

**Utility Advisory Board
April 11, 2022 5:30pm
City Hall Chambers Conference Room**

MEMBERS PRESENT

Shawn Libby, Chairman
Joe Boudreau
Ralph Sanders
Brett Johnson
Eli Barnes

OTHERS PRESENT

Lisa Clark, DPW & Utility Billing Administrative Supervisor
Michele Grant, Utility Billing Administrator

MINUTES

1. Call to order:

Mr. Libby called the meeting to order at 5:30pm.

2. Approval of March 15, 2022 Minutes

Mr. Libby requested a motion or comments on the minutes for the March 15, 2022 meeting. *Mr. Boudreau made a motion to accept the March 15, 2022 meeting minutes as presented. The motion was seconded by Mr. Johnson. The motion passed unanimously.*

3. Appeals

3.1 31 Prospect St. – Julio Perez

The appellant was not present for the meeting. The appellant requested a water and sewer credit for issues with a toilet and summer watering.

Mr. Johnson made a motion to deny this appeal because it was received after the payment due date. Per Ordinance 17.20(a); the appellant shall file an appeal to the Utility Billing office in writing prior to the payment due date. The motion was seconded by Mr. Sanders. The motion passed unanimously.

3.2 0 Lowell St. – Hideaway Village Coop.

The appellant was present for the meeting. The appeal request is for a sewer credit for 11 leaks throughout the mobile home park in calendar year 2021.

Mr. Johnson made a motion to grant a 25% hardship credit of \$3,354.65 for this

appeal as the appeal was received well after then next billing cycle and the park did not notify the City of problem. Per Ordinance 17.20(a)). Mr. Boudreau seconded the motion, the motion passed unanimously.

3.3 34 Chestnut St. – 34 Chestnut St. Realty Trust

The appellant was not present for the meeting. The appeal request is for a water and sewer credit for burst water pipes. The water service was turned off as the technician noted extreme usage increase when getting a final read for sale of property. The service is still off and no proof of repair has been provided. The water portion if abated would result in a once in ten year abatement at the property and this problem may have been passed on to the new owner.

Mr. Johnson made a motion to table this appeal for proof of repairs. Letter will be sent to appellant, who is now the previous owner, to have them supply us with proof of repair. Mr. Barnes seconded the motion, the motion passed unanimously.

3.4 38 Dewey St. – Bob & Carol Broadbent

The appellant was present for the meeting. The appeal request is for a sewer credit for the irrigation pipes freezing and leaking. It was explained to the appellant that if she has a sewer deduct meter on property and was not charged for the sewer that was above average use and if Water and Sewer Adjustment policy is applied for the water use, this is a once in ten year abatement. She stated she understood and would like to use this abatement.

Mr. Boudreau made a motion to abate a water credit of \$355.63 plus an additional 25% hardship credit of \$123.52 for a total credit of \$479.15 plus any accrued interest. This is a 1 in 10 year water abatement. The motion was seconded by Mr. Johnson, the motion passed unanimously.

3.5 17 Gagne St. – Miranda Dow

The appellant was not present for the meeting. The appeal request is for a water and sewer credit for broken dishwasher and washing machine. Mr. Johnson noted that the water was used and did enter the sewer system. He also noted that the above average use did not meet the Criteria for the Water and Sewer Adjustment Policy.

Mr. Johnson made a motion to grant a 25% hardship credit for \$139.23 plus any accrued interest since this did not qualify for a water/sewer abatement. Mr. Barnes seconded the motion, the motion passed unanimously.

3.6 14 Lobster Way – William & Sara Brennan

The appellant was not present for the meeting. The appeal request was for a credit for the charges related to the replacement of a frozen meter.

Mr. Barnes made a motion to deny this appeal per ordinance 260-8B which states the customer shall provide a clean, dry, warm, safe and accessible place free from debris for the meter. Mr. Johnson seconded the motion, the motion passed unanimously.

4. Rate Discussion with Mark Sullivan

Mr. Sullivan discussed the current rates and the rate increases that would be necessary to keep up with the debt service payment in each the water and sewer funds. He noted that significant increases will be necessary over the next several years in both funds to keep up with debt service and operational expenses. Increases of 10 -15 percent were discussed. The Board made a plan to come back next meeting to recommend the increase percentages.

5. Financials

The board reviewed and discussed financial reports.

6. Adjournment:

Mr. Boudreau made a motion to adjourn at 7:15pm. The motion was seconded by Mr. Sanders. The motion passed unanimously.

Minutes respectfully submitted by Michele Grant Utility Billing Administrator