customer is filing an appeal for \$1.70 in interest. The homeowner states that he did not receive the invoice in the mail.

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

Office Use Only:

Received: 7/31/18

1. Date of Appeal: July 30th, 2018
2. Property Owner's Name: James K. Brennan Account #: 041080
3. Billing Address: 36 River St.  
Rochester, NH
4. Service Location: Same Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: 603.335.4840 Cell: \_\_\_\_\_
8. Email Address: jimbokb@myfairpoint.net

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

9. Billing Period that is being appealed is from Mar. 20, 2018 to May 20, 2018

10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 5.29= \$ \_\_\_\_\_

b. How many units of sewer \_\_\_\_\_ x 6.52= \$ \_\_\_\_\_

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

Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

As the ordinance states (b) Water bills shall be due and payable upon presentation and shall become delinquent after (30) days after the date of issuance. Interest shall accrue on bills not paid when due at the same rate.... (d) The failure of a customer to receive a water bill does not relieve the customer of responsibility of making prompt payment.

My issue is that how would I know how much to pay if I never received a bill? Also I was charged interest on a bill I never got. Is this fair I argue? No it's not. I have not a problem paying what's duly owed but it's most difficult to pay something one doesn't know about. For 17 years I've received and paid my water bill dutifully. One time I don't get it and I'm treated like this. It's a shame. Actually a few people never got a bill this time around. Thank you.

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

Yes (No)(circle one)

If yes, why?

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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

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***Please note:***

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

Accounts

File Edit Tools Insert Help

Account: 041080

[2015-02-20 08:26:42 karenb]:FEBRUARY BILL ESTIMATED DUE TO SNOW

[2018-08-03 15:43:59 sjuneau]: CUSTOMER EMAILED THAT THEY DID NOT RECEIVE MAY WATER BILL AND SHOULD NOT PAY INTEREST ON PAST DUE. WAS INFORMED OF THE PROPER ORDINANCES AND THAT INTEREST COULD NOT BE WAIVED. HE ASKED FOR AN APPEAL FORM.

[2018-08-29 16:08:18 karenb]:APPEAL FORM RECEIVED 7/30/18 AND SENT FOR SEPT UAB.

Check Spelling

Display as HTML



## Samantha Juneau

---

**From:** Samantha Juneau  
**Sent:** Wednesday, July 25, 2018 8:17 AM  
**To:** 'James Brennan'  
**Cc:** Lisa Clark  
**Subject:** RE: [Rochester NH] water bill (Sent by James Brennan, jimbokb@myfairpoint.net)  
**Attachments:** Appeal Form.pdf

Hello,

I cannot offer you a tracking number as you are correct, this is a bulk mailing. Your location has received quarterly water bills as you noted consistently.

Per the below ordinance we are not allowed to waive interest fees on invoices:

(b) Water bills shall be due and payable upon presentation and shall become delinquent after thirty (30) days after the date of issuance. Interest shall accrue on bills not paid when due at the same rate charged by the City for overdue property tax bills. Seasonal customers will not be eligible for service unless the previous year's bill has been paid in full.  
(d) The failure of a customer to receive water bills does not relieve the customer of the responsibility of making prompt payment.

I have attached a Utility Appeal form if you would like to file an appeal with the Utility Advisory Board. You can send the completed form to myself here at the Utility Billing Office.

Thank you,  
Samantha  
Utility Billing Administrator

-----Original Message-----

**From:** James Brennan <jimbokb@myfairpoint.net>  
**Sent:** Tuesday, July 24, 2018 8:45 PM  
**To:** Samantha Juneau <samantha.juneau@rochesternh.net>  
**Subject:** Re: [Rochester NH] water bill (Sent by James Brennan, jimbokb@myfairpoint.net)

Hi,

Well then let's find out what happened. Could you offer me a tracking number of any sorts? I think not but need to try. Maybe a phone number to someone to see if it was actually mailed to me? No because it was probably a mass mailing. It's just so hard to believe that after 17 years, I think it is now, this one time I don't get it. Then I have to be penalized for it with a late charge. Any help would be appreciated.

Thank you

On 7/24/2018 8:19 AM, Samantha Juneau wrote:

> Hello,  
>  
> The water bill was sent in May, and due in June. I do not know why you did not receive your statement, but the City did mail the bill in May.  
>

> Thanks,  
> Samantha

>  
>

> -----Original Message-----

> From: vtsdmailer@vt-s.net <vtsdmailer@vt-s.net>  
> Sent: Monday, July 23, 2018 6:39 PM  
> To: Samantha Juneau <samantha.juneau@rochesternh.net>  
> Subject: [Rochester NH] water bill (Sent by James Brennan,  
> jimbokb@myfairpoint.net)

>  
> Hello sjuneau,

> James Brennan (jimbokb@myfairpoint.net) has sent you a message via your contact form  
(<https://www.rochesternh.net/users/sjuneau/contact>) at Rochester NH.

>  
> If you don't want to receive such e-mails, you can change your settings at <https://www.rochesternh.net/user/561/edit>.

>  
> Message:

>  
> Mornin',

> I received a shutoff notice for my water today. Couldn't I have at least receive a statement first to give me the opportunity to pay it before I received this. Is there a reason statements weren't sent out this time around? As for charging interest on a charge I never saw is ridiculous. My wife will be in tomorrow to pay it. I'd really appreciate the interest being removed from the total amount. Thank you for your attention to this.

>  
>

--  
There's nothing better than to see a person smiling.  
But to know you put it there is even better.

## Samantha Juneau

---

**From:** James Brennan <jimbokb@myfairpoint.net>  
**Sent:** Monday, July 30, 2018 10:14 PM  
**To:** Samantha Juneau  
**Subject:** Re: [Rochester NH] water bill (Sent by James Brennan, jimbokb@myfairpoint.net)  
**Attachments:** Appeal Form Filled.pdf

Good Morning,

Here's my appeal form. I know it won't do much good but at least I've brought up a good point. Just hope it goes some where and maybe some improvements can be made to the system. It has come to my attention that a number of people never received their water bills this time around.

Thank you again

J. Brennan

On 7/25/2018 8:16 AM, Samantha Juneau wrote:

> Hello,  
>  
> I cannot offer you a tracking number as you are correct, this is a bulk mailing. Your location has received quarterly water bills as you noted consistently.  
>  
> Per the below ordinance we are not allowed to waive interest fees on invoices:  
>  
> (b) Water bills shall be due and payable upon presentation and shall become delinquent after thirty (30) days after the date of issuance. Interest shall accrue on bills not paid when due at the same rate charged by the City for overdue property tax bills. Seasonal customers will not be eligible for service unless the previous year's bill has been paid in full.  
> (d) The failure of a customer to receive water bills does not relieve the customer of the responsibility of making prompt payment.  
>  
> I have attached a Utility Appeal form if you would like to file an appeal with the Utility Advisory Board. You can send the completed form to myself here at the Utility Billing Office.  
>  
> Thank you,  
> Samantha  
> Utility Billing Administrator  
>  
>  
> -----Original Message-----  
> From: James Brennan <jimbokb@myfairpoint.net>  
> Sent: Tuesday, July 24, 2018 8:45 PM  
> To: Samantha Juneau <samantha.juneau@rochesternh.net>  
> Subject: Re: [Rochester NH] water bill (Sent by James Brennan, jimbokb@myfairpoint.net)  
>  
> Hi,  
>  
> Well then let's find out what happened. Could you offer me a tracking number of any sorts? I think not but need to try. Maybe a phone number to someone to see if it was actually mailed to me? No because it was probably a mass mailing.





08/29/2018 16:10  
karenb  
CITY OF ROCHESTER  
13

AR Category: 60

Account #  
Location

Form Type: S SUMMARY OF CHARGES/PMTS

1  
P  
ubacthst

Date	Type	Customer Name	Chk/Ref #	Parcel Amount	Interest Due			Ending Balance		Total Due	
					Int.	Included	Balance	Balance	Balance	Total Due	Total Due
041080 36	RIVER ST	1854 BRENNAN JAMES K		012100240000	.00		184.50	184.50	184.50		184.50
08/21/2018	Charge			184.50				184.50			
07/24/2018	Payment	CASH		-186.20		1.70		.00			
05/22/2018	Charge			184.50				184.50			
03/19/2018	Payment	CASH		-189.37				.00			
02/20/2018	Charge			189.37				189.37			
12/14/2017	Payment	CASH		-177.15				.00			
11/20/2017	Charge			177.15				177.15			
09/21/2017	Payment	CASH		-177.15				.00			
08/22/2017	Charge			177.15				177.15			
06/21/2017	Payment	CASH		-165.34				.00			
05/17/2017	Charge			165.34				165.34			
03/24/2017	Payment	CASH		-19.12				.00			
03/22/2017	Payment	CASH		-166.00				19.12			
02/22/2017	Charge			185.12				185.12			
12/21/2016	Payment	CASH		-176.80				.00			
11/18/2016	Charge			176.80				176.80			
09/20/2016	Payment	CASH		-143.65				.00			
08/23/2016	Charge			143.65				143.65			
06/24/2016	Payment	CASH		-298.35				.00			
05/25/2016	Charge			298.35				298.35			
03/24/2016	Payment	CASH		-287.30				.00			
02/23/2016	Charge			287.30				287.30			
12/18/2015	Payment	CASH		-219.38				.00			
11/19/2015	Charge			219.38				219.38			



- Dup Receipt
- Cash Find
- Misc Receipt Find
- View Audit

Bill Information

Year/bill: 2013 13999059 View Bill

Cat/type: 60 UB-U Multi-Bill Transfer Detail

Activity: PAYMENT No Related AP Invoice

Receipt: 1335147 Multi Rcpt Transaction

Amount: 186.20

Batch: 38205

Deposit no.: 16 Clear date:

Source

Effective date: 07/24/2018

Entry date/time: 07/24/2018 10:41:23

Clerk: patricia

Department: C1070 TAX COLLTR

Source: Payment Entry

Web Transaction

Customer/Property

Customer no.: 1854 BRENNAN JAMES K

UB Acct #: 041080

Tender

Paid by CID: 1854

Paid by reference: BRENNAN JAMES K

Payment method: 2 - CASH

Check number:

Journal Information

Post date: 07/25/2018

Year/period/journal: 2019 1 634

Cash account: 1000 110101

Status

Batch status: Released

Reason:

☒ Posted ☐ Reversed

Charge Allocation

Line	Chg Code	Chg Description	Interest	Principal	Adjusted
1	100	RESIDENTIAL WA...	.77		83.25
2	200	RESIDENTIAL SE...	.93		101.25

Installment Allocation

GL Allocation





**City of Rochester**  
P.O. Box 981096  
Boston MA 02298-1096

# WATER & SEWER BILL

**Remit Copy**

Please write your account number on your check  
and enclose this portion of bill with your payment.  
**Make checks payable to: City of Rochester**

Bill Number	Account Number	Bill Date	Past Due Date	Past Due	Other Current Charges	Current Charges
13999059	041080	05/22/2018	06/26/2018	0.00	184.50	184.50
<b>Amount Due</b>						<b>\$184.50</b>

041080  
BRENNAN JAMES K  
36 RIVER ST  
ROCHESTER, NH 03867-2627

Please Note Address Correction Below:

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



92096042018013999059200000000000

✂ Detach and return the above portion with your payment ✂



**City of Rochester**  
Rochester, New Hampshire

# WATER & SEWER BILL

**Customer Copy**

Keep this portion for your records

Customer			Service Address			
BRENNAN JAMES K			36 RIVER ST /			
Bill Number	Account Number		Past Due Date		Bill Date	
13999059	041080		06/26/2018		05/22/2018	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	05/07/2018	02/05/2018	721	706	15	83.25
RES SEWER					15	101.25
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
186.20	07/24/2018	0.00	184.50	184.50	<b>\$184.50</b>	

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91  
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70  
CITY OF ROCHESTER WATER QUALITY REPORTS ONLINE AT:  
[WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS](http://WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS)

## BILL IS DUE UPON PRESENTATION

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

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

For all other correspondence or accounting inquiries:  
City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

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

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

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



# City of Rochester, New Hampshire

## WATER & SEWER BILLING

19 Wakefield Street • Rochester, NH 03867

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

Date: September 5, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 08/13/18

Customer Name: Julie Nicholson

Account: 220984

Service Address: #104 A Trinity Cir

Rochester NH 03839

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 tabling this appeal until the November 2018 UAB meeting.**

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The water did not enter the sewer system
3. The read for the July 2018 invoice was taken on 7/3/18. The usage will carry into the next billing cycle in October 2018.

*Lisa J. Clark*

9/5/18

\_\_\_\_\_  
Lisa J. Clark  
Utility Billing Office Supervisor

\_\_\_\_\_  
Date

---

---

**WATER/SEWER BILLING MEMORANDUM**

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TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 4, 2018  
SUBJECT: Julie Nicholson  
PROPERTY: **104 A Trinity Cir**

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

The customer is filing an appeal for 36 units of sewer on her July invoice due to a leak at the outdoor spigot. The homeowner is also requesting that her October invoice be considered as well due to the usage carrying over.



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

Office Use Only:

Received: 8/13/18

WJS

1. Date of Appeal: 8/13/2018
2. Property Owner's Name: Julie Nicholson Account #: 220984
3. Billing Address: 104A Trinity Circle  
Rochester, NH
4. Service Location: 104A Trinity Circle, Rochester NH Zip Code: 03839
5. Owners Representative: Julie Nicholson
6. Owners Representative's Signature: *Julie Nicholson*
7. Phone #: 860-874-2560 Cell: 860-874-2560
8. Email Address: julie.nicholson@libertymutual.com

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

9. Billing Period that is being appealed is from 4/4/18 to 7/3/18  
And consideration for October's bill once it comes out.

10. Abatement is being requested for:

- a. How many units of water 0 x 5.29= \$ 0.00
  - b. How many units of sewer 36 x 6.75= \$ 243.00
  - c. Water & Sewer Department Fees of: \$ 0.00
- Total \$ 243.00

11. Explanation of Appeal Request:

When I received my bill and saw the amount, I knew something had to be wrong. After calling and talking to Samantha, she mentioned that yes – something does seem to be wrong and she walked me through how to check for a potential leak. When I observed the meter in the basement, it was constantly running, so turns out she was right. The outdoor spigot has been on for months and the water just running out of it, down the hose and in to the ground. I don't use this often, nor do I go outside to this part of the house too frequently so I didn't notice. I shut the water off at the main and had my son-in-law take it apart, clean it up and tighten up the spigot, with some tape on the threaded part to keep it tight. He inspected all the areas in my house and it doesn't appear to be leaking from anywhere else.

I've been communicating with Karen Bonneau and they did another read today and will get a another read next Monday to verify that the usage has gone back to normal. However, this read shows that I have already had 19 units of usage since the last read on 7/3/18. This makes sense because I did not know about the high usage until I received the bill at the end of July, so my October bill will be high as well. I am also asking for consideration for the October bill as well. I am requesting that perhaps this could be tabled until after the October bill comes out and potentially approve an abatement for both invoices? Very much appreciated.

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, it went in to the ground as it was the outside spigot that was leaking

If yes, has the leak been repaired? Yes

Who made the repair? Myself and my son-in-law

Has proof of the repair been attached to this appeal form? N/A

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 won't seek assistance, but I will need to work out a payment plan to get the amount settled up in full.

**Please note:**

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



Account: 220984

[2010-08-05 15:04:35 ann]: JULY BILL WAS ESTIMATED BECAUSE OF BAD MXU - READ OF 15 USED ON BILL - TIM REPLACED THE MXU AND ACTUAL READ WAS 0012

[2011-02-03 11:46:56 kathy]: SENT FOR LETTER

[2011-02-07 13:46:31 ann] JANUARY 2011 BILL RETURNED - REMAILED TO 19 SPLIT ROCK DR., ROCHESTER, NH 03839-5673 (PO FORWARD)

[2011-10-26 09:40:29 ann]: BILLINGS ESTIMATED FOR LAST TWO CYCLES - THIS METER HAS BEEN ESTIMATED MANY TIMES SINCE IT WAS INSTALLED - SHOULD PROBABLY REPLACE IT.

[2013-08-01 13:51:44 ann]: CUSTOMER CALLED - ADDRESS SHOULD BE CHANGED TO 11 APPLE LN., SOMERSWORTH, NH 03878 - HE WILL FAX REQUEST - FAX RECEIVED - GAVE TO ASSESSING

[2013-10-18 11:13:54 ann]: TURN OFF NON-PAYMENT - TURN PAYMENT RECEIVED 10/8/13

[2015-05-04 10:06:27 sjuneau]: RECEIVED CHANGE OF ADDRESS TO 22 FROST HILL LANE BARRINGTON NH 03825 - SENT TO ASSESSING.

[2015-11-03 12:02:36 karenb]: BILL RETURNED WITH CHANGE OF ADDRESS TO 19505 QUESADA AVE UNIT N203 PT CHARLOTTE FL 33948-3134. GAVE TO ASSESSING AND REMAILED.

[2018-07-06 16:39:01 karenb]: 43 UNITS ON JULY INVOICE. MAILED LETTER.

[2018-08-09 10:15:43 karenb]: HOMEOWNER CALLED. FOUND SPIGOT TO BE CONSTANTLY LEAKING. WILL GET FOLLOW UP READS TO CHECK USAGE. EMAILED HER UAB FORM.

[2018-08-13 14:04:37 karenb]: RECEIVED UAB FORM SENT FOR SEPTEMBER UAB. SHE WILL BE ASKING FOR THIS TO BE TABLED DUE TO HIGH USAGE ON UPCOMING OCTOBER BILL.

[2018-08-22 11:03:05 karenb]: FOLLOW UP READS ON 8/10/18 AND 8/20/18 SHOW USAGE IS BACK TO NORMAL. BOTH DAYS 0254. NORMAL USAGE 0254



**City of Rochester**  
P.O. Box 981096  
Boston MA 02298-1096

# WATER & SEWER BILL

**Remit Copy**

Please write your account number on your check  
and enclose this portion of bill with your payment.  
**Make checks payable to: City of Rochester**

Bill Number	Account Number	Bill Date	Past Due Date	Past Due	Other Current Charges	Current Charges
14005636	220984	07/20/2018	08/27/2018	0.35	.00	528.90
<b>Amount Due</b>						<b>\$529.25</b>

220984  
NICHOLSON JULIE A  
104A TRINITY CIR  
ROCHESTER, NH 03839-4931

Please Note Address Correction Below:

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



92096042018014005636700000529255

✂ Detach and return the above portion with your payment ✂



**City of Rochester**  
Rochester, New Hampshire

# WATER & SEWER BILL

**Customer Copy**

Keep this portion for your records

Customer			Service Address			
NICHOLSON JULIE A			104 TRINITY CIR A /			
Bill Number	Account Number		Past Due Date		Bill Date	
14005636	220984		08/27/2018		07/20/2018	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	07/03/2018	04/04/2018	235	192	43	238.65
RES SEWER					43	290.25
TURN ON						.00
WAT LABOR						.00
MATERIALS						.00
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	<b>Amount Due</b>	
85.02	04/30/2018	0.35	.00	528.90	<b>\$529.25</b>	

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91  
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70  
CITY OF ROCHESTER WATER QUALITY REPORTS ONLINE AT:  
[WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS](http://WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS)

## BILL IS DUE UPON PRESENTATION

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

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

For all other correspondence or accounting inquiries:  
City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

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

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

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



08/29/2018 16:19  
karenb

CITY OF ROCHESTER  
UB Consumption History Report

1  
P  
|ubcnsing

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By	Usage	Billed Amt
220984	45513	02590036022A	104 TRINITY CIR A	Active
100	SENS69890546	A	43	238.65
100	SENS69890546	A	7	985.45
100	SENS69890546	A	7	192
100	SENS69890546	A	7	38.27
100	SENS69890546	A	6	85.02
100	SENS69890546	A	6	82.67
100	SENS69890546	A	7	37.03
100	SENS69890546	A	7	31.74
100	SENS69890546	A	7	70.86
100	SENS69890546	A	7	37.03
100	SENS69890546	A	7	82.67
100	SENS69890546	A	8	91.13
100	SENS69890546	A	8	88.40
100	SENS69890546	A	6	38.48
100	SENS69890546	A	6	28.86
100	SENS69890546	A	6	66.30
100	SENS69890546	A	7	77.35

\*\* 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: September 5, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 08/24/18

Customer Name: Heidi & Brodie Reilly

Account: 201760

Service Address: #52 Salmon Falls Rd

Rochester NH 03868-8621

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 tabling this appeal until the November 2018 UAB meeting.**

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The water did not enter the sewer system
3. The read for the July 2018 invoice was taken on 7/12/18. The usage will carry into the next billing cycle in October 2018.

*Lisa J. Clark*

Lisa J. Clark  
Utility Billing Office Supervisor

9/5/18

\_\_\_\_\_  
Date

---

**WATER/SEWER BILLING MEMORANDUM**

---

TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 4, 2018  
SUBJECT: Heidi & Brodie Reilly  
PROPERTY: **52 Salmon Falls Rd**

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

The customer is filing an appeal for 30 units of sewer on her July invoice due to increased usage for a pool and hydro seeded lawn. The homeowner is also requesting that her October invoice be considered as well due to the usage carrying over.

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

Office Use Only:  
Received: 8/24/18

1. Date of Appeal: 8/15/2018
2. Property Owner's Name: Heidi & Brodie Reilly Account #: 201760
3. Billing Address: 52 Salmon Falls Road Rochester, NH 03868

\_\_\_\_\_

4. Service Location: 52 Salmon Falls Road Zip Code 03868

5. Owners Representative: \_\_\_\_\_

6. Owners Representative's Signature: Heidi Reilly

7. Phone #: 603-335-2415 Cell: 603-923-3568

8. Email Address: heidi.reilly@libertymutual.com

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

9. Billing Period that is being appealed is from 4/13/2018 to 7/12/2018

10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 5.29 = \$ 0.00

b. How many units of sewer 30 x 6.52 = \$ 202.50

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

Total \$ 202.50

11. Explanation of Appeal Request:

Sewer reading is including water that was used on the lawn due to sewer hookup late fall and watering the lawn to promote growth after city hydro seeded this spring. It also includes water that was added to our pool on various occasions. In the future we will be purchasing a deduction meter that the city informed me of recently. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.***
- 3. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.***
- 4. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.***

Account: 201760

[2013-11-22 15:45:25 kathy]: RETURN TO SENDER 24 GARDEN ST, DANVERS, MA 01923-1431

[2014-01-15 16:50:07 sjuneau]: NO USAGE ON JANUARY READING; SENT DEAD METER LETTER \*\*\*\*\*PROPERTY SOLD 3/27/14\*\*\*\*\*

[2014-01-21 14:05:49 kathy]: PROPERTY IS VACANT

[2014-03-27 16:28:51 kathy]: NEW OWNER DAVID WINOGRAS AS OF TODAY

[2015-10-07 14:25:32 sjuneau]: WATER TURNED OFF/ON FOR NON PAYMENT 10/6

[2017-11-20 14:02:07 karenb]: PROCESSED FINAL BILL FOR WATER ONLY. SEWER CONNECTED 11/2/17

[2017-12-07 15:45:00 karenb]: AGREEMENT FOR CONNECTION TO SEWER RECEIVED: \$7,060.00 PAID \$176.50/QT FOR 40 QUARTERS. LIEN SENT.

[2018-01-17 13:34:32 karenb]: \*\*\*LIEN RECORDED STRAFFORD COUNTY REGISTRY OF DEEDS BOOK 4533 PAGE 0925 12/12/17\*\*\*

[2018-08-10 10:49:14 karenb]: CUSTOMER CALLED REGARDING HIGH BILL. THEY HAD BEEN WATERING NEW LAWN AND FILLING POOL. FIRST YEAR ON SEWER AND DID NOT REALIZE THEY COULD READ METER FOR POOL CREDIT. MAILED UAB FORM AND INFORMATION ON SEWER DEDUCT METERS.

[2018-08-24 16:21:19 karenb]: UAB FORM RECEIVED AND SENT TO SEPT UAB

[2018-08-27 15:38:19 karenb]: GRABBED READ FOR UAB. 670. 14 UNITS/46 DAYS. OCTOBER BILL MAY BE HIGH AS WELL.



## Karen E. Bonneau

---

**From:** Reilly, Heidi <Heidi.Reilly@LibertyMutual.com>  
**Sent:** Tuesday, September 04, 2018 8:03 AM  
**To:** Karen E. Bonneau  
**Subject:** FW: Appeal Form/Sewer Deduct  
**Attachments:** Sewer Deduction Meter.docx

Hi Karen,

I think it is best that we table it until after our October bill. We continued to use water for the lawn/pool until about the second week in August so it would probably be easiest to have it be included in one appeal. Since the water usage will be back to normal over the fall/winter months I think we will wait until after the first of the year to acquire the meter. When we decide to move forward do I contact you? Thank again for all your help with this process it is greatly appreciated.

HEIDI REILLY | BUSINESS ANALYST II  
LIBERTY MUTUAL INSURANCE  
GLOBAL RISK SOLUTIONS, ACTUARIAL & ANALYTICS  
100 LIBERTY WAY  
DOVER NH 03820  
(Tel) 603.970-2105  
[Heidi.Reilly@libertymutual.com](mailto:Heidi.Reilly@libertymutual.com)

*This e-mail, and any attachments thereto, is intended for the use of the addressees and may contain personal, confidential and/or privileged information. If you are not the intended recipient of this e-mail, you are hereby notified that any dissemination, distribution or copying of this e-mail, and any attachments thereto, is strictly prohibited. If you have received this e-mail in error, please notify me via return e-mail and via telephone at 603-970-2105, and permanently delete the original and any copy of any e-mail and any printout thereof or attachments thereto*

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**From:** Karen E. Bonneau [mailto:[Karen.E.Bonneau@rochesternh.net](mailto:Karen.E.Bonneau@rochesternh.net)]  
**Sent:** Wednesday, August 29, 2018 4:35 PM  
**To:** Reilly, Heidi <Heidi.Reilly@LibertyMutual.com>  
**Subject:** RE: Appeal Form/Sewer Deduct

Hi Heidi,

The form is filled out perfectly. We did get a read, which we do normally for the Utility Advisory Board, and on 8/27/18 it shows that you have used 14 units since your last read on 7/12/18. The October bill may be a little high as well if you have still been watering your lawn a lot after the read on 7/12/18. We can ask the Board to table your appeal until after your October bill comes out so your October bill can be included as well. Please let me know if this is something you would like to do. If you have stopped watering your lawn and your usage is back to normal, than with the 14 units you have already used, your October bill will most likely be around 22 units.

I have included information on the sewer deduct meter. The cost ranges from \$520-550, depending on the parts that the technician needs to use. You can set up a payment plan to pay a certain amount every other week or monthly. We would like to try to have it paid off within four to five months.

Regards,

Karen Bonneau  
Utility Billing Administrator  
City of Rochester, NH  
19 Wakefield St

Rochester, NH 03867  
(603) 332-3110

---

**From:** Reilly, Heidi <[Heidi.Reilly@LibertyMutual.com](mailto:Heidi.Reilly@LibertyMutual.com)>  
**Sent:** Thursday, August 23, 2018 9:48 PM  
**To:** Karen E. Bonneau <[Karen.E.Bonneau@rochesternh.net](mailto:Karen.E.Bonneau@rochesternh.net)>  
**Subject:** RE: Appeal Form/Sewer Deduct

Hi Karen,

Thank you for all the information. Attached is the Appeal for our Sewer portion. Please feel free to call my cell phone if anything further is needed or you have any questions. 603-923-3568. Also I would love to hear what the current payment options are for the consumption reader as this is something we would like to purchase. Thanks again for all your assistance.  
Heidi

HEIDI REILLY  
BUSINESS ANALYST II, ACTUARIAL & ANALYTICS  
GLOBAL REINSURANCE STRATEGY GROUP  
LIBERTY MUTUAL INSURANCE  
100 LIBERTY WAY  
DOVER NH 03820  
(Tel) 603.970-2105  
[Heidi.Reilly@libertymutual.com](mailto:Heidi.Reilly@libertymutual.com)

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**From:** Karen E. Bonneau [<mailto:Karen.E.Bonneau@rochesternh.net>]  
**Sent:** Friday, August 10, 2018 12:11 PM  
**To:** Reilly, Heidi <[Heidi.Reilly@LibertyMutual.com](mailto:Heidi.Reilly@LibertyMutual.com)>  
**Subject:** Appeal Form/Sewer Deduct

Good afternoon, Heidi,

Per our conversation, I am enclosing the appeal form and information on sewer deduct meters. I have also enclosed your consumption history, which shows your average to be 17 units. The UAB board will most likely give you an abatement for 30 units of sewer, which is \$202.50. After you fill the form out you can send it back to me by August 27<sup>th</sup>. The meeting will be held on Monday, September 10, 2018 at 5:30PM in the conference room in city council chambers. It is not mandatory that you attend; if you do they will hear the appeal in the order that the public arrives. We will send out a decision letter and adjusted bill within a couple days after the meeting. You do not have to make a payment until after the appeal. We will adjust any interest that has accrued and note the account that it is in the appeal status.

Please let me know if you have any questions.

Regards,  
Karen Bonneau  
Utility Billing Administrator  
City of Rochester, NH





**City of Rochester**  
P.O. Box 981096  
Boston MA 02298-1096

# WATER & SEWER BILL

**Remit Copy**

Please write your account number on your check and enclose this portion of bill with your payment.  
**Make checks payable to: City of Rochester**

Bill Number	Account Number	Bill Date	Past Due Date	Past Due	Other Current Charges	Current Charges
14005006	201760	07/20/2018	08/27/2018	-12.91	.00	754.60
<b>Amount Due</b>						<b>\$741.69</b>

201760  
REILLY HEIDI & BRODIE  
52 SALMON FALLS RD  
ROCHESTER, NH 03868-8621

Please Note Address Correction Below:

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



92096042018014005006300000741694

✂ Detach and return the above portion with your payment ✂



**City of Rochester**  
Rochester, New Hampshire

# WATER & SEWER BILL

**Customer Copy**

Keep this portion for your records

Customer			Service Address			
REILLY HEIDI & BRODIE			52 SALMON FALLS RD /			
Bill Number	Account Number		Past Due Date		Bill Date	
14005006	201760		08/27/2018		07/20/2018	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	07/12/2018	04/13/2018	656	609	47	260.85
RES SEWER					47	317.25
HOMEOWNER						176.50
<b>Last Payment Amt</b>		<b>Last Payment Date</b>	<b>Past Due</b>	<b>Other Current Charges</b>	<b>Current Charges</b>	<b>Amount Due</b>
380.00		07/06/2018	-12.91	.00	754.60	<b>\$741.69</b>

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91  
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70  
CITY OF ROCHESTER WATER QUALITY REPORTS ONLINE AT:  
[WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS](http://WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS)

## BILL IS DUE UPON PRESENTATION

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

Remit payment to:

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

For all other correspondence or accounting inquiries:

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

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

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

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



08/29/2018 16:24  
karenb

CITY OF ROCHESTER  
UB Consumption History Report

IP 1  
|ubcnsing

Account Number Service	Customer # Name Mfr Meter Number	Cd Read Date Time	Parcel By	Bill # Curr Read	Location Usage Repl Usage Charge Amt Billed Amt	Status
201760	46199	REILLY HEIDI & BRODIE	021001000000		52 SALMON FALLS RD	Active
100 -	1 RES WATER	SENS69992153	A 07/12/2018	14005006	47	754.60
100 -	1 RES WATER	SENS69992153	A 04/13/2018	13997175	16	371.89
100 -	1 RES WATER	SENS69992153	A 01/16/2018	13989535	9	282.79
100 -	1 RES WATER	SENS69992153	F 11/20/2017	13982671	8	42.32
100 -	1 RES WATER	SENS69992153	A 10/10/2017	13981873	23	121.67
100 -	1 RES WATER	SENS69992153	A 07/11/2017	13974231	26	137.54
100 -	1 RES WATER	SENS69992153	A 04/10/2017	13966548	15	79.35
100 -	1 RES WATER	SENS69992153	A 01/05/2017	13959040	12	60.16
100 -	1 RES WATER	SENS69992153	A 10/13/2016	13951516	28	134.68

\*\* 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: September 5, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 08/27/18

Customer Name: Jason Miller

Account: 033153

Service Address: #25 Pierce Dr

Rochester NH 03867-4495

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 37 units of sewer on the invoiced amount.**

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter reading.
2. Per the Water & Sewer Adjustment Policy, the appeal should be denied: *In order to qualify for abatement, a customer's excess consumption must exceed 35,000 gallons (46 units) and be greater than 100% of their normal average consumption.*
3. The water did not enter the sewer system
  - a. Usage on the current invoice is 50 Units
  - b. Average previous usage 13 Units
  - c. Estimated increase of Usage 37 Units

Value of 37 Units of Sewer at the current sewer rate of \$6.75 = \$249.75.

**Total abatement = \$249.75 plus accrued interest.**

*Lisa J. Clark*

Lisa J. Clark  
Utility Billing Office Supervisor

9/5/18

Date

31

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 4, 2018  
SUBJECT: Jason E. Miller  
PROPERTY: **25 Pierce Dr**

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

The customer is filing an appeal for 50 units of water and sewer on the August invoice due to high usage from watering a lawn.

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

Office Use Only:  
Received: 8/27/18

*WJS*

1. Date of Appeal: August 27, 2018
2. Property Owner's Name: Jason E. Miller Account #: 033153
3. Billing Address: 25 Pierce Dr.  
Rochester, NH 03867
4. Service Location: 25 Pierce Dr., Rochester, NH Zip Code 03867
5. Owners Representative: N/A
6. Owners Representative's Signature: *Jason E. Miller*
7. Phone #: (603) 866-9603 Cell: (603) 866-9603
8. Email Address: Jason74Miller@Gmail.com

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

9. Billing Period that is being appealed is from 05/01/18 to 08/07/18
10. Abatement is being requested for:
  - a. How many units of water 50 x 5.29= \$ 277.50
  - b. How many units of sewer 50 x 6.52= \$ 337.50
  - C. Water & Sewer Department Fees of: \$ 0
  - Total \$ 615.00

11. Explanation of Appeal Request:

I was unaware that there is no way to split out sewer billing as I am a new homeowner.

Upon calling the city, it was suggested I may be able to appeal this bill. I am in the process of having a city representative come out and see about installing a sewer meter so this will not happen in the future. My bills are typically at or around \$150 per month so, upon seeing this bill, I was understandably a bit confused as there is no way sewer usage would be more than water consumption in my home given toilets in this home use 1.5 gallons per flush. The consumption is purely due to watering a new lawn and will likely not happen again but, in the event it does, I am hoping to install this sewer meter but will likely need to do a payment plan to afford the cost of it. I really just had no idea that sewer consumption wasn't independently metered.

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?

N/A

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? N/A

If yes, has the leak been repaired? N/A

Who made the repair? N/A

Has proof of the repair been attached to this appeal form? N/A

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 will likely need to do a payment plan for the \$615 bill as well.

**Please note:**

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

## Karen E. Bonneau

---

**From:** J <jason74miller@gmail.com>  
**Sent:** Tuesday, August 28, 2018 3:52 PM  
**To:** Karen E. Bonneau  
**Subject:** Re: Appeal Form/Sewer Deduct

OK thank you. I'd like to submit the appeal now if that's OK...I don't think the two weeks will cause that much of a swing on the next bill. I cut it down drastically since then.

J

On Tue, Aug 28, 2018 at 3:46 PM Karen E. Bonneau <Karen.E.Bonneau@rochesternh.net> wrote:

Hi Jason,

I did receive the form. We got the read on 8/7/18 for this bill; have you been watering since then? When they come on the 30<sup>th</sup> for the consult, I will have them get a read. If you have high usage from that time period, we may want to think about tabling the appeal and having it heard after your November bill comes out, because that may be high as well.

As for water quality, you would want to call the Water Treatment Plant at 335-4291.

Have a good day,

Karen Bonneau

Utility Billing Administrator

City of Rochester, NH

19 Wakefield St

Rochester, NH 03867

(603) 332-3110

miAccounts

FileEditToolsInsertHelp

Account: 033153

[2017-05-26 10:15:43 karenb]: W/S APP/INSPECTIONS RECEIVED

[2017-10-26 09:58:06 karenb]: METER INSTALLED/FLUSHED LINE. WATER ON 10/25/17.

[2018-08-27 08:40:04 karenb]: HOMEOWNER CALLED REGARDING HIGH BILL. HE STATED HE HAD BEEN WATERING A NEW LAWN. EXPLAINED THE OPTION OF SEWER DEDUCT METERS. EMAILED HIM A COPY OF THE APPEAL FORM AND SEWER DEDUCT METER INFORMATION FORM.

[2018-08-29 16:40:51 karenb]: RECEIVED APPEAL FORM AND SENT FOR AUGUST UAB. HOMEOWNER HAS AN APPOINTMENT SET UP FOR SEWER DEDUCT CONSULT. EXPLAINED WE COULD GET A READ WHEN THEY GO ON 8/30TH AND IF USAGE IS STILL HIGH HE COULD POSSIBLY ASK FOR APPEAL TO BE TABLED UNTIL NEXT INVOICE. HE STATED THAT HE HAS CUT DOWN WATERING DRASTICALLY AND WOULD JUST LIKE THE APPEAL TO BE HEARD IN SEPTEMBER.

Check Spelling

Display as HTML



**City of Rochester**  
P.O. Box 981096  
Boston MA 02298-1096

# WATER & SEWER BILL

**Remit Copy**

Please write your account number on your check  
and enclose this portion of bill with your payment.  
**Make checks payable to: City of Rochester**

Bill Number	Account Number	Bill Date	Past Due Date	Past Due	Other Current Charges	Current Charges
14006698	033153	08/21/2018	09/25/2018	0.00	.00	615.00
<b>Amount Due</b>						<b>\$615.00</b>

033153  
MILLER JASON  
25 PIERCE DR  
ROCHESTER, NH 03867-4495

Please Note Address Correction Below:

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



92096042019814006698600000615005

✂ Detach and return the above portion with your payment ✂



**City of Rochester**  
Rochester, New Hampshire

# WATER & SEWER BILL

**Customer Copy**

Keep this portion for your records

Customer			Service Address			
MILLER JASON			25 PIERCE DR /			
Bill Number	Account Number		Past Due Date		Bill Date	
14006698	033153		09/25/2018		08/21/2018	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	08/07/2018	05/01/2018	75	25	50	277.50
RES SEWER					50	337.50
Last Payment Amt		Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due
147.60		06/18/2018	0.00	.00	615.00	<b>\$615.00</b>

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91  
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% SURCHARGE.

## BILL IS DUE UPON PRESENTATION

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

Remit payment to:

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

For all other correspondence or accounting inquiries:

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

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

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

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



08/29/2018 16:42  
karenb

CITY OF ROCHESTER  
UB Consumption History Report

1  
P  
ubcnsing

Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel	By	Bill #	Curr	Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
033153		48016	MILLER JASON				023700030155					25	PIERCE DR			Active
100	-	1 RES WATER	SENS82661366	A	08/07/2018				14006698		75	50		277.50		615.00
100	-	1 RES WATER	SENS82661366	A	05/01/2018				13998824		25	12		66.60		147.60
100	-	1 RES WATER	SENS82661366	A	02/02/2018				13991161		13	13		68.77		153.59

\*\* 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: September 5, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 08/28/18

Customer Name: Beatrice Ball

Account: 053720

Service Address: #1 Leonard 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 tabling this appeal until the December 2018 UAB meeting.**

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter readings.
2. The water did not enter the sewer system
3. The read for the August 2018 invoice was taken on 8/13/18. The usage will carry into the next billing cycle in November 2018.

*Lisa J. Clark*

Lisa J. Clark  
Utility Billing Office Supervisor

9/5/18

Date

---

WATER/SEWER BILLING MEMORANDUM

---

TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 4, 2018  
SUBJECT: Beatrice Ball  
PROPERTY: **1 Leonard St**

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

The customer is filing an appeal for 60 units of sewer on the August invoice due to high usage from watering a lawn. She is asking for the November bill to be considered as well. She is having a sewer deduct installed.

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

Office Use Only:  
Received: 8/28/18

1. Date of Appeal: \_\_\_\_\_
2. Property Owner's Name: CHRISTINA POSS Account #: 053722
3. Billing Address: 1 LEONARD STREET  
\_\_\_\_\_  
\_\_\_\_\_
4. Service Location: 1 LEONARD Zip Code \_\_\_\_\_
5. Owners Representative: BEATRICE M. BALL
6. Owners Representative's Signature: Beatrice M Ball
7. Phone #: 603-330-7676 Cell: 603-664-3559
8. Email Address: None

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

9. Billing Period that is being appealed is from 5/4/18 to 8/13/18
10. Abatement is being requested for:

- a. How many units of water \_\_\_\_\_ x 5.29 = \$ \_\_\_\_\_
- b. How many units of sewer 60 x 6.52 = \$ 405.00
- c. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ 405.00

11. Explanation of Appeal Request:

We had a new lawn put in, There wasn't a lawn when the house was bought. We were told to water it twice a day for at least an hour, so I did on a timer. I live alone am 77yrs and take a shower every two days wash clothes once a week on every two week. I wash my few dishes by hand. No dish washer, my shower is take 8-10 minutes I try to conserve I'm from the old school, waste not, want not. So please

help me keep This property beautiful with  
out punishing me with these high water bills  
My children bought This old house on Leonard  
And fixed it up it is 150 yrs old They fenced  
it in with beautiful vinyl fencing A new  
paved driveway new lawn plus flower & stone  
wall. It is a beautiful piece of property  
Now. We try to make our neighborhood  
nice. please come by and see. I'm  
a widow of a disabled vet, and I'm proud of  
my country and my home.

Thank you,  
Beatrice M Ball



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:

NA

***Please note:***

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

Account: 053720

\*\*\*\*\*TURNS COPPER/CURB STOP IN STREET\*\*\*\*\*

[2012-01-18 13:42:38 am]: NOTICE OF MORTGAGEE FORECLOSURE SALE TO BE EFFECTIVE 2/15/12 - NO WATER/SEWER OR TAX BILLS DUE  
[2015-02-20 10:13:19 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2015-12-30 09:36:22 karenb]: NOTICE OF MORTGAGEE FORECLOSURE SALE EFF 2/8/16

[2016-02-24 14:57:22 karenb]: OWNER REQUESTED THAT WE GET A FINAL BILL FOR HER END OF MARCH, SHE IS GOING THROUGH BANKRUPTCY AND  
WILL BE MOVING OUT. GAVE NEW ADDRESS TO MAIL IT TO OF 112 EAST 5TH ST SPRING VALLEY, IL 61362

[2016-05-24 12:38:06 sjuneauj]: WATER TURNED OFF AND METER PULLED - LEFT IN BASEMENT

[2016-08-04 10:00:42 karenb]: NOTICE OF MORTGAGEE FORECLOSURE SALE EFF 9/16/16

[2016-09-06 15:04:58 sjuneauj]: AUGUST BILL RETURNED - VACANT - REMAILED TO ABOVE ADDRESS.

[2017-04-28 11:02:58 karenb]: WATER TURNED ON, READ 0275.

[2017-06-13 13:24:05 karenb]: ADDED OWNER'S DAUGHTER ONTO ACCOUNT AS TENANT. AS OF 7/15/17 SHE WILL BE LIVING THERE AND PAYING BILLS.

[2018-08-29 16:55:13 karenb]: OWNER HAD COME IN REGARDING HIGH BILL 8/28/18. SHE HAS BEEN WATERING THE NEW LAWN TWICE A DAY. SHE DID  
PAY THE BILL IN FULL BUT ASKED ABOUT AN ABATEMENT. SHE FILLED OUT APPEAL FORM AND SCHEDULED SEWER DEDUCT INSTALLATION. SHE ALSO  
STATED THAT SHE HAS HAD TO CONTINUE TO WATER THE NEW LAWN AND ASKED FOR HER NEXT BILL TO BE CONSIDERED AS WELL. TECHNICIAN GOT A  
READ TODAY AND THERE HAS BEEN 6 UNITS OF USAGE SINCE 8/13/18. SENT TO SEPT UAB.



**City of Rochester**  
P.O. Box 981096  
Boston MA 02298-1096

# WATER & SEWER BILL

**Remit Copy**

Please write your account number on your check  
and enclose this portion of bill with your payment.  
**Make checks payable to: City of Rochester**

Bill Number	Account Number	Bill Date	Past Due Date	Past Due	Other Current Charges	Current Charges
14007314	053720	08/21/2018	09/25/2018	0.00	.00	774.90
<b>Amount Due</b>						<b>\$0.00</b>

053720  
MOSS CHRISTINA &  
LEGRAND JOHN  
320 PROVINCE RD  
STRAFFORD, NH 03884-6644

Please Note Address Correction Below:

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



92096042019814007314900000000000

✂ Detach and return the above portion with your payment ✂



**City of Rochester**  
Rochester, New Hampshire

# WATER & SEWER BILL

**Customer Copy**

Keep this portion for your records

Customer			Service Address			
MOSS CHRISTINA &			1 LEONARD ST /			
Bill Number	Account Number		Past Due Date		Bill Date	
14007314	053720		09/25/2018		08/21/2018	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	08/13/2018	05/04/2018	379	316	63	349.65
RES SEWER					63	425.25
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
774.90	08/27/2018	0.00	.00	774.90	<b>\$0.00</b>	

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91  
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% SURCHARGE.

**BILL IS DUE UPON PRESENTATION**

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

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

For all other correspondence or accounting inquiries:  
City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

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

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

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

09/04/2018 13:14  
karenb

CITY OF ROCHESTER  
UB Consumption History Report

IP 1  
|ubcnsing

Account Number	Customer # Name	Mfr Meter Number	Cd Read Date Time	Parcel By	Bill # Curr Read	Location Usage Repl Usage Charge Amt Billed Amt	Status
053720	48661	MOSS CHRISTINA &		012000410000		1 LEONARD ST	Active
100 - 1 RES WATER	SENS69992303		A 08/13/2018	14007314	379	63	774.90
100 - 1 RES WATER	SENS69992303		A 05/04/2018	13999436	316	3	53.37
							349.65
							21.09

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





09/04/2018 13:14  
karenb

CITY OF ROCHESTER  
UB Consumption History Report

IP 1  
ubcnsing

Account Number	Customer # Name	Mfr Meter Number	Cd Read Date Time	Parcel By	Bill # Curr Read	Location Usage Repl Usage Charge Amt Billed Amt	Status
053720	46942	MOSS CHRISTINA		012000410000		1 LEONARD ST	Active
100 - 1 RES WATER	SENS69992303		A 02/16/2018	13991772	313	38 0 201.26	449.24

\*\* 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: September 5, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 08/27/18

Customer Name: Susan C Shea

Account: 064720

Service Address: #14 Liberty St

Rochester NH 03867-2915

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 42 units of sewer on the invoiced amount.**

The above recommendation is based upon the following findings:

1. The appellant does not dispute the meter reading.
2. The water did not enter the sewer system
  - a. Usage on the current invoice is 46 Units
  - b. Average usage of previous 3 years 4 Units
  - c. Estimated increase of Usage 42 Units

Value of 42 Units of Sewer at the current sewer rate of \$6.75 = \$283.50.

**Total abatement = \$283.50 plus accrued interest.**

*Lisa J. Clark*

Lisa J. Clark  
Utility Billing Office Supervisor

9/5/18

Date

---

**WATER/SEWER BILLING MEMORANDUM**

---

TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 4, 2018  
SUBJECT: Susan C Shea  
**PROPERTY: 14 Liberty St**

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

The customer is filing an appeal for above average sewer usage due to a frozen meter. The water did not go into the sewer system.

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

Office Use Only:  
Received: 8/27/18

1. Date of Appeal: 8/27/18
2. Property Owner's Name: SUSAN C STEA Account #: 069720
3. Billing Address: 14 LIBERTY ST
4. Service Location: 14 Liberty St Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: (603) 332-0965 Cell: none
8. Email Address: NMP / no computer

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

9. Billing Period that is being appealed is from \_\_\_\_\_ to \_\_\_\_\_

10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 5.29 = \$ \_\_\_\_\_

b. How many units of sewer \_\_\_\_\_ x 6.52 = \$ \_\_\_\_\_

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

Total \$ \_\_\_\_\_

can't find bill

11. Explanation of Appeal Request:

Water meter was checked  
water came into house - Basement

water DID NOT go into sewer,

I Agree with water charge  
I DO NOT Agree with sewer charge

From April 13<sup>th</sup> - 2018, To August 9<sup>th</sup> - 2018 - No one was  
living in house,



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?

No 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? City of Rochester Dept Public works

Has proof of the repair been attached to this appeal form? NO?

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 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.*
3. *Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*
4. *Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.*

Account: 064720

JEFF DID CUT THE BUSHES BACK THE ACTUAL IS 0162

05/15/09- SPOKE TO SUSAN SHEA BECAUSE MAY BILL READING WAS SAME AS FEB. SHE SAID THAT PROPERTY WAS VACANT FOR 6 MONTHS. IT IS NOW OCCUPIED & NEXT BILL S/B USAGE

2011-03-11 12:05:30 kathy]: SERVICE CALL FOR NON-PAYMENT 8/9/11

[2012-09-24 16:01:00 kathy]: CHANGED ACCOUNT FROM COMMERCIAL TO RESIDENTIAL TODAY

[2015-02-23 14:48:14 sjuneau]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2015-08-13 11:44:04 karenb]: NO READ. ESTIMATED AUGUST BILL AND SENT LETTER TO CUT BRUSH

[2016-05-10 09:36:03 karenb]:CHANGED METER OUT 5/9/16 - FROZEN

[2016-06-27 10:46:08 karenb]: SUSAN CAME IN TO APPEAL THE METER CHANGE OUT INVOICE. SHE STATED THAT SHE WAS IN THE HOSPITAL AND HER NEPHEW WAS TOLD BY TECH THAT THERE WOULDN'T BE A CHARGE. I PRINTED OFF ORDINANCE TO SHOW HER THAT FROZEN METERS ARE THE RESPONSIBILITY OF THE HOMEOWNER, SHE WANTED TO FILE AN APPEAL. GAVE HER PAPERWORK.

[2017-05-10 13:32:57 karenb]: SERVICE CHARGE FOR NON-PAYMENT

[2018-01-12 08:25:44 karenb]: REPLACED FROZEN METER. PIPES STILL FROZEN OR CLOGGED SOMEWHERE BEYOND METER. WAS ABLE TO CONFIRM RUNNING WATER PAST THE METER BY CRACKING TAILPIECE. BUILDING IS POSSIBLY UNSAFE. USE CAUTION WHEN DOING MAINTENANCE.

[2018-05-14 08:52:40 karenb]:SERVICE CHARGE FOR NON-PAYMENT 5/9/18

[2018-06-07 16:36:50 karenb]:TECH WENT TO ATTEMPT TO TURN WATER OFF FOR NON PAYMENT 6/6/18. CONFIRMED WITH UTILITIES SUPERVISOR REPAIR WAS MADE AND WATER TURNED OFF AFTER MAY SHUT OFF.

[2018-07-23 11:30:57 karenb]:INTENT TO LIEN LETTER SENT. DUE DATE 8/20/18

[2018-08-09 15:06:45 karenb]:CUSTOMER CALLED. SHE HAS BEEN IN THE HOSPITAL SINCE 4/13/18. SHE IS GOING TO PAY HER FEBRUARY INVOICE TOMORROW. WILL TURN ON AND IF STILL LEAKING SHE KNOWS TO HAVE PLUMBER CHECK RIGHT AWAY TO REPAIR THE LEAK AND SHE WILL BE FILING AN APPEAL FOR HER MAY INVOICE.

[2018-08-14 11:14:37 karenb]:WATER TURNED ON AND FROZEN METER REPLACED 8/10/18. MAILED UAB FORM.

[2018-08-16 16:25:39 karenb]:SENT SHUT OFF NOTICE WITH NOTE STATING THAT SHE CAN DISREGARD IF SHE SENDS IN APPEAL FROM BY 8/27/18

[2018-08-29 11:18:34 karenb]:UAB FORM RECEIVED FOR SEPTEMBER UAB. GRABBED READ AND METER REPORT. READ ON NEW METER IS 0000 AND METER REPORT SHOWED VERY LITTLE USAGE. SHOWS EVIDENCE THAT THERE IS NO CURRENT LEAK.

MS Word  Check Spelling Display as HTML



**City of Rochester**  
P.O. Box 981096  
Boston MA 02298-1096

# WATER & SEWER BILL

**Remit Copy**

Please write your account number on your check  
and enclose this portion of bill with your payment.  
**Make checks payable to: City of Rochester**

Bill Number	Account Number	Bill Date	Past Due Date	Past Due	Other Current Charges	Current Charges
13999856	064720	05/22/2018	06/26/2018	12.22	297.37	595.80
<b>Amount Due</b>						<b>\$905.39</b>

064720  
SHEA SUSAN C  
14 LIBERTY ST  
ROCHESTER, NH 03867-2915

Please Note Address Correction Below:

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



92096042018013999856100000608026

✂ Detach and return the above portion with your payment ✂



**City of Rochester**  
Rochester, New Hampshire

# WATER & SEWER BILL

**Customer Copy**

Keep this portion for your records

Customer			Service Address			
SHEA SUSAN C			14 LIBERTY ST /			
Bill Number	Account Number		Past Due Date		Bill Date	
13999856	064720		06/26/2018		05/22/2018	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	05/14/2018	02/15/2018	68	22	46	255.30
RES SEWER					46	310.50
SERV CALL						30.00
Last Payment Amt		Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due
300.00		08/10/2018	12.22	297.37	595.80	<b>\$905.39</b>

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91  
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70  
CITY OF ROCHESTER WATER QUALITY REPORTS ONLINE AT:  
[WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS](http://WWW.ROCHESTERNH.NET/PUBLIC-WORKS/PAGES/WATER-QUALITY-REPORTS)

## BILL IS DUE UPON PRESENTATION

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

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

For all other correspondence or accounting inquiries:  
City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

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

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

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





09/04/2018 13:37  
karenb

CITY OF ROCHESTER  
UB Consumption History Report

1  
P ubcnsing

Account Number	Service	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
064720		34568	SHEA SUSAN C				012003440000			14 LIBERTY ST				Active
100	-	1 RES WATER	SENS84508055	I	08/10/2018			0	70	2	0	0.00	0.00	
100	-	1 RES WATER	SENS84079967	A	08/01/2018			14007734		0	2	21.09	53.37	
100	-	1 RES WATER	SENS84079967	A	05/14/2018			13999856	68	46	0	255.30	595.80	
100	-	1 RES WATER	SENS84079967	A	02/15/2018			13992190	22	22	0	127.99	285.38	
100	-	1 RES WATER	SENS80187302	I	01/11/2018			0	24	2	0	0.00	0.00	
100	-	1 RES WATER	SENS80187302	A	11/17/2017			13984537	22	1	0	20.09	51.28	
100	-	1 RES WATER	SENS80187302	A	08/14/2017			13976861	21	3	0	20.09	51.28	
100	-	1 RES WATER	SENS80187302	A	05/11/2017			13969137	18	5	0	26.45	89.05	
100	-	1 RES WATER	SENS80187302	A	02/17/2017			13961604	13	5	0	26.03	58.39	
100	-	1 RES WATER	SENS80187302	A	11/14/2016			13954099	8	5	0	24.05	55.25	
100	-	1 RES WATER	SENS80187302	A	08/16/2016			13946561	3	3	0	18.27	48.12	
100	-	1 RES WATER	SENS80187302	A	05/09/2016			13938979		0	3	18.27	48.12	
100	-	1 RES WATER	SENS69992821	I	02/17/2016			0	138	3	0	0.00	0.00	
100	-	1 RES WATER	SENS69992821	A	11/06/2015			13931548	135	4	0	19.24	49.09	
100	-	1 RES WATER	SENS69992821	E	08/12/2015			13924147	131	5	0	23.65	54.85	
100	-	1 RES WATER	SENS69992821	A	05/06/2015			13916694	126	5	0	23.35	54.55	
100	-	1 RES WATER	SENS69992821	E	02/23/2015			13909180	121	4	0	18.68	48.53	
100	-	1 RES WATER	SENS69992821	A	11/12/2014			13901823	117	4	0	18.68	48.53	
100	-	1 RES WATER	SENS69992821	A	08/05/2014			13894450	113	4	0	18.68	48.53	
100	-	1 RES WATER	SENS69992821	A	05/08/2014			13887048	109	6	0	28.02	65.46	
100	-	1 RES WATER	SENS69992821	A	02/12/2014			13879548	103	2	0	17.74	47.59	
100	-	1 RES WATER	SENS69992821	A	11/15/2013			13864922	101	3	0	17.48	47.33	
100	-	1 RES WATER	SENS69992821	A	08/07/2013			13857548	98	5	0	23.00	54.20	
100	-	1 RES WATER	SENS69992821	A	05/13/2013			13850126	93	5	0	23.00	54.20	
100	-	1 RES WATER	SENS69992821	A	02/21/2013			13842843	88	3	0	17.48	47.33	
100	-	1 RES WATER	SENS69992821	A	11/07/2012			13835532	85	6	0	27.45	64.71	
100	-	1 RES WATER	SENS69992821						79	5	0	22.45	53.00	

\*\* 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: September 5, 2018

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 08/27/18

Customer Name: Jeffrey R Cole

Account: 041620

Service Address: #7 Gagne St

Rochester, NH 03867-2617

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.**

### **The above recommendation is based upon the following findings:**

1. The appellant is responsible for all usage and/or undetected water leaks on the property.
2. Per Section 2 in the Policy on Water & Sewer Adjustments:  
*"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 the 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 the requirements stipulated in the City Ordinance 17.12(d) for meter found to be inaccurate based on the American Water Works Association (AWWA) standards. **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, shipping and handling.**"*

Meter readings confirm that usage has returned to normal.

*Lisa J. Clark*

9/5/18

Lisa J. Clark  
Utility Billing Office Supervisor

Date

---

**WATER/SEWER BILLING MEMORANDUM**

---

TO: Lisa Clark  
FROM: Karen Bonneau  
DATE: September 4, 2018  
SUBJECT: Jeffrey R Cole  
PROPERTY: **7 Gagne St**

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

The customer is filing an appeal for 77 units of water and sewer. Homeowner could not find leak and suspects that prior tenants may have run water when they were informed lease would not be renewed.

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

Office Use Only:  
Received: 8/27/18

1. Date of Appeal: 8/27/2018
2. Property Owner's Name: Jeffrey R Cole Account #: 041620
3. Billing Address: 7 Gagne St.
4. Service Location: 7 Gagne St. Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: 603-781-9203 Cell: \_\_\_\_\_
8. Email Address: JeffCole93@gmail.com

**(Agendas and Decision Letters will be emailed).** 5/7/2018

9. Billing Period that is being appealed is from 3/27/2018 to 8/8/2018

10. Abatement is being requested for:

a. How many units of water 77  $\times \frac{5.55}{5.29} = \$$  427.35

b. How many units of sewer 77  $\times \frac{6.75}{6.52} = \$$  519.75

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

Total \$ 947.10

11. Explanation of Appeal Request:

I'm a plumber and have checked the property and meter and have determined that there are no leaks or issues with the plumbing. During the period which I received the high bill, I informed my tenants that their lease would not be renewed. The unit usage before telling them, and after they moved out, has been about 65 units less. I suspect they ran water deliberately in spite. I understand this appeal may only be filed once per 10 years.

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:

no

***Please note:***

- 1. The Utility Advisory Board reviews abatement appeals at its monthly meetings which occur on the second Monday of every month at 5:30 P.M. at City Hall.***
- 2. Abatement Appeal Applications must be received by the 20<sup>th</sup> of the month to be placed on the following month's UAB agenda.***
- 3. Customer's seeking 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: 041620

[2012-07-16 11:28:07 am]: HE CALLED ABOUT PAST DUE BILL - HE WILL PUT IN DROP BOX

[2015-02-20 08:30:25 karenb]:FEBRUARY BILL ESTIMATED DUE TO SNOW

[2016-03-03 11:05:03 sjuneau]: FEBRUARY BILL RETURNED WITH CHANGE OF ADDRESWS TO 24 LYONS STREET, ROCHESTER NH 03867. RESENT & SENT CHANGE TO ASSESSING.

[2018-03-27 15:35:51 karenb]:FINAL BILL PROCESSED

[2018-08-09 08:46:00 sjuneau]: 93 UNITS ON AUGUST BILL - SENT HIGH USAGE LETTER

[2018-08-27 13:46:32 karenb]:RECEIVED APPEAL FORM. OWNER STATED THAT HE PURCHASED THE HOME AND LET THE TENANTS KNOW THAT HE WOULD NOT RENEW THEIR LEASE. HE CAN ONLY GUESS THAT THEY MAY HAVE RUN WATER. SENT TO SEPTEMBER UAB.

[2018-08-29 11:54:25 karenb]:READ FOR UAB 2 UNITS/21 DAYS. USAGE IS NORMAL.

Check Spelling

Display as HTML



**City of Rochester**  
P.O. Box 981096  
Boston MA 02298-1096

# WATER & SEWER BILL

**Remit Copy**

Please write your account number on your check and enclose this portion of bill with your payment.  
**Make checks payable to: City of Rochester**

Bill Number	Account Number	Bill Date	Past Due Date	Past Due	Other Current Charges	Current Charges
14006963	041620	08/21/2018	09/25/2018	0.00	.00	1,143.90
<b>Amount Due</b>						<b>\$1,143.90</b>

041620  
COLE JEFFREY R & SHENNA D  
7 GAGNE ST  
ROCHESTER, NH 03867-2617

Please Note Address Correction Below:

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



92096042019814006963400001143908

✂ Detach and return the above portion with your payment ✂



**City of Rochester**  
Rochester, New Hampshire

# WATER & SEWER BILL

**Customer Copy**

Keep this portion for your records

Customer			Service Address			
COLE JEFFREY R & SHENNA D			7 GAGNE ST /			
Bill Number	Account Number		Past Due Date		Bill Date	
14006963	041620		09/25/2018		08/21/2018	
Description	Read Date		Meter Readings		Usage in 100 cu. feet	Charge
	Current	Previous	Current	Previous		
RES WATER	08/08/2018	05/07/2018	827	734	93	516.15
RES SEWER					93	627.75
Last Payment Amt	Last Payment Date	Past Due	Other Current Charges	Current Charges	Amount Due	
86.10	05/25/2018	0.00	.00	1,143.90	<b>\$1,143.90</b>	

WATER \$5.55, ELDERLY \$2.40, MINIMUM \$21.09, MINIMUM ELDERLY \$16.91  
SEWER \$6.75, ELDERLY \$4.49, MINIMUM \$32.28, MINIMUM ELDERLY \$25.70

MASTERCARD, AMX & DISCOVER PMTS IN TAX OFFICE. 2.79% SURCHARGE.

## BILL IS DUE UPON PRESENTATION

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

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

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

For all other correspondence or accounting inquiries:  
City of Rochester  
Water & Sewer Billing Office  
19 Wakefield Street  
Rochester, NH 03867

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

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



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CITY OF ROCHESTER  
UB Consumption History Report

P 1  
ubcnsing

Account Number	Customer # Name	Mfr Meter Number	Cd Read Date Time	Parcel By	Bill # Curr Read	Location Usage Repl Usage Charge Amt Billed Amt	Status
041620	48831	COLE JEFFREY R & SHENNA D		012100430000		7 GAGNE ST	Active
100 -	1 RES WATER	SENS40335895	A 08/08/2018	14006963	827	93	516.15
100 -	1 RES WATER	SENS40335895	A 05/07/2018	13999086	734	7	38.85
							1,143.90
							86.10

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



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CITY OF ROCHESTER  
UB Consumption History Report

1  
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ubcnsing

Account Number	Customer # Name	Mfr Meter Number	Cd	Read Date	Time	Parcel By	Bill #	Curr Read	Location Usage	Repl Usage	Charge Amt	Billed Amt	Status
041620	28693	ARNOLD JONATHAN E & LAUREN M	M	012100430000					7	GAGNE ST			Active
100	1 RES WATER	SENS40335895	A	03/27/2018			13995338	727	13	0	72.15	189.90	
100	1 RES WATER	SENS40335895	A	02/02/2018			13991421	714	17	0	90.03	200.96	
100	1 RES WATER	SENS40335895	A	11/02/2017			13983772	697	12	0	63.48	141.72	
100	1 RES WATER	SENS40335895	A	08/04/2017			13976101	685	14	0	74.06	165.34	
100	1 RES WATER	SENS40335895	A	05/04/2017			13968379	671	16	0	84.64	188.96	
100	1 RES WATER	SENS40335895	A	02/03/2017			13960853	655	21	0	107.91	242.97	
100	1 RES WATER	SENS40335895	A	11/01/2016			13953350	634	7	0	33.67	77.35	
100	1 RES WATER	SENS40335895	A	08/02/2016			13945802	627	11	0	52.91	121.55	
100	1 RES WATER	SENS40335895	A	05/05/2016			13938228	616	12	0	57.72	132.60	
100	1 RES WATER	SENS40335895	A	02/05/2016			13930789	604	23	0	110.63	254.15	
100	1 RES WATER	SENS40335895	A	11/09/2015			13923392	581	22	0	104.04	241.32	
100	1 RES WATER	SENS40335895	A	08/07/2015			13915946	559	18	0	84.06	196.38	
100	1 RES WATER	SENS40335895	A	05/07/2015			13908432	541	22	0	102.74	240.02	
100	1 RES WATER	SENS40335895	E	02/20/2015			13901077	519	23	0	107.41	250.93	
100	1 RES WATER	SENS40335895	A	11/07/2014			13893697	496	17	0	79.39	185.47	
100	1 RES WATER	SENS40335895	A	08/05/2014			13886299	479	24	0	112.08	261.84	
100	1 RES WATER	SENS40335895	A	05/02/2014			13878800	455	27	0	125.56	294.04	
100	1 RES WATER	SENS40335895	A	02/04/2014			13871500	428	24	0	110.40	260.16	
100	1 RES WATER	SENS40335895	A	11/04/2013			13864175	404	29	0	133.40	314.36	
100	1 RES WATER	SENS40335895	A	08/07/2013			13856799	375	23	0	105.80	249.32	
100	1 RES WATER	SENS40335895	A	05/09/2013			13849375	352	20	0	92.00	216.80	
100	1 RES WATER	SENS40335895	A	02/06/2013			13842093	332	21	0	96.00	226.33	
100	1 RES WATER	SENS40335895	A	11/07/2012			13834781	311	24	0	107.76	254.40	
100	1 RES WATER	SENS40335895	A	08/07/2012			13827424	287	21	0	94.29	222.60	
100	1 RES WATER	SENS40335895	A	05/07/2012			13820045	266	28	0	125.72	296.80	
100	1 RES WATER	SENS40335895	A	02/07/2012			13812783	238	21	0	85.29	222.60	
100	1 RES WATER	SENS40335895	A	11/04/2011			13805495	217	19	0	85.31	201.40	
100	1 RES WATER	SENS40335895	A	08/03/2011			13798192	198	19	0	81.63	194.77	
100	1 RES WATER	SENS40335895	A	05/04/2011			13790846	179	16	0	68.64	163.84	
100	1 RES WATER	SENS40335895	E	02/15/2011			13783653	163	19	0	81.51	194.56	
100	1 RES WATER	SENS40335895	A	11/03/2010			13776435	144	19	0	81.51	194.56	
100	1 RES WATER	SENS40335895	A	08/04/2010			13769166	125	23	0	97.24	234.09	
100	1 RES WATER	SENS40335895	A	05/02/2010			13761877	102	16	0	79.61	192.66	
100	1 RES WATER	SENS40335895	A	02/02/2010			13754745	83	19	0	67.04	162.24	
100	1 RES WATER	SENS40335895	A	11/03/2009			13747527	67	16	0	79.61	192.66	
100	1 RES WATER	SENS40335895	A	08/04/2009			13740248	48	21	0	86.08	205.42	
100	1 RES WATER	SENS40335895	I	05/08/2009			13732948	27	18	0	72.72	257.85	
100	1 RES WATER	SENS40335895	I	02/04/2009			0	9	0	0	.00	.00	
100	1 RES WATER	SENS600000037	A	02/03/2009			13725818	9	9	5	56.56	133.70	
100	1 RES WATER	NEPT31248982	I	12/12/2008			0	1,461	5	0	.00	.00	
100	1 RES WATER	NEPT31248982	A	11/05/2008			13718590	1,456	15	0	60.60	143.25	
100	1 RES WATER	NEPT31248982	A	08/01/2008			13711376	1,441	11	0	41.59	99.83	
100	1 RES WATER	NEPT31248982	A	05/07/2008			13704121	1,430	28	0	101.64	246.40	
100	1 RES WATER	NEPT31248982	A	02/11/2008			1364560	1,402	29	0	105.27	255.20	
100	1 RES WATER	NEPT31248982	A	11/01/2007			1357730	1,373	22	0	79.86	193.60	
100	1 RES WATER	NEPT31248982	A	07/31/2007			1350854	1,351	11	0	38.61	92.03	
100	1 RES WATER	NEPT31248982	A	04/30/2007			1344064	1,340	13	0	44.85	105.95	
100	1 RES WATER	NEPT31248982	A	02/01/2007			1337283	1,327	16	0	55.20	130.40	
100	1 RES WATER	NEPT31248982	A	10/31/2006			1330505	1,311	27	0	93.15	220.05	
100	1 RES WATER	NEPT31248982	A	08/03/2006			1323695	1,284	15	0	50.21	116.76	
100	1 RES WATER	NEPT31248982	A	05/01/2006			1316908	1,269	16	0	52.64	121.28	



of accounts, and/or other such factors. Water rates shall be recommended to the City Council by the Utility Advisory Board and/or the City Manager and shall be established to provide sufficient revenue to at least pay the expenses of operating and maintaining the water treatment works, transmission and distribution system, and appurtenant facilities.[9]

(a) Exemption. The City Council may authorize elderly exemptions for users qualifying for property tax exemptions in the City, but such exemptions shall not result in charges lower than those necessary to recover operation and maintenance costs. Only the portion of the water rates that recovers the debt service or capital outlays may be exempted.

(b) Implementation of New Rates. Before new rates and/or fees are effective, there shall be two (2) readings before the City Council. In addition, a public hearing shall be held between the first and the second readings. The public hearing shall be held at least ten (10) calendar days before the rates are effective.

#### **17.19 Billing and Payment.**

(a) Water bills shall be rendered to all customers at least quarterly and may be rendered more frequently at the discretion of the Business Office with the approval of the City Manager. [10]

(b) Water bills shall be due and payable upon presentation and shall become delinquent after thirty (30) days after the date of issuance. Interest shall accrue on bills not paid when due at the same rate charged by the City for overdue property tax bills. Seasonal customers will not be eligible for service unless the previous year's bill has been paid in full.

(c) Checks shall be made payable to the City of Rochester and mailed to the Tax Collector's Office in City Hall. When bills are overdue, the customer will be sent a notice. Bills not paid when due become a lien on the property by New Hampshire Statute.

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

(e) The Department of Public Works in supplying water, doing work, or furnishing material shall deal with only the customer and the premises, and such customer shall keep the Business Office advised of the address to which bills, notices, and communications may be forwarded. Although the payment for service rate may be assumed by an agent or tenant, the customer of the premises will be held personally responsible for the same. A change in ownership will not relieve the premises from payment of back bills. In case of forfeiture, the water may be shut off, and will not be turned on again until all unpaid charges have been settled in full. A water shutoff notice will be delivered to the customer prior to shutoff. [See Section 17.21].

#### **17.20 Appeals.**

Users aggrieved of bills rendered under this ordinance have the following rights of appeal: [11]

(a) Notification. The aggrieved user shall notify the Business Office in writing that said bill is contested before the next payment is due for water service. The notification shall explain why the bill is contested and provide the information necessary to determine the validity of the claim. The Finance Director may require the use of forms to expedite the appeals process.

(b) Resolution. Upon receipt of a notification under Section 17.20(A), the Finance Director shall submit the claim to the Utility Advisory Board with a recommendation on the validity of the claim. The Utility Advisory Board shall be final, except that the City Manager shall have the authority to veto or modify any action of the Utility Advisory Board. Aggrieved parties shall be allowed only one appeal per claim.

(c) Disposition of Appeals. For appeals found to be valid, the date of the billing shall be revised to the date of the Utility Advisory Board's decision. Revised charges shall become due and payable as specified in Section 17.19. For appeals not found to be valid, the date of the billing shall be as originally issued, and charges and interest shall be as computed as specified in Section 17.20.

#### **17.21 Agreements and Shutoffs.**

(a) An agreement between the City Finance Director and the customer may be signed, on a form provided in the Business Office, if the customer is unable to satisfy their water bill in full at the due date. A water shutoff notice and agreement procedure shall be established by the Finance Director and approved by the City Manager. [12]

(b) Unpaid bills of over thirty (30) days shall constitute cause for water shutoff. If on the day of the shutoff, the customer pays the outstanding water bill after City personnel arrive at the customer's service to execute the shutoff, the customer will be assessed a minimum service charge. This charge is as listed in Section 17.33 Water Rate and Fee Schedule.

#### **17.22 Miscellaneous Bills.**

Charges for labor and material, including installation costs, shall be billed upon completion of the work which the bill covers. If such bills are not paid within thirty (30) days or a payment agreement made with the Business Office, the water will be shut off or become a lien on the property, or both. All late payments shall include interest charges. Collection procedures will be taken and any costs will be charged to the customer. [13]

#### **17.23 Turning On and Off.**

Twenty-four (24) hours advance notice is normally required for turning on and shutting off water. The requested service will be provided as soon as possible thereafter. All expenses involved will be the responsibility of the customer. Overtime charges at the rate of time and one-half will be charged before or after duty hours, with a minimum of a three (3) hours charge. [14]

#### **17.24 Swimming Pools.**

The Department of Public Works does not use its equipment to fill private swimming pools. Private companies must obtain written authority from the Department of Public Works to use water from the water system. Customers desiring an abatement of sewer





**ADMINISTRATIVE PROCEDURE**  
**SUBJECT: WATER/SEWER PAST DUE**  
**ACCOUNT COLLECTIONS**

  
CITY MANAGER – Daniel Fitzpatrick

DATE

**JUN 04 2018**

**I. STATEMENT**

- A.** When water/sewer invoices go into the past due status, the following procedure shall be followed.

**II. DEFINITIONS**

Past Due: Shall mean amounts outstanding that are more than 30 days from bill date.

**III. PROCEDURE**

**A. Past Due Accounts / Shut-Off Notices:**

- The listing of accounts for shutoff notices shall be run on the third Thursday of each month. This list is for those accounts with amounts over \$50 and more than 15 days past due.
- The billing office staff will review each notice prior to mailing no later than the following Tuesday. Accounts with payment arrangements or accounts that have a balance that are pending a Utility Advisory Board (UAB) appeal will not be mailed shut off notices. Accounts with UAB appeals pending that have not paid the uncontested amount, will receive a shut off notice and will be scheduled for shut off. Advance payment arrangements will be made on all accounts to avoid shut off.
- Any accounts with a balance of five hundred dollars and more than two billing cycles behind in payments will have a lien placed on the property.
- The mailing for account shut offs will go out on or before the following Tuesday after the list is generated. The notice will have a date for water shut-off no earlier than fourteen (14) days from mailing, and will be scheduled for Tuesdays, Wednesdays and/or Thursdays.
- Apartment Door Tags will be posted 3 days after the mailing of shutoff notices.
- The meter technician shall be scheduled for water shut-offs for three consecutive days above, and if determined to be necessary, he will work until 5pm to accommodate turning water back on for accounts paid in full. Technician must be notified of the possible mandatory overtime the week prior to the scheduled shut-offs. Whenever possible, the technician shall not be scheduled for any thing other than emergency services while doing shut-offs. The Municipal Services Utility Supervisor will determine emergency conditions and will send appropriate staff.

#### **B. Payment Arrangements:**

- All payment arrangements must be made prior to shut-off date and will be determined with the goal of bringing the account balance to zero prior to the next scheduled invoice on each account.
- After the mailing of the shut-off notice, all arrangements must be for ½ of the past due amount and payment in full prior to next scheduled invoice. If an exception is made, the Utility Billing Supervisor must approve it in advance.
- All arrangements made for accounts past due will be documented and mailed to the customer. Documentation will state that if payments are not made as scheduled, the water service will be shut-off the following business day without any further notification. The arrangement document will also state that if any checks are returned for non-payment or insufficient funds, it will result in the termination of water service on the next business day.

#### **C. Day of Shut-Off**

- No arrangements will be made after technician has been sent to the property. Payment in full is the only option. The Utility Billing Supervisor must approve any exceptions.
- The technician performing the actual shut-off of water service will make no attempt to contact the resident. The tag stating the water service is off will be left on the door after the service is off.
- Whenever possible, the resident will bring the check to the Tax Office for payment. In rare instances the technician may take receipt of a check. An example would be if property owner did not own, or have access to a vehicle. This must be approved by a supervisor prior to accepting the check. The technician may call the Utility Billing Supervisor or the Municipal Services Supervisor of the Utility Division for approval.
- If a check is received at the property, resident will sign a form/receipt that states, **if a check is returned for insufficient funds, the water service will be terminated the next business day. A service charge of \$30 for the technician to go to that property will be charged per ordinance.**

#### **D. Returned Checks for Past Due Accounts with Arrangements**

- When a check is returned for non-payment/insufficient funds, and arrangement letter was previously sent as noted above in sections b and c, the water service will be terminated the following business day.

#### **IV. EXCEPTIONS**

The City Manager or his or her designee may amend or over ride this procedure, OR modify an arrangement as needed in special or extenuating circumstances.

  
CITY MANAGER - Daniel Fitzpatrick  
DATE **JUN 04 2018**

Updated 05/25/2018

(a) Private fire services may be permitted at the discretion of the Director of Public Works and Fire Chief. All application for private fire protection services must follow the provisions of Section 17.5 Application for Service. [23]

(b) Fees for private fire hydrants shall be as listed in Section 17.33 Water Rate and Fee Schedule.

### **17.34 Water Rate and Fee Schedule.**

#### Quarterly Water Rates

Residential Customers without exemption:	\$5.55	per 100 cu. ft. of water use
Residential Customers with exemption:	\$2.40	
Commercial and industrial customers:	\$5.55	

Unmetered Residential Customers:	
Per quarter per unit without exemption:	\$148.53
Per quarter per unit with exemption:	\$74.25

Minimum Fee:	
Per quarter per unit without exemption:	\$21.09
Per quarter per unit with exemption:	\$16.91

II. That this ordinance amendment shall take effect on December 1, 2016

#### Fees.

Installation:	A minimum of \$300.00 or estimated cost of installation, in advance \$100.00
Installation and Repair License:	\$100.00 per year
Bad Check:	\$25.00 plus all associated fees.
Service Reactivated following payment when shutoff due to non-payment.	\$60.00
Service Shutoff or Turn on by request:	\$30.00
Temporary Service:	See Installation Fees- Water charges will be billed accordingly.
Private Fire Protection Service:	See Installation Fees.
Private Fire Hydrant Service Connection	\$150.00 per hydrant per fiscal year. For purposes of this section, a



private fire hydrant shall mean any fire hydrant located outside the public right-of-way and/or located on

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property other than that owned by the City of Rochester but which is connected to the Public Water System. Any private hydrant located behind a water meter on that property shall be exempt from this charge

Swimming Pools:	Fees based on volume used times unit rate.
Meter Repair or Testing:	\$30.00 per visit plus cost of transportation of meter to testing facility and cost of testing.
Meter Damage:	\$50.00
Backflow Prevention Devices:	All costs associated with installation, repair, or inspection paid by owner. Inspection costs shall be not less than Minimum Service Charge.
Violations:	All costs to correct violation paid by owner.
Minimum Service Charge:	\$30.00 per visit.
Meter Tampering Charge:	A reconnection fee of not less than \$100.00 nor more than \$500.00
Minimum charge for road maintenance between December 1 and March 31:	\$200.00

#### Chapter 17 updates

[1] through [5] and [7] through [23] Amended 5/5/98

[24] Amended 6/26/2007

[25] Amended 9/14/99

[26] Amended 1/15/02

[27] Amended 11/14/2006

[28] Subparagraphs (c) and (d) amended 3/6/2007

[29] Amended 3/6/2007

[30] Amended 5/1/2007

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CITY OF ROCHESTER  
YTD BUDGET REPORT

P 1  
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FOR 2019 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	.00	.00	.00	-2,500.00	.0%*
510001	406105	XFER FROM RET EARNIN	-3,020,368	-3,020,368	.00	.00	.00	-3,020,368.00	.0%*
510001	406201	MISCELLANEOUS REVENU	-25,000	-25,000	-4,710.00	.00	.00	-20,290.00	18.8%*
510001	406600	CONSTRUCTION REVENUE	-50,000	-50,000	-13,428.49	.00	.00	-36,571.51	26.9%*
510001	406601	USER FEES	-3,800,000	-3,800,000	-887,295.15	.00	.00	-2,912,704.85	23.3%*
510001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-1,563.49	.00	.00	-10,436.51	13.0%*
510001	406603	HYDRANT RENTAL FEES	-24,000	-24,000	450.00	.00	.00	-24,450.00	-1.9%*
510001	406826	HOMEOWNER FINANCE RE	-3,500	-3,500	-1,561.41	.00	.00	-1,938.59	44.6%*
		TOTAL WATER WORKS REVENUE	-6,937,368	-6,937,368	-908,108.54	.00	.00	-6,029,259.46	13.1%
51601057 WATER WORKS EXPENSE									
51601057	511001	SALARIES - FULL TI	630,588	630,588	90,227.02	.00	.00	540,360.98	14.3%
51601057	511099	SALARIES - ADJUSTM	3,126	3,126	.00	.00	.00	3,126.00	.0%
51601057	513001	OVERTIME - REGULAR	45,000	45,000	1,160.84	.00	.00	43,839.16	2.6%
51601057	515001	ON CALL	4,497	4,497	645.37	.00	.00	3,851.63	14.4%
51601057	516000	LONGEVITY	3,082	3,082	732.50	.00	.00	2,349.50	23.8%
51601057	519000	TRAVEL ALLOWANCE	500	500	.00	.00	.00	500.00	.0%
51601057	521100	HEALTH INSURANCE	132,223	132,223	19,805.31	.00	27.50	112,390.19	15.0%
51601057	521200	DENTAL INSURANCE	2,603	2,603	448.89	.00	.00	2,154.11	17.2%
51601057	521200	11539 DENTAL	-42	-42	.00	.00	.00	-42.00	.0%*
51601057	521300	LIFE INSURANCE	1,069	1,069	151.25	.00	.00	917.75	14.1%
51601057	522000	SOCIAL SECURITY CO	49,351	49,351	6,620.72	.00	.00	42,730.28	13.4%
51601057	523000	RETIRE CONTRIBUTIO	77,754	77,754	10,587.83	.00	.00	67,166.17	13.6%
51601057	526000	WORKERS' COMPENSAT	29,747	29,747	29,752.00	.00	.00	-5.00	100.0%*
51601057	528001	DISABILITY INSURAN	6,434	6,434	875.25	.00	.00	5,558.75	13.6%
51601057	532001	STAFF DEVELOPMENT	4,080	4,080	269.52	.00	356.31	3,454.17	15.3%
51601057	533000	OTHER PROF SERVICE	6,065	6,065	584.21	.00	1,802.47	3,678.32	39.4%
51601057	533001	AUDIT	4,140	4,140	.00	.00	.00	4,140.00	.0%
51601057	533002	ENGINEERING SERVIC	11,800	11,800	.00	.00	10,350.00	1,450.00	87.7%
51601057	533004	MEDICAL SERVICES	500	500	32.33	.00	467.67	.00	100.0%
51601057	534003	SOFTWARE MAINTENAN	31,925	31,925	19,874.80	.00	2,328.00	9,722.20	69.5%
51601057	541100	WATER & SEWERAGE	7,800	7,800	815.16	.00	1,184.84	5,800.00	25.6%
51601057	542300	CUSTODIAL SERVICES	2,200	2,200	148.50	.00	.00	2,051.50	6.8%

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CITY OF ROCHESTER  
YTD BUDGET REPORT

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glytdbud

FOR 2019 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601057	543001	VEHICLE MAINT & RE	1,000	1,000	33.33	.00	33.33	933.34	6.7%
51601057	543002	EQUIPMENT MAINTENA	1,412	1,412	1,357.00	.00	.00	55.00	96.1%
51601057	544200	RENTAL OF EQUIPMEN	410	410	.00	.00	.00	410.00	.0%
51601057	544500	LEASE COPIER/PRINT	1,675	1,675	607.40	.00	.00	1,067.60	36.3%
51601057	552001	FLEET INSURANCE	3,972	3,972	3,949.00	.00	.00	23.00	99.4%
51601057	552003	GENERAL LIABILITY	5,444	5,444	5,413.00	.00	.00	31.00	99.4%
51601057	553400	POSTAGE FEES	400	400	3.76	.00	.00	396.24	.9%
51601057	554000	ADVERTISING	1,400	1,400	.00	.00	91.00	1,309.00	6.5%
51601057	555000	PRINTING AND BINDI	1,000	1,000	.00	.00	.00	1,000.00	.0%
51601057	556000	TUITION	3,150	3,150	.00	.00	.00	3,150.00	.0%
51601057	558000	TRAVEL	375	375	.00	.00	215.97	159.03	57.6%
51601057	561003	OFFICE SUPPLIES	3,051	3,051	41.20	.00	930.53	2,079.27	31.8%
51601057	561005	PUBLICATIONS	50	50	.00	.00	.00	50.00	.0%
51601057	561008	VEHICLE SUPPLIES	9,000	9,000	1,239.86	.00	2,062.06	5,698.08	36.7%
51601057	561010	CLOTHING	6,100	6,100	744.95	.00	1,226.64	4,128.41	32.3%
51601057	561015	SAFETY EQUIPMENT &	5,000	5,000	1,391.51	.00	43.33	3,565.16	28.7%
51601057	561022	HOT TOP COLD PATCH	5,500	5,500	990.89	.00	4,509.11	.00	100.0%
51601057	561023	SAND AND GRAVEL	1,800	1,800	218.45	.00	1,581.55	.00	100.0%
51601057	561032	OTHER OPERATIONAL	3,625	3,625	48.03	.00	283.18	3,293.79	9.1%
51601057	562600	VEHICLE FUEL	21,420	21,420	1,356.21	.00	.00	20,063.79	6.3%
51601057	573401	ADMIN EQUIPMENT	2,435	2,435	72.33	.00	66.99	2,295.68	5.7%
51601057	573900	OTHER EQUIPMENT	7,000	7,000	.00	.00	.00	7,000.00	.0%
51601057	575100	INVENTORY PURCHASE	124,000	124,000	477.50	.00	476.00	123,046.50	.8%
51601057	581000	DUES AND FEES	1,910	1,910	.00	.00	81.67	1,828.33	4.3%
51601057	583000	INTEREST EXPENSE	706,222	706,222	251,458.37	.00	.00	454,763.63	35.6%
51601057	584000	CONTINGENCY	20,000	20,000	.00	.00	.00	20,000.00	.0%
51601057	589001	STATE PERMITS & FE	2,750	2,750	.00	.00	2,018.93	731.07	73.4%
51601057	589031	LIEN DISCHARGE FEE	600	600	.00	.00	200.00	400.00	33.3%
51601057	591000	REDEMPTION OF PRIN	1,882,491	1,882,491	213,244.89	.00	37,500.00	1,631,746.11	13.3%
51601057	592001	DEPRECIATION	1,380,000	1,380,000	.00	.00	.00	1,380,000.00	.0%
51601057	593002	TRANS TO CAPITAL P	410,000	410,000	.00	.00	.00	410,000.00	.0%
51601057	593008	TRANSFER TO GENERA	25,000	25,000	.00	.00	.00	25,000.00	.0%
TOTAL WATER WORKS EXPENSE			5,692,634	5,692,634	665,379.18	.00	67,837.08	4,959,417.74	12.9%
51601073 WATER TREATMENT PLANT									
51601073	511001	SALARIES - FULL TI	295,859	295,859	45,457.38	.00	.00	250,401.62	15.4%
51601073	513001	OVERTIME - REGULAR	18,000	18,000	2,796.67	.00	.00	15,203.33	15.5%
51601073	515001	ON CALL	16,285	16,285	2,492.50	.00	.00	13,792.50	15.3%
51601073	516000	LONGEVITY	1,600	1,600	200.00	.00	.00	1,400.00	12.5%
51601073	521100	HEALTH INSURANCE	86,319	86,319	11,736.69	.00	13.75	74,568.56	13.6%

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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601073	521200	DENTAL INSURANCE	1,500	1,500	269.55	.00	.00	1,230.45	18.0%
51601073	521300	LIFE INSURANCE	526	526	73.44	.00	.00	452.56	14.0%
51601073	522000	SOCIAL SECURITY CO	23,124	23,124	3,572.87	.00	.00	19,551.13	15.5%
51601073	523000	RETIREMENT CONTRIB	35,903	35,903	5,514.08	.00	.00	30,388.92	15.4%
51601073	526000	WORKERS' COMPENSAT	6,209	6,209	6,210.00	.00	.00	-1.00	100.0%*
51601073	528001	DISABILITY INSURAN	3,179	3,179	470.48	.00	.00	2,708.52	14.8%
51601073	532001	STAFF DEVELOPMENT	1,750	1,750	.00	.00	.00	1,750.00	.0%
51601073	533000	OTHER PROF SERVICE	11,500	11,500	.00	.00	7,000.00	4,500.00	60.9%
51601073	533002	ENGINEERING SERVIC	10,000	10,000	.00	.00	5,000.00	5,000.00	50.0%
51601073	533006	LABORATORY SERVICE	26,732	26,732	2,183.40	.00	10,271.60	14,277.00	46.6%
51601073	541901	HVAC SERVICE CONTR	6,061	6,061	1,515.25	.00	4,545.75	.00	100.0%
51601073	543000	REPAIR AND MAINTEN	73,189	73,189	430.29	.00	16,310.79	56,447.92	22.9%
51601073	543002	EQUIPMENT MAINTENA	71,359	71,359	1,498.32	.00	8,365.00	61,495.68	13.8%
51601073	544500	LEASE COPIER/PRINT	568	568	1,070.94	.00	.00	-502.94	188.5%*
51601073	552002	PROPERTY INSURANCE	7,226	7,226	7,185.00	.00	.00	41.00	99.4%
51601073	553000	COMMUNICATIONS	12,996	12,996	958.70	.00	3,857.78	8,179.52	37.1%
51601073	561001	JANITORIAL SUPPLIE	1,000	1,000	.00	.00	.00	1,000.00	.0%
51601073	561002	BLDG MAINT SUPPLIE	1,600	1,600	150.15	.00	.00	1,449.85	9.4%
51601073	561009	TRAINING MATERIALS	1,000	1,000	.00	.00	.00	1,000.00	.0%
51601073	561010	CLOTHING	5,850	5,850	624.41	.00	1,966.97	3,258.62	44.3%
51601073	561015	SAFETY EQUIPMENT &	4,000	4,000	141.85	.00	.00	3,858.15	3.5%
51601073	561031	CHEMICALS	192,592	192,592	11,998.78	.00	16,048.60	164,544.62	14.6%
51601073	561037	LABORATORY SUPPLIE	8,993	8,993	361.21	.00	30.15	8,601.64	4.4%
51601073	561040	EQUIPMENT REPAIR S	35,000	35,000	164.91	.00	1,669.00	33,166.09	5.2%
51601073	562200	ELECTRICITY	126,000	126,000	6,371.54	.00	22,772.14	96,856.32	23.1%
51601073	562400	HEATING FUEL	28,000	28,000	.00	.00	.00	28,000.00	.0%
51601073	573900	OTHER EQUIPMENT	39,024	39,024	.00	.00	.00	39,024.00	.0%
51601073	589030	PROP TAX TO OTH CO	30,175	30,175	309.00	.00	19,944.00	9,922.00	67.1%
TOTAL WATER TREATMENT PLANT			1,183,119	1,183,119	113,757.41	.00	117,795.53	951,566.06	19.6%
51601570 WATER REVENUE OFFICE									
51601570	511001	SALARIES - FULL TI	34,098	34,098	5,324.02	.00	.00	28,773.98	15.6%
51601570	513001	OVERTIME - REGULAR	0	0	14.13	.00	.00	-14.13	100.0%*
51601570	516000	LONGEVITY	263	263	.00	.00	.00	263.00	.0%
51601570	521100	HEALTH INSURANCE	9,893	9,893	1,602.94	.00	.00	8,290.06	16.2%
51601570	521200	DENTAL INSURANCE	220	220	38.24	.00	.00	181.76	17.4%
51601570	521300	LIFE INSURANCE	59	59	8.56	.00	.00	50.44	14.5%
51601570	522000	SOCIAL SECURITY CO	2,517	2,517	386.77	.00	.00	2,130.23	15.4%
51601570	523000	RETIREMENT CONTRIB	3,909	3,909	607.47	.00	.00	3,301.53	15.5%
51601570	526000	WORKERS' COMPENSAT	77	77	77.00	.00	.00	.00	100.0%

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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
51601570 528001	DISABILITY INSURAN		363	363	54.54	.00	.00	308.46	15.0%
51601570 543000	REPAIR AND MAINTEN		1,250	1,250	1,243.00	.00	.00	7.00	99.4%
51601570 544500	LEASE COPIER/PRINT		0	0	490.18	.00	.00	-490.18	100.0%*
51601570 553400	POSTAGE FEES		8,256	8,256	1,226.22	.00	55.00	6,974.78	15.5%
51601570 555000	PRINTING AND BINDI		410	410	.00	.00	.00	410.00	.0%
51601570 561003	OFFICE SUPPLIES		300	300	60.46	.00	.00	239.54	20.2%
TOTAL WATER REVENUE OFFICE			61,615	61,615	11,133.53	.00	55.00	50,426.47	18.2%
TOTAL WATER ENTERPRISE FUND			0	0	-117,838.42	.00	185,687.61	-67,849.19	100.0%
TOTAL REVENUES			-6,937,368	-6,937,368	-908,108.54	.00	.00	-6,029,259.46	
TOTAL EXPENSES			6,937,368	6,937,368	790,270.12	.00	185,687.61	5,961,410.27	
GRAND TOTAL			0	0	-117,838.42	.00	185,687.61	-67,849.19	100.0%

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			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	.00	.00	.00	-2,500.00	.0%*
520001	406105	XFER FROM RET EARNIN	-3,463,377	-3,463,377	.00	.00	.00	-3,463,377.00	.0%*
520001	406201	MISCELLANEOUS REVENU	-4,000	-4,000	-3,030.00	.00	.00	-970.00	75.8%*
520001	406211	HOMEMAKERS SRF LOAN	-16,049	-16,049	.00	.00	.00	-16,049.00	.0%*
520001	406600	CONSTRUCTION REVENUE	-10,000	-10,000	.00	.00	.00	-10,000.00	.0%*
520001	406601	USER FEES	-4,700,000	-4,700,000	-856,760.82	.00	.00	-3,843,239.18	18.2%*
520001	406602	INTEREST ON DEL ACCT	-12,000	-12,000	-1,767.37	.00	.00	-10,232.63	14.7%*
520001	406607	IMPACT FEES	-14,000	-14,000	-7,200.00	.00	.00	-6,800.00	51.4%*
520001	406701	SEPTIC DISPOSAL PERM	-125,000	-125,000	-18,060.00	.00	.00	-106,940.00	14.4%*
520001	406703	INDUSTRIAL PRE-TREAT	-10,000	-10,000	.00	.00	.00	-10,000.00	.0%*
520001	406826	HOMEOWNER FINANCE RE	-15,000	-15,000	-5,783.49	.00	.00	-9,216.51	38.6%*
TOTAL SEWER WORKS REVENUE			-8,371,926	-8,371,926	-892,601.68	.00	.00	-7,479,324.32	10.7%
520002 SEWER WORKS REVENUE									
520002	406306	STATE AID GRANT C-52	-285,618	-285,618	.00	.00	.00	-285,618.00	.0%*
520002	406307	STATE AID GRANT C-77	-5,419	-5,419	-7,291.00	.00	.00	1,872.00	134.5%*
520002	406308	STATE AID GRANT C-77	-8,660	-8,660	.00	.00	.00	-8,660.00	.0%*
520002	406309	STATE AID GRANT C-83	-27,786	-27,786	.00	.00	.00	-27,786.00	.0%*
520002	406310	STATE AID GRANT C-83	-9,695	-9,695	-4,514.00	.00	.00	-5,181.00	46.6%*
520002	406311	STATE AID GRANT C-83	-20,027	-20,027	.00	.00	.00	-20,027.00	.0%*
520002	406312	STATE AID GRANT C-85	-30,674	-30,674	.00	.00	.00	-30,674.00	.0%*
TOTAL SEWER WORKS REVENUE			-387,879	-387,879	-11,805.00	.00	.00	-376,074.00	3.0%
52602057 SEWER WORKS EXPENSE									
52602057	511001	SALARIES - FULL TI	427,250	427,250	62,773.10	.00	.00	364,476.90	14.7%
52602057	511099	SALARIES - ADJUSTM	3,126	3,126	.00	.00	.00	3,126.00	.0%
52602057	513001	OVERTIME - REGULAR	8,100	8,100	1,162.50	.00	.00	6,937.50	14.4%
52602057	515001	ON CALL	4,497	4,497	645.37	.00	.00	3,851.63	14.4%
52602057	516000	LONGEVITY	1,982	1,982	232.50	.00	.00	1,749.50	11.7%

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			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602057	519000	TRAVEL ALLOWANCE	500	500	.00	.00	.00	500.00	.0%
52602057	521100	HEALTH INSURANCE	79,709	79,709	12,139.41	.00	13.75	67,555.84	15.2%
52602057	521200	DENTAL INSURANCE	1,370	1,370	241.20	.00	.00	1,128.80	17.6%
52602057	521300	LIFE INSURANCE	713	713	105.27	.00	.00	607.73	14.8%
52602057	522000	SOCIAL SECURITY CO	32,182	32,182	4,691.04	.00	.00	27,490.96	14.6%
52602057	523000	RETIRE CONTRIBUTIO	50,290	50,290	7,406.86	.00	.00	42,883.14	14.7%
52602057	526000	WORKERS' COMPENSAT	17,827	17,827	17,830.00	.00	.00	-3.00	100.0%*
52602057	528001	DISABILITY INSURAN	4,255	4,255	590.84	.00	.00	3,664.16	13.9%
52602057	532001	STAFF DEVELOPMENT	3,100	3,100	269.52	.00	356.32	2,474.16	20.2%
52602057	533000	OTHER PROF SERVICE	9,125	9,125	584.22	.00	2,002.42	6,538.36	28.3%
52602057	533001	AUDIT	4,140	4,140	.00	.00	.00	4,140.00	.0%
52602057	533002	ENGINEERING SERVIC	1,000	1,000	.00	.00	.00	1,000.00	.0%
52602057	533004	MEDICAL SERVICES	500	500	32.34	.00	467.66	.00	100.0%
52602057	534003	SOFTWARE MAINTENAN	25,945	25,945	19,874.79	.00	3,248.00	2,822.21	89.1%
52602057	542300	CUSTODIAL SERVICES	2,200	2,200	148.50	.00	.00	2,051.50	6.8%
52602057	543000	REPAIR AND MAINTEN	2,360	2,360	.00	.00	.00	2,360.00	.0%
52602057	543001	VEHICLE MAINT & RE	2,500	2,500	33.34	.00	33.34	2,433.32	2.7%
52602057	543002	EQUIPMENT MAINTENA	4,113	4,113	1,356.67	.00	.00	2,756.33	33.0%
52602057	544200	RENTAL OF EQUIPMEN	400	400	.00	.00	.00	400.00	.0%
52602057	544500	LEASE COPIER/PRINT	1,675	1,675	1,555.80	.00	.00	119.20	92.9%
52602057	552001	FLEET INSURANCE	8,980	8,980	8,929.00	.00	.00	51.00	99.4%
52602057	552002	PROPERTY INSURANCE	5,648	5,648	5,616.00	.00	.00	32.00	99.4%
52602057	552003	GENERAL LIABILITY	5,177	5,177	5,147.00	.00	.00	30.00	99.4%
52602057	553400	POSTAGE FEES	500	500	1.41	.00	.00	498.59	.3%
52602057	554000	ADVERTISING	800	800	.00	.00	.00	800.00	.0%
52602057	555000	PRINTING AND BINDI	1,639	1,639	.00	.00	.00	1,639.00	.0%
52602057	556000	TUITION	3,150	3,150	.00	.00	.00	3,150.00	.0%
52602057	558000	TRAVEL	875	875	6.00	.00	209.97	659.03	24.7%
52602057	561003	OFFICE SUPPLIES	3,348	3,348	41.20	.00	930.52	2,376.28	29.0%
52602057	561005	PUBLICATIONS	32	32	.00	.00	.00	32.00	.0%
52602057	561008	VEHICLE SUPPLIES	13,500	13,500	1,369.44	.00	2,642.89	9,487.67	29.7%
52602057	561009	TRAINING MATERIALS	250	250	.00	.00	.00	250.00	.0%
52602057	561010	CLOTHING	5,650	5,650	254.58	.00	545.42	4,850.00	14.2%
52602057	561015	SAFETY EQUIPMENT &	5,900	5,900	1,403.36	.00	43.34	4,453.30	24.5%
52602057	561022	HOT TOP COLD PATCH	5,500	5,500	990.86	.00	4,509.14	.00	100.0%
52602057	561023	SAND AND GRAVEL	1,650	1,650	218.44	.00	1,431.56	.00	100.0%
52602057	561032	OTHER OPERATIONAL	600	600	13.71	.00	183.20	403.09	32.8%
52602057	561040	EQUIPMENT REPAIR S	6,000	6,000	326.20	.00	.00	5,673.80	5.4%
52602057	562600	VEHICLE FUEL	41,000	41,000	3,211.54	.00	.00	37,788.46	7.8%
52602057	573401	ADMIN EQUIPMENT	1,818	1,818	72.33	.00	92.89	1,652.78	9.1%
52602057	573900	OTHER EQUIPMENT	8,000	8,000	.00	.00	.00	8,000.00	.0%
52602057	575100	INVENTORY PURCHASE	12,000	12,000	275.09	.00	224.91	11,500.00	4.2%
52602057	581000	DUES AND FEES	1,290	1,290	.00	.00	81.66	1,208.34	6.3%
52602057	583000	INTEREST EXPENSE	882,593	882,593	301,903.30	.00	.00	580,689.70	34.2%

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52602057	584000	CONTINGENCY	15,000	15,000	.00	.00	.00	15,000.00	.0%
52602057	589001	STATE PERMITS & FE	2,150	2,150	.00	.00	1,418.94	731.06	66.0%
52602057	591000	REDEMPTION OF PRIN	2,954,033	2,954,033	1,237,695.05	.00	.00	1,716,337.95	41.9%
52602057	593002	TRANS TO CAPITAL P	406,500	406,500	.00	.00	.00	406,500.00	.0%
52602057	593008	TRANSFER TO GENERA	25,000	25,000	.00	.00	.00	25,000.00	.0%
TOTAL SEWER WORKS EXPENSE			5,107,442	5,107,442	1,699,147.78	.00	18,435.93	3,389,858.29	33.6%
52602074 SEWER TREATMENT PLANT									
52602074	511001	SALARIES - FULL TI	450,043	450,043	68,751.89	.00	.00	381,291.11	15.3%
52602074	513001	OVERTIME - REGULAR	32,500	32,500	3,954.47	.00	.00	28,545.53	12.2%
52602074	515001	ON CALL	29,438	29,438	4,500.14	.00	.00	24,937.86	15.3%
52602074	516000	LONGEVITY	2,500	2,500	.00	.00	.00	2,500.00	.0%
52602074	521100	HEALTH INSURANCE	80,535	80,535	11,655.92	.00	27.50	68,851.58	14.5%
52602074	521200	DENTAL INSURANCE	2,136	2,136	374.72	.00	.00	1,761.28	17.5%
52602074	521300	LIFE INSURANCE	638	638	107.22	.00	.00	530.78	16.8%
52602074	522000	SOCIAL SECURITY CO	37,307	37,307	5,631.18	.00	.00	31,675.82	15.1%
52602074	523000	RETIREMENT CONTRIB	55,202	55,202	8,273.98	.00	.00	46,928.02	15.0%
52602074	526000	WORKERS' COMPENSAT	5,320	5,320	5,321.00	.00	.00	-1.00	100.0%*
52602074	528001	DISABILITY INSURAN	3,927	3,927	571.20	.00	.00	3,355.80	14.5%
52602074	532001	STAFF DEVELOPMENT	3,240	3,240	.00	.00	295.00	2,945.00	9.1%
52602074	533000	OTHER PROF SERVICE	121,650	121,650	.00	.00	35,027.31	86,622.69	28.8%
52602074	533006	LABORATORY SERVICE	109,258	109,258	3,447.64	.00	36,541.16	69,269.20	36.6%
52602074	534009	INDUSTRIAL PRETREA	32,839	32,839	2,129.70	.00	13,310.30	17,399.00	47.0%
52602074	541901	HVAC SERVICE CONTR	18,824	18,824	4,706.00	.00	14,118.00	.00	100.0%
52602074	543000	REPAIR AND MAINTEN	96,370	96,370	175.23	.00	9,180.01	87,014.76	9.7%
52602074	543002	EQUIPMENT MAINTENA	150,459	150,459	1,619.85	.00	63,283.50	85,555.65	43.1%
52602074	544500	LEASE COPIER/PRINT	1,540	1,540	740.60	.00	.00	799.40	48.1%
52602074	552002	PROPERTY INSURANCE	5,283	5,283	5,253.00	.00	.00	30.00	99.4%
52602074	553000	COMMUNICATION	13,425	13,425	851.10	.00	2,392.15	10,181.75	24.2%
52602074	559000	MISC PURCHASED SER	8,000	8,000	.00	.00	8,000.00	.00	100.0%
52602074	561001	JANITORIAL SUPPLIE	1,600	1,600	200.89	.00	.00	1,399.11	12.6%
52602074	561002	BUILDING MAINT SUP	7,750	7,750	407.32	.00	.00	7,342.68	5.3%
52602074	561010	CLOTHING	9,000	9,000	422.24	.00	2,083.60	6,494.16	27.8%
52602074	561015	SAFETY EQUIPMENT &	6,200	6,200	1,151.56	.00	.00	5,048.44	18.6%
52602074	561031	CHEMICAL	345,616	345,616	8,138.26	.00	25,496.94	311,980.80	9.7%
52602074	561037	LABORATORY SUPPLIE	30,423	30,423	1,822.64	.00	1,456.11	27,144.25	10.8%
52602074	561040	EQUIPMENT REPAIR S	89,800	89,800	732.35	.00	23,405.50	65,662.15	26.9%
52602074	562200	ELECTRICITY	375,000	375,000	25,720.74	.00	73,222.61	276,056.65	26.4%
52602074	562400	HEATING FUEL	43,000	43,000	365.62	.00	5,934.38	36,700.00	14.7%
52602074	573900	OTHER EQUIPMENT	21,700	21,700	.00	.00	.00	21,700.00	.0%

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CITY OF ROCHESTER  
YTD BUDGET REPORT

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FOR 2019 13

			ORIGINAL APPROP	REVISED BUDGET	YTD ACTUAL	MTD ACTUAL	ENC/REQ	AVAILABLE BUDGET	PCT USED
52602074	592001	DEPRECIATION	1,400,000	1,400,000	.00	.00	.00	1,400,000.00	.0%
		TOTAL SEWER TREATMENT PLANT	3,590,523	3,590,523	167,026.46	.00	313,774.07	3,109,722.47	13.4%
52602470	SEWER REVENUE OFFICE								
52602470	511001	SALARIES - FULL TI	34,098	34,098	5,324.20	.00	.00	28,773.80	15.6%
52602470	513001	OVERTIME - REGULAR	0	0	14.14	.00	.00	-14.14	100.0%*
52602470	516000	LONGEVITY	263	263	.00	.00	.00	263.00	.0%
52602470	521100	HEALTH INSURANCE	9,898	9,898	1,603.10	.00	.00	8,294.90	16.2%
52602470	521200	DENTAL INSURANCE	223	223	38.28	.00	.00	184.72	17.2%
52602470	521300	LIFE INSURANCE	61	61	8.60	.00	.00	52.40	14.1%
52602470	522000	SOCIAL SECURITY CO	2,521	2,521	386.87	.00	.00	2,134.13	15.3%
52602470	523000	RETIREMENT CONTRIB	3,912	3,912	607.52	.00	.00	3,304.48	15.5%
52602470	526000	WORKERS' COMPENSAT	77	77	77.00	.00	.00	.00	100.0%
52602470	528001	DISABILITY INSURAN	367	367	54.59	.00	.00	312.41	14.9%
52602470	543000	REPAIR AND MAINTEN	1,250	1,250	1,243.00	.00	.00	7.00	99.4%
52602470	544500	LEASE COPIER/PRINT	0	0	442.23	.00	.00	-442.23	100.0%*
52602470	553400	POSTAGE FEES	8,520	8,520	1,226.21	.00	55.00	7,238.79	15.0%
52602470	555000	PRINTING AND BINDI	350	350	.00	.00	.00	350.00	.0%
52602470	561003	OFFICE SUPPLIES	300	300	60.45	.00	.00	239.55	20.2%
		TOTAL SEWER REVENUE OFFICE	61,840	61,840	11,086.19	.00	55.00	50,698.81	18.0%
		TOTAL SEWER ENTERPRISE FUND	0	0	972,853.75	.00	332,265.00	-1,305,118.75	100.0%
		TOTAL REVENUES	-8,759,805	-8,759,805	-904,406.68	.00	.00	-7,855,398.32	
		TOTAL EXPENSES	8,759,805	8,759,805	1,877,260.43	.00	332,265.00	6,550,279.57	
		GRAND TOTAL	0	0	972,853.75	.00	332,265.00	-1,305,118.75	100.0%

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