

Minutes of the Penacook/Boscawen Water Precinct

Location of Meeting: 9 Woodbury Lane
Boscawen, N.H. 03303

Present at Meeting: Nathan Young, Commissioner Chair
Bill Murphy, Commissioner
Frank Dineen, Commissioner
Lauren Hargrave, Clerk
Cheryl Mitchell, Administrative Consultant
Dan Wojcik, Pennichuck
Tara King, Pennichuck

The regular meeting of the Penacook/Boscawen Water Precinct was called to order at 9 Woodbury Lane, Boscawen, N.H. on November 30, 2022, at 5:30 p.m. by Commissioner Nathan Young, Chair.

Financial Update:

Commissioners signed manifest and checks.

Approval of minutes from last meeting:

Commissioner Bill Murphy made a motion to approve the Regular Meeting minutes of November 9, 2022, and the Sealed Special Meeting Minutes of November 22, 2022. Seconded by Commissioner Nathan Young. Passed Unanimously.

New Business:

1. Meeting with Pennichuck: Commissioner Bill Murphy questioned if Pennichuck wants the billing envelopes along with the date stamped paid bill with its check payment. Tara King, of Pennichuck, responded that they do not care about the envelopes only the effective date of when the payment was received. Commissioner Bill Murphy explained that on the aging report there are some accounts which go back to previous customers, making it account history. He questioned how the aging report can be cleaned up. Tara King explained that based on the Precinct's policies there are a couple of things which can be done. A bill would stay with each owner because the Precinct is a non-municipality and therefore it does not automatically go to a tax lien. It was noted that after a new customer takes over a property location a new water account is created, but the old customer account remains on the aging report and

open until the Commissions direct Pennichuck on how to manage the previous account. The Precinct could set a policy that if the bill is not paid within a certain period that the account balance should be charged off and the account closed. Another option is to send the outstanding bills to a collection agency however they do take a sizable percentage for their collection fee. It was noted that on the Casavan account, Sarah Diggins, of Pennichuck, is looking at it as it is still on the aging report. Pennichuck believes they recall an agreement being made with regards to this bill, however at this time Tara King is unsure how much was paid and how much should be charged off. Tara King believes in this instance when the payment was posted the accumulated interest also was posted and that is what balance is on the aging report. Tara King noted that she has been looking into different policies if an account is not paid at closing should the balance be charged off along with the projected interest which has been building. Commissioner Nathan Young asked if a set policy needs to be made regarding this issue or if a motion can be made at a meeting to charge off the account after a certain number of days if it remains unpaid. Tara King suggested creating a collection report which would be the final water bill and before the water meter is removed and looking at this collection report instead of the aging report. Tara King recommended that it be done often so it does not become cumbersome, such as once a quarter. Tara King noted that prior to Covid Pennichuck was doing shut-offs from April through October-November. It was further noted that the Precinct does have a policy regarding a certain dollar amount and a certain number of days being outstanding would result in a shut-off. Tara King will find the current policy and forward it to the Commissioners for review. Typically, what Pennichuck would do is if they have not received a notice for 12 months, they will get a reminder delinquent notice giving a past due balance. If it is still unpaid after 14 days, they would receive a disconnect notice which will then give them another 14 days before the water will be shut-off. It was further noted that the final notice gives the customer an option to make a payment arrangement to avoid shut-off. Once a customer has received a disconnect notice the next 12 months the delinquent reminder goes away. Additionally, there is a payment plan policy set up which would allow Pennichuck to make a payment agreement with a customer is if is below a certain dollar amount and a certain number of months without the approval of the Commissioners. Tara King will send that policy to the Commissioners to also review. Commissioner Nathan Young noted that the two important things which he would like to focus on is collections, including shut offs and customers payments, is eliminating estimated bills. Further, Commissioner Nathan Young explained that every cluster which the Commissioners have run into over the last two years has been a multipoint cluster. i.e., the customer has not paid in 12 months, there has not been a clean reading for 24 months, and therefore the exact amount the customer owes is unknown, but it is a lot, and the customer has never been shut-off even though it has been a long time since they have made a payment. Therefore, making the amount the customer will have to pay to correct the issue can be astronomical which will even make having a reasonable payment plan being put into place. Tara King explained that when the transition occurred there were a lot of problems with billing and there were over 200-300 accounts which had no readings. Estimated, no reads, and accounts which reads did not line up to the reads Pennichuck was getting. Tara King noted that Pennichuck has spent a long time going

through these problems and prior to the pandemic they were able to bring the list down to approximately fifty accounts which are still having problems. Currently, according to Sarah Diggins, the list is currently around seventy accounts. She has about forty-two which are large. Some are reading but may be slow picking up the read so the location needs to be revisited and reread closer to the building. Therefore, Tara King believes if the accounts which are causing issues can be changed out with new meters and radios. A lot of them are meters in pits so the backordered radios in pits will not be able to be handled right now. Commissioner Bill Murphy noted that the pit radios are difficult to obtain, and the components are sealed as opposed to raw wire. Tara King also noted that in order to get the estimates done appointments with the customers will have to be made. The Precinct will be purchasing twenty new meters to start with. Tara King suggested tackling ten per month as there will also be labor costs involved. Commissioner Nathan Young also mentioned that these accounts effect the Precincts unaccounted for water loss. There are some additional things which need to be looked into, but for right now she would like to focus on some of the estimates, start to look through the next reading in December and identifying no usage accounts, put a list together for the Commissioners to review if the property is occupied. A brief discussion took place regarding Woody Hollow and where the pit radio and master radio issues left off. Tara King also explained there are some customers who no longer own the property and have a credit on the account. Tara King would like to know if the Commissioners wish to clean up the credit issue and issue refunds to those individuals, charge off the credit balance if the account is too old, or just leave the credited account where they currently stand. If a dollar amount is set if it anything under ten dollars are charged off and anything over that amount a refund will be issued after a specified amount of time. It was noted that with the State of New Hampshire if a refund check is returned to the Precinct the refund amount will be issued to New Hampshire unclaimed properties division. Tara would suggest that the Commissioners pick a fairly recent date and go forward issuing those credit accounts while charging off the older credit balances before that date. A brief discussion took place regarding the dollar amount of credits which should be used.

Commissioner Nathan Young made a motion that any account over two years and above \$32 be charged off and account credit balance be charged off anything over two years with a minimum of \$32 and any credit balances over two years and less than and including \$33 be charged off. Seconded by Commissioner Bill Murphy. Passed Unanimously. Tara King will send the Commissioners their policy so the Commissioners can incorporate the timeframe and dollar amount agreed upon to and forward it back to Pennichuck along with Tara King sending the list of everyone and the amounts of the charge off credits. If the customer does request the credit amount, then the Precinct must issue a refund check. Further, Tara King expressed that Pennichuck will put a policy in place that they review the credited balances once a month and anything after ninety days which is still a credit will be written off. That way the credit balances will become up to date and any new credits will stay current and not go beyond the ninety days. Additionally, Tara King reported that Sarah Diggins will send a couple of leak credits for the Commissioners review. Commissioner Nathan Young noted that the largest focus the Precinct has, other than claims and not letting people get behind, is what the Precinct submitted to

the State and getting the water usage down which entails taking the steps which were discussed with Dan Wojcik, of Pennichuck. Dan Wojcik noted that Tara King has been apprised of the issues and saw what was sent into the State. Monday the master meter leaving the well field was going to be calibrated, which has been done since 2018. Tara King noted that report submitted indicates a read which is not done on the same day as the service meters. This will be something that will be changed in the future. Everything will be read at the same time that the retails are read, so the Commissioners will have a comparison every quarter. Further, Tara King noted the goal of Pennichuck is also to have this completed into the billing system when December is read, at which time the start read will take place and a comparison will then happen in March of 2023. Dan Wojcik noted that looking at the way the well flow is in comparison for what is being registered is different since 2018. Sometimes it is higher and sometimes it is lower. Dan Wojcik has not heard back from DES which he copied to the Commissioners. The only comment he has received from DES was municipal buildings not being metered but they are just not billed. The leak detections are right on, and he believes the 20% for just operationally and not accounting for some of metering issues that it is correct. It was suggested that the water be metered at the Well and at the pump station to see if there is a leak from the well to the pump station. Dan Wojcik reported that Well #3 is individual metered and has no issue. However, Well #1 and Well #2 readings are going through the totalizer therefore the reading for Well #1 and Well #2 is a combined reading and Pennichuck is hoping to straighten that out on Monday. For the purposes of the State report Dan Wojcik is hoping to say that the meter was under registering. Commissioner Nathan Young noted that Manchester has a raw water venturi and finished water venturi and can see when the venturis are getting to be wrong because they disagree with each other. A happy medium might be that the meter which is being calibrated starts getting calibrated annually. Dan Wojcik also noted that they can do a flow test in addition to the calibration. Dan Wojcik further noted that he believes there is a way to improve the individual Well calculation and it should be looked into. Commissioner Nathan Young would like to see a Well #1, Well #2, and a Well #3 along with a master. If the three does not equal the master, then there is a problem. The leak detection should be looked at quarterly and whenever it is over the 15% and it can not be justified then the leak detection on whatever your provisions are at that time should be looked at. This is related the Precincts individual Well permitting. Commissioner Nathan Young explained that since the Wells have been cleaned there has been a huge iron increase in the water. Dan Wojcik noted that historically Well #2 was not being run into the system due to water quality and the concern with pressure issues when running the three Wells together. However, after the large break at Jarado Way all three had to be run together to recover the system and things seem to be fine until the Wells were cleaned. Tara King will check the call logs. Dan Wojcik noted that he has not received the Well reports from Barry Miller, so he is not aware of what was done. He will look into the issue color, i.e., the iron, in customers water. Dan Wojcik also noted that the Precincts Wells for manganese based on recent results are below the proposed maximum contaminate level (MCL) which are coming next year. Dan Wojcik will send the data to the Commissioners for unaccounted for water and it looks good. The iron is elevated and there is manganese in there it is just not at the level which is a problem.

Dan Wojcik will look at the analysis which Pennichuck is getting and work with the Commissioners from there. Commissioner Bill Murphy had a question about the metering and asked if when a customer is billed there is some rounding going on. Which is being done. Does that effect the bottom line of the metered water on the report? Yes, it does. Currently the Precinct is reading in ten cubic feet and the bills are calculated at a hundred cubic feet. Tara King noted that an explanation has been mailed to the customers as an insert and that it is also on the Precincts website, however it is very confusion to the customers. Perhaps this issue could be resolved if all the meters were reprogramed to read in one hundred cubic feet. Commissioner Nathan Young asked what option would be easier to accomplish, changing the meters to read at one hundred or billing at 10. When the rate is changed the customer does not understand the difference between 10 and 100 cubic feet. The number of dials which are going to be read so only three digits are read instead of the four digits. The way of billing is an instant change for all the meters were trying to change all the meters is going to be a lengthy process and all the customers would not be billing at the same amount. In the system currently the rate is at one hundred cubic feet if billing is changed to ten cubic feet you can bill per cubic feet by moving the decimal to the right one position. Tara King wants to look at billing in the ten with the system. A discussion took place regarding billing, how the bills can be calculated, how to notify and explain to the customers the difference in billing results is the same billed amount. The goals for a change would be March 2023. More discussion took place regarding the meters and billing associated with them. Dan Wojcik noted that one thing which is coming up is related to the lead service lines and an inventory. What will have to happen is the Precinct is going to have an inventory of all the water service lines on the street side and the customer side. The Precinct does have paper records but all the information, by October 2024, will need to be categorized and looked into with the goal of anything which is unknown having a plan to identify the unknown locations or the unknown locations will be considered as if they were a lead. Commissioner Nathan Young reported that the lead service grant application has been filled out, but he has not heard anything about it at this point. Further, Dan Wojcik noted that DES now has a planning grant available that the Precinct can look into for \$50,000. Additionally, Dan Wojcik noted that the pulling the spare booster from the booster station has not been done yet, but it will be sent to the repair shop for analysis before it gets repaired. The leak which occurred last week at Lincoln and Main Street was not a huge deal DOT did get involved because there is instruction related to DOT, i.e., the storm drainage. Dan Wojcik reported that DOT will be doing the paving and roadwork, but it sounds like it will be opened up again in the spring. Commissioner Bill Murphy reported it was a manhole which probably went to something abandoned and it had been paved over two or three times. The chlorine analyzer had an issue with the colorimeter so Chad has ordered a new unit and will replace it. The unit will be approximately \$1500. Commissioner Nathan Young expressed that if the new colorimeter is going to be \$1500 that it may be worth looking into a new unit. Further, if it is an older Hach CL17 they are being phased out and you can not get parts for them in the future. The new CL17's takes an SC200 (display unit) readout, there is no readout on the machine itself. Commissioner Nathan Young does not know if there is an SC200 available or if it is for another one, also, if it will be an additional cost to order another one. Dan

Wojcik will look into the chlorine analyzer issue and get back to Commissioner Nathan Young. Dan Wojcik additionally noted that Pennichuck structures its work round scheduled activities, mainly hydrant work, gate valve, painting, flushing, meter reading: which goes on throughout the year, and they have completed these for this year. In April, a new period of the work will start again. A brief discussion took place regarding Gelinias and his continued help with the PBWP needs.

6:58 p.m. Dan Wojcik and Tara King departed the meeting.

2. Power Up Generators: Commissioner Nathan Young reported that the invoice for Power Up Generators has been paid and is all set.
3. 45 Corn Hill Dan Remillard: Commissioner Bill Murphy presented the agreement for the Commissioners signature. **Commissioner Bill Murphy made a motion to sign the agreement with Dan Remillard as presented. Seconded by Commissioner Nathan Young. Passed Unanimously.**
4. 18 Woodbury Lane water turn off Dan Remillard: Commissioner Bill Murphy reported it is done.
5. 152 North Main Street Tap: Commissioner Bill Murphy noted this is the Berkley project. The Commissioners reviewed the project photographs relative to the water line. Commissioner Bill Murphy explained the water flushes itself out and therefore nothing gets in the pipe. Also, they do an air pressure test on it first which tells them the sleeve is not leaking before the valve is put on. This agenda item was for information only.
6. 134 Elm Street Tap: Commissioner Bill Murphy reported the tap is done and received a check for \$6,000 which he deposited. Cheryl Mitchell questioned how much would be for the water improvement account which is \$3500 and \$2500 for the connection fee.
7. Gerald Healy Refund: Cheryl Mitchell reported it was received from Pennichuck and was for an overpayment refund after the house closed. Completed.
8. Well Work: Commissioner Nathan Young explained it was discussed earlier in this meeting with Pennichuck.
9. One hundred Elm Pauline Baker Leak Credit: Commissioner Bill Murphy explained that there are two. The first one came in the other day, and another came in today. One is for lot #17 and another for lot #18. The first is for \$1254 and the other is for \$68.97 and falls within the Precinct's policy. **Commissioner Bill Murphy made a motion that both leak credits are accepted and will be completed. Seconded by Commissioner Nathan Young. Passed Unanimously.**

10. North Main/Lincoln Repair: Commissioner Bill Murphy noted this issue was previously discussed with Dan Wojcik earlier in this meeting. It is completed and DOT is satisfied.
- 11.6 Baker Street: Commissioner Bill Murphy reported there has been no response from the customer. Commissioner Nathan Young noted that the Precinct offered the customer a payment plan. Commissioner Fred Dineen noted that the customer has previously been sent letters regarding payment. Bill Murphy will write the customer another letter. Commissioner Nathan Young suggested the letter state that seven days from receipt of the letter the PBWP will need to hear from the customer, or the water service will be shut-off. **Commissioner Nathan Young made a motion to send one final letter to the customer expressing that the need for he/she to speak with the PBWP to settle this matter or the water service will be shut-off. If there is no response after seven days from the date of the letter the water service will be discontinued and shut-off. Seconded by Commissioner Frank Dineen. Passed Unanimously.**
12. Generator Grant: Commissioner Nathan Young explained that he received a call from Mark at PowerUp who reported that himself and his boss looked at the unit. They are going to give the Commissioners two prices. A price for a new unit and a price for a new tank. Further Mark reported that off the top of his head, with the Generator Grant looming, the Precinct would probably want to consider a new generator. Before the retrofitting the generator and the completing of the unit, which they are having issues with finding parts for going forward, it may be the time for replacement. Commissioner Nathan Young additionally reported that he spoke with Stephanie Nistico at DES, and she forwarded the information sent to her as it is not a Grant directly through DES. Commissioner Nathan Young requested answers to questions the Precinct has relative to the Grant. When the answers are received, they will be coupled with the response from PowerUp and the Commissioners can then make a decision on how to proceed. Commissioner Bill Murphy noted that if the Grant is better for a new generator, it seems like it makes more sense. A brief discussion took place regarding working on the current generator versus a new generator. Commissioner Bill Murphy will look tomorrow and see what the kilowatts (KW) and kilovolt-amp (KVA) on the unit and will let Commissioner Nathan Young know.

Old Business/Ongoing Projects:

1. Leak Detection/Grant: Tabled.
2. Leak Detection Started August 15th: Tabled.
3. Lead Service Grant: Tabled.
4. NH DES Cross Connection Permits Per ENV-DW 505.06 and 505.02a: Tabled.
5. Block Off of Field Adjacent to Well Field/Damage to Field Due to Trespassers: Tabled.

Long-Term Projects:

1. CIP Update: Tabled
2. DES Asset Management Survey: Tabled

Meeting Closed:

Motion to Close the Meeting by Commissioner Nathan Young. Seconded by Commissioner Bill Murphy. Passed unanimously. The meeting was adjourned at 7:15 p.m. by Commissioner Nathan Young, Chair.

Next Meeting:

The Next Regular Meeting Penacook/Boscawen Water Precinct, 9 Woodbury Lane, Boscawen, NH. on, Wednesday, December 14, 2022, at 5:30 p.m.

Minutes submitted by: Lauren Hargrave, Recording Clerk on December 8, 2022

Minutes approved by _____ /s/ _____ on December 14, 2022
_____ /s/ _____ on December 14, 2022
_____ /s/ _____ on December 14, 2022