



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

DATE: August 3, 2023  
TO: Utility Advisory Board  
FROM: Laura McDormand, Admin. Services & Utility Billing Supervisor  
RE: Utility Advisory Board Meeting

**There will be a meeting of the Utility Advisory Board on Monday August 14, 2023 at 5:30 PM at New DPW Building, 209 Chestnut Hill Rd., Rochester.**

## **AGENDA**

1. Call to order
2. Acceptance of June 12, 2023 Minutes
3. Tabled Appeals

3.1 Tammy & Thomas Murtagh (Pages 154-165)

71 Ida Circle

Rochester, NH 03868

Re: Account #110054

3.2 Andrew Bolton (Pages 166-176)

20 22 Winter St.

Rochester, NH 03867

Re: Account #13388B

4. New Appeals

4.1 Joshua Riley (Pages 8-25)

41 Oak St.

Rochester, NH 03839

Re: Account #161900

4.2 Cathy Brown (Pages 26-33)

50 52 Flat Rock Bridge Rd.

Rochester, NH 03867

Re: Account #194180

4.3 Arthur Smaldone Jr. (Pages 34-47)

16 Brenda Lane

Rochester, NH 03867

Re: Account #104732

- 4.4 John Carpenter (Pages 48-55)  
59 Ten Rod Rd.  
Rochester, NH 03867  
Re: Account #022100
- 4.5 Dennis Zangarine Jr. (Pages 56-63)  
667 Salmon Falls  
Rochester, NH 03867  
Re: Account #110094
- 4.6 Mark & Kathleen Nice (Pages 64-71)  
37 Bailey Dr.  
Rochester, NH 03868  
Re: Account #110018
- 4.7 Donna Dube (Pages 72-80)  
7 Apple Orchard Rd.  
Rochester, NH 03867  
Re: Account #080400
- 4.8 Will Simmons (Pages 81-96)  
18 Winter St.  
Rochester, NH 03867  
Re: Account #133900

4.9 Kurt & Christina Dumond (Pages 97-103)

42 Ida Circle

Rochester, NH 03868

Re: Account #110025

4.10 MHG 4 Fund LLC (Pages 104-113)

2 10 Townsend

Rochester, NH 03867

Re: Account #086109

4.11 Jeffrey Mercado (Pages 114-120)

7 River St.

Rochester, NH 03867

Re: Account #041180

4.12 LoPriore Family Trust (Pages 121-127)

68 Ida Circle

Rochester, NH 03868

Re: Account #110053

4.13 Matthew Gattinella (Pages 128-138)

10 School St.

Rochester, NH 03867

Re: Account #094460



4.14 Jason & Sara Eames (Pages 139-145)

8 Farrington St.

Rochester, NH 03867

Re: Account #124280

4.15 Stevan Straz (Pages 146-153)

6 Birchwood Ave.

Rochester, NH 03867

Re: Account #112580

5. Financials – Water & Sewer Revenue and Expense Reports

6. Adjournment

**Utility Advisory Board**  
**June 12, 2023**  
**5:30pm**  
**DPW Conference Room**  
**209 Chestnut Hill Road**

**MEMBERS PRESENT**

Joe Boudreau  
Eli Barnes  
Ralph Sanders

**MEMBERS ABSENT**

Shawn Libby, Chairman  
Brett Johnson

**OTHERS PRESENT**

Lisa Clark, DPW Deputy Director, Operations & Administration  
Darcy Landry, Utility Billing Administrator

**MINUTES**

**1. Call to order:**

Mr. Boudreau called the meeting to order at 5:35pm.

**2. Approval of May 8, 2023, Minutes**

Mr. Boudreau requested a motion or comments on the minutes for the May 8, 2023, meeting. *Mr. Sanders made a motion to accept the May 8, 2023, meeting minutes as presented. The motion was seconded by Mr. Barnes. The motion passed unanimously.*

**3. Appeals**

**3.1 92 Milton Rd. – Silver Bell Cooperative**

The appellant was present for the meeting. The appeal request is for a water abatement for a frozen pipe. The UAB discussed the high above average use.

*Mr. Barnes made a motion to abate 49 units in March, 280 units in April and 0 units in May for a total of 329 units of water at \$6.41 for a total of \$2,108.89, this is a once in a ten-year water abatement. Mr. Boudreau seconded the motion, the motion passed unanimously.*

**3.2 58 Pine St. – John Tibbetts**

The appellant was not present for the meeting. The appeal is for water and sewer for a leaking toilet.

*Mr. Barnes made a motion to deny the appeal per Ordinance 260-19A, the appellant shall file an appeal to the UB office in writing prior to payment date and per policy on water & sewer adjustments the customer must also prove that the deficiency*

*responsible for leakage has been repaired or corrected. Mr. Sanders seconded the motion, the motion passed unanimously.*

### **3.3 31 Juniper St. – Scott Brown**

The appellant was not present for the meeting. The appeal request is for a sewer abatement for a leaking pipe in the wall.

*Mr. Barnes made a motion to table the appeal for more consumption history. Mr. Sanders seconded the motion, the motion passed unanimously.*

## **4. Financials**

The board reviewed and briefly discussed financial reports.

## **5. Adjournment:**

*Mr. Barnes made a motion to adjourn at 6:04 pm. The motion was seconded by Mr. Sanders. The motion passed unanimously.*

*Minutes respectfully submitted by Darcy Landry, Utility Billing Administrator*



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 3, 2023

To: Utility Advisory Board

From: Laura McDormand, Admin. Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 6/1/23

Customer Name: Joshua Riley

Account #: 161900

Service Address: 41 Oak St.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend to deny this appeal, there is no increase in usage.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did** enter the sewer system
  - a. Total units on July disputed invoice: 10

Laura J. McDormand

Laura McDormand  
Admin. Services & Utility Billing Supervisor

8-2-2023

Date

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**WATER/SEWER BILLING MEMORANDUM**

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**TO:** Laura McDormand

**FROM:** Darcy Landry

**DATE:** June 12, 2023

**SUBJECT:** City of Rochester

**PROPERTY:** 41 Oak St.

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

This appeal is water & sewer for dirty water.

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

Office Use Only:  
Received: 6/1/23

(1)

W+S

1. Date of Appeal: 5/31/2023
2. Property Owner's Name: Joshua Riley Account #: 161900
3. Billing Address: 41 Oak Street  
Rochester, NY 14609
4. Service Location: Genie Zip Code 14609
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: 603 666 2900 Cell: \_\_\_\_\_
8. Email Address: Joshua.Riley29@gmail.com

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

9. Billing Period that is being appealed is from 5/15/23 to end of quarter
10. Abatement is being requested for:
  - a. How many units of water \_\_\_\_\_ x 6.41 = \$ \_\_\_\_\_
  - b. How many units of sewer \_\_\_\_\_ x 8.17 = \$ \_\_\_\_\_
  - c. Water & Sewer Department Fees of: \$ \_\_\_\_\_
  - Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

- Email traffic between Michelle Grant  
during April when incident first occurred.

- Tan has been working the issue  
with sediment & dirty water in  
my home. Causing issues with new  
water heater / filter system.

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?

Has not been billed yet. I  
likely will drop to flushing out  
pipes in home.

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

Yes ☒ No (circle one)

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

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

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

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

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

yes. I am in debt and can't  
afford high water bills.

**Please note:**

1. *Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.*
2. *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 the DPW 209 Chestnut Hill Road.*
3. *Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.*
4. *Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*
5. *Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.*

## Darcy Landry

---

**From:** Michele Grant  
**Sent:** Thursday, August 3, 2023 3:09 PM  
**To:** Darcy Landry  
**Subject:** FW: Contaminated water

Michele Grant  
Utility Billing Administrator  
City of Rochester  
209 Chestnut Hill Rd.  
Rochester, NH 03867  
603-335-7501

**From:** Ian Rohrbacher <[ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)>  
**Sent:** Thursday, August 3, 2023 3:08 PM  
**To:** Michele Grant <[michele.grant@rochesternh.gov](mailto:michele.grant@rochesternh.gov)>  
**Subject:** FW: Contaminated water

fyi

**From:** Ian Rohrbacher  
**Sent:** Monday, June 12, 2023 11:07 AM  
**To:** Joshua Riley <[joshua.riley35@aol.com](mailto:joshua.riley35@aol.com)>  
**Subject:** RE: Contaminated water

Josh,

My staff sampled on the 6<sup>th</sup> and the 8<sup>th</sup> – results for both days have been analyzed and are pasted below. Parameters evaluated are within safe drinking water standards. The higher turbidity on the 6<sup>th</sup> versus the 8<sup>th</sup> may be the fines that your filter is now catching. I expect the values to continue to decrease as the flushing program concludes. The velocity and volume of water being used does disrupt the system until finished. The dip in the water main near your home may also contribute to the concentration of those fines. Would you be amenable to another visit by my staff to take a second sample and inspect your water service entrance?

	Upstream	Downstream 6-Jun
Iron	0.02	0.03
Manganese	0.016	0.031
Cl2	1.28	1.34
pH	7	7.03
Alkalinity	11	10
Phosphate	1.09	1.05
TOC	2.04	1.99
UV254	0.026	0.027



Spec.Cond.	149.8	139.1
Turbidity	0.25	0.52
ACU	1	2
TCU	1	2

8-Jun

Iron	0.01	0.03
Manganese	0.016	0.018
Cl2	1.43	1.34
pH	7.04	7.07
Alkalinity	10	9.5
Phosphate	0.88	0.87
TOC	1.98	1.95
UV254	0.024	0.026
Spec.Cond.	143.6	142.5
Turbidity	0.22	0.18
ACU	0	1
TCU	0	1

**From:** Ian Rohrbacher

**Sent:** Tuesday, June 6, 2023 3:21 PM

**To:** Joshua Riley <[joshua.riley35@aol.com](mailto:joshua.riley35@aol.com)>

**Subject:** RE: Contaminated water

Josh,

That is certainly an inordinate amount of sediment being captured by your filter. Today staff flushed and sampled the hydrants on either side of your home to help us determine or at least narrow down what may be happening. Results should be available tomorrow.

-Ian

**From:** Joshua Riley <[joshua.riley35@aol.com](mailto:joshua.riley35@aol.com)>

**Sent:** Sunday, June 4, 2023 11:55 AM

**To:** Ian Rohrbacher <[ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)>

**Subject:** RE: Contaminated water

**Caution:** External email.

Updated photo attached

## Darcy Landry

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**From:** Michele Grant  
**Sent:** Thursday, August 3, 2023 3:09 PM  
**To:** Darcy Landry  
**Subject:** FW: Contaminated water  
**Attachments:** 2023-05-25, 41 Oak St.pdf

Michele Grant  
Utility Billing Administrator  
City of Rochester  
209 Chestnut Hill Rd.  
Rochester, NH 03867  
603-335-7501

**From:** Ian Rohrbacher <ian.rohrbacher@rochesternh.gov>  
**Sent:** Thursday, August 3, 2023 3:08 PM  
**To:** Michele Grant <michele.grant@rochesternh.gov>  
**Subject:** FW: Contaminated water

FYI

**From:** Ian Rohrbacher  
**Sent:** Thursday, May 25, 2023 2:05 PM  
**To:** Joshua Riley <[joshua.riley35@aol.com](mailto:joshua.riley35@aol.com)>  
**Subject:** RE: Contaminated water

Good afternoon, Joshua.

Attached is the water quality report for the sample taken at your home this morning. All parameters analyzed meet safe drinking water standards.

The difference in pre- and post-filter seems to indicate that there are still some suspended/colloidal metals that your filter is capturing. These small amounts are sometimes present and released during high flow events, such as flushing or firefighting, or during seasonal temperature changes.

The large blue/green particles shown in your pictures are not typically released in those circumstances, which has me puzzled as it looks like copper oxide, which is really only found in deteriorating copper service lines.

Would you mind sending me a photo of your water line as it comes into the basement before the meter? And have you had any changes or work done recently on your plumbing, including changes of material or moving the electrical bonding for your home?

-lan

Ian Rohrbacher  
Water System Superintendent  
City of Rochester  
Department of Public Works  
209 Chestnut Hill Road  
Rochester, NH 03867-3445  
*Past President – New Hampshire Water Works Association*  
*Board Member & Treasurer – New Hampshire Public Works Association*

phone: 603.335.4291  
fax: 603.335.9286  
email: [ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)  
Facility Address: 64 Strafford Road

**\*\*\* Please note that my email address has changed to [ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov) (it used to end with .net). Please update your address book. Mail to rochesternh.net will continue to work for a while but will eventually be disabled.**

**From:** Michele Grant <[michele.grant@rochesternh.gov](mailto:michele.grant@rochesternh.gov)>  
**Sent:** Thursday, May 25, 2023 9:50 AM  
**To:** Ian Rohrbacher <[ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)>  
**Cc:** Joshua Riley <[joshua.riley35@aol.com](mailto:joshua.riley35@aol.com)>  
**Subject:** FW: Contaminated water

Hi Ian,

Please see pictures that Joshua sent over in regards to his issue with his water, Darcy transferred a call from Josh to you a little bit ago.

Thank you,

Michele Grant  
Utility Billing Administrator  
City of Rochester  
209 Chestnut Hill Rd.  
Rochester, NH 03867  
603-335-7501

**From:** Joshua Riley <[joshua.riley35@aol.com](mailto:joshua.riley35@aol.com)>  
**Sent:** Thursday, May 25, 2023 9:40 AM  
**To:** Michele Grant <[michele.grant@rochesternh.gov](mailto:michele.grant@rochesternh.gov)>  
**Subject:** RE: Contaminated water

**Caution:** External email.



## Rochester Water Treatment Facility

64 Strafford Road, Rochester, NH

### Individual Water Quality Report

Sample Site & Location: 41 Oak Street. 038 pre-filter @ meter, 005 post filter @ kitchen tap

Name: Joshua P Riley

Phone / Email: 603-686-2900 // joshua.riley35@aol.com

Date & Time Collected: 5/23/2023 @ 1005

Collected By: Dan Proulx

Reason for sampling: Dirty Water, particles in filter

### ANALYSIS

038 // 005			038 // 005		
Free Cl2	<b>0.96 // 0.10</b>	mg/l	>trace<4.0mg/l	Manganese	<b>0.069 // 0.006</b> mg/l <0.050mg/l
pH	<b>7.13 // 9.65</b>	su	Target 6.0-12.0	Phosphate	<b>1.00 // 1.01</b> mg/l na
Alkalinity	<b>11.0 // 14.0</b>	mg/l	Target: 10-40	Fluoride	<b>0.90 // 0.88</b> mg/l Target: 0.7
Turbidity	<b>0.33 // 0.13</b>	ntu	<.3ntu@entry	UV-absorbance	<b>0.022 // 0.000</b> nm na
Color (acu)	<b>3 // 0</b>	ptcu	<15ptcu	Total Organic Carbon	<b>1.79 // 0.301</b> mg/l na
Color (tcu)	<b>3 // 0</b>	ptcu	<15ptcu	Specific Conductivity	<b>151.1 // 162.6</b> µmhos/cm na
Iron	<b>0.02 // 0.01</b>	mg/l	<0.3mg/l		

Analyzed By: Dan

### COMMENTS:

All parameters analyzed are within safe drinking water limits.

Results indicate presence of colloidal or precipitated metals, causing turbidity and discoloration

The City of Rochester Water Treatment Facility is a sophisticated NH Grade III surface water treatment plant.  
We are a secure, sanitary, safe, and efficient workplace responsible for supplying potable water for consumption and fire protection.  
For any questions on your water system - from source to tap - please contact Ian Rohrbacher, Chief Operator, at 335-4291.



## Darcy Landry

---

**From:** Ian Rohrbacher  
**Sent:** Thursday, August 3, 2023 12:32 PM  
**To:** Michele Grant  
**Cc:** Darcy Landry  
**Subject:** RE: Contaminated water

As of 6/12/2023 he had reported his water was fine, and we have not performed any additional sampling. Initial sampling confirmed the water quality met primary standards.

There is no doubt that he experienced sediment and aesthetic concerns which may have been related to house plumbing or our flushing program.

The water was able to be used for washing and flushing (entering the sewer system) even if the customer believed it was not suitable for consumption.

Have we ever approved abatements for water quality especially as related to system maintenance?

---

**From:** Michele Grant <michele.grant@rochesternh.gov>  
**Sent:** Thursday, August 3, 2023 11:39 AM  
**To:** Ian Rohrbacher <ian.rohrbacher@rochesternh.gov>  
**Cc:** Darcy Landry <darcy.landry@rochesternh.gov>  
**Subject:** RE: Contaminated water

Hi Ian,

Any news on this water issue for Josh at 41 Oak St.? We have an appeal, but we don't know what to say to the board about it because there wasn't a leak or anything. How much do we credit and is the credit just for water or both water & sewer?

Michele Grant  
Utility Billing Administrator  
City of Rochester  
209 Chestnut Hill Rd.  
Rochester, NH 03867  
603-335-7501

---

**From:** Ian Rohrbacher <[ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)>  
**Sent:** Wednesday, May 31, 2023 2:53 PM  
**To:** Michele Grant <[michele.grant@rochesternh.gov](mailto:michele.grant@rochesternh.gov)>  
**Cc:** Darcy Landry <[darcy.landry@rochesternh.gov](mailto:darcy.landry@rochesternh.gov)>  
**Subject:** RE: Contaminated water

I still do not have enough information to fully answer.

## Darcy Landry

---

**From:** Ian Rohrbacher  
**Sent:** Wednesday, May 31, 2023 2:53 PM  
**To:** Michele Grant  
**Cc:** Darcy Landry  
**Subject:** RE: Contaminated water

I still do not have enough information to fully answer.

During the initial instance of dirty water from April, he was told to run his water until it cleared up. We would have to calculate/estimate the volume he used based on what fixture he used and for how long. If he ran an outside faucet, I would think we credit both.

The current issue of dirty water is not yet resolved – the flakes look like failing copper pipe. The brown fines in the new filter look like biofilm from our active hydrant flushing, which is an unfortunate but natural effect of the process.

I will reach out to him to help close the loop.

**From:** Michele Grant <michele.grant@rochesternh.gov>  
**Sent:** Wednesday, May 31, 2023 9:41 AM  
**To:** Ian Rohrbacher <ian.rohrbacher@rochesternh.gov>  
**Cc:** Darcy Landry <darcy.landry@rochesternh.gov>  
**Subject:** RE: Contaminated water

Hi Ian,

Josh called Darcy today and we are emailing the appeal form to him. Is his issue fixed? Usually we don't do an appeal until the problem is resolved/fixed. How are we doing up this appeal, are we giving him complete credit on both water & sewer??

Michele Grant  
Utility Billing Administrator  
City of Rochester  
209 Chestnut Hill Rd.  
Rochester, NH 03867  
603-335-7501

**From:** Ian Rohrbacher <[ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)>  
**Sent:** Tuesday, May 30, 2023 1:52 PM  
**To:** Michele Grant <[michele.grant@rochesternh.gov](mailto:michele.grant@rochesternh.gov)>  
**Subject:** RE: Contaminated water

How do I direct him to the UAB?

**From:** Michele Grant <[michele.grant@rochesternh.gov](mailto:michele.grant@rochesternh.gov)>  
**Sent:** Friday, May 26, 2023 2:13 PM  
**To:** Ian Rohrbacher <[ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)>  
**Subject:** RE: Contaminated water

Hi Ian,

Thank you, no we haven't changed the meter at this location and there has not been any on/off's or anything.

Michele Grant  
Utility Billing Administrator  
City of Rochester  
209 Chestnut Hill Rd.  
Rochester, NH 03867  
603-335-7501

**From:** Ian Rohrbacher <[ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)>  
**Sent:** Friday, May 26, 2023 12:27 PM  
**To:** Michele Grant <[michele.grant@rochesternh.gov](mailto:michele.grant@rochesternh.gov)>  
**Subject:** Re: Contaminated water

41 Oak

**From:** Michele Grant <[michele.grant@rochesternh.gov](mailto:michele.grant@rochesternh.gov)>  
**Sent:** Friday, May 26, 2023 12:14 PM  
**To:** Ian Rohrbacher <[ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)>  
**Subject:** RE: Contaminated water

What address is this again?

Michele Grant  
Utility Billing Administrator  
City of Rochester  
209 Chestnut Hill Rd.  
Rochester, NH 03867  
603-335-7501

**From:** Ian Rohrbacher <[ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)>  
**Sent:** Friday, May 26, 2023 9:44 AM  
**To:** Michele Grant <[michele.grant@rochesternh.gov](mailto:michele.grant@rochesternh.gov)>  
**Subject:** FW: Contaminated water

Michele,

Not sure if this is something to send right to UAB to apply for an abatement. I do not have enough information at this point to make any additional comment. Do we have any record of water on/off, meter change outs, service history, etc?

**From:** Joshua Riley <[joshua.riley35@aol.com](mailto:joshua.riley35@aol.com)>  
**Sent:** Thursday, May 25, 2023 7:17 PM  
**To:** Ian Rohrbacher <[ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)>  
**Subject:** RE: Contaminated water

**Caution:** External email.

There is less than a foot of pipe before the meter. From the meter to the filter, as seen in photo, is all new pipe. Along with the rest of the home. The issue is not in the home. I'd like to get a credit on my bill. Can you assist me in that?

Josh

Sent from AOL on Android

On Thu, May 25, 2023 at 2:05 PM, Ian Rohrbacher  
<[ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)> wrote:

Good afternoon, Joshua.

Attached is the water quality report for the sample taken at your home this morning. All parameters analyzed meet safe drinking water standards.

The difference in pre- and post-filter seems to indicate that there are still some suspended/colloidal metals that your filter is capturing. These small amounts are sometimes present and released during high flow events, such as flushing or firefighting, or during seasonal temperature changes.

The large blue/green particles shown in your pictures are not typically released in those circumstances, which has me puzzled as it looks like copper oxide, which is really only found in deteriorating copper service lines.

Would you mind sending me a photo of your water line as it comes into the basement before the meter? And have you had any changes or work done recently on your plumbing, including changes of material or moving the electrical bonding for your home?

-Ian

---

Ian Rohrbacher

Water System Superintendent

City of Rochester



Department of Public Works

209 Chestnut Hill Road

Rochester, NH 03867-3445

*Past President – New Hampshire Water Works Association*

*Board Member & Treasurer – New Hampshire Public Works Association*

phone: 603.335.4291

fax: 603.335.9286

email: [ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)

Facility Address: 64 Strafford Road

**\*\*\* Please note that my email address has changed to [ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov) (it used to end with .net). Please update your address book. Mail to rochesternh.net will continue to work for a while but will eventually be disabled.**

**From:** Michele Grant <[michele.grant@rochesternh.gov](mailto:michele.grant@rochesternh.gov)>

**Sent:** Thursday, May 25, 2023 9:50 AM

**To:** Ian Rohrbacher <[ian.rohrbacher@rochesternh.gov](mailto:ian.rohrbacher@rochesternh.gov)>

**Cc:** Joshua Riley <[joshua.riley35@aol.com](mailto:joshua.riley35@aol.com)>

**Subject:** FW: Contaminated water

Hi Ian,

Please see pictures that Joshua sent over in regards to his issue with his water, Darcy transferred a call from Josh to you a little bit ago.

Thank you,

Michele Grant

Utility Billing Administrator

City of Rochester

209 Chestnut Hill Rd.

Rochester, NH 03867

603-335-7501

**From:** Joshua Riley <[joshua.riley35@aol.com](mailto:joshua.riley35@aol.com)>

**Sent:** Thursday, May 25, 2023 9:40 AM

**To:** Michele Grant <[michele.grant@rochesternh.gov](mailto:michele.grant@rochesternh.gov)>

**Subject:** RE: Contaminated water

**Caution:** External email.

All,

Attached photos of the iron particulates discussed with Ian today. Technicians came to my house today for maintenance on water heater and noted seeing these metal flakes in the gilter. I have recently installed this expensive system in November of 2022. Ian was prompt about getting this resolved but since April when the home was first affected by this, visually seeing black water, the issue still remains to some level.

Vr,

Email sent to and from this City of Rochester email address is subject to NH RSA 91-A (the NH Public Records Law) and may, subject to certain exemptions, be subject to disclosure to third parties. This email message and any attachments may contain information that is confidential and/or legally privileged in accordance with applicable laws or regulations. It is intended only for the use of the person and/or entity identified as recipient(s) in the message. If you are not an intended recipient of this message, please notify the sender immediately and delete the material. Do not print, deliver, distribute or copy this message, and do not disclose its contents or take any action in reliance on the information it contains unless authorized to do so. Thank you.

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## Accounts

Account: 161900

[2011-07-18 15:01:23 kathy]: SENT DEAD LETTER

[2011-07-20 09:15:00 kathy]: FRANK IS IN A NURSING HOME AND PROPERTY IS VACANT

[2011-09-30 12:03:36 ann]: DAUGHTER REQUESTED THAT BILLS BE SENT TO HER:  
ROBIN WILSON, 6845 SWAIN TRACE, TALLHASSE, FL 32311

[2012-05-18 08:25:28 ann]: NEW OWNER - MATTHEW CONNOR

[2017-10-23 16:48:52 sjuneau]: METER NOT READING - ESTIMATED OCTOBER BILL &  
SENT LETTER TO REPAIR WITH SHUT OFF DATE OF 11/8/17.

[2017-11-14 13:46:38 karenb]: TECHNICIAN WENT OUT ON 11/13/17 TO TURN OFF FOR  
NON-COMPLIANCE. METER READ FINE WHEN HE GOT THERE. READ 204.

[2019-12-18 12:13:04 michele.grant]: FINAL BILL PROCESSED 12/17.

[2020-08-21 12:39:42 kimberly.nickerson]: UAB APPEAL RECEIVED FOR SEPTEMBER

[2020-08-21 15:28:59 michele.grant]: T/W JOSH, HE WILL BE PAYING A PORTION OF  
THE BILL DUE 8/27 & THEN WILL WAIT FOR CREDIT FOR UAB APPEAL IF APPROVED.

[2020-10-08 11:44:58 michele.grant]: CALLED H/O, METER READER TECH NOTICED  
OUTSIDE SPIGOT WAS ON/DRIPPING, SO LET THEM KNOW.

[2021-08-03 09:22:02 michele.grant]: REC'D. UAB APPEAL YESTERDAY FOR SEPT.  
MEETING.

[2021-09-16 09:44:23 michele.grant]: UAB APPROVED SEWER CREDIT OF \$89.16 PLUS  
INTEREST (.66).

[2022-08-01 15:21:36 michele.grant]: REC'D. APPEAL PAPERWORK 7/29, NO AUGUST  
MEETING SO WILL BE HEARD AT 9/12/22 MEETING.

[2022-09-19 11:13:12 michele.grant]: UAB GRANTED A SEWER ABATEMENT OF \$81.73  
PLUS ANY ACCRUED INTEREST.

[2022-11-14 10:12:53 darcy.landry]: REC'D UAB APPEAL PAPERWORK 11/13

[2022-12-28 14:42:14 darcy.landry]: UAB GRANTED A SEWER ABATEMENT OF \$138.89  
PLUS ANY ACCRUED INTEREST.

[2023-06-07 16:32:00 darcy.landry]: REC'D UAB PAPERWORK 6/1/23

## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Repl Usage Charge Amt Billed Amt	
161900	51531 RILEY JOSHUA P	013800710000	41 OAK	Active
100 - 1 RES WATER	SENS76167127	A 07/19/2023 14162438 595	10 0 64.10	145.80
100 - 1 RES WATER	SENS76167127	A 04/19/2023 14154244 585	11 0 70.51	160.38
100 - 1 RES WATER	SENS76167127	A 01/19/2023 14146198 574	10 0 64.10	145.80
100 - 1 RES WATER	SENS76167127	A 10/18/2022 14138134 564	29 <del>X</del> 0 183.51	417.41
100 - 1 RES WATER	SENS76167127	A 07/18/2022 14130105 535	23 <del>X</del> 0 134.09	304.98
100 - 1 RES WATER	SENS76167127	A 04/14/2022 14121995 512	9 0 52.47	119.34
100 - 1 RES WATER	SENS76167127	A 01/21/2022 14114058 503	13 0 75.79	172.38
100 - 1 RES WATER	SENS76167127	A 10/18/2021 101980 490	15 0 87.45	198.90
100 - 1 RES WATER	SENS76167127	A 07/21/2021 14100828 475	24 <del>X</del> 0 139.92	318.24
100 - 1 RES WATER	SENS76167127	A 04/19/2021 14092745 451	11 0 64.13	145.86
100 - 1 RES WATER	SENS76167127	A 01/15/2021 14084822 440	11 0 61.52	136.90
100 - 1 RES WATER	SENS76167127	A 10/08/2020 14076914 429	12 0 66.60	147.60
100 - 1 RES WATER	SENS76167127	A 07/20/2020 14066348 417	42 <del>X</del> 0 233.10	516.60
100 - 1 RES WATER	SENS76167127	A 04/14/2020 14058389 375	15 0 83.25	184.50

\*\* END OF REPORT - Generated by Darcy Landry \*\*

$$117 - 10 = 12$$



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: June 16, 2023

To: Utility Advisory Board

From: Laura McDormand, Admin. Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 6/7/23

Customer Name: Cathy Brown

Account #: 194180

Service Address: 50 52 Flat Rock Bridge Rd.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend we table this appeal for more consumption history, only one cycle for new owner.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did** enter the sewer system
  - a. Total units on Apr. disputed invoice: 221

Laura J. McDormand

Laura McDormand

Admin. Services & Utility Billing Supervisor

8-2-2023

Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: June 12, 2023

SUBJECT: City of Rochester

PROPERTY: **50 52 Flat Rock Bridge Rd.**

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

This appeal is sewer for a running toilet.

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

Office Use Only:

Received: 6-7-23

1. Date of Appeal: 5-25-23
2. Property Owner's Name: Cathy G Brown Account #: 194180
3. Billing Address: 32 DAVIS LN  
Lebanon ME 04027
4. Service Location: 50-52 Flat Rock Bridge Rd Zip Code 03867
5. Owners Representative: Cathy G Brown
6. Owners Representative's Signature: Cathy G Brown
7. Phone #: \_\_\_\_\_ Cell: 603 781 4828
8. Email Address: Cathybrown713@gmail.com

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

9. Billing Period that is being appealed is from 1-19-23 to 4-6-23

10. Abatement is being requested for:

- a. How many units of water 221 x 6.41 = \$ 1416.61
- b. How many units of sewer 0 x 8.17 = \$ \_\_\_\_\_
- C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ 1416.61

11. Explanation of Appeal Request:

I just purchased property in July of 22

Tenant notified me toilet WAS running &  
I called Costello Home improvement who  
Went out & changed.

I was not notified by tenant until April.

My tenant is A single mom with 2 children,  
I have kept the rent low (2 bedrooms) to try  
to assist her. This bill is more than her  
rent. THANK-YOU.



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, Private Septic

If yes, has the leak been repaired? YES

Who made the repair? Costello Home Improvement

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

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

NO I will not seek Assistance from City

**Please note:**

1. **Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.**
2. **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 the DPW 209 Chestnut Hill Road.**
3. **Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.**
4. **Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
5. **Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.**

428988

**Castello Home Improvement**

CUSTOMER'S ORDER NO.	DEPARTMENT	DATE
	207-432-8139	4-21-23
NAME <b>Cathy Brown</b>		
ADDRESS <b>32 63 Davis Rd (50-52 Flat Rock</b>		
CITY, STATE, ZIP <b>Lebanon ME Bridge Rd)</b>		
SOLD BY	CASH	C.O.D.
CHARGE	ON. ACCT.	MDSE. RETD.
PAID OUT		

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1			
2			
3			
4	Paid CASH		300.00
5	4/21/23		
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18	Thanks You		300.00
19	John Castello		

RECEIVED BY

A-5505  
T-40323/45350

KEEP THIS SLIP FOR REFERENCE

01-11

## Accounts

Account: 194180

[2014-03-20 09:24:28 ann]: JANUARY 2014 BILL RETURNED "UNABLE TO FORWARD" - SAME ADDRESS THAT HAS BEEN ON BILLS FOR YEARS - PUT IN ENVELOPE AND REMAILED

[2016-05-10 11:31:41 karenb]: BILL RETURNED WITH CHANGE OF ADDRESS TO PO BOX 627 ROCHESTER, NH 03866-0627. REMAILED AND GAVE TO ASSESSING.

[2022-09-28 09:55:51 darcy.landry]: SENT DEAD METER LETTER, SAME READ FOR AWHILE

[2022-12-27 09:37:32 michele.grant]: TECH HAD APPT. 10/17/22, HAD TO REPLACE METER, IT WAS STUCK (END READ 1458). NEW METER #93005988

[2023-02-09 15:00:54 michele.grant]: TECH WENT OUT TO CHECK READ TODAY BECAUSE ON JAN. BR THE READ CAME IN AS 0123 AND WE THOUGHT IT WAS PROGRAMMED WRONG (THOUGHT READ WAS 0012 NOT 0123). HE CHECKED AND IT IS NOT PROGRAMMED WRONG, READ TODAY WAS 0153 AND THERE IS AN ALARM FOR CONTINUOUS FLOW. THIS USUALLY MEANS THERE IS A LEAK, SENDING LEAK LETTER TO OWNERS TODAY.

[2023-04-13 12:43:24 darcy.landry]: SENT LEAK LETTER - 221 UNITS

[2023-05-23 13:27:51 darcy.landry]: SPOKE WITH CATHY (OWNER) SHE WAS UNAWARE OF THE LEAK LETTER UNTIL NOW, SHE WAS OUT OF TOWN. WE WILL DO A REREAD BUT I SUGGESTED SHE CONTACT TENANTS ABOUT LEAK AND MAYBE A PLUMBER.

[2023-05-31 16:38:42 michele.grant]: EMAIL UAB APPEAL FORM TO OWNER. TECH DID METER REPORT ON 5/25, SHOWED CONSTANT USAGE FROM 4/13 - 4/18 (REPORT ONLY WENT BACK TO 4/13, PROB. CONSTANT USAGE PRIOR TO THAT TOO), LOOKS LIKE CONSTANT USAGE STOPPED 4/18. READ ON 5/25 WAS 0255, LAST READ 0233 ON 4/6 SO USED 22 UNITS IN 49 DAYS SO SHOULD BE NORMAL NOW.

[2023-06-07 16:05:31 darcy.landry]: REC'D UAB APPEAL PAPERWORK



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

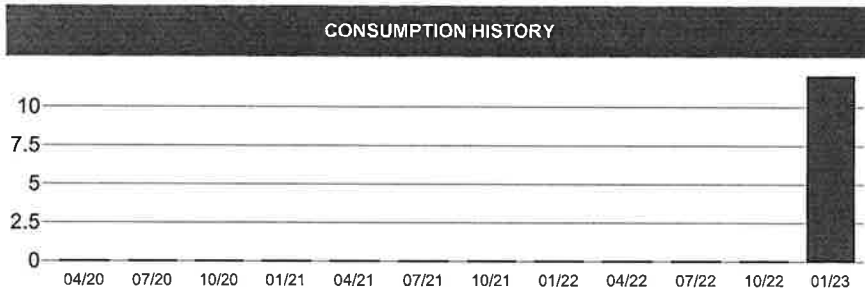
## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME				SERVICE LOCATION			
BROWN CATHY G				50 52 FLAT ROCK BRIDGE			
BILL NUMBER	BILL DATE	ACCOUNT #		DUE DATE			
14155465	04/26/2023	194180		05/29/2023			
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	01/19/2023	04/06/2023	12	233	221	\$1,416.61

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$1,416.61
A = Actual	Previous Balance	\$76.97
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$76.97
Total Amount Due		\$1,422.20

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PYMTS IN TAX OFFICE 2.79% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

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

BROWN CATHY G  
32 DAVIS LN  
LEBANON, ME 04027

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	194180
Bill Number:	14155465
Pay By:	05/29/2023
Total Due:	1,422.20

Service Location  
50 52 FLAT ROCK BRIDGE

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



## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Repl Usage Charge Amt Billed Amt	
194180	59429 BROWN CATHY G	021001390000	50 FLAT ROCK BRIDGE	Active
100 - 1 RES WATER	SENS93005988	A 04/06/2023 14155465 233	221 X 0 1,416.61	1,416.61
100 - 1 RES WATER	SENS93005988	A 01/19/2023 14147410 12	12 0 76.92	76.92
100 - 1 RES WATER		I 10/17/2022 0 1,458	0 0 .00	.00
100 - 1 RES WATER	INVE58466507	A 10/13/2022 14139342 1,458	0 0 24.35	24.35

\*\* END OF REPORT - Generated by Darcy Landry \*\*

*1 cycle*



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: June 23, 2023

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 6/7/23

Customer Name: Arthur Smaldone Jr

Account #104732

Service Address: 16 Brenda Lane

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend to deny this appeal as the appeal paperwork was received after the due date Per Ordinance 260-19A the appellant shall file an appeal to the UB office in writing prior to the payment due date. Of further note the leak has not been repaired.

The above recommendation is based upon the following findings:

1. The owner does dispute the meter reading
2. The water was used
3. The water **may have** enter the sewer system
  - a. Total units on Mar. disputed invoice: 541
  - b. Average Usage is: 11
  - c. Estimated use over average: 530
  - d. 1/2 of over average amount 265

Value of 265 units of water at the current rate of \$6.41 = \$1698.65

Value of 265 units of sewer at the current rate of \$8.17 = \$2165.05

Laura J. McDormand

Laura J. McDormand  
Admin Services & Utility Supervisor

8-2-2023

Date



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: June 23, 2023

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

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Dated: 6/7/23

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Value of 265 units of water at the current rate of \$6.41 = \$1698.65

Value of 265 units of sewer at the current rate of \$8.17 = \$2165.05

\_\_\_\_\_  
Laura J. McDormand  
Admin Services & Utility Supervisor

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: June 12, 2023

SUBJECT: City of Rochester

PROPERTY: **16 Brenda Ln.**

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

This appeal is water & sewer for a leak in heating system.



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

Office Use Only:  
Received: 6-7-23

1. Date of Appeal: 06/5/2023
2. Property Owner's Name: Arthur Smaldone Account #: 104732
3. Billing Address: 16 Brenda Lane  
Rochester
4. Service Location: 16 Brenda Lane Zip Code \_\_\_\_\_
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: 781 223 3171 Cell: 781 223 3171
8. Email Address: a.smaldone@northeastern.edu

**(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 6.41 = \$ \_\_\_\_\_

b. How many units of sewer \_\_\_\_\_ x 8.17 = \$ \_\_\_\_\_

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

Total \$ 7887.08

11. Explanation of Appeal Request:

Per last billing cycle the meter  
leaked. I own the house with my daughters  
they live there and they are profoundly  
Deaf. that is their disability. We were  
never contacted by city hall about leak  
they can't hear it, I don't live there.  
there was no water @ running into  
sewerage. Please check meter I never  
received any bills until this notice  
came to me in the mail

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

Yes No (circle one)

If yes, why?

Please check meter that's too excessive

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

Yes No (circle one)

If yes, did the water enter the sewer system? NO

If yes, has the leak been repaired? water is off to where leak

Who made the repair? may be coming from still ongoing repair

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:

yes my ~~da~~ daughter  
live in the house both work but that's a  
big bill to pay for a leak

Please note:

1. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.
2. 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 the DPW 209 Chestnut Hill Road.
3. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.
4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.
5. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.





## City of Rochester

Water and Sewer Billing  
209 Chestnut Hill Rd.  
Rochester, NH 03867

NOTICE DATE: 05/19/2023

SMALDONE ARTHUR H JR  
SMALDONE CAROL ANN & LAUREN R  
6 BOULDER DR  
BELMONT, NH 03220

LOCATION: .....

16 BRENDA

ACCOUNT # .....

104732

PAST DUE -.....\$

7,887.78

INTEREST DUE -. \$

36.30

TOTAL.....\$

7,924.08



### WATER SHUT OFF NOTICE

This is to inform you that as a result of your water and/or sewer account being overdue, **we will be terminating service beginning June 5th, 2023** if the total past due, plus accrued interest has not been received. As required by city ordinances, a service charge of \$30.00 is payable for each service call. If service is terminated, a \$60.00 charge is to be paid in addition to the total due before service can be restored. **In the event of a return check for payment after receipt of this notice, services will be terminated next business day.** Please call us with payment details if you recently paid or dropped off in Dropbox.

For questions regarding this notice, or to set up a payment arrangement, please call 603-332-3110 or 603-335-7501.

Make checks payable to – City of Rochester

Remit to – Tax Collector

150 Wakefield St., Suite 271, Rochester, NH 03867

**\*Checks mailed to Boston address take approximately 1 week to process. Please be sure to send payment to above address, deliver to the tax office or pay online at [www.rochesternh.gov](http://www.rochesternh.gov)\***

## Darcy Landry

---

**From:** Courtney Smaldone <courtneysmaldone@gmail.com>  
**Sent:** Tuesday, May 2, 2023 9:16 AM  
**To:** Darcy Landry  
**Subject:** Re: UAB Appeal

 Caution: External email.

Yes ma'am i did. Want me to do it again? i want to straighten this out.

On Thu, Apr 27, 2023 at 8:49 AM Darcy Landry <[darcy.landry@rochesternh.gov](mailto:darcy.landry@rochesternh.gov)> wrote:

Good morning,

I have not received an appeal with your name on it. Did you fill it out and email it?

Thank you,

Darcy Landry

Utility Billing Administrator

City of Rochester

209 Chestnut Hill Rd

Rochester, NH 03867

603-332-3110

**From:** Courtney Smaldone <[courtneysmaldone@gmail.com](mailto:courtneysmaldone@gmail.com)>  
**Sent:** Thursday, April 27, 2023 7:37 AM  
**To:** Darcy Landry <[darcy.landry@rochesternh.gov](mailto:darcy.landry@rochesternh.gov)>  
**Subject:** Re: UAB Appeal

 Caution: External email.

Good morning,

I wonder if you ever got my forms that i filled out for the appeal of water bill? Or was i supposed to send it by mail?

Let me know.

Thank you,

Courtney Smaldone

On Wed, Mar 29, 2023 at 1:55 PM Courtney Smaldone <[courtneysmaldone@gmail.com](mailto:courtneysmaldone@gmail.com)> wrote:

Thank you so much for your help! I will keep you in the loop.

On Wed, Mar 29, 2023 at 1:46 PM Darcy Landry <[darcy.landry@rochesternh.gov](mailto:darcy.landry@rochesternh.gov)> wrote:

Hi,

The representative is if you are having someone filling it out for you.

We do not have a list of plumbers, but I did a quick search and A-D Archambault Plumbing (603-413-6935) and Martel Plumbing (603-742-4141) are local.

Darcy Landry

Utility Billing Administrator

City of Rochester

209 Chestnut Hill Rd

Rochester, NH 03867

603-332-3110

**From:** Courtney Smaldone <[courtneysmaldone@gmail.com](mailto:courtneysmaldone@gmail.com)>  
**Sent:** Wednesday, March 29, 2023 1:35 PM  
**To:** Darcy Landry <[darcy.landry@rochesternh.gov](mailto:darcy.landry@rochesternh.gov)>  
**Subject:** Re: UAB Appeal

**Caution:** External email.

Since we are still kinda of new to the town, which plumbing company would you suggest me to contact?

On Wed, Mar 29, 2023 at 1:28 PM Courtney Smaldone <[courtneysmaldone@gmail.com](mailto:courtneysmaldone@gmail.com)> wrote:

To be clear, owner's representative is ?

On Wed, Mar 29, 2023 at 1:10 PM Darcy Landry <[darcy.landry@rochesternh.gov](mailto:darcy.landry@rochesternh.gov)> wrote:

Hi,

Attached is the UAB Appeal paperwork we spoke about on the phone. If you need anything else, please let me know.

Thank you,

Darcy Landry

Utility Billing Administrator

City of Rochester

209 Chestnut Hill Rd

Rochester, NH 03867

603-332-3110

Email sent to and from this City of Rochester email address is subject to NH RSA 91-A (the NH Public Records Law) and may, subject to certain exemptions, be subject to disclosure to third parties. This email message and any attachments may contain information that is confidential and/or legally privileged in

## Accounts

Account: 104732

12/20/06 - METER INSTALLED BUT WATER NOT TURNED ON - PLUMBER NEEDS TO FIX SMALL LEAK AT BOTTOM OF HIS COUPLING

01/16/07- NEW OWNER AS OF 01/12/07- DONALD RAMSEY

[2013-01-03 16:35:32 ann]: DECEMBER BILL RETURNED WITH NOTE TO ELIMINATE DONALD - DECEASED - LETTER SENT

[2013-07-03 11:35:15 ann]: JUNE 2013 BILL RETURNED WITH NOTE TO ELIMINATE DONALD - DECEASED - LETTER SENT AGAIN

[2014-03-19 13:02:13 ann]: FOR SOME UNKNOWN REASON THIS ACCOUNT DID NOT BILL FOR WATER FOR THE DECEMBER BILLING - CHARGED SEWER FOR THE EXACT AMOUNT AS PRIOR BILL - ADJUSTED MARCH BILL TO REFLECT AVERAGE USAGE FOR THREE MONTHS - SEE DECEMBER 2013 ERROR FILE

[2021-04-08 15:39:49 michele.grant]: FINAL BILL PROCESSED

[2021-11-29 09:06:16 michele.grant]: ARTHUR CALLED AND WOULD LIKE LAUREN ADDED ONTO COPY TO SO SHE GETS INVOICES RIGHT AT 16 BRENDA LN.

[2023-03-22 12:36:29 darcy.landry]: SENT LEAK LETTER - 541 UNITS

[2023-03-29 13:06:09 darcy.landry]: SPOKE WITH OWNER ABOUT HAVING A LEAK (SHE IS DEAF) AND SHE SHOULD CALL A PLUMBER TO CHECK HER HOME FOR A MAJOR LEAK. SENT HER UAB APPEAL PAPERWORK. ASKED IF SHE WANTED US TO TURN THE WATER OFF, SHE SAID SHE LIVES THERE SO SHE NEEDS WATER.

[2023-06-05 09:07:54 michele.grant]: ARTHUR, OWNER, CALLED TODAY; HIS DAUGHTERS (WHO ARE DEAF) LIVE AT THIS LOCATION. HE SAID HE DIDN'T GET LEAK LETTER OR INVOICE BUT DID GET SHUT OFF NOTICE FOR TODAY. LET HIM KNOW LEAK LETTER SENT 3/22 AND DAUGHTER CALLED 3/29 & WE SUPPLIED APPEAL FORM ETC. HE BELIEVES THE LEAK IS FROM HEATING SYSTEM AND THEY SHUT OFF ZONES THAT THEY BELIEVE THE LEAK WAS FROM BUT STILL NEEDS HEATING CO. TO COME IN AND FIX. ALSO STATED THAT APPEAL FORM WAS MAILED IN ON 6/2/23 TO US. HE WILL MAKE A PAYMENT TODAY FOR \$1000 VIA PHONE WITH REVENUE OFFICE.

[2023-06-06 11:49:01 darcy.landry]: SPOKE TO ARTHUR AND HE HAD HIS DAUGHTER SEND HIM A PIC OF THE METER 6/2 READ 0815, 6/6 0815.

[2023-06-07 16:20:59 darcy.landry]: REC'D UAB APPEAL PAPERWORK



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

SMALDONE ARTHUR H JR

16 BRENDA

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
-------------	-----------	-----------	----------

14152132

03/24/2023

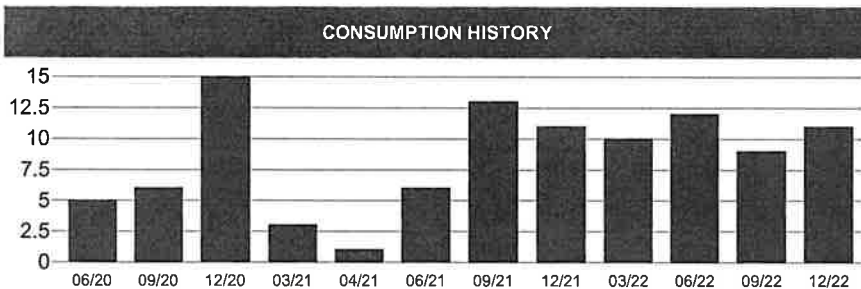
104732

04/28/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	12/19/2022	03/21/2023	265	806	541	\$3,467.81
RES SEWER		12/19/2022	03/21/2023				\$4,419.97

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$7,887.78
A = Actual	Previous Balance	\$226.98
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$1,094.69
	<b>Total Amount Due</b>	<b>\$6,964.14</b>

\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE 2.79% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

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

SMALDONE ARTHUR H JR  
SMALDONE CAROL ANN & LAUREN R  
6 BOULDER DR  
BELMONT, NH 03220



## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	104732
Bill Number:	14152132
Pay By:	04/28/2023
<b>Total Due:</b>	<b>6,964.14</b>

Service Location  
16 BRENDA

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





# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

LAUREN SMALDONE

16 BRENDA

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14152132

03/24/2023

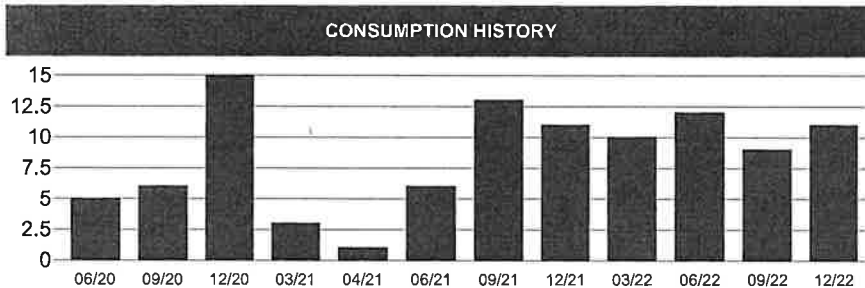
104732

04/28/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	12/19/2022	03/21/2023	265	806	541	\$3,467.81
RES SEWER		12/19/2022	03/21/2023				\$4,419.97

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$7,887.78
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	<b>Total Amount Due</b>	<b>\$6,964.14</b>

\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE 2.79% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

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

LAUREN SMALDONE  
16 BRENDA LANE  
ROCHESTER, NH 03867

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	104732
Bill Number:	14152132
Pay By:	04/28/2023
<b>Total Due:</b>	<b>6,964.14</b>

Service Location  
**16 BRENDA**

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



## UB Consumption History Report

Account Number	Customer #	Name	Parcel	Location	Status
Service	Mfr Meter Number	Cd Read Date Time	By Bill # Curr Read	Usage Repl Usage Charge Amt Billed Amt	
104732	53800	SMALDONE ARTHUR H JR	022300130001	16 BRENDA	Active
100 - 1 RES WATER	SENS76166928	A 03/21/2023	14152132 806	541X 0 3,467.81	7,887.78
100 - 1 RES WATER	SENS76166928	A 12/19/2022	14144098 265	11 0 70.51	160.38
100 - 1 RES WATER	SENS76166928	A 09/12/2022	14136024 254	9 0 55.02	125.15
100 - 1 RES WATER	SENS76166928	A 06/16/2022	14127969 245	12 0 69.96	159.12
100 - 1 RES WATER	SENS76166928	A 03/09/2022	14119942 233	10 0 58.30	132.60
100 - 1 RES WATER	SENS76166928	A 12/09/2021	14111978 223	11 0 64.13	145.86
100 - 1 RES WATER	SENS76166928	A 09/02/2021	14106754 212	13 0 75.79	172.38

\*\* END OF REPORT - Generated by Darcy Landry \*\*

$$66 \div 6 = 11$$

## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Repl Usage Charge Amt Billed Amt	
104732	53164 SMALDONE	ARTHUR H JR & 022300130001	16 BRENDA	Active
100 - 1 RES WATER	SENS76166928	A 06/05/2021 14098673 199	6 X 0 34.98	79.56

\*\* END OF REPORT - Generated by Darcy Landry \*\*

NOT A FULL CYCLE



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: June 23, 2023

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 6/13/23

Customer Name: John Carpenter

Account #: 022100

Service Address: 59 Ten Rod Rd.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend a sewer abatement on the May invoice since the water leaked outside and did not enter the sewer system.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on May disputed invoice: 23
  - b. Average Usage is: 13
  - c. Estimated use over average: 10

Value of 10 units of sewer at the current rate of \$8.17 = \$81.70

*Laura J. McDormand*

\_\_\_\_\_  
Laura J. McDormand  
Admin Services & Utility Supervisor

8-2-2023

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: June 16, 2023

SUBJECT: City of Rochester

PROPERTY: **59 Ten Rod Rd.**

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

This appeal is sewer for a leaking garden hose.

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

Office Use Only:  
Received: 6/13/23

1. Date of Appeal: June 8, 2023
2. Property Owner's Name: John Carpenter Account #: 022100
3. Billing Address: 59 TEN RD RD  
ROCHESTER, NH 03867
4. Service Location: SAME Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: 603-617-9265 Cell: \_\_\_\_\_
8. Email Address: JJCARP4@GMAIL.COM

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 2/2/23 to 5/2/23
10. Abatement is being requested for:

- a. How many units of water \_\_\_\_\_ x 6.41 = \$ \_\_\_\_\_
- b. How many units of sewer 13 x 8.17 = \$ 81.70
- C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

MY USAGE LAST YEAR SAME TIME WAS 10 UNITS YEAR BEFORE 8  
THIS BILL WAS 23 UNITS, THATS HOW I CAME UP WITH  
13 CREDIT

I WILL PAY FOR THE WATER I WASTED

THE LEAK WAS FROM A GARDEN HOSE, SPOKE A LEAK  
DID NOT NOTICE FOR A WHILE

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)

GARDEN HOSE, See page 4

If yes, did the water enter the sewer system? NO

If yes, has the leak been repaired? yes

Who made the repair? myself

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. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.
2. 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 the DPW 209 Chestnut Hill Road.
3. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.
4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.
5. 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

Account: 022100

3/04 - HOUSE IS VACANT  
 ADD ELDERLY 9/24/04  
 ELIMINATE ELDERLY EXEMPTION 4/1/05  
 11/30/06- MAILED LETTER STATING ACCOUNT WAS SERIOUSLY PAST DUE AND TO REMIT  
 PAYMENT ASAP  
 10/05/07- DENNIS CALLED TODAY INQUIRING IF HE HAD CITY SEWER OR NOT. I TOLD HIM  
 THAT HE HAD WATER ONLY. HE ASKED THE COST TO HOOK IN, AND I TOLD HIM HE WOULD  
 HAVE TO FILL OUT AN APPLICATION AND AFTER THAT, THE ENGINEER WOULD COME TAKE A  
 LOOK AT HIS PROPERTY AND GIVE HIM AN ESTIMATE. HE ASKED HOW LONG IT WOULD TAKE  
 BECAUSE HE IS GOING TO BE SELLING THE PROPERTY SOON  
 11/28/07- SENT LETTER TO FIX (RADIO READ WONT READ)  
 12/19/07 - NEW OWNER - LAURA WILLARD  
 NOTICE OF MORTGAGEE FORECLOSURE SALE TO BE EFFECTIVE 8/21/09 - POSTPONED UNTIL  
 10/21/09  
 FEB 2010 BILL RETURNED WITH NOTE TO CHANGE LAURA'S LAST NAME TO CUMMINGHAM -  
 LETTER SENT - DEED NEEDS TO BE CHANGED  
 [2013-05-02 10:09:44 sjuneau]: WATER OFF AT STREET. PROPERTY VACANT  
 [2013-06-24 10:26:21 ann]: NOTICE OF MORTGAGEE FORECLOSURE SALE TO BE  
 EFFECTIVE 7/17/13  
 [2014-03-28 16:42:31 ann]: APPLICATION FOR SEWER SERVICES RECEIVED  
 [2014-03-31 14:37:10 ann]: CHECK FOR SEWER STUB FEE AND INSPECTION RECEIVED -  
 \$490.00  
 [2015-09-14 13:23:29 karenb]: APPEAL SENT FOR OCTOBER UAB  
 [2015-10-09 16:07:46 sjuneau]: UAB APPEAL GRANTED FOR \$262.08 IN SEWER.  
 [2016-09-21 15:18:23 karenb]: RECEIVED UAB FORM IN MAIL. CUSTOMER IS APPEALING  
 25 UNITS OF SEWER ON THEIR AUGUST BILL DUE TO WATERING THEIR LAWN. SENT APPEAL  
 TO UAB FOR OCTOBER MEETING.  
 [2016-10-13 11:56:19 sjuneau]: APPEAL DENIED  
 [2016-12-13 08:13:27 karenb]: DECEMBER BILL RECEIVED WITH NAME CHANGE TO AMY  
 SINCLAIR. MAILED NAME CHANGE LETTER.  
 [2023-06-13 09:46:08 darcy.landry]: REC'D UAB APPEAL PAPERWORK





# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy

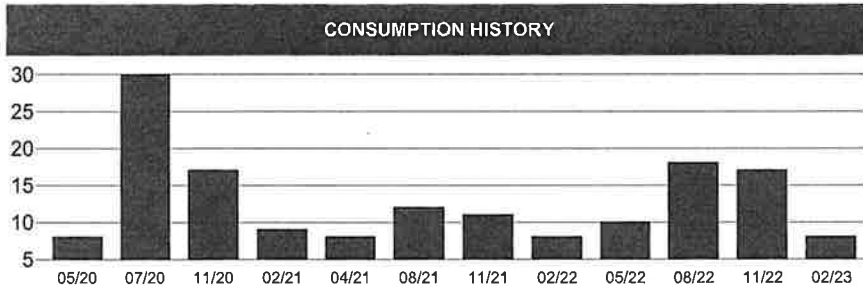
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
CARPENTER JOHN J	59 TEN ROD

BILL NUMBER		BILL DATE		ACCOUNT #			DUE DATE
14156882		05/26/2023		022100			07/03/2023
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	02/02/2023	05/02/2023	450	473	23	\$147.43
RES SEWER		02/02/2023	05/02/2023				\$187.91

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$335.34
A = Actual	Previous Balance	\$116.64
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$451.98
	<b>Total Amount Due</b>	<b>\$0.00</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
[HTTPS://WWW.ROCHESTER.NH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022\\_CCR\\_ROCHESTER\\_2001010\\_FINAL-MERGED.PDF](https://www.rochester.nh.gov/site/g/files/vyhlif9211/f/uploads/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF)

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:

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

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

## WATER & SEWER BILL

Remittance Copy

Return this portion with your payment

Account Number:	022100
Bill Number:	14156882
Pay By:	07/03/2023
<b>Total Due:</b>	<b>0.00</b>

Service Location

59 TEN ROD

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

CARPENTER JOHN J  
LEONARD JENNIFER M  
59 TEN ROD RD  
ROCHESTER, NH 03867-4285



## UB Consumption History Report

Account Number		Customer # Name		Parcel		Location		Status	
Service		Mfr Meter Number	Cd Read Date Time	By	Bill # Curr Read	Usage Rep	Usage Charge Amt	Billed Amt	
022100		50504	CARPENTER JOHN J &	022100970000		59 TEN ROD		Active	
100	- 2 RES WATER	SENS77351940	A 04/30/2021		14095354 366	8	0	46.64	106.08
100	- 2 RES WATER	SENS77351940	A 02/02/2021		14087408 358	9	0	50.85	113.80
100	- 2 RES WATER	SENS77351940	A 11/02/2020		14079505 349	17	0	94.35	209.10
100	- 2 RES WATER	SENS77351940	A 07/31/2020		14068909 332	30	0	166.50	369.00
100	- 2 RES WATER	SENS77351940	A 05/01/2020		14060941 302	8	0	44.40	98.40
100	- 2 RES WATER	SENS77351940	A 01/31/2020		14053175 294	7	0	38.85	86.10
100	- 2 RES WATER	SENS77351940	A 10/31/2019		14045299 287	9	0	49.95	110.70
100	- 2 RES WATER	SENS77351940	A 08/01/2019		14037485 278	12	0	66.60	147.60

\*\* END OF REPORT - Generated by Darcy Landry \*\*

## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Repl Usage Charge Amt Billed Amt	
022100	54883 CARPENTER JOHN J	022100970000	59 TEN ROD	Active
100 - 2 RES WATER	SENS77351940	A 05/02/2023 14156882 473	23X	0 147.43 335.34
100 - 2 RES WATER	SENS77351940	A 02/02/2023 14148832 450	8	0 51.28 116.64
100 - 2 RES WATER	SENS77351940	A 11/01/2022 14140817 442	17	0 108.97 247.86
100 - 2 RES WATER	SENS77351940	A 08/02/2022 14132732 425	18	0 104.94 238.68
100 - 2 RES WATER	SENS77351940	A 05/02/2022 14124634 407	10	0 58.30 132.60
100 - 2 RES WATER	SENS77351940	A 02/03/2022 14116670 397	8	0 46.64 106.08
100 - 2 RES WATER	SENS77351940	A 11/02/2021 14108718 389	11	0 64.13 145.86
100 - 2 RES WATER	SENS77351940	A 08/03/2021 14103433 378	12	0 69.96 159.12

\*\* END OF REPORT - Generated by Darcy Landry \*\*

$$156 \div 12 = 13$$



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/10/23

Customer Name: Dennis Zangarine Jr.

Account #: 110094

Service Address: 667 Salmon Falls

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend a sewer abatement on the June invoice since the water was used outside and did not enter the sewer system.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on Feb. disputed invoice: 29
  - b. Average Usage is: 15
  - c. Estimated use over average: 14

Value of 14 units of sewer at the current rate of \$8.17 = \$114.38

*Laura J. McDormand*

\_\_\_\_\_  
Laura J. McDormand  
Admin Services & Utility Supervisor

8-2-2023

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: July 21, 2023

SUBJECT: City of Rochester

PROPERTY: **667 Salmon Falls Rd.**

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

This appeal is sewer for a new lawn.

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

Office Use Only:  
Received: 7/10/23

S

1. Date of Appeal: 6-24-2023
2. Property Owner's Name: Dennis Zengaine SR Account #: 110094
3. Billing Address: 667 Salmon Falls Rd  
Rochester NH
4. Service Location: Same As Address Zip Code 03868
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: \_\_\_\_\_ Cell: 603-205-1372
8. Email Address: Dennis.Zengaine@gmail.com

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

9. Billing Period that is being appealed is from 6-26-23 to 7-24-23
10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 6.41 = \$ \_\_\_\_\_

b. How many units of sewer \_\_\_\_\_ x 8.17 = \$ \_\_\_\_\_

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

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

11. Explanation of Appeal Request:

We had our yard hydroseeded on 6-25-23 and had  
6 sprinklers in our yard going every 4 hrs so anything  
over our average water usage did not go into the sewer.

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? No

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. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.***
- 2. 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 the DPW 209 Chestnut Hill Road.***
- 3. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.***
- 4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.***
- 5. 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

Account: 110094

SEPT. 08 BILL WAS ESTIMATED BECAUSE WE DID NOT GET TO THIS LOCATION TO GET A READING (JEFF WAS OUT WITH BROKEN ANKLE)

[2018-09-13 09:48:18 karenb]:40 UNITS ON SEPTEMBER INVOICE. MAILED HIGH USAGE LETTER.

[2019-10-08 11:46:45 michele]: SENDING IN APPEAL FOR 20 UNITS OF SEWER FOR SEPT. BILL, WILL PAY DIFFERENCE BY 10/28 (\$331.72). THEY HAD A LEAK IN BATHROOM WHICH WENT DOWN INTO THEIR BASEMENT.

[2019-10-24 09:58:09 michele]: UAB FORM REC'D. 10/18 AND SENT TO NOVEMBER UAB

[2019-10-29 09:22:27 michele]: READ ON 10/25/19 WAS 1464, 4 UNITS/36 DAYS=.11 DAY, SEPT. WAS .39/DAY, USAGE IS BACK TO NORMAL.

[2019-11-27 14:48:49 michele.grant]: UAB ADJUSTMENT FOR SEWER ONLY, NOV. 2019 UAB MEETING.

[2023-06-23 14:44:47 michele.grant]: OWNER CALLED BECAUSE REC'D. DOOR TAG THAT WE COULDN'T GET A READ. HE CHECKED BASEMENT AND THE WIRE CAME LOOSE AND HE HAS FIXED IT. HE GOT US THE READ TODAY (1693), TOLD HIM THIS WAS HIGHER THAN NORMAL AND HE SAID THEY HYDRO-SEEDED THEIR LAWN AND HAVE BEEN WATERING IT. I EMAILED HIM THE APPEAL FORM TO COMPLETE WHEN THEY GET THIS BILL SO THEY CAN PUT IN FOR A SEWER CREDIT.

[2023-07-18 16:11:57 darcy.landry]: REC'D UAB APPEAL PAPERWORK 7/10





# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

### CUSTOMER NAME

ZANGARINE DENNIS A JR

### SERVICE LOCATION

667 SALMON FALLS

### BILL NUMBER

14160516

### BILL DATE

06/28/2023

### ACCOUNT #

110094

### DUE DATE

07/31/2023

### CHARGE DESCRIPTION

READ  
CODE

PREVIOUS  
READ DATE

CURRENT  
READ DATE

PREVIOUS  
READING

CURRENT  
READING

### USAGE

### CHARGE AMOUNT

RES WATER

A

03/22/2023

06/23/2023

1664

1693

29

\$185.89

RES SEWER

03/22/2023

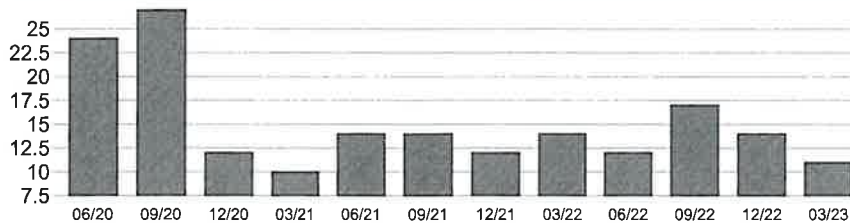
06/23/2023

\$236.93

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.

### CONSUMPTION HISTORY



\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*\*

WATER \$6.42 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74

[HTTPS://WWW.ROCHESTER.NH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022\\_CCR\\_ROCHESTER\\_2001010\\_FINAL-MERGED.PDF](https://www.rochester.nh.gov/site/g/files/vyhlif9211/f/uploads/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF)

### READ CODE

A = Actual

E = Estimate

F = Final

Total Current Billing

\$422.82

Previous Balance

\$160.38

Adjustments

\$0.00

Less Payments Received

\$160.38

Total Amount Due

\$422.82

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



## City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

Name: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

ZANGARINE DENNIS A JR  
ZANGARINE MELANIE M  
667 SALMON FALLS RD  
ROCHESTER, NH 03868



## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:

110094

Bill Number:

14160516

Pay By:

07/31/2023

Total Due:

422.82

Service Location

667 SALMON FALLS

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

## UB Consumption History Report

Account Number		Customer # Name		Cd	Read Date Time	Parcel		Location	Status	
Service		Mfr Meter Number				By	Bill # Curr Read	Usage Rep	Usage Charge Amt	Billed Amt
110094		53937	ZANGARINE DENNIS A JR			022403140000		667 SALMON FALLS		Active
100	-	1 RES WATER	SENS57748710	A	06/23/2023		14160516 1,693	29 ✕	0 185.89	422.82
100	-	1 RES WATER	SENS57748710	A	03/22/2023		14152277 1,664	11 -	0 70.51	160.38
100	-	1 RES WATER	SENS57748710	A	12/28/2022		14144239 1,653	14	0 89.74	204.12
100	-	1 RES WATER	SENS57748710	A	09/21/2022		14136158 1,639	17	0 104.63	237.97
100	-	1 RES WATER	SENS57748710	A	06/20/2022		14128100 1,622	12	0 69.96	159.12
100	-	1 RES WATER	SENS57748710	A	03/22/2022		14120067 1,610	14	0 81.62	185.64
100	-	1 RES WATER	SENS57748710	A	12/22/2021		14112100 1,596	12	0 69.96	159.12
100	-	1 RES WATER	SENS57748710	A	09/23/2021		14106871 1,584	14	0 81.62	185.64

\*\* END OF REPORT - Generated by Darcy Landry \*\*

## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Repl Usage Charge Amt Billed Amt	
110094	46271 ZANGARINE DENNIS A JR &	022403140000	667 SALMON FALLS	Active
100 - 1 RES WATER	SENS57748710	A 06/14/2021 14098783 1,570	14 0 81.62	185.64
100 - 1 RES WATER	SENS57748710	A 03/15/2021 14090760 1,556	10 0 57.96	131.45
100 - 1 RES WATER	SENS57748710	A 12/21/2020 14082876 1,546	12 0 66.60	147.60
100 - 1 RES WATER	SENS57748710	A 09/21/2020 14072258 1,534	27 0 149.85	332.10
100 - 1 RES WATER	SENS57748710	A 06/11/2020 14064361 1,507	24 0 133.20	295.20
100 - 1 RES WATER	SENS57748710	A 03/17/2020 14056458 1,483	13 0 72.15	159.90
100 - 1 RES WATER	SENS57748710	A 12/16/2019 14048672 1,470	10 0 55.50	123.00
100 - 1 RES WATER	SENS57748710	A 09/19/2019 14040817 1,460	38 0 210.90	467.40
100 - 1 RES WATER	SENS57748710	A 06/13/2019 14032969 1,422	17 0 94.35	209.10
100 - 1 RES WATER	SENS57748710	A 03/14/2019 14025173 1,405	17 0 94.35	209.10
100 - 1 RES WATER	SENS57748710	A 12/11/2018 14017426 1,388	16 0 88.80	196.80
100 - 1 RES WATER	SENS57748710	A 09/10/2018 14009640 1,372	40 0 222.00	492.00
100 - 1 RES WATER	SENS57748710	A 06/04/2018 14001833 1,332	20 0 111.00	246.00
100 - 1 RES WATER	SENS57748710	A 03/06/2018 13994033 1,312	13 0 70.12	156.08
100 - 1 RES WATER	SENS57748710	A 12/12/2017 13986409 1,299	15 0 79.35	177.15
100 - 1 RES WATER	SENS57748710	A 09/20/2017 13978740 1,284	16 0 84.64	188.96
100 - 1 RES WATER	SENS57748710	A 06/14/2017 13971069 1,268	19 0 100.51	224.39
100 - 1 RES WATER	SENS57748710	A 03/13/2017 13963428 1,249	15 0 79.35	177.15
100 - 1 RES WATER	SENS57748710	A 12/07/2016 13955943 1,234	16 0 77.54	177.72
100 - 1 RES WATER	SENS57748710	A 09/07/2016 13948396 1,218	14 0 67.34	154.70

\*\* END OF REPORT - Generated by Darcy Landry \*\*

$$181 \div 12 = 15$$



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Laura McDormand, Admin. Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/10/23

Customer Name: Mark & Kathleen Nice

Account #: 110018

Service Address: 37 Bailey Dr.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend we table this appeal for more consumption history, only 1 cycles of usage for this property.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on June disputed invoice: 57

*Laura J. McDormand*

Laura McDormand  
Admin. Services & Utility Billing Supervisor

**8-2-2023**

Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Laura McDormand

FROM: Darcy Landry

DATE: July 21, 2023

SUBJECT: City of Rochester

PROPERTY: **37 Bailey Dr.**

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

This appeal is sewer for a new lawn.

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

Office Use Only:  
Received: 7/10/23

- 5  
6
1. Date of Appeal: 7-5-23
  2. Property Owner's Name: Mark + Kathleen Nice Account #: 110018
  3. Billing Address: 37 Bailey Dr  
Rochester, NH 03868
  4. Service Location: 37 Bailey Drive Zip Code 03868
  5. Owners Representative: \_\_\_\_\_
  6. Owners Representative's Signature: \_\_\_\_\_
  7. Phone #: \_\_\_\_\_ Cell: 315-263-9061
  8. Email Address: \_\_\_\_\_

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

9. Billing Period that is being appealed is from 3/1/23 to 6/1/23
10. Abatement is being requested for:
  - a. How many units of water \_\_\_\_\_ x 6.41 = \$ \_\_\_\_\_
  - b. How many units of sewer \_\_\_\_\_ x 8.17 = \$ \_\_\_\_\_
  - c. Water & Sewer Department Fees of: \$ \_\_\_\_\_
  - Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

Our house is a newly constructed home and  
our lawn was installed using hydro seed  
From the day of installation of the hydro seed  
we had "no rain" for one to two weeks. Wanting  
to give our lawn every chance to get established,  
we watered 2 to 3 times per day during that dry  
period.

Our home is a two person home thus not  
having to consume huge volumes of water.

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?

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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:

*We are retired and on a fixed income, any help would be appreciated.*

**Please note:**

1. *Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.*
2. *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 the DPW 209 Chestnut Hill Road.*
3. *Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.*
4. *Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*
5. *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

Account: 110018

[2022-11-17 10:14:52 michele.grant]: NEW CONSTRUCTION, METER INSTALL APPT.  
11/21/22 (WATER & SEWER).

[2023-02-01 11:47:50 michele.grant]: JUST GOT JOB SHEET FROM TECH YESTERDAY  
FOR THIS INSTALL, WILL BILL BUILDER FOR INSTALL.

[2023-07-18 16:16:18 darcy.landry]: REC'D UAB APPEAL PAPERWORK 7/10





# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

NICE MARK E & KATHLEEN M

37 BAILEY

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14160446

06/28/2023

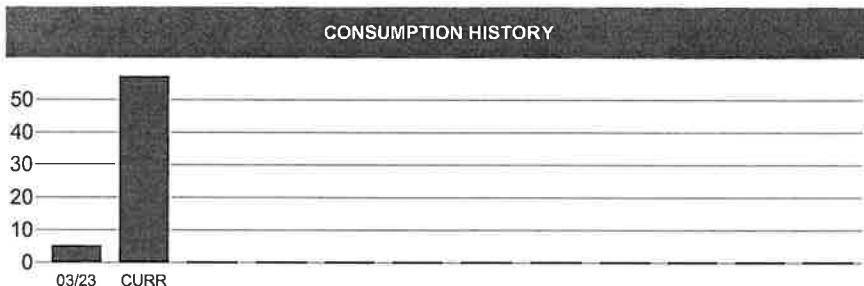
110018

07/31/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	03/01/2023	06/01/2023	5	62	57	\$365.37
RES SEWER		03/01/2023	06/01/2023				\$465.69

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$831.06
A = Actual	Previous Balance	\$74.01
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$905.06
	<b>Total Amount Due</b>	<b>\$0.00</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*\*  
WATER \$6.42 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
[HTTPS://WWW.ROCHESTER.NH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022\\_CCR\\_ROCHESTER\\_2001010\\_FINAL-MERGED.PDF](https://www.rochester.nh.gov/site/g/files/vyhlif9211/f/uploads/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF)

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

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

NICE MARK E & KATHLEEN M  
37 BAILEY DR  
ROCHESTER, NH 03868-7123



## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	110018
Bill Number:	14160446
Pay By:	07/31/2023
<b>Total Due:</b>	<b>0.00</b>

Service Location  
37 BAILEY

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

## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Rep Usage Charge Amt Billed Amt	
110018	59073 NICE MARK E & KATHLEEN M	022403240036	37 BAILEY	Active
100 - 1 RES WATER	SENS93005994	A 03/01/2023	14152207 5 5 0 32.05	72.90

\*\* END OF REPORT - Generated by Darcy Landry \*\*

*1 cycle*

## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By	Usage	Repl Usage
110018	61361 NICE MARK E & KATHLEEN M	022403240036	37 BAILEY	Active
100 - 1 RES WATER	SENS93005994	A 06/01/2023	14160446	62
			57X	0
				365.37
				831.06

\*\* END OF REPORT - Generated by Darcy Landry \*\*



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/11/23

Customer Name: Donna Dube

Account #: 080400

Service Address: 7 Apple Orchard Rd.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend a sewer abatement on the June invoice since the water was used outside and did not enter the sewer system.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on June disputed invoice: 29
  - b. Average Usage is: 7
  - c. Estimated use over average: 22

Value of 22 units of sewer at the current rate of \$8.17 = \$179.74

*Laura J. McDormand*

Laura J. McDormand  
Admin Services & Utility Supervisor

8-2-2023

Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand  
FROM: Darcy Landry  
DATE: July 21, 2023  
SUBJECT: City of Rochester  
PROPERTY: **7 Apple Orchard Rd.**

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

This appeal is sewer for a new lawn.

5

(7)

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

Office Use Only:  
Received: 7/11/23

1. Date of Appeal: 7/10/2023
2. Property Owner's Name: Donna M. Dube Account #: 080400
3. Billing Address: 7 Apple Orchard Road  
Rochester, Nh 03867
4. Service Location: 7 Apple Orchard Road Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: (603)767-2016 Cell: \_\_\_\_\_
8. Email Address: dmviel1@aol.com

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

9. Billing Period that is being appealed is from 03/15/2023 to 06/15/2023
10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 6.41 = \$ \_\_\_\_\_

b. How many units of sewer 24 x 8.17 = \$ 196.08

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

Total \$ 198.08

11. Explanation of Appeal Request:

I live alone and my usage is normally 4 to 5 units per quarter. In May I had my lawn

hydroseeded which I watered for 60 minutes twice a day. (3 sections of lawn at 20 minutes each).

thus the large increase in units of usage. This increase did not go into the sewer system and this high

usage has stopped and will not continue. Since I have already paid this bill, I request a credit of

\$196.08 to my account.

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

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?

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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. \_\_\_\_\_

*Please note:*

- 1. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.**
- 2. 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 the DPW 209 Chestnut Hill Road.**
- 3. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.**
- 4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
- 5. 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

Account: 080400

09/25/07- CHARLES CALLED TODAY COMPLAINING ABOUT HIS SEPT. BILL. HE SAID THAT THE CITY HAS BEEN DOING WORK OVER ON CROCKETT ST. AND DUG UP HIS LAWN. HE SAID HE HAD TO REDO IT. HIS LANDSCAPER TOLD HIM TO CALL THE WATER DEPT. AND THAT WE WOULD GIVE HIM A BREAK ON THE SEWER, SINCE THE WATER WENT INTO HIS LAWN. I EXPLAINED TO HIM THAT WE DONT JUST GIVE OUT CREDITS TO EVERYONE THAT WATERS THEIR LAWN, AND TOLD HIM THAT HE WOULD HAVE TO FILE AN APPEAL. I EXPLAINED THE WHOLE PROCESS TO HIM AND HE COMPLAINED, SAYING THAT THE MONEY IT TAKES TO TALK TO ME, ALONG WITH THE WHOLE APPEAL PROCESS TAKES MORE MONEY THAN JUST CREDITING HIS ACCOUNT

[2016-09-23 11:26:53 sjuneau]: HE CALLED & SAID HIS BILL WAS TOO HIGH FOR SEPTEMBER & THAT HE CLAIMS THE USAGE WAS HIGH.

[2023-07-18 16:25:39 darcy.landry]: REC'D UAB APPEAL PAPERWORK 7/11





# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

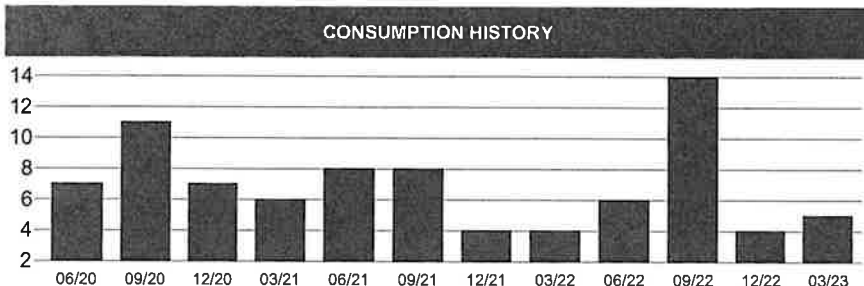
CUSTOMER NAME	SERVICE LOCATION
DUBE DONNA M	7 APPLE ORCHARD

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
14159398	06/28/2023	080400	07/31/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	03/15/2023	06/15/2023	490	519	29	\$185.89
RES SEWER		03/15/2023	06/15/2023				\$236.93

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$422.82
A = Actual	Previous Balance	\$72.90
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$495.72
	<b>Total Amount Due</b>	<b>\$0.00</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*\*  
WATER \$6.42 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
[HTTPS://WWW.ROCHESTER.NH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022\\_CCR\\_ROCHESTER\\_2001010\\_FINAL-MERGED.PDF](https://www.rochester.nh.gov/site/g/files/vyhlif9211/f/uploads/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF)

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

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

DUBE DONNA M  
7 APPLE ORCHARD RD  
ROCHESTER, NH 03867

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	080400
Bill Number:	14159398
Pay By:	07/31/2023
<b>Total Due:</b>	<b>0.00</b>

Service Location  
**7 APPLE ORCHARD**

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



## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	Cd Read Date Time	Usage Rep Usage Charge Amt Billed Amt	
080400	59977 DUBE DONNA M	012801730000	7 APPLE ORCHARD	Active
100 - 1 RES WATER	SENS69891079	A 06/15/2023	14159398 519 29X 0 185.89 422.82	
100 - 1 RES WATER	SENS69891079	A 03/15/2023	14151157 490 5- 0 32.05 72.90	
100 - 1 RES WATER	SENS69891079	A 12/22/2022	14143132 485 4 0 25.64 63.38	

\*\* END OF REPORT - Generated by Darcy Landry \*\*

$$84 \div 12 = 7$$

## UB Consumption History Report

Account Number		Customer # Name		Parcel		Location		Status	
Service		Mfr Meter Number	Cd Read Date Time	By	Bill # Curr Read	Usage Repl Usage	Charge Amt	Billed Amt	
080400		56739	DUBE CHARLES E & DONNA M	012801730000		7 APPLE ORCHARD		Active	
100	-	1 RES WATER	SENS69891079	A 09/17/2022	14135057 481	14	0	85.91	195.40
100	-	1 RES WATER	SENS69891079	A 06/18/2022	14126999 467	6	0	34.98	79.56
100	-	1 RES WATER	SENS69891079	A 03/16/2022	14118976 461	4	0	23.32	57.63
100	-	1 RES WATER	SENS69891079	A 12/13/2021	14111017 457	4	0	23.32	57.63

\*\* END OF REPORT - Generated by Darcy Landry \*\*

## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Rep Usage Charge Amt Billed Amt	
080400	26436 DUBE CHARLES E & DONNA M	012801730000	7 APPLE ORCHARD	Active
100	- 1 RES WATER SENS69891079	A 09/17/2021 14105792 453	8 0 46.64	106.08
100	- 1 RES WATER SENS69891079	A 06/08/2021 14097716 445	8 0 46.64	106.08
100	- 1 RES WATER SENS69891079	A 03/03/2021 14089690 437	6 0 34.52	78.00
100	- 1 RES WATER SENS69891079	A 12/08/2020 14081808 431	7 0 38.85	86.10
100	- 1 RES WATER SENS69891079	A 09/09/2020 14071197 424	11 0 61.05	135.30
100	- 1 RES WATER SENS69891079	A 06/16/2020 14063300 413	7 0 38.85	86.10
100	- 1 RES WATER SENS69891079	A 03/09/2020 14055401 406	7 0 38.85	86.10
100	- 1 RES WATER SENS69891079	A 12/04/2019 14047607 399	7 0 38.85	86.10
100	- 1 RES WATER SENS69891079	A 09/09/2019 14039764 392	8 0 44.40	98.40
100	- 1 RES WATER SENS69891079	A 06/18/2019 14031922 384	7 0 38.85	86.10
100	- 1 RES WATER SENS69891079	A 03/08/2019 14024118 377	7 0 38.85	86.10
100	- 1 RES WATER SENS69891079	A 12/05/2018 14016370 370	6 0 33.30	73.80
100	- 1 RES WATER SENS69891079	A 09/17/2018 14008587 364	11 0 61.05	135.30
100	- 1 RES WATER SENS69891079	A 06/07/2018 14000772 353	13 0 72.15	159.90
100	- 1 RES WATER SENS69891079	A 03/13/2018 13992978 340	7 0 37.79	84.10
100	- 1 RES WATER SENS69891079	A 12/06/2017 13985349 333	8 0 42.32	94.48
100	- 1 RES WATER SENS69891079	A 09/07/2017 13977695 325	16 0 84.64	188.96
100	- 1 RES WATER SENS69891079	A 06/06/2017 13970021 309	10 0 52.90	118.10
100	- 1 RES WATER SENS69891079	A 03/06/2017 13962376 299	8 0 42.32	94.48
100	- 1 RES WATER SENS69891079	A 12/13/2016 13954890 291	8 0 39.02	89.25
100	- 1 RES WATER SENS69891079	A 09/12/2016 13947349 283	12 0 57.72	132.60
100	- 1 RES WATER SENS69891079	A 06/09/2016 13939838 271	9 0 43.29	99.45
100	- 1 RES WATER SENS69891079	A 03/07/2016 13932294 262	9 0 43.29	99.45
100	- 1 RES WATER SENS69891079	A 12/09/2015 13924920 253	9 0 42.92	99.08
100	- 1 RES WATER SENS69891079	A 09/02/2015 13917485 244	10 0 46.70	109.10
100	- 1 RES WATER SENS69891079	A 06/11/2015 13910047 234	11 0 51.37	120.01
100	- 1 RES WATER SENS69891079	A 03/05/2015 13902579 223	9 0 42.03	98.19
100	- 1 RES WATER SENS69891079	A 12/09/2014 13895225 214	8 0 37.36	87.28
100	- 1 RES WATER SENS69891079	A 09/08/2014 13887825 206	11 0 51.37	120.01
100	- 1 RES WATER SENS69891079	A 06/09/2014 13880406 195	10 0 46.70	109.10
100	- 1 RES WATER SENS69891079	A 03/12/2014 13872999 185	8 0 36.88	86.80
100	- 1 RES WATER SENS69891079	A 12/16/2013 13865708 177	9 0 41.40	97.56
100	- 1 RES WATER SENS69891079	A 09/12/2013 13858322 168	11 0 50.60	119.24
100	- 1 RES WATER SENS69891079	A 06/06/2013 13850946 157	8 0 36.80	86.72
100	- 1 RES WATER SENS69891079	A 03/12/2013 13843573 149	10 0 46.00	108.40
100	- 1 RES WATER SENS69891079	A 12/11/2012 13836287 139	9 0 40.53	95.66
100	- 1 RES WATER SENS69891079	A 09/11/2012 13828985 130	11 0 49.39	116.60
100	- 1 RES WATER SENS69891079	A 06/07/2012 13821627 119	9 0 40.41	95.40
100	- 1 RES WATER SENS69891079	A 03/08/2012 13814259 110	9 0 40.41	95.40
100	- 1 RES WATER SENS69891079	A 12/07/2011 13807036 101	9 0 40.41	95.40
100	- 1 RES WATER SENS69891079	A 09/14/2011 13799712 92	11 0 48.19	114.44
100	- 1 RES WATER SENS69891079	A 06/08/2011 13792430 81	10 0 42.90	102.40
100	- 1 RES WATER SENS69891079	A 03/16/2011 13785118 71	9 0 38.61	92.16
100	- 1 RES WATER SENS69891079	A 12/07/2010 13777942 62	9 0 38.61	92.16
100	- 1 RES WATER SENS69891079	A 09/08/2010 13770689 53	10 0 42.65	102.15
100	- 1 RES WATER SENS69891079	A 06/08/2010 13763372 43	9 0 37.71	91.26
100	- 1 RES WATER SENS69891079	A 03/11/2010 13756214 34	7 0 29.33	70.98
100	- 1 RES WATER SENS69891079	A 12/08/2009 13749042 27	8 0 33.52	81.12
100	- 1 RES WATER SENS69891079	A 09/09/2009 13741754 19	9 0 37.31	89.71
100	- 1 RES WATER SENS69891079	A 06/02/2009 13734461 10	9 0 35.43	84.24
100	- 1 RES WATER	I 02/23/2009 0 993	8 0 .00	.00



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/12/23

Customer Name: Will Simmons

Account #133900

Service Address: 18 Winter St.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend a water and sewer abatement on the June invoice per Water and Sewer Adjustment Policy, a once in ten-year water abatement.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did** enter the sewer system
  - a. Total units on June disputed invoice: 263
  - b. Average Usage is: 44
  - c. Estimated use over average: 219
  - d. **½ of over average use: 110**

Value of 110 units of sewer at the current rate of \$8.17 = \$898.70

Value of 110 units of water at the current rate of \$6.41 = \$705.10

*Laura J. McDormand*

Laura J. McDormand  
Admin Services & Utility Supervisor

**8-2-2023**

Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: July 21, 2023

SUBJECT: City of Rochester

PROPERTY: **18 Winter St.**

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

This appeal is water and sewer for a leaking toilet.

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

Office Use Only:  
Received: 7/12/23

Wx5

1. Date of Appeal: July 12, 2023
2. Property Owner's Name: Will Simmons Account #: 133900
3. Billing Address: PO Box 1199  
Seabrook NH 03874
4. Service Location: 18 Winter St Zip Code \_\_\_\_\_
5. Owners Representative: Will
6. Owners Representative's Signature: William I Simmons
7. Phone #: \_\_\_\_\_ Cell: 603-770-5043
8. Email Address: wmchopper7@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 03/03/2023 to 06/07/2023
10. Abatement is being requested for:

a. How many units of water 232 x 6.41 = \$ 1487.12

b. How many units of sewer 232 x 8.17 = \$ 1895.44

c. Water & Sewer Department Fees of: \$ - 0 -

Total \$ 3382.56

263  
- 31  
-----  
232

11. Explanation of Appeal Request:

First this quarter bill was paid using the previous  
quarters usage as a guide.  
The request is asked for as a toilet became  
defective sometime between the above billing period.  
With a three month window it is difficult to know  
about the excessive use. We immediately upon  
receiving notice from the city had the toilet replaced.

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? YES

If yes, has the leak been repaired? YES

Who made the repair? Plumber

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

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

In that the cost of the Toilet and one tenant  
is over 2 months behind on rent. Yes

Please note:

1. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.
2. 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 the DPW 209 Chestnut Hill Road.
3. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.
4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.
5. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.





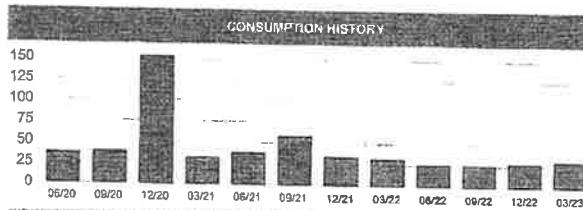
**City of Rochester**  
209 Chestnut Hill Rd.  
Rochester, NH 03867

**WATER & SEWER BILL**  
Customer Copy  
Keep this portion for your records

CUSTOMER NAME				SERVICE LOCATION			
SIMMONS WILLIAM F				18 WINTER			
BILL NUMBER	BILL DATE	ACCOUNT #		DUE DATE			
14161349	06/28/2023	133900		07/31/2023			
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	03/03/2023	06/07/2023	3678	3941	263	\$1,685.83
RES SEWER		03/03/2023	06/07/2023				\$2,148.71

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.



READ CODE	Total Current Billing	
A = Actual	Previous Balance	\$452.24
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$452.20
<b>Total Amount Due</b>		<b>\$3,834.56</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*\*  
WATER \$6.42 PER UNIT, MIN. \$24.35; SEWER \$6.17 PER UNIT, MIN. \$37.74  
HTTPS://WWW.ROCHESTERNH.GOV/SITE/FILES/VYH/LIF9211/FU/PLOADS/2022\_CCR\_ROCHESTER\_2001010.FINAL-MERGED.PDF

DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT

Promptly Send Payment To:



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

Please Note Address Change Below:

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

**WATER & SEWER BILL**

Remittance Copy  
Return this portion with your payment

Account Number: 133900  
Bill Number: 14161349  
Pay By: 07/31/2023  
**Total Due: 3,834.56**

Service Location  
18 WINTER

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

92096042023014161349700003634561

SIMMONS WILLIAM F  
P O BOX 1199  
SEABROOK, NH 03874



	William F Simmons Marie Fe C Simmons PO Box 1199 Seabrook, NH 03874	CHECKSAFE	1916 63-7402/2113
	PAY TO THE ORDER OF <u>City of Rochester</u>	<u>July 5</u> 20 <u>23</u>	\$ <u>452.24</u>
FOR <u>#133900/18 WINTER/WATER+SEWER</u>		<u>Four Hundred Fifty Two</u> DOLLARS	<u>24</u> DOLLARS
Bank Prov Route 1 and 107 Seabrook, NH 03874		<u>William F Simmons</u>	
⑈001916⑈ ⑈211374020⑈ 420271752⑈			

your Bill is \$452.22 however your  
check was made out as \$425.00. We  
had to apply as 425.00 leaving you a balance

**William F Simmons**  
Marie Fe C Simmons  
PO Box 1199  
Seabrook, NH 03874

**City of Rochester**  
Four hundred and twenty five  
\$ 425.00  
89/100 DOLLARS

FOR 18 winter water Sewer \$13390

18001875 12113740201 4202717520



Promptly send Payment To:  
**City of Rochester**  
P.O. Box 831098  
Boston MA 02288-1098

Please Note Address Change Below:  
Name: \_\_\_\_\_  
Street: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ Zip: \_\_\_\_\_

**WATER & SEWER BILL**  
Remittance Copy  
Return this portion with your payment

Account Number: 133800  
Bill Number: 14153112  
Pay By: 04/28/2023

4209604202301453112900000458227

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

Service Location  
18 WINTER

UPSIDE UP  
PAYMENT SURCHARGE RECEIPT  
CITY OF ROCHESTER  
31 GARFIELD STREET  
ELLEN: 609-666-1111

DATE: 04/25/23 CUSTOMER: 000053712  
TIME: 15:10:17 SIMMONS WILLIAM F  
ELLEN: 609-666-1111

PREP: 13390 PREP BAL: 425.00  
17/18: 13390 PREP BAL: 425.00  
BILL: 14153112 PREP BAL: 425.00  
EST DT: 04/25/23 PREP BAL: 425.00  
UN ACCT #: 133900  
REF: 133905 PREP BAL: 425.00  
17/18: 133905 PREP BAL: 425.00  
BILL: 14153112 PREP BAL: 425.00  
EST DT: 04/25/23 PREP BAL: 425.00  
UN ACCT #: 133900

PRINCIPAL PAID: 425.22  
INTEREST PAID: .00  
ADJUSTMENTS: .00  
TOTAL PAID: .00

AMT: 133905: 425.22  
EST: 14153112: 425.22  
CHARGE: .00

PAID BY: SIMMONS WILLIAM F  
PAYMENT METHOD: CHECK  
PAYMENT REF: 1876

TOT PREP BAL DUE: 425.22  
TOT PREP BAL DUE: 27.00  
Receipt: \_\_\_\_\_  
Backstop: \_\_\_\_\_

**William F Simmons**  
Marie Fe C Simmons  
PO Box 1199  
Seabrook, NH 03874

**City of Rochester**  
Twenty Seven  
\$ 27.00  
89/100 DOLLARS

FOR 13390 18 winter/Shortage

1884 53-7402-2113

18001884 12113740201 4202717520



**City of Rochester**  
209 Chestnut Hill Rd.  
Rochester, NH 03867

**WATER & SEWER BILL**  
Customer Copy  
Keep this portion for your records

CUSTOMER NAME				SERVICE LOCATION			
SIMMONS WILLIAM F				18 WINTER			
BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE				
14153112	03/24/2023	133900	04/28/2023				
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	12/12/2022	03/03/2023	3647	3678	31	\$198.71
RES SEWER		12/12/2022	03/03/2023				\$253.27

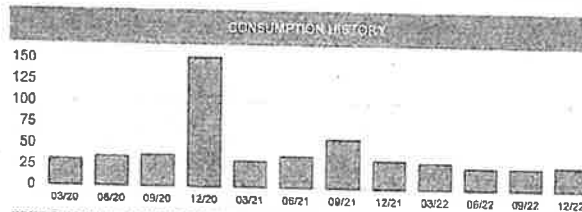
03/03/23  
06/03/23 ?  
3678 + 263 = 3941?

06/03/23

09/03/23

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$451.98
A = Actual	Previous Balance	\$408.24
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$408.00
	<b>Total Amount Due</b>	<b>\$452.22</b>

"PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV"  
WATER \$5.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE 2.79% SURCHARGE

< DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT >



Promptly Send Payment To:

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

Please Note Address Change Below:

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

**WATER & SEWER BILL**  
Remittance Copy  
Return this portion with your payment

Account Number: 133900  
Bill Number: 14153112  
Pay By: 04/28/2023  
**Total Due: \$452.22**

SIMMONS WILLIAM F  
P O BOX 1199  
SEABROOK, NH 03874

Service Location  
18 WINTER

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

92096042023014153112900000452227

	William F Simmons Marie Fe C Simmons PO Box 1199 Seabrook, NH 03874	CHECK# 1876
		4/18 20 23 53-7402/2113
PAY TO THE ORDER OF	City of Rochester	\$ 425.22
	Four Hundred and Twenty Five	22/100 DOLLARS
FOR	18 winter water sewer #133900	
	Bank Prov Route 1 and 107 Seabrook, NH 03074	
	William F Simmons	
⑈001876⑈ ⑈211374020⑈ ⑈20271752⑈		



**City of Rochester**  
209 Chestnut Hill Rd.  
Rochester, NH 03867

# WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME				SERVICE LOCATION			
SIMMONS WILLIAM F				18 WINTER			
BILL NUMBER	BILL DATE	ACCOUNT #		DUE DATE			
14136988	09/26/2022	133900		10/31/2022			
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	06/09/2022	09/14/2022	3593	3619	26	\$158.57
RES SEWER		06/09/2022	09/14/2022				\$202.10

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$360.67
A = Actual	Previous Balance	\$345.42
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$345.41
	<b>Total Amount Due</b>	<b>\$360.67</b>

PAYMENTS ONLINE AT [WWW.ROCHESTERNH.GOV](http://WWW.ROCHESTERNH.GOV)  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PYMTS. WITH TAX OFFICE - 2.75% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



**City of Rochester**  
P.O. Box 981098  
Boston MA 02298-1096

Please Note Address Change Below:

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

# WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number: 133900  
Bill Number: 14136988  
Pay By: 10/31/2022  
**Total Due: 360.67**

Service Location  
**18 WINTER**

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

92096042023014136988400000360677



William F Simmons  
Marie Fe C Simmons  
PO Box 1198  
Seabrook, NH 03874

CHECKSAFE

1775

OCT 7 20 2022 53-7402/2113

PAY TO THE ORDER OF

City of Rochester  
Three Hundred & Sixty

\$ 360.67  
67/100 DOLLARS

Bank Prov  
Route 1 and 107  
Seabrook, NH 03874

18 winter  
FOR 133900 WATER + SEWER

William F Simmons

1001775 211374020 420271752



**City of Rochester**  
209 Chestnut Hill Rd.  
Rochester, NH 03867

**WATER & SEWER BILL**  
Customer Copy  
Keep this portion for your records

CUSTOMER NAME				SERVICE LOCATION			
SIMMONS WILLIAM F				18 WINTER			
BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE				
14145074	12/30/2022	133900	02/03/2023				
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	09/14/2022	12/12/2022	3619	3647	28	\$179.48
RES SEWER		09/14/2022	12/12/2022				\$226.76

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.



READ CODE	Total Current Billing	
A = Actual	Previous Balance	\$360.67
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$360.67
	<b>Total Amount Due</b>	<b>\$408.24</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PYMTS IN TAX OFFICE 2.75% SURCHARGE

DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT



Promptly Send Payment To:

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

Please Note Address Change Below:

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

**WATER & SEWER BILL**  
Remittance Copy  
Return this portion with your payment

Account Number: 133900  
Bill Number: 14145074  
Pay By: 02/03/2023  
**Total Due: 408.24**

Service Location  
18 WINTER

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

92096042023014145074200000408245



William F Simmons  
Marie F C Simmons  
PO Box 1199  
Seabrook, NH 03874

CHECKSAFE

1829

53-7400/2113

PAY TO THE ORDER OF

City of Rochester  
Four Hundred & Eight

\$ 408.24

DOLLARS

Bank Prov  
Route 1 and 107  
Seabrook, NH 03874

ACC # 133900

FOR WATER + Sewer / 18 WINTER

William F Simmons

1001829 211374020 4202717521



# T & W PLUMBING AND HEATING, INC.

11 RAILROAD AVE., PO Box 1199  
SEABROOK, NH 03874-1199  
(603) 474-7799 - (800) 929-8339

## INVOICE

TECH	DATE	HOURS	RATE	AMOUNT
BILL	06/14/2023	2.0000 RT HOURS @	190.00	380.00

QTY	MATERIAL	UNIT PRICE	AMOUNT
(1)	A/S WHITE ELONG BOWL	180.00	180.00
(1)	A/S WHITE TANK	169.50	169.50
(1)	WHITE SEAT	30.00	30.00
(1)	WAX RING	18.00	18.00
(1)	BOLTS	12.00	12.00

JOB TOTAL:  
\$789.50

### ADDITIONAL DETAILS:

REMOVED TOILET AND INSTALLED A NEW AMERICAN STANDARD CHAMPION TOILET  
COMPLETE.



Darcy  
Darcy

City of Rochester  
209 Chestnut Hill Rd.  
Rochester, New Hampshire 03867  
Phone (603) 332-3110 or (603) 335-7501

June 8, 2023

William Simmons  
P.O. Box 1199  
Seabrook, NH 03874

RE: Water/Sewer Account #133900

LOCATION: 18 Winter

118  
3678  
243  
3941

Dear Customer:

While processing your water bill we have discovered that the usage is higher than normal (263 Units).

If you have used more water for outside watering etc. you can disregard this notice. If not you should check the property to see if there are any leaks. If you call this office we can tell you how to read the meter and check the flow indicator to see if anything inside the building is calling for water.

Please do not hesitate to contact this office with any questions or concerns.

Sincerely,

WATER & SEWER BILLING

3964  
- 3941 -  
23

90 20.00  
270  
1.00  
20.33

1.33

+ .29  
11  
2929  
3.49

## Accounts

Account: 133900

[2012-03-15 12:22:40 kathy]: SENT LIEN LETTER LIEN AFTER 3/30 - PAYMENT PLAN LIEN NOT PLACED  
 [2012-03-26 11:40:01 kathy]: PROPERTY HAS SMALL LEAK IN PIPE OWNER WILL HAVE PLUMBER REPAIR ASAP \*\*GOING TO APPEAL THIS GAVE WALTER APPEAL PAPER WORK  
 [2012-04-02 15:00:52 ann]: HE PAID \$200.00 4/2, WILL PAY \$150.00 4/6 AND \$150.00 4/13  
 [2012-04-11 16:52:03 kathy]: WIFE BROUGHT IN APPEAL BUT MR BROWN DID NOT SIGN SHE SAID HE WILL BE IN ON THURSDAY-  
 [2012-04-19 11:19:55 ann]: APPEAL TO BLAINE FOR MAY 2012 UAB  
 [2012-06-01 15:19:01 ann]: ABATEMENT GRANTED IN THE AMOUNT OF \$592.67 - REVISED BILL SENT  
 [2012-07-20 09:35:56 kathy]: MAKING PAYMENTS ON ABATED BILL FOR MARCH  
 [2012-10-25 10:57:29 ann]: WAS CODED COMMERCIAL - CORRECTED TO RESIDENTIAL  
 [2013-06-17 12:41:04 kathy]: SERVICE CALL FOR NON-PAYMENT 6/11/13  
 [2013-09-16 12:45:26 kathy]: TURNED OFF FOR NON-PAYMENT 9/10/13  
 [2014-03-05 12:37:50 kathy]: CUSTOMER BROKE HIS ANKLE... CAME IN SAID HE HAS MISSING PAYMENTS? GOING TO CHECK HIS BANK ACCOUNT PAID \$100.00 TODAY AND WILL CALL ME IN A FEW DAYS. SAID HE WAS NEVER TURNED OFF? THAT IS WHY HE HAS 3 BILLING CYCLES OWED AND DID NOT GET A SHUT OFF LETTER BECAUSE IT WAS OFF.  
 [2014-03-28 16:09:20 ann]: NEW PAYMENT PLAN \$300.00 DUE ON THE 30TH OF APRIL, MAY & JUNE - PAID \$200.00 4/25/14\*\*\*\*\*VOIDED PAYMENT PLAN\*\*\*\*\*  
 [2014-10-08 11:50:46 sjuneau]: SEPTEMBER BILL WAS RETURNED MARKED AS "REFUSED - UNABLE TO FORWARD"  
 [2014-10-28 09:29:15 ann]: HE IS TEMPORARILY IN WYOMING - 2574 NEWTON AVE., CODY, WY 82414  
 [2014-12-10 10:17:19 sjuneau]: WILL PAY HALF THIS WEEK AND THE BALANCE BY THE END OF NEXT WEEK.  
 [2014-12-29 11:52:33 ann]: DECEMBER WILL RETURNED WITH PO FORWARDING ADDRESS OF: 2302 LOVELL LAKE RD., SANBORNVILLE, NH 03872-4118 - REMAILED AND GAVE TO ASSESSING  
 [2015-04-29 13:59:14 karenb]: WALTER CALLED REGARDING BILL. HAD A LARGE LEAK IN THE BATHROOM; WILL BE COMING IN NEXT WEEK TO DISCUSS APPEAL  
 [2015-06-15 12:24:31 sjuneau]: APPEAL TO JUNE UAB APPROVED - \$436.80  
 [2015-07-14 09:44:26 sjuneau]: PAID \$200 TODAY WILL BE IN BY END OF 7/24.  
 [2015-07-21 10:48:27 karenb]: PAID \$150.00 TODAY AND SHOULD BE ABLE TO PAY BALANCE OF MARCH BILL BY END OF MONTH AND MAKE PLAN FOR JUNE BILL  
 [2015-08-18 11:10:33 karenb]: WATLER CAME IN TODAY WITH \$100.00 CHECK; SAID HE WILL BRING THEM IN WEEKLY. I TOLD HIM TO TRY TO BRING IN MORE THAN \$100 EACH WEEK AS HIS BALANCE ON THIS ACCOUNT IS PRETTY LARGE AND HE STILL HAS A PAST DUE ON HIS OTHER PROPERTY (15 SUMMER)  
 [2015-10-19 09:41:43 karenb]: WALTER'S DAUGHTER WILL BE COMING IN 10/20 AND FOLLOWING WEEK TO PAY \$150  
 [2015-11-10 08:30:39 karenb]: WALTER'S DAUGHTER WORKS UNTIL 5:30PM. HE WILL MAIL CHECK TODAY.  
 [2015-12-29 15:20:54 karenb]: WALTER WILL SEND HIS DAUGHTER CHECKS SO SHE CAN START PAYING \$100 AGAIN.  
 [2016-03-08 09:58:23 karenb]: DAUGHTER WILL MAKE PAYMENT BY END OF DAY TOMORROW FOR \$128.36. HALF OF DECEMBER BILL WILL BE MAILED 3/12TH AND BALANCE MAILED 3/19TH. TOLD HER THAT THEY COULD NOT LONGER SEND POST DATED CHECKS.  
 [2016-03-23 07:56:08 karenb]: DOOR TAGGED TENANTS ON 3/22ND TO LET THEM KNOW THAT SHUT OFF WOULD BE 3/23RD  
 [2016-03-23 13:35:04 karenb]: TURNED OFF FOR NONPAYMENT. TENANT TRIED TO CALL LANDLORD BUT # IS NOT IN SERVICE.  
 [2016-03-23 14:14:09 karenb]: DAUGHTER CALLED. PARENTS ARE IN NEW MEXICO FOR SICK FAMILY MEMEBER AND SHE CANNOT GET IN TOUCH WITH THEM. SHE DOES NOT HAVE THE FULL AMOUNT. TRANSFERRED TO SUPERVISOR.



[2016-03-23 14:36:38 karenb]: JANET BROWN CALLED. HER DAUGHTER WILL LEAVE CHECK IN DROPBOX TONIGHT. TURNED BACK ON. IF PAYMENT NOT RECEIVED TOMORROW WE WILL SHUT BACK OFF.

[2016-07-27 10:49:14 sjuneau]: FINAL BILL PROCESSED

[2016-08-08 10:35:09 karenb]: LIEN WAS DISCHARGED

[2016-09-02 14:01:33 karenb]: PROMISE TO PAY \$200 9/6 \$200 9/16

[2016-09-19 09:15:43 karenb]: BALANCE 9/27\*\*PAID\*\*

[2016-10-17 15:36:09 karenb]: FINAL BILL PROCESSED

[2017-01-03 13:39:46 karenb]: WILL PUT PAYMENT IN DROPBOX TONIGHT

[2017-04-21 11:32:35 sjuneau]: FINAL BILL PROCESSED

[2020-12-28 10:23:39 kimberly.nickerson]: SENT LEAK LETTER

[2023-06-08 10:17:20 darcy.landry]: SENT LEAK LETTER - 263 UNITS

[2023-06-14 10:46:01 darcy.landry]: SPOKE WITH WILL ABOUT HIS HIGH USAGE, SAID TENANT NEVER MENTIONED ANYTHING UNTIL HE CALLED. TENANT HAD BEEN WIGGLING THE CHAIN ON TOILET TO GET IT TO STOP RUNNING. SENT UAB APPEAL PAPERWORK

[2023-07-05 09:02:18 darcy.landry]: SPOKE WITH WILL ABOUT UAB APPEAL, HE HAS REPAIR THE LEAK. SENT UAB APPEAL PAPERWORK AGAIN.

[2023-07-18 16:31:24 darcy.landry]: REC'D UAB APPEAL PAPERWORK 7/12



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

SIMMONS WILLIAM F

18 WINTER

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14161349

06/28/2023

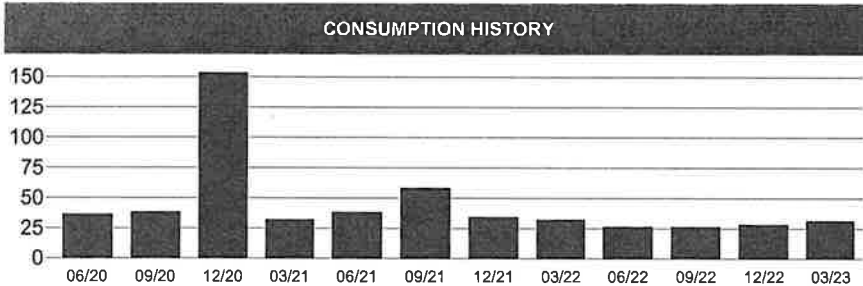
133900

07/31/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	03/03/2023	06/07/2023	3678	3941	263	\$1,685.83
RES SEWER		03/03/2023	06/07/2023				\$2,148.71

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$3,834.54
A = Actual	Previous Balance	\$452.24
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$904.44
	<b>Total Amount Due</b>	<b>\$3,382.32</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*\*  
WATER \$6.42 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
[HTTPS://WWW.ROCHESTER.NH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022\\_CCR\\_ROCHESTER\\_2001010\\_FINAL-MERGED.PDF](https://www.rochesternh.gov/site/g/files/vyhlif9211/f/uploads/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF)

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

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

SIMMONS WILLIAM F  
P O BOX 1199  
SEABROOK, NH 03874

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	133900
Bill Number:	14161349
Pay By:	07/31/2023
<b>Total Due:</b>	<b>3,382.32</b>

Service Location  
18 WINTER

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



## UB Consumption History Report

Account Number	Customer #	Name	Parcel	Location	Status
Service	Mfr	Meter Number	Cd Read Date Time	Usage	Repl Usage Charge Amt Billed Amt
133900	58342	SIMMONS WILLIAM F	012002980000	18 WINTER	Active
100 - 1 RES WATER	SENS53720367	A 06/07/2023	14161349	3,941	263 X 0 1,685.83 3,834.54
100 - 1 RES WATER	SENS53720367	A 03/03/2023	14153112	3,678	31 ✓ 0 198.71 451.98
100 - 1 RES WATER	SENS53720367	A 12/12/2022	14145074	3,647	28 0 179.48 408.24
100 - 1 RES WATER	SENS53720367	A 09/14/2022	14136988	3,619	26 0 158.57 360.67

\*\* END OF REPORT - Generated by Darcy Landry \*\*

## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Rep Usage Charge Amt Billed Amt	
133900	47153 SIMMONS WILLIAM F	012002980000	18 WINTER	Active
100 - 1 RES WATER	SENS53720367	A 06/09/2022	14128931 3,593	26 0 151.58 344.76
100 - 1 RES WATER	SENS53720367	A 03/08/2022	14120893 3,567	32 0 186.56 424.32
100 - 1 RES WATER	SENS53720367	A 12/04/2021	14112929 3,535	34 0 198.22 450.84
100 - 1 RES WATER	SENS53720367	A 09/09/2021	14107696 3,501	58 0 338.14 769.08
100 - 1 RES WATER	SENS53720367	A 06/02/2021	14099609 3,443	38 0 221.54 503.88
100 - 1 RES WATER	SENS53720367	A 03/05/2021	14091586 3,405	32 0 184.12 415.94
100 - 1 RES WATER	SENS53720367	A 12/07/2020	14083694 3,373	153 0 849.15 1,881.90
100 - 1 RES WATER	SENS53720367	A 09/08/2020	14073077 3,220	38 0 210.90 467.40
100 - 1 RES WATER	SENS53720367	A 06/08/2020	14065179 3,182	36 0 199.80 442.80
100 - 1 RES WATER	SENS53720367	A 03/05/2020	14057282 3,146	32 0 177.60 393.60
100 - 1 RES WATER	SENS53720367	A 12/05/2019	14049492 3,114	32 0 177.60 393.60
100 - 1 RES WATER	SENS53720367	A 09/17/2019	14041634 3,082	33 0 183.15 405.90
100 - 1 RES WATER	SENS53720367	A 06/10/2019	14033788 3,049	27 0 149.85 332.10
100 - 1 RES WATER	SENS53720367	A 03/13/2019	14025990 3,022	24 0 133.20 295.20
100 - 1 RES WATER	SENS53720367	A 12/17/2018	14018242 2,998	28 0 155.40 344.40
100 - 1 RES WATER	SENS53720367	A 09/18/2018	14010448 2,970	19 0 105.45 233.70
100 - 1 RES WATER	SENS53720367	A 06/19/2018	14002641 2,951	18 0 99.90 221.40
100 - 1 RES WATER	SENS53720367	A 03/09/2018	13994846 2,933	6 0 32.39 72.09
100 - 1 RES WATER	SENS53720367	A 12/12/2017	13987211 2,927	3 0 20.09 51.28
100 - 1 RES WATER	SENS53720367	A 09/19/2017	13979539 2,924	15 0 79.35 177.15
100 - 1 RES WATER	SENS53720367	A 06/09/2017	13971875 2,909	7 0 37.03 82.67

\*\* END OF REPORT - Generated by Darcy Landry \*\*

$$532 \div 12 = 44$$



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Laura McDormand, Admin. Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/14/23

Customer Name: Kurt & Christina Dumond

Account #: 110025

Service Address: 42 Ida Circle

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend we table this appeal for more consumption history, only 2 cycles of usage for this property.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on June disputed invoice: 30

*Laura J. McDormand*

Laura McDormand  
Admin. Services & Utility Billing Supervisor

8-2-2023

Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: July 21, 2023

SUBJECT: City of Rochester

PROPERTY: **42 Ida Circle**

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

This appeal is sewer for a new lawn.

5

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

Office Use Only:  
Received: 7/14/23

- (9)
1. Date of Appeal: 7/14/23
  2. Property Owner's Name: Kurt & Christina Dimond Account #: 110025
  3. Billing Address: 42 Ida Circle  
Rochester NH 03868
  4. Service Location: Same as above Zip Code \_\_\_\_\_
  5. Owners Representative: \_\_\_\_\_
  6. Owners Representative's Signature: \_\_\_\_\_
  7. Phone #: 207-521-4104 Cell: \_\_\_\_\_
  8. Email Address: Cmn2662@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 3/24/23 to 6/28/23
10. Abatement is being requested for:

a. How many units of water 30 x 6.41 = \$ 192.30

b. How many units of sewer 30 x 8.17 = \$ 245.10

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

Total \$ 437.40

11. Explanation of Appeal Request:

We have a new construction home and we were having problems with grass not growing. The builder came and reseeded our yard and told us to "water, water water" in April. So we bought 3 sprinkler tripods and watered every day. Some times 2x day. We are requesting to have our water bill discounted to remove/reduce the sewer portion since we were watering our yard (.58 acres) and it wasn't going into sewer.

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:

*Not that we have to ask the city for assistance but we do have 3 children at home and even though this is new construction, we have already needed to "fix" things done improperly by the builder so we are financially strained at the moment.*

- Please note:
1. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.
  2. 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 the DPW 209 Chestnut Hill Road.
  3. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.
  4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.
  5. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.



Christina Diamond  
7/14/23



## Accounts

Account: 110025

[2022-08-02 08:30:47 michele.grant]: NEW CONSTRUCTION, WATER & SEWER, APPT.  
TO INSTALL METER 8/3/22.

[2022-08-29 16:19:51 darcy.landry]: FINAL BILL PROCESSED.

[2023-07-18 16:37:04 darcy.landry]: REC'D UAB APPEAL PAPERWORK 7/14



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

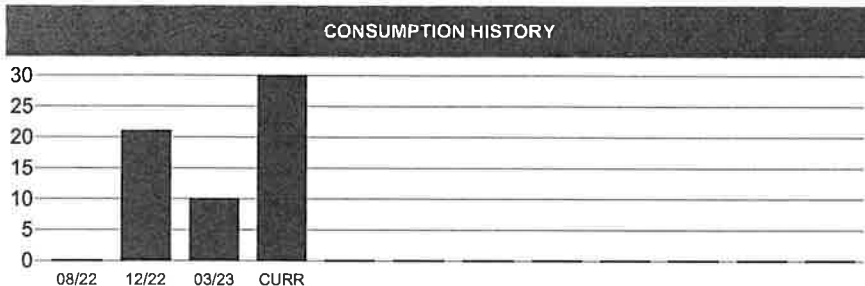
## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME				SERVICE LOCATION			
DUMOND KURT				42 IDA			
BILL NUMBER	BILL DATE	ACCOUNT #		DUE DATE			
14160453	06/28/2023	110025		07/31/2023			
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	03/01/2023	06/01/2023	31	61	30	\$192.30
RES SEWER		03/01/2023	06/01/2023				\$245.10

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$437.40
A = Actual	Previous Balance	\$145.80
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$145.80
	<b>Total Amount Due</b>	<b>\$437.40</b>

\*\*\*PAYMENTS ONLINE AT [WWW.ROCHESTERNH.GOV](http://WWW.ROCHESTERNH.GOV)\*\*\*  
WATER \$6.42 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
[HTTPS://WWW.ROCHESTERNH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022\\_CCR\\_ROCHESTER\\_2001010\\_FINAL-MERGED.PDF](https://www.rochester-nh.gov/site/g/files/vyhlif9211/f/uploads/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF)

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

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

DUMOND KURT  
HALL CHRISTINA  
42 IDA CIR  
ROCHESTER, NH 03868



## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	110025
Bill Number:	14160453
Pay By:	07/31/2023
<b>Total Due:</b>	<b>437.40</b>

Service Location  
**42 IDA**

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

## UB Consumption History Report

Account Number	Customer #	Name	Parcel	Location	Status
Service	Mfr	Meter Number	By	Usage	Repl
			Bill #	Usage	Charge Amt
			Curr Read		Billed Amt
110025	59709	DUMOND KURT	022403100023	42 IDA	Active
100 - 1 RES WATER	SENS91207928	A 06/01/2023	14160453	61	30 X
100 - 1 RES WATER	SENS91207928	A 03/01/2023	14152214	31	10
100 - 1 RES WATER	SENS91207928	A 12/30/2022	14144177	21	21
					0
					192.30
					437.40
					0
					64.10
					145.80
					0
					134.61
					306.18

\*\* END OF REPORT - Generated by Darcy Landry \*\*

*2 cycles*



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/14/23

Customer Name: MHG 4 Fund LLC

Account #086109

Service Address: 2 10 Townsend

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend a water and sewer abatement on the June invoice per Water and Sewer Adjustment Policy, a once in ten-year water abatement.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on June disputed invoice: 535
  - b. Average Usage is: 128
  - c. Estimated use over average: 407
  - d. ½ of over average use: **204**

Value of 407 units of sewer at the current rate of \$8.17 = \$3325.19

Value of 204 units of water at the current rate of \$6.17 = \$1258.68

Laura J. McDormand

Laura J. McDormand  
Admin Services & Utility Supervisor

8-2-2023

Date

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**WATER/SEWER BILLING MEMORANDUM**

---

---

TO: Laura McDormand

FROM: Darcy Landry

DATE: July 21, 2023

SUBJECT: City of Rochester

PROPERTY: **2 10 Townsend**

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

This appeal is water and sewer for a leaking water heater.

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

Office Use Only  
Received: 7/14/23

W+5

10

1. Date of Appeal: 7-14-2023
2. Property Owner's Name: MHG 4 Fund, LLC Account #: 086109
3. Billing Address: 165 Thorndike St.  
Suite 2002  
Lowell, MA 01852
4. Service Location: 56 Heritage Dr. Rochester Zip Code 03867
5. Owners Representative: Kristin Young - Property Manager
6. Owners Representative's Signature: Kristin Young
7. Phone #: 978-710-5619 Cell: 978-987-5552 First call
8. Email Address: Spm.krisy@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 03/23/2023 to 05/31/2023

10. Abatement is being requested for:

a. How many units of water 335 x 6.41 = \$ 2,147.35  
b. How many units of sewer 335 x 8.17 = \$ 2,736.95  
c. Water & Sewer Department Fees of: \$ 7,800.30  
Total \$ 4,884.30

11. Explanation of Appeal Request:

Please see attached not enough space  
for explanation. (Signature)

The estimate for units of Water + Sewer  
are based on the previous invoice of  
of 187 units. Also at the time of previous  
quarter the building was 100% occupied.  
This quarter we had 2 vacant apartments  
for approximately 3 weeks each. (Signature)

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

☒ Yes ☐ No (circle one)

If yes, why?

Leak at property

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

☒ Yes ☐ No (circle one)

If yes, did the water enter the sewer system? No

If yes, has the leak been repaired? Yes

Who made the repair? Chris White - Plumber

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

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

No

Please note:

- ✓ 1. **Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.**
- ✓ 2. **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 the DPW 209 Chestnut Hill Road.**
- ✓ 3. **Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.**
- ✓ 4. **Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
- ✓ 5. **Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.**

C. White  
22 Brimsmead St  
Methuen, MA 01752

Simplified Management

56 Heritage St  
Rochester, NH

6/6/23

Removal - installation of a new 40 gal lower supplied  
water heater (electric)

parts labor

8500.00

All amounts are subject to be as supplied, and the above work was performed in accordance with the drawings and specifications submitted to the  
owner and was completed in a satisfactory manner for the agreed sum of

Dollars (\$)

This is a Contract. Other parties do not agree to it.

in accordance with our Contract terms. (Contract)

See page 10 of 11



To Whom It May Concern,

My name is Kristin Young, I am the property manager of "Heritage Apartments" located at 56 Heritage St in Rochester. We are in receipt of our most recent water/sewer bill and have come to find it's many thousands of dollars higher than our usual bill for this property. We believe this is attributed to a hot water tank malfunction that occurred during the billing period.

Due to the high water table in this area the basement of this property often is damp or has small amounts of standing water. Upon purchasing the property in Fall of 2022 our company installed a series of sump pumps to aid with the removal of water from this basement to ensure it remained adequately dry and accessible. In hindsight these pumps have likely led to this abnormally high bill because they were pumping out the water which was leaking from the malfunctioning hot water tank which led to a delay in identifying the issue at hand.

Although our maintenance technicians inspect this basement for water on a regular basis the tank is believed to have been failing and leaking for 8 days and was only identified when the resident called our office reporting no hot water in their unit. Why they waited 8 days is anyone's guess but nonetheless the water was leaking from the hot water tank and subsequently being pumped to the exterior of the building.

Given this unforeseen sequence of events our team is taking additional steps to ensure the same does not happen again including the evaluation of audible water detection alarms. We are asking for a one-time appeal and \$4,800 reduction of this quarter's water bill in lieu of the problem outlined above. Thank you for your consideration and understanding.

Best,



Kristin Young  
Property Manager  
Simplified Management, Inc.

## Accounts

Account: 086109

[2015-12-16 10:08:58 karenb]: MAILED LEAK LETTER (293 UNITS)

[2016-02-24 15:59:46 karenb]: GOT A CALL FROM KAB REGARDING HIGH BILL. TECH WENT TODAY AND USAGE IS NORMAL AT 123 UNITS SINCE OUR LAST READ. THIS BUILDING IS THE FIRST ON LEFT, SAYS #56 ON STEPS.

[2016-04-01 11:43:13 karenb]: SENT LETTER REQUIRING LOW HAZARD DEVICE W/SHUT OFF DATE OF 5/24/16.

[2016-06-23 10:58:55 karenb]: ADDED BACKFLOW TO ACCOUNT AND MAILED PERMIT

[2017-08-02 13:53:43 karenb]: ADDED FIRE SERVICE BACKFLOW TO ACCOUNT AND MAILED PERMIT.

[2017-09-22 09:58:59 karenb]: MAILED HIGH USAGE LETTER FOR SEPTEMBER BILL AND SENT EMAIL TO NEILLE. 606 UNITS.

[2018-06-06 11:42:09 karenb]: MAILED LETTER FOR BACKFLOW TEST RESULTS. DUE 7/13/18.

[2019-06-12 11:47:22 karenb]: MAILED LETTER REQUIRING BACKFLOW TEST RESULTS. SHUT OFF DATE 7/17/19.

[2020-11-18 09:19:41 kimberly.nickerson]: MAILED NON-COMPLIANCE BACKFLOW LETTER 11/16/20.

[2022-04-07 13:40:11 michele.grant]: TECH REPLACED METER CHAMBER YESTERDAY, NEW METER #72460897R (T/P 70038902R) START READ 0. OLD METER #72460897 (T/P 70038902) END READ 06102. TECH HAS S/O TO REPROGRAM METER.

[2022-04-14 09:22:25 michele.grant]: TECH REPROGRAMMED METER AND ADDED NEW MXU (#98763230), OLD MXU WAS 18215701.

[2022-10-27 14:52:33 darcy.landry]: FINAL BILL PROCESSED.

[2023-06-02 13:26:22 darcy.landry]: SENT LEAK LETTER - 535 UNITS

[2023-06-13 10:53:54 michele.grant]: HASN'T BEEN READING FOR READING TECH BECAUSE I ADDED AN R TO TOUCHPAD, FIXED TODAY.

[2023-07-11 14:43:24 michele.grant]: KRIS CALLED ABOUT HIGH BILL; WE DID SEND LEAK LETTER IN JUNE. LET HER KNOW THE LOCATION FOR THIS ACCT. & SHE SAID THE HOT WATER HEATER WENT @ THE BEGINNING OF JUNE AND DIDN'T GET FIXED FOR ALMOST A WEEK. SENT HER APPEAL PAPERWORK AND WILL DO A RE-READ.

[2023-07-14 11:54:35 michele.grant]: TECH GOT READ YESTERDAY, READ WAS 1185, USED 50 UNITS IN 43 DAYS. LOOKS LIKE THE USAGE IS BACK TO NORMAL, CALLED KRIS AND LET HER KNOW THIS.

[2023-07-18 16:41:03 darcy.landry]: REC'D UAB APPEAL PAPERWORK 7/14



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

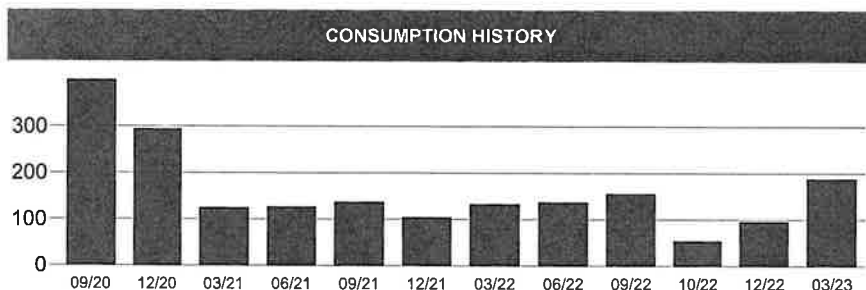
Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
MHG 4 FUND LLLC	2 10 TOWNSEND

BILL NUMBER		BILL DATE		ACCOUNT #		DUE DATE	
14159775		06/28/2023		086109		07/31/2023	
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	03/23/2023	05/31/2023	600	1135	535	\$3,429.35
RES SEWER		03/23/2023	05/31/2023				\$4,370.95

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$7,800.30
A = Actual	Previous Balance	\$2,726.46
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$2,726.46
	<b>Total Amount Due</b>	<b>\$7,800.30</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*\*  
WATER \$6.42 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
[HTTPS://WWW.ROCHESTER.NH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022\\_CCR\\_ROCHESTER\\_2001010\\_FINAL-MERGED.PDF](https://www.rochesternh.gov/site/g/files/vyhlif9211/f/uploads/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF)

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

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

MHG 4 FUND LLLC  
165 THORNDIKE ST STE 2002  
LOWELL, MA 01852

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	086109
Bill Number:	14159775
Pay By:	07/31/2023
<b>Total Due:</b>	<b>7,800.30</b>

Service Location  
2 10 TOWNSEND

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



## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By	Usage	Repl Usage
086109	60312 MHG 4 FUND LLLC	023900180000	2 TOWNSEND	Active
100 - 1 RES WATER	SENS72460897R	A 05/31/2023	14159775	1,135
100 - 1 RES WATER	SENS72460897R	A 03/23/2023	14151535	600
100 - 1 RES WATER	SENS72460897R	A 12/29/2022	14143508	413
			535 X	0
			187	0
			95	0
				3,429.35
				1,198.67
				608.95
				7,800.30
				2,726.46
				1,385.10

\*\* END OF REPORT - Generated by Darcy Landry \*\*

## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By	Usage Repl Usage Charge Amt Billed Amt	
086109	33046 ONE HERITAGE STREET DEV LLC	023900180000	2 TOWNSEND	Active
100 - 1 RES WATER	SENS72460897R	F 10/27/2022	14140244 318	53 0 339.73 802.74
100 - 1 RES WATER	SENS72460897R	A 09/22/2022	14135430 265	155 0 954.88 2,171.89
100 - 1 RES WATER	SENS72460897R	A 06/21/2022	14127372 110	110 26 792.88 1,803.36
100 - 1 RES WATER	SENS72460897	I 04/04/2022	0 6,102	26 0 .00 .00
100 - 1 RES WATER	SENS72460897	A 03/16/2022	14119348 6,076	132 0 769.56 1,750.32
100 - 1 RES WATER	SENS72460897	A 12/08/2021	14111389 5,944	103 0 600.49 1,365.78
100 - 1 RES WATER	SENS72460897	A 09/24/2021	14106160 5,841	136 0 792.88 1,803.36
100 - 1 RES WATER	SENS72460897	A 06/22/2021	14098085 5,705	126 0 734.58 1,670.76
100 - 1 RES WATER	SENS72460897	A 03/19/2021	14090061 5,579	124 0 719.33 1,631.94
100 - 1 RES WATER	SENS72460897	A 12/22/2020	14082178 5,455	293 0 1,626.15 3,603.90
100 - 1 RES WATER	SENS72460897	A 09/08/2020	14071567 5,162	399 0 2,214.45 4,907.70
100 - 1 RES WATER	SENS72460897	A 06/02/2020	14063669 4,763	231 0 1,282.05 2,841.30
100 - 1 RES WATER	SENS72460897	A 03/03/2020	14055772 4,532	133 0 738.15 1,635.90
100 - 1 RES WATER	SENS72460897	A 12/03/2019	14047979 4,399	147 0 815.85 1,808.10
100 - 1 RES WATER	SENS72460897	A 09/05/2019	14040132 4,252	164 0 910.20 2,017.20
100 - 1 RES WATER	SENS72460897	A 06/04/2019	14032289 4,088	175 0 971.25 2,152.50
100 - 1 RES WATER	SENS72460897	A 03/06/2019	14024485 3,913	178 0 987.90 2,189.40
100 - 1 RES WATER	SENS72460897	A 12/04/2018	14016735 3,735	159 0 882.45 1,955.70
100 - 1 RES WATER	SENS72460897	A 09/06/2018	14008955 3,576	170 0 943.50 2,091.00
100 - 1 RES WATER	SENS72460897	A 06/01/2018	14001147 3,406	126 0 699.30 1,549.80
100 - 1 RES WATER	SENS72460897	A 03/01/2018	13993349 3,280	111 0 596.39 1,328.25
100 - 1 RES WATER	SENS72460897	A 12/01/2017	13985724 3,169	158 0 835.82 1,865.98
100 - 1 RES WATER	SENS72460897	A 09/21/2017	13978063 3,011	606 0 3,205.74 7,156.86
100 - 1 RES WATER	SENS72460897	A 06/01/2017	13970392 2,405	130 0 687.70 1,535.30
100 - 1 RES WATER	SENS72460897	A 03/06/2017	13962748 2,275	139 0 735.31 1,641.59
100 - 1 RES WATER	SENS72460897	A 12/06/2016	13955260 2,136	230 0 1,114.18 2,553.98
100 - 1 RES WATER	SENS72460897	A 09/14/2016	13947719 1,906	325 0 1,563.25 3,591.25
100 - 1 RES WATER	SENS72460897	A 06/08/2016	13940210 1,581	143 0 687.83 1,580.15
100 - 1 RES WATER	SENS72460897	A 03/04/2016	13932663 1,438	136 0 654.16 1,502.80
100 - 1 RES WATER	SENS72460897	A 12/10/2015	13925291 1,302	293 0 1,397.43 3,225.75
100 - 1 RES WATER	SENS72460897	A 09/02/2015	13917852 1,009	201 0 938.67 2,192.91
100 - 1 RES WATER	SENS72460897	A 06/05/2015	13910415 808	120 0 560.40 1,309.20
100 - 1 RES WATER	SENS72460897	A 03/09/2015	13902944 688	127 0 593.09 1,385.57
100 - 1 RES WATER	SENS72460897	A 12/04/2014	13895591 561	147 0 686.49 1,603.77
100 - 1 RES WATER	SENS72460897	A 09/08/2014	13888190 414	176 0 821.92 1,920.16
100 - 1 RES WATER	SENS72460897	A 06/04/2014	13880769 238	138 0 644.46 1,505.58
100 - 1 RES WATER	SENS72460897	A 03/10/2014	13873365 100	35 0 161.40 379.80

\*\* END OF REPORT - Generated by Darcy Landry \*\*

1540 - 12 = 128



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/17/23

Customer Name: Jeffrey Mercado

Account #041180

Service Address: 7 River St.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend to deny this appeal as the appeal paperwork was received after the due date. Per Ordinance 260-19A the appellant shall file an appeal to the UB office in writing prior to the payment due date.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did** enter the sewer system
  - a. Total units on may disputed invoice: 96
  - b. Average Usage is: 15
  - c. Estimated use over average: 81
  - d. ½ of over average use: **41**

Value of 41 units of sewer at the current rate of \$8.17 = \$334.97

Value of 41 units of water at the current rate of \$6.17 = \$252.97

*Laura J. McDormand*

Laura J. McDormand  
Admin Services & Utility Supervisor

8-2-2023

Date

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**WATER/SEWER BILLING MEMORANDUM**

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**TO:** Laura McDormand

**FROM:** Darcy Landry

**DATE:** July 21, 2023

**SUBJECT:** City of Rochester

**PROPERTY:** 7 River St.

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

This appeal is water and sewer for a leaking toilet.

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

Office Use Only:  
Received: 7/17/23

WS

11

1. Date of Appeal: 7-13-23
2. Property Owner's Name: Jeffrey Mercado Account #: 041180
3. Billing Address: 7 River St  
Rochester, NH
4. Service Location: 7 River St Zip Code 03867
5. Owners Representative: \_\_\_\_\_
6. Owners Representative's Signature: \_\_\_\_\_
7. Phone #: \_\_\_\_\_ Cell: 603-312-1033
8. Email Address: Chico1964@yahoo.com

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

9. Billing Period that is being appealed is from March 1<sup>st</sup> to May 1<sup>st</sup>

10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 6.41 = \$ \_\_\_\_\_

b. How many units of sewer \_\_\_\_\_ x 8.17 = \$ \_\_\_\_\_

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

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

11. Explanation of Appeal Request:

I was away for the shipyard  
and my tenant mowed and  
wasn't aware of the toilet leaking.

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?

---

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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? NO

If yes, has the leak been repaired? Yes

Who made the repair? Plumber

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:

will be on a payment plan.

---

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**Please note:**

1. **Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.**
2. **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 the DPW 209 Chestnut Hill Road.**
3. **Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.**
4. **Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
5. **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

Account: 041180

ELIMINATE ELDERLY EXEMPTION 6/15/06 - PROPERTY SOLD  
AUG BILL CHARGED BOTH REG SEWER AND ELD SEWER IN ERROR - BILL CORRECTED TO  
CHARGE FOR REG SEWER ONLY

VANGUARD METER REPLACEMENT ESTIMATED FEB BILL 26 UNITS - MAY BILL ESTIMATED BUT  
LAST READ WAS ZERO WHEN IT SHOULD HAVE BEEN 26 - ESTIMATED READ 28 SHOULD HAVE  
BEEN 54 - I CORRECTED LAST READ TO 54

[2014-08-27 10:11:29 sjuneau]: HOUSE NEVER SOLD WITH THE FINAL BILL DONE IN  
JUNE WHICH WAS SENT TO THE TITLE COMPANY. THE OWNER NEVER SAW IT SO WAS VERY  
SHOCKED WHEN RECEIVING THE SHUT OFF NOTICE. HE SAID HE WILL PAY BEFORE SHUT OFF  
DAY.

[2015-02-20 08:27:26 karenb]: FEBRUARY BILL ESTIMATED DUE TO SNOW

[2017-08-25 15:44:28 sjuneau]: FINAL PROCESSED

[2017-09-13 11:10:53 karenb]: FINAL BILL PROCESSED

[2018-05-09 09:03:48 karenb]: TURNED OFF FOR NON PAYMENT 5/8/18 AND ON 5/9/18.  
ADDED ADMIRAL PROP MNG TO RECEIVE COPIES OF BILLS.

[2022-12-05 15:24:09 michele.grant]: PROP. MGMT. CO. CALLED, THEY NO LONGER  
SERVICE THIS ACCT. SO REMOVED FROM COPY TO.

[2023-05-10 11:23:57 darcy.landry]: SENT LEAK LETTER - 96 UNITS

[2023-07-03 16:12:04 darcy.landry]: SPOKE WITH THE OWNER (JEFF) AND HE CANNOT  
FIND ANY LEAKS. HE IS HAVING A PLUMBER COMING IN TO CHECK THE HOUSE ON  
WEDNESDAY. I TOLD HIM WE WOULD DO A REREAD ON FRIDAY TO SEE IF THERE WAS STILL  
HIGH USAGE.

[2023-07-10 15:17:36 darcy.landry]: JEFF CALLED AND SAID HE FOUND A TOILET  
LEAKING, DID A REREAD TODAY AND LOOKS LIKE THE READING IS BACK TO NORMAL READ  
1439

[2023-07-18 16:52:25 darcy.landry]: REC'D UAB APPEAL PAPERWORK 7/17



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

MERCADO JEFFREY A

7 RIVER

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
-------------	-----------	-----------	----------

14157576

05/26/2023

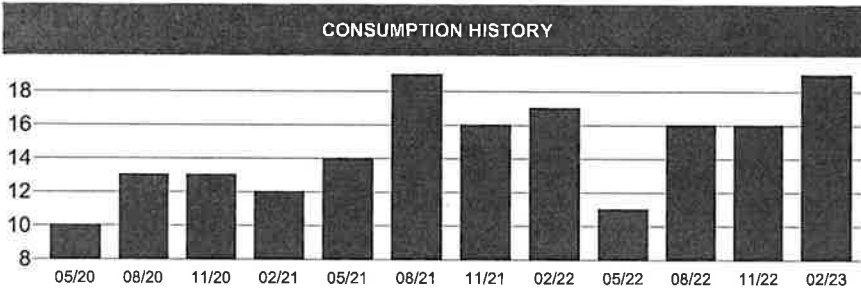
041180

07/03/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	02/08/2023	05/08/2023	1324	1420	96	\$615.36
RES SEWER		02/08/2023	05/08/2023				\$784.32

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$1,399.68
A = Actual	Previous Balance	\$281.24
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$774.56
	<b>Total Amount Due</b>	<b>\$903.52</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
[HTTPS://WWW.ROCHESTER.NH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022\\_CCR\\_ROCHESTER\\_2001010\\_FINAL-MERGED.PDF](https://www.rochester.nh.gov/site/g/files/vyhlif9211/f/uploads/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF)

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

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

MERCADO JEFFREY A  
7 RIVER ST  
ROCHESTER, NH 03867-2605

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	041180
Bill Number:	14157576
Pay By:	07/03/2023
<b>Total Due:</b>	<b>903.52</b>

Service Location  
7 RIVER

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



## UB Consumption History Report

Account Number	Customer # Name	Parcel	Bill # Curr Read	Location	Status
Service	Mfr Meter Number	Cd Read Date Time	By	Usage Repl Usage Charge Amt Billed Amt	
041180	47644	MERCADO JEFFREY A	012101130000	7 RIVER	Active
100 - 2 RES WATER	SENS43165383	A 05/08/2023	14157576	1,420	96X
100 - 2 RES WATER	SENS43165383	A 02/08/2023	14149527	1,324	19-
100 - 2 RES WATER	SENS43165383	A 11/05/2022	14141484	1,305	16
100 - 2 RES WATER	SENS43165383	A 08/10/2022	14133401	1,289	16
100 - 2 RES WATER	SENS43165383	A 05/10/2022	14125298	1,273	11
100 - 2 RES WATER	SENS43165383	A 02/18/2022	14117338	1,262	17
100 - 2 RES WATER	SENS43165383	A 11/08/2021	14109371	1,245	16
100 - 2 RES WATER	SENS43165383	A 08/06/2021	14104092	1,229	19
100 - 2 RES WATER	SENS43165383	A 05/04/2021	14096013	1,210	14
100 - 2 RES WATER	SENS43165383	A 02/05/2021	14088060	1,196	12
100 - 2 RES WATER	SENS43165383	A 11/16/2020	14080156	1,184	13
100 - 2 RES WATER	SENS43165383	A 08/04/2020	14069558	1,171	13
100 - 2 RES WATER	SENS43165383	A 05/05/2020	14061592	1,158	10-
100 - 2 RES WATER	SENS43165383	A 02/07/2020	14053823	1,148	15
100 - 2 RES WATER	SENS43165383	A 10/29/2019	14045944	1,133	13
100 - 2 RES WATER	SENS43165383	A 08/08/2019	14038128	1,120	17
100 - 2 RES WATER	SENS43165383	A 05/13/2019	14030262	1,103	15
100 - 2 RES WATER	SENS43165383	A 02/11/2019	14022514	1,088	15
100 - 2 RES WATER	SENS43165383	A 11/07/2018	14014743	1,073	13
100 - 2 RES WATER	SENS43165383	A 08/14/2018	14006941	1,060	18
100 - 2 RES WATER	SENS43165383	A 05/07/2018	13999064	1,042	20
100 - 2 RES WATER	SENS43165383	A 02/05/2018	13991399	1,022	35
100 - 2 RES WATER	SENS43165383	A 11/03/2017	13983751	987	12
					0
					615.36
					1,399.68
					121.79
					277.02
					102.56
					233.28
					93.28
					212.16
					64.13
					145.86
					99.11
					225.42
					93.28
					212.16
					110.77
					251.94
					81.62
					185.64
					68.09
					152.71
					72.15
					159.90
					72.15
					159.90
					55.50
					123.00
					83.25
					184.50
					72.15
					159.90
					94.35
					209.10
					83.25
					184.50
					83.25
					184.50
					72.15
					159.90
					99.90
					221.40
					111.00
					306.00
					185.63
					414.26
					63.48
					141.72

\*\* END OF REPORT - Generated by Darcy Landry \*\*

$$176 \div 12 = 15$$



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Laura McDormand, Admin. Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/17/23

Customer Name: LoPriore Family Trust

Account #: 110053

Service Address: 68 Ida Circle

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend we table this appeal for more consumption history, only 2 cycles of usage for this property.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on Jan. disputed invoice: 20

Laura J. McDormand  
Laura McDormand  
Admin. Services & Utility Billing Supervisor

8-2-2023  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Laura McDormand

FROM: Darcy Landry

DATE: July 21, 2023

SUBJECT: City of Rochester

PROPERTY: **68 Ida Circle**

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

This appeal is sewer for a new lawn.

RECEIVED

JUL 17 2023

CITY OF ROCHESTER  
DEPARTMENT OF PUBLIC WORKS

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:  
Received: 7/17/23

Date of Appeal: 7-10-2023

2. Property Owner's Name: LOPRIORE FAM. TRUST Account #: 110053

3. Billing Address: 68 IDA CIRCLE  
ROCHESTER, N.Y. 14603868

4. Service Location: 68 IDA CIRCLE Zip Code 03868

5. Owners Representative: JOAN LO PRIORE

6. Owners Representative's Signature: John C. Priore

7. Phone #: Cell: 813-838-5207

8. Email Address: JLOP151@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 3-1-23 to 6-1-23

10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 5.83 = \$ \_\_\_\_\_

b. How many units of sewer \_\_\_\_\_ x 7.43 = \$ \_\_\_\_\_

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

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

11. Explanation of Appeal Request:

NEW HOUSE ON A NEW DEVELOPMENT  
NO LAWN FROM BUILDER

WATERED TO ESTABLISH A LAWN

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 and are you seeking consideration for hardship assistance from the City? If so, explain:

YES  
SENIOR CITIZEN | ON A FIXED INCOME

Please note:

1. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.
2. 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.
3. Abatement / Appeal Applications must be received by last day of the month to be placed on the following month's UAB agenda.
4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.
5. Customers seeking an abatement will pay the uncontested or average bill for both water and sewer prior to due date as specified on the invoice.



## Accounts

Account: 110053

[2021-12-15 11:59:34 michele.grant]: NEW CONSTRUCTION WITH WATER & SEWER, METER INSTALLED & WATER ON 12/2/21.

[2022-01-06 11:39:47 michele.grant]: FINAL BILL PROCESSED

[2022-07-27 11:04:22 michele.grant]: UAB APPEAL REC'D. 6/29/22 (NO JULY UAB MEETING).

[2022-09-19 11:10:18 michele.grant]: UAB TABLED THE APPEAL FOR MORE HISTORY

[2022-11-01 12:22:23 darcy.landry]: UAB APPEAL REC'D

[2023-01-13 14:31:08 michele.grant]: UAB APPROVED A SEWER CREDIT OF \$89.16 ON THE JUNE BILL AND A SEWER CREDIT OF \$178.32 ON THE SEPT. BILL.

[2023-07-18 16:08:18 darcy.landry]: UAB APPEAL REC'D 7/17



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME

SERVICE LOCATION

LOPRIORE FAMILY TRUST %

68 IDA

BILL NUMBER

BILL DATE

ACCOUNT #

DUE DATE

14160478

06/28/2023

110053

07/31/2023

CHARGE DESCRIPTION

READ CODE

PREVIOUS READ DATE

CURRENT READ DATE

PREVIOUS READING

CURRENT READING

USAGE

CHARGE AMOUNT

RES WATER

A

03/01/2023

06/01/2023

91

111

20

\$128.20

RES SEWER

03/01/2023

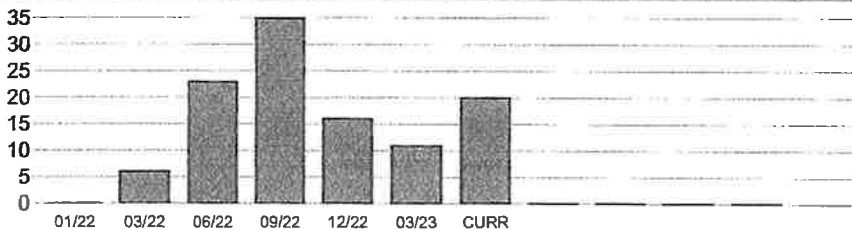
06/01/2023

\$163.40

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.

### CONSUMPTION HISTORY



\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*\*

WATER \$8.42 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74

[HTTPS://WWW.ROCHESTER.NH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022\\_CCR\\_ROCHESTER\\_2001010\\_FINAL-MERGED.PDF](https://www.rochester.nh.gov/site/g/files/vyhlif9211/f/uploads/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF)

READ CODE	Total Current Billing	\$291.60
A = Actual	Previous Balance	\$131.19
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$131.17
Total Amount Due		\$291.60

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:

## WATER & SEWER BILL

Remittance Copy

Return this portion with your payment



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Name: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Account Number: 110053

Bill Number: 14160478

Pay By: 07/31/2023

Total Due: 291.60

Service Location

68 IDA

LOPRIORE FAMILY TRUST %  
LOPRIORE JOHN & BARBARA  
68 IDA CIR  
ROCHESTER, NH 03868

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



## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By	Usage	Repl Usage
110053	57876 LOPRIORE FAMILY TRUST %	022403100019	68 IDA	Active
100 - 1 RES WATER	SENS90444734	A 06/01/2023	14160478	111
100 - 1 RES WATER	SENS90444734	A 03/01/2023	14152239	91
100 - 1 RES WATER	SENS90444734	A 12/02/2022	14144201	80
100 - 1 RES WATER	SENS90444734	A 09/09/2022	14136121	64
100 - 1 RES WATER	SENS90444734	A 06/03/2022	14128065	29
100 - 1 RES WATER	SENS90444734	A 03/03/2022	14120033	6
			20X	0
			11	0
			16	0
			35X	0
			23X	0
			6X	0
				128.20
				70.51
				102.56
				212.34
				134.09
				34.98
				291.60
				160.38
				233.28
				482.96
				304.98
				79.56

\*\* END OF REPORT - Generated by Darcy Landry \*\*

*New construction*

*2 cycles*



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Lisa J. Clark, Utility Billing Office Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/24/23

Customer Name: Matthew Gattinella

Account #: 094460

Service Address: 10 School St.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend to deny this appeal as the appeal paperwork was received after the due date. Per Ordinance 260-19A the appellant shall file an appeal to the UB office in writing prior to the payment due date. Of further note it does not qualify for the once in ten-year water abatement.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did** enter the sewer system
  - a. Total units on March disputed invoice: 70
  - b. Average Usage is: 33
  - c. Estimated use over average: 37

*Laura J. McDormand*

\_\_\_\_\_  
Laura McDormand  
Admin. Services & Utility Billing Supervisor

**8-2-2023**

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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---

TO: Laura McDormand

FROM: Darcy Landry

DATE: July 26, 2023

SUBJECT: City of Rochester

PROPERTY: **10 School St.**

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

This appeal is water and sewer for a leaking toilet.

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

Office Use Only:

Received: 7/24/23

WKS

1. Date of Appeal: 4/5/23
2. Property Owner's Name: Matthew Gattinella Account #: 094460 (12)
3. Billing Address: 10 School St, Rochester NH
4. Service Location: 10 School St Zip Code 03867
5. Owners Representative: Matthew Gattinella
6. Owners Representative's Signature: Matthew Gattinella
7. Phone #: 603-99-5694 Cell: 603-988-5694
8. Email Address: \_\_\_\_\_

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

9. Billing Period that is being appealed is from 1/1/23 to 4/1/23

10. Abatement is being requested for:

- a. How many units of water \_\_\_\_\_ x 6.41 = \$ \_\_\_\_\_
- b. How many units of sewer \_\_\_\_\_ x 8.17 = \$ \_\_\_\_\_
- C. Water & Sewer Department Fees of: \$ \_\_\_\_\_
- Total \$ \_\_\_\_\_

11. Explanation of Appeal Request:

The toilet was running due to a broken chain in the toilet it was repaired

Once I was aware due to the water bill spiking and figuring out the cause

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?

x Yes No (circle one)

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

If yes, has the leak been repaired? Yes it was repaired

Who made the repair? My property handyman

Has proof of the repair been attached to this appeal form? No but can included

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

---

---

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***Please note:***

- 1. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.***
- 2. 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 the DPW 209 Chestnut Hill Road.***
- 3. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.***
- 4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.***
- 5. Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.***

## Michele Grant

---

**From:** Matthew Paul <matthew.paul@picturethiswedding.com>  
**Sent:** Monday, July 24, 2023 11:37 AM  
**To:** Michele Grant  
**Subject:** Re: appeal form  
**Attachments:** Complete\_with\_DocuSign\_Appeal\_form\_10-5-2022.pdf

 Caution: External email.

Hi Michele,

I wonder why this never sent via email hating outlook. It sat in my drafts after we talked, but this is the appeal for the spike in the water bill.

---

Matthew



# *Picture This Wedding*

1 Washington St  
STE 4129  
Dover, NH 03820  
<http://www.picturethiswedding.com>  
FREQUENTLY ASKED QUESTIONS

**Office Hours:**

Monday - Sunday  
9:00am - 5:00pm

**1(833)PIC-THIS**

All calls with our team are by appointment only.  
Click here to schedule a call: **SCHEDULE A CALL**

---

**From:** Michele Grant <michele.grant@rochesternh.gov>  
**Sent:** Friday, June 30, 2023 12:52 PM

**To:** Matthew Paul <matthew.paul@picturethiswedding.com>  
**Subject:** appeal form

Hi,

Attached is the appeal form we talked about, thank you.

Michele Grant  
Utility Billing Administrator  
City of Rochester  
209 Chestnut Hill Rd.  
Rochester, NH 03867  
603-335-7501

Email sent to and from this City of Rochester email address is subject to NH RSA 91-A (the NH Public Records Law) and may, subject to certain exemptions, be subject to disclosure to third parties. This email message and any attachments may contain information that is confidential and/or legally privileged in accordance with applicable laws or regulations. It is intended only for the use of the person and/or entity identified as recipient(s) in the message. If you are not an intended recipient of this message, please notify the sender immediately and delete the material. Do not print, deliver, distribute or copy this message, and do not disclose its contents or take any action in reliance on the information it contains unless authorized to do so. Thank you.

---

This email has been scanned for spam and viruses by Proofpoint Essentials. Click [here](#) to report this email as spam.

## Michele Grant

---

**From:** Matthew Paul <matthew.paul@picturethiswedding.com>  
**Sent:** Monday, July 24, 2023 11:48 AM  
**To:** Michele Grant  
**Subject:** Re: appeal form

**Caution:** External email.

Just that I own two investment properties in Rochester, NH, with 5 units that I rent. I understand this was sent late but any help with a credit would be helpful.

My address is 54 Evan's Rd Rochester, NH is the new one on file.

---

**Matthew**

## Accounts

Account: 094460

2 UNITS

[2012-06-26 15:34:35 ann]: NOT READING - LETTER SENT

[2017-01-10 14:49:02 karenb]: FINAL BILL PROCESSED.

[2021-02-17 08:46:52 kimberly.nickerson]: FINAL BILL PROCESSED

[2022-12-21 14:55:46 michele.grant]: SERVICE CHARGE FOR NON-PAYMENT 12/12/22.

[2023-03-10 08:06:07 darcy.landry]: SENT LEAK LETTER - 70 UNITS

[2023-04-03 16:05:15 michele.grant]: OWNER CALLED, RECEIVED BILL AND WAS ASKING WHY SO HIGH. EXPLAINED IT IS AN ACTUAL BILL AND THERE PROBABLY IS A LEAK OR TOILET RUNNING. HE WILL LOOK INTO & LET US KNOW.

[2023-05-08 09:11:15 darcy.landry]: SENT UAB APPEAL PAPERWORK

[2023-05-23 09:58:06 michele.grant]: PINK SHUT OFF NOTICE RETURNED IN MAIL STATING MOVED LEFT NO ADDRESS/UTF.

[2023-06-01 11:31:34 michele.grant]: RE-SENT PINK SHUT OFF NOTICE TO RESIDENT, 10 SCHOOL ST., ROCH.

[2023-06-09 10:48:13 darcy.landry]: OWNER EMAILED TO SEE IF WE REC'D HIS APPEAL SINCE HE REC'D A SHUT-OFF NOTICE

[2023-06-20 09:01:57 darcy.landry]: EMAILED OWNER THAT WE STILL HAVE NOT REC'D THE APPEAL PAPERWORK

[2023-06-22 14:59:57 michele.grant]: SERVICE CHARGE FOR DOOR TAG ON 6/7/23. TECH WENT THERE FOR NON-PAYMENT. OWNER EMAILED AFTER THAT & SAID HE SENT IN AN APPEAL BUT WE STILL HAVEN'T REC'D. AND THEY HAVEN'T REPLIED BACK TO EMAIL DARCY SENT ON 6/20/23.

[2023-06-30 12:52:29 michele.grant]: CALLED MATTHEW SAID HE MAILED IN AN APPEAL FORM 2 TIMES BUT WE STILL DON'T HAVE. EMAILED ANOTHER ONE TO HIM TODAY AND HE WILL EMAIL BACK.

[2023-07-07 09:57:18 michele.grant]: STILL HAVEN'T RECEIVED APPEAL FORM, AND BILL #14160025 CAME BACK IN MAIL STATING "MOVED LEFT NO ADDRESS, UNABLE TO FORWARD". REMAILING TODAY TO RESIDENT AT 10 SCHOOL ST.

[2023-07-24 11:45:45 michele.grant]: TECH WENT TO SHUT OFF WATER, TENANT WAS OUTSIDE AND SHE ENDED UP PAYING. SO WASN'T SHUT OFF BUT \$30 SERVICE CHARGE FOR TODAY.

[2023-07-24 12:44:02 michele.grant]: OWNER, MATTHEW CALLED AFTER TENANT CALLED HIM AND HE EMAILED US THE APPEAL PAPERWORK TODAY. I ALSO TOLD HIM WE NEED HIS UPDATED ADDRESS, HE EMAILED THIS TO US AND I WILL HAVE ASSESSING FIX. ALSO EMAILED HIM THE CURRENT BILL DUE (#14160025).

[2023-07-24 16:18:20 darcy.landry]: REC'D UAB APPEAL PAPERWORK TODAY.



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

GATTINELLA MATTHEW PAUL

10 SCHOOL

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
-------------	-----------	-----------	----------

14151782

03/24/2023

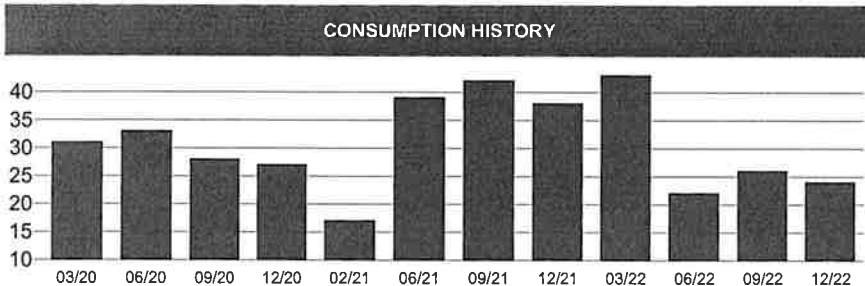
094460

04/28/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	12/12/2022	03/07/2023	1400	1470	70	\$448.70
RES SEWER		12/12/2022	03/07/2023				\$571.90

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$1,020.60
A = Actual	Previous Balance	\$395.06
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$1,400.52
	<b>Total Amount Due</b>	<b>\$0.00</b>

\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PMTS IN TAX OFFICE 2.79% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

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

GATTINELLA MATTHEW PAUL  
10 SCHOOL ST  
ROCHESTER, NH 03867

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	094460
Bill Number:	14151782
Pay By:	04/28/2023
<b>Total Due:</b>	<b>0.00</b>

Service Location  
**10 SCHOOL**

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



## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Repl Usage Charge Amt	Billed Amt
094460	53090 GATTINELLA MATTHEW PAUL	012001400000	10 SCHOOL	Active
100 - 1 RES WATER	SENS69890101	A 06/09/2023 14160025 1,497	27 -	0 173.07 423.66
100 - 1 RES WATER	SENS69890101	A 03/07/2023 14151782 1,470	70X	0 448.70 1,020.60
100 - 1 RES WATER	SENS69890101	A 12/12/2022 14143752 1,400	24 -	0 153.84 379.92
100 - 1 RES WATER	SENS69890101	A 09/14/2022 14135677 1,376	26	0 158.50 360.51
100 - 1 RES WATER	SENS69890101	A 06/08/2022 14127618 1,350	22	0 128.26 291.72
100 - 1 RES WATER	SENS69890101	A 03/18/2022 14119593 1,328	43	0 250.69 570.18
100 - 1 RES WATER	SENS69890101	A 12/14/2021 14111633 1,285	38	0 221.54 503.88
100 - 1 RES WATER	SENS69890101	A 09/14/2021 14106407 1,247	42	0 244.86 556.92
100 - 1 RES WATER	SENS69890101	A 06/02/2021 14098329 1,205	39	0 227.37 517.14

\*\* END OF REPORT - Generated by Darcy Landry \*\*

$$261 \div 8 = 33$$



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/24/23

Customer Name: Jason & Sara Eames

Account #: 124280

Service Address: 8 Farrington St.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend a sewer abatement on the June invoice since the water was used outside and did not enter the sewer system.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on Feb. disputed invoice: 41
  - b. Average Usage is: 24
  - c. Estimated use over average: 17

Value of 17 units of sewer at the current rate of \$8.17 = \$138.89

Laura J. McDormand  
Laura J. McDormand  
Admin Services & Utility Supervisor

8-2-2023  
Date

---

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WATER/SEWER BILLING MEMORANDUM

---

---

TO: Laura McDormand

FROM: Darcy Landry

DATE: July 26, 2023

SUBJECT: City of Rochester

PROPERTY: **8 Farrington St.**

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

This appeal is sewer for a leaking outside faucet.



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

Office Use Only:

Received: 7/24/23

5

1. Date of Appeal: 7/19/23

2. Property Owner's Name: Jason & Sara Eames Account #: 124280

3. Billing Address: 8 Farrington St  
Rochester, NH

13

4. Service Location: Same Zip Code 03867

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

6. Owners Representative's Signature: \_\_\_\_\_

7. Phone #: (603) 312-9599 Cell: \_\_\_\_\_

8. Email Address: Saraeames@outlook.com

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

9. Billing Period that is being appealed is from 3/8/23 to 4/7/23

10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 6.41 = \$ \_\_\_\_\_

b. How many units of sewer \_\_\_\_\_ x 8.17 = \$ \_\_\_\_\_

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

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

11. Explanation of Appeal Request:

We were notified of increased usage and  
found that one of our outside faucets  
had a significant leak. We have since  
made the repair to the faucet. ~~repaired~~

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? no

If yes, has the leak been repaired? yes

Who made the repair? home owner

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:

Possibly request payment plan  
if possible

**Please note:**

1. Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.
2. 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 the DPW 209 Chestnut Hill Road.
3. Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.
4. Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.
5. 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

Account: 124280

06/26/08- SENT LETTER TO FIX OUTSIDE READER

[2010-06-02 14:36:32 kathy]: POOL CREDIT - 7 UNITS = \$41.65

[2012-03-12 08:58:09 ann]: LEFT MESSAGE THAT CHECK FOR PAST DUE WAS PUT IN MAIL SATURDAY

[2013-03-12 08:19:10 ann]: LEFT MESSAGE THAT CHECK FOR PASST DUE WAS PUT IN THE MAIL TODAY

[2013-06-12 15:13:52 kathy]: PROMISED TO PAY 6/14/13 ON BOARD  
6/17/13\*\*\*PAID\*\*\*

[2014-12-09 08:24:23 ann]: SHE CALED - WILL PAY FULL PAST DUE BALANCE ON 12/15

[2015-01-05 11:48:30 sjuneau]: MADE A PAYMENT

[2015-01-12 08:20:29 ann]: SHE CALLED - WILL PUT PAYMENT ON PAST DUE IN DROP BOX TONIGHT

[2015-02-18 14:33:12 sjuneau]: PAYMENT PLAN PAID IN FULL

[2016-06-06 09:14:30 karenb]: PAYMENT IN MAIL TODAY

[2016-12-06 15:39:27 karenb]: 1/2 12/6 AND BALANCE 12/16/16

[2017-03-06 11:47:22 sjuneau]: BALANCE 3/14 - ON BOARD\*\*\*PAID\*\*\*

[2017-07-07 13:12:00 sjuneau]: POOL CREDIT 8 UNITS = \$52.16

[2021-12-09 12:51:55 kimberly.nickerson]: SERVCIE CHARGE FOR NON-PAYMENT 12/8

[2023-06-08 10:15:10 darcy.landry]: SENT LEAK LETTER - 41 UNITS

[2023-06-14 15:59:07 michele.grant]: EMAILED APPEAL FORM TO OWNER.

[2023-06-14 15:59:33 michele.grant]: POOL CREDIT 2 UNITS (S-1344, E-1346) \$16.34 CREDIT.

[2023-07-20 11:56:19 michele.grant]: OWNER HAD HIGH USAGE SO WE DID A RE-READ TODAY, READ WAS 1361, LAST READ 1348 SO 13 UNITS. SO STILL KINDA HIGH, LET SARA KNOW THIS, SHE SAID SHE FIXED A SPIGOT THE BEGINNGING OF JUNE AND THAT THEY HAD COMPANY STAYING THERE SO THAT MIGHT BE WHY. TOLD HER TO CHECK TOILETS ETC. AND IF WANTS ANOTHER RE-READ IN A FEW WEEKS TO LET US KNOW.

[2023-07-24 16:25:59 darcy.landry]: REC'D UAB APPEAL PAPERWORK.

[2023-08-01 15:58:58 darcy.landry]: SPOKE TO SARA AND SENT HER THE UAB APPEAL PAPERWORK ON 7/25 FOR AN ADDITIONAL APPEAL FOR THE PREVIOUS BILL SINCE IT WAS ALSO HIGHER THAN USUAL



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

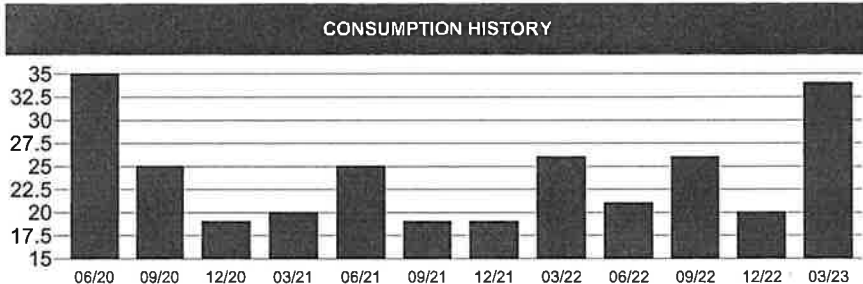
Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
EAMES JASON P & SARA L	8 FARRINGTON

BILL NUMBER	BILL DATE			ACCOUNT #			DUE DATE
14161121	06/28/2023			124280			07/31/2023
CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	03/08/2023	06/07/2023	1307	1348	41	\$262.81
RES SEWER		03/08/2023	06/07/2023				\$334.97
POOL ADJ			06/14/2023				-\$16.34

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$581.44
A = Actual	Previous Balance	\$498.33
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$495.72
	<b>Total Amount Due</b>	<b>\$581.70</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*\*  
WATER \$6.42 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
[HTTPS://WWW.ROCHESTER.NH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022\\_CCR\\_ROCHESTER\\_2001010\\_FINAL-MERGED.PDF](https://www.rochester.nh.gov/site/g/files/vyhlif9211/f/uploads/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF)

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

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

EAMES JASON P & SARA L  
8 FARRINGTON ST  
ROCHESTER, NH 03867-3104

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	124280
Bill Number:	14161121
Pay By:	07/31/2023
<b>Total Due:</b>	<b>581.70</b>

Service Location  
**8 FARRINGTON**

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



# CITY OF ROCHESTER



## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By	Usage Rep	Billed Amt
124280	6373 EAMES JASON P & SARA L	012500250000	8 FARRINGTON	Active
100 - 1 RES WATER	SENS67457772	A 06/07/2023	41	0 262.81 581.44
100 - 1 RES WATER	SENS67457772	A 03/08/2023	34	0 217.94 495.72
100 - 1 RES WATER	SENS67457772	A 12/12/2022	20	0 128.20 291.60
100 - 1 RES WATER	SENS67457772	A 09/14/2022	26	0 158.57 360.67
100 - 1 RES WATER	SENS67457772	A 06/09/2022	21	0 122.43 278.46
100 - 1 RES WATER	SENS67457772	A 03/08/2022	26	0 151.58 344.76
100 - 1 RES WATER	SENS67457772	A 12/04/2021	19	0 110.77 281.94
100 - 1 RES WATER	SENS67457772	A 09/09/2021	19	0 110.77 251.94
100 - 1 RES WATER	SENS67457772	A 06/09/2021	25	0 145.75 331.50
100 - 1 RES WATER	SENS67457772	A 03/05/2021	20	0 115.27 260.63
100 - 1 RES WATER	SENS67457772	A 12/11/2020	19	0 105.45 233.70
100 - 1 RES WATER	SENS67457772	A 09/16/2020	25	0 138.75 307.50
100 - 1 RES WATER	SENS67457772	A 06/18/2020	35	0 194.25 430.50
100 - 1 RES WATER	SENS67457772	A 03/17/2020	26	0 144.30 319.80
100 - 1 RES WATER	SENS67457772	A 12/13/2019	21	0 116.55 258.30
100 - 1 RES WATER	SENS67457772	A 09/17/2019	30	0 166.50 369.00
100 - 1 RES WATER	SENS67457772	A 06/05/2019	19	0 105.45 233.70
100 - 1 RES WATER	SENS67457772	A 03/13/2019	20	0 111.00 246.00
100 - 1 RES WATER	SENS67457772	A 12/17/2018	20	0 111.00 246.00
100 - 1 RES WATER	SENS67457772	A 09/18/2018	23	0 127.65 282.90
100 - 1 RES WATER	SENS67457772	A 06/15/2018	33	0 183.15 405.90
100 - 1 RES WATER	SENS67457772	A 03/16/2018	21	0 113.79 253.10
100 - 1 RES WATER	SENS67457772	A 12/18/2017	19	0 100.51 224.39
100 - 1 RES WATER	SENS67457772	A 09/19/2017	29	0 153.41 342.49
100 - 1 RES WATER	SENS67457772	A 06/09/2017	23	0 121.67 271.63
100 - 1 RES WATER	SENS67457772	A 03/15/2017	21	0 111.09 248.01
100 - 1 RES WATER	SENS67457772	A 12/14/2016	22	0 107.24 245.35
100 - 1 RES WATER	SENS67457772	A 09/02/2016	31	0 149.11 342.55
100 - 1 RES WATER	SENS67457772	A 06/06/2016	24	0 115.44 265.20
100 - 1 RES WATER	SENS67457772	A 03/04/2016	20	0 96.20 221.00
100 - 1 RES WATER	SENS67457772	A 12/08/2015	19	0 90.72 209.28
100 - 1 RES WATER	SENS67457772	A 09/08/2015	19	0 88.73 207.29
100 - 1 RES WATER	SENS67457772	A 06/03/2015	22	0 102.74 240.02
100 - 1 RES WATER	SENS67457772	A 03/16/2015	24	0 112.08 261.84
100 - 1 RES WATER	SENS67457772	A 12/02/2014	18	0 84.06 196.38
100 - 1 RES WATER	SENS67457772	A 09/04/2014	27	0 126.09 294.57
100 - 1 RES WATER	SENS67457772	A 06/02/2014	18	0 84.06 196.38
100 - 1 RES WATER	SENS67457772	A 03/03/2014	15	0 69.03 162.63
100 - 1 RES WATER	SENS67457772	A 12/12/2013	19	0 87.40 205.96
100 - 1 RES WATER	SENS67457772	A 09/09/2013	21	0 96.60 227.64
100 - 1 RES WATER	SENS67457772	A 06/12/2013	25	0 115.00 271.00
100 - 1 RES WATER	SENS67457772	A 03/07/2013	17	0 78.20 184.28
100 - 1 RES WATER	SENS67457772	A 12/14/2012	19	0 85.61 202.05
100 - 1 RES WATER	SENS67457772	A 09/06/2012	22	0 98.78 233.20
100 - 1 RES WATER	SENS67457772	A 06/06/2012	22	0 98.78 233.20
100 - 1 RES WATER	SENS67457772	A 03/07/2012	17	0 76.33 180.20
100 - 1 RES WATER	SENS67457772	A 12/06/2011	15	0 67.35 159.00
100 - 1 RES WATER	SENS67457772	A 09/13/2011	20	0 87.56 207.97
100 - 1 RES WATER	SENS67457772	A 06/06/2011	23	0 98.67 235.52
100 - 1 RES WATER	SENS67457772	A 03/14/2011	21	0 90.09 215.04
100 - 1 RES WATER	SENS67457772	A 12/06/2010	19	0 81.51 194.56



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 7/26/23

Customer Name: Stevan Straz

Account #112580

Service Address: 6 Birchwood Ave.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend to deny this abatement based on the Policy for Water and Sewer Adjustments, section 3 regarding negligence.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did** enter the sewer system
  - a. Total units on June disputed invoice: 7
  - b. Average Usage is: 5
  - c. Estimated use over average: 2

*Laura J. McDormand*

\_\_\_\_\_  
Laura J. McDormand  
Admin Services & Utility Supervisor

**8-2-2023**

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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**TO:** Laura McDormand

**FROM:** Darcy Landry

**DATE:** August 1, 2023

**SUBJECT:** City of Rochester

**PROPERTY:** **6 Birchwood Ave.**

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

This appeal is water and sewer for a leaking toilet.

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

Office Use Only:  
Received: 7/26/23

(tax office)

W+S  
(14)

1. Date of Appeal: 7-26-23
2. Property Owner's Name: Steven Straz Account #: 112580
3. Billing Address: 6 Birchwood Ave  
Rochester N.H. 03867
4. Service Location: 6 Birchwood Ave Zip Code 03867
5. Owners Representative: Steven Straz
6. Owners Representative's Signature: [Signature]
7. Phone #: \_\_\_\_\_ Cell: 603-312-2808
8. Email Address: tightmagnum@yahoo.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 3-17-2023 to 6-19-2023
10. Abatement is being requested for:

a. How many units of water 3 x 6.41 = \$ 19.23

b. How many units of sewer 3 x 8.17 = \$ 24.51

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

Total \$ 43.74

11. Explanation of Appeal Request:

I had a bad toilet Flapper, I have since  
fixed the problem. My water & sewer bill  
is on average about \$63 - not \$102 -



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? yes

If yes, has the leak been repaired? yes

Who made the repair? Myself I am a plumber

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:

no.

**Please note:**

1. *Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.*
2. *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 the DPW 209 Chestnut Hill Road.*
3. *Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.*
4. *Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*
5. *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

Account: 112580

[2020-11-12 14:33:18 kimberly.nickerson]: FINAL BILL PROCESSED

[2023-07-31 16:42:37 darcy.landry]: REC'D UAB APPEAL PAPERWORK



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
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STRAZ STEVAN

6 BIRCHWOOD

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14160769

06/28/2023

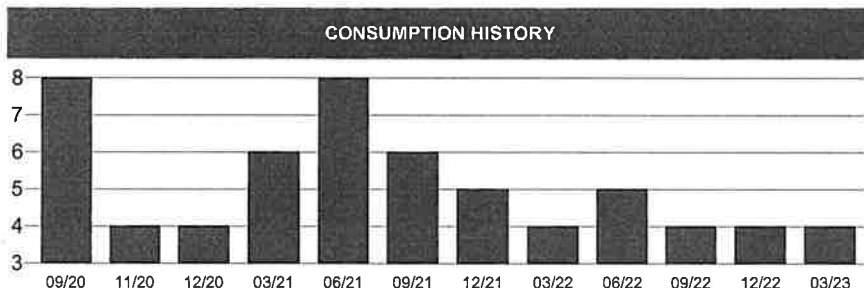
112580

07/31/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	03/17/2023	06/19/2023	864	871	7	\$44.87
RES SEWER		03/17/2023	06/19/2023				\$57.19

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$102.06
A = Actual	Previous Balance	\$63.38
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$165.44
	<b>Total Amount Due</b>	<b>\$0.00</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*\*  
WATER \$6.42 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
[HTTPS://WWW.ROCHESTER.NH.GOV/SITE/G/FILES/VYHLIF9211/F/UPLOADS/2022\\_CCR\\_ROCHESTER\\_2001010\\_FINAL-MERGED.PDF](https://www.rochester.nh.gov/site/g/files/vyhlif9211/f/uploads/2022_CCR_ROCHESTER_2001010_FINAL-MERGED.PDF)

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Please Note Address Change Below:

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

STRAZ STEVAN  
6 BIRCHWOOD AVE  
ROCHESTER, NH 03867

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	112580
Bill Number:	14160769
Pay By:	07/31/2023
<b>Total Due:</b>	<b>0.00</b>

Service Location  
6 BIRCHWOOD

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



## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Repl Usage Charge Amt Billed Amt	
112580	53232 STRAZ STEVAN	010900100000	6 BIRCHWOOD	Active
100 - 1 RES WATER	SENS56287406	A 06/19/2023 14160769 871	7X 0 44.87	102.06
100 - 1 RES WATER	SENS56287406	A 03/17/2023 14152531 864	4 0 25.64	63.38
100 - 1 RES WATER	SENS56287406	A 12/22/2022 14144492 860	4 0 25.64	63.38
100 - 1 RES WATER	SENS56287406	A 09/19/2022 14136410 856	4 0 24.54	62.28
100 - 1 RES WATER	SENS56287406	A 06/16/2022 14128354 852	5 0 29.15	66.30
100 - 1 RES WATER	SENS56287406	A 03/18/2022 14120319 847	4 0 23.32	57.63
100 - 1 RES WATER	SENS56287406	A 12/17/2021 14112349 843	5 0 29.15	66.30
100 - 1 RES WATER	SENS56287406	A 09/20/2021 14107119 838	6 0 34.98	79.56

\*\* END OF REPORT - Generated by Darcy Landry \*\*

## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By	Usage	Repl Usage
112580	52636 STRAZ STEVAN	010900100000	6 BIRCHWOOD	Active
100 - 1 RES WATER	SENS56287406	A 06/18/2021	14099029	832
100 - 1 RES WATER	SENS56287406	A 03/14/2021	14091007	824
100 - 1 RES WATER	SENS56287406	A 12/15/2020	14083122	818
			Usage	Charge Amt
			6	0
			4	0
				46.64
				34.68
				22.20
				106.08
				78.52
				54.48

\*\* END OF REPORT - Generated by Darcy Landry \*\*

50 - 10 = 5



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 8/3/22 & 10/31/22

Customer Name: Tammy & Thomas Murtagh

Account #: 110054

Service Address: 71 Ida Circle

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend a sewer abatement on the June & September invoice since the water was used outside and did not enter the sewer system.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did not** enter the sewer system
  - a. Total units on June disputed invoice: 27                      Sept. : 39
  - b. Average Usage is:                      21                      21
  - c. Estimated use over average:                      6                      18

Value of 24 units of sewer at the current rate of \$8.17 = \$196.08

*Laura J. McDormand*

Laura J. McDormand  
Admin Services & Utility Supervisor

8-2-2023

Date

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WATER/SEWER BILLING MEMORANDUM

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TO: Lisa Clark  
FROM: Michele Grant  
DATE: August 3, 2022  
SUBJECT: City of Rochester  
PROPERTY: **71 Ida Circle**

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

This appeal is for sewer only, owner states they did lots of outside watering because they had their lawn hydro-seeded.

RECEIVED

AUG 03 2022

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Office Use Only:

Received: 8/3/22

CITY OF ROCHESTER  
DEPARTMENT OF PUBLIC WORKS

Date of Appeal: 6/12/22

2. Property Owner's Name: Murlagh Family Trust Account #: 110054  
TAMMY R + THOMAS P

3. Billing Address:

71 IDA CIRCLE

Rochester NH 03868

4. Service Location: 71 IDA Zip Code 03868

5. Owners Representative: Eric Murlagh

6. Owners Representative's Signature: [Signature]

7. Phone #: 603-285-8873

Cell: SAME

8. Email Address: ERIC.MURLAGH64@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 03/03/2022 to 06/02/2022

10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 5.83 = \$ \_\_\_\_\_

b. How many units of sewer \_\_\_\_\_ x 7.43 = \$ \_\_\_\_\_

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

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

11. Explanation of Appeal Request:

Our lawn was hydroseeded on Monday April 25th. We proceeded to water lawn twice a day for about 2 hours for the first 4 to 5 weeks. Then once a day for 3 weeks. As recommended for hydroseeded lawns. Water did not go into sewer, was absorbed by lawn. Any questions feel free to call or e-mail.



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 and are you seeking consideration for hardship assistance from the City? If so, explain:

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---

---

**Please note:**

1. *Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.*
2. *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.*
3. *Abatement / Appeal Applications must be received by last day of the month to be placed on the following month's UAB agenda.*
4. *Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*
5. *Customers seeking an abatement will pay the uncontested or average bill for both water and sewer prior to due date as specified on the invoice.*

## Accounts

Account: 110054

[2021-12-15 12:00:35 michele.grant]: NEW CONSTRUCTION WITH WATER & SEWER,  
WATER ON & METER INSTALLED 12/2/21.

[2022-02-15 14:43:53 kimberly.nickerson]: FINAL BILL PROCESSED

[2022-04-19 09:43:42 michele.grant]: BILL #14120034 WAS SENT TO J&L TERRA  
(BUILDER) BUT S/B TO NEW OWNERS. REMAILED OUT TODAY.

[2022-08-04 08:53:53 michele.grant]: REC'D. APPEAL PAPERWORK 8/3/22.



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

CUSTOMER NAME

SERVICE LOCATION

MURTAGH FAMILY TRUST %

71 IDA

BILL NUMBER

BILL DATE

ACCOUNT #

DUE DATE

14128066

06/22/2022

110054

07/25/2022

CHARGE DESCRIPTION

READ  
CODE

PREVIOUS  
READ DATE

CURRENT  
READ DATE

PREVIOUS  
READING

CURRENT  
READING

USAGE

CHARGE AMOUNT

RES WATER

A

03/03/2022

06/02/2022

2

35

33

\$192.39

RES SEWER

03/03/2022

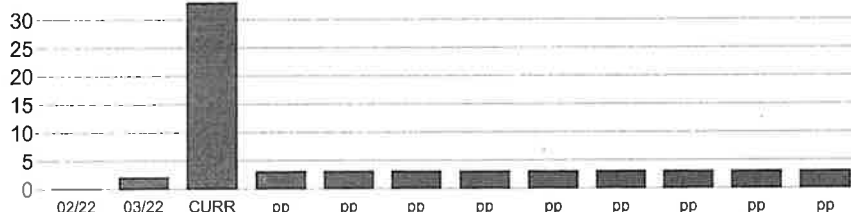
06/02/2022

\$245.19

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.

### CONSUMPTION HISTORY



2021 WATER QUALITY REPORT LINK:  
[HTTPS://WWW.ROCHESTERNH.NET/SITES/G/GILES/VYHLIF1131/F/UPLOADS/2021\\_CCR\\_ROCHESTER-2001010-FINAL-COMBINED-0.PDF](https://www.ROCHESTERNH.NET/SITES/G/GILES/VYHLIF1131/F/UPLOADS/2021_CCR_ROCHESTER-2001010-FINAL-COMBINED-0.PDF)

READ CODE	Total Current Billing	\$437.58
A = Actual	Previous Balance	\$56.45
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$494.03
	<b>Total Amount Due</b>	<b>\$0.00</b>

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

Name: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number: 110054

Bill Number: 14128066

Pay By: 07/25/2022

**Total Due: 0.00**

Service Location

71 IDA

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

MURTAGH FAMILY TRUST %  
MURTAGH TAMMY R & THOMAS P  
71 IDA CIR  
ROCHESTER, NH 03868



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**WATER/SEWER BILLING MEMORANDUM**

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TO: Lisa Clark

FROM: Michele Grant

DATE: October 31, 2022

SUBJECT: City of Rochester

PROPERTY: **71 Ida Circle**

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

This appeal is for sewer, the owners installed a new lawn.

CITY OF ROCHESTER  
Water/Sewer Billing Appeal Application

Received: 10/31/22

1. Date of Appeal: 10/30/22
2. Property Owner's Name: Mortagh Family Trust Account #: 110054 5
3. Billing Address: 71 IDA CIRCLE  
Rochester NM  
03868 (12)
4. Service Location: 71 IDA CIRCLE Zip Code: 03868
5. Owners Representative: Eric Mortagh
6. Owners Representative's Signature: [Signature] Cell: 603-285-9873
7. Phone #: Cell: 603-285-9873
8. Email Address: Eric.Mortagh64@gmail.com
- (Agendas and Decision Letters will be emailed).
9. Billing Period that is being appealed is from sec to attached
10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 5.83 = \$ \_\_\_\_\_

b. How many units of sewer \_\_\_\_\_ x 7.43 = \$ \_\_\_\_\_

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

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

11. Explanation of Appeal Request:

WE HAD OUR LAWN NEWLY HYDROSEEDED  
AND CONTINUED TO WATER ACCORDING TO  
INSTRUCTION SEVERAL TIMES A WEEK  
THROUGH MID-AUGUST.

WE UNDERSTAND OUR FIRST APPEAL WAS  
TABLED AND THIS ONE WILL BE TOO.

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 and are you seeking consideration for hardship assistance from the City? If so, explain:

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**Please note:**

1. *Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.*
2. *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.*
3. *Abatement / Appeal Applications must be received by last day of the month to be placed on the following month's UAB agenda.*
4. *Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.*
5. *Customers seeking an abatement will pay the uncontested or average bill for both water and sewer prior to due date as specified on the invoice.*

## Accounts

Account: 110054

[2021-12-15 12:00:35 michele.grant]: NEW CONSTRUCTION WITH WATER & SEWER, WATER ON & METER INSTALLED 12/2/21.

[2022-02-15 14:43:53 kimberly.nickerson]: FINAL BILL PROCESSED

[2022-04-19 09:43:42 michele.grant]: BILL #14120034 WAS SENT TO J&L TERRA (BUILDER) BUT S/B TO NEW OWNERS. REMAILED OUT TODAY.

[2022-08-04 08:53:53 michele.grant]: REC'D. APPEAL PAPERWORK 8/3/22.

[2022-09-19 11:08:40 michele.grant]: UAB TABLED THE APPEAL FOR MORE HISTORY

[2022-10-31 09:06:10 darcy.landry]: RECEIVED UAB APPEAL



# City of Rochester

200 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy  
Keep this portion for your records

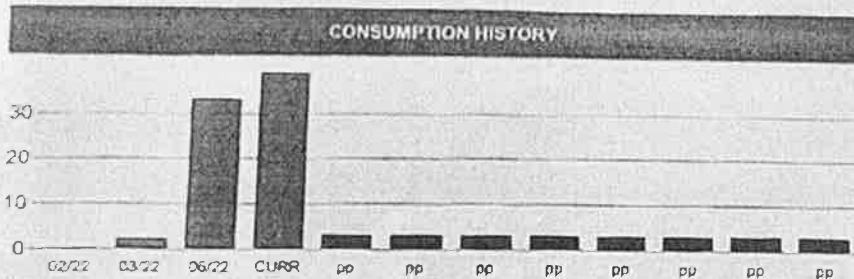
CUSTOMER NAME				SERVICE LOCATION			
MURTAGH FAMILY TRUST %				71 IDA			

BILL NUMBER	BILL DATE	ACCOUNT #		DUE DATE
14136122	09/26/2022	110054		10/31/2022

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
RES WATER	A	06/02/2022	09/08/2022	35	74	39	\$236.38
RES SEWER		06/02/2022	09/08/2022				\$301.25

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

Interest accrues daily from the past due date at the rate of 8% interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$537.63
A = Actual	Previous Balance	\$437.58
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$437.58
<b>Total Amount Due</b>		<b>\$537.63</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTERNH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PYMTS. WITH TAX OFFICE - 2.79% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:



### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

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

## WATER & SEWER BILL

Remittance Copy  
Return this portion with your payment

Account Number:	110054
Bill Number:	14136122
Pay By:	10/31/2022
<b>Total Due:</b>	<b>537.63</b>

Service Location  
71 IDA

MURTAGH FAMILY TRUST %  
MURTAGH TAMMY R & THOMAS P  
71 IDA CIR  
ROCHESTER, NH 03868



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

920960420230141361220000005376



## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Repl Usage Charge Amt Billed Amt	
110054	57947 MURTAGH FAMILY TRUST %	022403100013	71 IDA	Active
100 - 1 RES WATER	SENS90444735	A 06/01/2023 14160479 136	23 0 147.43	335.34
100 - 1 RES WATER	SENS90444735	A 03/01/2023 14152240 113	21 0 134.61	306.18
100 - 1 RES WATER	SENS90444735	A 12/02/2022 14144202 92	18 0 115.38	262.44
100 - 1 RES WATER	SENS90444735	A 09/08/2022 14136122 74	39 X 0 236.38	537.63
100 - 1 RES WATER	SENS90444735	A 06/02/2022 14128066 35	33 X 0 192.39	437.58

\*\* END OF REPORT - Generated by Darcy Landry \*\*

62 ÷ 3 = 21



**City of Rochester**  
**209 Chestnut Hill Rd.**  
**Rochester, New Hampshire 03867**  
**Phone (603) 332-3110 or (603)335-7501**

Date: August 2, 2023

To: Utility Advisory Board

From: Laura J. McDormand, Admin Services & Utility Billing Supervisor

Re: Water/Sewer Billing Appeal Application

Dated: 1/9/23

Customer Name: Andrew Bolton

Account #13388B

Service Address: 20 22 Winter St.

The attached appeal has been reviewed in accordance with the provisions of the City of Rochester Ordinances, Chapter 200 "Sewer Ordinance" subsection 26 "Appeals" and Chapter 260 "Water" subsection 19 "Appeals".

**Recommendations:**

I recommend to deny this appeal as it does not qualify for the water abatement, a customer's excess consumption must exceed 46 units and be greater than 100% of their normal average consumption.

The above recommendation is based upon the following findings:

1. The owner does not dispute the meter reading
2. The water was used
3. The water **did** enter the sewer system
  - a. Total units on Dec. disputed invoice: 64
  - b. Average Usage is: 24
  - c. Estimated use over average: 40

*Laura J. McDormand*

\_\_\_\_\_  
Laura J. McDormand  
Admin Services & Utility Supervisor

**8-2-2023**

\_\_\_\_\_  
Date

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**WATER/SEWER BILLING MEMORANDUM**

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TO: Lisa Clark

FROM: Michele Grant

DATE: January 11, 202

SUBJECT: City of Rochester

PROPERTY: **20-22 Winter St.**

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

This appeal is for water and sewer, owner stated that there was a leaking toilet.

JAN 09 2023

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

Office Use Only:

Received: 1/9/23

1. Date of Appeal: 1/4/23
2. Property Owner's Name: Andrew Bolton Account #: 133 888 WRS
3. Billing Address: 20-22 Winter Street  
Rochester, NH  
03867 (2)
4. Service Location: 20-22 Winter Street Zip Code 03867
5. Owners Representative: N/A
6. Owners Representative's Signature: N/A
7. Phone #: 603-521-5192 Cell: 603-521-5192
8. Email Address: aboltan1591@gmail.com

(Agendas and Decision Letters will be emailed).

9. Billing Period that is being appealed is from 9/14/22 to 12/12/22

10. Abatement is being requested for:

a. How many units of water \_\_\_\_\_ x 6.41 = \$ \_\_\_\_\_

b. How many units of sewer \_\_\_\_\_ x 8.17 = \$ \_\_\_\_\_

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

Total \$ 933.12

11. Explanation of Appeal Request:

This is a 3 unit building, with 2 units vacant for most of this billing cycle. I discovered a leaking toilet from unit 22 after I had to evict a tenant. I imagine that is why this bill is exceptionally high. I have since turned off water to the toilet, and am replacing it altogether. I would greatly appreciate a reduced bill, perhaps based on typical historical usage for this billing period, as this leaking toilet was unbeknownst to me until recently. Thank you for your understanding and consideration.

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?

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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? Yes

If yes, has the leak been repaired? Yes - toilet water turned off

Who made the repair? Myself. Will turn water back on once toilet replaced

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:

No

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**Please note:**

1. **Per Water Ordinance 260-19 and Sewer Ordinance 200-26 the appeals must be submitted in writing before the next payment is due.**
2. **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 the DPW 209 Chestnut Hill Road.**
3. **Abatement Appeal Applications must be received by the last day of the month to be placed on the following month's UAB agenda.**
4. **Customer's seeking abatement are encouraged, but not required, to appear before the UAB when their abatement appeal is reviewed.**
5. **Customers seeking an abatement will pay the uncontested average bill for both water and sewer prior to due date as specified on the invoice.**

Andrew Bolton  
22 Winter St  
Rochester, NH  
1/11/2023

**Quote:**

This quote covers all work stated within. Any work not specified within the quote will not be covered and will result in a price change. All work will be completed up to current code specifications and in complete working order. This quote covers all labor and material costs for work stated within the quote. Materials do not mean fixtures. Fixtures will either be supplied by customer or contractor but must be specified in the quote. We are not responsible for any repairs needed to gain access for work such as repairing sheetrock or any finish carpentry. Deposits are non-refundable. A deposit is an agreement for work to be completed. All deposits will represent stages of work to be completed or that have been completed. We are not responsible for cutting any concrete. Price on this quote is good for 30 days.

Work to be Completed:

**-SHOWER:**

- Removal of existing shower unit
- Removal of existing shower valve
- Installation of new 4 piece shower unit (glass door kit included)
- Installation of new Delta single handle shower valve
- Installation of new PVC drainage for new shower
- Installation of new water piping for shower valve
- Installation of new shower base installed on a concrete bed for proper support

Glass door installation is not included in this quote. As stated on site, I will read over directions and decide if it is something I will do and if so, it will be at an hourly rate of \$150 an hour. This price does include fixtures

**-COST:** \$2,575

**DEPOSITS:**

- 50% to start (\$1,287.50)
- 50% upon completion (\$1,287.50)

**-VANITY:**

- Installation of customer supplied vanity

- Installation of customer supplied vanity faucet
- Installation of new hot and cold shut off valves
- Installation of new PVC drainage and venting for vanity

**-COST:** \$275

**-TOILET:**

- Installation of customer supplied toilet
- Installation of new shut off valve for toilet

**-COST:** Customer supplied toilet: \$350  
Contractor supplied toilet: \$525

Total cost without toilet being supplied: \$3,200  
Total cost with toilet being supplied: \$3,375

50% to start  
50% due upon completion

X \_\_\_\_\_ Date:  
Customer Signature

X \_\_\_\_\_  
Customer Print

X \_\_\_\_\_ Date:  
Contractor Signature

X \_\_\_\_\_  
Contractor Print

Kevin Augusta

" " ✓ "

- \$1,288

Social activity



0



0

Status

Complete


Payment method



Bank of America Personal Checking

Bank •• 8349

Transaction details

January 12, 2023, 6:53 PM •  Private

Paid to

@AllAmericanAAPH

Type of transaction

Payments between friends

Transaction ID



Kevin Augusta

✓

- \$1,287

Social activity



0



0

Status

Complete

Payment method



Bank of America Personal Checking

Bank •• 8349

Transaction details

January 21, 2023, 4:57 PM •



Private

Paid to

@AllAmericanAAPH

Type of transaction

Payments between friends

Transaction ID

## Accounts

Account: 13388B

\*\*\*\*\*THERE IS INACTIVE BANKRUPT ACCOUNT - SEE ACCOUNT NO.  
 133880\*\*\*\*\*

[2010-06-25 12:05:05 kathy]: DOUG CALLED TODAY DOES NOT WANT WATER OFF BANK OWNED NOW AND HAS ELDERLY TENANT THAT LIVES THERE - TOLD HIM THE BILL MUST BE PAID OR WATER WILL GO OFF  
 [2010-10-26 14:51:49 ann]: \*\*\*\*\*DISCHARGE OF DEBTOR RECEIVED DATED 10/21/10\*\*\*\*\*  
 [2012-03-15 12:13:37 kathy]: SENT LIEN LETTER MARCH 9 BUT PAID 3/13  
 [2012-04-02 10:13:25 ann]: MARCH 2012 BILL RETURNED WITH PO FORWARDING ADDRESS OF: PO BOX 428, HAMPTON, NH 03843-0428  
 [2012-06-18 15:55:08 kathy]: TURNED OFF / ON FOR NON-PAYMENT 6/18/12  
 [2012-06-25 13:11:09 ann]: JUNE 2012 BILL RETURNED WITH PO FORWARDING ADDRESS OF: 1465 HOOKSETT RD., UNIT 102, HOOKSETT, NH 03106-1862  
 [2013-09-06 14:41:33 ann]: HE CALLED - WILL BE IN 9/9/13 TO PAY PAST DUE BALANCE  
  
 2013-10-10 11:08:11 ann]: SEPTEMBER BILL RETURNED WITH FORWARDING ADDRESS OF: 584 MERRIMACK ST., MANCHESTER, NH 03103-3426 - REPRINTED, REMAILED AND GAVE CHANGE TO ASSESSING  
  
 [2014-04-10 14:17:52 ann]: MARCH 2014 BILL RETURNED "UNABLE TO FORWARD" - SOMEONE HAD WRITTEN ADMIRAL PROPERTY MGT., PO BOX 83, FARMINGTON, NH 03835 ON THE ENVELOPE - I REMAILED TO 8 BIGOS CT - OWNER'S NEW ADDRESS ON APRIL CAME  
 [2015-06-29 12:17:36 sjuneau]: JUNE BILL RETURNED WITH FORWARDING ADDRESS TO P.O. BOX 71, SILVER LAKE NH 03875 - REMAILED AND SENT TO ASSESSING.  
 [2015-07-20 14:27:28 karenb]: JUNE BILL RECEIVED WITH CHANGE OF ADDRESS TO 3 CASSILY LN DOVER, NH 03867. SENT TO ASSESSING.  
  
 [2022-07-25 15:26:32 michele.grant]: FINAL BILL PROCESSED  
  
 [2023-01-09 14:31:35 darcy.landry]: REC'D UAB APPEAL PAPERWORK  
  
 [2023-02-15 14:53:30 darcy.landry]: UAB APPEAL TABLE FOR MORE CONSUMPTION HISTORY, FEBRUARY MEETING  
  
 [2023-08-02 15:58:59 darcy.landry]: REC'D PAPERWORK ON THE REPAIRS MADE TO BATHROOM



# City of Rochester

209 Chestnut Hill Rd.  
Rochester, NH 03867

## WATER & SEWER BILL

Customer Copy

Keep this portion for your records

CUSTOMER NAME	SERVICE LOCATION
---------------	------------------

BOLTON ANDREW C

20 22 WINTER

BILL NUMBER	BILL DATE	ACCOUNT #	DUE DATE
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14145073

12/30/2022

13388B

02/03/2023

CHARGE DESCRIPTION	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	CHARGE AMOUNT
--------------------	-----------	--------------------	-------------------	------------------	-----------------	-------	---------------

RES WATER

A

09/14/2022

12/12/2022

1172

1236

64

\$410.24

RES SEWER

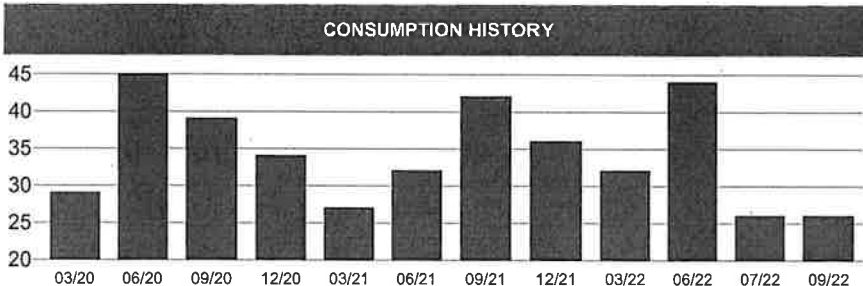
09/14/2022

12/12/2022

\$522.88

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

Interest accrues daily from the past due date at the rate of 8%  
interest per annum computed to the payment date.



READ CODE	Total Current Billing	\$933.12
A = Actual	Previous Balance	\$375.05
E = Estimate	Adjustments	\$0.00
F = Final	Less Payments Received	\$375.05
	<b>Total Amount Due</b>	<b>\$933.12</b>

\*\*\*PAYMENTS ONLINE AT WWW.ROCHESTER.NH.GOV\*\*\*  
WATER \$6.41 PER UNIT, MIN. \$24.35; SEWER \$8.17 PER UNIT, MIN. \$37.74  
MASTERCARD, DISCOVER & AMX PYMTS IN TAX OFFICE 2.79% SURCHARGE

✂ DETACH AND RETURN THE PORTION BELOW WITH YOUR PAYMENT ✂

Promptly Send Payment To:

Please Note Address Change Below:

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

### City of Rochester

P.O. Box 981096  
Boston MA 02298-1096

BOLTON ANDREW C  
63 CENTRAL AVE  
DOVER, NH 03820

## WATER & SEWER BILL

Remittance Copy

Return this portion with your payment

Account Number:	13388B
Bill Number:	14145073
Pay By:	02/03/2023
<b>Total Due:</b>	<b>933.12</b>

Service Location  
20 22 WINTER

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



## UB Consumption History Report

Account Number	Customer # Name	Parcel	Location	Status
Service	Mfr Meter Number	By Bill # Curr Read	Usage Repl Usage Charge Amt Billed Amt	
13388B	59375 BOLTON ANDREW C	012002990000	20 WINTER	Active
100 - 1 RES WATER	SENS76166460	A 06/07/2023 14161348 1,281	24 0 153.84	349.92
100 - 1 RES WATER	SENS76166460	A 03/03/2023 14153111 1,257	21 0 134.61	306.18
100 - 1 RES WATER	SENS76166460	A 12/12/2022 14145073 1,236	64X 0 410.24	933.12
100 - 1 RES WATER	SENS76166460	A 09/14/2022 14136987 1,172	26 0 164.89	375.05

\*\* END OF REPORT - Generated by Darcy Landry \*\*

$$71 \div 3 = 24$$

## YEAR-TO-DATE BUDGET REPORT

FOR 2023 12

ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED			AVAILABLE	PCT
5002 SEWER ENTERPRISE FUND	APPROP	ADJSTMTS	BUDGET	YTD ACTUAL	ENCUMBRANCES	BUDGET	USE/COL
<b>520001 SEWER WORKS REVENUE</b>							
520001 400302 INTEREST INCOME	-500	0	-500	.00	.00	-500.00	.0%*
520001 403003 CONTRIBUTED CAPIT	0	0	0	-583,531.00	.00	583,531.00	100.0%
520001 406105 XFER FROM RET EAR	-4,048,418	-903,579	-4,951,997	.00	.00	-4,951,997.04	.0%*
520001 406201 MISCELLANEOUS REV	-4,000	0	-4,000	-30,678.96	.00	26,678.96	767.0%
520001 406211 EASTERSEAL SRF LO	-16,408	0	-16,408	.00	.00	-16,408.00	.0%*
520001 406600 CONSTRUCTION REVE	-10,000	0	-10,000	-5,350.00	.00	-4,650.00	53.5%*
520001 406601 USER FEES	-5,170,000	0	-5,170,000	-4,754,284.97	.00	-415,715.03	92.0%*
520001 406602 INTEREST ON DEL A	-6,000	0	-6,000	-9,892.32	.00	3,892.32	164.9%
520001 406607 IMPACT FEES	-20,000	0	-20,000	-96,389.33	.00	76,389.33	481.9%
520001 406701 SEPTIC DISPOSAL P	-130,000	0	-130,000	-171,396.00	.00	41,396.00	131.8%
520001 406703 INDUSTRIAL PRE-TR	-12,000	0	-12,000	-11,774.00	.00	-226.00	98.1%*
520001 406826 HOMEOWNER FINANCE	-60,000	0	-60,000	-167,364.19	.00	107,364.19	278.9%
TOTAL SEWER WORKS REVENUE	-9,477,326	-903,579	-10,380,905	-5,830,660.77	.00	-4,550,244.27	56.2%
<b>520002 SEWER WORKS REVENUE</b>							
520002 406307 STATE AID GRANT C	-7,291	0	-7,291	-7,291.00	.00	.00	100.0%
520002 406308 STATE AID GRANT C	-9,868	0	-9,868	-1,208.00	.00	-8,660.00	12.2%*
520002 406309 STATE AID GRANT C	-39,058	0	-39,058	-11,272.00	.00	-27,786.00	28.9%*
520002 406310 STATE AID GRANT C	-13,005	0	-13,005	-3,310.00	.00	-9,695.00	25.5%*
520002 406311 STATE AID GRANT C	-27,711	0	-27,711	-7,684.00	.00	-20,027.00	27.7%*
520002 406312 STATE AID GRANT C	-28,392	0	-28,392	-7,417.00	.00	-20,975.00	26.1%*
520002 406313 STATE AID GRANT C	-13,297	0	-13,297	-5,022.00	.00	-8,275.00	37.8%*
520002 406314 STATE AID GRANT C	-4,895	0	-4,895	-1,347.00	.00	-3,548.00	27.5%*
520002 406315 STATE AID GRANT C	0	0	0	-14,788.00	.00	14,788.00	100.0%
TOTAL SEWER WORKS REVENUE	-143,517	0	-143,517	-59,339.00	.00	-84,178.00	41.3%
<b>52602057 SEWER WORKS EXPENSE</b>							
52602057 511001 SALARIES - FULL	597,834	-7,400	590,434	564,173.56	.00	26,260.44	95.6%
52602057 513001 OVERTIME - REGU	8,100	0	8,100	5,424.10	.00	2,675.90	67.0%
52602057 515001 ON CALL	5,058	0	5,058	1,406.25	.00	3,651.75	27.8%
52602057 516000 LONGEVITY	2,991	0	2,991	1,967.68	.00	1,023.32	65.8%
52602057 519000 TRAVEL ALLOWANC	1,220	0	1,220	1,219.92	.00	.08	100.0%

## YEAR-TO-DATE BUDGET REPORT

FOR 2023 12

ACCOUNTS 5002	FOR: SEWER	ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
52602057	521100	HEALTH INSURANC	106,699	0	106,699	95,678.07	.00	11,020.93	89.7%
52602057	521200	DENTAL INSURANC	2,089	0	2,089	1,793.29	.00	295.71	85.8%
52602057	521300	LIFE INSURANCE	1,437	0	1,437	1,309.22	.00	127.78	91.1%
52602057	522000	SOCIAL SECURITY	44,534	0	44,534	41,865.04	.00	2,668.96	94.0%
52602057	523000	RETIRE CONTRIBU	87,076	0	87,076	78,615.23	.00	8,460.77	90.3%
52602057	526000	WORKERS' COMPEN	11,944	0	11,944	12,268.86	.00	-324.86	102.7%*
52602057	528001	DISABILITY INSU	5,892	0	5,892	5,419.95	.00	472.05	92.0%
52602057	532001	STAFF DEVELOPME	3,400	0	3,400	3,309.45	25.00	65.55	98.1%
52602057	532200	CONTRACTED SERV	0	7,400	7,400	3,638.32	.00	3,761.68	49.2%
52602057	533000	OTHER PROF SERV	7,564	0	7,564	7,402.68	45.16	116.16	98.5%
52602057	533001	AUDIT	4,700	0	4,700	6,526.25	.00	-1,826.25	138.9%*
52602057	533002	ENGINEERING SER	1,000	0	1,000	.00	.00	1,000.00	.0%
52602057	533004	MEDICAL SERVICE	500	0	500	500.00	.00	.00	100.0%
52602057	533009	21540 BIOSOLIDS	0	0	0	16,734.33	.00	-16,734.33	100.0%*
52602057	534003	SOFTWARE MAINT	78,277	0	78,277	73,098.71	.00	5,178.29	93.4%
52602057	543000	REPAIR AND MAIN	500	0	500	500.00	.00	.00	100.0%
52602057	543001	VEHICLE MAINT &	2,500	0	2,500	292.97	.00	2,207.03	11.7%
52602057	543002	EQUIPMENT MAINT	5,582	0	5,582	450.36	160.33	4,971.31	10.9%
52602057	544200	RENTAL OF EQUIP	8,500	0	8,500	4,992.00	.00	3,508.00	58.7%
52602057	544500	LEASE COPIER/PR	1,855	0	1,855	.00	1,611.97	243.03	86.9%
52602057	552001	FLEET INSURANCE	11,059	0	11,059	10,824.29	.00	234.71	97.9%
52602057	552002	PROPERTY INSURA	6,957	0	6,957	6,809.35	.00	147.65	97.9%
52602057	552003	GENERAL LIABILI	6,370	0	6,370	6,234.81	.00	135.19	97.9%
52602057	553400	POSTAGE FEES	500	0	500	165.73	.00	334.27	33.1%
52602057	554000	ADVERTISING	800	0	800	800.00	.00	.00	100.0%
52602057	555000	PRINTING AND BI	1,639	0	1,639	1,639.00	.00	.00	100.0%
52602057	556000	TUITION	3,150	0	3,150	.00	.00	3,150.00	.0%
52602057	558000	TRAVEL	875	0	875	39.58	11.94	823.48	5.9%
52602057	561003	OFFICE SUPPLIES	3,456	0	3,456	3,500.23	26.82	-71.05	102.1%*
52602057	561005	PUBLICATIONS	60	0	60	60.00	.00	.00	100.0%
52602057	561008	VEHICLE SUPPLIE	16,000	0	16,000	15,866.06	80.44	53.50	99.7%
52602057	561009	TRAINING MATERI	250	0	250	250.00	.00	.00	100.0%
52602057	561010	CLOTHING	6,450	0	6,450	5,781.00	669.00	.00	100.0%
52602057	561015	SAFETY EQUIPMEN	5,900	0	5,900	5,887.19	7.79	5.02	99.9%
52602057	561022	HOT TOP COLD PA	5,700	0	5,700	4,325.85	1,374.15	.00	100.0%
52602057	561023	SAND AND GRAVEL	1,700	0	1,700	1,042.29	657.71	.00	100.0%
52602057	561032	OTHER OPERATION	1,000	0	1,000	919.99	.00	80.01	92.0%
52602057	561040	EQUIPMENT REPAI	7,500	0	7,500	7,495.78	.00	4.22	99.9%
52602057	562600	VEHICLE FUEL	41,000	0	41,000	43,542.99	.00	-2,542.99	106.2%*
52602057	573401	ADMIN EQUIPMENT	4,788	0	4,788	4,788.00	.00	.00	100.0%
52602057	573900	OTHER EQUIPMENT	8,500	0	8,500	8,349.59	143.33	7.08	99.9%
52602057	575100	INVENTORY PURCH	12,500	0	12,500	12,288.00	212.00	.00	100.0%
52602057	581000	DUES AND FEES	1,290	0	1,290	180.00	127.00	983.00	23.8%
52602057	583000	INTEREST EXPENS	994,833	0	994,833	1,172,526.54	.00	-177,693.54	117.9%*

## YEAR-TO-DATE BUDGET REPORT

FOR 2023 12

ACCOUNTS 5002	FOR: SEWER	ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
52602057	584000	CONTINGENCY	15,000	0	15,000	.00	.00	15,000.00	.0%
52602057	589001	STATE PERMITS &	6,650	0	6,650	2,453.71	.00	4,196.29	36.9%
52602057	589034	ABATEMENTS/OVER	3,150	0	3,150	.00	.00	3,150.00	.0%
52602057	591000	REDEMPTION OF P	2,588,567	0	2,588,567	2,402,966.23	.00	185,600.77	92.8%
52602057	593002	TRANS TO CAPITA	262,500	903,579	1,166,079	1,166,079.04	.00	.00	100.0%
52602057	593008	TRANSFER TO GEN	25,000	0	25,000	.00	.00	25,000.00	.0%
TOTAL SEWER WORKS EXPENSE			5,032,396	903,579	5,935,975	5,813,401.49	5,152.64	117,420.91	98.0%

## 52602074 SEWER TREATMENT PLANT

52602074	511001	SALARIES - FULL	507,182	0	507,182	474,510.98	.00	32,671.02	93.6%
52602074	513001	OVERTIME - REGU	35,000	0	35,000	48,239.29	.00	-13,239.29	137.8%*
52602074	515001	ON CALL	33,088	0	33,088	32,701.96	.00	386.04	98.8%
52602074	516000	LONGEVITY	1,100	0	1,100	1,700.00	.00	-600.00	154.5%*
52602074	521100	HEALTH INSURANC	102,526	0	102,526	86,021.31	.00	16,504.69	83.9%
52602074	521200	DENTAL INSURANC	2,200	0	2,200	1,853.53	.00	346.47	84.3%
52602074	521300	LIFE INSURANCE	1,089	0	1,089	1,033.65	.00	55.35	94.9%
52602074	522000	SOCIAL SECURITY	41,054	0	41,054	40,945.46	.00	108.54	99.7%
52602074	523000	RETIREMENT CONT	75,707	0	75,707	73,555.72	.00	2,151.28	97.2%
52602074	526000	WORKERS' COMPEN	9,658	0	9,658	9,920.69	.00	-262.69	102.7%*
52602074	528001	DISABILITY INSU	4,451	0	4,451	4,122.04	.00	328.96	92.6%
52602074	532001	STAFF DEVELOPME	3,150	0	3,150	1,875.00	1,275.00	.00	100.0%
52602074	533000	OTHER PROF SERV	132,000	0	132,000	43,853.48	4,508.38	83,638.14	36.6%
52602074	533006	LABORATORY SERV	110,558	0	110,558	31,009.30	3,135.70	76,413.00	30.9%
52602074	534009	INDUSTRIAL PRET	36,239	0	36,239	13,674.90	8,139.10	14,425.00	60.2%
52602074	541901	HVAC SERVICE CO	20,571	0	20,571	20,571.00	.00	.00	100.0%
52602074	543000	REPAIR AND MAIN	106,310	0	106,310	61,802.17	15,458.31	29,049.52	72.7%
52602074	543002	EQUIPMENT MAINT	238,754	0	238,754	127,579.98	8,860.66	102,313.36	57.1%
52602074	544500	LEASE COPIER/PR	791	0	791	162.13	767.33	-138.46	117.5%*
52602074	552002	PROPERTY INSURA	6,507	0	6,507	6,368.90	.00	138.10	97.9%
52602074	553000	COMMUNICATION	12,955	0	12,955	12,868.47	820.46	-733.93	105.7%*
52602074	559000	MISC PURCHASED	8,250	0	8,250	7,850.00	.00	400.00	95.2%
52602074	561001	JANITORIAL SUPP	1,800	0	1,800	1,231.73	.00	568.27	68.4%
52602074	561002	BUILDING MAINT	6,800	0	6,800	6,451.67	35.83	312.50	95.4%
52602074	561010	CLOTHING	9,100	0	9,100	9,183.29	330.02	-413.31	104.5%*
52602074	561015	SAFETY EQUIPMEN	11,900	0	11,900	10,529.88	1,228.90	141.22	98.8%
52602074	561031	CHEMICAL	345,616	0	345,616	106,327.85	36,349.63	202,938.52	41.3%
52602074	561037	LABORATORY SUPP	31,123	0	31,123	24,631.71	.00	6,491.29	79.1%
52602074	561040	EQUIPMENT REPAI	103,400	0	103,400	98,124.04	3,639.72	1,636.24	98.4%
52602074	562200	ELECTRICITY	425,000	0	425,000	355,764.60	.00	69,235.40	83.7%
52602074	562400	HEATING FUEL	43,000	0	43,000	40,864.23	140.77	1,995.00	95.4%

## YEAR-TO-DATE BUDGET REPORT

FOR 2023 12

ACCOUNTS 5002	FOR: SEWER	ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
52602074	573900	OTHER EQUIPMENT	21,500	0	21,500	15,171.07	2,373.84	3,955.09	81.6%
52602074	592001	DEPRECIATION	2,023,072	0	2,023,072	.00	.00	2,023,072.00	.0%
TOTAL SEWER TREATMENT PLANT			4,511,451	0	4,511,451	1,770,500.03	87,063.65	2,653,887.32	41.2%
<b>52602470 SEWER REVENUE OFFICE</b>									
52602470	511001	SALARIES - FULL	39,747	0	39,747	40,325.05	.00	-578.05	101.5%*
52602470	513001	OVERTIME - REGU	0	0	0	86.18	.00	-86.18	100.0%*
52602470	516000	LONGEVITY	100	0	100	100.00	.00	.00	100.0%
52602470	521100	HEALTH INSURANC	12,293	0	12,293	11,055.42	.00	1,237.58	89.9%
52602470	521200	DENTAL INSURANC	131	0	131	111.16	.00	19.84	84.9%
52602470	521300	LIFE INSURANCE	87	0	87	88.14	.00	-1.14	101.3%*
52602470	522000	SOCIAL SECURITY	3,008	0	3,008	3,066.64	.00	-58.64	101.9%*
52602470	523000	RETIREMENT CONT	5,604	0	5,604	5,695.95	.00	-91.95	101.6%*
52602470	526000	WORKERS' COMPEN	67	0	67	68.82	.00	-1.82	102.7%*
52602470	528001	DISABILITY INSU	433	0	433	413.83	.00	19.17	95.6%
52602470	543000	REPAIR AND MAIN	1,550	0	1,550	1,550.00	.00	.00	100.0%
52602470	544500	LEASE COPIER/PR	488	0	488	.00	458.19	29.81	93.9%
52602470	553400	POSTAGE FEES	10,188	0	10,188	11,161.94	.00	-973.94	109.6%*
52602470	555000	PRINTING AND BI	300	0	300	300.00	.00	.00	100.0%
52602470	561003	OFFICE SUPPLIES	3,000	0	3,000	3,014.69	.00	-14.69	100.5%*
TOTAL SEWER REVENUE OFFICE			76,996	0	76,996	77,037.82	458.19	-500.01	100.6%
TOTAL SEWER ENTERPRISE FUND			0	0	0	1,770,939.57	92,674.48	-1,863,614.05	100.0%
TOTAL REVENUES			-9,620,843	-903,579	-10,524,422	-5,889,999.77	.00	-4,634,422.27	
TOTAL EXPENSES			9,620,843	903,579	10,524,422	7,660,939.34	92,674.48	2,770,808.22	



YEAR-TO-DATE BUDGET REPORT

FOR 2023 12								
	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL	
GRAND TOTAL	0	0	0	1,770,939.57	92,674.48	-1,863,614.05	100.0%	
** END OF REPORT - Generated by Darcy Landry **								

## YEAR-TO-DATE BUDGET REPORT

FOR 2023 12

ACCOUNTS FOR:	ORIGINAL	TRANFRS/	REVISED			AVAILABLE	PCT
5001 WATER ENTERPRISE FUND	APPROP	ADJSTMTS	BUDGET	YTD ACTUAL	ENCUMBRANCES	BUDGET	USE/COL
<b>510001 WATER WORKS REVENUE</b>							
510001 400302 INTEREST INCOME	-500	0	-500	.00	.00	-500.00	.0%*
510001 406105 XFER FROM RET EAR	-3,320,968	0	-3,320,968	.00	.00	-3,320,968.00	.0%*
510001 406201 MISCELLANEOUS REV	-25,000	0	-25,000	-37,350.04	.00	12,350.04	149.4%
510001 406600 CONSTRUCTION REVE	-50,000	0	-50,000	-75,508.43	.00	25,508.43	151.0%
510001 406601 USER FEES	-4,250,000	0	-4,250,000	-4,220,362.86	.00	-29,637.14	99.3%*
510001 406602 INTEREST ON DEL A	-6,000	0	-6,000	-5,939.20	.00	-60.80	99.0%*
510001 406603 HYDRANT RENTAL FE	-24,000	0	-24,000	-33,180.00	.00	9,180.00	138.3%
510001 406607 WATER IMPACT FEES	0	0	0	-5,454.00	.00	5,454.00	100.0%
510001 406826 HOMEOWNER FINANCE	-10,000	0	-10,000	-118,140.78	.00	108,140.78	1181.4%
TOTAL WATER WORKS REVENUE	-7,686,468	0	-7,686,468	-4,495,935.31	.00	-3,190,532.69	58.5%
<b>51601057 WATER WORKS EXPENSE</b>							
51601057 511001 SALARIES - FULL	816,647	-7,400	809,247	721,423.63	.00	87,823.37	89.1%
51601057 513001 OVERTIME - REGU	43,000	0	43,000	41,227.63	.00	1,772.37	95.9%
51601057 515001 ON CALL	5,058	0	5,058	3,790.13	.00	1,267.87	74.9%
51601057 516000 LONGEVITY	1,719	0	1,719	1,967.67	.00	-248.67	114.5%*
51601057 519000 TRAVEL ALLOWANC	1,220	0	1,220	1,219.92	.00	.08	100.0%
51601057 521100 HEALTH INSURANC	167,504	0	167,504	137,906.43	.00	29,597.57	82.3%
51601057 521200 DENTAL INSURANC	3,587	0	3,587	2,810.16	.00	776.84	78.3%
51601057 521300 LIFE INSURANCE	1,901	0	1,901	1,667.64	.00	233.36	87.7%
51601057 522000 SOCIAL SECURITY	62,161	0	62,161	55,866.97	.00	6,294.03	89.9%
51601057 523000 RETIRE CONTRIBU	121,976	0	121,976	105,758.42	.00	16,217.58	86.7%
51601057 526000 WORKERS' COMPEN	19,696	0	19,696	20,231.71	.00	-535.71	102.7%*
51601057 528001 DISABILITY INSU	8,206	0	8,206	7,131.22	.00	1,074.78	86.9%
51601057 532001 STAFF DEVELOPME	4,310	0	4,310	4,381.71	19.97	-91.68	102.1%*
51601057 532200 CONTRACTED SERV	0	7,400	7,400	3,638.34	.00	3,761.66	49.2%
51601057 533000 OTHER PROF SERV	7,254	0	7,254	7,200.67	.00	53.33	99.3%
51601057 533001 AUDIT	4,700	0	4,700	6,526.25	.00	-1,826.25	138.9%*
51601057 533002 ENGINEERING SER	7,300	0	7,300	537.50	3,736.25	3,026.25	58.5%
51601057 533004 MEDICAL SERVICE	500	0	500	500.00	.00	.00	100.0%
51601057 534003 SOFTWARE MAINT	55,313	0	55,313	55,884.93	.00	-571.93	101.0%*
51601057 541100 WATER & SEWERAG	36,000	0	36,000	39,901.20	1,635.90	-5,537.10	115.4%*
51601057 543001 VEHICLE MAINT &	1,000	0	1,000	108.85	.00	891.15	10.9%
51601057 543002 EQUIPMENT MAINT	1,421	0	1,421	1,375.40	17.67	27.93	98.0%
51601057 544200 RENTAL OF EQUIP	3,110	0	3,110	.00	.00	3,110.00	.0%
51601057 544500 LEASE COPIER/PR	1,160	0	1,160	.00	1,109.60	50.40	95.7%

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FOR 2023 12

ACCOUNTS 5001	FOR: WATER	ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMNTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
51601057	552001	FLEET INSURANCE	4,892	0	4,892	4,788.18	.00	103.82	97.9%
51601057	552003	GENERAL LIABILI	6,708	0	6,708	6,565.64	.00	142.36	97.9%
51601057	553400	POSTAGE FEES	400	0	400	163.36	.00	236.64	40.8%
51601057	554000	ADVERTISING	1,400	0	1,400	1,400.65	.00	-.65	100.0%*
51601057	555000	PRINTING AND BI	1,000	0	1,000	1,000.00	.00	.00	100.0%
51601057	556000	TUITION	3,150	0	3,150	.00	.00	3,150.00	.0%
51601057	558000	TRAVEL	375	0	375	42.34	9.18	323.48	13.7%
51601057	561003	OFFICE SUPPLIES	3,165	0	3,165	2,967.03	200.00	-2.03	100.1%*
51601057	561005	PUBLICATIONS	60	0	60	60.00	.00	.00	100.0%
51601057	561008	VEHICLE SUPPLIE	12,500	0	12,500	11,898.53	590.41	11.06	99.9%
51601057	561010	CLOTHING	7,472	0	7,472	6,549.61	911.51	10.88	99.9%
51601057	561015	SAFETY EQUIPMEN	6,500	0	6,500	6,495.00	.00	5.00	99.9%
51601057	561022	HOT TOP COLD PA	5,700	0	5,700	5,700.00	.00	.00	100.0%
51601057	561023	SAND AND GRAVEL	1,800	0	1,800	1,389.88	410.12	.00	100.0%
51601057	561032	OTHER OPERATION	3,625	0	3,625	2,021.20	1,314.47	289.33	92.0%
51601057	562600	VEHICLE FUEL	21,420	0	21,420	27,202.49	.00	-5,782.49	127.0%*
51601057	573401	ADMIN EQUIPMENT	2,435	1,849	4,284	4,284.00	.00	.00	100.0%
51601057	573900	OTHER EQUIPMENT	9,000	9,250	18,250	13,881.75	4,310.33	57.92	99.7%
51601057	575100	INVENTORY PURCH	124,000	0	124,000	106,803.07	17,196.93	.00	100.0%
51601057	581000	DUES AND FEES	5,200	0	5,200	4,516.50	.00	683.50	86.9%
51601057	583000	INTEREST EXPENS	572,946	0	572,946	587,429.29	.00	-14,483.29	102.5%*
51601057	584000	CONTINGENCY	20,000	0	20,000	.00	.00	20,000.00	.0%
51601057	589001	STATE PERMITS &	4,750	0	4,750	2,637.72	.00	2,112.28	55.5%
51601057	589031	LIEN DISCHARGE	600	0	600	164.74	.00	435.26	27.5%
51601057	591000	REDEMPTION OF P	1,824,258	0	1,824,258	1,662,063.68	.00	162,194.32	91.1%
51601057	592001	DEPRECIATION	1,660,336	0	1,660,336	.00	.00	1,660,336.00	.0%
51601057	593002	TRANS TO CAPITA	572,500	0	572,500	572,500.00	.00	.00	100.0%
51601057	593008	TRANSFER TO GEN	25,000	0	25,000	.00	.00	25,000.00	.0%
TOTAL WATER WORKS EXPENSE			6,275,935	11,099	6,287,034	4,253,581.04	31,462.34	2,001,990.62	68.2%

## 51601073 WATER TREATMENT PLANT

51601073	511001	SALARIES - FULL	326,063	0	326,063	300,393.08	.00	25,669.92	92.1%
51601073	511002	SALARIES - PART	0	0	0	762.55	.00	-762.55	100.0%*
51601073	513001	OVERTIME - REGU	23,000	0	23,000	21,054.16	.00	1,945.84	91.5%
51601073	515001	ON CALL	17,914	0	17,914	17,978.10	.00	-64.10	100.4%*
51601073	516000	LONGEVITY	1,525	0	1,525	1,021.67	.00	503.33	67.0%
51601073	521100	HEALTH INSURANC	54,124	0	54,124	48,156.18	.00	5,967.82	89.0%
51601073	521200	DENTAL INSURANC	1,300	0	1,300	1,174.84	.00	125.16	90.4%
51601073	521300	LIFE INSURANCE	693	0	693	670.32	.00	22.68	96.7%
51601073	522000	SOCIAL SECURITY	26,247	0	26,247	25,324.81	.00	922.19	96.5%

## YEAR-TO-DATE BUDGET REPORT

FOR 2023 12

ACCOUNTS 5001	FOR: WATER	ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
51601073	523000	RETIREMENT CONT	48,349	0	48,349	44,916.39	.00	3,432.61	92.9%
51601073	526000	WORKERS' COMPEN	6,501	0	6,501	6,722.88	.00	-221.88	103.4%*
51601073	528001	DISABILITY INSU	3,467	0	3,467	3,266.04	.00	200.96	94.2%
51601073	532001	STAFF DEVELOPME	2,200	0	2,200	1,639.84	480.00	80.16	96.4%
51601073	533000	OTHER PROF SERV	11,200	0	11,200	10,772.08	28.98	398.94	96.4%
51601073	533002	ENGINEERING SER	17,500	0	17,500	11,339.91	6,150.00	10.09	99.9%
51601073	533006	LABORATORY SERV	29,164	0	29,164	17,042.00	180.00	11,942.00	59.1%
51601073	541901	HVAC SERVICE CO	6,623	0	6,623	6,623.00	.00	.00	100.0%
51601073	543000	REPAIR AND MAIN	77,194	-10,000	67,194	24,144.63	3,837.42	39,211.95	41.6%
51601073	543002	EQUIPMENT MAINT	85,283	0	85,283	74,261.61	3,172.00	7,849.39	90.8%
51601073	544500	LEASE COPIER/PR	592	0	592	56.15	507.88	27.97	95.3%
51601073	552002	PROPERTY INSURA	8,903	0	8,903	8,714.05	.00	188.95	97.9%
51601073	553000	COMMUNICATIONS	14,989	0	14,989	15,286.89	817.52	-1,115.41	107.4%*
51601073	561001	JANITORIAL SUPP	1,300	0	1,300	1,233.94	.00	66.06	94.9%
51601073	561002	BLDG MAINT SUPP	1,920	0	1,920	1,920.00	.00	.00	100.0%
51601073	561009	TRAINING MATERI	750	0	750	171.95	.00	578.05	22.9%
51601073	561010	CLOTHING	6,370	0	6,370	6,164.51	300.00	-94.51	101.5%*
51601073	561015	SAFETY EQUIPMEN	17,350	0	17,350	6,240.68	1,979.21	9,130.11	47.4%
51601073	561031	CHEMICALS	201,696	0	201,696	312,453.99	2,795.50	-113,553.49	156.3%*
51601073	561037	LABORATORY SUPP	12,744	0	12,744	11,576.49	.00	1,167.51	90.8%
51601073	561040	EQUIPMENT REPAI	34,500	0	34,500	9,822.30	1,202.32	23,475.38	32.0%
51601073	562200	ELECTRICITY	192,000	0	192,000	188,028.14	.00	3,971.86	97.9%
51601073	562400	HEATING FUEL	28,000	0	28,000	42,275.81	1,984.24	-16,260.05	158.1%*
51601073	573900	OTHER EQUIPMENT	32,595	-1,099	31,496	21,564.20	1,258.68	8,673.12	72.5%
51601073	589030	PROP TAX TO OTH	42,815	0	42,815	54,912.84	.00	-12,097.84	128.3%*
TOTAL WATER TREATMENT PLANT			1,334,871	-11,099	1,323,772	1,297,686.03	24,693.75	1,392.22	99.9%

## 51601570 WATER REVENUE OFFICE

51601570	511001	SALARIES - FULL	39,747	0	39,747	40,324.80	.00	-577.80	101.5%*
51601570	513001	OVERTIME - REGU	0	0	0	86.14	.00	-86.14	100.0%*
51601570	516000	LONGEVITY	100	0	100	100.00	.00	.00	100.0%
51601570	521100	HEALTH INSURANC	12,291	0	12,291	11,054.90	.00	1,236.10	89.9%
51601570	521200	DENTAL INSURANC	129	0	129	111.16	.00	17.84	86.2%
51601570	521300	LIFE INSURANCE	86	0	86	87.90	.00	-1.90	102.2%*
51601570	522000	SOCIAL SECURITY	3,004	0	3,004	3,066.27	.00	-62.27	102.1%*
51601570	523000	RETIREMENT CONT	5,601	0	5,601	5,695.76	.00	-94.76	101.7%*
51601570	526000	WORKERS' COMPEN	67	0	67	68.82	.00	-1.82	102.7%*
51601570	528001	DISABILITY INSU	430	0	430	413.34	.00	16.66	96.1%
51601570	543000	REPAIR AND MAIN	1,550	0	1,550	1,550.00	.00	.00	100.0%
51601570	544500	LEASE COPIER/PR	847	0	847	.00	629.33	217.67	74.3%

## YEAR-TO-DATE BUDGET REPORT

FOR 2023 12									
ACCOUNTS FOR:	5001	WATER ENTERPRISE FUND	ORIGINAL APPROP	TRANFRS/ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
51601570 553400		POSTAGE FEES	11,100	0	11,100	11,161.91	.00	-61.91	100.6%*
51601570 555000		PRINTING AND BI	410	0	410	410.00	.00	.00	100.0%
51601570 561003		OFFICE SUPPLIES	300	0	300	302.12	.00	-2.12	100.7%*
TOTAL WATER REVENUE OFFICE			75,662	0	75,662	74,433.12	629.33	599.55	99.2%
TOTAL WATER ENTERPRISE FUND			0	0	0	1,129,764.88	56,785.42	-1,186,550.30	100.0%
TOTAL REVENUES			-7,686,468	0	-7,686,468	-4,495,935.31	.00	-3,190,532.69	
TOTAL EXPENSES			7,686,468	0	7,686,468	5,625,700.19	56,785.42	2,003,982.39	

## YEAR-TO-DATE BUDGET REPORT

FOR 2023 12								
	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL	
GRAND TOTAL	0	0	0	1,129,764.88	56,785.42	-1,186,550.30	100.0%	
** END OF REPORT - Generated by Darcy Landry **								