



CITY OF CONCORD

NEW HAMPSHIRE

City Hall • 41 Green Street • Concord, NH 03301 • tel. 603/225-8595 • fax 603/228-2701

**Utility Appeals Board
Meeting
Thursday, January 24, 2013
5:30 P.M.
Second Floor Conference Room, City Hall
41 Green Street**

Agenda

- I. Approval of the minutes from October 25, 2012 (copy attached)
- II. Case #2012-002: 1 Jordan Avenue – William Smith and Kristin Phillips (*rescheduled from December 13, 2012*)

All City of Concord public meetings are accessible for persons with disabilities. Any person who feels that he or she may be unable to participate in a City of Concord public meeting due to a disability should, to the extent possible, call (603) 225-8570 at least 48 hours prior to the meeting so that a reasonable accommodation can be arranged.

For meetings held in the City Council Chambers, any person who is unable to access the upper level of the Council Chambers to address the City Council or any other public body may use the podium and/or microphone located at the lower level of the Council Chambers. Other reasonable accommodations may be available upon request.



City of Concord



Account 610387

Address

Name



Refresh

Views

Subject Ascending

High Consumption

Contact customer regarding potential leak.

kristin said had a bathroom leak-fixed-said we could send someone to checking or do another reading-w/ cbk if needed

MIKE DID READING-IT WAS 639-40CF-

LETTER

REQUESTIN WE CHANGE OUT THE REMOTE

payment plan

mr smith would like to set up a payment plan- ref to vanessa to contact mr amith @ 228-3444

I spoke to Mr. Smith today. He wanted to setup a payment plan for 12 months. He understands that he will pay off the 46 months but will additionally pay the current amount. He asked about how much his consumption had increase over what he told him we will better answer this question at the next billing. He wonders if he has a leak. He will wait till the next bill to reasonable and then may ask a technician to come out and check for leaks.

Therese Segallini 09/24/2012 02:19:09 PM

Sandra Tourangeau 09/28/2012 10:12:27 AM

Sandra Tourangeau 09/28/2012 01:40:31 PM

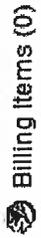
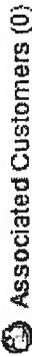
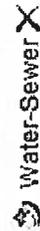
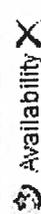
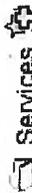
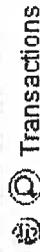
Sandra Tourangeau 07/01/2008 12:30:59 PM

Sandra Tourangeau 09/22/2008 11:49:48 AM

Vanessa Gibson 09/24/2008 02:15:39 PM

Customer Service

610387-001 - Active
SMITH, KRISTIN PHILLIPS & WILLIAM
1 JORDAN AVE



Carlos



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Carlos P. Baía
Deputy City Manager
Development

**Utility Appeals Board
Meeting
October 25, 2012
5:30 PM
Council Chambers
Minutes**

In attendance: Tom Arnold
Carlos Baía
Elizabeth Campbell

Absent: Dick Patten

Staff: Jeff Hoadley, General Services Department (GSD)
Rob Young, GSD
Lucie Muhlfelder, GSD

Appellants Present: Steve Comi, 3 Coolidge Avenue, Concord

Meeting was called to order at 5:35 p.m.

Review of the January 26, 2011 Meeting Minutes

Motion to approve by Tom Arnold; seconded by Beth Campbell

No changes were cited.

Approved 3-0

Case #UAB2012-001: 3 Coolidge Avenue—Steve and Melanie Comi

Mr. Baía explained the format of the meeting to Mr. Comi indicating that he had the opportunity to share any details that he felt would assist the Board in understanding his appeal.

Mr. Comi stated that he didn't have much more to add to what was written in his letter. He noted that he had had a leaky faucet in his home several times in the past. He explained that his home dates to 1938 and that he is seeking to renovate it so that occurrences such as this won't happen again.

Mr. Comi explained the issue with the leaky toilet and acknowledged that he didn't give the repair the sense of urgency that it, in retrospect, should have gotten. Ms. Campbell asked him where the toilet was located in the house. Mr. Comi replied that it was upstairs.

Mr. Arnold asked about Mr. Comi's pool. Mr. Comi didn't think the high bill was related to the pool but he acknowledged that part of the water bill could have stemmed from a hose that may have been left on for a day or two but that he just didn't know.

Mr. Baía asked GSD staff for a longer account history. It showed that Mr. Comi's water usage had been steady dating back, at least, to 2010 with the highest usage being in the summer months at about a maximum of 28 ccf.

Ms. Campbell asked if there was faulty meter. Mr. Young indicated that the usage has come right back down since Mr. Comi realized the problem. He added that the usage has actually declined to below what it was averaging prior to the spike discounting the likelihood that it was a meter problem.

Ms. Campbell cited prior precedent in these types of cases. Both she and Mr. Arnold noted that the Board has consistently denied appeals where water was utilized and entered the sewer due to issues such as lack of maintenance on the owner's part. Mr. Baía made a cursory review of past board meeting minutes and concurred with that conclusion.

Ms. Campbell moved to deny the appeal. Mr. Hoadley remarked that the City's water division has the ability to provide a payment plan up to 6 months. He inquired whether the Board would want to consider a one year payment plan should it vote to deny the appeal.

Mr. Comi explained that 6 months would be sufficient. Mr. Arnold suggested that he consider the year just in case.

Ms. Campbell amended her motion. She moved to deny the appeal but offer the appellant the opportunity to establish a payment plan with the water division for a time period of up to one year. Mr. Arnold seconded this motion.

Vote was 3-0 to approve the motion.

Meeting was adjourned at 6:00 P.M.

Rafferty, Beverly

From: Hoadley, Jeff
Sent: Wednesday, November 14, 2012 2:37 PM
To: Rafferty, Beverly
Subject: FW: Utility Appeals Board Request (1 Jordan Ave.)
Attachments: UAB - Smith.pdf

Importance: High

From: Hoadley, Jeff
Sent: Monday, October 29, 2012 3:50 PM
To: Baia, Carlos
Cc: Chesley, Chip; Bilodeau, Philip; Segalini, Therese; Young, Robert; Muhlfelder, Lucie F.
Subject: Utility Appeals Board Request (1 Jordan Ave.)
Importance: High

Hi Carlos:

Attached is a letter I received today from a resident requesting financial consideration on his September water/sewer bill. My staff will put together a packet that shows the consumption history, for the last six months, on this account and forward to your office by Thursday, November 1st. Furthermore, I will include any work order requests made by the resident.

Thanks.

Jeff

Jeffrey Hoadley
Business Manager
General Services Department
311 N. State St.
Concord, NH 03301

 603.230.3905
 jhoadley@concordnh.gov

 Please consider the environment before printing this email.

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William Smith and Kristin Phillips
1 Jordan Avenue
Concord, NH 03301
(603) 226-4509

October 26, 2012

Mr. Jeff Hoadley, Business Manager
Concord Water Department
311 North State Street

Dear Mr. Hoadley,

I am writing to request a hearing before the board regarding my September water bill. The bill is more than ten times the normal amount, and I believe that the reading must be a mistake since we do not have a leak. Furthermore, we were out of state in July and used no water for half the month, yet our bill reflected no reduction in usage. These two examples make me believe that our meter is not working properly.

I look forward to hearing from you about this matter. In the meantime, I will continue to pay our typical water usage fee until the matter is resolved.

Thank you very much for your consideration in this matter.

Sincerely,



William Smith

CITY OF CONCORD

GENERAL SERVICES DEPT.
311 N. STATE STREET
CONCORD, NH 03301
603-225-8693

For Customer Service Information,
Please See Reverse Side.

610387-001	1 JORDAN AVE
09/30/2012	CONCORD RESIDENTIAL
	WILLIAM AND PHILLIPS KRISTIN SMITH

ACCOUNT NUMBER	DATE	PREVIOUS READING	READ CODE	DATE	PRESENT READING	READ CODE	SIZE
98753879	08/15/2012	515	AMR	09/17/2012	635	AMR	120
							5/8 X 3/4 INCH

PREVIOUS ACTIVITY

Previous Balance: \$61.34
 Late Fee: \$0.00
 Payments: (\$61.34)
 Adjustments: \$0.00

 Balance At Billing: \$0.00

CURRENT ACTIVITY

Water: \$243.45
 Availability Fee: \$4.82
 Sewer: \$488.40

 Total Current Charges: \$736.67
 Balance Due: \$736.67

Lucy

SEE REVERSE SIDE FOR PAYMENT OPTIONS	TOTAL CHARGES DUE	BY	10/30/2012	\$736.67
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PLEASE DETACH STUB AND REMIT WITH PAYMENT



CITY OF CONCORD
GENERAL SERVICES DEPT.
311 N. STATE STREET
CONCORD, NH 03301

UTILITY BILLING

09/30/2012	TOTAL AMOUNT DUE	\$736.67
10/30/2012		

1 JORDAN AVE

Consumption Trend Statement: 10/17/2011 - 11/15/2012

Account #

610387-001

Service Address

1 JORDAN AVE
Concord, NH 03301

Mailing Address

KRISTIN PHILLIPS & WILLIAM SMITH
1 JORDAN AVE
CONCORD, NH 03301

Consumption Information	Availability		Water		Sewer	
	Availability	Charge Amount	CCF	Charge Amount	CCF	Charge Amount
10/30/2012	115.60	\$4.82	10	\$22.40	10	\$41.30
09/30/2012	115.60	\$4.82	120	\$243.45	120	\$488.40
08/30/2012	115.60	\$4.82	9	\$19.89	9	\$36.63
07/30/2012	115.60	\$4.82	9	\$19.89	9	\$36.63
06/30/2012	115.60	\$4.82	9	\$19.89	9	\$36.63
05/30/2012	115.60	\$4.82	7	\$15.47	7	\$28.49
04/30/2012	115.60	\$4.82	10	\$22.10	10	\$40.70
03/30/2012	115.60	\$4.82	10	\$22.10	10	\$40.70
03/01/2012	115.60	\$4.82	9	\$19.89	9	\$36.63
01/30/2012	115.60	\$4.82	11	\$24.31	11	\$44.77
12/30/2011	115.60	\$4.82	9	\$19.89	9	\$36.63
11/30/2011	115.60	\$4.82	11	\$24.31	11	\$44.77
10/30/2011	115.60	\$4.82	10	\$22.10	10	\$40.70
Total	1,502.80	\$62.66	234	\$495.69	234	\$952.98