## **WATER ADVISORY BOARD**

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DATE: December 27, 2023

TIME: 2:06 PM



Water Advisory Board Meeting Minutes of November 9, 2023.

In attendance: Chairman William Shea, Member Frank E. French Jr., Member Joseph Barrell, DPW members; DPW Director Jay Marcotte, Assistant Director Michael Santoro, Water Manager Mark Mancuso Water Operations Manager Gerry Daigle and Business Manager Judi Carmody. Customers; Vahe Vehapetyian and Carol Streit.

- 1. Chairman Shea called the meeting to order at 8.04 am.
- 2. Water Manager Mr. Mancuso presented the issue with water/sewer bill from May, 2023 for 274 Grove St. The customer is requesting a one-time water and sewer adjustment. There was a brief discussion to grant relief to this customer as requested.

Mr. Barrell made a motion for a one-time sewer adjustment of 50% based on the average usage for the prior 2 similar months.

Seconded by Mr. French.

Voted Unanimously.

Water Manager Mr. Mancuso presented the issue with water/sewer bill from August, 2023 for 102 Longmeadow Rd. The customer is requesting a one-time water and sewer adjustment. There was a brief discussion to grant relief to this customer as requested.

Mr. French made a motion for a one-time sewer adjustment of 50% based on the average usage for the prior 2 similar months.

Seconded by Mr. Barrell.

Voted unanimously.

Water Manager Mr. Mancuso presented the issue with water/sewer bill from March, 2023 for 136 Fletcher Rd. The customer is requesting a one-time water and sewer adjustment. There was a brief discussion to grant relief to this customer as requested.

Chairman Shea made a motion for a one-time water and sewer adjustment of 25% based on the average usage for the prior 2 similar months.

Seconded by Mr. Barrell.

Voted unanimously.

Water Manager Mr. Mancuso presented the issue with water/sewer bill from August, 2023 for 317 Pleasant St. The customer is requesting a one-time water and sewer adjustment. There was a brief discussion to grant relief to this customer as requested.

Mr. French made a motion for a one-time water and sewer adjustment of 75% based on the average usage for the prior 2 similar months.

Seconded by Mr. Barrell.

Voted unanimously.

Water Manager Mr. Mancuso presented the issue with water/sewer bill from September, 2023 for 174 Beech St. The customer is requesting a one-time water and sewer adjustment. There was a brief discussion to grant relief to this customer as requested.

Chairman Shea made a motion for a one-time water and sewer adjustment of 75% based on the average usage for the prior 2 similar months provided that the customer have the owners sign off on the adjustment. Seconded by Mr. Barrell.

Voted unanimously.

Water Manager Mark Mancuso presented the issue with water/sewer bill for 121 Trapelo Rd. The customer is requesting a one-time water and sewer adjustment. Mr. Vehapetyan plead his case. There was a brief discussion to grant relief as requested.

Chairman Shea made a motion to table this request until the next meeting.

Seconded by Mr. Barrell.

Voted Unanimously.

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Water Manager Mr. Mancuso presented the issue with water/sewer bill from September, 2023 for 48 Thomas St. The customer is requesting a one-time water and sewer adjustment. Ms. Streit plead her case There was a brief discussion to grant relief to this customer as requested.

Mr. Barrell made a motion for a one-time water and sewer adjustment of 25% based on the average usage for the prior 2 similar months.

Seconded by Mr. Barrell.

Voted unanimously.

10 Chairman Shea made a motion to approve the meeting minutes of May 10, 2023. Seconded by Mr. French.

Voted unanimously.

11 Mr. French made a motion to approve the meeting minutes of June 22, 2023. Seconded by Chairman Shea. Voted unanimously.

12 Chairman Shea made a motion to approve the meeting minutes of October 19, 2023. Seconded by Mr. French. Voted unanimously.

13. Due to time constraints the following billing disputes were not heard at this meeting:

\*1 York Rd.

\* 78 Lexington St.

Chairman Shea made a motion to table these requests until the next meeting.

Seconded by Mr. French.

Voted Unanimously.

- 14. There was a discussion on Cross Connection control.
- 15. Chairman Shea moved to adjourn the meeting at 9:41am.

Seconded by Mr. Barrell.

Voted Unanimously.

Barrel Clerk