



CITY OF DOVER

DOVER UTILITIES COMMISSION - MINUTES

Meeting Type: Regular Meeting
Meeting Location: 271 Mast Road, Dover, NH
Meeting Date: **January 17, 2023**
Meeting Time: **6:00 pm**

Members Present: Chairman Bret Carmichael, Vice Chairman Jay Stephens, Robert Berry, Otis Perry, Bill Davis

Excused Members Absent: Dennis Munson

Staff Present: Michael Nadeau, Utilities Superintendent, Michael Banester, Utilities Foreman, Amelia DeGrace, Asst. City Engineer, Nancy Usbelger, Recording Secretary

Resident: Mary Gaulin, Laurie Gaulin

1. Call to Order

Meeting was called to order at 6:05 p.m.

2. User's Forum

3. Approval of Minutes of December 19, 2022

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

Discussion:

Vote: U/a

4. Abatement Requests

A. 28-30 Second Street – Anji Reddy

Motion: Perry made a motion to postpone to the next DUC meeting, Carmichael seconded.

Discussion:

Vote: U/a

B. 207 Locust Street – Dover Children's Home

Nadeau stated they made a change to the investment fee so they were not moving forward with the abatement.

C. 33 Sierra Hill Drive – Mary Gaulin

Gaulin stated the reason she was here is because she received a bill in October that was three times more than her normal bill. Her bill has never been more than \$200.00. Her Irrigation was shut off on August 22, 2022 when the city had a water ban in effect. Previous to that it was on, but nobody saw any excess water. If she was using more water than usual she feels she should have seen some standing water somewhere. She has a memo meter and wonders if it is malfunctioning. She hasn't been alerted of any leaking.

Carmichael is there a continual leak?

Nadeau stated the first highest usage day would have been July 21st and through the memo meter was almost 4000 gallons of water and through the main meter 4032 gallons of water. When it goes through the main meter it would throw out a code to inform us that they are using a lot of water.

Gaulin in 30 days would we have used that much or seen this somewhere?



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Nadeau explained what she used and when. It seemed to be happening at regular intervals late at night. He offered to test her meter, but she would need to be present and if it passes there would be a charge.

Perry explained what the memo meter is for. So, you can make distinction of water that's used in your house and water that never goes through your house. It's an attempt to make sure you're not double charged.

Moeller arrived at 6:13 pm.

Carmichael suggested she make a note to double check when she resumes using her sprinkler again in the spring.

Berry stated she might even have a broken head to her sprinkler and being close to a drain she probably wouldn't have notice that volume.

Motion: Perry made the motion to deny the abatement based on the evidence, Stephens Seconded.
Vote: U/a

Discussion:

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: Perry made the motion to approve the reports, Stephens seconded.

Vote: U/a

6. New Business

Carmichael shared that the City had a meet and greet for the boards The City is looking for people to volunteer and contribute with feedback on the Virtual Visioning Event that's taking place on February 9th. Asking people to share their input to create Dover's Vision 2035. More info can be found at <http://rebrand.ly/distinctlydover>

7. Old Business

A. EyeOnWater status update

DeGrace shared that we have a master agreement that we are trying to revise with IT and contracts with what needs to be changed.



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Stephens how many backs and forth conversations from last month.

Nadeau stated we are the middle man trying to bring all the players together.

Stephens stated we want to have answers sooner than later.

Nadeau stated there is no language in the DUC rules and regulations for Beacon to review your water usage. The residents are responsible for maintaining their fixtures and that prior to Beacon people are being notified significantly faster than if they were only being read once a quarter. They can also be given much broader information. Water, sewer and billing does a fantastic job at reaching out to residents as quickly as they can.

Perry asked if we need something in our DUC rules that makes this information available to our customers.

Nadeau stated that maybe when Beacon comes on line and when it's available across the board, the DUC may want to explore that when you file an abatement you sign up for Beacon.

Berry stated that he feels the DUC should get access to the info first.

B. Explanation of fees for online utility billing payments

DeGrace stated that the questions about echecks haven't been answered yet. There is information about how to file for an abatement on the back of the Utility Bill.

Carmichael wants more information on the back as far as what they really need as far as a more simple and easier way to get answers. There is way too much on the back that people don't understand.

Perry states it is still the customers understanding of what is expected.

DeGrace stated she would follow up and try to get more information and the procedures of how and what to have on the back of the statements.

8. Areas of Concern

9. Next Meeting Date

February 13, 2023

10. Adjournment

Motion: Perry made the motion to adjourn at 7:16 pm, Moeller seconded.

Vote: U/a