

Tilton Northfield Water District
Commissioner's Meeting
14 Academy Street, Tilton, NH 03276
Monday, October 17, 2022, 2022

Minutes

In Attendance: Commissioner Chair Sean Chandler, Commissioner Arthur Demass, Superintendent John Chase, District Clerk Michele Corey

Public: Barbara and Daniel Guzman, Keith and Danielle Lamanuzzi,

Call to Order:

Commissioner Chandler called the meeting to order at 4:04 p.m.

Public Comment:

Mr. and Mrs. Guzman attended the meeting to discuss the new cellular meter that was installed at their residence. They have some concerns about the cellular device and would prefer an analog meter. Commissioner Chandler inquired if we have the ability to install an analog meter if we are moving to cellular devices. Superintendent Chase advised that we could do this but we would need to do a manual reading of their meter. There was discussion about whether or not we need a policy surrounding exceptions to the cellular meters. Commissioner Chandler felt that we could look at that in the future in the mean time we can proceed with an exception for this meter. Superintendent Chase asked the Guzman's to contact the office to schedule the meter change.

Keith and Danielle Lamanuzzi attended the meeting regarding their bill. Superintendent Chase advised that the Lamanuzzi's meter was on a re-read list due to a meter issue. Normally, these meters would then move to a repair list. Due to staffing issues, this has not been occurring. The Lamanuzzi's usage has been estimated for the last 3 quarters. The meter was recently read by a new employee who received an incorrect reading and unfortunately, it was not caught before the bill went out. The Lamanuzzi's received a bill for \$649.00. They confirmed there was no leak. They would like the Water District to take an average of the last several bills to obtain the amount that should be paid. There was also a concern raised by the Lamanuzzi's regarding the ability to obtain the information for their past water usage. They had to request the information several times from the office. The new digital meter has been installed so there should be no issue going forward. Superintendent Chase advised we would average out the last 6 years of the same quarter. The Commissioners agreed this was not really an abatement issue and they should follow the average for the last 6 years. This would make the bill \$150.00 for the last billing cycle. Superintendent Chase indicated a new bill would be sent. Commissioner Demass motioned to update the account billing for this last quarter to be \$150.00. Seconded by Commissioner Chandler. All in favor. Motion carried.

Commissioner Chandler advised that he would like to have a process put in place for the office regarding responding to customer requests. These need to be handled timely and if the Superintendent needs to be brought in to help address the issue, it needs to occur sooner.

Account 499 – The customer advised that there was an issue with the online banking payment. It took 2 weeks for us to receive the payment from the bank and the customer received a late fee. They are asking for late fee forgiveness. The customer provided the tracking information showing he requested payment on August 2, 2022. It did not make its way to us until August 15,

2022. This same account has had this issue previously. The Commissioners felt this could continue to happen given his method of payment and the customer was advised the last time this occurred that he should request his payment be requested from his bank earlier in the future. Commissioner Chandler motioned to uphold the late fee given the prior history. Seconded by Commissioner Demass. All in favor. Motion carried.

Account 1070 – This account had a data entry error on the new radio reads. This caused the customer to have a read of 49,527 c.f. The reading should have been 4,952 c.f. This bill needs to be adjusted and resent. The correct bill should be \$272.21. **Commissioner Chandler motioned to adjust the bill to the correct amount of \$272.21. Seconded by Commission Demass. All in favor. Motion carried.**

Review of Minutes:

The Commissioners reviewed the September 12, 2022 minutes for the Water District. **Commissioner Chandler motioned to approve the September 12, 2022 Water District minutes. Seconded by Commissioner Demass. All in favor. Motion carried.**

Treasurer's Report:

The Commissioners reviewed the September, 2022 Treasurer's Report. **Commissioner Chandler motioned to approve the September, 2022 Treasurer's Report. Seconded by Commissioner Demass. All in favor. Motion carried.**

Superintendent's Report (John Chase):

UPS

They have installed all of their water lines but have not pressure tested anything yet.

Dialysis Facility – Tilton Business Park

They are still working through the approvals.

2022 Rate Study and CIP

No update from Stantec or Raftelis. Superintendent Chase will check with them on this.

NH DES Asset Management Grant

We have received our official letter from NH DES that our loan has been approved and signed off on. We can take our first draw from this in the next 6 months.

Iron and Manganese Removal Water Treatment Facility

Rene LaBranche, Stantec, advised that this should be ready to go out to bid in January, 2023. Commissioner Chandler inquired about the bid process. Superintendent Chase advised that we would have a public bid opening.

Iron and Manganese Standards

The EPA has pushed back the compliance date for the new standards. It is now July, 2023.

Old Business:

Charlene Smith provided the Commissioners with update Personal Policies and employment applications. The Commissioners advised they will review the Personal Policies and discuss them at the next meeting.

The Commissioners reviewed the new employment application. They had no changes. **Commissioner Chandler motioned to approve the revised employment application. Seconded by Commissioner Demass. All in favor. Motion carried.**

New Business:

The Commissioners signed the posting notice for the NH Workers Compensation Law.

The Commissioners reviewed the Tariff (revised April 7, 2020) Appendix B, Regarding Sprinkler/Main Drain/Fire Pump Testing. This was voted on previously but it was never signed. Now that one of the Commissioners has retired, it needs to be re-voted on and signed.

Commissioner Chandler motioned to accept the Tariff (revised April 7, 2020) Appendix B, Regarding Sprinkler/Main Drain/Fire Pump Testing. Seconded by Commissioner Demass. All in favor. Motion Carried.

Discussion was held regarding the public hearing for the Tilton Northfield Water District. There is a special meeting schedule for October 24, 2022.

Commissioner Chandler advised that one of the employees inquired why the holidays had changed. Discussion was held and District Clerk Corey pulled up the June, 2022 minutes. It was voted on during that meeting to follow the federal holidays.

Non-Public Session:

None

Next meeting:

Monday, November 7, 2022 4:00 p.m.

Adjournment:

With nothing further, **the meeting adjourned at 5:36 p.m.**

Respectfully submitted,

Michele Corey, District Clerk