



CITY OF DOVER

DOVER UTILITIES COMMISSION - MINUTES

Meeting Type: Regular Meeting
Meeting Location: 271 Mast Road, Dover, NH
Meeting Date: **Monday, March 18, 2019**
Meeting Time: **6:00 pm**

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

Members Absent: Dennis Munson

Alternate Member Absent: Ron Lanton

Staff Present: William Boulanger, Deputy Director, Dan Lynch, Finance Director, Jennifer Bretz, Recording Secretary, Jamie McCulloch, Water Sewer Billing

1. Call to Order

Meeting was called to order at 6:02 p.m.

2. User's Forum - None

3. Approval of Minutes of November 19, 2018

Motion: Perry 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.

Moeller arrived at 6:12 pm

Motion: Perry made the motion to approve the reports, Berry seconded.

Vote: U/a

6. New Business

7. Old Business

A. Billing Process Map – Finance Director Dan Lynch

Dan Lynch, Finance Director, stated that Jamie McCulloch, Water Sewer Billing Office Manager, was present to explain the Utility Billing process.

McCulloch presented a timeline of the water and sewer billing process (attached)

8. Areas of Concern

9. Next Meeting Date

April 15, 2019



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10. Adjourn

Motion: Berry made the motion to adjourn at 7:26 p.m., Moeller seconded.

Vote: U/a

DRAFT



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WATER & SEWER BILLING TIMELINE

We have 8,500 + accounts to read quarterly and about 750 monthly accounts in between and this is our timeline of the billing process. (The timelines can change depending on the time of year as our meter employees get pulled for plowing).

Example: 1st Quarter Billing

For the 1st quarter of the year we begin reading the first Monday of March and this process can take up to 10-12 business days. The readings come back to our office and we upload them and create what are called exceptions (issue types: low use, high use, stopped meters, negative readings, no readings, zero readings, etc.) and review every account to determine what accounts need to be investigated for what reason. This list can sometimes be a total of 21 pages with 35 lines of review.

The 1st list that is created is the no read exceptions of all the accounts where no reading came in. This list can sometimes be a total of 15 pages. This re-read process can take about 10-12 business days.

The 2nd list that is created is the miscellaneous exceptions of all the accounts that have negative readings, inactive meters, etc. This list can sometimes be a total of 6 pages and take up to 2-3 business days.

The 3rd list that is created is the zero use accounts that had a reading come in but have no usage. We review every account to determine via the notes if the meter is stopped or the property is vacant that the meter employees must investigate. This report can be sometimes be 58 pages long and even though not all of the accounts need to be reviewed as they could be 2nd meters (memo meters for outside watering) that are not used, we must review all other accounts to see if we have notes indicating that the property is vacant or not. The accounts that we do not have definite answers as to the status are highlighted and investigated by the meter employees. This process can take about up to 10 business days.

While the meter employees are attempting to re-read the meters and investigate the other issues, we have someone from the Community Services Department moving a Galaxy antenna around trying to collect readings on our new Galaxy meters where meter readings did not come in automatically to the office. This list can be up to 4 pages long. This process can sometimes take up to 30 business days.

The process is the same for the monthly accounts, but they are on a much smaller scale.