

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, December 13, 2012 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

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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.

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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.

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.

William Smith

CITY OF CONCORD

CENERAL SERVICES DEPT. 311 N. STATE STREET CONCORD, NH 03301

603-225-8693

For Customer Service Information, Please See Reverse Side.

610387-001 09/30/2012

1 JORDAN AVE

CONCORD RESIDENTIAL

WILLIAM AND PHILLIPS KRISTIN SMITH

	DATE	PREVIOUS	: REAR	DATE		1 88		
98753879	08/15/2012	515	AMR	09/17/2012	635	AMR	120	5/8 X 3/4 INCH

PREVIOUS ACTIVITY

CURRENT ACTIVITY

Previous Balance:

\$61.34

\$243.45 Water:

Late Fee:

\$0.00 (\$61.34)

Availability Fee:

\$4.82

Payments:

\$488.40

Adjustments:

\$0.00

Balance At Billing:

\$0.00

Total Current Charges:

\$736.67

Balance Due:

Sewer:

\$736.67

SEE REVERSE SIDE FOR PAYMENT OPTIONS

TOTAL CHARGES DUE

10/30/2012

\$736.67

PLEASE DETACH STUB AND REMIT WITH PAYMENT



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

10/30/2012

09/30/2012

TOTAL AMOUNT DUE

\$736.67

UTILITY BILLING

1 JORDAN AVE

10/17/2011 - 11/15/2012

Consumption Trend Statement:

Account # 610387-001

Service Address

1 JORDAN AVE Concord, NH 03301

Mailing Address

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

	Availability	lity	Water		Sewer	
Information	Availability	Charge Amount	CCF	Charge Amount	COF	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	6	\$19.89	6	\$36.63
07/30/2012	115.60	\$4.82	6	\$19.89	6	\$36.63
06/30/2012	115.60	\$4.82	6	\$19.89	6	\$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	6	\$19.89	6	\$36.63
01/30/2012	115.60	\$4.82	11	\$24.31	11	\$44.77
12/30/2011	115.60	\$4.82	6	\$19.89	6	\$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