WATER ADVISORY BOARD

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Water Advisory Board Meeting Minutes of November 20, 2013.

In attendance: Chairman Frank E. French Jr., Clerk William Shea, Member Joseph Barrell, DPW members; Director Peter Castanino, Water Manager Michael Bishop, Water Operations Manager Mark Mancuso, Assistant Director Michael Santoro and Business Manager Judi Carmody, Customers; Maria Mingrace of 168 Dean St, James Aylward & Kijia Kim of 65 Clark St.

- 1. Chairman French called the meeting to order at 10:30 am.
- 2. Water Manager Mr. Bishop presented the issue with water/sewer bill #579832 from October 31, 2013 for 168 Dean Street. 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 due to extenuating circumstances for a one-time water and sewer adjustment based on 100% of the average usage for the prior two similar quarters. Seconded by Mr. Shea. Voted unanimously.
- 3. Water Manager Mr. Bishop presented the issue with water/sewer bill #562705 from September 30, 2013 for 65 Clark Street. The customer is requesting a one-time irrigation adjustment. There was a brief discussion to grant relief to this customer as requested.
 Mr. Barrell made a motion due to extenuating circumstances for a one-time water and sewer adjustment based on 100% of the average usage for the prior two similar quarters. Seconded by Mr. Shea.
 Voted unanimously.
- 4. Water Manager Mr. Bishop presented the issue with water/sewer bills #393512 and 461744 from September 30, 2012 and September 30, 2013 for 255 Common Street. The customer is requesting a one-time irrigation and water adjustments. There was a brief discussion to grant relief to this customer as requested.
- Mr. Shea made a motion for a one-time irrigation and water adjustment based on 50% of the average usage for the prior two similar quarters. Seconded by Mr. Barrell. Voted unanimously.
- 6. Water Manager Mr. Bishop presented the issue with water/sewer bill #580911 from October 31, 2013 for 18 Edmunds Way. 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 water and sewer adjustment based on 50% of the average usage for the prior two similar quarters. Seconded by Mr. Shea.
 Voted unanimously.

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7. Water Manager Mr. Bishop presented the issue with water/sewer bill #581303 from October 31, 2013 for 45 Hay Road. 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. Shea made a motion for a one time water and sewer adjustment based on 50% of the

average usage for the prior two similar quarters.

Seconded by Mr. Barrell.

Voted unanimously.

Water Manager Mr. Bishop presented the issue with water/sewer bill #578971 from October 31, 2013 for 12 Moore Street. The customer is requesting a one-time sewer adjustment. There was a brief discussion to grant relief to this customer as requested.

Mr. Shea made a motion for a one-time sewer adjustment based on 100% of the average usage for the prior two similar quarters.

Seconded by Chairman French.

Voted unanimously.

- Director Castanino updated the board about the results from 533 Pleasant Street billing issues.
- 10. Chairman French made a motion to approve the meeting minutes of September 18, 2013 Seconded by Mr. Shea. Voted unanimously.
- 11. Mr. Mancuso explained to the board about the Cross Connection Control Program that he is implementing in house to save the town some outsourced expenses.
- 12. Water Manager Mr. Bishop updated the board on the Waverley Street and Belmont Center Water Main Improvement Program
- 13. Director Castanino updated the board about the FY15 water capital program and where the proposed areas for the FY15 Water Main Project.
- 14. Chairman French moved to adjourn the meeting at 12:10 pm. Seconded by Mr. Shea.

Voted Unanimously.