

List for Selectmen's meeting Oct 5,2015

Water / Sewer Department Abatement's

Approval suggestion

<u>Name</u>	<u>Location</u>	<u>Amount</u>
Jonathan Barone	14 Crestview Dr.	\$324.37
Maureen McHugh	99 Hayes Park	\$61.71
New Heights Teen Center	120 Front St.	\$681.51

Disapproval suggestion

<u>Name</u>	<u>Location</u>	<u>Amount</u>
Richard Eldor	4 Liberty Lane	530.57
Exeter Parks & Rec	4 Chestnut St.	770.73
Bob McHenry	12-14 Washington St.	685.13
Sheila & Eileen Roy	3 Salem St.	295.06
Chris Shukie	24 Windemere Ln.	783.39
St. Michael's Church	93 Front St.	873.14
Laurie Stewart / Barry Stewart	1 Ridgewood Terr.	774.12

Town of Exeter
Water/Sewer Abatement Request & Receipt Form

Please Print:

Full Name: Jonathan Barone
Mailing Address: 14 Crestview Drive
Exeter, NH 03833
Service/Property Address: same as above

Today's Date: 7/2/2015
Account Number: 323226500
Route Number: _____
Phone Number: 603-778-7100

Utility Abatement Requested for: Water _____ Sewer _____ Water & Sewer X
Date of Bill: 4/29/15 Billing Period from 1/21/15 to 4/21/15 Amount of Bill: \$828.54

Owner's reason for the abatement request (Please be as specific as possible): ***Owner received a high usage water bill. He has no idea why his usage was high.***

Jonathan M Barone 7/14/15
Signature of Applicant Date

Do not write below this line

Receipt Portion

Reviewed by: Michael Jeffers Date of Review: 7/13/15
Comments: Mr. Barone had a Dec. 2014 toilet tank repair made. Technician Gary Lord noted new parts on April 24, 2015 during the leak check per owner request. Meter data logger bar graph shows 26 days from 2/8/15 to 3/4/15 for 50,000 to 56,000 gallons of "red flag" high consumption

Dept. of Public Works Recommendation: Disapprove X Approve

W/S Advisory Committee Recommendation: Disapprove Approve

Board of Selectmen Recommendation: Disapprove Approve

Abatement Amount: \$ 324.37

New bill total: \$ 504.17

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

Memo

Date: September 4, 2015

To: Russell Dean; Doreen Ravell

From: Michael Jeffers *mj*

RE: 14 Crestview Drive water & sewer bill (Abatement Request 7/2/15)

We received a request in July 2015, in reference to 14 Crestview Drive for high water and sewer usage on the water and sewer bill. On April 24, 2015 water usage data was downloaded from the new style meter register head that's able to collect the meter readings to provide data for graphical chart generation. The charts for this new data logging meter *did* show leak flags, and *did* indicate a leak 26 out of 96 days of data collection. There is a leak indicator icon on the meter register that displays a possible leak. The intermittent leak shows a flashing water faucet icon on the digital screen on the meter register, and the continuous leak shows a water faucet icon continuously on the digital screen on the meter register. The charts have indicated an intermittent leak which is when water has been used for at least 50 of the 96 15-minute intervals during a 24-hr period. The Town of Exeter did perform a leak check. *The W/S Technicians did not find any fixtures to be leaking, and there was not an indicated flow using the flow-finder from the meter head flow check.* . **We do recommend abatement. To grant abatement, the problem of excessive usage requires not only identifying the problem but also the documented correction of the problem.** The next step would be to remove the old meter for testing (per customer request), and install a new meter. *Please note that tested older meters typically read lower than actual usage, a new meter more accurately records usage meaning water bills increase slightly.*

To grant abatement, the problem of excessive usage requires not only identifying the problem but also the documented correction of the problem. The intent of Selectmen's Policy 08-30 is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release. Selectmen's Policy 08-30 Line #1 partially states "In order to qualify for abatement, a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption. The customer must also prove that the deficiency responsible for leakage has been repaired or corrected", which the customer does meet the criteria, but has provided proof of the repair or correction. DPW does recommend abatement due to *Selectmen's Policy 08-30 Adjustment Determination Procedure #4* which states that in the event the abnormally high consumption has occurred due to "unpredictable leakage" not caused by customer negligence, ignorance, or unfortunate circumstances, as determined by Town staff and the Water & Sewer

Advisory Committee, the Town shall consider granting a one-time abatement, per account, during any ten-year period, up to half of the water consumption above normal consumption. The abatement calculation may consider compensation from any other sources, including insurance policy claims, etc. Normal consumption will be the average of at least the previous three years' consumption history, for similar billing periods, unless deemed otherwise by the Town staff or Committee. The Town staff and Committee reserve the right to grant adjustments on water use or sewer use or both. DPW does recommend abatement of the Water & Sewer bill by \$324.37 dollars, for a new bill total of \$504.17, according to the Selectmen's Policy 08-30 abatement calculations.

14 Crestview Drive

Total Usage= 70,870 gallons

Previous 3 year 2nd-Q usage average- $(13,680 + 12,350 + 16,550) / 3 = 14,193$ gallons

Excess above average- 56,677 gallons

Half of Excess gets abated- 28,339 gallons

What is Due vs Abatement?

Due

Half of excess	28,339	
Prev 2nd-Q usage average	<u>14,193</u>	
	42,532 billable gallons	

Tier 1--2015 rates

Water	29,999 gal * \$5.72/1000 gal =	\$171.59
Sewer	29,999 gal * \$4.44/1000 gal =	<u>\$133.20</u>
		\$304.79

Tier 2--2015 rates

Water	12,533 gal * \$6.21/1000 gal =	\$77.83
Sewer	12,533 gal * \$5.23/1000 gal =	<u>\$65.55</u>
		\$143.38

Total due= \$448.17

Abatement

Total water/sewer bill = \$828.54 - \$56.00 \$772.54 less service fees & certified mailing

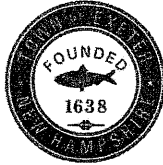
Abate = \$772.54 - \$448.17= \$324.37

Abate = \$324.37

New Bill Total with service fees added back

\$448.17 + \$56.00= **\$504.17**

Town of Exeter



Water/Sewer Abatement Request Form

Please Print:

Full Name: Jonathan Barone
Mailing Address: 14 Crestview Drive
Exeter, NH 03833
Service/Property Address: 14 Crestview Dr

Today's Date: 7/14/15
Account Number: 333220500
Route Number: 32
Phone Number: 773-7100

Utility Abatement Requested for: Water Sewer Water & Sewer X
Date of Bill: 4/29/15 Billing Period from 1/1/15 to 4/1/15 Amount of Bill: \$ 828.64

Owner's reason for the abatement request (Please be as specific as possible): Owner received a high usage water bill. He has no idea why his usage was high.

✓ Jonathan M Barone
Signature of Applicant

7/14/2015
Date

Signature of Billing Office

Date

Do not write below this line

Reviewed by: Michael Jeffery

Date of Review: 7-13-15

Comments: Mr. Barone had a December, 2014 toilet tank repair made. Technician Gary Lord noted new party on April 24, 2015 "Leak Check" per owner request. Meter data logger bar graph shows 24 days from 2-8 to 3-4 for 50,000 to 56,000 gallons of "red flag" high consumption

Total Usage= 70870 gallons
2-0 3-year Average- $(13180 + 12350 + 16650) / 3 = 14193$ gallons
Excess above average- 50677 gallons
Half of Excess gets abated- 28339 gallons

Due
Remaining excess- 28338 gal 3-yr average- 14193 gal Billable usage- 42531 gal

Tier 1-- rates
water 29999 gal * \$ 5.76 /1000 gal = \$ 171.59
sewer 29999 gal * \$ 4.44 /1000 gal = \$ 133.20
\$ 304.79
Tier 3-- rates
water N/A gal * \$ /1000 gal = \$
sewer N/A gal * \$ /1000 gal = \$

Tier 2-- rates
water 12532 gal * \$ 6.21 /1000 gal = \$ 77.82
sewer 12532 gal * \$ 5.23 /1000 gal = \$ 65.54
\$ 143.36
+ 50.00 Service Fees
Total due= \$504.15

Recommendation: Disapprove Approve Amount: \$

Approval/Disapproval Signature: Date:

If you disagree with the decision of the Department of Public Works & the Finance Department, you may appeal to the Town of Exeter Board of Selectmen. If you wish to appeal, please sign below and return this form to the Finance Department at 10 Front Street.

Signature of Applicant

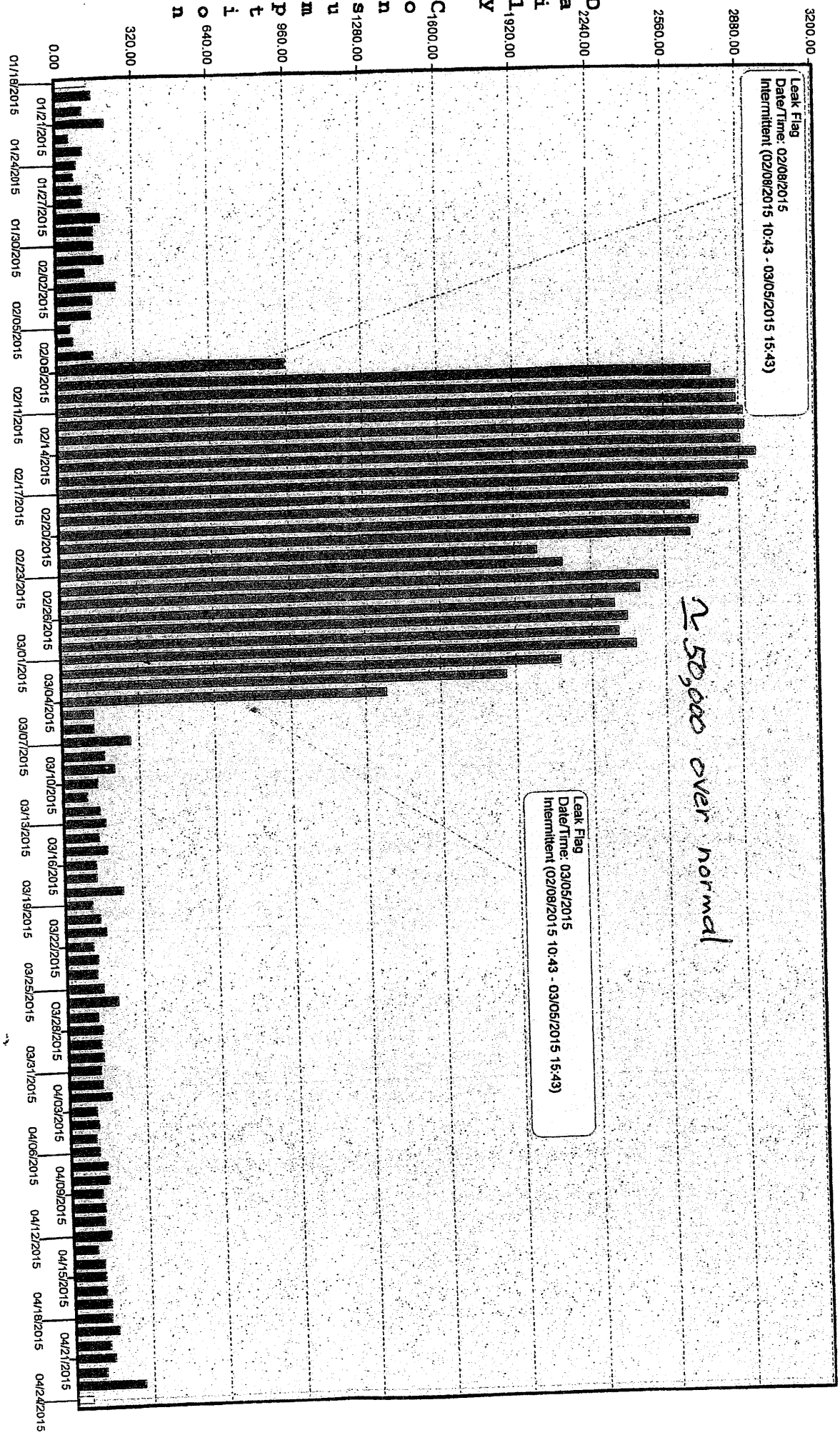
Date

Legend: Daily Consumption Backflow Flag Leak Flag

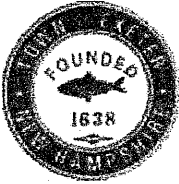
Leak Flag
Date/Time: 02/08/2015
Intermittent (02/08/2015 10:43 - 03/05/2015 15:43)

Leak Flag
Date/Time: 03/05/2015
Intermittent (02/08/2015 10:43 - 03/05/2015 15:43)

~ 50,000 over normal



Interval (Daily)



**TOWN OF EXETER
WATER AND SEWER COLLECTION**

10 FRONT STREET
EXETER, NH 03833-2792
For Billing Questions: (603)773-6157 7:00am -3:00 pm
EMAIL: watersewerbilling@exeternh.gov

**FOR PAYMENT QUESTIONS
(603) 773-6108
8:15 AM - 4:00 PM**

Note to Residents:

NEW 2012 WATER & SEWER RATES EFFECTIVE AS OF APRIL 2012

Water

Tier 1: \$5.72 per 1,000 gallons of use up to 29,999.
Tier 2: \$6.21 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$6.67 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

Sewer

Tier 1: \$4.44 per 1,000 gallons of use up to 29,999.
Tier 2: \$5.23 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$5.62 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

39 1 AV 0.378

P:39 / T:1 / S:



BARONE JONATHAN
14 CRESTVIEW DR
EXETER NH 03833-2004



BILL DETAILS 90 Days of Water Usage Previous Read Date: 01/21/2015 - Read Date: 04/21/2015

ACCOUNT NO.	BILLING PERIOD	BILLING CYCLE	METER READINGS		USAGE
			PREVIOUS	PRESENT	
323226500	01/21/2015 - 04/21/2015	Quarterly	78420	149290	70870

Your average daily use was 787.44 gallons
BILL DATE:
04/29/2015
BILLED TO:

WATER CONSUMPTION	5.720	\$	171.59
WATER CONSUMPTION	6.210	\$	253.81
WATER SERVICE FEE		\$	28.00
SEWER CONSUMPTION	4.440	\$	133.20
SEWER CONSUMPTION	5.230	\$	213.76
SEWER SERVICE FEE		\$	28.00
INTEREST		\$	0.01

SERVICE ADDRESS:
14 CRESTVIEW DRIVE

Last Payment: \$172.18 made 03/05/2015

TOTAL CURRENT CHARGES	\$	828.36
PAST DUE	\$	0.17

**12% ANNUAL INTEREST CHARGED
IF NOT PAID BY DUE DATE.**

TOTAL AMOUNT DUE \$ 828.54

OWNER is liable for all water bills even if not received & OWNER is responsible for preventing service pipes & meter from freezing during cold weather.
All water passing through meter will be charged, whether used, wasted, irrigation system malfunction or lost by leakage.
If we are unable to gain access to meter, or if meter is not working properly, an estimated bill will be mailed.
FAILURE to make payment may result in disconnection of service.

PLEASE SEPARATE REMITTANCE STUB AT THIS PERFORATION AND RETURN WITH PAYMENT



**TOWN OF EXETER
WATER AND SEWER COLLECTION**
10 FRONT STREET
EXETER, NH 03833-2792

REMITTANCE STUB

SERVICE LOC: 14 CRESTVIEW DRIVE
BILL#: 105750
ACCOUNT NO.: 323226500
AMOUNT DUE BY 05/29/2015 : \$828.54

MAKE CHECKS PAYABLE TO: TOWN OF EXETER
Please include your account number on your check.

AMOUNT ENCLOSED

\$

CHECK HERE FOR ADDRESS CHANGES AND COMPLETE REVERSE SIDE.

BARONE JONATHAN
14 CRESTVIEW DRIVE
EXETER, NH 03833



TOWN OF EXETER
WATER AND SEWER COLLECTION
PO BOX 9520
MANCHESTER NH 03108-9520

24 0000105750 0000082854 5



TOWN OF EXETER

13 NEWFIELDS ROAD • EXETER, NH 03833 • www.exeternh.org

[Signature]
Signature

Meter Re-read/Leak Check Form

Date: 4/24/15 Meter Tech: Cary Lord

Remote Re-read only _____ Meter & Remote Re-read _____ Leak Check _____

Owner: Jonathan Barone Address: 14 Crestview Dr

Meter	M-15	M-25	M-40	M-70	M-120	Other
Badger	<u>3/4"</u>	1.0"	1.5"	2.0"		_____
Neptune						_____

Current Meter Reading: 014990219 Current Remote Reading: _____

Previous Meter Reading: _____ Previous Meter Reading: _____

Difference: _____ Difference: _____

Last Reading Date: _____ Days Between Readings: _____

Meter Usage GPD: _____ Remote Usage GPD: _____

Remote Reading Lead or Lag: _____ Meter Head Reading by: _____

Result of Meter Head Flow Check: Flow _____ No Flow X

Check Toilets for Leaks: Yes No # of Leaks Found: 0

Any Known water lose due to leaks or repairs? What? Yes No
Down stairs toilet inside parts changed 3-4 months ago

Any Increase or Change in Occupants/Service? What? Yes No

Does Customer have a : Pool Lawn Sprinkler Garden Other

Customer called on: _____ No Ans: _____ Left Message: _____
Customer called on: _____ No Ans: _____ Left Message: _____

White: W/S Office Yellow: Billing Office Pink: Customer

Meter History

Town of Exeter

PrintMeterHist

Start Date

End Date 12/31/2099

Name: BARONE JONATHAN

Acct#: 000323226500

Loc: 14 CRESTVIEW DRIVE

Meter# 0080307232

Read Date	Prev Read	Reading	Usage	Est
8/20/2013	591,950	594,750	2,800	N
7/25/2013	578,950	591,950	13,000	N
4/22/2013	566,600	578,950	12,350	N
1/17/2013	553,700	566,600	12,900	N
10/15/2012	536,300	553,700	17,400	N
7/16/2012	513,450	536,300	22,850	N
4/16/2012	496,900	513,450	16,550	N
1/17/2012	479,850	496,900	17,050	N
10/17/2011	466,200	479,850	13,650	N
7/18/2011	452,300	466,200	13,900	N
4/18/2011	436,800	452,300	15,500	N
1/19/2011	420,200	436,800	16,600	N
10/19/2010	404,800	420,200	15,400	N
7/20/2010	385,900	404,800	18,900	N
4/20/2010	369,000	385,900	16,900	N
1/25/2010	342,000	369,000	27,000	N
9/21/2009	328,800	342,000	13,200	N
7/08/2009	320,200	328,800	8,600	N
5/11/2009	301,950	320,200	18,250	N
1/06/2009	28,285	30,195	1,910	
9/30/2008	0	28,285	16,200	
6/30/2008	0	26,665	16,350	
3/31/2008	0	25,030	17,950	
3/30/2008	0	25,030	17,950	
12/31/2007	0	23,235	17,450	
9/30/2007	0	21,490	20,300	
6/30/2007	0	19,460	24,300	
3/30/2007	0	17,030	19,100	
12/31/2006	0	15,120	44,000	
9/30/2006	0	10,720	21,300	
6/30/2006	0	8,590	25,600	
3/30/2006	0	6,030	19,300	
12/31/2005	0	4,100	19,000	
9/30/2005	0	2,200	34,500	
Meter Total:			608,010	

Meter# 1834696666

Read Date	Prev Read	Reading	Usage	Est
4/21/2015	78,420	149,290	70,870*	N
1/21/2015	67,010	78,420	11,410	N
10/22/2014	55,150	67,010	11,860	N
7/23/2014	39,280	55,150	15,870	N
4/22/2014	25,600	39,280	13,680	N
1/23/2014	9,800	25,600	15,800	N
10/25/2013	0	9,800	9,800	

* 24 day (2-8/3-4-15) @ 2,560 gallons per day on bar graph.
 Last 4 years average for same quarter = 14,520 gallons.
 For same quarter 2015 was 70,870 gallons or approx. 5x, 350 high.
 m. Jefferson

Memo

Date: September 16, 2015

To: Russell Dean; Doreen Ravell

From: Michael Jeffers *mj*

RE: 99 Hayes Mobile Home Park water & sewer bill (Abatement Request 9/4/15)

We received a request in September 2015, in reference to 99 Hayes Mobile Home Park for high water and sewer usage on the water and sewer bill. The Town of Exeter did not perform a leak check at this time, or download any data from the meter. We do recommend abatement. The next step would be to remove the old meter for testing (per customer request), and install a new meter. *Please note that tested older meters typically read lower than actual usage, a new meter more accurately records usage meaning water bills increase slightly.*

To grant abatement, the problem of excessive usage requires not only identifying the problem but also the documented correction of the problem. The intent of Selectmen's Policy 08-30 is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release. Selectmen's Policy 08-30 Line #1 partially states "In order to qualify for abatement, a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption. The customer must also prove that the deficiency responsible for leakage has been repaired or corrected", which the customer does meet the criteria, but has provided proof of the repair or correction. DPW does recommend abatement due to Selectmen's Policy 08-30 Adjustment Determination Procedure #4 which states that in the event the abnormally high consumption has occurred due to "unpredictable leakage" not caused by customer negligence, ignorance, or unfortunate circumstances, as determined by Town staff and the Water & Sewer Advisory Committee, the Town shall consider granting a one-time abatement, per account, during any ten-year period, up to half of the water consumption above normal consumption. The abatement calculation may consider compensation from any other sources, including insurance policy claims, etc. Normal consumption will be the average of at least the previous three years' consumption history, for similar billing periods, unless deemed otherwise by the Town staff or Committee. The Town staff and Committee reserve the right to grant adjustments on water use or sewer use or both. DPW does recommend abatement of the Water & Sewer bill by \$61.71 dollars, for a new bill total of \$159.80, according to the Selectmen's Policy 08-30 abatement calculations.

99 Hayes MHP

Total Usage= 16,290 gallons

Previous 4 year 3rd-Q usage average- (3,480 + 3,090 + 5,100 + 4,900) / 4= 4,143 gallons

Excess above average- 12,147 gallons

Half of Excess gets abated- 6,074 gallons

What is Due vs Abatement?

Due

Half of excess	6,074
Prev 3rd-Q usage average	<u>4,143</u>
	10,217 billable gallons

Tier 1--2015 rates

Water	10,217 gal * \$5.72/1000 gal =	\$58.44
Sewer	10,217 gal * \$4.44/1000 gal =	<u>\$45.36</u>
		\$103.80

Total due= \$103.80

Abatement

Total water/sewer bill = \$221.51 - \$56.00 \$165.51 less service fees & certified mailing

Abate = \$165.51 - \$103.80= \$61.71

Abate = \$61.71

New Bill Total with service fees added back

\$103.80 + \$56.00= **\$159.80**

Town of Exeter



Water/Sewer Abatement Request Form

Please Print:

Full Name: MAUREEN McHugh
Mailing Address: 99 HAYES PK EXETER NH 03837
Service/Property Address:

Today's Date: 9-4-15
Account Number: 121211841
Route Number:
Phone Number: 603-583-7994

Utility Abatement Requested for: Water [checked] Sewer Water & Sewer
Date of Bill: 8-19-15 Billing Period from 5-19-15 to 8-19-15 Amount of Bill: \$ 221.51

Owner's reason for the abatement request (Please be as specific as possible): financially - on a street budget

Signature of Applicant [Handwritten Signature]

Date: 9-4-15

Signature of Billing Office

Date

Do not write below this line

Reviewed by: Date of Review:
Comments:

Total Usage= gallons
-Q -year Average- (+ +) / = gallons
Excess above average- gallons
Half of Excess gets abated- gallons

Due
Remaining excess- gal -yr average- gal Billable usage- gal
Tier 1-- rates
water gal * \$ /1000 gal = \$
sewer gal * \$ /1000 gal = \$
Tier 2--rates
water gal * \$ /1000 gal = \$
sewer gal * \$ /1000 gal = \$
Total due=

Recommendation: Disapprove Approve Amount: \$

Approval/Disapproval Signature: Date:

If you disagree with the decision of the Department of Public Works & the Finance Department, you may appeal to the Town of Exeter Board of Selectmen. If you wish to appeal, please sign below and return this form to the Finance Department at 10 Front Street.

Signature of Applicant

Date

Meter History

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

Name: MCHUGH MAUREEN E

Acct#: 000121211841

Loc: 99 HAYES MOBILE HOME PK

Meter# 16646587

Read Date	Prev Read	Reading	Usage	Est
<u>7/09/2013</u>	230,800	233,890	<u>3,090</u>	N
5/08/2013	226,400	230,800	4,400	N
2/07/2013	221,900	226,400	4,500	N
11/06/2012	217,700	221,900	4,200	N
<u>8/06/2012</u>	212,600	217,700	<u>5,100</u>	N
5/07/2012	207,700	212,600	4,900	N
2/06/2012	202,500	207,700	5,200	N
11/04/2011	197,300	202,500	5,200	N
<u>8/03/2011</u>	192,400	197,300	<u>4,900</u>	N
<u>5/03/2011</u>	186,400	192,400	<u>6,000</u>	N
2/03/2011	182,300	186,400	4,100	Y
11/02/2010	178,000	182,300	4,300	N
8/02/2010	173,800	178,000	4,200	N
5/04/2010	169,700	173,800	4,100	N
2/09/2010	164,700	169,700	5,000	N
10/21/2009	161,100	164,700	3,600	N
7/21/2009	158,700	161,100	2,400	N
5/20/2009	155,200	158,700	3,500	N
3/11/2009	147,400	155,200	7,800	
10/31/2008	0	147,400	5,300	
7/31/2008	0	142,100	6,700	
4/30/2008	0	135,400	6,500	
1/31/2008	0	128,900	7,300	
10/31/2007	0	121,600	7,500	
7/30/2007	0	114,100	4,670	
4/30/2007	0	109,430	5,030	
1/31/2007	0	104,400	5,400	
10/31/2006	0	99,000	3,900	
7/31/2006	0	95,100	6,300	
4/30/2006	0	88,800	3,200	
1/31/2006	0	85,600	4,100	
10/31/2005	0	81,500	3,200	
7/31/2005	0	78,300	3,500	
7/30/2005	0	78,300	3,500	
4/30/2005	0	74,800	2,900	
1/31/2005	0	71,900	4,700	
1/31/2005	0	74,800	0	
Meter Total:			170,190	

Meter# 1834524474

Read Date	Prev Read	Reading	Usage	Est
8/19/2015	27,490	43,780	16,290	N
5/19/2015	24,760	27,490	2,730	N
2/18/2015	21,720	24,760	3,040	N
11/19/2014	18,790	21,720	2,930	N
<u>8/20/2014</u>	15,310	18,790	<u>3,480</u>	N

Meter History

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

5/20/2014	10,790	15,310	4,520	N
2/20/2014	6,360	10,790	4,430	N
11/19/2013	1,820	6,360	4,540	N
8/20/2013	0	1,820	1,820	
		Meter Total:	43,780	
		Acct Total	213,970	



**TOWN OF EXETER
WATER AND SEWER COLLECTION**

10 FRONT STREET
EXETER, NH 03833-2792
For Billing Questions: (603)773-6157 7:00am -3:00 pm
EMAIL: watersewerbilling@exeternh.gov

**FOR PAYMENT QUESTIONS
(603) 773-6108
8:15 AM - 4:00 PM**

Note to Residents:

NEW 2012 WATER & SEWER RATES EFFECTIVE AS OF APRIL 2012

Water

Tier 1: \$5.72 per 1,000 gallons of use up to 29,999.
Tier 2: \$6.21 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$6.67 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

Sewer

Tier 1: \$4.44 per 1,000 gallons of use up to 29,999.
Tier 2: \$5.23 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$5.62 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

752 1 AV 0.388

P:752 / T:3 / S:



MCHUGH MAUREEN E
99 HAYES PARK
EXETER NH 03833-1870



BILL DETAILS 92 Days of Water Usage Previous Read Date: 05/19/2015 - Read Date: 08/19/2015

ACCOUNT NO.	BILLING PERIOD	BILLING CYCLE	METER READINGS		USAGE
			PREVIOUS	PRESENT	
121211841	05/19/2015 - 08/19/2015	Quarterly	27490	43780	16290

Your average daily use was 177.07 gallons
BILL DATE:
08/31/2015

WATER CONSUMPTION	5.720	\$	93.18
WATER SERVICE FEE		\$	28.00
SEWER CONSUMPTION	4.440	\$	72.33
SEWER SERVICE FEE		\$	28.00

BILLED TO:

SERVICE ADDRESS:

99 HAYES MOBILE HOME PK

Last Payment: \$83.74 made 06/26/2015

TOTAL CURRENT CHARGES	\$	221.51
PREVIOUS BALANCE	\$	0.00

**12% ANNUAL INTEREST CHARGED
IF NOT PAID BY DUE DATE.**

TOTAL AMOUNT DUE \$ 221.51

OWNER is liable for all water bills even if not received & OWNER is responsible for preventing service pipes & meter from freezing during cold weather.
All water passing through meter will be charged, whether used, wasted, irrigation system malfunction or lost by leakage.
If we are unable to gain access to meter, or if meter is not working property, an estimated bill will be mailed.
FAILURE to make payment may result in disconnection of service.

PLEASE SEPARATE REMITTANCE STUB AT THIS PERFORATION AND RETURN WITH PAYMENT

REMITTANCE STUB



**TOWN OF EXETER
WATER AND SEWER COLLECTION**
10 FRONT STREET
EXETER, NH 03833-2792

SERVICE LOC: 99 HAYES MOBILE HOME PK
BILL#: 111233
ACCOUNT NO.: 121211841
AMOUNT DUE BY 09/30/2015 : \$221.51

MAKE CHECKS PAYABLE TO: TOWN OF EXETER
Please include your account number on your check.

AMOUNT ENCLOSED \$

CHECK HERE FOR ADDRESS CHANGES AND COMPLETE REVERSE SIDE.

MCHUGH MAUREEN E
99 HAYES PARK
EXETER, NH 03833

TOWN OF EXETER
WATER AND SEWER COLLECTION
PO BOX 9520
MANCHESTER NH 03108-9520

Memo

Date: September 29, 2015

To: Russell Dean; Doreen Ravell

From: Michael Jeffers *mj*

RE: 120 Front Street water & sewer bill (Abatement Request 8/21/15)

We received a request in August 2015, in reference to 120 Front Street for high water and sewer usage on the water and sewer bill. The Town of Exeter did not perform a leak check at this time, but have downloaded data from the meter. On May 8, 2015, water usage data was downloaded from the new style meter register head that's able to collect the meter readings to provide data for graphical chart generation. The charts for this new data logging meter *did* show leak flags, and *did* indicate a leak 5 out of 96 days of data collection. There is a leak indicator icon on the meter register that displays a possible leak. The intermittent leak shows a flashing water faucet icon on the digital screen on the meter register. The continuous leak shows a water faucet icon continuously on the digital screen on the meter register. The charts for this new data logging meter showed intermittent and continuous water use leak flags. The charts have indicated an intermittent leak which is when water has been used for at least 50 of the 96 15-minute intervals during a 24-hr period. The charts have indicated a continuous leak which is when water has been used for all 96 15-minute intervals during a 24-hr period. **We do recommend abatement.** The next step would be to remove the old meter for testing (per customer request), and install a new meter. *Please note that tested older meters typically read lower than actual usage, a new meter more accurately records usage meaning water bills increase slightly.*

To grant abatement, the problem of excessive usage requires not only identifying the problem but also the documented correction of the problem. The intent of Selectmen's Policy 08-30 is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release. Selectmen's Policy 08-30 Line #1 partially states "In order to qualify for abatement, a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption. The customer must also prove that the deficiency responsible for leakage has been repaired or corrected", which the customer does meet the criteria, and has provided proof (letter from New Heights) of the repair or correction. *DPW does recommend abatement* due to *Selectmen's Policy 08-30 Adjustment Determination Procedure #4* which states that in the event the abnormally high consumption has occurred due to "unpredictable leakage" not caused by customer negligence, ignorance, or unfortunate circumstances, as determined by Town staff and the Water & Sewer Advisory Committee, the Town shall consider granting a one-time

abatement, per account, during any ten-year period, up to half of the water consumption above normal consumption. The abatement calculation may consider compensation from any other sources, including insurance policy claims, etc. Normal consumption will be the average of at least the previous three years' consumption history, for similar billing periods, unless deemed otherwise by the Town staff or Committee. The Town staff and Committee reserve the right to grant adjustments on water use or sewer use or both. DPW does recommend abatement of the Water & Sewer bill by \$681.51 dollars, for a new bill total of \$754.53, according to the Selectmen's Policy 08-30 abatement calculations.

120 Front Street

Total Usage= 123,990 gallons

Previous 4 year 3rd-Q usage average- $(1,980 + 14,390 + 2,000 + 1,000) / 4 = 4,843$ gallons

Excess above average- 119,147 gallons

Half of Excess gets abated- 59,574 gallons

What is Due vs Abatement?

Due

Half of excess	59,574	
Prev 3rd-Q usage average	<u>4,843</u>	
		64,417 billable gallons

Tier 1--2015 rates

Water	29,999 gal * \$5.72/1000 gal =	\$171.59
Sewer	29,999 gal * \$4.44/1000 gal =	<u>\$133.20</u>
		\$304.79

Tier 2--2015 rates

Water	34,418 gal * \$6.21/1000 gal =	\$213.74
Sewer	34,418 gal * \$5.23/1000 gal =	<u>\$180.01</u>
		\$393.74

Total due= \$698.53

Abatement

Total water/sewer bill = \$1,436.04 - \$56.00 \$1,380.04 less service fees & certified mailing

Abate = \$1,380.04 - \$698.53= \$681.51

Abate = \$681.51

New Bill Total with service fees added back

\$698.53 + \$56.00= **\$754.53**

Town of Exeter



Water/Sewer Abatement Request Form

Please Print:

Full Name: New Heights-Adventures for Teens Today's Date: 8/21/2015
 Mailing Address: 100 Campus Drive, Suite 23 Inc. Account Number: 222238650
Portsmouth, NH 03801 Route Number:
 Service/Property Address: 120 Front Street Phone Number: 603-422-8235
Exeter, NH 03833

Utility Abatement Requested for: Water Sewer _____ Water & Sewer _____
 Date of Bill: 9/30/2015 Billing Period from 6/16/15 to 9/16/15 Amount of Bill: \$ _____

Owner's reason for the abatement request (Please be as specific as possible): See Attached

[Signature]
 Signature of Applicant

9/8/15
 Date

Signature of Billing Office

Date

Do not write below this line

Reviewed by: [Signature]
 Comments:

Date of Review: 9/22/15

Total Usage= _____ gallons
 ___-Q___-year Average- (_____ + _____ + _____) / _____ = _____ gallons
 Excess above average- _____ gallons
 Half of Excess gets abated- _____ gallons

Due Remaining excess- _____ gal ___-yr average- _____ gal Billable usage- _____ gal

Tier 1-- rates	Tier 3-- rates
water _____ gal * \$ _____ /1000 gal = \$ _____	water _____ gal * \$ _____ /1000 gal = \$ _____
sewer _____ gal * \$ _____ /1000 gal = \$ _____	sewer _____ gal * \$ _____ /1000 gal = \$ _____
	\$ _____
Tier 2-- rates	
water _____ gal * \$ _____ /1000 gal = \$ _____	
sewer _____ gal * \$ _____ /1000 gal = \$ _____	
	\$ _____

Total due= _____

Recommendation: _____ Disapprove _____ Approve Amount: \$ _____

Approval/Disapproval Signature: _____ Date: _____

If you disagree with the decision of the Department of Public Works & the Finance Department, you may appeal to the Town of Exeter Board of Selectmen. If you wish to appeal, please sign below and return this form to the Finance Department at 10 Front Street.

[Signature]
 Signature of Applicant

9/8/15
 Date



New Heights Abatement Form

Attachment - Reason for Abatement Request:

New Heights has been serving the Exeter community for over 2 years. We regularly contract with Hart Plumbing & Heating (Greenland, NH) to service our location at 120 Front Street in Exeter. A major pipe breach accident occurred in the basement of that building on August 5, 2015.

The calamity was unforeseen by our Staff or Hart Plumbing because the pipe, according to the plumber, was rusting from the inside-out. As you may know, we are a nonprofit and our revenue is very limited. The extreme cost of the resulting water consumption bill is a deep blow for us, and we would greatly appreciate it if you could grant us abatement.

Thank you for your time and your consideration.

Sincerely,

Tracey Tucker, MA

Tracey Tucker, Executive Director
and The New Heights Team
August 31, 2015



TOWN OF EXETER
 WATER AND SEWER COLLECTIONS
 10 FRONT STREET
 EXETER, NH 03833-2792
 For Billing Questions: (603) 773-6157
 email: watersewerbilling@town.exeter.nh.us
 7:00 AM - 3:00 PM

For Payment Questions
(603) 773 - 6108
 8:15 AM - 4:00 PM

NEW HEIGHTS
 100 CAMPUS DRIVE STE.23
 PORTSMOUTH, NH 03801

Water Rates:
Service Charge: \$28.00 per quarter ALL meter sizes
Usage Charges: Tier 1: \$5.72 per 1,000 gallons of use up to 29,999 Tier 2: \$6.21 per 1,000 gallons of use 30,000 to 194,999 Tier 3: \$6.67 per 1,000 gallons of use 195,000 and above
Sewer Rates:
Service Charge: \$28.00 per quarter ALL meter sizes
Usage Charge: Tier 1: \$4.44 per 1,000 gallons of use up to 29,999 Tier 2: \$5.23 per 1,000 gallons of use 30,000 to 194,999 Tier 3: \$5.62 per 1,000 gallons of use 195,000 and above

BILL DETAILS

92 Days of Water Usage Previous Read Date: 6/16/2015 Read Date: 9/16/2015

ACCOUNT NO.	BILLING PERIOD	BILLING CYCLE	METER READINGS		USAGE
			PREVIOUS	PRESENT	
000222238650	-	Quarterly	43180	167170	123,990
<u>BILL DATE</u> 9/30/2015	Your average daily use was 1347.72 gallons		Water Consumption	5.720	\$171.59
<u>BILLED TO</u> NEW HEIGHTS			Water Consumption	6.210	\$583.68
<u>SERVICE ADDRESS</u> 120 FRONT STREET 120-REAR			Water Service Fee		\$28.00
			Sewer Consumption	4.440	\$133.20
			Sewer Consumption	5.230	\$491.57
			Sewer Service Fee		\$28.00
TOTAL CURRENT CHARGES:					\$1,436.04

**12% ANNUAL INTEREST CHARGED
 IF NOT PAID BY DUE DATE**

Last Payment: \$63.62 made 07/22/2015

OWNER is liable for all water bills even if not received & OWNER is responsible for preventing service pipes & meter from freezing during cold weather. All water passing through meter will be charged, whether used, wasted, irrigation system malfunction or lost by leakage. If we are unable to gain access to meter, or if meter is not working properly, an estimated bill will be mailed. FAILURE to make payment may result in disconnection of service.

Please separate remittance stub at this perforation and return with payment



TOWN OF EXETER
 WATER AND SEWER COLLECTIONS
 10 FRONT STREET
 EXETER, NH 03833-2792

REMITTANCE STUB

SERVICE LOC: 120 FRONT STREET 120-REAR
 BILL#: 112650
 ACCOUNT NO.: 000222238650
 AMOUNT DUE BY: 10/30/2015 \$1,436.04

MAKE CHECKS PAYABLE TO: TOWN OF EXETER
 Please include your account number on your check.

CHECK HERE FOR ADDRESS CHANGES AND COMPLETE REVERSE SIDE

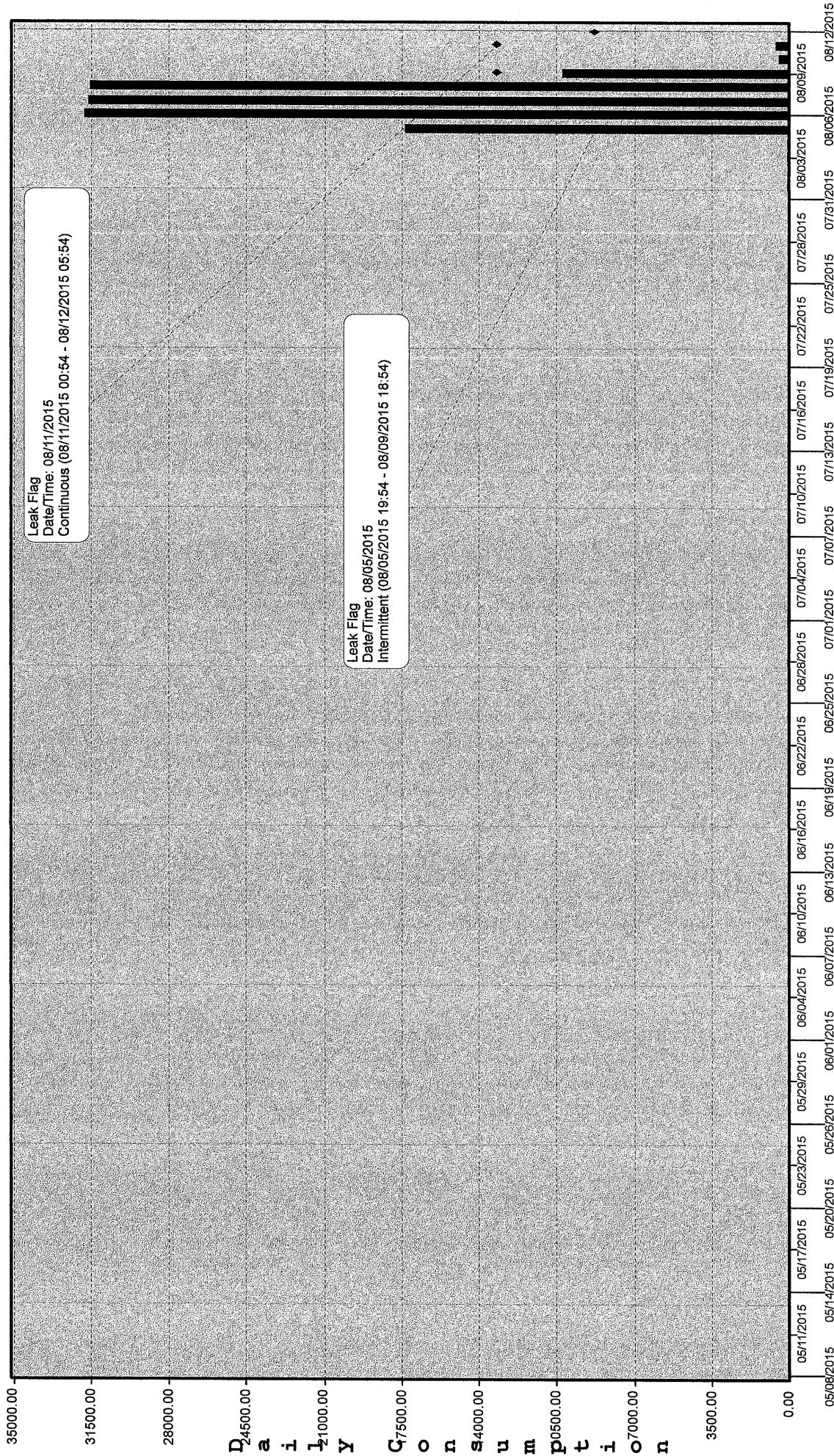
AMOUNT ENCLOSED

NEW HEIGHTS
 100 CAMPUS DRIVE STE.23
 PORTSMOUTH, NH 03801

TOWN OF EXETER
 WATER AND SEWER COLLECTIONS
 PO BOX 9520
 MANCHESTER, NH 03108-9520

ARB N_SIGH1 Mobile Report
E-Coder R900I Data Logging Report
MIU#: 1850084994 Acct: Unknown Mtr #: 1850084994 Addr: 120 FRONT STREET for 05/08/2015 through 08/12/2015

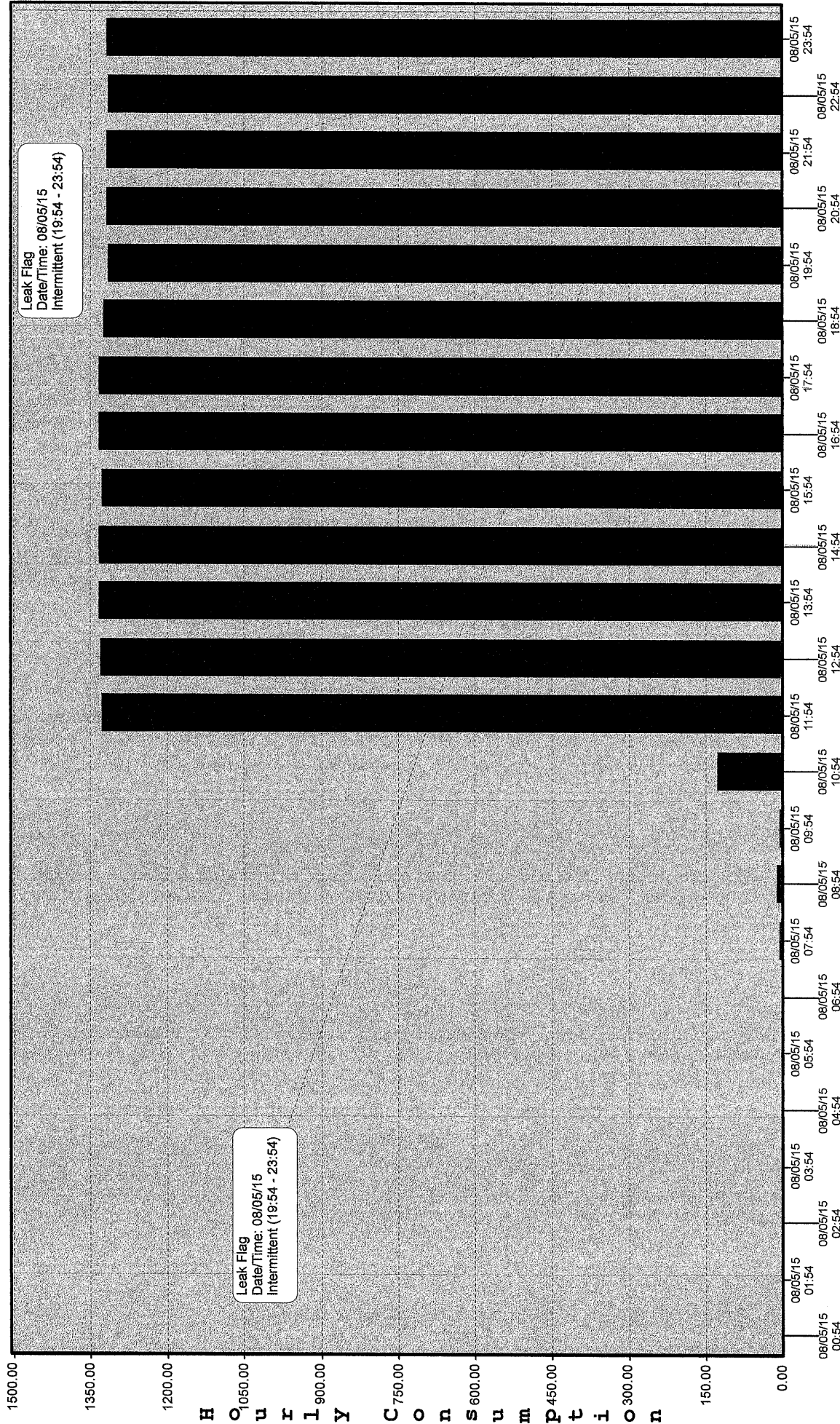
Daily Consumption
 Backflow Flag
 Leak Flag



Interval (Daily)

MIU#: 1850084994 Acct: Unknown Mtr #: 1850084994 Addr: 120 FRONT STREET for 08/05/2015 through 08/05/2015

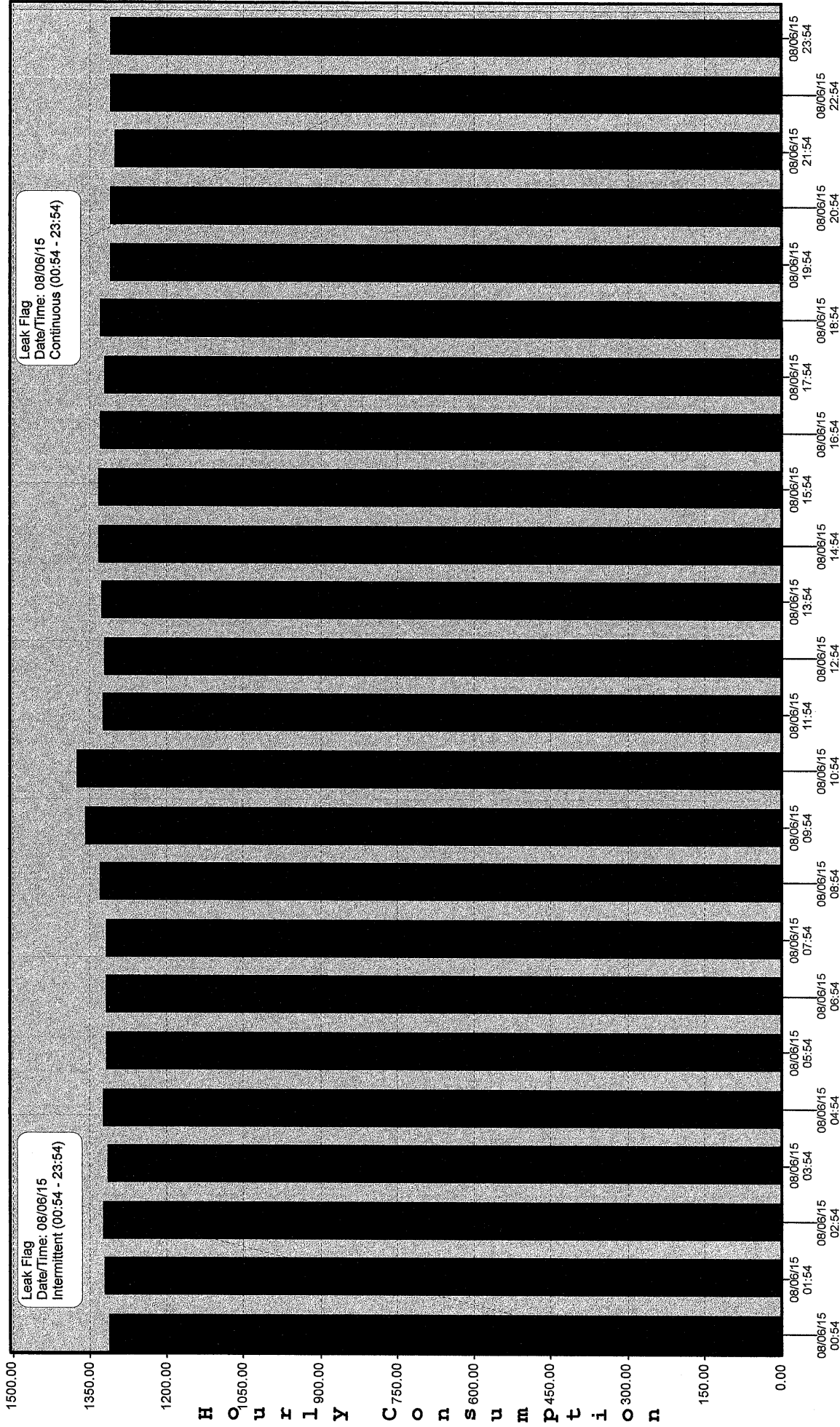
Consumption
 Backflow Flag
 Leak Flag



Interval (Hourly)

MIU#: 1850084994 Acct: Unknown Mtr #: 1850084994 Addr: 120 FRONT STREET for 08/06/2015 through 08/06/2015

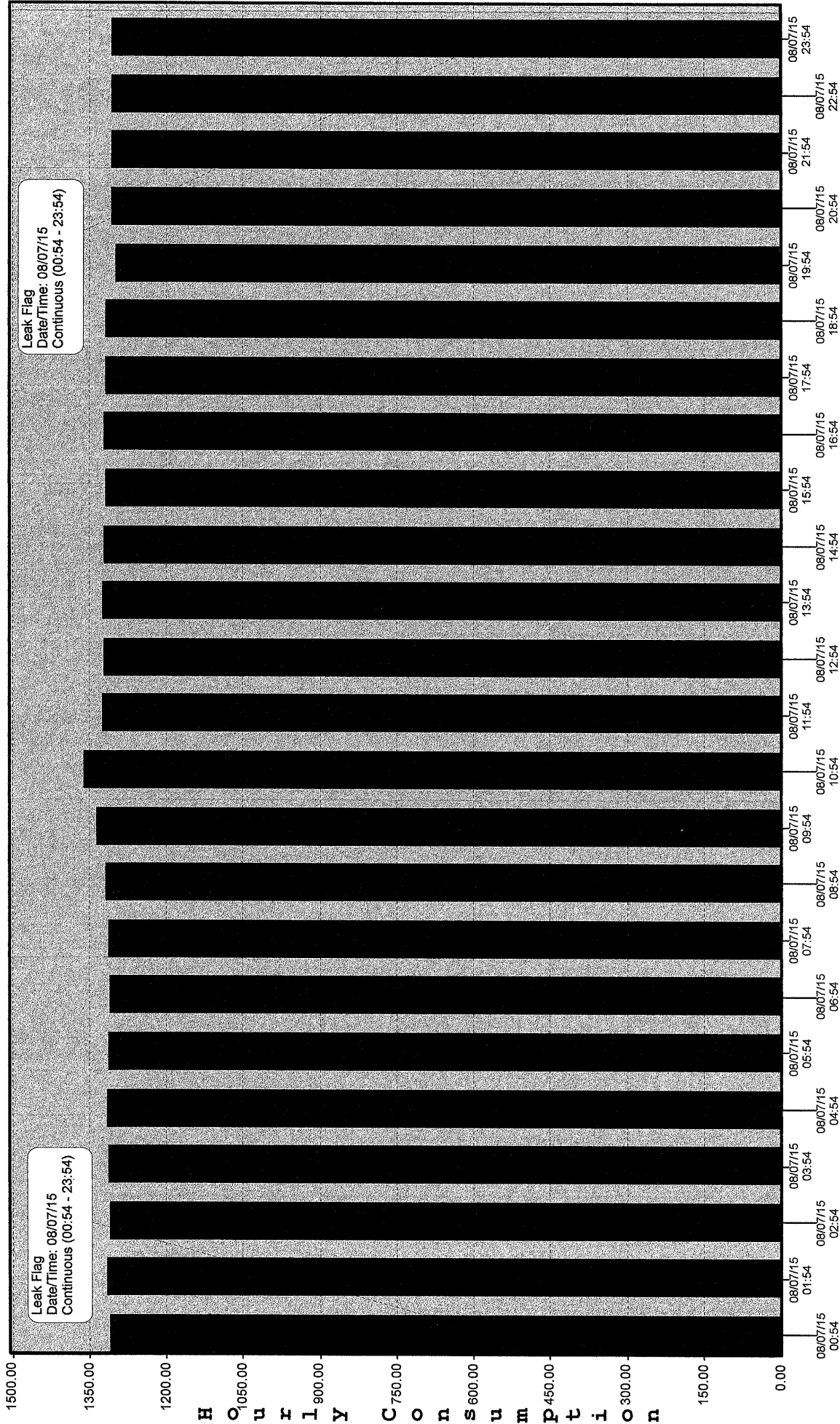
■ Consumption * Backflow Flag ◆ Leak Flag



Interval (Hourly)

MIU#: 1850084994 Acct: Unknown Mtr #: 1850084994 Addr: 120 FRONT STREET for 08/07/2015 through 08/07/2015

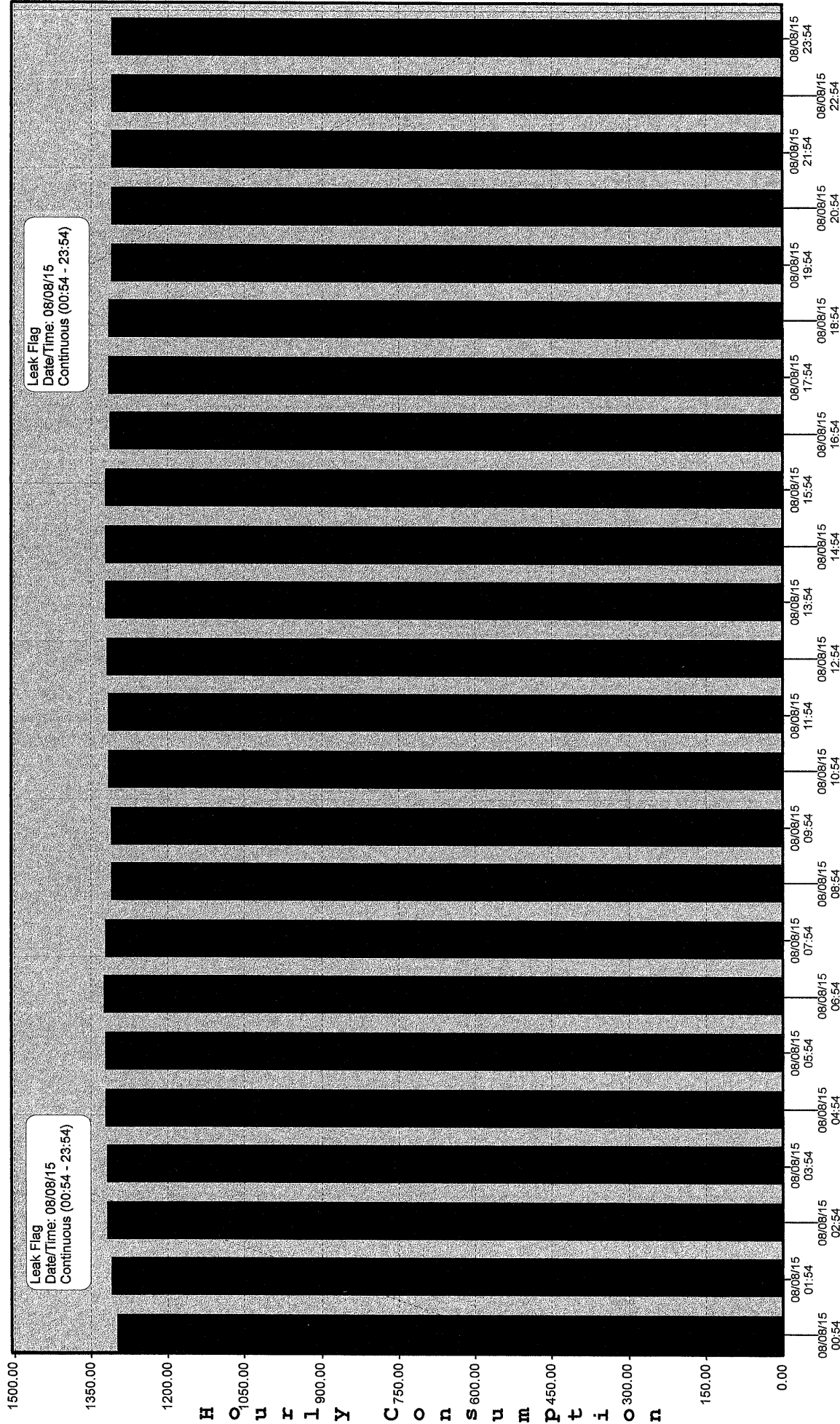
Consumption
 Backflow Flag
 Leak Flag



Interval (Hourly)

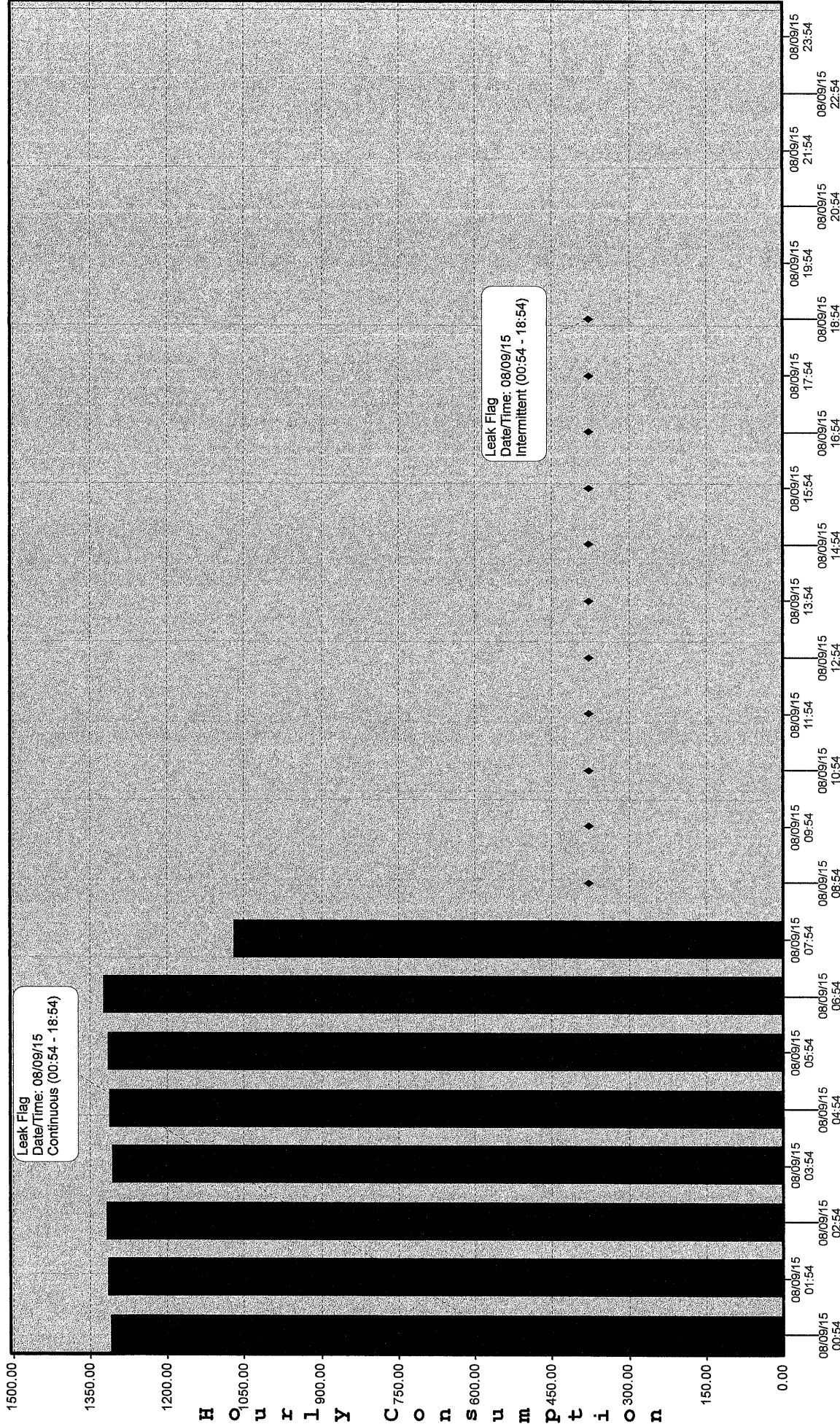
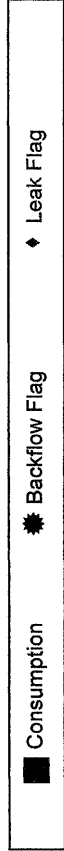
MIU#: 1850084994 Acct: Unknown Mtr #: 1850084994 Addr: 120 FRONT STREET for 08/08/2015 through 08/08/2015

■ Consumption * Backflow Flag ◆ Leak Flag



Interval (Hourly)

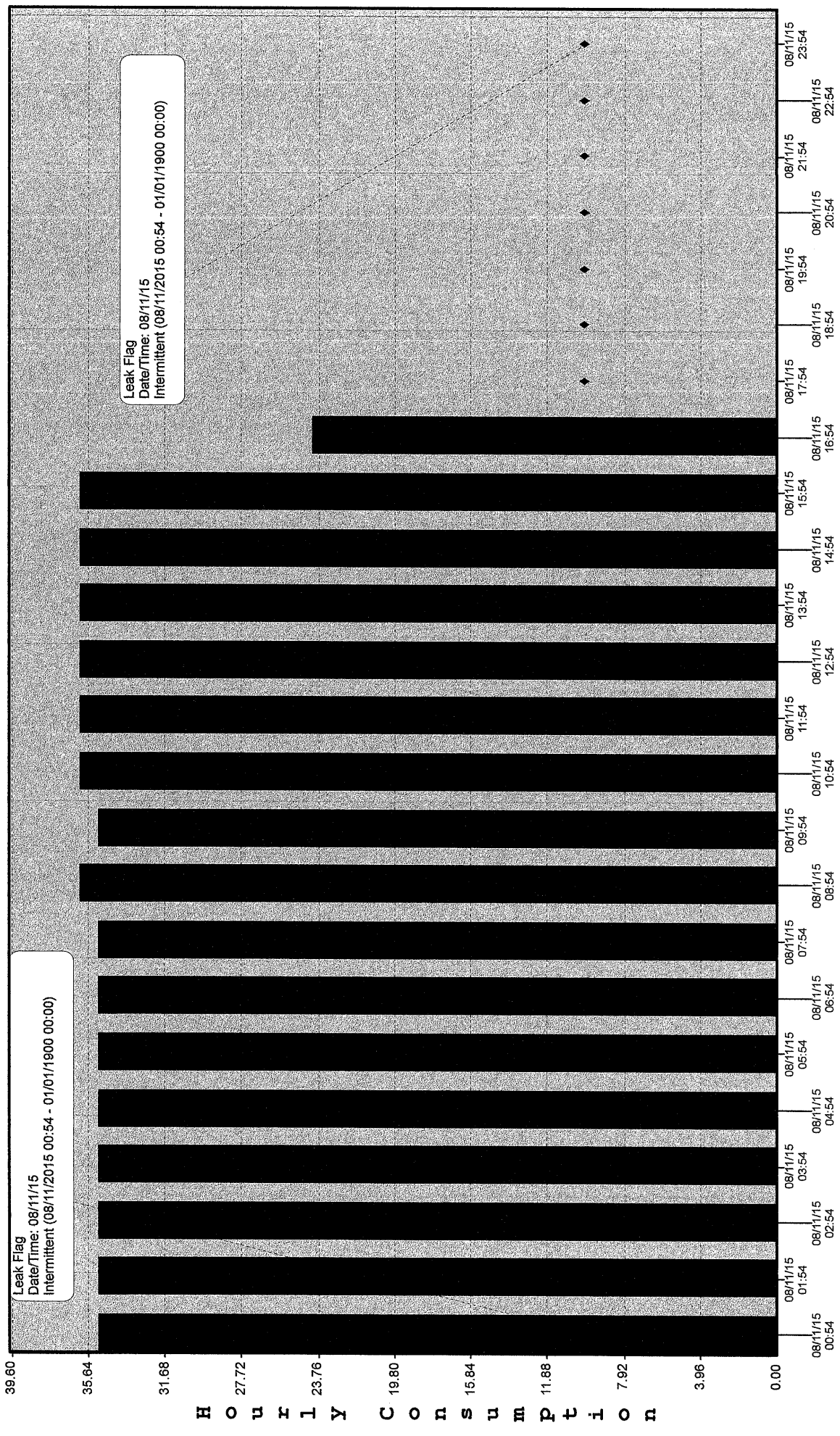
MIU #: 1850084994 Acct: Unknown Mtr #: 1850084994 Addr: 120 FRONT STREET for 08/09/2015 through 08/09/2015



Interval (Hourly)

MIU#: 1850084994 Acct: Unknown Mtr #: 1850084994 Addr: 120 FRONT STREET for 08/1/2015 through 08/1/2015

Consumption
 Backflow Flag
 Leak Flag



Interval (Hourly)

Meter History

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

Name: NEW HEIGHTS

Acct#: 000222238650

Loc: 120 FRONT STREET

Meter# 85527974

Read Date	Prev Read	Reading	Usage	Est
5/21/2013	16,058,000	16,059,100	1,100	N
3/22/2013	16,056,000	16,058,000	2,000	N
12/19/2012	16,052,000	16,056,000	4,000	N
9/18/2012	16,050,000	16,052,000	2,000	N
6/15/2012	16,047,000	16,050,000	3,000	N
3/15/2012	16,044,000	16,047,000	3,000	N
12/15/2011	16,041,000	16,044,000	3,000	N
9/15/2011	16,040,000	16,041,000	1,000	N
6/17/2011	16,036,000	16,040,000	4,000	N
3/17/2011	16,031,000	16,036,000	5,000	N
12/16/2010	16,027,000	16,031,000	4,000	N
9/16/2010	16,026,000	16,027,000	1,000	N
6/17/2010	16,023,000	16,026,000	3,000	N
3/15/2010	16,020,000	16,023,000	3,000	N
1/04/2010	16,014,000	16,020,000	6,000	N
9/01/2009	16,013,000	16,014,000	1,000	N
6/23/2009	16,012,000	16,013,000	1,000	N
4/24/2009	16,008,000	16,012,000	4,000	
11/30/2008	0	16,008,000	3,000	
8/31/2008	0	16,005,000	1,000	
5/31/2008	0	16,004,000	2,000	
2/28/2008	0	16,002,000	4,000	
11/30/2007	0	15,998,000	3,000	
8/31/2007	0	15,995,000	5,000	
2/28/2007	0	15,990,000	64,000	
11/30/2006	0	15,926,000	76,000	
8/31/2006	0	15,850,000	93,000	
5/31/2006	0	15,757,000	66,000	
5/31/2006	0	15,850,000	93,000	
11/30/2005	0	15,691,000	91,000	
Meter Total:			552,100	

Meter# 1850084994

Read Date	Prev Read	Reading	Usage	Est
9/16/2015	43,180	167,170	123,990	N
6/16/2015	42,430	43,180	750	N
3/18/2015	41,410	42,430	1,020	N
12/17/2014	39,560	41,410	1,850	N
9/17/2014	37,580	39,560	1,980	N
6/18/2014	31,160	37,580	6,420	N
3/18/2014	23,480	31,160	7,680	N
12/19/2013	16,890	23,480	6,590	N
9/23/2013	2,500	16,890	14,390	N
6/18/2013	0	2,500	2,500	
Meter Total:			167,170	

Town of Exeter
Water/Sewer Abatement Request & Receipt Form

Please Print:

Full Name: Richard Eldor
Mailing Address: 4 Liberty Lane
Exeter, NH 03833
Service/Property Address: Same as above

Today's Date: 4/2/15
Account Number: 212102746
Route Number: _____
Phone Number: _____

Utility Abatement Requested for: Water _____ Sewer X Water & Sewer _____
Date of Bill: 3/31/15 Billing Period from 12/17/14 to 3/18/15 Amount of Bill: \$530.57

Owner's reason for the abatement request (Please be as specific as possible): ***Outdoor faucet started leaking while we were away from Jan 7, 2015 to Feb 23, 2015. I propose amending the sewer consumption to the previous bills average of 291 gallons per day for the 44 days we were home during the billing period. Please see attached sheet.***

Richard Eldor
Signature of Applicant

4/2/15
Date

Do not write below this line

Receipt Portion

Reviewed by: Matthew Berube Date of Review: 5/5/15
Comments: _____

Dept. of Public Works Recommendation: X Disapprove _____ Approve

W/S Advisory Committee Recommendation: _____ Disapprove _____ Approve

Board of Selectmen Recommendation: _____ Disapprove _____ Approve

Abatement Amount: \$ _____

New bill total: \$ _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

Town of Exeter



Water/Sewer Abatement Request Form

Please Print:

Full Name: Richard Elder
Mailing Address: 4 Liberty Ln, Exeter NH 03833
Service/Property Address: 4 Liberty Ln, Exeter NH 03833

Today's Date: April 2, 2015
Account Number: 212102746
Route Number:
Phone Number:

Utility Abatement Requested for: Water, Sewer X, Water & Sewer
Date of Bill: 3/31/2015, Billing Period from 12/17/14 to 3/18/15, Amount of Bill: \$ 590.57

Owner's reason for the abatement request (Please be as specific as possible): Outdoor Faucet started leaking while we were away from Jan 7, 2015 to Feb 23, 2015. I propose amending the sewer consumption to the previous bills average of 291 gal per day for the 44 days we were home during the billing period. Please see attached sheet.

Richard Elder
Signature of Applicant

April 2, 2015
Date

Signature of Billing Office

Date

Do not write below this line

Reviewed by:
Comments:
Date of Review:

Total Usage= gallons
-Q -year Average- (+ +) / = gallons
Excess above average- gallons
Half of Excess gets abated- gallons

Due
Remaining excess- gal -yr average- gal Billable usage- gal
Tier 1-- rates Tier 3-- rates
water gal * \$ /1000 gal = \$ water gal * \$ /1000 gal = \$
sewer gal * \$ /1000 gal = \$ sewer gal * \$ /1000 gal = \$
Tier 2-- rates
water gal * \$ /1000 gal = \$
sewer gal * \$ /1000 gal = \$

Total due=

Recommendation: Disapprove Approve Amount: \$

Approval/Disapproval Signature: Date:

If you disagree with the decision of the Department of Public Works & the Finance Department, you may appeal to the Town of Exeter Board of Selectmen. If you wish to appeal, please sign below and return this form to the Finance Department at 10 Front Street.

Signature of Applicant

Date

Town of Exeter
Water/Sewer Abatement Request & Receipt Form

Please Print:

Full Name: Exeter Parks & Rec
Mailing Address: 32 Court Street
Exeter, NH 03833
Service/Property Address: 4 Chestnut Street
Founders Park Sprinkler

Today's Date: 9/2/15
Account Number: 111108580
Route Number: _____
Phone Number: _____

Utility Abatement Requested for: Water Sewer _____ Water & Sewer _____
Date of Bill: 8/31/15 Billing Period from 5/19/15 to 8/19/15 Amount of Bill: \$770.73

Owner's reason for the abatement request (Please be as specific as possible): ***There is/was a leak before going into system. H2O line comes from building to control boxes and leak occupied even when irrigation system was off. No way for us to know.***

Signature of Applicant Date 9/2/15

Do not write below this line

Receipt Portion

Reviewed by: Matthew Berube Date of Review: 9/16/15
Comments: _____

Dept. of Public Works Recommendation: Disapprove Approve

W/S Advisory Committee Recommendation: Disapprove Approve

Board of Selectmen Recommendation: Disapprove Approve

Abatement Amount: \$ _____

New bill total: \$ _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

Memo

Date: September 16, 2015

To: Russell Dean; Doreen Ravell

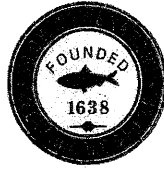
From: Michael Jeffers *mj*

RE: 4 Chestnut Street water & sewer bill (Abatement Request 9/2/15)

We received a request in September 2015, in reference to 4 Chestnut Street for high water and sewer usage on the water and sewer bill. The Town of Exeter did not perform a leak check at this time, or download any data from the meter. **We do not recommend abatement.** The next step would be to remove the old meter for testing (per customer request), and install a new meter. *Please note that tested older meters typically read lower than actual usage, a new meter more accurately records usage meaning water bills increase slightly.*

To grant abatement, the problem of excessive usage requires not only identifying the problem but also the documented correction of the problem. The intent of Selectmen's Policy 08-30 is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release. Selectmen's Policy 08-30 Line #1 partially states "In order to qualify for abatement, a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption. The customer must also prove that the deficiency responsible for leakage has been repaired or corrected", which the customer does meet the criteria, and has provided proof (verbally through form) of the repair or correction. *DPW does not recommend abatement* due to *Selectmen's Policy 08-30 line #4* which states that in the event the source or cause of the abnormally high consumption is related to a leak due to customer negligence such as the failure to maintain internal (private) plumbing fixtures in good repair and/or protect plumbing from freezing, the customer shall be held responsible for the entire bill.

Town of Exeter



Water/Sewer Abatement Request Form

Please Print:

Full Name: Exeter Parks & Rec
Mailing Address: 32 Court St.
Service/Property Address: 4 Chestnut St
Founders Park

Today's Date: 9/2/15
Account Number: 111108580
Route Number: _____
Phone Number: _____

Utility Abatement Requested for: Water Sewer _____ Water & Sewer _____
Date of Bill: 8/31/15 Billing Period from 5/19 to 8/19 Amount of Bill: \$ 770.73

Owner's reason for the abatement request (Please be as specific as possible):
There is/was a leak before going into system. H2O line comes from building to control boxes and leak occurred even when irrigation system was off. No way for us to know

[Signature]
Signature of Applicant

9/2/15
Date

Signature of Billing Office

Date

Do not write below this line

Reviewed by: _____ Date of Review: _____
Comments: _____

Total Usage= _____ gallons
-Q -year Average- (_____ + _____ + _____) / _____ = _____ gallons
Excess above average- _____ gallons
Half of Excess gets abated- _____ gallons

Due
Remaining excess- _____ gal -yr average- _____ gal Billable usage- _____ gal
Tier 1-- rates
water _____ gal * \$ _____ /1000 gal = \$ _____
sewer _____ gal * \$ _____ /1000 gal = \$ _____
Tier 2--rates
water _____ gal * \$ _____ /1000 gal = \$ _____
sewer _____ gal * \$ _____ /1000 gal = \$ _____

Total due= _____

Recommendation: _____ Disapprove _____ Approve Amount: \$ _____

Approval/Disapproval Signature: _____ Date: _____

If you disagree with the decision of the Department of Public Works & the Finance Department, you may appeal to the Town of Exeter Board of Selectmen. If you wish to appeal, please sign below and return this form to the Finance Department at 10 Front Street.

Signature of Applicant

Date

Meter History

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

11/19/2014	208,010	237,680	29,670	N
<u>8/20/2014</u>	124,930	208,010	83,080	N
5/20/2014	124,930	124,930	0	N
2/20/2014	124,930	124,930	0	N
11/19/2013	88,760	124,930	36,170	N
<u>8/20/2013</u>	10	88,760	88,750	N
5/08/2013	0	10	10	
		Meter Total:	360,090	
		Acct Total	1,136,000	

2015 - 121,970

Average usage for ^{3RD} quarter prev. 3 years

2014	83,080	}	81,427 gallons
2013	88,750		
2012	72,450		

Meter History

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

Name: EXETER TOWN OF
C/O REC DEPT.

Acct#: 000111108580

Loc: 4 CHESTNUT STREET

Meter# 88846271

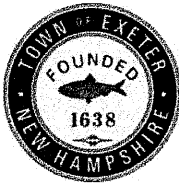
Read Date	Prev Read	Reading	Usage	Est
5/02/2011	2,139,460	2,139,460	0	N
5/02/2011	2,139,460	2,139,460	0	N
2/01/2011	2,139,460	2,139,460	0	N
11/02/2010	2,117,820	2,139,460	21,640	N
8/02/2010	2,076,540	2,117,820	41,280	N
5/03/2010	2,076,520	2,076,540	20	N
2/03/2010	2,076,520	2,076,520	0	N
10/19/2009	2,058,760	2,076,520	17,760	N
7/15/2009	2,053,430	2,058,760	5,330	N
5/19/2009	2,053,430	2,053,430	0	N
3/10/2009	2,052,470	2,053,430	960	
10/31/2008	0	2,052,470	31,690	
7/31/2008	0	2,020,780	43,550	
4/30/2008	0	1,977,230	0	
1/31/2008	0	1,977,230	0	
10/31/2007	0	1,977,230	103,720	
7/30/2007	0	1,873,510	44,770	
4/30/2007	0	1,828,740	0	
1/31/2007	0	1,828,740	0	
10/31/2006	0	1,828,740	76,150	
4/30/2006	0	1,752,590	10	
1/31/2006	0	1,752,580	53,870	
10/31/2005	0	1,698,710	117,740	
7/31/2005	0	1,580,970	0	
7/30/2005	0	1,580,970	43,870	
4/30/2005	0	1,537,100	0	
1/31/2005	0	1,537,100	0	
Meter Total:			602,360	

Meter# 1482231677

Read Date	Prev Read	Reading	Usage	Est
3/15/2013	587,250	587,250	0	N
2/07/2013	587,250	587,250	0	N
11/05/2012	539,400	587,250	47,850	N
8/06/2012	466,950	539,400	72,450	N
5/07/2012	456,250	466,950	10,700	N
2/06/2012	456,250	456,250	0	N
11/04/2011	448,950	456,250	7,300	N
8/02/2011	413,700	448,950	35,250	
Meter Total:			173,550	

Meter# 1831687050

Read Date	Prev Read	Reading	Usage	Est
8/19/2015	238,120	360,090	121,970	N
5/19/2015	237,680	238,120	440	N
2/18/2015	237,680	237,680	0	N



**TOWN OF EXETER
WATER AND SEWER COLLECTION**

10 FRONT STREET
EXETER, NH 03833-2792
For Billing Questions: (603)773-6157 7:00am -3:00 pm
EMAIL: watersewerbilling@exeternh.gov

**FOR PAYMENT QUESTIONS
(603) 773-6108
8:15 AM - 4:00 PM**

1236 1 AV 0.388 P:1236 / T:5 / S:



EXETER TOWN OF
C/O REC DEPT.
32 COURT ST
EXETER NH 03833-2728



Note to Residents:
NEW 2012 WATER & SEWER RATES EFFECTIVE AS OF APRIL 2012

Water
Tier 1: \$5.72 per 1,000 gallons of use up to 29,999.
Tier 2: \$6.21 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$6.67 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

Sewer
Tier 1: \$4.44 per 1,000 gallons of use up to 29,999.
Tier 2: \$5.23 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$5.62 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

BILL DETAILS 92 Days of Water Usage Previous Read Date: 05/19/2015 - Read Date: 08/19/2015

ACCOUNT NO.	BILLING PERIOD	BILLING CYCLE	METER READINGS		USAGE
			PREVIOUS	PRESENT	
111108580	05/19/2015 - 08/19/2015	Quarterly	238120	360090	121970

Your average daily use was 1325.76 gallons
BILL DATE:
08/31/2015

WATER CONSUMPTION	5.720	\$	171.59
WATER CONSUMPTION	6.210	\$	571.14
WATER SERVICE FEE		\$	28.00

BILLED TO:
EXETER TOWN OF

SERVICE ADDRESS:
4 CHESTNUT STREET FOUND.PARK
Last Payment: \$30.52 made 06/11/2015

TOTAL CURRENT CHARGES	\$	770.73
PREVIOUS BALANCE	\$	0.00

**12% ANNUAL INTEREST CHARGED
IF NOT PAID BY DUE DATE.**

TOTAL AMOUNT DUE \$ **770.73**

OWNER is liable for all water bills even if not received & OWNER is responsible for preventing service pipes & meter from freezing during cold weather.
All water passing through meter will be charged, whether used, wasted, irrigation system malfunction or lost by leakage.
If we are unable to gain access to meter, or if meter is not working properly, an estimated bill will be mailed.
FAILURE to make payment may result in disconnection of service.

PLEASE SEPARATE REMITTANCE STUB AT THIS PERFORATION AND RETURN WITH PAYMENT



**TOWN OF EXETER
WATER AND SEWER COLLECTION**
10 FRONT STREET
EXETER, NH 03833-2792

REMITTANCE STUB

SERVICE LOC: 4 CHESTNUT STREET FOUND.PARK
BILL#: 110766
ACCOUNT NO.: 111108580
AMOUNT DUE BY 09/30/2015 : \$770.73

MAKE CHECKS PAYABLE TO: TOWN OF EXETER
Please include your account number on your check.

AMOUNT ENCLOSED

\$

CHECK HERE FOR ADDRESS CHANGES AND COMPLETE REVERSE SIDE.

EXETER TOWN OF
C/O REC DEPT.
32 COURT STREET
EXETER, NH 03833



TOWN OF EXETER
WATER AND SEWER COLLECTION
PO BOX 9520
MANCHESTER NH 03108-9520

Town of Exeter
Water/Sewer Abatement Request & Receipt Form

Please Print:

Full Name: Bob McHenry
Mailing Address: 334 Water Street
Exeter, NH 03833
Service/Property Address: 12-14 Washington Street
Exeter, NH 03833

Today's Date: 7/14/15
Account Number: 323242100
Route Number: _____
Phone Number: 603-866-4246

Utility Abatement Requested for: Water X Sewer X Water & Sewer X
Date of Bill: 4/29/15 Billing Period from 1/21/15 to 4/21/15 Amount of Bill: \$685.13

Owner's reason for the abatement request (Please be as specific as possible): ***Due to a malfunctioning device in a toilet the water consumption was more than twice normal. The toilet was in an unused location and has been removed. All other toilets were upgraded to avoid future issues.***

Bob McHenry
Signature of Applicant

7/14/15
Date

Do not write below this line

Receipt Portion

Reviewed by: Matthew Berube Date of Review: 8/31/15
Comments: _____

Dept. of Public Works Recommendation: X Disapprove ___ Approve

W/S Advisory Committee Recommendation: ___ Disapprove ___ Approve

Board of Selectmen Recommendation: ___ Disapprove ___ Approve

Abatement Amount: \$ _____

New bill total: \$ _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____


BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

Memo

Date: August 31, 2015

To: Russell Dean; Doreen Ravell

From: Michael Jeffers 

RE: 12-14 Washington Street water & sewer bill (Abatement Request 7/14/15)

We received a request in July 2015, in reference to 12-14 Washington Street for high water and sewer usage on the water and sewer bill. The Town of Exeter did not perform a leak check at this time, or download any data from the meter. We do not recommend abatement. The next step would be to remove the old meter for testing (per customer request), and install a new meter. *Please note that tested older meters typically read lower than actual usage, a new meter more accurately records usage meaning water bills increase slightly.*

To grant abatement, the problem of excessive usage requires not only identifying the problem but also the documented correction of the problem. The intent of Selectmen's Policy 08-30 is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release. Selectmen's Policy 08-30 Line #1 partially states "In order to qualify for abatement, a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption. The customer must also prove that the deficiency responsible for leakage has been repaired or corrected", which the customer does meet the criteria, and has provided proof (verbally through form) of the repair or correction. *DPW does not recommend abatement* due to *Selectmen's Policy 08-30 line #4* which states that in the event the source or cause of the abnormally high consumption is related to a leak due to customer negligence such as the failure to maintain internal (private) plumbing fixtures in good repair and/or protect plumbing from freezing, the customer shall be held responsible for the entire bill.

Town of Exeter



EXETER
AUG 05 2015

Water/Sewer Abatement Request Form BY: _____

Please Print:

Full Name: Bob McHenry
Mailing Address: 334 Water St
Exeter NH 03833
Service/Property Address: 12, 14 Washington St

Today's Date: 7/14/15
Account Number: 323242100
Route Number: _____
Phone Number: 603 866 4246

Utility Abatement Requested for: Water Sewer Water & Sewer
Date of Bill: 4/29/15 Billing Period from 4/21/2015 4/21 Amount of Bill: \$ 685.13

Owner's reason for the abatement request (Please be as specific as possible): Due to a malfunctioning device in a toilet the water consumption was more than twice normal. The toilet was in an unused location and has been removed. All other toilets were upgraded to avoid future issues.

Bob McHenry
Signature of Applicant

7/14/15
Date

Signature of Billing Office

Date

Do not write below this line

Reviewed by: [Signature]
Comments: _____

Date of Review: 8/31/15

Total Usage= _____ gallons
-Q -year Average- (_____ + _____ + _____) / _____ = _____ gallons
Excess above average- _____ gallons
Half of Excess gets abated- _____ gallons

Due
Remaining excess- _____ gal -yr average- _____ gal Billable usage- _____ gal
Tier 1-- rates
water _____ gal * \$ _____ /1000 gal = \$ _____
sewer _____ gal * \$ _____ /1000 gal = \$ _____
Tier 2--rates
water _____ gal * \$ _____ /1000 gal = \$ _____
sewer _____ gal * \$ _____ /1000 gal = \$ _____

Total due= _____

Recommendation: Disapprove _____ Approve Amount: \$ _____

Approval/Disapproval Signature: _____ Date: _____

If you disagree with the decision of the Department of Public Works & the Finance Department, you may appeal to the Town of Exeter Board of Selectmen. If you wish to appeal, please sign below and return this form to the Finance Department at 10 Front Street.

Signature of Applicant

Date

Run: 8/31/15 11:05AM

Meter History

Page: 1

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

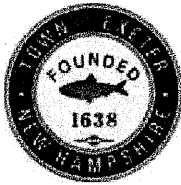
Name: MCHENRY ROBERT P

Acct#: 000323242100

Loc: 12 WASHINGTON STREET

Meter# 1834857700

Read Date	Prev Read	Reading	Usage	Est
7/21/2015	120,200	145,280	25,080	N
4/21/2015	61,850	120,200	58,350	N
1/21/2015	38,670	61,850	23,180	N
10/22/2014	25,920	38,670	12,750	N
7/23/2014	15,520	25,920	10,400	N
4/22/2014	9,340	15,520	6,180	N
1/23/2014	2,570	9,340	6,770	N
10/25/2013	0	2,570	2,570	
		Meter Total:	145,280	
		Acct Total	145,280	



**TOWN OF EXETER
WATER AND SEWER COLLECTION**

10 FRONT STREET
EXETER, NH 03833-2792
For Billing Questions: (603)773-6157 7:00am -3:00 pm
EMAIL: watersewerbilling@exeternh.gov

**FOR PAYMENT QUESTIONS
(603) 773-6108**

8:15 AM - 4:00 PM

338 1 AV 0.378 P:338 / T:2 / S:



MCHENRY ROBERT P
334 WATER ST
EXETER NH 03833-1711



Note to Residents:

NEW 2012 WATER & SEWER RATES EFFECTIVE AS OF APRIL 2012

Water

Tier 1: \$5.72 per 1,000 gallons of use up to 29,999.
Tier 2: \$6.21 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$6.67 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

Sewer

Tier 1: \$4.44 per 1,000 gallons of use up to 29,999.
Tier 2: \$5.23 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$5.62 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

BILL DETAILS 90 Days of Water Usage Previous Read Date: 01/21/2015 - Read Date: 04/21/2015

ACCOUNT NO.	BILLING PERIOD	BILLING CYCLE	METER READINGS		USAGE
			PREVIOUS	PRESENT	
323242100	01/21/2015 - 04/21/2015	Quarterly	61850	120200	58350

Your average daily use was 648.33 gallons
BILL DATE:
04/29/2015

BILLED TO:

WATER CONSUMPTION	5.720	\$	171.59
WATER CONSUMPTION	6.210	\$	176.06
WATER SERVICE FEE		\$	28.00
SEWER CONSUMPTION	4.440	\$	133.20
SEWER CONSUMPTION	5.230	\$	148.28
SEWER SERVICE FEE		\$	28.00

SERVICE ADDRESS:

12 WASHINGTON STREET 12-14

Last Payment: \$293.62 made 03/24/2015

TOTAL CURRENT CHARGES	\$	685.13
PREVIOUS BALANCE	\$	0.00

**12% ANNUAL INTEREST CHARGED
IF NOT PAID BY DUE DATE.**

TOTAL AMOUNT DUE \$ 685.13

OWNER is liable for all water bills even if not received & OWNER is responsible for preventing service pipes & meter from freezing during cold weather.
All water passing through meter will be charged, whether used, wasted, irrigation system malfunction or lost by leakage.
If we are unable to gain access to meter, or if meter is not working properly, an estimated bill will be mailed.
FAILURE to make payment may result in disconnection of service.

PLEASE SEPARATE REMITTANCE STUB AT THIS PERFORATION AND RETURN WITH PAYMENT



**TOWN OF EXETER
WATER AND SEWER COLLECTION**

10 FRONT STREET
EXETER, NH 03833-2792

REMITTANCE STUB

SERVICE LOC: 12 WASHINGTON STREET 12-14
BILL#: 106132
ACCOUNT NO.: 323242100
AMOUNT DUE BY 05/29/2015 : \$685.13

MAKE CHECKS PAYABLE TO: TOWN OF EXETER
Please include your account number on your check.

AMOUNT ENCLOSED

\$

CHECK HERE FOR ADDRESS CHANGES AND COMPLETE REVERSE SIDE.

MCHENRY ROBERT P
334 WATER STREET
EXETER, NH 03833



TOWN OF EXETER
WATER AND SEWER COLLECTION
PO BOX 9520
MANCHESTER NH 03108-9520

24 0000106132 0000068513 5

Memo

Date: September 28, 2015

To: Russell Dean; Doreen Ravell

From: Michael Jeffers *mj*

RE: 3 Salem Street water & sewer bill (Abatement Request 9/18/15)

We received a request in September 2015, in reference to 3 Salem Street for high water and sewer usage on the water and sewer bill. The Town of Exeter did not perform a leak check at this time, or download any data from the meter. **We do not recommend abatement. The next step would be to remove the old meter for testing (per customer request), and install a new meter. Please note that tested older meters typically read lower than actual usage, a new meter more accurately records usage meaning water bills increase slightly.**

To grant abatement, the problem of excessive usage requires not only identifying the problem but also the documented correction of the problem. The intent of Selectmen's Policy 08-30 is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release. Selectmen's Policy 08-30 Line #1 partially states "In order to qualify for abatement, a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption. The customer must also prove that the deficiency responsible for leakage has been repaired or corrected", which the customer does not meet the criteria, and has not provided proof of the repair or correction. DPW does not recommend abatement due to *Selectmen's Policy 08-30 line #4* which states **that in the event the source or cause of the abnormally high consumption is related to a leak due to customer negligence such as the failure to maintain internal (private) plumbing fixtures in good repair and/or protect plumbing from freezing, the customer shall be held responsible for the entire bill.**

Town of Exeter



Water/Sewer Abatement Request Form

Please Print:

Full Name: Shelia Eileen Roy
Mailing Address: 3 Eastern St
Exeter NH 03833
Service/Property Address: "frame"

Today's Date: 9/18/15
Account Number: 32 3234600
Route Number: _____
Phone Number: 603 770-0930

Utility Abatement Requested for: Water _____ Sewer _____ Water & Sewer _____
Date of Bill: 1/2/15-6 Billing Period from 1/2/15 to 4/2/2015 Amount of Bill: \$ 295.06

Owner's reason for the abatement request (Please be as specific as possible):

Pipe burst during winter months, did not know about
leak. Averaged water usage increased from roughly
116.48 to 261.44 gallons before reason for
broken pipe, water pools in front of house.
met with Jettie

Signature of Applicant: [Signature]

Date: 9/18/15

Signature of Billing Office: _____

Date: 9/18/15

Do not write below this line

Reviewed by: _____ Date of Review: _____

Comments: _____

Total Usage= _____ gallons
-Q -year Average- (_____ + _____ + _____) / _____ = _____ gallons
Excess above average- _____ gallons
Half of Excess gets abated- _____ gallons

Due
Remaining excess- _____ gal -yr average- _____ gal Billable usage- _____ gal
Tier 1-- rates
water _____ gal * \$ _____ /1000 gal = \$ _____
sewer _____ gal * \$ _____ /1000 gal = \$ _____
Tier 2-- rates
water _____ gal * \$ _____ /1000 gal = \$ _____
sewer _____ gal * \$ _____ /1000 gal = \$ _____

Total due= _____

Recommendation: _____ Disapprove _____ Approve Amount: \$ _____

Approval/Disapproval Signature: _____ Date: _____

If you disagree with the decision of the Department of Public Works & the Finance Department, you may appeal to the Town of Exeter Board of Selectmen. If you wish to appeal, please sign below and return this form to the Finance Department at 10 Front Street.

Signature of Applicant: _____

Date: _____



**TOWN OF EXETER
WATER AND SEWER COLLECTION**

10 FRONT STREET

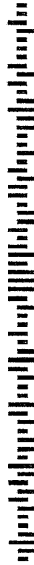
EXETER, NH 03833-2792

For Billing Questions: (603)773-6157 7:00am -3:00 pm

EMAIL: watersewerbilling@exeternh.gov

455 1 AV 0.388

P:455 / T:2 / S:



ROY SHEILA
3 SALEM ST
EXETER NH 03833-1609



**FOR PAYMENT QUESTIONS
(603) 773-6108**

8:15 AM - 4:00 PM

Note to Residents:

NEW 2012 WATER & SEWER RATES EFFECTIVE AS OF APRIL 2012

Water

Tier 1: \$5.72 per 1,000 gallons of use up to 29,999.

Tier 2: \$6.21 per 1,000 gallons of use 30,000 to 194,999.

Tier 3: \$6.67 per 1,000 gallons of use 195,000 and above.

Service Fee: \$28.00 per quarter (no change).

Sewer

Tier 1: \$4.44 per 1,000 gallons of use up to 29,999.

Tier 2: \$5.23 per 1,000 gallons of use 30,000 to 194,999.

Tier 3: \$5.62 per 1,000 gallons of use 195,000 and above.

Service Fee: \$28.00 per quarter (no change).

BILL DETAILS 91 Days of Water Usage Previous Read Date: 04/21/2015 - Read Date: 07/21/2015

ACCOUNT NO.	BILLING PERIOD	BILLING CYCLE	METER READINGS		USAGE
			PREVIOUS	PRESNT	
323234600	04/21/2015 - 07/21/2015	Quarterly	98710	109310	10600

Your average daily use was 116.48 gallons

BILL DATE:

07/31/2015

BILLED TO:

SERVICE ADDRESS:
3 SALEM STREET

Last Payment: \$250.00 made 04/10/2015

WATER CONSUMPTION	5.720	\$
WATER SERVICE FEE		\$
SEWER CONSUMPTION	4.440	\$
SEWER SERVICE FEE		\$
INTEREST		\$

TOTAL CURRENT CHARGES \$ 163.69

PAST DUE \$ 375.72

**12% ANNUAL INTEREST CHARGED
IF NOT PAID BY DUE DATE.**

TOTAL AMOUNT DUE \$ 553.18

OWNER is liable for all water bills even if not received & OWNER is responsible for preventing service pipes & meter from freezing during cold weather.

All water passing through meter will be charged, whether used, wasted, irrigation system malfunction or lost by leakage.

If we are unable to gain access to meter, or if meter is not working properly, an estimated bill will be mailed.

FAILURE to make payment may result in disconnection of service.



**TOWN OF EXETER
WATER AND SEWER COLLECTION**
10 FRONT STREET
EXETER, NH 03833-2792
For Billing Questions: (603)773-6157 7:00am -3:00 pm
EMAIL: watersewerbilling@exeternh.gov

457 1 AV 0.378 P:457 / T:2 / S:



ROY SHEILA
3 SALEM ST
EXETER NH 03833 - 1609



**FOR PAYMENT QUESTIONS
(603) 773-6108**
8:15 AM - 4:00 PM

Note to Residents:

NEW 2012 WATER & SEWER RATES EFFECTIVE AS OF APRIL 2012

Water

Tier 1: \$5.72 per 1,000 gallons of use up to 29,999.
Tier 2: \$6.21 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$6.67 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

Sewer

Tier 1: \$4.44 per 1,000 gallons of use up to 29,999.
Tier 2: \$5.23 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$5.62 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

BILL DETAILS 90 Days of Water Usage Previous Read Date: 01/21/2015 - Read Date: 04/21/2015

ACCOUNT NO.	BILLING PERIOD	BILLING CYCLE	METER READINGS		USAGE
			PREVIOUS	PRESENT	
323234600	01/21/2015 - 04/21/2015	Quarterly	75180	98710	23530

Your average daily use was 261.44 gallons
BILL DATE: 04/29/2015

WATER CONSUMPTION	5.720	\$	134.59
WATER SERVICE FEE		\$	28.00
SEWER CONSUMPTION	4.440	\$	104.47
SEWER SERVICE FEE		\$	28.00
INTEREST		\$	2.14

BILLED TO:

SERVICE ADDRESS:
3 SALEM STREET

Last Payment: \$250.00 made 04/10/2015

TOTAL CURRENT CHARGES \$ 295.06
PAST DUE \$ 80.66

**12% ANNUAL INTEREST CHARGED
IF NOT PAID BY DUE DATE.**

TOTAL AMOUNT DUE \$ 377.86

OWNER is liable for all water bills even if not received & OWNER is responsible for preventing service pipes & meter from freezing during cold weather.
All water passing through meter will be charged, whether used, wasted, irrigation system malfunction or lost by leakage.
If we are unable to gain access to meter, or if meter is not working properly, an estimated bill will be mailed.
FAILURE to make payment may result in disconnection of service.



**TOWN OF EXETER
WATER AND SEWER COLLECTION**

10 FRONT STREET

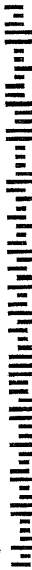
EXETER, NH 03833-2792

For Billing Questions: (603)773-6157 7:00am - 3:00 pm

EMAIL: watersewerbilling@exeternh.gov

453 1 AV 0.378

P:453 / T:2 / S:



ROY SHEILA
3 SALEM ST
EXETER NH 03833 - 1609



**FOR PAYMENT QUESTIONS
(603) 773-6108**
8:15 AM - 4:00 PM

Note to Residents:

NEW 2012 WATER & SEWER RATES EFFECTIVE AS OF APRIL 2012

Water

Tier 1: \$5.72 per 1,000 gallons of use up to 29,999.
Tier 2: \$6.21 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$6.67 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

Sewer

Tier 1: \$4.44 per 1,000 gallons of use up to 29,999.
Tier 2: \$5.23 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$5.62 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

BILL DETAILS 91 Days of Water Usage Previous Read Date: 10/22/2014 - Read Date: 01/21/2015

ACCOUNT NO	BILLING PERIOD	BILLING CYCLE	METER READINGS		USAGE
			PREVIOUS	PRESENT	
323234600	10/22/2014 - 01/21/2015	Quarterly	66650	75180	8530

Your average daily use was 93.74 gallons

BILL DATE:

01/29/2015

BILLED TO:

SERVICE ADDRESS:
3 SALEM STREET

Last Payment: \$200.00 made 01/23/2015

**12% ANNUAL INTEREST CHARGED
IF NOT PAID BY DUE DATE.**

WATER CONSUMPTION	5.720	\$	48.79
WATER SERVICE FEE		\$	28.00
SEWER CONSUMPTION	4.440	\$	37.87
SEWER SERVICE FEE		\$	28.00
INTEREST		\$	3.79

TOTAL CURRENT CHARGES *PD 280* \$ 142.66
PAST DUE \$ 180.90

TOTAL AMOUNT DUE \$ 2827.35

250.00

OWNER is liable for all water bills even if not received & OWNER is responsible for preventing service pipes & meter from freezing during cold weather.

All water passing through meter will be charged, whether used, wasted, irrigation system malfunction, or lost by leakage.

If we are unable to gain access to meter, or if meter is not working properly, an estimated bill will be mailed.

FAILURE to make payment may result in disconnection of service.

97.35

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

Name: ROY SHEILA

Acct#: 000323234600

Loc: 3 SALEM STREET

Meter# 1905411

Read Date	Prev Read	Reading	Usage	Est
5/13/2009	32,500	50,100	17,600	N
1/06/2009	17,000	32,500	15,500	
9/30/2008	0	17,000	12,750	
6/30/2008	0	425	425	
3/30/2008	0	2,297,500	25,700	
12/31/2007	0	2,271,800	29,400	
9/30/2007	0	2,242,400	19,200	
6/30/2007	0	2,223,200	22,800	
3/30/2007	0	2,200,400	18,500	
12/31/2006	0	2,181,900	18,900	
9/30/2006	0	2,163,000	19,300	
6/30/2006	0	2,143,700	15,700	
3/30/2006	0	2,128,000	12,600	
12/31/2005	0	2,115,400	19,100	
9/30/2005	0	2,096,300	20,000	
6/30/2005	0	2,076,300	12,900	
3/31/2005	0	2,063,400	17,700	
12/31/2004	0	2,045,700	18,900	

Meter Total: 316,975

Meter# 0084583872

Read Date	Prev Read	Reading	Usage	Est
12/09/2013	328,350	341,820	13,470	N
10/28/2013	302,250	328,350	26,100	N
7/25/2013	281,850	302,250	20,400	N
4/22/2013	270,900	281,850	10,950	N
1/17/2013	256,950	270,900	13,950	N
10/15/2012	242,600	256,950	14,350	N
7/16/2012	229,700	242,600	12,900	N
4/16/2012	216,250	229,700	13,450	N
1/17/2012	202,350	216,250	13,900	N
10/17/2011	188,600	202,350	13,750	N
7/18/2011	172,300	188,600	16,300	N
4/18/2011	156,450	172,300	15,850	N
1/19/2011	141,450	156,450	15,000	Y
10/18/2010	126,350	141,450	15,100	N
7/19/2010	109,950	126,350	16,400	N
4/19/2010	94,950	109,950	15,000	N
1/25/2010	73,200	94,950	21,750	N
9/23/2009	58,800	73,200	14,400	N
7/08/2009	50,100	58,800	8,700	

Meter Total: 291,720

Meter# 1834736520

Read Date	Prev Read	Reading	Usage	Est
7/21/2015	98,710	109,310	10,600	N

Meter History

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

4/21/2015	75,180	98,710	23,530	N
1/21/2015	66,650	75,180	8,530	N
10/22/2014	53,160	66,650	13,490	N
7/23/2014	32,630	53,160	20,530	N
4/22/2014	13,860	32,630	18,770	N
1/23/2014	0	13,860	13,860	
		Meter Total:	109,310	
		Acct Total	718,005	

Town of Exeter
Water/Sewer Abatement Request & Receipt Form

Please Print:

Full Name: Chris Shukie
Mailing Address: 24 Windemere Lane
Exeter, NH 03833
Service/Property Address: Same as above

Today's Date: 9/19/14
Account Number: 131382718
Route Number: _____
Phone Number: (203) 257-2310 _____

Utility Abatement Requested for: Water _____ Sewer _____ Water & Sewer X
Date of Bill: 8/29/14 Billing Period from 5/20/14 to 8/20/14 Amount of Bill: \$783.39 _____

Owner's reason for the abatement request (Please be as specific as possible): ***We purchased this home in late October of last year (2013). This summer, our irrigation system was turned on. Later it was discovered by our irrigation service company that our backflow preventer was broken, hence causing excessive water use. (See attached letter)***

Chris Shukie
Signature of Applicant

9/19/14
Date

Do not write below this line

Receipt Portion

Reviewed by: Matthew Berube Date of Review: 10/23/14
Comments: _____

Dept. of Public Works Recommendation: X Disapprove ___ Approve

W/S Advisory Committee Recommendation: ___ Disapprove ___ Approve

Board of Selectmen Recommendation: ___ Disapprove ___ Approve

Abatement Amount: \$ _____

New bill total: \$ _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____



Memo

Date: October 23, 2014

To: Russell Dean; Doreen Ravell

From: Michael Jeffers *mj*

RE: 24 Windemere Lane water & sewer bill (Abatement Request 9/19/14)

We received a request in September 2014, in reference to 24 Windemere Lane for high water and sewer usage on the water and sewer bill. The Town of Exeter did not perform a leak check at this time, or download any data from the meter.

To grant abatement, the problem of excessive usage requires not only identifying the problem but also the documented correction of the problem. The intent of Selectmen's Policy 08-30 is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release. Selectmen's Policy 08-30 Line #1 partially states "In order to qualify for abatement, a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption. The customer must also prove that the deficiency responsible for leakage has been repaired or corrected", which the customer does meet the criteria, and has provided proof of the repair or correction. DPW does not recommend abatement due to Selectmen's Policy 08-30 line #4 states that in the event the source or cause of the abnormally high consumption is related to a leak due to customer negligence such as the failure to maintain internal (private) plumbing fixtures in good repair and/or protect plumbing from freezing, the customer shall be held responsible for the entire bill.

Town of Exeter



Water/Sewer Abatement Request Form

Please Print:

Full Name: Chris Shukie
Mailing Address: 24 Windmore Lane
Exeter, NH 03833
Service/Property Address: 24 Windmore Lane
Exeter, NH 03833

Today's Date: 9/19/14
Account Number: 131382718
Route Number:
Phone Number: 203-257-2310

Utility Abatement Requested for: Water Sewer Water & Sewer
Date of Bill: 8/24/2014 Billing Period from 5/20/14 to 8/20/14 Amount of Bill: \$ 783.39

Owner's reason for the abatement request (Please be as specific as possible): We purchased this home in late October of last year. This summer, our irrigation system was turned on. Later, it was discovered by our irrigation service company that our back flow preventer was broken, hence causing excessive water use. Please see attached letter

Signature of Applicant

Date: 9/19/2014

Signature of Billing Office

Date

Do not write below this line

Reviewed by: Date of Review:
Comments:

Total Usage= gallons
-Q -year Average- (+ +) / = gallons
Excess above average- gallons
Half of Excess gets abated- gallons

Due
Remaining excess- gal -yr average- gal Billable usage- gal
Tier 1-- rates Tier 3-- rates
water gal * \$ /1000 gal = \$ water gal * \$ /1000 gal = \$
sewer gal * \$ /1000 gal = \$ sewer gal * \$ /1000 gal = \$
Tier 2-- rates
water gal * \$ /1000 gal = \$
sewer gal * \$ /1000 gal = \$

Total due=

Recommendation: Disapprove Approve Amount: \$

Approval/Disapproval Signature: Date:

If you disagree with the decision of the Department of Public Works & the Finance Department, you may appeal to the Town of Exeter Board of Selectmen. If you wish to appeal, please sign below and return this form to the Finance Department at 10 Front Street.

Signature of Applicant

Date

September 23, 2014

Re: Water/Sewer Abatement Request Form
Chris & Chelsea Shukie
24 Windemere Lane, Exeter

To the Members of the Department of Public Works & the Finance Department:

We were very shocked to receive our water bill this past quarter. Our previous two quarters were \$240.81 and \$206.37, so to receive this most recent quarter's bill for \$783.39 was very puzzling. We expected a slight increase since we started using the irrigation system, but not three times the amount of our previous water bills.

We did have an issue with the irrigation system back in July. We were unaware the irrigation system had not been properly turned off last fall before we bought the house. When we went to have it turned on by Aqua Tech this summer, they had some issues and it was later discovered that the back flow preventer was broken. We had it fixed, but it seems as though there was an excessive amount of water wasted before it was fixed. We have tested all of our toilets (which are all less than a year old), so we know there is no leaking coming from them. We are requesting a one time exception to reduce the most recent bill of \$783.39.

Thank you very much for your time and consideration of our request.

Sincerely,

A handwritten signature in black ink, appearing to be 'Chris Shukie', written in a cursive style.

Chris Shukie

Meter History

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

Name: SHUKIE CHRISTOPHER
SHUKIE CHELSEA

Acct#: 000131382718

Loc: 24 WINDEMERE LANE

Meter# 16876627

Read Date	Prev Read	Reading	Usage	Est
2/08/2013	1,343,900	1,357,600	13,700	N
11/26/2012	1,321,100	1,343,900	22,800	N
8/21/2012	1,280,200	1,321,100	40,900	N
5/15/2012	1,262,500	1,280,200	17,700	N
2/15/2012	1,245,400	1,262,500	17,100	N
11/15/2011	1,227,800	1,245,400	17,600	N
8/17/2011	1,198,600	1,227,800	29,200	N
5/16/2011	1,193,100	1,198,600	5,500	N
2/16/2011	1,171,100	1,193,100	22,000	Y
11/16/2010	1,153,900	1,171,100	17,200	N
8/19/2010	1,110,800	1,153,900	43,100	N
5/19/2010	1,087,700	1,110,800	23,100	N
2/22/2010	1,065,600	1,087,700	22,100	N
11/05/2009	1,028,200	1,065,600	37,400	N
8/06/2009	1,016,200	1,028,200	12,000	N
6/03/2009	1,001,600	1,016,200	14,600	N
3/23/2009	969,500	1,001,600	32,100	
10/31/2008	0	969,500	33,600	
7/31/2008	0	935,900	20,500	
4/30/2008	0	915,400	13,000	
1/31/2008	0	902,400	21,300	
7/30/2007	0	791,100	79,600	
1/31/2007	0	687,200	20,500	
10/31/2006	0	666,700	43,800	
7/31/2006	0	622,900	68,500	
4/30/2006	0	554,400	24,500	
4/30/2006	0	711,500	24,300	
4/30/2006	0	881,100	90,000	
1/31/2006	0	529,900	16,400	
10/31/2005	0	513,500	33,100	
7/30/2005	0	480,400	31,600	
4/30/2005	0	448,800	15,100	
1/11/2005	0	433,700	15,500	
Meter Total:			939,400	

Meter# 1834314913

Read Date	Prev Read	Reading	Usage	Est
8/20/2014	93,430	160,370	66,940	N
5/20/2014	75,240	93,430	18,190	N
2/20/2014	60,440	75,240	14,800	N
11/19/2013	58,370	60,440	2,070	N
10/28/2013	42,390	58,370	15,980	
8/20/2013	15,030	42,390	27,360	N
5/17/2013	1,960	15,030	13,070	N
2/21/2013	0	1,960	1,960	

Run: 10/23/14 11:06AM

Meter History

Page: 2

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

Meter Total: 160,370

Acct Total 1,099,770

Town of Exeter
Water/Sewer Abatement Request & Receipt Form

Please Print:

Full Name: St. Michael Church
Mailing Address: 9 Lincoln Street
Exeter, NH 03833
Service/Property Address: 93 Front Street
Exeter, NH 03833

Today's Date: 7/9/14
Account Number: _____
Route Number: _____
Phone Number: Erin _____

Utility Abatement Requested for: Water _____ Sewer _____ Water & Sewer X
Date of Bill: 6/30/14 Billing Period from 3/18/14 to 6/18/14 Amount of Bill: \$ 873.14

Owner's reason for the abatement request (Please be as specific as possible): ***see attached forms***

Erin Bajger
Signature of Applicant

7/9/14
Date

Do not write below this line

Receipt Portion

Reviewed by: Michael Jeffers Date of Review: 7/9/14
Comments: _____

Dept. of Public Works Recommendation: X Disapprove _____ Approve

W/S Advisory Committee Recommendation: X Disapprove ⁹⁻¹⁰/₁₄ _____ Approve

Board of Selectmen Recommendation: _____ Disapprove _____ Approve

Abatement Amount: \$ _____

New bill total: \$ _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

BOS Approval/Disapproval Signature: _____ Date: _____

Memo

Date: July 9, 2014

To: Russell Dean, Doreen Ravell, Linda Fecteau

From: Michael Jeffers



RE: 93 Front Street water & sewer bill (Abatement Request 7/9/14) *9/10/14 WSAC*

to BOS 7/27/15

We received a request in July 2014, in reference to 93 Front Street for high water and sewer usage on the water and sewer bill. On July 1, 2014 water usage data was downloaded from the new style meter register head that's able to collect the meter readings to provide data for graphical chart generation. The charts for this new data logging meter *did* show leak flags, and *did* indicate a leak 96 out of 96 days of data collection. There is a leak indicator icon on the meter register that displays a possible leak. The intermittent leak shows a flashing water faucet icon on the digital screen on the meter register, and the continuous leak shows a water faucet icon continuously on the digital screen on the meter register. The charts have indicated an intermittent leak which is when water has been used for at least 50 of the 96 15-minute intervals during a 24-hr period. The Town of Exeter did perform a leak check. *The W/S Technicians did find 4 toilets to be leaking, and was told by a maintenance representative from the church that a hose was left on all night feeding water to #91 Front Street.* **We do not recommend abatement. To grant abatement, the problem of excessive usage requires not only identifying the problem but also the documented correction of the problem.** The next step would be to remove the old meter for testing (per customer request), and install a new meter. *Please note that tested older meters typically read lower than actual usage, a new meter more accurately records usage meaning water bills increase slightly.*

To grant abatement, the problem of excessive usage requires not only identifying the problem but also the documented correction of the problem. The intent of Selectmen's Policy 08-30 is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release. Selectmen's Policy 08-30 Line #1 partially states "In order to qualify for abatement, a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption. The customer must also prove that the deficiency responsible for leakage has been repaired or corrected", which the customer does not meet the criteria but has provided proof of the repair or correction.. DPW does not recommend abatement due to *Selectmen's Policy 08-30 line #4* which states that in the event the source or cause of the abnormally high consumption is related to a leak due to customer negligence such as the failure to maintain internal (private) plumbing fixtures in good repair and/or protect plumbing from freezing, the customer shall be held responsible for the entire bill.

Attachment: Town of Exeter - Water/Sewer Abatement Request Form
Re: St. Michael Parish, Exeter

July 9, 2014

I am requesting an abatement for the referenced bill due to an issue with our sprinkler system. When I received the bill on July 1st, I immediately phoned the town to inquire as to why the amount of the bill was \$600 more than the bill for the same quarter last year. The town sent out a technician and I also called in Rainscape, the company that takes care of our irrigation system. The tech from Rainscape found a faulty sprinkler head and it was replaced that day.

On July 7th, I received the Data Logging Report which shows the water usage for each day. It clearly shows that the water usage for 93 Front Street quadrupled the day after Rainscape turned on the irrigation system. (See attached invoice from Rainscape dated 5/1/14) The daily water usage remained about the same and sometimes increased through July 1st, the final day of the report.

Unfortunately, for two months, we were unaware of an issue with one of our sprinkler heads. Once we were made aware, via the bill, we fixed the issue immediately. The report clearly shows that if the data had been read earlier, the water usage at 93 Front Street would have been flagged as a concern. As it stands, however, the town does not have a system that reads more often than every 90 days, so the issue went unnoticed for 60+ days.

Due to the information stated above (faulty sprinkler head/fixed immediately), and the fact that the high water usage was from the irrigation system and did not run through the sewer system, I am requesting an abatement for St. Michael Parish.

I appreciate your time in considering my request.

Regards,



Erin Bajger
St. Michael Parish
Business Manager
603.772.2494

Rainscape Lawn Sprinkler Systems, LLC

55 Autumn Pond Park
 Greenland, NH 03840
 (603) 427-1390

Invoice

Date	Invoice #
7/2/2014	17760

Bill To
St. Michael's Church 9 Lincoln Street Exeter, NH 03833

Ship To
St. Michael's Church 9 Lincoln Street Exeter, NH 03833

Terms	Technician	Work Performed
Net 15	Rod	7/1/2014

Quantity	Description	Rate	Amount
1	Service Call - Work Order 5814	75.00	75.00
1	Replacement of Hunter 4" PGP rotary head (leaking seal)	45.00	45.00

Thank you for your business.	Total	\$120.00
------------------------------	--------------	----------

Rainscape Lawn Sprinkler Systems, LLC

55 Autumn Pond Park
 Greenland, NH 03840
 (603) 427-1390

Invoice

Date	Invoice #
5/1/2014	17020

Bill To
St. Michael's Church 9 Lincoln Street Exeter, NH 03833

Ship To
St. Michael's Church 9 Lincoln Street Exeter, NH 03833

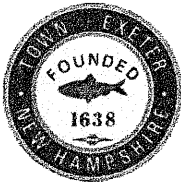
Terms	Technician	Work Performed
Net 15	Rod	4/30/2014

Quantity	Description	Rate	Amount
1	System turn on, run through each irrigation zone, adjust sprinkler heads for optimal coverage, check valves, check rain sensor and set controller. - Work Order 5192	100.00	100.00
1	Replacement of Hunter 4" PGP rotary head (non-rotating)	45.00	45.00
2	Replacement of Hunter 4" Pro spray head (damaged)	35.00	70.00
1	Replacement of spray nozzle	10.00	10.00

Payments/Credits	\$0.00
------------------	--------

Thank you for your business.

Balance Due	\$225.00
-------------	----------



**TOWN OF EXETER
WATER AND SEWER COLLECTION**

10 FRONT STREET
EXETER, NH 03833-2792
For Billing Questions: (603)773-6157 7:00am -3:00 pm
EMAIL: watersewerbilling@town.exeter.nh.us

**FOR PAYMENT QUESTIONS
(603) 773-6108**

8:15 AM - 4:00 PM

Note to Residents:

NEW 2012 WATER & SEWER RATES EFFECTIVE AS OF APRIL 2012

Water

Tier 1: \$5.72 per 1,000 gallons of use up to 29,999.
Tier 2: \$6.21 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$6.67 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

Sewer

Tier 1: \$4.44 per 1,000 gallons of use up to 29,999.
Tier 2: \$5.23 per 1,000 gallons of use 30,000 to 194,999.
Tier 3: \$5.62 per 1,000 gallons of use 195,000 and above.
Service Fee: \$28.00 per quarter (no change).

776 1 AV 0.378 *AUTO**SCH 5-DIGIT 03833



ST. MICHAEL'S CHURCH
9 LINCOLN ST
EXETER NH 03833-3297

000776
3
776

BILL DETAILS 92 Days of Water Usage Previous Read Date: 03/18/2014 - Read Date: 06/18/2014

ACCOUNT NO.	BILLING PERIOD	BILLING CYCLE	METER READINGS		USAGE
			PREVIOUS	PRESENT	
222235750	03/18/2014 - 06/18/2014	Quarterly	63910	138690	74780

Your average daily use was 812.83 gallons
BILL DATE: 06/30/2014

BILLED TO:

WATER CONSUMPTION	5.720	\$	171.59
WATER CONSUMPTION	6.210	\$	278.09
WATER SERVICE FEE		\$	28.00
SEWER CONSUMPTION	4.440	\$	133.20
SEWER CONSUMPTION	5.230	\$	234.20
SEWER SERVICE FEE		\$	28.00

SERVICE ADDRESS:
93 FRONT STREET

Last Payment: \$176.80 made 05/01/2014

TOTAL CURRENT CHARGES	\$	873.08
PAST DUE	\$	0.06

**12% ANNUAL INTEREST CHARGED
IF NOT PAID BY DUE DATE.**

TOTAL AMOUNT DUE \$ 873.14

OWNER is liable for all water bills even if not received & OWNER is responsible for preventing service pipes & meter from freezing during cold weather.
All water passing through meter will be charged, whether used, wasted, irrigation system malfunction or lost by leakage.
If we are unable to gain access to meter, or if meter is not working properly, an estimated bill will be mailed.
FAILURE to make payment may result in disconnection of service.

PLEASE SEPARATE REMITTANCE STUB AT THIS PERFORATION AND RETURN WITH PAYMENT



**TOWN OF EXETER
WATER AND SEWER COLLECTION**
10 FRONT STREET
EXETER, NH 03833-2792

REMITTANCE STUB

SERVICE LOC: 93 FRONT STREET
BILL#: 94374
ACCOUNT NO.: 222235750
AMOUNT DUE BY 07/31/2014 : \$873.14

MAKE CHECKS PAYABLE TO: TOWN OF EXETER
Please include your account number on your check.

AMOUNT ENCLOSED

\$

CHECK HERE FOR ADDRESS CHANGES AND COMPLETE REVERSE SIDE.

ST. MICHAEL'S CHURCH
9 LINCOLN STREET
EXETER, NH 03833

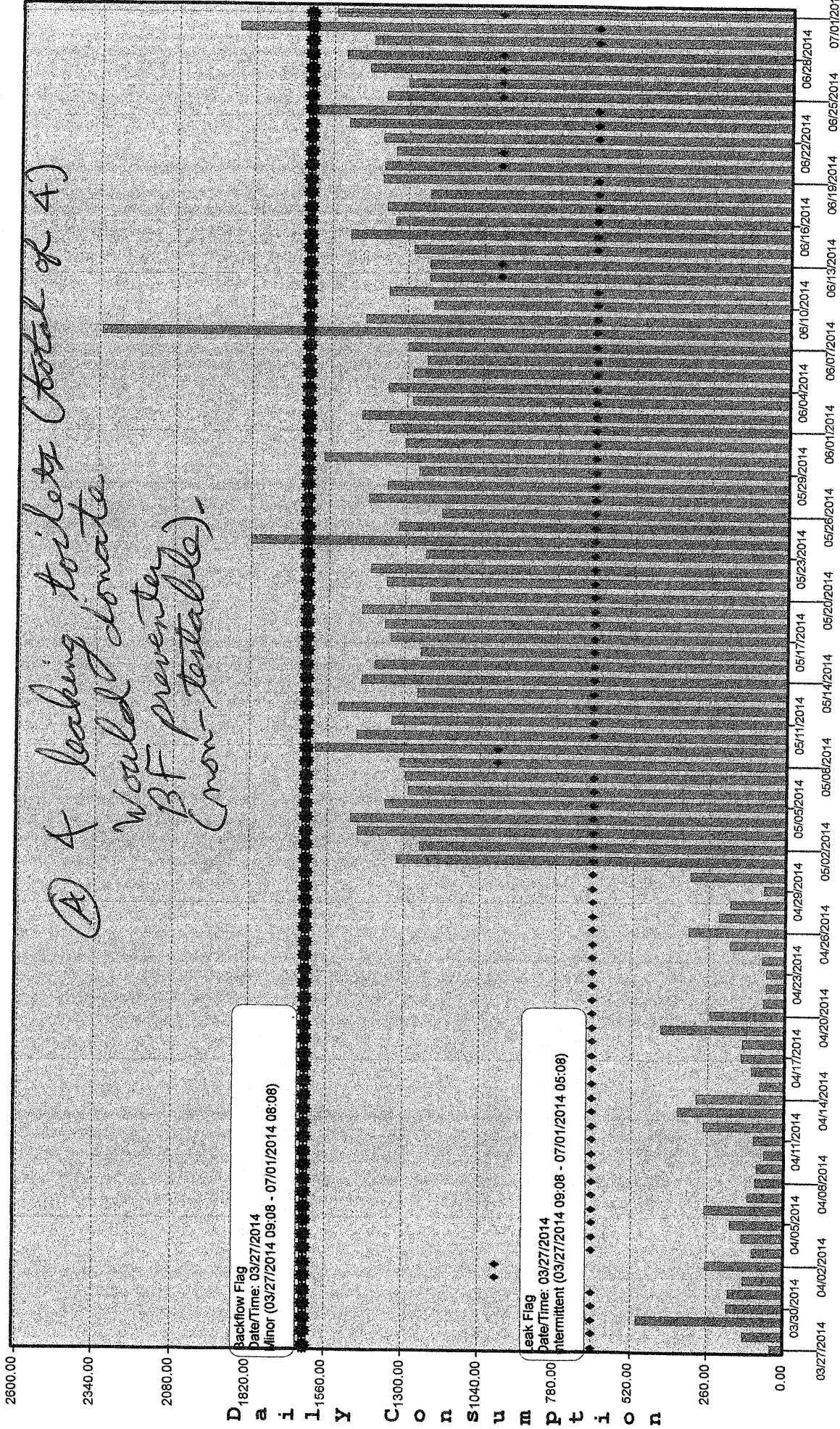


TOWN OF EXETER
WATER AND SEWER COLLECTION
PO BOX 9520
MANCHESTER NH 03108-9520

24 0000094374 0000087314 7

St. Michaels Church
2 accts
#91 Parish house
#93 in church

■ Daily Consumption ● Backflow Flag ◆ Leak Flag

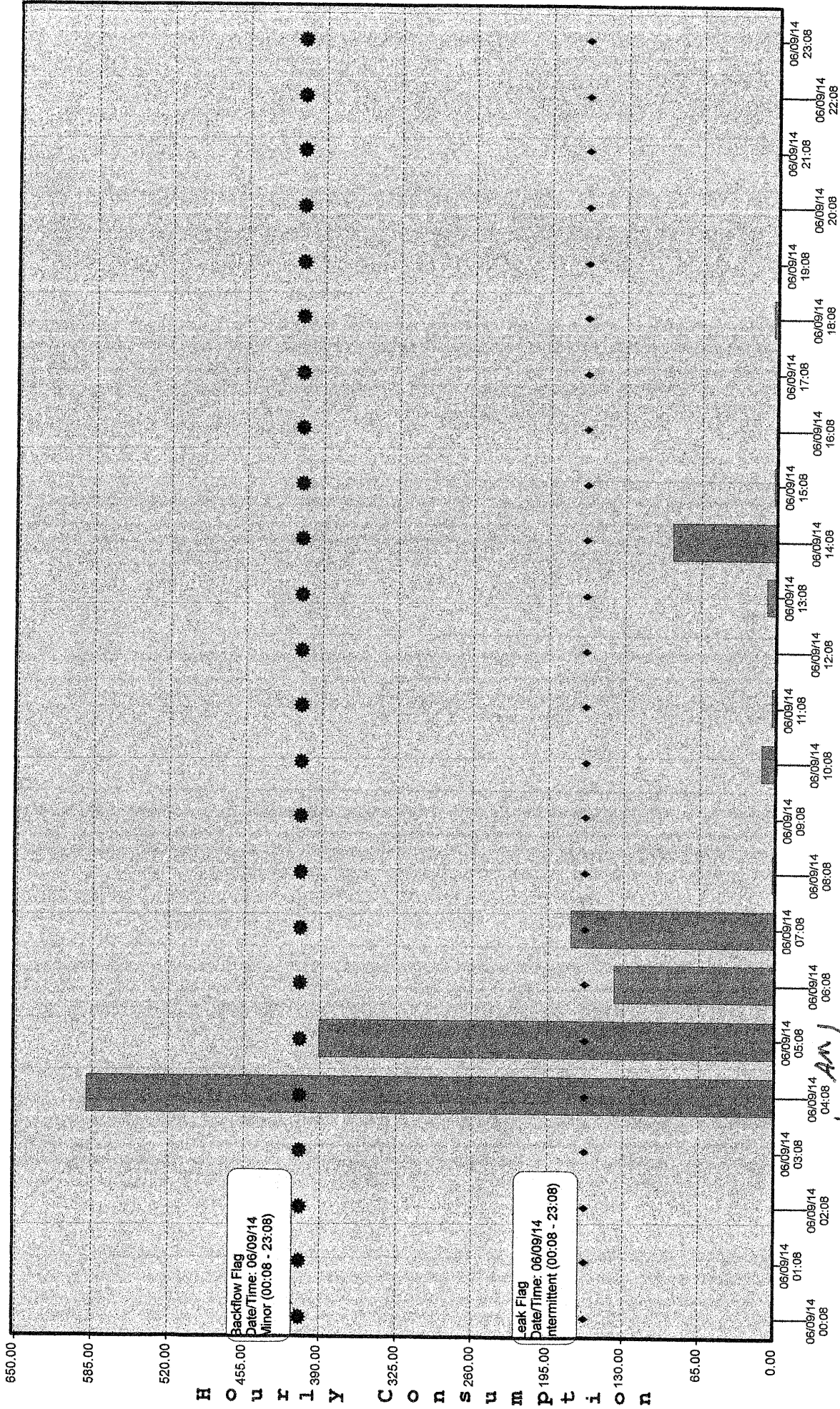
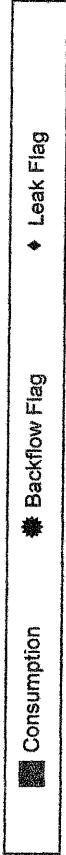


Backflow Flag
Date/Time: 03/27/2014
Minor (03/27/2014 09:08 - 07/01/2014 08:08)

Leak Flag
Date/Time: 03/27/2014
Intermittent (03/27/2014 09:08 - 07/01/2014 05:08)

Interval (Daily)

MIU#: 1834524105 Acct: Unknown Mtr #: 1834524105 Addr: 93 FRONT STREET for 06/09/2014 through 06/09/2014



Interval (Hourly)

Known sprinkler times

Meter History

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

Name: ST.MICHAEL'S CHURCH

Acct#: 000222235750

Loc: 93 FRONT STREET

Meter# 83338688

Read Date	Prev Read	Reading	Usage	Est
4/24/2009	1,319,830	1,330,550	10,720	
11/30/2008	0	1,319,830	30,250	
8/31/2008	0	1,289,580	56,810	
5/31/2008	0	1,232,770	28,740	
2/28/2008	0	1,204,030	10,480	
11/30/2007	0	1,193,550	31,690	
8/31/2007	0	1,161,860	54,090	
5/31/2007	0	1,107,770	22,480	
2/28/2007	0	1,085,290	29,265	
11/30/2006	0	1,056,025	29,265	
8/31/2006	0	1,026,760	49,890	
5/31/2006	0	976,870	19,970	
2/28/2006	0	956,900	17,936	
11/30/2005	0	938,964	24,164	
8/31/2005	0	914,800	51,060	
5/31/2005	0	863,740	9,590	
2/28/2005	0	854,150	11,843	
Meter Total:			488,243	

Meter# 1480200238

stopped meter

Read Date	Prev Read	Reading	Usage	Est
4/26/2013	708,700	714,500	5,800	N
3/22/2013	693,000	708,700	15,700	N
12/19/2012	617,050	693,000	75,950	N
9/18/2012	473,950	617,050	143,100	N
6/15/2012	388,600	473,950	85,350 -	N
3/15/2012	371,900	388,600	16,700	N
12/15/2011	322,950	371,900	48,950	N
9/15/2011	259,250	322,950	63,700	N
6/17/2011	231,600	259,250	27,650 -	N
3/17/2011	221,500	231,600	10,100	N
12/16/2010	202,950	221,500	18,550	N
9/16/2010	146,050	202,950	56,900	N
6/17/2010	116,700	146,050	29,350 -	N
3/15/2010	106,500	116,700	10,200	N
1/04/2010	72,950	106,500	33,550	N
8/31/2009	32,600	72,950	40,350	N
6/23/2009	0	32,600	32,600 -	
Meter Total:			714,500	

Meter# 1834524105

Read Date	Prev Read	Reading	Usage	Est
6/18/2014	63,910	138,690	74,780	N
3/18/2014	52,020	63,910	11,890	N
12/19/2013	66,240	52,020	14,220	N
9/23/2013	6,140	66,240	60,100	Y

question

Run: 7/09/14 8:13AM

Meter History

Page: 2

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

6/18/2013

0

6,140

6,140

Meter Total:

167,130

Acct Total

1,369,873

Town of Exeter



Water/Sewer Abatement Request Form

Please Print:

Full Name: St. Michael Church
Mailing Address: 9 Lincoln St.
Exeter NH 03833
Service/Property Address: 93 Front St.
Exeter NH 03833

Today's Date: 7/9/14
Account Number: _____
Route Number: _____
Phone Number: _____

Utility Abatement Requested for: Water Sewer Water & Sewer
Date of Bill: 6/30/14 Billing Period from 3/18/14 to 6/18/14 Amount of Bill: \$ 873.14

Owner's reason for the abatement request (Please be as specific as possible): _____

See a Attached forms

[Signature]
Signature of Applicant Date 7/9/14

Signature of Billing Office Date _____

Do not write below this line

Reviewed by: _____ Date of Review: _____
Comments: _____

Total Usage= _____ gallons
-Q -year Average- (_____ + _____ + _____) / _____ = _____ gallons
Excess above average- _____ gallons
Half of Excess gets abated- _____ gallons

Due
Remaining excess- _____ gal -yr average- _____ gal Billable usage- _____ gal
Tier 1-- rates Tier 3-- rates
water _____ gal * \$ _____ /1000 gal = \$ _____ water _____ gal * \$ _____ /1000 gal = \$ _____
sewer _____ gal * \$ _____ /1000 gal = \$ _____ sewer _____ gal * \$ _____ /1000 gal = \$ _____
Tier 2--rates
water _____ gal * \$ _____ /1000 gal = \$ _____
sewer _____ gal * \$ _____ /1000 gal = \$ _____
\$ _____
Total due= _____

Recommendation: _____ Disapprove _____ Approve Amount: \$ _____

Approval/Disapproval Signature: _____ Date: _____


If you disagree with the decision of the Department of Public Works & the Finance Department, you may appeal to the Town of Exeter Board of Selectmen. If you wish to appeal, please sign below and return this form to the Finance Department at 10 Front Street.

Signature of Applicant _____ Date _____

Memo

Date: December 4, 2014

To: Russell Dean; Doreen Ravell, Linda Fecteau

From: Michael Jeffers 

RE: 1 Ridgewood Terrace water & sewer bill (Abatement Request 11/13/14)

We received a request in November 2014, in reference to 1 Ridgewood Terrace for high water and sewer usage on the water and sewer bill. The Town of Exeter did not perform a leak check at this time, but data was downloaded from the meter register and the usage was charted on a graph.

To grant abatement, the problem of excessive usage requires not only identifying the problem but also the documented correction of the problem. The intent of Selectmen's Policy 08-30 is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release. Selectmen's Policy 08-30 Line #1 partially states "In order to qualify for abatement, a customer's excess consumption must exceed the greater of 100% or 35,000 gallons above their normal average consumption. The customer must also prove that the deficiency responsible for leakage has been repaired or corrected", which the customer does meet the criteria, but there was no leak to repair. DPW does not recommend abatement due to Selectmen's Policy 08-30 stating that "The intent of this policy is to establish a one-time abatement, during any ten-year period, for up to half of the excess water consumption above normal consumption, due to an accidental, unpreventable water release."

Town of Exeter



Water/Sewer Abatement Request Form

Please Print:

Full Name: Laurie J Stewart
Mailing Address: 25 Carlisle Road Westford MA 01886
Service/Property Address: 1 Ridgewood Terrace Exeter NH

Today's Date: 11/13/14
Account Number: 131358400
Route Number:
Phone Number: 508 527 0151

Utility Abatement Requested for: Water Sewer Water & Sewer
Date of Bill: 9/20/14 (read date) Billing Period from 5/20/14 to 8/20/14 Amount of Bill: \$ 774.12

Owner's reason for the abatement request (Please be as specific as possible): see attached

Signature of Applicant: Laurie J Stewart

Date: 11-14-14

Signature of Billing Office

Date

Do not write below this line

Reviewed by: Date of Review:
Comments:

Total Usage= gallons
-Q-year Average- (+ +) / = gallons
Excess above average- gallons
Half of Excess gets abated- gallons

Due
Remaining excess- gal -yr average- gal Billable usage- gal
Tier 1-- rates Tier 3-- rates
water gal * \$ /1000 gal = \$ water gal * \$ /1000 gal = \$
sewer gal * \$ /1000 gal = \$ sewer gal * \$ /1000 gal = \$
Tier 2-- rates
water gal * \$ /1000 gal = \$
sewer gal * \$ /1000 gal = \$

Total due=

Recommendation: Disapprove Approve Amount: \$

Approval/Disapproval Signature: Date:

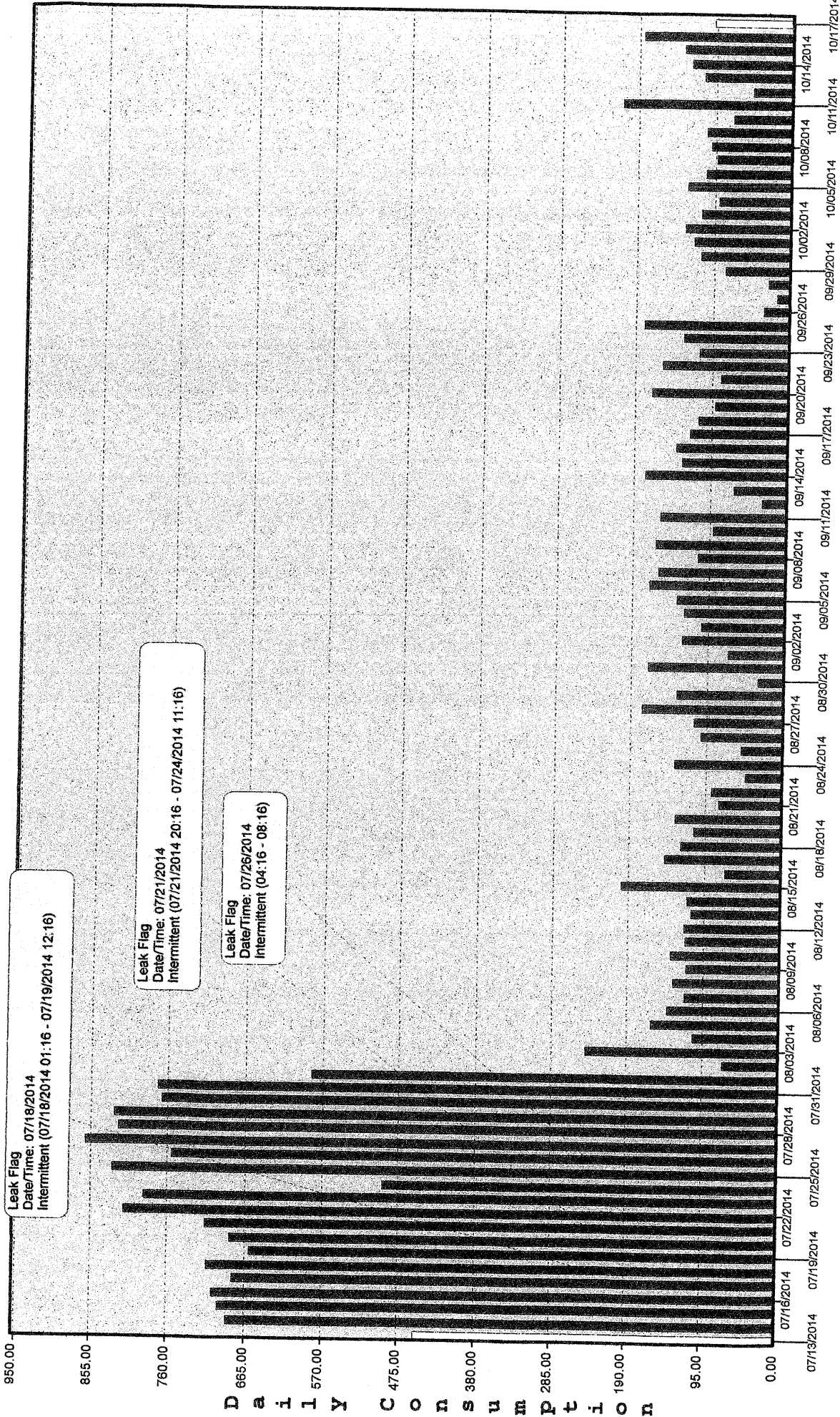
If you disagree with the decision of the Department of Public Works & the Finance Department, you may appeal to the Town of Exeter Board of Selectmen. If you wish to appeal, please sign below and return this form to the Finance Department at 10 Front Street.

Signature of Applicant

Date

ARB N_SIGHI Mobile Report
E-Coder R9001 Data Logging Report
MIU#: 1834458915 Acct: Unknown Mtr #: 1834458915 Addr: 1 RIDGEWOOD TERRACE for 07/13/2014 through 10/17/2014

Daily Consumption
 Backflow Flag
 Leak Flag



Interval (Daily)

11/14/2014

To: Public Works Department/Water/Sewer/ Town Management
13 Newfields Road
Exeter New Hampshire, 03833
Attention; Mr. Michael Jeffers

RECEIVED
NOV 17 2014

BY:

I am a home owner at 1 Ridgewood Terrace, in Exeter.

I am seeking abatement for my water bill dated 10/10/2014, in the amount of \$774.12.

During the construction of the Windmere project in 2006, a construction cone was placed in the drain in front of our home. We were not informed that the cone had been placed. IT WAS NEGLIGENTLY LEFT IN PLACE (FORGOTTEN), AND THIS CAUSED SEWAGE BACK UP, WHICH POURED OVER THE TUB, AND FLOODED THE BATHROOM.

The town was notified, and they sent out personell, who removed the cone and the back-up ceased to continue. My elderly aunt was living there at the time, and I had to re-locate my aunt to nursing care, and she never returned home. The bathroom had to be repaired, including complete removal of the floor (including the sub flooring) and a new floor installed.

In November of 2012 I converted the house from oil heat to gas. A gas line was connected from High Street into the side of the house. In the spring, when the snow thawed, water poured into my basement from High street. The side of the road had never been properly restored after opening it for the gas pipe install. The inadequate remediation invited water to flow onto my property from High street and track the pipe into the basement. The side of the road was no longer high enough to keep water in its usual flow. My brother Barry and I contacted the town. My brother was informed that he could come to the town site and fill sand bags, which he did. He placed them along the side of High street to deter the water flow into our basement. I contacted the town again, for a more substantial solution. Town personell came back out and placed dirt at the juncture of the road and my property to create a berm, and raised the side of the road closer to its original height prior to the gas installation.

This spring (2014), the berm had eroded over the winter and water again poured into the house, from the same site. The basement was again completely flooded, and the lawn damaged. I again, made numerous phone calls to the town asking for assistance.

The past two summers we have added more soil to the area of the lawn that takes on the High street water, in an attempt to repair the damage, and hired a professional service to bring in loam and re-seed this zone. This required us to water the area for the seed to grow.

I received an unusually high water bill as a consequence of this repair, caused by all the flooding.

I am protesting this bill and am applying for an abatement.

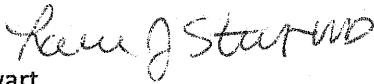
In summary, for the past two spring seasons, my home has flooded from water flowing from High street as a consequence of inappropriate oversight and repair of the site after the gas pipe installation. In addition, in 2006, due to the mismanagement of the Windemere project, sewage backed up and damaged the interior of my home. Since the Windemere project, there is overall more water flow from the north side of High Street, towards Ridgewood Terrace which is sloped lower.

My home has repeatedly sustained unnecessary damage and costly repairs.

I am requesting abatement of the water bill as stated above, and a thorough evaluation of the water problem created, and subsequent appropriate remediation. The problem has never been adequately addressed to prevent future flooding.

If necessary, I will meet with town officials, employees, management, and Board of Selectmen. I also have log dates of countless phone calls, time lines, dates, photos. I can also obtain statements from the 2006 incident when sewage came into the house, from those that assisted with the clean up.

Sincerely,



Laurie J Stewart

Meter History

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

Name: STEWART LAURIE

Acct#: 000131358400

Loc: 1 RIDGEWOOD TERRACE

Meter# 16876668

Read Date	Prev Read	Reading	Usage	Est
1/25/2013	344,600	351,800	7,200	N
11/16/2012	334,000	344,600	10,600	N
8/14/2012	321,200	334,000	12,800	N
5/10/2012	311,600	321,200	9,600	N
2/09/2012	303,600	311,600	8,000	N
11/09/2011	293,900	303,600	9,700	N
8/09/2011	284,000	293,900	9,900	N
5/10/2011	274,800	284,000	9,200	N
2/09/2011	265,600	274,800	9,200	N
11/09/2010	257,400	265,600	8,200	N
8/11/2010	250,700	257,400	6,700	N
5/11/2010	241,300	250,700	9,400	N
2/11/2010	232,100	241,300	9,200	N
10/27/2009	224,200	232,100	7,900	N
7/27/2009	220,000	224,200	4,200	N
6/01/2009	213,500	220,000	6,500	N
3/16/2009	201,700	213,500	11,800	
10/31/2008	0	201,700	6,800	
7/31/2008	0	194,900	100	
4/30/2008	0	194,800	200	
1/31/2008	0	194,600	900	
7/30/2007	0	191,500	600	
4/30/2007	0	190,900	1,600	
1/31/2007	0	189,300	13,000	
10/31/2006	0	176,300	5,200	
7/31/2006	0	171,100	6,700	
4/30/2006	0	164,400	4,900	
4/30/2006	0	193,700	2,200	
1/31/2006	0	159,500	7,900	
10/31/2005	0	151,600	7,300	
7/30/2005	0	144,300	7,400	
4/30/2005	0	136,900	7,600	
1/11/2005	0	129,300	8,900	

Meter Total: 231,400

Meter# 1834458915

Read Date	Prev Read	Reading	Usage	Est
11/19/2014	98,640	108,450	9,810	N
8/20/2014	33,040	98,640	65,600	N
5/20/2014	10,430	33,040	22,610	N
2/20/2014	1,270	10,430	9,160	N
11/19/2013	0	1,270	10,250	Y
8/20/2013	0	0	0	N
5/17/2013	0	0	0	N
2/13/2013	0	0	0	

Run: 12/04/14 12:59PM

Meter History

Page: 2

Start Date

Town of Exeter

PrintMeterHist

End Date 12/31/2099

Meter# 1852488262

Meter Total: 117,430

Read Date	Prev Read	Reading	Usage	Est
11/19/2014	0	0	0	D

Meter Total: 0

Acct Total 348,830



TOWN OF EXETER
WATER AND SEWER DEPARTMENT
 10 FRONT STREET
 EXETER, NH 03833-2792
 TELEPHONE: (603) 778-0591

WATER / SEWER DEPARTMENT
(603) 778 - 0591
 8:00 AM - 4:30 PM

1257 1 MB 0.432 ****AUTO**MIXED AADC 290



STEWART LAURIE
 25 CARLISLE RD
 WESTFORD MA 01886-3602

001257
 6
 1257

Water Rates:

Service Charge:

\$28 per quarter ALL meter sizes

Usage Charge:

Step 1: Up to 29,999 gal. per quarter; \$4.99 per 1,000 gal.
 Step 2: Up to 30,000 gal. to 194,999 per quarter; \$5.41 per 1,000 gal.
 Step 3: Up to 195,000 gal. and up per quarter; \$5.82 per 1,000 gal.

Sewer Rates:

Service Charge:

\$28 per quarter ALL meter sizes

Usage Charge:

Step 1: Up to 29,999 gal. per quarter; \$3.78 per 1,000 gal.
 Step 2: Up to 30,000 gal. to 194,999 per quarter; \$4.46 per 1,000 gal.
 Step 3: Up to 195,000 gal. and up per quarter; \$4.79 per 1,000 gal.

BILL DETAILS

92 Days of Water Usage

Previous Read Date: 05/20/2014 - Read Date: 08/20/2014

ACCOUNT NO	BILLING PERIOD	BILLING DAYS	METER READINGS		USAGE
			PREVIOUS	PRESENT	
131358400	05/20/2014 - 08/20/2014	Quarterly	33040	98640	65600

Your average daily use was 713.04 gallons

BILL DATE:

08/29/2014

BILLED TO:

WATER CONSUMPTION	5.720	\$	171.59
WATER CONSUMPTION	6.210	\$	221.08
WATER SERVICE FEE		\$	28.00
SEWER CONSUMPTION	4.440	\$	133.20
SEWER CONSUMPTION	5.230	\$	186.19
SEWER SERVICE FEE		\$	28.00

SERVICE ADDRESS:

1 RIDGEWOOD TERRACE

Last Payment: \$285.72 made 06/30/2014

TOTAL CURRENT CHARGES \$ 768.06

PREVIOUS BALANCE \$ 0.00

**12% ANNUAL INTEREST CHARGED
 IF NOT PAID BY DUE DATE.**

TOTAL AMOUNT DUE \$ 768.06

PLEASE MAKE ARRANGEMENTS TO PAY ALL OUTSTANDING BALANCES.

PLEASE SEPARATE REMITTANCE STUB AT THIS PERFORATION AND RETURN WITH PAYMENT

REMITTANCE STUB



TOWN OF EXETER
WATER AND SEWER DEPARTMENT
 10 FRONT STREET
 EXETER, NH 03833-2792

SERVICE LOC: 1 RIDGEWOOD TERRACE

BILL#: 96810

ACCOUNT NO.: 131358400

AMOUNT DUE BY 09/30/2014: \$768.06

MAKE CHECKS PAYABLE TO: TOWN OF EXETER

Please include your account number on your check.

AMOUNT ENCLOSED

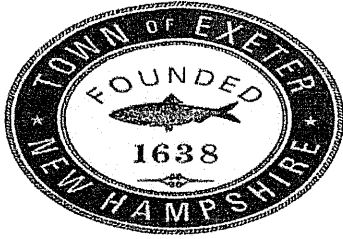
\$

CHECK HERE FOR ADDRESS CHANGES AND COMPLETE REVERSE SIDE.

STEWART LAURIE
 25 CARLISLE ROAD
 WESTFORD, MA 01886

|||||
TOWN OF EXETER
 WATER AND SEWER DEPARTMENT
 PO BOX 981027
 BOSTON MA 02298-1027

24 0000096810 0000076806 6



TOWN OF EXETER
10 FRONT STREET
EXETER, NH 03833

DATE: 10/08/2014

STEWART LAURIE
25 CARLISLE ROAD
WESTFORD, MA 01886

LOCATION:
1 RIDGEWOOD TERRACE

UTILITY ACCT NO: 000131358400-13

DELINQUENCY NOTICE	Principal	Interest 10/24/2014	Costs	Total Due
	768.06	6.06	0.00	774.12

This notice is a reminder that the water and/or sewer account noted above is now delinquent. This notice totals all bills 1 day or more delinquent and calculates the interest due as of October 24, 2014. This notice does not include any non-delinquent bills.

Please make payment in full by October 24, 2014 to avoid additional interest charges. Payment may be made in person, placed in the box attached to the town office building by the front door, or mailed to Town of Exeter, Attn: Tax/Water/Sewer Collections, 10 Front Street, Exeter, NH 03833,

Please call the Tax/Water/Sewer Collections department at (603) 773-6108 should you have any questions. Our office hours are 8:15 a.m. to 4:00 p.m. Monday through Friday.

PLEASE NOTE: Please refer to the reverse side of this notice if you are currently in bankruptcy and subject to protections of the Automatic Stay provisions of Section 362(a) of the Bankruptcy Code.

Thank you for your prompt attention to this matter.

Town of Exeter NH Tax/Water/Sewer Collections

STEWART LAURIE
25 CARLISLE ROAD
WESTFORD, MA 01886