



CITY OF CONCORD
New Hampshire's Main Street™
Community Development Department

UTILITY APPEALS BOARD MEETING
DRAFT MEETING MINUTES
September 22, 2025 @ 1:00PM
City Council Chambers - 37 Green Street (2nd Floor) – Concord NH 03301

Committee Members in Attendance:

Tom Arnold, Chris Bourcier, Matt Walsh (Deputy City Manager - Development)

Absent:

Councilor Fred Keach

Staff:

Adam Clark, General Services Department Administration Division Manager

Chris Hogan, Water Metering Operations Lead

Terri Segalini, Utility Billing Program Manager

Marco Philippon, Water Treatment Plant Superintendent

Stephanie McKim, Administrative Coordinator

Public:

John McGregor, Owner 9 Dawn Drive

Meeting called to order at 12:58 p.m.

1. Approval of the February 15, 2023 Minutes

Mr. Arnold motioned the approval of the February 15, 2023 minutes. Mr. Bourcier seconded the motion. The motion passed by a unanimous voice vote.

2. Case 2025-001: 9 Dawn Drive (Appeal by John McGregor)

Mr. Walsh explained the process of the Utility Appeals Board (hereafter Board) to Mr. McGregor.

Mr. McGregor presented his case to the Board. He explained that his April 15, 2025 water and sewer bill was \$34.42, the May 15, 2025 bill was \$197.68 and that his June 15, 2025 bill was \$43.49. He stated that he did not understand why his bill spiked in May, and was asking for relief. It was noted that water and sewer utility bills are based upon consumption. Mr. McGregor reported he checked for water leaks in his home and did not find any. He spoke with the Utility Billing office at General Services, and that they had sent a technician out to test the meter and check for leaks. The technician was unable to find any issues with the meter or obvious leaks, and suggested Mr. McGregor hire a plumber. Mr. McGregor reported he had many years in the plumbing business and he did not find any leaks. He reported the City's technician suggested waiting for the next bill to see if there were any anomalies. Mr. McGregor reported that subsequent utility bills for his property have been normal. Mr. McGregor reiterated that he did not understand how his May 15, 2025 bill could have spiked, and suggested that there may have been a failure with the meter, or reading of the meter by the City.

Mr. Clark reported this is an unfortunate situation that Mr. McGregor is in. He reported this is an actual read on the water meter not an estimated read. The meter itself was tested and it tested accurate. Mr. Clark reported the technician that was sent to Mr. McGregor's home checked for exterior leaks and did not find evidence of an

exterior leak. However, the technician did note the water level on the overflow of the toilet was right up against it and it is possible it self-corrected over time. Mr. Clark reported it is the General Services Department's opinion that the water went through the meter and ultimately down the drain and therefore the Utility Billing office is obligated to invoice the property owner accordingly.

Mr. Arnold inquired if the meter was removed and replaced. City staff confirmed that it was. Mr. Hogan further reported he was there with the manufactured housing property management team when they removed the meter. He tested the meter at the water division right away and found the results to be fairly normal except the medium flow test. Mr. Hogan reported the medium flow on the meter tested slow than normal. Additionally, he noted the utility technician that was onsite also noted the toilet was not running when he was there but it just about crested the overflow valve. The technician also reported the floor moved near the toilet and that could trigger the toilet. It could have been running at some point which may explain the higher consumption of water. The technician did report Mr. McGregor adjusted the toilet afterwards.

Mr. Philippon reported water meters are designed to under register as they age so that the customer is never overbilled. He further reported the meter test results were right in line with what the meter should be reading. He reported the 13,000 gallons that were consumed at Mr. McGregor's could have easily been generated by a leaky toilet.

Mr. McGregor questioned if the error happened after the meter, perhaps in transmitting to the billing department.

Mr. Philippon reported that meters are read electronically using a radio system. Staff do not actually read the meter, or transcribe any information as part of the billing system.

Mr. Walsh inquired if Mr. McGregor has a new meter. Mr. Philippon reported he does have a new meter and Ms. Segalini reported the new meter was installed last week.

Mr. Walsh inquired if there is an outside garden or pool on the property. Mr. McGregor reported no pool and this occurred before they started watering flowers or washing cars.

Discussion ensued regarding a payment plan option, or a balance compromise. General Services Department staff noted that they were willing to work with Mr. McGregor to establish a payment plan to assist him if needed.

Mr. Arnold made a motion to reduce the sewer consumption amount of the May 15, 2025 bill from \$112.80 to \$75.58 (by 1/3). Mr. Bourcier seconded the motion. The motion passed by a unanimous voice vote.

3. Other Business

No other business was discussed.

4. Adjournment

Mr. Bourcier made a motion to adjourn. Mr. Arnold seconded the motion. The motion passed by a unanimous voice vote.

Meeting adjourned at 1:24 p.m.

Respectfully submitted,

Stephanie McKim

Administrative Coordinator