



CITY OF DOVER

DOVER UTILITIES COMMISSION - MINUTES

Meeting Type: Regular Meeting
Meeting Location: 271 Mast Road, Dover, NH
Meeting Date: **November 15, 2021**
Meeting Time: **6:00 pm**

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

Alternate Members Present: Gregory Bird

Staff Present: William Boulanger, Deputy Director, Michael Nadeau, Utilities Supervisor, Dan Lynch, Finance Director, Gretchen Young, Environmental Projects Manager, 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 October 18, 2021

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

Vote: U/a

4. Abatement Requests - None

5. 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, Perry seconded.

Vote: U/a

6. New Business

A. Level of Service

Boulanger stated that the board had asked where the city was at regarding level of service. The rules and regulations really need to be updated. He's going to meet with the Water/Sewer Billing office to discuss changes and edits.

He knows there's been frustration with the billing. In regards to the customer portal, he's asked the Finance Director to speak about the portal and when it will be ready for residents.

Lynch stated that at the recent Department Head meeting, they've been having an internal debate. The debate has been between the Finance Department and Community Services. The new software is called "Eye on Water". The switch can be turned on however the concern is not every property has the Galaxy Meter. This issue was raised at the Department Head meeting. The City Manager stated that he wants to meet with everyone to get this on track. The City Manager wants to know who to get everyone into a meeting to discuss getting this on track. If anyone has an issue then the CM wants to know who and what the issue is.



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Motion: Perry made the motion to accelerate the Eye on Water portal for all galaxy users, Munson seconded.

Vote: U/a

Lynch stated that residents currently have the ability for residents to pay their water sewer bill online.

7. Old Business

A. Source Water Protection Plan

Gretchen Young, Environmental Projects Manager was present to review the Source Water Protection Plan generated by Paul Susca of Emery and Garrett (attached) and to discuss generating a SWPP Committee. Young proceeded to explain the need for the committee.

Motion: Stephens made the motion for the DUC to accept responsibility for the SWPP Committee, Munson seconded.

Vote: U/a

8. Areas of Concern

9. Next Meeting Date

Meeting deferred to January, 2022

10. Adjournment

Motion: Munson made the motion to adjourn at 7:34 pm, Perry seconded.

Vote: U/a