



CITY OF DOVER

DOVER UTILITIES COMMISSION – MINUTES

Meeting Type: Regular Meeting
Meeting Location: 271 Mast Road, Dover, NH
Meeting Date: **Monday, December 18, 2023**
Meeting Time: **6:00 pm**

Members Present: Chairman Bret Carmichael, Vice-Chair Jay Stephens, Dennis Munson, Otis Perry

Unexcused Absent: Mark Moeller, Bill Davis

Staff Present: Michael Nadeau, Utilities Superintendent; Amelia DeGrace, Asst. City Engineer; Nancy Usbelger, Recording Secretary; Bill Purpura, Meter Backflow Foreman; Mike Banester, Working Foreman

1. Call to Order

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

2. User's Forum

3. Approval of Minutes of November 13, 2023

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

Vote: U/a

4. Old Business

A. Margaret C O'Leary – 34 Park Street

Nadeau stated that the city did go out to investigate and determined that after a dye test it was evident that the water did indeed go down the sewer. Once this was confirmed they decided not to pursue the abatement.

5. Abatement Requests

A. Georgette Kostis – 9 Lisa Beth Circle

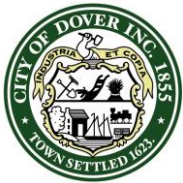
Nadeau asked if the DUC would have a phone conference with her at a later date due to her not being able to drive after it gets dark.

Her abatement will be heard via phone at the next meeting.

Davis arrived at 6:02 pm

B. John Mitchell – 5 Lowell Avenue

Mitchell spoke about how he was in the process of renovations. Prior to the billing period that he filed the abatement for, he had put in brand new toilets etc. When he received the initial bill, he was shocked with the spike. He did mention that he has other buildings in other towns so he is not always in Dover. He did contact his plumber Mike Wooley to double check his fixtures. His plumber came out and ran a bunch of tests but didn't find any issues. Mitchell brought up the possibility about the meter maybe being faulty. The City came out and did replaced the meter. He also questioned if the City received any type of red flag that there was an issue. He questioned that if the City was checking on a monthly basis, why wasn't he informed sooner. After the new water meter was installed



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his bill seemed to be more normal. The City was not able to give him any information that might explain the previously high bill. He feels it was an old faulty meter since there was no warning. For years there has been very low usage and all of a sudden it spiked.

Nadeau said it was a new e series meter installed in February of 2021. It looks like the time frame of the leak started around April 5th -12th. No usage was reported for two days (April 13th & 14th) then it picked back up on April 15th - 22nd, using about 3000 gallons per day. Normal usage returned after the 23rd. The meter was changed out in June with the same low reading. He stated that it looks like a leaking toilet. The meter was replaced with another e series meter on June 6th. For over 30 days the usage was normal and before that it was working correctly. We are only looking at a leak if it is actively happening during that month at that time.

Stephens explained and informed the resident that he will now be able to check his own meter on an hourly basis. He also explained how the program Eye on Water works.

Motion: Munson made the motion to pay half the abatement (\$125) if he signs up for Eye on Water, Perry seconded.

Vote: U/a

Discussion: None

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, Perry seconded.

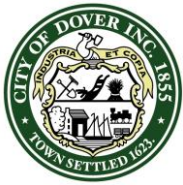
Vote: U/a

7. New Business

Nadeau spoke about the rollout of Eye on Water. He informed everyone that they are going to get some flyers with info to put in with water and sewer bills. Water & sewer billing has been prepped to get people signed up.

Carmichael made a request when they create the flyers to make the directions and information clear and easy to read for residents.

Nadeau showed an example of what the flyers might look like.



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Nadeau went over briefly about the next 10 -15 years when we would have to upgrade to meters that have cellular end point.

8. Areas of Concern

Perry stated that this will be his last meeting he will be attending and he is resigning from the DUC.

Carmichael thanked Perry for his many years of service and stated that he was also sad to see him resign.

9. Next Meeting Date

January 22, 2024

10. Adjournment

Motion: Perry made a motion to adjourn at 7:06 p.m., Munson seconded.

Vote: U/a