



CITY OF DOVER

DOVER UTILITIES COMMISSION - MINUTES

Meeting Type: Regular Meeting
Meeting Location: 271 Mast Road, Dover, NH
Meeting Date: **October 18, 2021**
Meeting Time: **6:00 pm**

Members Present: Chairman Bret Carmichael, Vice Chairman Jay Stephens, Bob Berry, Otis Perry, Dennis Munson, Mark Moeller

Unexcused Members Absent: Bill Davis

Alternate Members Present: Gregory Bird

Staff Present: William Boulanger, Deputy Director, Michael Nadeau, Utilities Supervisor, Michael Banester, Utilities Foreman, Jennifer Bretz, Recording Secretary

1. Call to Order

Meeting was called to order at 6:00 p.m.

2. User's Forum

3. Approval of Minutes of March 22, 2021

Motion: Munson made the motion to approve the minutes, Berry seconded.

Vote: U/a

4. Approval of Minutes of May 17, 2021

Motion: Perry made the motion to approve the minutes, Moeller seconded.

Vote: U/a - Perry abstained.

5. Abatement Requests

A. 22 Footbridge Lane

Sangeeta Matta, realtor for the property owner. She is aware of the Abatement Review Team's decision. At the time of the home inspection, they discovered that the toilet had been leaking.

Boulanger stated that the meter is a Galaxy meter. The ART didn't dive too much into an inspection since the homeowner did admit that it was a leaking toilet. The meter showed that the usage was there.

Stephens stated that since a Galaxy meter is installed, a leak code should have presented itself to city staff.

Boulanger stated that a leak code may have showed up but city staff is unable to look at every resident's usage throughout the day. There isn't enough time for someone to do that.

Carmichael stated that he's sympathetic to capacity demands but part of the reason for obtaining the Galaxy meters is so that the city is able to provide property owners with notice of a leak.

Boulanger stated that while that is true, the city isn't at that point yet to be able to do that. There isn't enough staff.

Carmichael stated that from his perspective, that isn't a reason to deny an abatement request. He stated that the city has the ability to notify people and we're not doing that. He stated that it's not a reason to shift accountability. It's comparable to a cell phone bill. If you had a cell phone, you would be really irritated if six months later you received a bill from your carrier stating, "Hey. Six months ago, you used way too much data and you owe us \$1,000.00." He stated that it's 2021 and it's ridiculous.



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Stephens stated that the only problem with that analogy is that this isn't an old bill. What Carmichael is saying is correct. We should have been able to advise them of a leak which is why he asked about the report. He was under the impression that the new software was able to do a better job notifying the city of situations like this. Unfortunately, since the water did go in and through the meter, he will end up denying the request. He's disappointed with the way the software has been working.

Carmichael stated that he doesn't think that it's a reason to deny the request.

Perry stated that the reason for denying the request is the water went into the house, the city paid to treat that water and the water went out of the house and paid to treat the water at the treatment plant. That is the reason for denying the request.

Berry stated that based on the DUC Rules and Regulations, he thinks the DUC is stuck with what they can give for a decision.

Carmichael asked what the duration was between the bill and the repair of the leak.

Boulanger stated that it was approximately two months.

Motion: Stephens made the motion to deny, Munson seconded.

Vote: 6-1; Carmichael opposed.

6. Reports

A. Abatement Review Team Report

The report was reviewed and discussed by Staff.

B. Utilities Report

The report was reviewed and discussed by Staff.

C. Finance Report

The report was reviewed and discussed by Staff.

Motion: Munson made the motion to approve the reports, Moeller seconded.

Vote: U/a

7. New Business

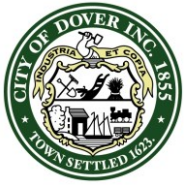
A. Innovation Way - Mack Hendrick

Boulanger stated that the developer is looking for a waiver to extend the utilities to the second driveway as opposed to extending to the entire length of the property.

Hendrick stated that the utilities are going up to the first driveway to service the building. There's a second driveway towards the back of the building. They are proposing to extend the utilities to the second driveway as opposed to the total length of the property. If they were to extend the sewer, it is a gravity line. They're also requesting to install an 8" line as opposed to a 12" line.

Motion: Munson made the motion to extend, Stephens seconded.

Vote: U/a



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B. Asset Management for Sewer System

Kristin Lemasney, Wright-Pierce Engineering, was present to give a presentation on Asset Management.

Sharon Nall, NHDES and Eliza Morrison, NHDES, was present to award the City of Dover with the New England Water Environment Association Asset Management of the Year Award. A more formal awarding will be presented at a later date.

8. Old Business

A. Source Water Protection Plan

Boulanger went over the presentation hand out.

9. Areas of Concern

Berry stated he would like to set aside some time to find how the city can be more customer centered regarding the water/sewer bills.

Boulanger stated that he would insure that “Level of Service” was on November agenda.

10. Next Meeting Date

November 15, 2021

11. Adjournment

Motion: Munson made the motion to adjourn at 7:52 p.m., Moeller seconded.

Vote: U/a